**BUSINESS ENTERPRISE PROGRAM OF OREGON BECC REGULAR MEETING**

**Date: Thursday, September 23, 2021**

OREGON COMMISSION FOR THE BLIND

**Agenda**

• Any agenda item may become an action item.

• Any of these items may be a conflict of interest.

1. Call To Order- Chairman Hauth.
	1. Roll call.
2. Public Comments.
3. Self-Service Initiative, Current Roll Out Challenges.
4. Closing Comments- Chairman Hauth/Director Morris.

Adjournment

**Transcript**

Hauth: Let's go ahead and start in. Go ahead and open the meeting, I'll take the roll call. I heard Derrick Stevenson's on the line?

D Stevenson: Here.

Hauth: Is that correct? Okay?

D Stevenson: Yeah.

Hauth: Art, Art Stevenson?

A Stevenson: I'm here.

Hauth: Lewanda Miranda?

Miranda: Here.

Hauth: Lin Jaynes?

Jaynes: Present.

Hauth: Steve Jackson? Alright, I'm here, I'm here as well. What, what, what managers do we have on the line?

Kinney: Carole's here!

Hauth: Hi Carole.

Jaynes: Hi Carole!

Hauth: Anyone else?

Kinney: Hi!

Hauth: Okay, any guests that like to be announced? Alright, so anyway, I know the last meeting, thanks, Art, for taking over the meeting, I don't know what happened to my phone, but it either went dead or I got dropped off, but I understand that you took over, closed the meeting out, and scheduled this portion of it, for today. So, thanks, Eric and Art for that. So, who'll help me with the agenda? I don't know if Lewanda or Lin has it up, but I'd sure appreciate that.

Jaynes: I could, I can pull it up.

Hauth: Okay.

Jaynes: Alright, next on the agenda, after roll call is public comment.

Hauth: Okay, go ahead and I'll open it up for public comment if anybody has a public comment please let me know and you can have the floor.

Miranda: I have a public comment, so.

Hauth: Okay.

Miranda: Next Thursday, I'll be calling, I'll be putting out the agenda for the, the facility development committee. I've been working with Steve Jackson and I'm gonna help him to put together a business plan. And so, he'll have that ready by, by that time. And I think we will give it to the, present it to the board first, see if they approve if it and then present it for the, to the, to Eric Morris. For his approval and see how that goes. So anyway, we're gonna be working on that, so.

Hauth: Okay. Yeah, that sounds good, I did see an email or two from Steve that I think went to Eric, and maybe everybody, I don't know, I don't remember exactly. But you know, hey, you know, kinda making a plea, to hey, I need some help here, and you know, I think he was looking for an updated unassignment vending list. And so hopefully, you know, if that isn't already provided to him, hopefully it will be soon. Anyway, so that's good, Lewanda. Yeah, happy to, happy to see that. Hopefully at the end of the day it will be, you know, good move in the right direction. So.

Miranda: If anybody else has any, any items for that committee, send 'em to me this week. Please. Send 'em to me by Monday. Anyway.

Hauth: Okay, airplane's going over. Pardon me, it'll be gone here in a second. Okay, anybody else for public comment? Okay, going once, going twice, going three times, okay. No other public comment. What do we have next, Lin?

Jaynes: Alright, up next on the agenda is self-service initiative, the current roll out challenges.

