Randolph Sheppard Quarterly Meeting

December 11, 2020

STEVEN DEBRUHL: Why don't we just start and if Emma calls in. Very good then. Welcome everyone. Frank, you want to take over, call to order

FRANK GAFFNEY: Going to call this meeting to order. Right off the bat, so with everything going on, Herbert would you like to say a prayer for everybody.

HERBERT READO: Gladly. Our Father God we thank you once again for all that you have done. Father God we continue to pray that you look after our families. And Father God we thank you and praise you. We ask you that you order this meeting as only you can do in the mighty name of Jesus we pray. Amen.

FRANK GAFFNEY: With everything going I figured we needed that. All right. Roll call. I will start out. Frank Gaffney.

SHELLY LEJEUNE: Shelly LeJeune.

CANDICE LINVILLE: Candice Linville, New Orleans.

PINKIE HARRIS: Pinky Harris, New Orleans.

HERBERT READO: Herbert Reado, Baton Rouge.

FRANK GAFFNEY: Earl, are you there?

STEVEN DEBRUHL: Earl, I think you are muted.

FRANK GAFFNEY: Donald won't be on and Emma is trying to get on.

STEVEN DEBRUHL: Here comes Emma. Might be Emma. Are you with us.

EMMA PALMER: Yes. I am.

STEVEN DEBRUHL: We were just doing roll call. So say your name loud and proud.

EMMA PALMER: Emma Palmer, Shreveport.

STEVEN DEBRUHL: Earl, you with us? Earl has himself muted. But I can't unmute for him.

FRANK GAFFNEY: I want to welcome everybody to the meeting.

PINKIE HARRIS: I think Earl is trying to shut his shop down.

STEVEN DEBRUHL: All right. He's already shut me down.

PINKIE HARRIS: I think that's why he is muted. Trying to shut his shop down.

FRANK GAFFNEY: Opening remarks by Steve.

STEVEN DEBRUHL: Welcome everyone. This will be our last EC meeting for the year 2020. Probably a Christmas blessing. Want to go over a few things. On the way over here I was listening to the radio. There was another 2200 covid cases diagnosed and another 39 deaths. Total of 6,465 people died in Louisiana since March because of covid 19. And as we go over our numbers it's going to be reflected in there. That's a number we should all know. Cases of covid in Louisiana. And so far, 6,500 people have died. Not getting a whole lot better. I hate to be the grinch. I watched the governor yesterday. Should be getting 38,000 doses of the Pfizer vaccine in the next three weeks. Should be out in the next three weeks. Ready to be vaccinated. Those are going to go to frontline workers and people in the nursing homes. Which we have been affected with that at several of our locations. We have lost people because of covid. Want to thank Mica and Eric and everybody else for helping me do the federal report. Just finished it up and sent to Kevin earlier this week. Kind of bleak some of the numbers. The numbers we just talked about. Compared to last year. The top line number is the gross sales. When we add, and this is also based on what is reported to us by the managers. Last year without Fort Polk 6,579,247 dollars in gross sales amongst all the stands. This year reported 3,946,492. Which is about a 40 percent decrease where we were last year. Profit, the average vendor's earnings last year was 27,911. This year 15,685. That's off about 40 percent. And conversely the money we received from third party revenue that number is also off 50 percent, sorry 40 percent from what it was. Last year we did 515,390‑dollars in third party income. This year the number is 297,318‑dollars. Off 40 percent as well. Which kind of goes hand in hand with what's going on with the managers. So talk about some ways. The good news the vaccine is on the way. And maybe this time next year we will be more closer to normal pre pandemic levels. As it stands now, the state of the union. And then I will let Melissa take it over from there and talk about any other items she wants to.

MELISSA BAYHAM: Good afternoon. Sorry, problems with my camera. Good afternoon. Glad to be here today. Just want to give y'all some brief updates. As far as the vocational rehabilitation program, as Steve mentioned, we've also, obviously, been impacted in the VR program as a whole because of the covid 19 pandemic. And trying as best as possible to see people in the method they prefer. So if we have individuals who still don't feel comfortable coming to the office, we will see them still virtually, but we also, our offices are open mainly by appointment only. But we will see people in the office if they prefer that. We have safety measures in place to do that in a safe way. Just a couple things to be updated on. We are going through the process, the impartial hearing officer. We kind of got blindsided, to certain degree, recently our IHO who was an attorney decided to retire. And we do have an outstanding grievance we are trying to get through. But we had that particular challenge. But we do have a new attorney and a new attorney for an IHO, impartial hearing officer. And trying get that contract approved. So once that contract is approved, we can move forward with that. And just to give you an update, I know I have gotten several requests from Mr. Gaffney on different things that require legal assistance. I have instructed Kevin to give me a list of all those outstanding items that we have and we're going to forward those to legal. Just in case some things may be, for whatever reason, were not brought to their attention and some things kind of got, in the shuffle. But, you know, with everything going on, and I think y'all remember we used to have Cynthia as our attorney and then she retired and then assigned another attorney. Now she is no longer in that role. But we will move forward with providing a list to them of all our outstanding things that we need some legal assistance with for the Randolph Sheppard program. And we will move forward with that as soon as I get that from Kevin and Steve. But those are my updates. I think Kevin, I think wanted to add something as well.

