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 UTMs 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
  o **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
  o Freshii items with Friday specials now available in the Food Court
  o 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
  o 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
  o **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 initiatives
  • 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