Hauth: Okay. I, I'll head this out. Let me get into a different screen here, though I will share with you that, share with you all on the line, that I had been contacted over the last couple of months by several different managers, and yesterday I was contacted by a fellow manager and, you know, all those challenge, all those contacts were concerns about the self-service roll out and the timing of it. And how that was going to look moving forward, and the discussions were about making sure that, you know, as the self-service initiative roll out became relevant again, that the people who were exercising that initiative by mandate, were going to 1: be safe, 2: be profitable, 3: not have hardships imposed upon them you know. So, most of the people who are going to be moving into the self-service initiative were also, were also contractors, and so are you know, most of 'em are using subcontractors. And so, the thought was that, hey, here look it, if in fact we have our subcontractors who are providing those services and doing so in a very satisfactory way, then let's make sure that as we step through this with the agency, that it's done thoughtfully you know, methodically and at the best interest of the people doing that. And let me get an update here, excuse me, and so anyway, so I think that's why we're here today, to you know, discuss that. You know, in full transparency, I know I've had some contacts with Director Morris and the agency and I know some other managers as well have. And even though the agency is saying hey, let's go, the shutdown is over, so let's get up, you know, let's just carry on from where you were, pre-pandemic and the concerns are, I know, I have, you know, some specific concerns, but I, I have some general concerns that also deal with other managers here, who I have spoken with, and you know, the, the thought is, is that let's not just push blind vendors out there to fail. If there's no need to do that, let's, let's think it out and let's plan it out and plot it out, you know, let's forecast and project so that you know, maybe the products that're a shortage right now, that's not an issue with the blind vendor when they go back out. Maybe the unemployment or the employment, I saw in the news today that the employment rate, even though initially went down, now, now it's going back up. So, regardless of unemployment ending or not, there's still numerous challenges out there. People are having to pay top dollar, they're having to pay signing bonuses and people are walking off the job, you know, it's, it's an employee’s market. So, I mean that's, that's a really, that's a really tough thing for people to be facing right now. I know that there's part shortages, there's coin shortages, gosh, and the health and safety, I mean this is the world's most deadly pandemic ever. And so even though there's vaccinations, there's still questions around breakthrough cases, there's still questions around booster shots, and how that works and safety, and, and so forth and so on. So, you know, I think that's what brings us here to the table, you know, I understand that the agency has this initiative mandate that they've been encouraging for you know, pre-pandemic. I understand that, and I understand that there was machines that were purchased, and they were, they're being stored and I think, you know, being charged for storage at Smitty's, I believe it is. And I think the agency wants to, you know, get out of that. But again, you know, I think we need to really think through if a blind vendor really wants to get out there and you know, through their choice, thinks they can be profitable at getting out there, then that's one thing. But if blind vendors are saying, look it, you know, I'm, I'm having a terrible time trying to find a driver, or even though the state is reopening, we don't know what buildings and what populations there's going to be. We are still concerned about being out in the public eye. I mean look it, even, you know, case in point, our In-Service is going to be Zoom right. So, obviously, there's still concern, the Commission for the Blind Board Meeting is still being held by Zoom. So, definitely there's concerns even though the state is open. So, anyway, that's what brings, I may have left some things out, I'm not sure, but again, not only, not only sharing concerns that I have, again I have heard from at least three managers, sharing similar concerns, and I know Derrick has shared some concerns as well, when this Delta virus, Delta Variant first came out. Derrick was the one that said, let's wait and see. And you know, I even back then thought, oh, we're gonna be fine, but you know, it exploded, and you know, there's 2000 deaths a day across the land. So, with that said, I don't know if anybody wants to you know, wants to pick up on where I left off. Or if I left anything out? Wants to share or has any ideas on, you know, how to support, you know, moving forward in a, in a profitable way, and, and a successful way, and a safe way.

Jaynes: Randy, this is Lin.

Hauth: Hey, Lin.

Jaynes: Hey. You pretty well covered it all, in, in many different facets of it. But there is a labor shortage right now. Trying to hire somebody, I've, I've been on Zip, I've been on Indeed, I've been on Facebook Marketplace, I, trying to find a driver, it's just about impossible right now. And the cost of 'em are anywhere from $22 to $24 an hour. Like you said, they're doing sign on bonuses right there in Portland, $3,000 everywhere from dairies right on down. So, you know, this is really tough right now. It's not something that we have any control over. I think we were all anxious to get back out and do the things we never do. But...

Hauth: You there, Lin?

Jaynes: Yeah, can you hear me now?

Hauth: Yeah.

Jaynes: You basically have to, driver, like the labor shortages creates issues, it's not just the product shortage, which is pretty well all over, I've even talked with distributors who are having trouble getting anything out of Frito Lay, which are your main chip distributor in the United States. So, the pandemic is not over. The state may be rolling it out, but it is not, it is not over. ICU beds are full. It is not safe out there, and if you can't find someone to help you run the route, and you're blind, how do you go out and take all of these locations? Put new machines in them when you have no driver or tech to help you run it? And they, there's just a whole lot more than just saying, oh, go pick up the machines, and, and just tell everybody they got 30 to 45 days’ notice, and you're gonna do this. Hello! You have to have an employee. And...

Hauth: Yeah.

Jaynes: That's just reiterating what you've said, because obviously it's very frustrating for the manager to be told and feel that they're being pressured to do something that they can't do. I mean we can't take a bus, or public transportation and go run this route. Especially if it's a rural route. You gotta have a car! A driver. So, it's just a lot of complex issues that it, are more important than just putting a timeline and saying, you got this long to do it. This just a lot more complex than that.

Hauth: Yeah, and, and Lin, thank you. You know, that's what I'm hearing from others. I, I talked with one fellow manager who, who thought I, I believe they had a discussion with the agency, and they felt like the agency thought that they were dragging their feet and I think the comments were even made, hey, I think you're not gonna drag your feet. I'm not gonna allow you to drag your feet, we're moving forward. Now, I wasn't, I wasn't there, so I don't know but that's what was relayed to me. And I just hope the agency doesn't think that, you know, that's the case. Many of us who use larger sup--, suppliers like you know, Canteen, or Bigfoot, I mean, the agency may say, and you know, I do want, obviously we want to hear from Eric, you know. But the agency may say, hey, if they're doing it, you guys can do it. But I think what maybe gets lost in translation is like Canteen, if they're going to Pepsi asking for products or if I as an independent are going, who's gonna get the product? Right, so, if I'm going to try and get you know, if, if my driver doesn't come in if I'm lucky enough to get a driver, and he doesn't or she doesn't come in, you know, I'm kinda stuck. And even though Canteen or Bigfoot or Evergreen or whoever it would be they, they have kinda cross trained people. So maybe if they run into a pinch, they'll be able to get somebody from the back room who used to run a route. So, you know, again there's so many unknowns right now. And there's so much inconsistency not only in the dis--, the supply chain but also in the workforce that you know, it's, it's a real concern. So, any, anyone else...

