

## **Meeting Minutes - Elected Committee of Managers July 20, 2019**

MCM Elegante Hotel and Suites  
801 Avenue Q  
Lubbock, Texas

Meeting was called to order at 8:30 am

### **Roll call of E C M and Guests**

All E C M Representatives were present except for Harvey Stavinoha, Kristin McNabb-Pattison and Dwayne Zuppardo.

Audience members included Chairman Hell's wife, Beverly, Mark Russell, Kenneth Landtroop and Karla's fiancé, Wayne.

### **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; minutes were approved as read.

### **Director's Report**

Mike Hooks welcomed everyone and proceeded to report on the program status.

### **Facilities Information**

There are currently 113 facilities operating in B E T; we were at 114 however, we combined the Donley and Hardeman County Rest Area vending routes. We have not opened any new facilities this

year however, there are three new facilities pending that are projected to open spring to summer of 2020 and summer of 2021. This includes 1601 N. Congress, the Capitol Complex project, the new Austin Triangle Campus building and the new Austin TX Dot campus. There were no facilities closed this quarter. Thirteen facilities had operational areas of business upgraded this quarter and fifty-five for the year. There are currently one hundred assigned managers. There is one unassigned licensed manager. Three managers left the program this year, Bill Jones, Eric Sifuentes and Andrew DeAvila. Five managers entered the program this year: Laura Lewis, Eric Sifuentes, Sophia Johnson, Travis Warren and Nure Kebirtimo. There are currently three unassigned licensed managers, Sophia Johnson, Nure Kebirtimo and Travis Warren. The next class of trainees begins August 5, 2019 with a projected graduation date of November 15, 2019. Trainees for Class 819 include: Brady Schultz, Brandi Benger, Chris Santana, Jake Saldana, Jesus Baeza and Sean Wright.

A lengthy discussion emerged about the Micro Markets, establishing Micro Market pricing and whether Micro Markets will fall under the food service, vending or a new designation.

**There are currently thirteen facilities with temporary management and two facilities with outsourced management:**

**Service Delivery – Facility Visitations Completed**

1<sup>st</sup> Quarter: 636

2<sup>nd</sup> Quarter: 630

3<sup>rd</sup> Quarter: 662

Year to date total visitations: 1,928

**Number of Blind Employees in B E T Businesses:**

1<sup>st</sup> Quarter: 11

2<sup>nd</sup> Quarter: 13

3<sup>rd</sup> Quarter: 11

4<sup>th</sup> Quarter:

**Number of Employees with No Disability in B E T Businesses:**

1<sup>st</sup> Quarter: 1412

2<sup>nd</sup> Quarter: 1392

3<sup>rd</sup> Quarter: 1439

4<sup>th</sup> Quarter:

**Number of Employees with Disabilities other Than Blindness in B E T Businesses:**

1<sup>st</sup> Quarter: 144

2<sup>nd</sup> Quarter: 139

3<sup>rd</sup> Quarter: 151

4<sup>th</sup> Quarter:

**Current Events**

The Associate Business Consultant position for Houston has been posted. Tina Vega was promoted to Senior Business Consultant for the Houston area.

The B E T Customer Satisfaction Survey was completed in May; results will be coming soon.

There is nothing new to report on the rule revision approval from R S A. Mr. Hooks suggested that Chairman Hell to send an email to the R S A contact asking for an update.

Innovation – B E T must provide the best food service consistently in a constantly changing environment. There are not as many managers looking for high volume food service as in the past but, these types of facilities continue to become available. We need to explore partnering opportunities for larger facilities where we cannot obtain tenured managers and must utilize newly graduated managers.

Lengthy discussion revolved around strategies to explore when B E T newly licensed managers assigned to food service facilities find themselves in situations where they are not succeeding; Possibly looking at having a sub-contractor on retainer to assist managers and the program.

Mr. Hooks concludes his report and opened the floor to questions.

E C M Sanchez asked about the N A S A contract; Mr. Hooks noted that this facility has been advertised in the past to no interest from managers. Mr. Hooks also mentioned the need for a remodel at this location.

E C M Cook inquired about the V A facility in Waco; Mr. Hooks discussed a future remodel to the V A building by G S A.

### **Financial Status:**

The financial status of the program was reviewed.

### **Chairman's Report:**

Chairman Hell began his report by giving a short synopsis of issues discussed during the recent DC Legislative Fly-In.

Audience members, the E C M and Mr. Hooks went on to discuss numerous advantages towards the prospect of consultants and teaming partners to assist managers.

Chairman Hell concludes his report by mentioning his recent payment of \$400.00 towards the financial assistance he was granted by the E C M to attend the DC Legislative Fly-In. E C M Martinez acknowledged Chairman Hell's act to re-pay the committee when not required however, the E C M voted unanimously to pay for Chairman Hell's trip and suggested that he cease further payments while citing other members that have been granted financial assistance by the E C M for similar circumstances.

A break was taken, and meeting resumed in 15 minutes.

