



Resident Student Dining Committee
Meeting Notes

Date: Tuesday, October 25, 2022, 4:00pm
Location: DV3214

Attendees:
UTM Andrea D., Angela D., Megan E., Jen S.
Students Penelope S., Jaiditya D., Farnia M., Angelina S., Cristeidy G.

1. Administrative

A. Introduction and Review of Committee

- Andrea D. provided an overview of the Committee and introduced this year's membership

2. Business Arising

A. Food Service Initiatives Discussion

- Update on Food Service Initiatives
 - Maegan Pre-Ordering Website
 - Andrea D. explained that Maegan was launched during the pandemic to provide safe service of food to students in a physically-distanced way when the dining hall had to be closed due to pandemic restrictions
 - Andrea D. also mentioned that there are some challenges with Maegan (one being that it is not an app) and is not getting a lot of use right now due to the fact that the campus has opened fully
 - The Students suggested that more needs to be done to advertise Maegan because many students do not know about it
 - **UPDATE** – *Due to a required system upgrade, some users may not be able to access Maegan currently – the system upgrade will take place within the next couple of weeks, after which more will be done to advertise Maegan*
 - Sally
 - Andrea D. updated the Committee that Sally – a robotic salad vending machine – which took almost 18 months to get up and running had to be shut down after 4 months due to the fact that the company who ran the technology decided to discontinue its operation

- Daily Blends
 - Andrea D. explained that Daily Blends, with a machine located in OPH and Davis, was another initiative launched during pandemic restrictions and, so far, it has been well-received
 - Andrea D. also mentioned that the Daily Blends in the Davis currently does not accept TCards as payment, but a resolution to this issue is hopeful for the new year
 - The Students expressed concerns over the freshness of the product
 - Andrea D. responded that Daily Blends changes out the product regularly before it expires, and only stocks each machine based on historical usage to minimize waste
 - Andrea D. also stated that Daily Blends is very active with promotions
- OZZI
 - Andrea D. stated that OZZI has been a very popular program since it was launched last year
 - The Students reported some issues with the OZZI machine not accepting containers and with the fact that OZZI containers were regularly unavailable at Colman Commons
 - Andrea D. responded that any issues with the machine should be brought to Aramark's attention, and Hospitality & Ancillary Services has made it easier for Aramark to report on issues so that they can be addressed in a more timely fashion
 - Andrea D. also replied that Aramark does have enough containers for Colman Commons, with an additional 1000 containers being received 2 weeks ago, so if issues with container availability arises again, then the Students should bring these forward and Aramark will rectify the situation as soon as possible
- Oscar
 - Andrea D. introduced the Committee to Oscar, a system that helps and educate peoples on waste diversion and uses its AI to 'learn' the common waste items for each area where it is located
 - Andrea D. also informed the Committee that one device is currently set up in the Meeting Place, with 2 other installations planned for other areas on campus
- Freight Farm
 - Andrea D. stated that the Freight Farm, located between the Library and the Greenhouse, is finally fully operational, and will be providing produce for the food service areas across campus
- Aramark
 - Andrea D. reminded the Committee that Aramark, whose contract with UTM began in 2021, began its first year of operation when UTM is fully open

- Andrea D. mentioned that Aramark is still having challenges with staffing levels, even with on-going hiring efforts, and with line-ups at peak times
- Andrea D. added that these issues were most noticeable during the evenings and on weekends
- The Students commented that they felt the serving staff were very nice
- Andrea D. also added that the most notable change in comparison to the previous food service contractor on campus is the higher quality of food that is being provided
- Self-Checkout
 - Andrea D. introduced self-checkout that was implemented in the Food Court at the beginning of the school year
 - Andrea D. added that self-checkout was only implemented for debit/credit users because about 70% of the Food Court transactions were made using debit/credit, which also created shorter line-ups at cashiers for TCard users
 - Andrea D. continued to explain that the ultimate goal was to integrate meal plan payments into self-checkout, but the programming is not possible at this point
- Plant-Based Food Service Outlet
 - Andrea D. stated that the planned location for the plant-based food service outlet (Calli Love) was for the location where the H&AS Booth was located during pandemic restrictions, but, because of the service reductions during the pandemic restrictions and the need for the department to find more workspace for its staff, the final construction of the outlet has been further delayed by at least one year
 - Andrea D. added that, although the Calli Love menu does include meat options, the menu to be implemented on campus would be entirely plant-based
- Off-Campus Partners
 - Andrea D. stated that H&AS is trying to add a third off-campus partner – Osmows in Streetsville – where meal plan transactions will be allowed for delivery and in-store purchases, but there have been some IT-related delays with the hope that the service will be in place before the new year
 - Andrea D. reminded the Committee that Pizza Pizza offers delivery purchases using the meal plan and Pita Pit on Dundas offers delivery and in-store purchases using the meal plan
- Future Food Service Initiatives
 - PizzaForno
 - Andrea D. introduced PizzaForno, a pizza vending machine, and mentioned that a PizzaForno kiosk is planned for location near the