Jaynes: Mr. Chairman.

Hauth: Anyone else like to...

Jaynes: Mr. Chairman.

Hauth: Yes, yes, Lin.

Jaynes: [inaudible] I'll stop. I try never to take up too much [inaudible]...

Hauth: No, please don't.

Jaynes: This is something that's very important to all of us. In regards to your comment about a manager who has said that he felt that the agency felt he was dragging his feet, if we were dragging our feet, we wouldn't have been out there and signed up and went to rehab and opened our plan in a timely fashion, that we were told do so. We were the first ones to do that, I'm sure that manager is one of them. So, it's not a case of dragging your feet. We did not know the pandemic would hit. We, who on Earth would have ever thought this thing would last more than a couple of months. We're going into eighteen months with, with our income down 75%. And now we're still in the pandemic, we're still in the labor shortage, we're still in the product supply shortage, so, I don't think we're dragging our feet. I think nature hit us all pretty hard over the head. And we're all doing the very best we can do to hold onto our routes, get 'em back out there, I'm looking forward to it eventually servicing my machines. Maybe I'll make a little more money, who knows? I hope so. But I can't very well go out and do it, when I don't have anybody hired to do it. I don't drive, I'm blind! And my husband is gone. He, he was my driver. So, and he died by the way, of Covid related Pneumonia. So, this touched my home! Pretty deeply.

Hauth: Thank you.

Jackson: So sorry, Lin. I'm so sorry to hear that.

Hauth: Yeah, no doubt about that. Is there anybody else?

Jackson: Randy, can I say something? This is Steve.

Hauth: Yeah, sure. You bet.

Jackson: Steve Jackson.

Hauth: Hey Steve.

Jackson: I. Hi guys. I just want to say, yeah, I'm moved and I'm sorry that happened Lin. And I know that it, it is, it's getting closer and closer to home and it's a real thing, the pandemic. And we have to look out for ourselves and our family. But we also need to plan for what we can do but I wanted to say, you know, like Lin was saying, I can't afford to hire anybody to help me look for expiration dates. I'll look at it with my magnifier, but I can’t always see it ‘cause there's glare on certain things. And hey, it's hard. I just been trying to service two vending machines and when there's a error, I can't see it. And so like, they gave me the talk back thing, but nobody, I don't know how to use it. Acts like I if I had somebody that I could, you know, hire to, to work with me and to do little things, I could get more done. But there's no sales, there's no population. Oh, the other thing I was gonna say is, I reached out to my point of contact at my building, and they still will not tell me what they're estimated population count is in my building, is. Because it's just so minimal, I don't even think he knows and so but hey, it's kinda the winter of our discontent. You know, sorry to say it. But we're, it's a bleak times, you know, we need to like batten down the hatches and make plans, I think.

Hauth: Yeah, yeah, and I know, you know in a plush market you got more wiggle room right. I mean you, you can afford maybe to pay a little bit more, or make a mistake here or there, or you know, go without a product or two.

Jackson: Yeah. But there's no wiggle room.

Hauth: Yeah, yeah. Anyway, is there any, anybody else that would like to...

Jackson: I lost, I lost about 90% of my.. Sorry.

Hauth: Wow. I know, I know you did.

Jackson: I'm (inaudible) now, man.

D Stevenson: This is Derrick.

Hauth: Derrick, go ahead, buddy.

D Stevenson: Yeah, I had an unpleasurable experience of having to deal with when your driver gets, gets sick and can't work. I was supposed to be doing my stuff for, for, you know going out and checking out the sites and picking the ones that I wanted to serve, and I couldn't do it because driver was really super, super sick, so. But he had the same thing I had couple weeks ago. But I haven't been able to do it, because I don't know when I'm gonna be able to do it. Hopefully he's gonna get better, but that's, that's what us blind people have to face. It's like we’re, sighted people, you know, their employee doesn't show up, or whatever they do it, do it themselves. Well, that, that there is not possible for a blind person, because...

Hauth: Sure. Yeah.

D Stevenson: Because we can't see. So.

Hauth: Yeah, yeah, I mean, that's case in point. You know, you said it right on, when a driver doesn't show up, that you rely on. If you can drive, that's one thing. But if you can't, that's another. And so, you get you know, stuck. I know Art is on, as Vice Chair, I know he's on the National chatline, as well as I am. And you know, we provide we participate in a lot of the trainings, there. But what I'm seeing like from a lot of managers across the land is who, who do self-service, you know, they're just really struggling. And again, I believe in choices, somebody wants to do self-service, and you know, they're more profitable that way, or for whatever reason, is, maybe they have family members or maybe they just like that. You know, that's one thing. They should have the choice to do that. But again, in these times, you know, there's some other things that're coming into play. But I'm seeing across the land people are saying, gosh, you know, I lost my driver because now there's a mandate for vaccination and they're not gonna get vaccinated. And I go to hire somebody else, and I can't get anybody, or gosh, I waited two weeks for Pepsi to show up, or Coke. You know, and so, it's, we're not out of the woods yet. Even though we're heading in the right direction. And anyway, so yeah. Anybody else?

Kinney: Mr. Chair?

D Stevenson: [Inaudible]

A Stevenson: Randy.