KEVIN MONK: Can y'all hear me now. Sorry, I haven't gotten the mute verses unmute still new. As far as assistance to managers goes, we're certainly willing to look at whatever we can do to assist managers to get open within the confines of what RSA is going to allow us to do. And one of the things that recently they issued some guidance from the commissioner, basically says that if a manager, an existing Randolph Sheppard manager has an open VR case and in a category that we can serve then we can purchase inventory for them following the pandemic. That being said, I would encourage those of you who do not currently have a VR case, if you think you are going to need a sizable amount of inventory to go on and open, you know, a VR case. And then because we have actually drafted policy, guidance for our counselors to use for that. And because we envision that, you know, we are all from Louisiana here, we know that we face more than pandemics here. We have hurricanes and different things like that. We tried to make it broad enough, hopefully where if a manager sustains a huge loss from a hurricane being closed, they could possibly get inventory there too. So we are working on that. I would also encourage you to not only look at the possibility of getting inventory. But if you are in need of updated training or any other services that you need add this point, now is a great time to get it. Especially if your location is not open, or open part‑time, or only doing vending. A great time to do that and get those additional services that you may need. That being said, Steve and I sat in on a conference this week for the NCSAB and a presentation there from a lady from the General Services Administration. And I am really concerned for locations in general. Especially for the federal locations. But really locations in general. Because I think, from what she was saying, they are expecting anywhere between 20 and 50 percent of the staff in GSA locations to not be back in the office after this is over with.

FRANK GAFFNEY: Kevin, can you explain to them what those initials are

KEVIN MONK: The General Services Administration.

FRANK GAFFNEY: That state organization.

KEVIN MONK: National Council of State Agencies for the Blind. A group of agencies across the country. Some are combined agencies, and some are standalone blind agencies. But they meet and discuss various issues that pertain to blindness. And Randolph Sheppard is one of them. Is a huge concern. Very concerning all the way around. And in addition to that, told that their funding specific to the Randolph Sheppard program is out there. Frank may have more details than I do at this point. So depending on the ultimate spending bill that comes out of the new aid bill for the covid relief, hopefully Randolph Sheppard will be in there and we can do some other things to assist you as well. That's all I have.

SHELLY LEJEUNE: I have a question. How long is that going to stay on the table with the rehab? Is there a deadline for that?

KEVIN MONK: No. As far as I am aware at this point there is no deadline. Now we can't go back. Let's say you have to buy a bunch of if inventory today and then you decide to open up a case after that. Well, we can't go back and reimburse you for that. What you bought even before your case was open. So you need to, if you want to get in there and you want to get additional services you need to go on and do it now before you have to buy the inventory because it needs to be on the plan.

SHELLY LEJEUNE: I understand.

CANDICE LINVILLE: To add to that, I know we asked you if there is a time limit. Say we open the case now. I don't foresee, like my location, opening before next fall. So almost would it remain open until, like my case remain open until my location actually opened?

KEVIN MONK: Melissa is much more the expert on VR than I am. So I would defer to her. Before I turn it over, I would just say that intervening time would be a good time to get any other services or training you would need as well.

MELISSA BAYHAM: We definitely can keep the case open. But we have a new requirement, when I say new, since the Workforce Innovation Opportunity Act. Supposed to write a plan for employment 90 days after eligibility. So like Kevin said, if there are other services that you need. But if you are just looking for that type of assistance you probably don't need to apply probably about six months prior to when your location is going to reopen. But there may be other services you may be able to benefit from. So just keep that in mind. Never close your case if you don't want it closed. But that is kind of our requirement from RSA is just that 90-day eligibility.

EARL HEBERT: This is Earl.

FRANK GAFFNEY: We got you Earl.

EARL HEBERT: Thank you.

FRANK GAFFNEY: Any questions on that? If not, introduction of staff.

STEVEN DEBRUHL: I am Steven. Just heard from Melissa and Kevin. And also have Mica Smith and Eric Chupina from New Orleans. Eric has been working on an app on Square so people can order online and pay through their phone. Give us a little demonstration on that later. Also we have one guest, I think, Lynn Blanchard. We also have Lynsey on the phone. I forgot to mention that earlier. Going to be transcribing this meeting. We wish her the merriest of Christmases.

FRANK GAFFNEY: Next thing is guests. If they count, my daughter and my wife are listening.

