

NCBV Election Meeting
February 19, 2016
3:30pm

**I. Roll Call and Confirmation of a Quorum, Richard Saperstein
A Quorum was present at this meeting.**

Richard Saperstein, Chairperson
Bert Hansen, Vice Chairperson
Bill Schley, Northern Nevada Representative and Secretary
Carol Ewing
Beth Perring
Benita McHenry
Ivan Delgado
Nels Brown
Marcus Hurtado, Trainee
Jason Coleman, Trainee

Harold Petrofsky- phone
Alan Chao, Trainee- phone

Staff Present:

Melaine Mason, Deputy Administrator, Rehabilitation Division/DETR
Drazen Elez, BEN Chief Enterprise Officer, Rehabilitation Division/DETR
Susie Park, BEO II, Rehabilitation Division/DETR
Andy Chao, BEO I, Rehabilitation Division/DETR
Marina Bucalo, BEO I, Rehabilitation Division/DETR
Janette Parish, AA IV, Rehabilitation Division/DETR
Jeanne Clark, AA II, Rehabilitation Division/DETR

Kim Cantiero, District Manager, Rehabilitation Division/DETR
Robert Whitney, Deputy Attorney General, State of Nevada

II. Verification of Posting, Jeanne Clark

Jeanne Clark confirmed that the Agenda was posted in a timely and correct manner and was presently on file.

III. First Public Comment Session, Richard Saperstein

None

IV. For Possible Action- Vote to Accept the Agenda, Richard Saperstein

Bert Hansen made a motion to accept the Agenda, Bill Schley seconded it and it carried unanimously.

V. Welcome and Introduction of Guests, Richard Saperstein

Audrey Saperstein, Susan Schley, Frances Baker and Mike Penuelas were present. Kim Cantiero, Southern District Manager of the Bureau of Vocational Rehabilitation was also present in the Westbay Conference Room serving as ballot counter for Northern and Southern Nevada.

VI. For Possible Action- Approval of the minutes for the Nevada Committee of Blind Vendors meeting, December 10, 2015, Richard Saperstein

Bill Schley made a motion to approve the meeting minutes; Bert Hansen seconded and it was voted unanimously.

VIII. New Business (The Chairperson chose to take this item out of order and was advanced to supersede Item VI- Old Business)

A. Discussion/Possible Action- Nevada Committee of Blind Vendors Elections time period February 2016-February 2018, Richard Saperstein

At this time Drazen Elez and Richard Saperstein reviewed the voting/election process:

- Only those licensed Operators physically present at either BEN offices are eligible to vote.
- In order to be considered for nomination or to vote on a nomination, the Operator must be licensed for a year.
- Nominations must consist of 2 Operators from the North and 3 in the South- 5 total Committee Members.
- After the initial balloting has been completed in both North and South, they will be counted by 3 people; one must be from outside the program.
- Those Operators who have not been elected to the Committee will be excused from the room.
- Those 5 elected Operators remain in the room and will have 10 minutes to decide, through a second round of ballots, who will be Chairman, Vice Chairman, Secretary, Northern Representative and Southern Representative.
- After the second round of ballots are cast the new committee members are announced according to position and will be seated and complete the agenda for the remainder of the meeting.

Northern Nevada Nomination:

Carol Ewing nominated **Bill Schley** and **Nels Brown** who both agreed to serve on the Committee if chosen.

Bill Schley nominated **Richard Saperstein** who agreed to serve on the Committee if chosen.

Benita McHenry inquired if Harold Petrofsky could be nominated to which Richard Saperstein answered that he could be nominated and elected but cannot vote due to his

phone participation. She then asked if Phil Campbell or Ben Giron could be elected. Mr. Saperstein answered that they could as long as they were willing to serve. The fact that Harold Petrofsky was on the phone allowed him to give his affirmative answer in case he was nominated.

Drazen Elez announced that there should be two (2) eligible individuals in the North and seven (7) eligible in the South.

Southern Nevada Nomination:

Beth Perring nominated **Bert Hansen** who agreed to serve on the Committee if chosen.

Bill Schley nominated **Carol Ewing** and **Harold Petrofsky** who both agreed to serve on the Committee if chosen.

Harold Petrofsky nominated **Beth Perring** who agreed to serve on the Committee if chosen.

*All but the 5 nominees left the room. Communications between North and South via video conference remained.

