

FOOD SERVICE ADVISORY COMMITTEE MEETING
January 31, 2020
Matthews Suite

MINUTES

Attending:

Hillary Ake
Yusof Al-Wadei
Walker Bean
Nancy Chrystal-Green
Eddie Daniels
Richard Doan
Heidi Dodds
Jessie Furman
Craig Hill
Dennis Hines
Whitney Nguyen
Branden Pearson
Joy Rodgers

Dakota Stanford
Fiona Hogan
Tim Bucolo – Gator Dining Svcs.
Jill Rodriguez – Gator Dining Svcs.
Bill Zemba – Gator Dining Svcs.
Hector Leon – Pepsi
Jason Sullivan – Pepsi
Jim Briscoe
Wilcley Lima
Danette Loyd
Bill McGinn
Jenn Moyer
Kayla Caselli-Bido – Gator Dining Svcs.

I. Call to Order

Dakota Stanford called the meeting to order at 11:51am following lunch provided by Gator Dining Services.

II. Welcome and Introductions

Eddie thanked Gator Dining for providing lunch, followed by roundtable introductions.

III. Election of Chairperson

Whitney Nguyen motioned to nominate Jessie Furman for the position of Chairperson. Motion to close the nomination was made by Whitney Nguyen. The motion was seconded by Nancy Chrystal-Green. Jessie Furman was elected Chairperson by unanimous consent of the committee.

IV. Approval of Minutes

The minutes of the November 12, 2019 meeting were approved as submitted by unanimous vote of the committee.

V. Action Items

- Proposed meal plan cost for FY 2020-2021 – Presentation by Gator Dining
Bill Zemba indicated a proposed 4% increase for next year to cover projected increase in the following areas:

- Minimum wage increases from \$14/hour to \$15/hour for full-time staff to match UF's increase this summer
- Increase minimum wage for part-time employees
- Inflation costs for food, supplies and other direct costs
- Program enhancements

Nancy asked why an increase when the contract is up for renewal? Bill Z. indicated they would like the program to continue to improve services, etc. on campus which is difficult when you are unable to be competitive in salaries which can affect customer service and overall quality of services and programs provided as well as rising costs for food, etc.

Jill Rodriguez indicated that national brand pricing increases will take effect beginning of Fall and Spring semesters. We conduct a competitive market analysis to evaluate the need for the increases.

Dakota asked if the employees at the national brand locations would also be receiving wage increases? Bill reminded the group that all food service employees are employees of Aramark regardless if they work at a national brand location or other gator dining location.

Nancy asked how does the increase improve food quality as it is reported in the Food Master Plan report?

Dennis asked about themed events. Jill talked about the different themed, pop-up and tasting events. They tend to get the most attendees during evening events.

Dakota asked how Aramark absorbs the additional costs and Tim mentioned it comes down to efficiency in running the business and maintaining staff and ensuring they make a living wage.

Tim asked for comments on the quality of produce and protein being sourced from Florida. Richard mentioned that while he enjoyed the foods sourced/offered in the dining halls it needs to be prepared well. Tim mentioned it has a lot to do with the culinary team and providing meals to the "masses".

Jill also mentioned they brought in an executive chef which brings more talent to train the line cooks. Eddie mentioned that speaks to the quality question posed by Nancy earlier and that we will be monitoring going forward into the next contract year.

Dakota asked how they get feedback from the students? Jill replied they receive direct feedback from IRHA, FSAC, secret shopper program and tabling. Dakota then asked about negative feedback. Jill indicated they can show their action plans on how to improve areas receiving negative feedback.

After much productive feedback Jessie moved for the committee to vote on the action of the proposed meal plan cost increase of 4% for FY 2020-2021 by show of hands. The action is approved by unanimous vote of the committee.

VI. Information Items:

- a. Presentation – Highlights of food services research from other campuses – Val Raymond: Tabled to next meeting

- b. Food Services Master Plan Update
Eddie mentioned everyone should have received the copy/link and hopes you had time to review and asked for initial reactions. Eddie provided some comments regarding what has happened at UF the last several years up to now.
 - UF has added several national brands to its food services program, but has not provided a level of attention needed for a robust residential dining program. Recent and current feedback tells us that priorities have changed. Students are asking for more local foods. Student satisfaction levels with our current residential program are significantly under the expected level. Our conclusion: going forward, we must ramp up the focus on our residential program. Nancy agreed stating the committee needs to look more into this and make recommendations. Discussion to be continued.

- c. Solicitation Process Overview
The contract expires June 30, 2021. Solicitation process should start right away and the consultants will assist in this process.

- d. Director of Food & Beverage Services search
Eddie mentioned a recommendation of the Master Plan was to hire a Director of Food & Beverage Services. We hope to fill the position in the coming weeks. The Director will work on a day to day basis with our provider/partner on financial performance, food quality, customer service, facilities and other related items.

