



Resident Student Dining Committee
Minutes of Meeting

Date: Friday, November 6, 2020, 2:00pm
Location: Zoom Meeting
Attendees: UTM Andrea D., Sanjhana D., Angela D., Vicky J.
Students Hamza W., Louis S., Alwin X., Qazi I., Hayden M.

1. Business Arising

A. Plant-Based Foods – Summit Follow-Up

- Andrea D. recounted to the Committee the Plant-Based Foods Leadership Summit that UTM virtually co-hosted with Forward Food/Humane Society International
 - Andrea D. also confirmed UTM's pledge with Forward Food to a 20% increase in plant-based foods on its current, non-branded menus and the establishment of a 100% plant-based food outlet on campus
 - Hamza W. asked how much of the current UTM menu was already plant-based
 - **UPDATE: UTM's current non-branded menus are 55% plant-based**
 - Andrea D. confirmed that increasing plant-based food options will continue to be a meaningful part of UTM's overall sustainability plan

B. Food Service Contract – Updates

- Andrea D. provided an update on the status of the Food Service Contractor RFP development process
 - 10 focus groups were conducted by Kaizen in October
 - The food service survey conducted by Kaizen received over 1,200 responses.
 - Kaizen will process and present the data collected to Food Service Advisory Committee by the end of November
 - RFP will go out Jan 2021, with bids received by Feb 2021
 - Bid evaluation will include a scorecard process with short-listed interviews all with the help of the Food Service Advisory Committee
 - The new contract will begin on June 2021

2. New Business

A. Food Service Operations 2020

- Andrea D. stated to the Committee that Hospitality & Retail Services had to do a relatively quick turnaround of food service operations for fall reopening to accommodate changing public health guidelines, which was challenging as the regional guidelines are not always clear
- Andrea D. provided a brief overview of current operations and confirmed that food service operations were reduced from pre-COVID levels due to a significantly reduced student population
- Andrea D. asked for feedback on the UTMEats online ordering system launched for Colman Commons that was put in place to meet students' needs in a safe fashion

- Pros: items that are not usually offered are now offered everyday (fried chicken/wings), really convenient time-wise – allows you for pick-up anytime
- Cons: certain items does not allow for customization (like shawarma toppings & opting for a combo when ordering a burger), portions are not standardized for the same price (when ordering an item, sometimes a student is given a combo and other times they are not even though the student is paying the same price)
- Andrea D. asked how Hospitality & Retail Services could best communicate to students about the pre-ordering program and other initiatives
- Louis S. stated that email is the preferred vehicle of communication for important updates
- Hamza W. suggested that advertising the ordering app via signs at Colman Commons and suggested having the menu available on the Hospitality & Retail Services website on UTM Eats
 - **UPDATES: Signs will be posted in and around Colman Commons starting November 16th, and Hospitality & Retail Services will look at how to improve the website menus to show what items are available on UTM Eats**
- Andrea D. also reviewed other new programs that were launched in the fall
 - Freshii items with Friday specials now available in the Food Court
 - UTM students will soon be able to order food through DoorDash and make payments using Flex Dollars, making the only school in Canada about to do this
 - i. A soft launch is planned for December
 - ii. A major communication push will follow
 - Daily Blends, a specialty vending operation offering vegetarian and vegan options, will be launched shortly with access 24/7, with other specialty vending options to be implemented soon
 - **UPDATE: Daily Blends launched on November 10th**

B. Hospitality Services Budget

- Andrea D. proposed a 3% average meal plan rate increase for 2021-22
 - UTM will not try to recoup any COVID-related losses for this year by putting it on the back of students through meal plan and price increases
 - Food cost inflation is forecasted to be 2.6% and, with forecasted increases to labour and other costs, food prices are forecasted to increase by just over 3%
 - UTM ranked in the lower half of the 2019-2020 CCUFSA Pricing Survey
- Andrea D. reviewed the 2020-21 Hospitality Services Forecast
 - Revenue is forecasted to be significantly lower than budget due to COVID-related restrictions (no Conference business, reduced Residence capacity, reduced on-campus population)
 - Expenses are forecasted to be lower than budget due to savings from working remotely as well as from deferred construction projects and labour redeployment
 - Hospitality Services is expected to have a significant operating shortfall, but the shortfall will be covered by Fund Reserves – the ancillary will not receive any subsidies from the central operating budget
- Andrea D. reviewed the 2021-22 Hospitality Services Budget
 - Revenue is expected to return to about 75% of pre-pandemic levels with limited revenue expected over the summer but significant return of on-campus services
 - Expenses are expected to return to slightly below pre-pandemic levels due to increased cost of sales from lower commission from the new food service contract and more deferred construction

- Hospitality Services is expected to have another operating shortfall, but the shortfall will also be covered by Fund Reserves
 - Andrea D. reminded the Committee that Hospitality Services was previously forecasted to have a shortfall until 2023 and, even with the effects of the pandemic, the trend to return to breakeven after 2023 is still in place
- The Residence Student Dining Committee did not have any objections to the proposed forecast and budget
- Even with the financial challenges posed by the pandemic operating climate, Hospitality & Retail Services maintains its commitment to investing in sustainability initiatives, such as the container farm for next summer and the Ozzi System & Reusable Containers

NEXT MEETING: End of November 2020