



UNIVERSITY OF
TORONTO
MISSISSAUGA

**Food Services Advisory Committee Meeting
Meeting Notes**

Date: Tuesday, November 28, 2023 – 3:00pm
Location: DV3214
Attendees: UTM Andrea D., Vicky J., Megan E., Jennifer S., Josée J., Lee B,
Mariam R.
UTMAGS Thanh P.
UTMSU Gulfy B.,
Resident Students Jaiditya D.
Regrets Andrea U., Deborah B., Monika H.

1. BUSINESS ARISING

A. Updates on Food Service Issues

- Andrea D. provided updates on food service issues that were brought up at the previous meeting and that were brought forward by the Resident Student Dining Committee
- Cashiers ringing items in correctly
 - Dana has improved in this issue – the number of complaints has been significantly lower
- Discrepancies in combos/portions at Colman Commons
 - Dana has improved in allowing students to choose side items from different stations, but Dana needs to improve communication around this initiative and needs to have more consistency in pricing and portion sizes when it comes to allowing substitutions in combos
- Writing menu, nutritional information, dietary restrictions, etc. on glass at Colman Commons
 - Dana will be asked to no longer write menu information of any kind on the glass at each station because they often miss key nutritional or allergy information, because it is hard to see, especially if you are in line and want to know what is on the menu, and because it is no AODA compliant
 - Dana needs to use the halal symbol to indicate halal items because Dana has been inconsistent in identifying halal items
- Stations closing early at Colman Commons
 - Dana has posted hours of operation for each station and has been instructed to keep the stations ready to serve until closing

- Dana will also be working on a late-night menu to include pub fare as requested by students to be launched in the new year
- Value Meals
 - Dana has been doing a better job of promoting the value meals, but, at some stations, they only have signs posted “ask server about the Value Meal” – Dana has been asked to include signage about the Value Meal details so that students can make decisions in advance instead of having to wait in line to find out the details
 - Examples of value meals include custom pasta \$6.99, wrap/salad \$6.99
- Vicky J. stated that the issues were addressed in a meeting the previous day with Dana
- Andrea D. also indicated that the Student Mystery Shop Program through the Resident Student Dining Committee has commenced with the results to be presented at the next meeting
- Vicky J. mentioned that Dana is proving to be very willing to work with H&AS and the community to address issues and is confident that the issues will start to decrease in short order

B. Updates on Food Service Initiatives

- Andrea D. provided on some of the on-going food service initiatives

C. Hospitality Services Budget

- Andrea D. reviewed the forecast for 2023-24
 - The ancillary is forecast to show a deficit, mostly due to the lack of movie shoot business due to the Writers and Actors strikes and due to the sudden departure of the previous food service contractor over the summer
 - The ancillary has deferred some construction as a result of the shortfall, but there is enough room in its Fund Reserve to cover it
- Andrea D. reviewed the budget for 2024-25
 - The ancillary will show a surplus due to continued positive performance of Dana as the food service contractor and due to a modest return of movie shoot revenue
 - The ancillary has nearly \$5M in capital investments planned for the next 5 years, most notably the Spigel Kitchen renovation and possibly Subway vending machines planned for 2024-25
 - Guffy B. recalled the discontinued salad vending program as being popular and asked if vending machines providing cultural meals could be considered for the future
 - Andrea D. stated the H&AS continues to explore specialty vending options to bring to campus, with the importance placed on the ability for the vending machine to support purchases using meal plan funds

D. Andrea D. also reviewed the proposed meal plan rates for 2024-25

- The ancillary is planning for an increase in food prices for 2024-25 in the 3-5% range as indicated by Trading Economics
 - The Dalhousie Food Price Report is not expected until December – when it is available, H&AS will forward the report to the Committee
- The proposed average increase on meal plans is 3%, which compares to many of Ontario universities who have reported their proposed meal plan increases
- UTM continues to have the lowest declining balance meal plan in Ontario for first year students, and compares favourably to the other UofT schools
- Historically, UTM always ranked low in the annual CCUFSA pricing survey – this year’s survey was not provided to UTM prior to meeting time
 - Josée J. stated that there was some discontent on other UofT campuses regarding meal plan rates and food prices
 - Vicky J. reported that H&AS will be collecting food pricing information from other UofT campuses to see how UTM compares
 - Josée J. also commented that the proposed meal plan and food price increases seem reasonable, but wondered how to best address food insecurity on campus
 - Gulfy B. and Josée J. suggested end of day specials (Too Good To Go program), which Vicky J. has brought forward to Dana to implement
 - Gulfy B. suggested a similar program to the Hart House \$5 Meal or programs similar to community kitchens in Europe where food is provided at a fixed price and choice is sacrificed for the lower cost in order to address food insecurity
 - Andrea D. wondered about the stigma of students being identified as food insecure and how such programs such as the European community kitchens would actually lead to less participation
 - Josée J. agreed that programs that are open to everyone, like the value meals, tend to increase participation amongst those who are food insecure

NEXT MEETING: End of January/Early February 2024