Ballots were cast

10 Minute Break

Back in Session:

Total Talley Count Per Nominee

Nels-(2)
Richard-(8)
Bill-(9)
Bert-(9)
Carol-(8)
Beth-(4)
Harold-(6)

Break

After the counting of the second ballots, the Committee positions were announced:

2016-2018

Richard Saperstein, Chairperson
Bert Hansen, Vice Chairperson
Carol Ewing, Secretary
Bill Schley, Northern Nevada Representative

Harold Petrofsky, Southern Nevada Representative

At this time Richard Saperstein and the assembly expressed their gratitude to the BEN Staff stating that the progress made in the last few years would not have occurred without the aid and support of the SLA staff. A round of applause from all was given and the meeting continued.

Drazen Elez echoed Mr. Saperstein's sentiments adding his appreciation for the member's support and help. We didn't know everything right away and with your help and patience we've learned how things work.. He stated that he was eager for another couple of years with the Committee.

VII. Old Business

A. Discussion-Update on new, waived and in progress sites; Trainees Status & Strategic Planning, Drazen Elez

Recently Established Sites:

Southern Nevada Health District- The Bureau is currently waiting for contract authority to increase for our So. Nevada contractor so that he may continue his projects.

Potential New Sites:

Development Services Center Building- The host agency has delayed the opening with a potential May 2016

Sunset Park- After months under review by County Parks and Recreation, officials have agreed to Terms of Agreement which is under final review and ready for signatures. Opening date TBD

UMC Hospital- Currently under contract negotiations for adding more vending machines.

Clark County/Las Vegas Libraries- Contract negotiations are underway for these sites.

Existing Sites:

Spanish Springs Library- Trainee Marjory Olaes has been working with the BEN Staff to open a small coffee snack operation in this auxiliary site during the month of March or early April 2016.

The Clark Co. Family Court Building- Ivan Delgado will be the Operator for this site. Renovation for this site will begin after the increase in contract authority increases for our So. Nevada.

Department of Energy- Kim Willis, Interim Operator, has been successfully operating this site for over 6 weeks. Daily sales have doubled since her launch and this location has recently completed three catering events with two more requests on the horizon.

Drazen Elez noted that there would be slight changes for this reporting section. He explained that instead of using the same form, additions to the bottom of the pages with the date of its inclusion will appear with a brief description of the change in order that all readers can see the history and progress made at these sites.

Mr. Elez reported meetings with the Washoe County Library and if the opening of Spanish Springs Library goes well, the library system will be highly receptive to open other locations in high traffic locations as the case in Southern Nevada. He explained that these libraries are subject revenue from not only the employee population, but the walk in traffic as well providing a stable income for an Operator.

Regarding the Strategic Plan update-

Mr. Elez stated that during National Small Business Week, which is the first week of May (1-7), the Bureau planned to possibly schedule a BEO to work in a BEN location for the majority of the day in order to observe the challenges of each location and work jointly with the Operators on ways to help with improvement.

We were able to complete the policies and procedures to help the protocol for the Rehabilitation counselors and newcomers.

Regarding the expansion process Marina Bucalo was tasked to develop a comprehensive working of all the governmental buildings and properties across Nevada to track opportunities by differentiating which sites house BEN sites and those who do not.

For the Trainee section of the Strategic Plan:

With the four trainees in Northern Nevada, three of them have gotten their Interim Operator assignments, which were reported earlier by Susie Park.

April Smith- NDOT
Kris Beddoes- Washoe County Building
Marjorie Olaes- LCB Legislative Building

In Southern Nevada the trainees are:

Kim Willis- DOE Unit Facility Snack Bar
Raymond Spencer- working OJT at the DOE
Jason Coleman- OJT working at the E. Sahara DMV

Recently two more individuals have been accepted into the Program; they are currently training with the Hadley School of the Blind modules. Richard Saperstein asked how many Operators were presently in the Nevada BEP and how many trainees, to which Drazen Elez answered 14 Operators and 9 Trainees. (23 potential operators)

B. Reports from Subcommittees listed below:

- **Finance**- Carol Ewing
None
- **Training**- Bill Schley
None
- **Future Planning**, Bert Hansen
None
- **Policies and Procedures**, Harold Petrofsky
None

B. Discussion/Possible Action- Evaluation and selection of type of Subcommittees needed and possible selection of Subcommittee Chairs, Richard Saperstein (At this time this action was tabled.)