VII. Updates

- Projects – Bill McGinn mentioned the Norman Hall Starbucks and POD Market is scheduled to open, Monday, February 3rd.
- Faculty Club – Keene Faculty Center – Dauer Hall – an initiative by the Provost; snacks, drinks, etc. provided to faculty at no cost; paid for by the Provost’s office; the initiative is being piloted this semester; hours of operation: 9:00 am – 3:00 pm.

VIII. Old Business

No old business.

IX. New Business

No new business.

X. Adjournment

Meeting adjourned at 1:00pm.

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Next meeting TBD.

University of Florida
Division of Business Affairs
Business Services

Proposed Meal Plan Cost Increase FY 2020-2021

BACKGROUND INFORMATION

Dining Services is an essential service for the health and wellness of students, faculty, and staff, as well as an important component in creating a vibrant academic, professional, and social environment at the University of Florida. The dining program strives to maintain excellence in food quality, customer service, menu variety, healthy nutrition, and sustainability. In order to maintain service at the expected increasingly higher levels of excellence, it is essential to maintain an appropriate balance between revenue and costs of goods and services. New revenues will be used to offset anticipated cost increases of 3% for food, 4% labor, and 2.1% for supplies and other direct costs, as well as program enhancement costs.

The proposed meal plan cost increase for FY 2020-2021 is 4%, and will generate approximately \$556,000. The cost for the 7-Day Open Access PLUS Meal Plan will increase from \$1,850 to \$1,925 per semester (does not include flex bucks). There are currently 2 (two) 7-Day Open Access meal plan bundle options, one with \$250 in flex bucks and the *plus* plan with \$450 in flex bucks. The total cost of each bundled plan, including the proposed increase, is \$2,175 and \$2,375 respectively (an increase of \$75 per semester for each plan).

Supporting Documentation

The generated revenue from the proposed meal plan cost increase will cover 85% of the estimated new expenses as shown in the list below. Aramark will absorb the remaining 15% of projected cost increases.

New or increased expenses for 2020-2021 are as follows:

Projected full-time employees wage match (minimum \$14/hr. to minimum \$15/hr. for pool of over 100 full-time hourly employees)	\$ 128,800
Increase minimum wage for part-time employees from \$8.75/hr. to \$9.50/hr. (in excess of 1,300 employees, 75% of whom are students)	\$ 147,500
Inflation costs for food (estimated 3%)	\$ 125,600
Inflation costs for supplies and other direct costs (estimated 2.1%)	\$ 78,600
Program Enhancements (food and labor costs for dining hall grill stations/new dessert offerings)	\$ 175,300
TOTAL ESTIMATED NEW EXPENSES	\$ 655,800

History and costs comparisons

Over the past five years, increases to meal plan costs are indicated below:

<u>Year</u>	<u>% Increase</u>
FY 2019-2020	5.11%
FY 2018-2019	0.00%
FY 2017-2018	0.00%
FY 2016-2017	2.03%
FY 2015-2016	3.60%

2020-2021 proposed

		<u>TOTAL COST</u>	<u>FLEX BUCKS DOLLARS</u>	<u>NET MEAL PLAN</u>	<u>PRIOR YEAR</u>	<u>INCREASE</u>
PLAN 1	7 DAY OPEN-ACCESS PLUS	\$2,375.00	\$450.00	\$1,925.00	\$1,850.00	\$75.00
PLAN 2	7 DAY OPEN-ACCESS	\$2,175.00	\$250.00	\$1,925.00	\$1,850.00	\$75.00
PLAN 3	5 DAY OPEN-ACCESS	\$2,135.00	\$375.00	\$1,760.00	\$1,690.00	\$70.00
PLAN 4	10 MEALS PER WEEK	\$1,815.00	\$550.00	\$1,265.00	\$1,215.00	\$50.00

Cost comparisons to select SUS and SEC universities (FY2019-20):

	USF*	UCF	UF	UGA	UNF	UT*	FSU	LSU*
7-Day Board	\$ 1,779	\$ 1,990	\$ 1,850	\$ 2,008	\$ 1,977	\$ 1,874	\$ 1,948	\$ 2,127
7 Day Flex	\$ 200	\$ 100	\$ 250	\$ 110	\$ 150	\$ 300	\$ 250	\$ 150
Total	\$ 1,979	\$ 2,090	\$ 2,100	\$ 2,118	\$ 2,127	\$ 2,174	\$ 2,198	\$ 2,277

*Denotes mandatory meal plan or dining commitment

Impact if not implemented

Increases in costs of food, labor, and other direct costs are not within the control of Dining Services. Therefore, if the revenue increase is not implemented, adjustments within the existing dining program operations will have to be made to offset the increases in expenses. It is undesirable to operate the dining program at a level where quality and service levels may be marginalized due to imbalance between revenue and expenses.