

Meeting Minutes - Elected Committee of Managers July 14, 2018

Sheraton Austin Hotel at the Capitol
701 E 11th Street
Austin, TX 78701

Meeting was called to order

Roll call of E C M and Guests

All E C M Representatives were present. Guests included Manny Sifuentes, Clayton's wife, Beverly Hell, Tamara Nowell, Elizabeth Chaney and her guest, James, Zach Davis' wife, Ruben Aguilar, Gesilar Joseph and Trudy, Tommy Crawford's wife.

B E T Staff Attending

Michael Hooks, B E T Director

Approval of minutes of last meeting

E C M Chairperson Clayton Hell called for approval of the minutes from the prior E C M Meeting.

Director's Report

Mike Hooks welcomed everyone, talked about alternate business models such as micro marts and proceeded to report on the program status:

Facilities Information

There are currently 114 facilities in B E T. There are zero pending new facilities and no facilities closed this quarter. There were seventy-one facilities that had operational areas of business

upgraded this year. There are currently 100 assigned managers. There is one unassigned licensed manager, Mr. Travis Warren. Nine managers left the program so far, this year, Mark Russell, Bill Pearce, J D Stewart, Peggy Scott, Billy Joe Hutchison, John Watson, Sr. (deceased), Ralph Thornell, Ramiro Aranda and Harvey Johnson (deceased). Nathan Young entered the program this quarter and will be pre-assigned to facility 900, Disability Determination Services (DDS). There are zero trainees however the next class begins August 6, 2018 with a graduation date of November 16, 2018.

There are currently twelve facilities with temporary management:

Dwayne Zuppardo – I R S Snack Bar

Mario Valles – Hardeman County Rest Area Vending

Mario Valles – Donley County Vending

Roberto Pena – Hidalgo County Court House

Zach Davis – A. Maceo Smith Federal Bldg.

Randy Clutter – Orange County Vending

Gay Nimitz – San Antonio Vending

Mike Sparks – Texas Workforce Commission (T W C) Vending

Tim Dawson - D D S

John Watson, Jr. – Franklin County Vending

Tommy Crawford – Cowtown Vending

Robert Jones – L B J Vending

Facilities under advertisement:

None

There are two facilities with outsourced management:

VA Waco – Rene Hearn

NASA – Shemika Fills

Service Delivery – Business Visitations Completed

1st Quarter: 787

2nd Quarter: 726

3rd Quarter: 712

4th Quarter:

Year to date total visitations: 2,225

Value of equipment ordered and or delivered in support of businesses: \$660,670

Number of Blind Employees in B E T Businesses:

1st Quarter: 14

2nd Quarter: 12

3rd Quarter: 10

4th Quarter:

Number of Employees with Other Disabilities in B E T Businesses:

1st Quarter: 165

2nd Quarter: 163

3rd Quarter: 160

4th Quarter:

Current Events:

The B E T rules revisions have been returned from editing and are under review by the Elected Committee of Managers.

The B E T state wide recruiting effort is well under way with three of the six regions already receiving presentations. The BET Director, CCRC Staff and E C M Representatives are contributing to the presentations. Irving, Texas is our next stop on the campaign; date is set for July 30th .

Applicant interviews for the next B E T training class will occur on Tuesday, July 17th.

Lengthy discussion took place around manager attendance at BLAST.

Financial Status:

The financial status of the program was reviewed.

Mr. Hooks discussed alternate business models and the micro mart as a viable, successful resource that can help B E T integrate into the future.

Mr. Hooks announced the conclusion of his Director's Report.

Chairman's Report:

E C M Chair began his report by discussing the Washington DC legislative fly-in trip back in May and commends the efforts by Karla Martinez, Kenneth Landtroop and Dave Corbett; their outstanding representation on Capitol Hill on behalf of the N A B M and the Randolph Sheppard program.

The E C M Chair also spoke about the late Harvey Johnson's burial in El Paso and the car accident that took the life of retired B E T manager, Mike Vandervoort.

Mr. Hell also commented that the N A B M and the BLAST conference are doing well and looks forward to its inception as it nears.

General discussion swirled around the topic of who and how managers are selected to attend the DC legislative fly-ins.

End of Chairman's Report

Break taken at 10:15 am and meeting resumed fifteen minutes after.

District Reports

District 1 Food Service – Harvey Stavinoha

E C M Stavinoha reports speaking to the operators in his district and all report doing well with a special shout out going to manager Mac Cantu who reports being on Uber Eats however is having to charge a 30% upcharge due to the Uber Eats carry out fee; good news is no charges for credit cards and they deposit directly into your account. E C M Stavinoha notes this could be another good avenue for increasing sales. Another mention goes to manager Jay Wolf finally reports doing better due to having filled his employee void. Debra Weston reports struggling on Mondays and Fridays because of a much slower pace as does Tammy Nowell however, sales do adjust the latter part of the week for both managers. Nathan Young is upbeat and excited and is considering setting up an online ordering service for his customers. E C M Stavinoha concludes his report by commenting being content especially because of the night shift at his host building concluding.