Richard Saperstein announced that there will be a review of the subcommittees in the near future with the goal of making each a bit more effective by combining some together. He thanked the subcommittee members who have served through the years for advancing the Program forward. Carol Ewing and Bill Schley expressed their gratitude for this acknowledgement. Mr. Saperstein stated that the benchmark for being an Operator was the ability to balance a checkbook and has seen the training program develop into one of the best in the country reflected on the quality of the trainees. In the past, adequate training was not afforded to trainees with potential resulting in their lack of success. Attention was paid to the new trainees to whom Mr. Saperstein's message for them was their fortune in gaining such knowledge to successfully move forward as Operators through this training and that the future of this Program is theirs. He encouraged all new trainees to attend and participate in the NCBV meetings as this was their Program; he also added that the more established members are not going to be here forever.

Bert Hansen expressed his guilt for his role in the Future Planning Subcommittee explaining that Drazen Elez does an excellent job in outlining the direction of each site and the subsequent progress there was not much left for him to report. Drazen Elez responded by noting that when the Strategic Plan was being planned, he worked off of that plan.

At this time Ivan Delgado wished to express his appreciation to the Bureau for his training, stating that when he first met Drazen he was an individual with no experience. Being the youngest trainee, he admitted that he was initially apprehensive, however with the training that was assembled and provided, he learned a great deal. He stated that this Nevada training program was the best for him giving him confidence to be in the Program that he did not possess a year prior.

C. Discussion/Update- Hoover Dam Gift Store Transition, Drazen Elez

Drazen Elez reminded all of Kawana Pohe's recent retirement from the BEN Program which began January 15, 2016. Mr. Elez acknowledged that this vacancy was preceded by months of preparation and collaboration by the Program, Mr. Pohe and the Bureau of Reclamation as well as Bert Hansen who was eventually selected to manage the location. Mr. Elez described the transition process as smooth, beginning with days of necessary inventory and merchandise counting, prior to the changeover. In speaking with Mr. Pohe after his departure, Mr. Elez reported that Mr. Pohe was satisfied with the results as well with the efficiency of this operation. Later the BEN staff worked with Bert Hansen who has done a great job making this transition easy.

Opening of the bidding process on the Hoover Dam Café would be the next course of action to complete this entire transition; no exact timeline is yet in mind as there would be the required renovations to the Hoover Dam Store to be completed within the next few months including the roofing renovation which Mr. Elez promised to update later. Bert Hansen added that several entities were pleased with the removal of the wall between the two locations with other plans to come.

Melaine Mason remarked that a fine BEN Staff was one piece of the puzzle; the other piece was Bert Hansen and his staff. She also expressed the Program's gratitude to Mr. Hansen and his staff for their part of this transition in undertaking the maintenance of two of the largest locations in Nevada in order that the both sites would still be viable for the Program. Bert Hansen then gave recognition to Mike Penuelas for his efforts and role in this endeavor. Mr. Hansen's gratitude for Mike Penuelas was also joined by members of the BEN Staff.

D. Discussion/Possible Action- Annual Operator's Meeting, Drazen Elez

Drazen Elez reported that this year's meeting would mark the third consecutive In Service Operator's Meeting and per the Nevada Revised Statute requiring annual training meetings which discuss various items such as recaps of the previous year, future plans with training to present new skills for the Operators present. This year's meeting will not only include the items that we "checked off" the Strategic Plan adopted 2-1/2 years ago, but add new directions in which the Program can follow. Terry Smith has already confirmed his participation for this meeting for the date chosen at this time of either June 3rd or June 10, 2016.

The date set for **half** of the Annual Meeting, during the morning (9am), is **June 10, 2016** so it fits into the State fiscal year. The other half of the meeting can be postponed until **October** when the weather is milder. Harold Petrofsky reminded all that this plan would necessitate the closing of business for two days. Melaine Mason suggested an alternative to be the Sagebrush Conference. Drazen Elez reported that there were no

particular requirements as to how many BEN meetings to attend however the point of this meeting was to provide an upward mobility training which the second part would satisfy. If one attends Sagebrush then that it would substitute the meeting in October. The first part of the meeting in June would be very critical because you are setting the path of the Program for the next two years.

Richard Saperstein reiterated this explanation stating that the June 10th meeting (tentatively scheduled) is the more critical part of the annual requirement. He then asked Mr. Petrofsky if he could attend the June 10th meeting which Harold Petrofsky agreed that he could.