### **District Reports**

Each representative provided a report on events occurring in their district:

#### **District 1 Food Service – Harvey Stavinoha**

Chairman Hell reports on behalf of Mr. Stavinoha and shares talking with him frequently; says that E C M Stavinoha did not declare any issues within his district. Chairman Hell reports that the future sale of the Hobby Building has been postponed again.

#### **District 1 Vending – Mike Sparks**

E C M Sparks reports reaching out to all managers and speaking to everyone except for Irwin Orcutt; he spoke with his son. Mr. Sparks mentions that there are no major problems; reports that Calvin Shepherd is getting around better due to improvements in his health after undergoing several medical procedures.

#### **District 2 Food Service – Alvertis McClurge**

Mr. McClurge begins his report by starting with Fort Worth manager, Dwayne Sparks, as doing pretty good with no issues other than giving notice with his facility which may come up this

September; E C M McClurge says that he did not hear from Manager Ed Marlow and moves on to discuss his own facility as doing well with his main focus of trying to avoid any problems with the operation of two G S A facilities. Other managers that E C M McClurge spoke with all report doing well.

### **District 2 Vending – Dwayne Zuppardo**

E C M Zuppardo is not in attendance. Chairman Hell is aware of one item within District 2 involving the Dallas Main Post Office; he shares information about a phone call he received from Manager Ed Marlow to discuss an attempt by three managers whose focus was to spread inaccurate information. Mr. Hooks reiterates the importance of reading the B E T Rules to find answers when the facts or actions are in question.

### **District 3 Food Service – Arnold Sanchez**

E C M Sanchez reports that not too much has changed from the last quarter pertaining to managers in his district; did not hear from the majority. Mr. Sanchez continues his report by talking about the challenges he has faced with the change in demographics in his host building; says the new dining mindset is geared towards a grab and go concept which is not easy for him to provide due to the equipment in his facility that is specific to the hot/steamtable type of foods.

E C M Martinez shares her experience and ideas that have been successful for her with trying to serve the millennial population.

E C M Sanchez concludes his report by applauding the news of the B E T's second Business Consultant position progressing to having someone in place soon.

### **District 3 Vending – Cecilia Wilson**

E C M Wilson reports contacting all managers and they report doing well; a manager posed a question about R H I V S and Mr.

Hooks suggested an E C M conference call to discuss R H I V S matters. Ms. Wilson discussed an upcoming potential changeover with Jester; vandalism problems at Brazoria Vending route have been resolved. Spoke with manager, Randy Clutter, his vending route location, Orange County facility, Welcome Center parking lot, is under water and temporarily closed due to an open dam. E C M Wilson mentioned, before closing out her report, her most recent purchase of a much larger van to accommodate her vending route.

#### **District 4 Food Service – Kristen McNabb**

E C M McNabb is absent due to a family illness. Chairman Hell reports on her behalf regarding the San Antonio City Council and their effort to embark the proposal of a city ordinance which involves all businesses within San Antonio city limits to provide paid sick leave; Chairman Hell noted Ms. McNabb's concern if ordinance is passed however, Mr. Hell's opinion suggest that it will not affect her facility as it is a military base.

#### **District 4 Vending – Clayton Hell**

Chairman Hell opens his report by commenting that he spoke to most of his managers and highlighted manager Rufino Acosta's exhilaration due to receipt of several new vending machines. Manager Dave Corbett having an issue with certain packaged meat products and their pricing; manager Rames Gonzales' facility's upcoming completion of a remodel to the bridge and his request for new or larger vending machines to accommodate the increased demand of product due to traffic. Manager Luis Cantu is doing well in Port Isabel; no communication with manager Robert Chaney; manager Elizabeth Chaney was occupied when Mr. Hell attempted to touch base. Chairman Hell was not able to make contact with managers Paul Zapata and Bob Pena; manager Pablo Cantu reports doing fine at the Dominguez unit. Manager in Cotulla reports having a slow pick-up in sales but having water related issues with the hot drink vending machines. Chairman Hell

concludes his report by closing with an update on manager Ken Ballard's loss and search for a new sandwich vendor.

### **District 5 Food Service – Tommy Crawford**

E C M Crawford opens his reports by commenting on continuing good relationships with the government; have opened an additional D F A facility within Fort Bliss. Increased head counts with lower agency fees because of filed workman's comp claims. Mr. Crawford concludes his report by citing everything is doing well in Fort Bliss.

### **District 5 Vending – Paul Parker**

E C M Parker begins his report by thanking all E C M members for making the journey to Lubbock. He prefers to not comment on each manager by name but rather discuss those he made vocal contact with which all stated to be doing fine. Mr. Parker did discuss the upcoming training conference in October and his desire to include a discussion via E C M conference call about awards; he is interested in extending what he does within his own district by issuing an award to a well deserving manager as a morale booster. E C M Martinez comments still having trophy's that were left over from the San Antonio conference and her offer for use to Mr. Parker. Another item brought up by E C M Parker is his reaching out to a possible speaker, with a T D C J unit, for October's conference. Mr. Parker closes his report by announcing that he will not seek re-election.

