

OVRC Minutes

May 15, 2015

Call to order 9:00a.m.

ATTENDED BY REPS: F. Bragassa, J. Canaday, A. Lutz, J. Tolle. SECRETARY: Mot. ALTS: B. White. B.S.V.I.: B.S.V.I. Director, M. Duncan, Program Manager, A. Locke-Hines, Area Manager, J. Roush. OPERATORS: J. Diakogeoriou, C. Johnson.

MOTION (J. Tolle /J. Canaday) to approve the minutes of the March 20, 2015 and April 29 2015 meetings as submitted. Passed unam.

COMMENT ON PREVIOUS MEETING'S RECOMMENDATIONS: none

PUBLIC COMMENT:

J. CANADAY wanted all operators to know that if they are the designated "merchant of record" with respect to their credit card service provider, they will be liable for losses due to hacked credit cards. So, they should be sure that their service provider carries that designation, no them.

CHAIR ANNOUNCED HER SUPPORT FOR THE "GO-GETTER" approach to program business acquisition following a discussion of this topic on a teleconference of State Committee chairs. She said that Alabama had added 90 site attachments the first year they allowed operators to have sites that they found attached to their current facilities. J. Tolle said that this approach to nongovernmental site development would be less likely to elicit adverse political reaction from the Ohio Council of Retail Merchants who had protested private site prospecting by BE staff in the past. J. Roush noted that a Holiday Inn site in Ironton is being successfully run by the operator who "found" it, and to whom it was assigned using the present policy.

MOTION (J. Tolle/F. Bragassa) to recommend that B.S.V.I. and the Committee actively participate to develop an amendment to the site attachment policy whereby operators who find viable site attachments can have them added to their current permanent facility. Passed unam.

CHAIR REMARKED THAT THE PROGRAM HAS EQUIPMENT in storage available for site development. J. Tolle noted that there is no intake protocol in place for cleaning and evaluating the stored equipment's usefulness.

PROGRAM MANAGER, A. LOCKE-HINES announced that BE has rejected Owen's proposed "time and performance" amendments to its expiring contract with the Program in favor of an auto renew clause. She said that the Program is continuing to lay the groundwork for approaching the Governor's office to solicit support for a three panel hearing regarding Cleveland State's rejection of BE's priority to provide vending service there. F. Bragassa began a discussion of BE's declining a UC request that the Program establish a standard Starbucks retail outlet at Langsam Library on the UC main campus in Cincinnati. Chair offered that the standard Starbucks retail format is not available to the Program and feels that the offer may be a way of evading the priority. PM said that the Program is willing to offer a comparable service if warranted and that no waiver has yet been granted.

J. TOLLE ASKED WHAT THE PROGRAM'S POSITION WAS CONCERNING THE PAYING OF COMMISSIONS BY OPERATORS WHO ARE PRESENTLY OBLIGED BY CONTRACT TO DO SO. Bureau Directed, M. Duncan said that they would be phased out pending the outcome of on going litigation concerning that issue.

DISCUSSION CONFIRMED THE SAME DATE AND HOTEL (as this year) FOR NEXT YEAR'S OPERATORS' STATEWIDE MEETING. Consultant, L. Taylor was recognized for her helpfulness with service dogs at this year's meeting.

PM NOTED THE CONFIRMATION BY THE SALES TAX PRESENTERS AT THIS YEAR'S STATEWIDE, that CAT taxable sales includes all Program sales as distinguished from sales and use taxable sales which does not.

MOTION (J. Tolle/F. Bragassa) to recommend that B.S.V.I. extend D. Neufarth's BTOA for the Montgomery County Admin. Bldg. facility through the end of August if necessary to support current service and the impending transition to a permanent operator. Passed unam.

DISCUSSION FOLLOWED concerning the combined posting of the Montgomery County Admin. Bldg. and the Reibold Bld. In Dayton with Committee members offering advice about how to estimate counter sales at the not yet opened Reibold Bldg.

MOTION (J. Canaday/F. Bragassa) to accept the settlement concerning C. Johnson's designated (but not submitted) plan of corrective action recommended by the Columbus local committee (J. Tolle, J. Lutz and J. Roush) whereby (1.) the grantor complaints which prompted the assignment of a plan would be considered successfully abated and (2.) those same grantor complaints would be designated as not constituting a "pattern" of complaints for purposes of future selection point evaluation. Passed unam.

F. BRAGASSA REPORTED THAT THE MICRO MARKET WORK GROUP HAD (1.) identified the need to replace Revive as a future service provider (2.) had responded to J. Roush's request for RFP parameters to this end (3.) was working to list conditions, standards and parameters for evaluating the suitability of BE sites for a micro market format, and (4) recommends that no micro markets be opened without the Committee's active participation until guidelines for opening them have been adopted. Chair remarked on the importance of voice interfaces for all micro market functions. J. Roush noted that the two most recent micro market initiatives have come from operators but have been deferred for various reasons.

REGARDING THE BUDGET PM reported that the Program has just shy of \$1 million of match able money in the bank, that BE can match all of these funds and that spending is presently very close to that of same time last year. She said that there is no shortage of money for needed equipment. J. Tolle reviewed how the structure of BE funding came to be put in place in the early 2000's so that only Program generated revenue and Federal

match are used to pay staff as well as operational costs. The history of service charge “refunds” to relieve excessive cash accumulations was also reviewed. J. Tolle agreed to work with the PM to create a readable budget report template for periodic budget reporting to the Committee.

PM ANNOUNCED A PROMISING INITIAL CONTACT WITH THE REGIONAL VA ADMINISTRATOR based in Kentucky. He committed to send a list of existing VA vending service availabilities and potential availabilities pending new construction. She observed that GSA has been more assertive recently about managers under its jurisdiction observing the RSA priority.

J. TOLLE ASKED THE COMMITTEE TO DEAL WITH THE PROBLEM OF SCORING SELECTION BIDDERS WHOSE CURRENT FACILITIES HAVE NO ESTABLISHED GOALS.

MOTION (J. Tolle/J. Canaday) to recommend that in cases where no goals have been indicated for the facility assigned to an operator being considered in a selection, the selection committee will consider the goals of facilities assigned to that operator for the most recent twelve month period with in past twenty four months for purposes of evaluating the award of selection points for meeting those goals. Passed with F. Bragassa voting against.

J. TOLLE ASKED that the administration advise Consultants to initiate goal setting when an operator takes over a facility (even as a temp) that does not have established goals. C. Johnson suggested that it be added to the facility transition checklist. AM J. Roush agreed.

CHAIR PROMPTED A DISCUSSION OF POLICY TO DEAL WITH EXTENDED OPERATOR ABSENCE FROM THEIR FACILITY FOR MEDICAL REASONS. NO ACTION.

CHAIR ASKED ABOUT NEXT STEP FOR RULES, AVAILABILITY OF A DRAFT FOR DISTRIBUTION TO OPERATIONS, AND TIME FOR DIS-

CUSSION AND THE PROCESSING OF FEEDBACK FROM LOCAL MEETINGS. PM, responded that a draft is being prepared to be sent to the Governor's office in compliance with the Common Sense Initiative, that it would be made available to operators, and that there would be time for local meetings and discussion of feedback before being put on the JACRR track.

PM BROUGHT UP THE PROBLEM OF CREDIT FOR CLOSING INVENTORY IN CASES WHERE invoices are unavailable. Chair said that it could never be zero. Committee members suggested ways of valuing inventory items using standard market resources. J. Roush noted the problem of operators keeping extended inventories without returning or agreeing to them.

ADJOURN

Respectfully submitted, Mot