Hauth: Yes.

A Stevenson: Well.

D Stevenson: Ladies first.

A Stevenson: Go first.

D Stevenson: Ladies go first.

Hauth: Oh, go ahead, I'm sorry. I, you're right. Hey, was that woman Carole or Lewanda?

D Stevenson: It was a lady.

Kinney: Yes, it was Carole.

Hauth: Hey, Carole.

Kinney: Yeah, I, I just wanted to kind of say something. Like for my building, you know, they're trying to get everybody to come back to work, I mean you know, that. They want to open up, but it's like my m--, building manager told me, he said they have three choices. They have a choice of coming back to work, they have a choice of working two days a week, or they have a choice of working from home. So, she cannot tell me how many people would even be in my building, and there's vending machines upstairs, and of course you know I have the little coffee area. And, but she said there's no way she can know until all of the departments let them know. You know, she says I just can't, I can't give you a number.

Hauth: Sure.

Kinney: So, I mean I kind of understand it, and there's a lot of people not wanting to go back into work. They want to work from home, and I mean I get it, to a certain point. But, and then as far as the product, I've been checking on product and everything for the coffee cart, and I mean, it's like doubled in price, since the pandemic. So, everything that you get it's pretty much doubled in price.

Hauth: Sure.

Kinney: I mean it's gonna be, it's gonna be hard for me, and it's gonna be hard for anyone doing a vending machine to you know, keep up.

Hauth: Sure.

Kinney: Employees is a big problem.

Hauth: Yeah, wow. Thank you, Carole. Anyone, anybody else?

A Stevenson: Randy.

Hauth: Yes, Art.

A Stevenson: It's Art. Okay, well, I can say personally, that even if some places do open up, the possibility of them shutting right back down is always there. At the safety academy, they have classes and for the last two months, one class a person got infected, and so, everybody had to quarantine for three weeks. And so, that class was gone. I had product that was in the machine or product that I planned to put in the machine, and of course, the sales weren't there. And so, it made it extremely difficult to get rid of what I had. And plan for, you know, making orders and stuff like that. So, I just wanted to say, even though you feed machines, I mean you, you open a place up, if you close right back down, and who, how do you get rid of the product? I mean, it's almost impossible to, you know, be able to rotate your stock, order more stock, and make plans like that. And so, now like I said, at this location it's been one, one class got infected, so they were gone. And then turn around and they were due to come back, then another class was gone. And so being able to order and stock, and not have losses is extremely difficult. And so, when you're saying okay, pick out 50 machines, and plan to stock and all that kind of good stuff, can be a real difficult situation. And I still don't know, I was planning to open up one location, and turn around and they said no, well we don't know who, how many, we can't guarantee you a number of people in the building. And so, you know, of course I didn't reopen it back up because when I shut it down there was only six people left in the building and coming in the building. And they just couldn't guarantee anything, and so I'm in agreement with all of you until we get some consistency, you know. It's extremely difficult. And then who is going to, there's only one person responsible for the, that's stocking inventory, it's the manager. And they suffer the losses and I, I just agree with you, Randy. At this point in time, it's a crapshoot. And to force us to make decisions. I mean, force the managers to make decisions on which buildings to choose and then get geared up to go when there is no guarantee. And so, waiting, if they're being done by a subcontractor, at least there is no losses or anything. And so, me, I'm supposedly doing my 50 machine mandate, but I haven't been doing 50 machines because there's just not the business there or they aren't in the building. And so, either machines are sitting there empty, or you know, so it's, it's difficult. So, I'm in favor that for the other people who may be opening up, don't have to suffer and go through what I'm experiencing. ‘Cause, you just can't, you don't know, from one day to the other. So anyways, that's my thoughts on it.

Hauth: I'm sure it's tough. I'm sure...

A Stevenson: Well, well it is tough. And then getting product like you said, is really difficult. I've waited three weeks to get an order. And then when you get the order, you don't have every, everything because there's shortages. And then you gotta turn around and reorder again and hope you get the product. But there are shortages everywhere that you get. And so, keeping the machines full on a consistent basis is really difficult. Anyways.

Hauth: Sure.

A Stevenson: I.

Hauth: Yeah, like in...

A Stevenson: I.

Hauth: Yeah, like in...

A Stevenson: I.

Hauth: Like in my, just real quick...

A Stevenson: I don't, I don't want to see...

Hauth: Just real quick Art.

A Stevenson: Go ahead.

Hauth: Go ahead, go ahead.

A Stevenson: I don't want to see, I don't want to see any manager go through the difficulties and have to throw away product and, and everything else. Now, I've made a few d--, adjustments in my route since the pandemic, and I've gone more to cans, but I still lose product. And when you lose product, you lose profit. And if you can't, you know, and if there's no profitability, or you go in the hole, that ain't the way to run a business. And if we can do anything to negate that for the other managers because of this mandate, and put it off for a while, until there is some definite... I'm all for that.

Hauth: Yeah. Well, thank you. I think we've heard from...

A Stevenson: Yeah.

