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Foodservice Advisory Committee

November 7, 2024,

MEETING NOTES

Attendance: Mark Murdoch, Food Services; Aimee Blyth, Seasoned Spoon; Christine Thomas, Chef Joseph Pirie, Chartwells; Jocelyn Williams, TUFA; Lori Johnston, Conference Services; Shelley Strain, Sustainability Office; Michael Eamon, Traill College; Jillienne Simone-Burns, Student Housing.

1. Review of Meeting Notes of October 3
   1. No items to follow up.
2. Sub-committee reports
3. Operations and Marketing
   1. See Meeting Notes of November 5
4. Sustainability and Fair Trade
   1. See meeting notes of November 5
5. Budget
   1. See meeting notes of November 5
6. Catering
   1. See meeting notes of October 15
7. AYCTE WG
   1. See meeting notes of November 5
8. Additional Working Group Reports
   1. Dining room redevelopment group – see Meeting Notes of October 9
   2. Campus Card Steering Committee - see meeting notes of October 23
      1. Move to mobile credentials
9. General Discussion and Q & A
   1. When will the exam and holiday hours for Food Services be available? November 28.
   2. Residences will reopen on Saturday January 4.
10. Next meeting – 28, 9:00 – 10:30, by TEAMS

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Trent University Foodservices

Food Services Advisory Committee

Operations and Marketing Working Group

November 5, 2024

MEETING NOTES

Attendance: Mark Murdoch, Food Services; Aimee Blyth, Seasoned Spoon; Kim Stevens, Corine Bolton, CUPE 3205; Kassandra Glasbergen, Ceilie; Sarah Gallen, Durham GTA; Shauna Carlow, Student Housing;

1. Review meeting notes from September 24
   1. Harvest Lunch update – 222 guests were served and $4,343.25 was raised in support of the TCSA’s One Stop Chop Food Pantry
   2. DNA POD
      1. Generating sufficient revenue to remain open
   3. White Buffalo Café update
      1. Generating sufficient revenue to remain open
      2. Waiting to have the issues with the stairs addressed
   4. Bata Bean Amazon Just Walk Out update
      1. Soft opening on October 28
      2. Grand Opening on November 4
2. Broad redevelopment goals over the next few years
   1. Approvals from Space Committee
      1. Gzowski addition – 700 square foot addition of fridge, freezer and storage space to allow for additional preparation space in the existing footprint
      2. LEC extension – absorb room 212 in summer of 2027 into the food service footprint to create greater capacity as we move toward all inclusive dining
3. Other business
   1. The Ceilie had a new oven installed over reading week.
   2. The Ceilie has removed coffee from the menu and added a slushie machine that offers both alcohol free and alcohol included slushies.
4. Next meeting November 26, 9:00 – 10:30 by TEAMS

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Foodservice Advisory Committee

Sustainability and Fair-Trade Working Group

Tuesday November 5, 2024

MEETING NOTES

Attendance: Mark Murdoch, Food Services; Aimee Blyth, Seasoned Spoon; Ainsley MacPherson, Gzowski College; Christine Thomas, Chartwells; Kim Stevens, Corine Bolton, CUPE 3205; Jenifer Richardson, Durham GTA; Heather Klyn-Hesselink, TGSA; Shelley Strain, Sustainability Office; Kim Da Lallo, Organic Canada Campus Certification Program

1. Review of Meeting Notes of September 24, 2024
   1. No items of note to follow up
2. Participation in eco-tray program
   1. Jessica Brooks has left Chartwells to join Trent University, so some data may be harder to collect in the short term. Chartwells has hired a new Marketing and Sustainability Manager who will begin work on campus November 13.
3. Renewal of Fair-Trade certification
4. Presentation from Organic Canada Campus Certification program.
5. General discussion and Q and A
   1. A comprehensive waste audit will be conducted the first week of December.
   2. Oscar Sort an AI enabled waste sorting and diversion system is being looked at for possible deployment on campus
6. Next meetings– November 26, 10:30 – 12:00 by TEAMS

China and travel mug use over the past month was about 8.5% of transactions. This may be understated as it does not include the locations where ONLY reusable mugs are available.

