



Residence Food Service Sub-Committee

Minutes of Meeting

Date: Wednesday, February 24th, 5:00pm – Colman Commons

Attendees: UTM Bill McFadden, Andrea De Vito, Dale Mullings

Chartwells Linda Balfour

Students Iris Yu, Run Ze Yu, Emily Cadger, Laryssa Anger, Marc Bressler, Keshav Uppal

1. Water Policy

- Bill reviewed the UTM's Water Policy and its rationale:
 - i. The UTM supports maximizing the water choice available to the Community
 - Free chilled water is available at the North Building, Colman Commons, and Spigel from the Fountain Pop machines (as indicated by signs posted on the machines)
 - Currently, the UTM has a number of traditional water fountains – the UTM has looked into replacing all water fountains with bottle filling stations, but the cost would be extremely high at this point
 - The Bottle-less Water Vending Machine in the Meeting Place offers chilled, filtered water for \$0.50 and chilled, filtered flavoured water for \$1.00
 - If enough people purchase the flavoured water from the Bottle-less Water Vending Machine, then the UTM would be in a position to potentially offer the regular water for free
 - ii. Discussion around Consumer Behaviour related to beverage consumption highlighted:
 - If bottled water was eliminated from the UTM campus, people would inherently purchase another bottled beverage product, such as pop, leading to an increased caloric intake
 - The majority of the students stated that they did not use their own travel mugs for hot beverage purchases
 - Some students had their own water bottle, but often felt an inconvenience to carry it everywhere
 - Students did not feel that bottle/cup washing stations would increase re-useable bottle or cup usage.
- **Action – In keeping with recommendations regarding increased awareness, Bill and Andrea agreed to look at different options for advertising the Bottle-less Water Vending Machine**

2. Colman Commons Tour

- Bill took the students on a tour of the back-of-the-house at Colman Commons, including the main kitchen, storage areas, and the shipping/receiving area
- Bill emphasized the lack of food prep space in the kitchen, and a need for more storage space as the Colman Commons staff do not have a designated storage room adjacent to the shipping/receiving area

3. Sheridan Visit

- Bill asked the Sheridan students for a potential date when Bill and Andrea could meet with them at Sheridan to tour the food outlets and their proximity to where the UTM classes are located
 - i. The Sheridan students mentioned the potential for a labour stoppage at Sheridan, which would be determined by the end of the week (UPDATE: The work stoppage was averted on February 25th)
 - ii. The Sheridan students and Bill agreed that Tuesday at 1pm would be the best time to meet
 - **ACTION – Bill and Andrea agreed to meet the Sheridan Students on Tuesday, March 2nd at 1pm at the Sheridan’s Main Cafeteria**
 - **ACTION – The Sheridan students agreed to ask 6 to 8 other Sheridan/UTM students to attend the meeting at Sheridan**

4. Pricing Survey

- Bill indicated that the UTM’s pricing survey information has been submitted to the Canadian Colleges and Universities Food Service Association, and Bill will summarize the survey once the information has been received.
- Bill reviewed the general categories of food and beverage covered in the survey but asked the students to submit any price comparison inquiries for particular foods or beverages that they would like to see
- Run Ze mentioned a friend who felt that the prices on full meals were too high at Colman Commons
 - **ACTION – The students agreed to provide specific items that they would like to see as part of a price survey with other universities**
 - **ACTION – Run Ze agreed to ask his friend to e-mail Bill with the specifics of his food transaction**

5. Meeting Place Renovation

- At the next meeting, Bill will review the recent Food Service Town Hall meeting with the students, focussing on the plans for the Meeting Place and any food service comments relating to residence students
- Bill also discussed different methods that the UTM will use to gather Community ideas and opinions about what the renovated Meeting Place Food Court should contain:
 - i. Student Voice Survey (on-line) – 10 questions or less
 - ii. PDA Intercepts across campus
- Bill asked for ideas on how the UTM can maximize the response rate to these surveys
 - i. Ask people standing in line to fill out survey
 - ii. Vouchers for PDA intercept participants
 - iii. On-line respondents can submit e-mail addresses to receive an e-mail voucher
- Bill is hoping to have conceptual drawings for the Meeting Place within 18 to 24 months

6. Other New Business

- The students asked if skim milk can be made available at Colman Commons in 500mL cartons
 - i. Skim milk is currently available in the bulk milk dispenser (can be taken out of Colman Commons using a cup with a lid) and in the C-store, but, due to lack of storage space, will not be made available in 500mL cartons
- The students commented that the Juice Dispensing Machine was not working
 - **ACTION – Linda is aware of the situation and agreed to get the machine fixed as soon as possible**
- Bill asked the students about their propensity to read e-mails sent out by the Meal Plan Office
 - i. The students stated that they often noticed e-mails from the Meal Plan Office because they were infrequent
 - ii. The students suggested that, for e-mails, “the shorter, the better”
 - iii. The students also believed that e-mails with links directing them to the appropriate information were more effective

- Bill asked the students about portion sizes at Colman Commons
 - i. The students stated that, if they were intending to take their meal back to their room, they would keep the leftovers, but if they were intending to eat in the Dining Hall, they tended not to keep the leftovers
 - ii. Bill talked about the perceived value in having a larger portion size versus the extra food waste potentially created
 - iii. Bill also suggested to Linda that she address serving sizes of the sides and portion consistency with at the Culinary Table her staff to ensure that they are meeting the recipe specs as the serving sizes seemed to be too large

- The students asked if Flex Dollars can be rolled over
 - i. Bill reiterated the rollover policies for each meal plan
 - ii. Andrea pointed out that Flex Dollars can be transferred to Basic Dollars by visiting the Meal Plan Office
 - iii. Andrea reminded the students that Flex Dollars cannot be used to purchase Basic items because, by doing so, the students do not receive the tax savings associated with Basic purchases
 - iv. Andrea also stated that transferring Flex Dollars to Basic Dollars at the Meal Plan Office provides a secure way to transfer the funds accompanied by documented permission from the student
 - v. Andrea informed the students that Basic Dollars cannot be transferred to Flex Dollars because such a transaction would violate Canada Revenue Agency's defined requirements for tax benefits associated with a meal plan
 - **ACTION –Andrea agreed to assist any students who e-mail him with specific questions regarding their remaining balances, more specifically regarding remaining funds versus the budget planner and potential rollover amounts (if applicable)**

- Dale asked when the Schwarma machine would be operational
 - **ACTION – Linda agreed to have the schwarma machine into product testing mode by Friday, March 5th to gauge product and day-part demand, with the intent of having it fully integrated in the rotational menu before exams begin**

- Bill reminded the students about the upcoming March Break Open House on Sunday, March 14th

Next Meeting: Wednesday, March 17th, 5:00pm – Room SB 3138