Hauth: Okay, thank you. Yeah, so one of, one of the things you know like that you just mentioned, is like, you know, for managers who are going to open up and they're going to you know, get inventory, let's say $10,000 or more dollars in inventory to put in their machines not knowing that you know, where this is going or what kind of waste they're gonna have. I think that's just you know, that's not a good practical business decision. Again, until, you know, until life turns more, returns to normal especially business wise, you know, and I know businesses are out there and they're, they're trying to find ways to be successful, but again, you know, if, if a person's business is being operated and the service is being provided and there's no exact urgency to you know, push a blind vendor out there to stumble around is the way I see it, is you know, let's look, look at some different options. So, with all that said, sorry about the background noise. I'm gonna go on mute here, but with all that said, you know, Eric, I think most everybody has spoke, and is there anybody else that'd like to say anything before we see what Eric's thoughts are? Or if there's some options here to address? Okay, well hearing none, Eric, after listening and all that, and I know you've had some different you know, dialogue with different vendors, so you know, let's, let's hear your, your points and you know, what you see going forward.

Morris: Well Randy, I, I didn't prepare a whole bunch for this meeting, because basically it sounds like nobody asked me to, for one thing. The, I'm just listening to the concerns that are being expressed, and nothing that we've talked about or I've heard today is something brand new. I think I've heard all the things expressed today in different forms, or different conversations, over the last couple months. But you know, this is a, this is a process we're going through on an individual basis. It's not something we're gonna hash out in a public meeting, you know, with the elected committee, cause it's not, it's not a major administrative decision. So, I, I don't have any, I don't have anything right this second. I'm just listening.

Hauth: Okay, and I, just so you know, I wasn't trying to put you on the spot. I was just trying to, so hopefully you know that. I was just trying to see what your thoughts were after listening to that, so.

Morris: Yeah, no, and I, I think...

Hauth: Okay.

Morris: I think...

A Stevenson: Hey, Randy. Oops.

Morris: I just wanted to add one thing Randy. Like for Lin, Lin, I, you definitely have my condolences. I think I've expressed that before for your loss. I, I do, I do feel bad about that. I think the, the commonality that I can definitely plug into is the, you know, it is challenging have, having blindness and being out there. And I, you know, today was an extra challenging day for me getting from point A to point B. And I, I can understand that. But I think one of the things that I always try to keep in mind is, especially today when I was pretty darn isolated all by myself trying to figure out how I was gonna get somewhere, was that there are solutions if you just step back and really think it through. And I know this, this feels a lot like that, where there's a lot of different things in the world that seem like they're working against us and I think if people step back, and it's tough during the pandemic, where, you know, people, people are very emotional just because of the, the craziness of the pandemic. Just to kinda step back a little bit, take a look at the situation and look for the opportunities to be successful. But that's my little motivational speech for the day, just because I, I too had a very blind challenging day today. So, I do appreciate the challenges about that.

Hauth: Thank you, Eric. Art?

A Stevenson: Well, I did want to also mention at this point in time, the inflation rate is, is horrible. The price, trying to give consistent pricing and not raise your prices every time you turn around, ‘cause you don't know what you're gonna get charged one time to another, to another when you're getting product. And obviously our customers, you know, if one week you're charging $1.25 for something and then the next week you gotta turn around and start charging more money, because it costs you more money, is a big problem. And eventually, people are just gonna, because of everything going on, they're gonna have to make choices and we're the ones that they're probably going to eliminate. And or bring their lunches, or bring their snacks, or whatever. And so that is going to be a huge problem also. And being able to adjust your prices, you know, is this something that the building managers are gonna say, well, we're going through a pandemic. We realize one week you're spending this much, but the next week you're spending more, makes it quite difficult. So, you know, I don't know how much that concerns, concerns you all. But it concerns me because you know, build, raising your prices is something that are in the contract and stuff like that. And being able to adjust, you know from week to week, to be able to make a profit on your product, is also a challenge. And I don't know if Eric can do something about that? Concerning you know, with the contracts and stuff like that? It would make it easier for us or make us feel more comfortable.

Morris: Art.

A Stevenson: You know getting through all this stuff. Yes, sir.

Morris: Hey, I, I think you bring up a great point. Most of our contracts especially around pricing, talk about pricing in the cafeteria formats. But where, where there is language about pricing, it's usually we need to advise them that we're increasing the pricing, but it's not we… We've definitely got away from the, they have to approve the pricing, like if they think it's reasonable, ‘cause that, that is kind of a crazy thing to have in a contract. The, the biggest opportunities you point out to really make adjustments for inflation is to raise prices. And I think it's something that over the years people got so fearful of doing that most, most VFMs don't do it, and I think it's a great point to say, and I don't think anybody I've talked to in government has said, well, you know inflation's not out there. People realize that, cause they're paying more in the private sector. So, I think it's definitely something to keep your thumb on, to say you know, if you're having increasing costs, increasing labor, all the things that affect your, your bottom line, that you know the one thing that can flex, and needs to, is the cost or is the pricing, the retail pricing. So, good point.

Hauth: Yeah, anyone else?