### **District 6 Food Service – Karla Martinez**

E C M Martinez reports speaking to Ms. Maria Bosch and her dealings with the state on moving employees in and out of the building; spoke with Tim Dawson and is conveying his interest on the new grab and go. Contacted Ms. Joseph and heard her

feedback concerning equipment; reports that Ms. Joseph's facility is doing well and has good numbers. Mr. Chepey touched on special events, food trucks and the opportunity for the grab and go along with a request for a remodel. E C M Martinez did not speak with managers Leroy De La Garza, John Latigo and Ronnie Watson; did hear from John DeSimone on how well he is doing. Ms. Martinez also spoke with Myra Escalante about her anticipation in getting new vending machines. E C M Martinez concludes her report by sharing her ups and downs in sales due to shifting employee numbers within her building. No further key issues to report.

### **District 6 Vending – Aloha Cook**

E C M Cook reports not getting any concerns or issues from the managers in her district; has a question from Clarence Williams which is directed to Chairman Hell on emails going out to managers asking them to participate in a boycott of Hershey products. Chairman Hell goes into detail discussing the cease of rebates from the Hershey Company which has preempted a call, by the R S A purchasing group, to participate in a voluntary boycott towards all Hershey products when purchasing via vendors that used to offer rebates. Ms. Cook proceeds her report by addressing Zach Davis' questions which were directed to Mr. Hooks. Discussion centered around Mr. Davis' inquiries pertaining to changeover inventories and facility 911 using Fooda. Mr. Hooks answered both questions. E C M Cook concludes her report by citing Mr. Davis' success with Gatesville and wraps up her report by commenting on her facility which is down to six hundred employees from sixteen hundred however, is hopeful about a new plant manager taking the reins very soon.

## **Sub Committees Report**

### **Rules and By-Laws Sub Committee**

Chairman Hell reiterates what was previously discussed concerning the Rules being in DC; Chairman Hell comments that unless the E C M wants to stop and change something now which would entail re-starting the process and would guarantee several unhappy folks.

### **Finance and Budget Sub Committee –**

E C M Crawford presented the financial status report and noted the current balance with a breakdown of deposits/donations submitted by various E C M members. Mr. Crawford also gave a report based on the expenditures incurred by Chairman Hell's travel and lodging to DC which as a reminder, was a unanimous decision by all E C M members to pay for Mr. Hell's expenses as he was representing the committee.

### **Elections Sub Committee –**

Ms. Kristen McNabb Pattison is absent. Chairman Hell reports that the elections will be announced in late October for districts 1, 3 and 5.

### **Training Conference Sub Committee –**

Chairman Hell request assistance as there is no formal committee that has been established. Mr. Hell gives an update listing the items that he has completed which includes securing the hotel agreement and three speakers; he continued the report by citing pieces of a draft agenda with the speaker line up. Lengthy discussion took place between E C M members with suggestions on different topics for the conference with a request to review other states E C M By Laws in comparison to Texas. Several suggestions were considered for break-out sessions during the

October training conference. Discussion continued with names of possible vendors and streamed into a discussion about the awards and the various categories. Confirmation made concerning the B E T trainees being invited to attend the conference.

### **Training of Potential Managers Sub Committee –**

Karla Martinez begins her report by informing everyone that there will be six trainees; their training schedule has been planned with an expected class start date of August 2019. Ms. Martinez gave a brief informational review of each trainee's background.

### **Vending Sub Committee –**

Aloha Cook confirms that all has been completed regarding vending.

E C M representatives along with audience members discuss various technical issues that occur with the sensors of certain vending machines. Discussion continues to commercial kitchen equipment purchased by the state with the suggestion that E C M members and managers should be part of the specification process when the contracts are up for bid.

Discussion moved on to special events conducted by state and federal employees on properties that also host B E T facilities and how to exploit them to the managers advantage. Suggestions were made to be a participant in these appreciation events if they are less infrequent. Ideas were shared on ways for B E T managers to participate by accompanying the food offerings that are provided by the celebrating state agency or to take the initiative and the manager provide the food. Mr. Hooks read out loud an email he sent recently to T F C requesting notification

when employee appreciation events are planned while noting the Texas Administrative Code statute that provides B E T a priority to operate under state property.

Discussion flowed into how to deal with G S A when they have issues with B E T managers and their desire to terminate a permit. Ideas had been previously discussed while Mr. Hooks suggested that managers and the E C M look at the N A B M website/white paper which offers insight into G S A relationships and how they interact with Randolph-Shepherd.

### **Set Date and Location for Next Meeting or Workshop**

Meeting was wrapped up; next E C M meeting will be held in Austin, Texas on October 2019; location T B A.

Dates were also suggested for the January 2020 meeting.

### **Adjournment**

Motion made to adjourn and seconded.