STEVEN DEBRUHL: Do they have names.

FRANK GAFFNEY: Pamela Gaffney and Karen Smith. Review of agenda.

DREW MORA: Wait. I'm sorry. I'm a guest also. Just quickly introduce myself. My name is Drew Mora. I'm a lawyer with Cara Stone in New Orleans. I represented the elected committee in the Fort Polk arbitrations a couple years ago. And I am here to assist with some of the items on today's agenda. So I would like to request a copy of the minutes on today's meeting. And I have to jump to another meeting, so I apologize for being short. But thanks for listening and hope you all have a great meeting.

STEVEN DEBRUHL: All right. See you later. Short and sweet.

FRANK GAFFNEY: Review of agenda.

STEVEN DEBRUHL: We did have one item under old business for Herbert Reado.

FRANK GAFFNEY: I think she just said that one.

MELISSA BAYHAM: Yes. We are in the process of getting that contract approved for the impartial hearing officer. So there shouldn't be too much more of a delay on that.

FRANK GAFFNEY: Any questions on the agenda? Approval of the last minutes. As I always say, I read it several times and Lynsey does a great job. We get every word. So unless somebody has a question, I will take a motion to approve the minutes.

SHELLY LEJEUNE: This is Shelly. I will make a motion to approve the minutes.

CANDICE LINVILLE: I second.

FRANK GAFFNEY: All in favor. (collective aye) Approval. Moving onto old business. You got the list Steve?

STEVEN DEBRUHL: Yeah. The number one item was federal prisons. Which we talked about before Pollock. One of the issues put on the list for Melissa. But the thing about Pollock, ever since the pandemic hit, they have had no visitation. The commission checks have reflected that. They have machines for guards, but the vast majority of the machines they have are for the visitors. So our last commission check after they take their taste for three months was 300 bucks. Basically hundred dollars a month on that location. But I checked the website, I check it periodically, and still not doing visitation at all. I don't see that getting any better. Now probably not be a good time to get into the federal prison business. As covid vaccine takes ahold and things get back to normal, might be more for in the spring or the summer. Then you have hospital, North Louisiana. Frank, you want me to go through the list.

FRANK GAFFNEY: Yeah. Go ahead.

STEVEN DEBRUHL: All right. So hospital North Louisiana. Also one Frank put on the list about an LSU facility. We're researching how we did things with USMC. That's going to be on the plate for the attorney when they get in place. We have three, four, five is Fort Polk, Belle Chase and Barksdale Air Force Base. The idea there trying to get vending on these properties under the Randolph Sheppard Act. Working with Jessie at RSA. He gave me the name of a gentleman John Trainer who is in charge of Randolph Sheppard for the navy worldwide. Really good conversation with him about the Belle Chase Naval Air Station. He told me he going to see what options are available. He will not allow us to go in there and put machines and let someone third party those machines. He doesn't believe in that at all. But he does believe, and a big supporter of the Randolph Sheppard program. Providing a location for a blind vendor. What I want to do is focus on him and get something going on at Belle Chase. And maybe help us with his counterparts at the army and at the air force. He's very much military when I talked to him. A big proponent of the Randolph Sheppard Program. Not a big proponent of third party. Belle Chase naval is a huge place. About 6,000 people on the base. They have their own vending machines and PX vending machines. A lot of moving parts, but he is going to see what he can come up with. And maybe establish vending on the base, a location we can put for a manager.

CANDICE LINVILLE: Who currently does their vending?

STEVEN DEBRUHL: Coke. And they have like the PX they have their own machines.

CANDICE LINVILLE: They service their own snack machines?

STEVEN DEBRUHL: Yeah. Like the women and children’s fund. Things like that.

CANDICE LINVILLE: But cokes are on full service?

STEVEN DEBRUHL: I think so. He said certain areas of the base he would have control over and certain areas he wouldn't have control over. The places he would have control over that's what he's looking into. They have, I don't know what you call it, an employee club that they have the rights to be there and don't want to give up any machines there. The last one was University Medical Center. Frank, you want to expound about that what you are thinking about.

FRANK GAFFNEY: Yes. As we agreed, it's state property. They sent us back a letter saying they didn't agree with that and that it's not in the lease. Hopefully, Melissa is going to agree that we need to pursue that more. Because it's the law. I think we need to present them with the law. And if they don't agree with it, they can take us to court.

STEVEN DEBRUHL: Well, the law does allow if there is a dispute. We did present them with the law. And they said they don't agree with our interpretation of the law. That would be an issue for the attorney. And then the management of LWC support of that decision to pursue it. I think if the law applies, they think it doesn't apply. We also, the same law was used for University Hospital in New Orleans. Which we did receive a large share of our money. We want to make sure. We don't want to cut off our nose in spite our face if this were to come back that way.

