



UNIVERSITY OF
TORONTO
MISSISSAUGA

Food Service Committee

Minutes of Meeting

Date: Thursday, October 24th, 2013 – 1pm
Room: DV 3214
Attendees: A. De Vito, P. Donoghue, C. Graham, J. Liao, A. Maughn, P. Desrochers, D. Mullings, D. Zheng, D. Ball, R. Noronha, M. Cowan, A. de Lorenzis
Regrets: M. Theodore, V. Kanelis

1. MEMBERSHIP UPDATES

The following are the members of the Committee:

- Chair – Director of Hospitality and Retail Services
 - Resident Student Rep. Jack Liao
 - Resident Student Rep. David Zheng
 - Full Time Student Rep. Raymond Noronha
 - Full Time Student Rep. Melissa Theodore
 - Graduate Student Rep. Daniel Ball
 - Student Affairs Rep. Dale Mullings
 - UTM Faculty Rep. Pierre Desrochers
 - UTM Faculty Rep. Mairi Cowan
 - UTM Faculty Rep. Voula Kanelis
 - UTM Staff Rep. Ciaran Graham
 - Conference Office Rep. Antonia Maughn
 - Asst. Director – Hospitality Andrea De Vito
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- Jack Liao may give up his position in order to give another student the opportunity to be on the committee. He will let the committee know after The Residence Dining Committee meeting.
 - **ACTION: David or Jack to advise Andrea of any change to membership.**

2. UPDATE ON FOOD SERVICE DEVELOPMENT/PLANS

North Building Phase I

- Scheduled to open fall 2014
- The concept for the North Side Bistro was developed with the use of feedback provided by the community surveys
- Focus on fresh, healthy, and simple principles
- Concepts will include:
 - A fresh salad concept featuring salad (three varieties), rice and noodle bases – finished with a variety of toppings and accompaniments – including traditional proteins and vegetarian and vegan friendly proteins
 - A scratch soup concept which will feature 4 to 6 soups and chili daily – soups will be prepared with fresh ingredients and reduced salt
 - An artisan flat bread, focaccia, quesadilla and sheet pan pizza concept will also be available. Gluten free options will be provided
 - A non-branded beverage and pastry area and grab and go stations will also be available

Kaneff/Innovation Centre

- Scheduled to open fall 2014
- Innovation Centre Café will include a Second Cup + Quick Cuisine Concept
- The Second Cup will be relocated from the Davis Building
- Modified Quick Cuisine Concept:
 - Take away entrees and sides
 - Healthy and diverse options
 - Hot entrees can be re-thermalized on or off site
- Grab and Go sandwiches, sup, snacks, and cold beverages
- Staging area to complement the Special Event Space
 - Extra power with dishwashing space
 - Basement tunnel to Davis Building to provide direct access to Commissary Kitchen

Colman Commons Expansion

- Scheduled to open fall or winter 2014
- There will be 2 separate dining areas
 - Expanded seating/dining area – from 228 seats to 372-460 seats
 - Revamp existing dining area
 - Design of new seating area to have more ‘Oscar Peterson’ ambience
 - Softer seats, variety of heights and types of seating, less institutional feel
 - Fireplace
- Separate event spaces during the summer
- Coffeehouse and Late Night Menu
- Relocation of existing Dish Return Station
- Informal External Space
- Colman Commons will be available during the 2014 Conference season

- The expansion of Colman Commons is part of the longer term plan/expansion of the campus and also, to provide more services to everyone on campus

Future Food Service Development

- North Building Phase II – 2016. Phase II shall be twice as large as Phase I. Phase II is in the planning stages at the moment but will start construction once Phase I is complete.
 - Phase II will have a Coffee Kiosk, Grab and Go, Special Event Support
 - Small/intimate footprint
 - Expansion of seating area to support North Building Phase I food service outlet
- Davis Building Renovation – 2016. Waiting for approval from Project Committee.
 - 9 - 10 outlet comprehensive food court with central cash
 - Tim Hortons will remain intact
 - Relocation of Subway to food court or elsewhere
 - Blend of branded and non-branded, flexible concepts
 - Full cooking capabilities with proper ventilation and supporting prepping, storage, and ware washing

3. DISCUSSION/RESPONSE TO QUESTIONS SUBMITTED BY UTMSU

- **Sourcing**
 - Chartwells buys 57 % of products produced in Ontario – 77% of meat and 13% of produce purchased locally (average for the year)
 - They will buy local produce when available
- **Hart House Farm**
 - It is a very small farm which produces a minimal amount of products used at Hart House
 - It would be very difficult for UTM to rely on this farm to supply the amount of produce needed for the food production on campus
 - It is very challenging to produce products year round – this presents concerns with regards to quality and costs
 - McMaster does not have an agricultural program – they have a 20' x 30' plot of land
 - The Guelph farm is not focused on food production
 - UTMSU to provide additional information about the Hart House Farm – what products are produced, how much is produced on the farm, and how much of the products are used at Hart House
 - UTMSU to put together a Pilot Project with the help of Administration (Hospitality & Retail Services) to work with the UTMSU on initiatives with regards to the Blind Duck sourcing food from the Hart House Farm – the Blind Duck could source from the Hart House Farm and, if it works

for the Blind Duck, then it could be applied to other food service on campus

- **ACTION: UTMSU to investigate possibilities with Hart House and meet with Andrea to discuss possible Pilot Project at Blind Duck Pub to test sourcing and selection initiatives**