District 1 Vending – Calvin Shepherd

E C M Shepherd reported speaking to most of the managers in his district with attention going to Robert Jones getting new floors and being excited about the progression of the micro mart. Manager Bobby Allen reports resigning from his satellite however is still managing Parks and Wildlife vending. Mike Sparks has stepped up and took over Bobby Allen's satellite which gives Mr. Allen the opportunity to recover due to poor health. E C M Shepherd noted speaking with Mark VanLaningham whom stated that things are going well. Mr. Shepherd noted not speaking to manager Cornell Pardue and hardly ever hears from manager Irwin Orcutt. E C M Shepherd concludes his report.

District 2 Food Service – Zachary Davis

E C M Davis noted speaking to manager Ed Marlow at FAA whom reports doing okay however is showing some interest in moving into vending due to increased family stress levels. Spoke with Scott Smith whom reports the same interest about moving into a vending operation. Manager Al McClurge is staying where he's at, does not want to go into vending and reports doing well. E C M Davis continues his report to cite Dwayne Zuppardo's customers are experiencing sticker shock about the gourmet sandwiches available with Accent at the micro mart. The Griffin sub-contractors did experience a little of a rough start in the beginning but things are looking better now. E C M Davis proudly announced reaching the five-thousand-mark milestone with online orders at his facility, and have generated about \$46,000 in monthly sales. Before E C M Davis concluded his report, a few audience members asked him questions about his point of sale system that he uses on iPads at the A. Maceo Smith Federal building.

District 2 Vending – Dwayne Zuppardo

E C M Zuppardo extends a warm welcome to Zach whom is doing vending now; mentions contacting all managers in his district and cited that there were no complaints nor criticisms. Lastly, E C M Zuppardo concludes his report by announcing Tommy Crawford's vending route becoming available soon.

District 3 Food Service – Arnold Sanchez

E C M Sanchez noted not having any communication with manager Ashley Edwards; spoke with Greg Stavinoha whom is reporting that all is well however having a few employee labor force issues such as tardiness and calling in. E C M Sanchez reflects on his status and cites being very busy with trying to increase sales; recently conducted a re-set of steam tables to integrate a more efficient and streamlined outcome for increasing production therefore getting customers in and out faster. E C M Sanchez noted working with his Business Consultant, Lyndon Lee, on acquiring digital menu boards for his facility and talked about his point of sale system; answered questions concerning his POS system and noted interest in getting an ATM for his host building; E C M Sanchez shared information about the steps he's taken with TFC to begin the process of getting approval for the ATM; has been working with his Business Consultant in drafting the ATM proposal. Conclusion of E C M Sanchez's report.

District 3 Vending – Cecilia Wilson

There are many prison managers in this district and E C M Wilson reports having not heard from them which signals that all is well. Only two things to note, the Orange County vending route manager, Randy Clutter was re-instated to satellite and the Brazoria County vending route was awarded to manager Bruce Best to satellite.

E C M Wilson concludes her report by re-iterating that things are running smoothly and looking good throughout Houston and that all managers are making money in East Texas.

District 4 Food Service – Kristen McNabb

E C M McNabb reports having contacted all managers but the only response she got was from manager Alex Gaytan who again asked about when will managers not have to pay a set-aside fee to which E C M McNabb firmly responded that this event will never occur. Manager Gaytan then elaborated about his experience with trying to repair a salad bar that has not been cost effective. E C M McNabb assumes that all other managers are doing good and went on to discuss about her personal experience with an espresso machine at her facility that had lime buildup due to the water; the machines manufacturer informed her that the espresso machine requires a specific water filtration system; E C M McNabb noted the state paying for the installation of the water filtration system and the repair however, the espresso machine failed again! E C M McNabb expressed her frustration to the sales representative and the company replaced the unit!

District 4 Vending – Clayton Hell

E C M Chair reports that manager Rufino Acosta is being “strangled” by Coke and not necessarily regarding their prices but by shortages. Manager Luis Cantu in Port Isabel almost switched to Push beverages however, backed off. Chair reports all other managers are doing fine except for Rames who reports lower sales due to the new location of machines. E C M Chair concludes his report by citing his own increase in sales and that he had no communication with Jenna Norwood or Paul Zapata.