MaGrath Valley laundry by next year and a PizzaForno machine will be located in the new residence once it is built in 2026

- 24/7 Autonomous Store for F2 in 2026
 - Andrea D. informed the Committee of the plan to add a 24/7 Autonomous Store to the F2 building to complement the Robotics programs that will be located there
- New Vending RFP 2023
 - Andrea D. stated that the contract with UTM's current vending provide expires next year
 - Andrea D. also committed to requesting lower commission for lower prices – an approach that was implemented with the current contract and has proven successful in providing lower prices for students while providing an increased number of units sold (and, therefore, an increased commission volume to UTM)
- Spigel Kitchen Renovation 2024
 - Andrea D. explained that Spigel Kitchen, the commissary kitchen for the entire campus, will be undergoing a long-needed renovation, which will cost approximately \$2M but was budgeted for by H&AS
- Commerce Management System RFP 2024
 - Andrea D. has stated that the contract with UTM's commerce management system provider, ITC – the system that manages UTM's meal plan funds and transactions – expires in 2024, and some budgeted investment is required to improve related services and integrations and to fund associated additional meal plan programming required

3. New Business

A. Preliminary 2023-24 Meal Plan Rates Discussion

- Budget Implications
 - Andrea D. outlined some of the budget considerations facing H&AS
 - 3% price increase last year was approved last year – this increase was proposed prior to the effects of Omicron and the Ukraine War on prices
 - Actual food inflation is at around 11% for 2022
 - Up to 10% inflation possible for next year, with food inflation being predicted as one of the last to normalize
 - Significant capital investments planned for H&AS
 - i. Spigel Kitchen renovation
 - ii. Commerce Management System new contract
 - iii. Brand refreshes
 - Flat enrolment is projected for the next few years
 - Andrea D. also reviewed some of the ways H&AS was working to mitigate increases in food prices and to fight food insecurity
 - working with contractors
 - i. capping non-branded price increases (contractual)

- ii. non-branded price increases *once* prior to beginning of school year
 - iii. branded pricing = street pricing
 - iv. multiple price points – value pricing (contractual)
 - v. half-portions
 - vi. monitoring pricing throughout the year – recommending changes or elimination of products
 - vii. vending – request price reductions by taking reduced commission
- freight farm and honey
 - i. providing these products at cost to the food service contractor
- relationships with Second Harvest
- supporting campus food bank and Food Bank of Mississauga
- Andrea D. reviewed current meal plan rate comparisons between other Ontario universities with declining balance meal plans and showed that UTM has the lowest first-year and upper-year minimum plan rates
- Andrea D. also stated that UTM food prices compared to other Canadian Universities are always on the lower end
 - The Students concurred that UTM food prices were reasonable compared to other universities they have been at, and stated that many off-campus students were purchasing meal plans because they saw the value
 - Angela D. confirmed that this year, UTM has seen the most non-residence students purchase meal plans than any previous year
- With this in mind, Andrea D. shared that proposed meal plan rates for 2023-24 were 6.1% higher than this year's rates
 - Declining balance meal plans represent purchasing power, so meal, plan rate increases must fall in line with proposed food price increases to maintain purchasing power from year to year
 - food prices were predicted to increase by 6.7%, which corresponded to the increase of 6.8% in Basic amounts (no increase is proposed for Flex amounts)
 - The Students felt that, given what is going on in the world, the meal plan rate increase seemed logically explained and fairly applied
 - Andrea D. clarified that asking Students for support of meal plan increases, particularly a 6.1% increase, is challenging, but H&AS wants to be as transparent as possible to ensure that Students understand why the increase is required
 - The Students agreed that H&AS appears to be doing as much as possible to ensure that increases are managed appropriately

NEXT MEETING: November 1, 2022