- **Pricing - \$5.00 Meal**
 - Andrea will work with Chartwells to provide a similar priced lunch on campus and have them subsidize the lunch – Andrea will report back
 - The U of T Hart House \$5.00 lunch is subsidized by Student Fees. The value of the \$5.00 lunch higher than the amount being charged
 - UTM prices on campus are comparable to what is being charged at the Pub and are in the mid to low price range compared to other universities
- **ACTION: Chartwells in the process of revamping their Value Meal program which included \$5 to \$7 meals – Andrea will provide an update at the next meeting**

- **Flex Dollars**
 - Flex Dollars are used for convenience items, snacks and confection items and are taxable
 - Blind Duck does not provide the largest number of Halal items on campus. – all meat proteins at Colman and IB are Halal, and half of the meat proteins in the TFC are Halal
 - The minimum requirement for The Group A Minimum is the total required to sustain the meal plan program, and anything over and above the minimum will rollover
 - \$100.00 is being added to the maximum amount available for rollover for all Group A plans this year
 - An email will go out to all meal plan holders to notify them of the change in rollover amounts for this year
 - Hospitality and Retail Services will also send out a monthly email to all meal plan holders with regards to balances on meal plans compared to the budget planner online – the email will also explain how to find their balances on the Portal
 - First email went out week of November 4th indicating the Budget Planner amount that represents average spending for each meal plan and requesting that each meal plan holder compare their remaining balance to the average spending amount to see how their meal plan is progressing
 - The email also indicated information about how to check meal plan balances, reiterated the new policy regarding the meal plan rollover eligibility \$100 increase policy, and contact information for the Meal Plan Office in case there were any questions or issues
- Question was raised with regards to the amount students are losing on their meal plan at the end of the year
 - Andrea will bring this question forward at the next Residence Dining Committee meeting

- **ACTION: Andrea to report back after Residence Dining Committee Meeting (scheduled for November 15th)**
 - Raymond would like to attend the next Residence Dining Committee meeting
- **ACTION: Raymond to submit to Andrea specific items he would like the Residence Dining Committee to discuss. Andrea will facilitate a meeting between Raymond and David Zheng on behalf of the Residence Dining Committee.**
- **Chartwells Contract** – the contract expires at the end of June 2014
 - RFP is being explored with the use of a 3rd party food service consulting firm in order to help determine what we would like to see in the new contract
 - Paul Donoghue will report back to the committee with regards to the RFP
 - The contract was blacked out because the details in the contract are considered by Chartwells to be proprietary and confidential
 - Information may be requested through the Privacy Commissioner using the Freedom of Information Act
 - We understand that such a request has been filed and the matter is in process involving the Commissioner’s office, Chartwells and whomever requested the document; once a decision has been rendered, UTM will follow suit on any request for disclosure;
 - Under the current terms of agreement the Blind Duck Pub cannot serve food outside of their location
 - Hospitality and Retail Services will be undertaking a discussion with Chartwells to allow the Pub to serve more food on campus
- **ACTION: Paul to complete “due diligence” on RFP requirements and expected timelines with external consultants and report back**
- **Food Safety** is of the upmost concern to all on campus
 - The question raised with regards to food safety on campus implied that Chartwells is lax on food safety – this is not the case.
 - Food safety on campus is a priority for the UTM, even in the Blind Duck Pub over which UTM has no control. This was recently demonstrated when the Hospitality and Retail Services team stepped in to provide urgent assistance to UTMSU/Blind Duck when the Public Health inspector issued a “Yellow” report requiring action within 72 hours to avoid a possible closure order.
 - All measures are taken with regards to proper food handling and storage on campus
- Question from committee: How does the university feel about Chartwells’ service on Campus?
 - Chartwells has come a long way in the last 4 to 5 years especially since more space was made available to food service

- This has allowed the UTM to push Chartwells to provide better quality and service
- The goal is for the UTM to be the top rated Food Service Contracted university
- It is expected that Chartwells will be interested in responding to the UTM food service RFP when it is issued.

4. **OTHER BUSINESS**

- Paul Donoghue will share any RFP advice and meet with the committee to discuss the RFP and who should be involved and how
- Andrea and the UTMSU will meet and create a working plan for the Pilot Project on product sourcing from the Hart House Farm for the Blind Duck Pub
- Meal Plan questions to be addressed at the Residence Dining Committee and any issues relevant to the Food Service Advisory Committee will be brought forward
- The creation of a possible subcommittee to discuss the Davis Building Food Court redesign
- **ACTION: This will be done as soon as the Davis2 Project Committee is struck**

5. **NEXT MEETING** – To be scheduled for early December