Single use disposable accounted for about 10% of all meal transactions, so it appears we are serving about 90% of meals on china or in a eco-tray. HOORAY!

Copy of presentation from Organic Campus Canada was not provided.

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Foodservice Advisory Committee

Budget Working Group

November 5, 2024

MEETING NOTES

Attendance: Mark Murdoch, Food Services;

**The notice of the meeting and the agenda were not sent to committee members. That was the chair’s fault.**

**To be fair, there are still so many holes in the budget that we really weren’t going to be able to discuss much anyway.**

**An update will be provided as soon as additional budget development information is available.**

1. Review of Meeting Notes of Sept 24
2. Preliminary 2025-2026 Budget
   1. The unknown
3. Other business
4. General Discussion and Q & A
5. Next meetings – November 26, 1:30 by TEAMS



Proposed O-week, Overhead and Dining Plan Rates 2025-2026

O-week meals are proposed to increase 2.6%

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Current** | **Proposed** | **Change** |
| 4 days of meals at $55 | $220 |  |  |
| 4 days of meals at $56.50 |  | $226 | 2.7% |
|  |  |  |  |
| Lasagna Dinner | $12 |  |  |
| Lasagna Dinner |  | $13 | 8.3% |
|  |  |  |  |
| Food Truck event | $30 |  |  |
| Food Truck event |  | $30 | 0.0% |
|  |  |  |  |
| Eco-tray | $5 |  |  |
| Eco-tray |  | $5 | 0.0% |
|  |  |  |  |
| Sub Total | $267 | $274 | 2.6% |
| Net HST 3.41% | $9.10 | $9.34 |  |
| Total | $276.10 | $283.34 | 2.6% |

Increases in University Admin Overhead, O-week meals, Utilities and Maintenance and Principal Repayment will increase to:

|  |  |  |
| --- | --- | --- |
| **Item** | **Peterborough** | **Durham** |
|  |  |  |
| University Overhead | $ 388.93 | $ 388.93 |
|  |  |  |
| O-week meals | $ 283.00 | $ 283.00 |
|  |  |  |
| Utilities and Maintenance | $ 427.02 | $ 431.20 |
|  |  |  |
| Principal repayment | $ 104.65 | $ 260.00 |
|  |  |  |
| **Total** | **$ 1,203.60** | **$ 1,363.13** |

The proposed increases for dining plan rates are:

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Current** | **Proposed** | **Change** |
| **Traditional** |  |  |  |
| Overhead | $ 1,100 | $ 1,150 | 5.0% |
| Declining Balance | $ 4,550 | $ 4,675 | 2.7% |
| Total | $ 5,650 | $ 5,825 | 3.1% |
|  |  |  |  |
| **Suite** |  |  |  |
| Overhead | $ 800 | $ 850 | 6.3% |
| Declining Balance | $ 3,000 | $ 3,100 | 3.3% |
| Total | $ 3,800 | $ 3,950 | 3.9% |

The DRAFT budget for Food Services for 2025-2026 is provided below.

Items bellow in yellow are currently unknown. For Peterborough and Durham, Utilities and Maintenance have been tentatively increased by 5%. The budgets for Starbucks and The Ceilie are not yet complete, but these do not impact the dining plan rates.

Redevelopment of Subway was completed this year at a cost of $125kThe redevelopment of Tim Hortons was scheduled for the summer of 2024 but was not completed. This work has been pushed to the summer of 2025. We are planning an addition to the back of Gzowski in the summer of 2025. These two projects will cost a total of $1 million. Peterborough will have an operating profit, after capital investment of $148k, about 1.3% of top line revenue. Durham will lose $66k, about 7% of top line revenue. Thes net operating result will increase capital reserves with a corresponding capital cost.