E. Discussion/Possible Action- Guidelines on purchases of Vending Machines in the BEN Program, Drazen Elez

Mr. Elez acknowledged that this discussion has been initiated a few times in past NCBV meetings with different conclusions from each meeting. He stated that he wished to introduce this discussion again in order to note in agreement regarding this subject. He reminded all of a decision made during a meeting in the early 2000's involving the question of whether or not vending machines should be bought by the Program only if the Operators were willing to manage them on their own. Currently 95% of the machines are owned, filled and maintained by vending companies and not by the Operators. More Operators are managing their own locations with no partners in cafes in Southern Nevada and only two locations in the North. About 30% of those have been transitioned. Mr. Elez termed this as a huge accomplishment. He continued by stating that in order to boost the profitability of some of these locations in which Operators are managing their own locations, Mr. Elez stated that the next step would be purchasing these machines for each Operator willing to fill their own machines which are steps away versus having a third party vending company do so to realize only 20% of the profits instead of 100% also forcing the machines to compete with the Operators. Another scenario would be if an operator wished to have his/her vending route to provide them with their own machines in locations with the condition that they must fill them on their own.

At this time Beth Perring asked Mr. Elez for the floor to give her experience on the subject of vending machines.

Ms. Perring warned the Operators that the vending machine business is not one she would recommend for self-management for the following reasons:

- The purchase of vending machines is quite costly; huge initial outlay of money.
- Several locations are not profitable.
- Vending machines are quite technical; they require frequent repairs which include compressors, which are very costly.
- BEN Operators do not have the technical ability to maintain these machines.
- The maintenance to clean and change out mechanism is also difficult to manage for most Operators.

- Jamming of the product in machines requires daily visits at times.
- In regard to coffee machines, which is a considerable portion of vending machine requests, the taste of the product is subpar causing a problems.
- Current healthy vending recommendations are being discussed, but the products do not sell.

During further discussion Ms. Perring stated that after being in the vending business for 20 yrs. she would never recommend the vending business for the BEN Program- only possibly if it is filled by the Operator. She stated that she and her sister fill her 50+ machines approximately 2-3 times per week. Oftentimes her visits to the Main Post Office are more frequent not only filling of product but to assure the functionality of the machines. Richard Saperstein asked if all the machines were her equipment to which she answered that the equipment was a mixture of hers and her provider's equipment. One machine is sitting in a garage earning only \$8 per month, but must locate it there for the sake of the others which, for example, have about 8 total vending machines in a location which may have cost \$36,000 (\$4K each) and can take 36 years to recover the initial investment. Ms. Perring then mentioned companies such as SkyTop and First Class lease their equipment-definitely their soda machines-snack and sandwich machines possibly because it takes the expertise of professionals.

Drazen Elez thanked Ms. Perring for her discussion while assuring all that his intention was never to buy 300 machines but to consider any requests for these large purchases with service contracts to viable locations which can be presented to the Committee for approval. He gave the example of a location such as the Federal Court House on Las Vegas Blvd So where there is staff available to fill the machines in the morning during a slow period.

Ms. Perring finalized this discussion by speaking of the Main Post Office where it had a cafeteria at one time (1995). Since the area was so large, the machines were filled to meet the demand. When the cafeteria was closed the operation was flipped to all vending machines. When the time came to bid for the location, the no purchase policy and vending companies came into effect. Ms. Perring then agreed with the concept of an Operator being on site to fill the machines making a difference.

Richard Saperstein asked Drazen Elez what would be the Bureau's recommendation regarding this discussion. Mr. Elez explained that the recommendation to purchase vending machines would work as though the Operator was requesting to purchase a large piece of equipment. If an Operator asks for vending machine(s) for his/her business to have in their building, the Bureau would consider this as they would all other large items. Vending machines range in price between \$3,000-\$8,000 (depending on type), there is equipment in our sites more expensive than these machines.

Bert Hansen made a motion to allow the Bureau to purchase vending equipment for the Operator on a case-by-case basis with participation of the Committee. Bill Schley seconded the motion and it passed unanimously.

IX. Second Public Comment, Richard Saperstein

Benita McHenry wished to thank the administrative staff for her new vending site and the name of #51 which she felt was a fitting name given its location. Carol Ewing wished to share an experience she had riding a Para Transit bus the day prior. Though this incident involved three other vehicles, she was the only passenger in the bus. While stopping at a light, the bus was rear-ended by a truck sending the bus driver and truck driver both to the Emergency Room.

X. Discussion- Date for Next NCBV Meeting, Richard Saperstein

April 15, 2016 @ 3:30pm was chosen.

XI. Adjournment, Richard Saperstein

Bert Hansen made a motion to adjourn while Carol Ewing seconded the motion which passed unanimously.

This meeting adjourned at 5:03pm