District 5 Food Service – Tommy Crawford

E C M Crawford shared how humble Harvey Johnson was by noting his service in the armed forces during the Vietnam war and being stationed in Germany. E C M Crawford reports everything being good and working very smoothly at Fort Bliss; went on to highlight information concerning the probability of the future advertisement of his satellite facility, Cowtown Vending Route; gave details and expressed very positive attributes with managing that facility. E C M Crawford concludes his report by encouraging managers to apply for the Cowtown Vending Route.

District 5 Vending – Paul Parker

E C M Parker reports all in his district are doing okay however, noted that there are a few problems in Amarillo pertaining to permits. Director Hooks suggested making the topic of county/municipality vending permits into a conference call due to time constraints with today's meeting; all in agreement. E C M Parker continued his report to cite a recent USDA inspection that went well; reiterated his recent struggles with health issues and noted that he and his wife are downsizing, as the conclusion of his report.

District 6 Food Service – Karla Martinez

E C M Martinez reports that all are doing well in her district and is eager to share that some managers are seriously considering offering the option, to patrons, the use of Uber Eats. E C M Martinez noted that a couple of managers in her district are already offering this service and she, personally, has recently submitted her application. Another issue brought up by E C M Martinez is concerning the challenge facing all managers in the Austin area with the inability to obtain and keep reliable

employees due to competitors such as McDonalds who attract candidates with higher wages and hiring incentives. E C M Martinez reached the conclusion of her report by citing that all managers in her district are doing well; some dining facilities in state buildings have noticed a downturn in sales, as compared to last year, during Mondays and Fridays which can be attributed to state workers telecommuting on those days. Also, E C M Martinez, noted working with customers to respond to the annual customer survey.

District 6 Vending – Aloha Cook

E C M Cook reports getting no responses via text, email or phone call which tends to signify that managers must be doing okay. On a personal note, E C M Cook shared recent layoffs at the Austin main post office which may be connected to the USPS outsourcing mail or sending it to different facilities, i. e., San Antonio. E C M Cook concludes her report by citing that she will “make it work and go on”.

Sub Committees Report

Rules and By-Laws Sub Committee

E C M Chair Clayton Hell comments that there is no need to discuss the Rules and By-Laws now and can review this topic during the next conference call.

Finance and Budget Sub Committee – Zachary Davis

E C M Davis reports having no expenses recently and the committee is still reporting \$26,600.50 in the budget however, going to send check to Mr. Terry Smith this Q4 to cover for BLAST, as previously voted on.

Lengthy discussion emerged related to fundraising ideas and pending timeline to act quickly. Lastly, discussion centered around Zach Davis continuing as E C M Treasurer after his tenure ends as a food service representative. Motion to nominate Karla Martinez as E C M treasurer until the end of the year with Zach Davis as an assistant; motion seconded and all agreed.

Elections Sub Committee – Cecilia Wilson

E C M Wilson reiterated details for upcoming E C M elections for districts two, four and six; set to open the nominations period on October 28th and close on November 15th.

Training Conference Sub Committee –

E C M Chair Clayton Hell expressed his view by saying, “this topic has been discussed ad nauseam”, and suggested moving on to discuss the schedule for the next E C M meeting that will take place during the BLAST conference. Suggestions made to schedule the E C M meeting for Friday, November 16th; motion made by E C M Cook and seconded by E C M Martinez; all in agreement for E C M meeting to take place on Friday morning, November 16th, at the Hyatt Hill Country Resort in San Antonio.

Training of Potential Managers Sub Committee – Karla Martinez

E C M Martinez reports two students coming in for the next training class, Laura Lewis and Eric Sifuentes, both of whom did very well in their evaluations. Ms. Martinez noted being a messenger on behalf of the School for the Blind who is looking for temporary training/employment placement for their students looking to work in food service.

Vending Sub Committee – Aloha Cook

E C M Cook expressed that her research and contacts have led her to focus on the immediate Austin area, since that's where the higher prices are paid for beverages and candy bars.

Conversations between numerous consultants and managers that are looking at removing the ounces. Director Hooks shared his pricing views as a consumer and urged E C M Cook to email Mr. Michael Vacek and copy him when submitting proposal. Lengthy discussion ensued pertaining to prices and food cost. E C M Cook concluded her report by stating that a final proposal will be emailed to Mr. Michael Vacek and Director Hooks will be copied.

Healthy Vending – E C M Chair, Clayton Hell

E C M Chair led discussion of ways to encourage B E T managers to offer healthier options for both food service and vending locations. Stressed the crucial factor of the Legislature and Wellness Committee being made aware of B E T's efforts to be part of the solution and not the problem and how to advertise that strategy.

Final Agenda Item:

Set Date and Location for Next Meeting or Workshop

Meeting set for Friday morning, November 16, 2018 at the Hyatt Hill Country Resort in San Antonio, TX.

Motion made for adjournment, seconded and all in agreement.