Food Services Reserves:



Anticipating the items above the DRAFT budget for food services is:











FOOD SERVICES ADVISORY COMMITTEE

ALL-YOU-CARE-TO-EAT DINING PLAN

EXPLORATION WORKING GROUP

NOVEMBER 5, 2024

MEETING NOTES

Attendance: Mark Murdoch, Food Services;

1. Review Meeting Notes of September 24
2. There is also a group that focuses on the College Principals, Student Housing and Student Affairs
3. Plans for tour in Toronto November 12 – this event has been cancelled due to lack of participation
4. What are our priorities?
   1. Low cost
   2. Flexibility
      1. Number of days per week
      2. Flex cash with self-selection
   3. Use everywhere
5. General discussion and Q&A
   1. An impromptu meeting was held with the Head of Colleges regarding priorities for the College Principles that also align with priorities for students and other user groups.
      1. Design the dining rooms to allow for flexibility of use during off peak times, with for example, a movable barrier that defines the part of the dining room that can be used by non-residents during off peak times
      2. The dining rooms need to be available for booking of College events like a dinner or other ceremony
      3. For a College dinner residents who are on a dining plan would not have to also pay for dinner
         1. If the dinner was $30 and the per meal rate was $20, the resident would need to pay the additional $10
         2. If the student had a dining plan that did not include the specific meal, for example a Monday to Friday dining plan and the dinner was on Saturday, the student would have to purchase the meal
      4. Have access to hot and cold beverages and light snacks on a retail basis so that a non-resident could use the dining room for group work of a meeting. Not sure how this will be set up or controlled, but the need is understood.
6. Next meeting, November 26, 3:00 – 4:30, by TEAMS

**Catering Working Group**

**October 15th, 2024**

**MEETING NOTES**

**Attendees**: Lori Johnston, Kristine Williams, Shelley Strain, Joanne Sokolowski, Christine Thomas, Eddie Gluck, Kris Dimnik, Rachel Colley

Role of the Group:

The Catering Working Group is a subcommittee of the Food Services Advisory Committee that meets to discuss items that are unique to the users of catering services on an Ad hoc basis.

For 2024/2025 - Catering is now back to a consistent level across campuses and departments the working group is being formed to initially review and establish priorities for users and evaluate processes and services of both of our on-campus caterer as well as external caterers. Working to have consistent, accessible, sustainable, and desirable catering options that meet the needs of most users.

Meeting Schedule:

Planning for two meetings per semester (more if needed)

Topics

1) What is working well for users

* A few comments that Catertrax easy to use, like new website /more user friendly
* Chartwells does a good job managing waste
* Great new menu items
* Convenient to order from Chartwells
* Like the open house in August to see and taste new items
* Service has gotten better
* Gzowski 20th anniversary event – Chartwells did a wonderful job, great feedback.
* Positive feedback from FPHL events
* Chartwells staff friendly

2) What are key concerns/challenges

* Feeling that smaller orders are not a priority
* Several comments on late orders and No communication when order is late arriving
* Had a couple comments website ( catertrax ) frustrating to use
* Communication could be improved
* Pricing is expensive, especially considering the minimum order requirements (i.e., min. 12 people), which is not always needed so there is also food waste as well as added cost for users.
* Inconsistency in approach when Budget is a concern
* May want to consider how emissions/supply chain/plant-based menu affects the upcoming sustainability goals
* Indigenous menus not currently available on catertrax and want more detail on these menus
* Question whether using Indigenous vendors for menu items – Chartwells explained they are required to follow certain standards for purchasing but do have some local suppliers or work with FPHL, local Indigenous community consulting on menus

Chartwells feedback

* If the room is locked, then not able to deliver can result in late delivery. Helpful if person ordering or event contact always at the room at delivery time.
* Indigenous menus being added to catertrax over reading break
* Soup menu being added with more approachable price point i.e., $7pp
* Indigenous menus all made inhouse includes authentic and inspired dishes Source as local as possible but do have certain requirements to follow for purchasing – Black Duck rice from Curve Lake, White Buffalo Coffee from Curve Lake. Use The Chefs Collective for some of the Indigenous menus. Local squash & bison.
* To order less than 12 there is an under minimum charge of $10pp to help offset the cost. \*\* group suggest this should be more visible on Catertrax for awareness
* Printed copies of menus are available
* Now have a full-time catering manager to assist with orders/questions

3) When external catering is used what are the top reasons

* Mentioned there is a version of an external caters guide that group may want to review and update
* Those attending commented if external catering used may be either cost or personal preference.