A Stevenson: Well, and if you have to wait, and if you have to wait, two weeks or whatever, ‘cause you know some of the contracts say that you give them two weeks’ notice, before you raise your prices. Well, in this situation, you know, you can pay one price one week, and then another price another week, and have to make the adjustment and so you know, some of the locations and contracts, you know, say you do have to notify 'em. And so, you know, I, I don't know if we adjust that? We send something out? But until we can get a handle on it, it's scarier than heck. And, like I said, closing down or not, having the, the customers there or a class there, and like in my case, the Safety Academy, can really be detrimental. So, anyways, that's my thought on that, concerning the pricing and stuff. But I do know that some of the contracts say that we're supposed to give 'em two weeks’ notice.

Hauth: Yeah, that's a good point, Art, that inflation obviously is one of those factors of impact as well. Yeah, so you know, again, I don't know other than bringing this to the record and sharing concerns you know, the best way to approach it? I mean, I know you can always, we can always make a motion and the agency can always, you know, deny it. You know, we can get caught in that whole thing. But I know that I'm personally going to address it, and you know respectfully, I know Eric says this isn't a major administrative decision, but you know, from my understanding it impacts a number of people. And you know, there's people are similar situated within the program, and you know, I guess the argument to me to be made, yes it does, and maybe every situation is a little bit different. I'm not sure, but there's a lot of similarities too, in these facilities. So, you know, if you're talking about potentially limiting somebody's ability to be profitable, or you know, whatever, whatever it would be. You know, then you know, that's so again, I don't know the best way to address this, other than I do think and did think that we needed to have this conversation around it. And I know it's not just blind vendors, like Carole said, you know, she's impacted by it too. And I know, you know, but so I mean, I'm open to ideas we can, you know, we can see what happens. We can circle back or we could, you know, make a, make a requested motion that the agency, you know, you know, you know, we take this like month by month or every few months. And you know, revisit it, or I mean I don't know exactly the best way to address it.

Miranda: Uh huh.

Hauth: Yes, yes, Lewanda.

Miranda: So, if it's not a major administrative decision, isn't it our responsibility to advocate for a manager that comes to us and asks for our help?

Hauth: Sure. Yeah sure, I mean [inaudible], yeah sure, I mean if, you know, obviously there's concerns around this, right? And trying to keep it from getting into a complaint process, or whatever, how do we, you know, I guess we could make a motion and, you know, we could potentially make a motion that, you know, the agency, I don't know, I don't know the right terminology but you know, postpone the self-service initiative roll out until you know, January, you know, 2022? I mean I don't know. Again we can make a motion, the agency can deny it or accept it, right? And we'd get caught in that, so. But I'm all, whatever, whatever you guys think would be the best way to, you know, address this. Regardless I know I, you know, stepping out of this role for a second, on my own person facility, I know I'm going to address the things that I have to address which are encompassing of a number of things. Hopefully I'll be able to do that in a constructive way with the agency, but as far as a program matter, this impacts, you know, I can tell you it impacts Steve Gordon, it impacts Lin Jaynes, impacts you know, like Derrick was saying, it impacts Derrick and you know, I'm sure Jerry Bird, is feeling the impact. And so, what do we do? So.

A Stevenson: So, Randy?

Hauth: Yes, Art.

A Stevenson: Well, I do know that the state statutes say that, you know, the agency is to promote, promulgate rules and regulations, policies however you want to say it. To ensure the proper and satisfactory operation of the vending facilities, and for the benefit of the blind licensed managers. Well, obviously we've raised issues as an elected committee that raise the question, is this a policy or rule that's going to benefit the blind licensed managers at this time, or be detrimental, to the blind licensed managers at this time. And obviously that would be a, a major administrative decision. Because quite frankly, you know, I'm out there right now and I'm telling you, it's, it's really difficult. It's a struggle. Maybe I, you know, sometimes I make a little money, other months I don't make a little money, because of the, you know, the situations arising and stuff. And so, I would say, that it is a major concern, it's issues that need to be addressed, and if a manager believes that the 50 machine mandate is doable, then the agency should work with them. But if they have concerns, and you know, all those concerns should be addressed. So, I, I, I would say you know, and I'm not gonna argue about it, I believe it is a major concern, managers are concerned, what buildings could I pick, is that building going to be the same as it was, or is it going to be scaled back? Is it wise to place that machine in that building, under those circumstances, maybe not? But we definitely need to make sure that, you know, what is being moved forward is beneficial to the blind licensed managers and is going to ensure the proper and satisfactory operation of the facility. Because obviously, third party contractors may be able to do more than we do, because they have more employees, they can rotate their manag--. I mean, you know, they can make adjustments that obviously, a smaller operation doesn't have that luxury. And, and so, those are all things that need to be considered. So, I for one would make a motion that given all the circumstances, that possibly this roll out thing should be put on hold until the current environment, environment out there definitely gets better.

Hauth: So, your motion is that the self-service initiative, you're proposing that be placed on hold until the business environment gets better, changes. Constructively?

A Stevenson: Well, for the reasons that I just stated.

Hauth: Okay.

A Stevenson: Yeah.

Hauth: Okay, okay, okay.

A Stevenson: With the reasons that I just stated Randy, because those, those things need to be addressed.

Hauth: Sure.

A Stevenson: And then can't just, you know, can't willy-nilly not, not be addressed. I mean.