Dining Room Redevelopment Group Minutes

October 9, 2024, 10-11 am

Great Hall

Attendees: Lori Johnston, Chris D’Innocenzo, Shannon Brockbank, Mark Murdoch, Sara Pearce, James Onusko

1. Operational Details Discussion

* Corner cabinetry discussion – could potentially address storage issues
* Would be nice to see a new finish for the top; could be quartz – suggested by Sara
* Chris to explore possible mobile storage that would be similar to some of the new ones put in – some heritage considerations here
* Floor refinishing; Shannon/Chris were to get some quotes
* Shannon got a quote yesterday, gave sq. footage of 5000 -$7800 – said he would need 2 12-hour shifts to do this; this is for stripping and refinishing
* Some discussion to be had still on who pays
* Could it be done over the holiday season as asked – yes it could be
* Does August and Christmas work in Durham already; Shannon to check to see if it could be a 2024 project
* Update on doors – Sara has spoken to Bruno about this
* Falls under capital projects if it’s not within the budget  - further discussion to happen here as we work through the budget (Mark to discuss also with Bruno and/or Tariq)
* Does anyone have news on the roof – developments with donors and so forth; have been some inspections
* (DD emailed: my understanding is that PVP approved funds for a holistic Champlain plan to be developed)
* Has been ongoing discussion on what to renovate prior to significant roof repair to address leaks
* Chris discusses wood refinishing; cold air return maintenance/painting; paint at height
* Likely to be early next summer – lift needed for higher painting
* “Project” will pay for the lift portion of the project; FM will cover other costs – Chris will update that
* Lift costs look to be $700 per week and likely needed for 2 weeks
* Painting to take about a week; wood refinishing to take 1-2 weeks (scuff and refinish)
* Charging station approved to be removed in early 2024 – ticket created by Sara – will be removed in coming days
* Cork was a “chocolate” look – some questioned this; sound attenuation is a factor
* Acoustical A/V consultant part of possible larger funding that has been given to holistic Champlain development projects

1. Budget Update w/ Potential Tasks/Costing

* Mark provides some budget clarification
* Mark to have ongoing discussion with Bruno and Tariq about some costs
* Sara has done some reconciliation of the account – much appreciated
* $308, 000 in the account some left from LEC as legacy funds
* Need to do continued reconciliation of the 35 account for this
* Sara will have another update

1. Philanthropy Update

* Donna has launched a broader Champlain Renewal that builds on Doug Kirk’s gift
* Sherry is working on larger gifts (with potential donor(s))
* Still waiting on update on the table funding (may backfill the $ amount) to be freed up for further DH improvements
* May be opportunities with chairs/cabinetry/? if further $ become available

1. Chair selection criteria

* Update from Sara – possible modifications to preferred chairs being sought
* Sara had circulated a new set of chairs – looking to build on the recommendation that they be inspired by original “church chair” which was in the GH in the 60s
* Consensus was that the Darlin Chair and Memphis chairs were 2 of the preferred (latter for stacking)
* Want to stay with ladder back idea
* Looking for rounded corners and rounded legs
* Both the Darlin and the Memphis would be well within preliminary budget which had chairs at $150K
* Seeking 180 armless chairs; 16 arm chairs and 8 higher stools
* Should come under $100K depending on modification cost updates
* Thought is that extra chairs could be used/stored in the CLLC as that space requires new chirs and tables also

1. Project Management

* Previous Minutes (WI 2024 and earlier) had highlighted the need for a Project Manager for the redevelopment – Chris D had been suggested in his absence
* Did have discussions with Katherine and Sara about this in September
* Would certainly help in moving the entire project forward
* Folks committed to staying involved in their areas; likely do not need a formal Project Manager at this stage with the traction gained

1. All Other Business

1. Next Meeting Date

* Determined we should meet before end of term – likely late November or early December

**Campus Card Steering Committee**

**October 23, 2024**  
1:30p.m.

meeting notes

## **Present**

Brendan Humphrey- Card Office, Patti Kidd- Campus Payment, Keith Pua -Security, Andrew Bell -IT, Kelsie Tobin- Student Accounts, Tracy Milne- TCSA, Rylin Wormington- OC Cabinet, Yugad Shivekam Nagra- GC Cabinet, Bailey McArthur – TC

## **Absent**

Adam Myers Finance, Robyn Gundy – Housing, Stevie-Dee Carter- LEC, Lita Weatherbie – OC, Prachi Thakur – TGSA, Shihab Islam – CC, Jodi Riley Ambrose -TDSA President, TCSA President

# Introductions

# Review and Changes to Terms of Reference

1. Looking to change the period the committee meets from January to March to “Each Year”, usually in Fall term to better align with distribution of budget packages.
2. Updating the Composition to have Manager of Campus Payment- be the Chair, as the Card Office is no longer part of Risk Management department
3. No Objections from Staff or Students on Call for either change.

## Future/ Mobile Credentials / Card Office Funding Model

1. Our contract with ITC expires July 2027 and we have no renewal periods left, so we will need to either go to tender with an RFP or sign a provider through OECM. 3 main companies would provide a response to the RFP process: Blackboard, Touchnet and ITC. Currently, the Student Payment Centre, Marketplace and Payment Plans are through Touchnet.
2. With either option, we will end up with a completely new Card system, as our current version with ITC is quite old.
3. If we are going to completely change our Card system, it is the best time to switch to Mobile Credentials.
4. Mobile Credentials offer better security, sustainability and convenience for students and is the direction that most schools are going.
5. Mobile credentials have an annual fee, which is different from our physical cards. Mobile credentials have a charge of ~$5 per year, whereas physical cards have a one-time cost.
6. Currently we charge each student $10.30 per year in their fees. In order to cover the cost of going mobile and replacing the hardware to support mobile, we are needing to ask for a $1.50 per year increase for the next four years. This will be presented to CASSC and we will ask to have this increase set for the next four years. We cannot move forward without the security of the four-year increase.
7. There were no objections by students or staff on the fee increase request for CASSC.

# Questions?

Andrew- With Multi-Factor authentication being rolled out on campus he expressed his concern that there are a lot of people who would not have devices that support mobile credentials, mostly Staff. Answer - Physical cards will always be an option, no matter what direction or company we move forward with.

Tracy- “Would there still be a need for a second Transit App or would ID123 not be needed anymore?” Answer- All the Companies have an app that a Mobile ID resides in that can be customized. So, we would most likely be able to add an identifier on students passes that show that they have access to Transit that can replace ID123.

“If ID123 can be replaced can the funds that the TCSA Transfer to the Card Office be reallocated to lower the $1.50 fee” Answer- Not likely. There would still be costs associated with administering transit and the current amount would not be enough to offset the required increase.

Rylin- “Would students need to renew their Mobile Credential each year? Answer: No, the mobile credential would automatically renew each year, similar to the ID123 app currently.

Bailey- “What happens if your phone dies and students are not able to use their card” Answer: Apple has a feature where the NFC can be used even if the phone battery is dead, so students will be able to use their dead phone for door access or meal plan access. Samsung also has a similar feature, but not sure about other android phones. Security is already in place to assist students or staff who are locked out of buildings currently.

# Thoughts on Mobile?

Rylin – Mobile would be nice, more pros than cons

Keith- Brought up the fact that Samsung has a backup like Apple for dead phones.

Tracy- Wondering what Peterborough Transit would have to do to have a system that accepts NFC Mobile credentials – Tracy will gather more information from Transit. Patti shared that that the required technology in the basic form is NFC.

No Objections from any Student or Staff for moving forward with Mobile or the $1.50 fee per year fee increase request.