Hauth: Yep.

A Stevenson: There's obviously circumstances there. So.

Hauth: Okay, well so that motion has been made. Do, do I have a second on the motion?

D Stevenson: I second.

Hauth: Okay, so a second's been made, a motion and a second. You know, I don't, you know, so I don't know if this is a, you know, people have a conflict of interest on this? If certainly you know, not going to be, well I mean I don't know if people voting on this potentially would have a conflict of interest or not. But you know, perhaps. So anyway, a motion has been made, and a second has been made, do we have any discussion around this?

D Stevenson: This is Derrick.

Jackson: Can you please…

Hauth: Derrick, go ahead.

D Stevenson: I would like, like to offer a friendly amendment and put a time of 90 days in there, because the...

Hauth: Okay. So.

D Stevenson: Interpreting it would be kind of hard, the way Art worded it.

Hauth: Okay, sure, so yeah, I do accept that friendly amendment. Art?

A Stevenson: Oh, absolutely, I mean.

Hauth: Okay, okay, so.

A Stevenson: I mean the 90 days.

Hauth: Okay, so yep.

A Stevenson: Examine it.

Hauth: Okay, and do we need another second on that, or is that something?

Jackson: I wanted to ask this if I could.

A Stevenson: Well, I…

Jackson: And then repeat the motion as well. Could someone repeat the motion please.

Hauth: Yeah, Steve, hold on just, hold on.

A Stevenson: Yeah.

Hauth: Hold on just a second, Steve. Do we need a second?

Jackson: I just want to hear it with the 90, yeah.

Hauth: Okay, so the motion is that, in sum, Steve, that the self-service initiative roll out be, be, you know, put on hold for a period of at least 90 days.

Jackson: Okay.

Hauth: Do we need another second on that, or not?

D Stevenson: I think he just has to accept it.

Hauth: Okay, okay. So, you accepted it.

A Stevenson: It's been moved and seconded.

Hauth: Okay.

Miranda: Yeah.

Hauth: Okay, thank you. Any other any other discussion around that? Well, I'd just like to say before we vote, you know…

A Stevenson: Well.

Hauth: Okay. I'd just like to say real quickly, before we vote on it that, you know, I hope we can work with the agency on this, in a constructive way. You know so let's see how this moves forward. So, motion's been amended and seconded.

A Stevenson: We need to vote on the amendment first.

Hauth: Okay so we'll vote on the amendment, yea or nay? Yeah, yea or nay on the amendment, Art?

A Stevenson: Yea.

Hauth: Derrick?

D Stevenson: Yeah, I may have a conflict, but I vote yea.

Hauth: Lewanda?

Miranda: Yes.

Hauth: Okay, Steve Jackson?

Jackson: Yes.

Hauth: I may have a conflict of interest, I'll vote yes on that as well. So that motion passes. Okay, so what do we do now?

A Stevenson: Wait, what about Lin?

Hauth: Oh Lin, I'm so sorry. Lin?

Jaynes: That's okay, yes.

A Stevenson: You may have a conflict?

Hauth: You may have a conflict?

Jaynes: Yes, I may have a conflict of interest, but I vote yes.

Hauth: Okay, Art, so what do we do now, my friend?

A Stevenson: Now you vote on the, that we put it off.

Hauth: Okay, so that now there's for the tabling of the 90 day roll out self-service initiative, yea or nay, again I guess conflict of interest if you feel you have one, you may want to state it. Derrick?

D Stevenson: I have a conflict. I vote yea.

Hauth: Art?

A Stevenson: Yea.

Hauth: Lewanda?

Miranda: Yea.

Hauth: Lin Jaynes?

Jaynes: Yes, I may have a conflict, of interest, I vote yes.

Hauth: Alright, Steve Jackson?

Jackson: Yes.

Hauth: And I may have a conflict also, I'll vote yes as well. So, motion passes. Again, I hope, and I'm sure all these on the line hope, is that we can find some commonality here and try and make sure that this rolls out in the best interest of the manager you know, so. Is there anything else on the agenda that…

A Stevenson: Hey, Randy?

Hauth: Yes, Art.

A Stevenson: You know, I might state that some things can still move forward. I mean, the purchasing of vans, or whatever. You know, if they haven't been ordered, or anything, obviously the agency can work on that. And then in the hopes, you know, that, that, that everything's gonna get better within 90 days. And we can say, okay, go ahead and place the machines and stuff, so...

Hauth: Yeah, next... Art, that's a good...

A Stevenson: I, I just want...

Hauth: Art, that's a great thing, that's a great point. So.

A Stevenson: I just wanted to bring that up, ‘cause…

Hauth: Yeah, well let me, let me just share with, share with...

A Stevenson: I believe, yes.

Hauth: As I, as I've thought about this as well…

A Stevenson: Go ahead, Randy.

Hauth: First of all, I think that's a great point that you just made. You know, there's a lot of managers or there's some managers locations that haven't been surveyed yet, or you know, sites selected. So, if in fact the agency says, okay, well maybe this, maybe we need to relook at this for another 90 days, and during that 90 days, let's work on making sure all the places are surveyed, and let's making sure that you know, the sites are satisfactory. That people have had a chance to reevaluate or evaluate the locations they want to go into. Let's get people in and order the vans, let's get the rest of the equipment. So, you know, it's not that people are trying to drag their feet, or refuse to, to do it. Everybody I've talked to, if they agree or not, have said yes, you know, we, we know we're, we're going to do it. Let's just do it in a smart and practical sensible way. So. But yeah, that's a good point Art. So, any, anybody else? Okay, well, if there's nothing else on the agenda, I just want to thank everybody for joining in and thank you for having the meeting. Anything else before we go? Okay. Let's go ahead and adjourn. Good night.

Miranda: Chairman Hauth.

Hauth: Yes, go ahead.

Miranda: There is closing comments.

A Stevenson: Well.

Miranda: There is closing comments for you and Eric, if you guys...

Hauth: So, Eric, I, I don't know if Eric has anything, closing comments. You know, I, I basically made my closing comments. You know.

Miranda: Mhhm.

Hauth: Just a second ago, where I just hope that we can all find some commonality and work together. You know, benefit the managers.

Jaynes: Thank you, Lewanda. Just assume the comments…

Hauth: Eric?

Morris: Yeah Randy, I, I don't have anything else to add at this time.

Hauth: Okay. Okay, I hear that train a comin’.

Morris: There's a train coming.

Hauth: Okay, yeah, good night everybody.

Morris: Good night everybody.

**Motions Passed**

1. **“…that we delay self-service rollout for 90 days.**

Proposed: A Stevenson. Seconded: D Stevenson. . Passed. Jaynes, Jackson, A Stevenson, D Stevenson and Hauth

Transcript:

A Stevenson: Well I do know that the state statutes say that you know, the agency is to promote promulgate rules and regulations, policies however you want to say it. To ensure the proper and satisfactory operation of the vending facilities, and for the benefit of the blind licensed managers. Well, obviously we've raised issues as an elected committee, that raise the question, is this a policy or rule that's going to benefit the blind licensed managers at this time, or be detrimental, to the blind licensed managers at this time. And obviously that would be a, a major administrative decision. Because quite frankly, you know, I'm out there right now and I'm telling you, it's, it's really difficult. It's a struggle, maybe I you know, sometimes I make a little money, other months I don't make a little money, because of the you know, the situations arising and stuff. And so, I would say, that it is a major concern, it's issues that need to be addressed, and if a manager believes that the 50 machine mandate is doable, then the agency should work with them. But if they have concerns, and you know, all those concerns should be addressed. So, I, I, I would say you know, and I'm not gonna argue about it, I believe it is a major concern, managers are concerned, what buildings could I pick, is that building going to be the same as it was, or is it going to be scaled back? Is it wise to place that machine in that building, under those circumstances, maybe not? But we definitely need to make sure that you know, what is being moved forward is beneficial to the blind licensed managers and is going to ensure the proper and satisfactory operation of the facility. Because obviously, third party contractors may be able to do more than we do, because they have more employees, they can rotate their manag-- I mean, you know, they can make adjustments that obviously, a smaller operation doesn't have that luxury. And, and so, those are all things that need to be considered. So, I for one would make a motion that given all the circumstances, that possibly this roll out thing should be put on hold until the current environment, environment out there definitely gets better.

Hauth: So, your motion is that the self-service initiative, you're proposing that be placed on hold until the business environment gets better, changes. Constructively?

A Stevenson: Well for the reasons that I just stated.

Hauth: Okay.

A Stevenson: Yeah.

Hauth: Okay, okay, okay.

A Stevenson: With the reasons that I just stated Randy, because those, those things need to be addressed.

Hauth: Sure.

A Stevenson: And then can't just you know, can't willy-nilly not, not be addressed. I mean.

Hauth: Yep. That’s fine.

A Stevenson: There's obviously circumstances there. So.

Hauth: Okay, well so that motion has been made, do, do I have a second on the motion?

D Stevenson: I second.

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Hauth: Okay. So.

D Stevenson: Interpreting it would be kind of hard, the way Art worded it.

Hauth: Okay, sure, so yeah, I do accept that friendly amendment. Art?

A Stevenson: Oh Absolutely, I mean.

Hauth: Okay, okay so.

A Stevenson: I mean the 90 days so we can re-examine it.

Hauth: Okay, so yep. Okay, and do we need another second on that, or is that something?

Jackson: I wanted to ask this if I could.

A Stevenson: Well, I…

Jackson: And then repeat the motion as well. Could someone repeat the motion please.

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Miranda: Yeah.

Hauth: Okay, thank you. Any other any other discussion around that? Well, I'd just like to say before we vote you know…

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Hauth: Lewanda?

Miranda: Yes.

Hauth: Okay, Steve Jackson?

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Hauth: Oh Lin, I'm so sorry. Lin?

Jaynes: That's okay, yes.

A Stevenson: You may have a conflict?

Hauth: You may have a conflict?

Jaynes: Yes, I may have a conflict of interest, but I vote yes.

Hauth: Okay, Art, so what do we do now my friend?

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Jaynes: Yes, I may have a conflict, of interest, I vote yes.

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