SHELLY LEJEUNE: Can you use a contract from the New Orleans Charity to help out? You said the law worked at the New Orleans Charity. You have a contract on that that you could use.

STEVEN DEBRUHL: Oh, yeah. Part of what we are working on. Cynthia was there. Peter as well. Peter wrote the letter. The money came from the state to build the hospital. The same thing happens down there. I think they are under the impression they bought the building and it's no longer state property. I think it's pretty cut dry. If it is state property, the priority would apply. Might need somebody other than me telling them that. That's it for the old business Frank. New business.

CANDICE LINVILLE: National guard, number one.

FRANK GAFFNEY: Facilities. Whether it be third party or managers. I have been in contact with several states and almost all the states have national guard facilities. Even up to including one state has a full-size cafeteria and one snack bar at another.

STEVEN DEBRUHL: Well, we are receiving third party money from a few national guard locations, training centers, things of that nature from coke on a third-party basis. A focus, again, with the attorney. Mr. Burel at LWC said in the past he could help us with that national guard. Because I guess that gentleman also reports directly to the governor. So he has a relationship with him. Try to call upon him and help us with that. Any other questions? Third party locations.

FRANK GAFFNEY: When I said that we sent out that list, y’all sent out the list to the third-party locations for vending machines. And I want to ask Kevin if we got any of that low hanging fruit?

KEVIN MONK: As far as new third parties right now, no. We don't have any new third parties right now.

FRANK GAFFNEY: We were going to go after that low hanging fruit.

STEVEN DEBRUHL: Most of the people are in quarantine from covid 19. Again, remember where we are in this place in time. I am actually ready to go pursue these. Want to make sure we are doing it with the full support of the management. And back us up if people tell us to get lost.

KEVIN MONK: And as far as that goes has anybody tried to go to a DMV, for example, lately. It's by appointment only.

STEVEN DEBRUHL: In our building used to be downstairs and get in the elevator 35, 50 people standing around waiting in line. Now appointment only. Only let five people in the building at a time. I like it that way, personally. A reason why standard business is off 60 percent too. They come in and go inside the DMV and do their business and get out. Really just relying on the population of the building to support the machines. The parking lot right now is probably about 30 percent full. Even during the week, I'll be surprised if 50 percent in our building.

FRANK GAFFNEY: Just like you said, nobody there in the buildings cause appointments. But seems like now would be the time to get those locations. Doesn't seem like there would be as much fight back.

CANDICE LINVILLE: Not just that, seems right now would be optimal because you have so many unemployed managers to run them that you could actually, when the time comes, we are all back in our locations or not, it gives us the opportunity to work and maybe run multiple locations while you are getting new people trained to expand the program. The amount of managers in the program.

STEVEN DEBRUHL: Why don't you tell us about your vending machines at Delgado how they performed for you the last six months.

CANDICE LINVILLE: Under perform. They are not doing anything. And then the little bit they been steeling so bad from them. And I don't know how they are doing it. Because we weren't allowed to get any of the camera footage. Mica went and approached them. I had one day that came up I did 124‑dollars in sales in 22 minutes. And I got so excited, so I went there a day or two later to check because it wasn't happening to the machine next to it. I thought it was broken. They found a way to steal all the product out of it cause there was no money in the machine. Then I went back the next time a month later, cause I only have to go once a month, which I really don't even need to go then. They found a way to scam all my coin mecs. Not only am I not making money, I am losing money. So yeah, they are doing nothing. I am bored. I take my dog for a walk and my day is pretty free after that.

STEVEN DEBRUHL: Explain how they ripped Candice off.

MICA SMITH: What they do, you can YouTube it if you are interested, but they take a dollar bill and they put some type of tape on the end of it. And they put the dollar bill in the machine, it goes in, it registers, gives a dollar credit. And then they can either hit snack and get the change or they can just hit the coin return and just get four quarters and still got ahold of that tape and pull the dollar bill back out. Since that happened, I ordered from the vending center, and I ordered extras. Sitting right here in my office in case anybody else has this problem. The vending center sells these bill boxes that have metal teeth on them. So when they do try to do that, when they try to pull their dollar back out the metal teeth will catch it and rip the dollar and they won't get their dollar back. I think that's really the only thing we can do unless we could get the cameras. I went to the chief of police there, or the assistant chief of police at Delgado and talked to him. And he said he didn't have that camera footage from that section of the building. I asked if he could get it. He said he would work on it, but I am not holding my breath.

CANDICE LINVILLE: Right. Already been two months, so I am not worried about it. I was perfectly fine unplugging everything that had money in it and letting it go completely cashless. Because they are not doing enough business that I am worried about losing any. Because it doesn't take actual money. Everybody has their credit card or phone anyway. We will see. But yeah, the answer to your question is not really any business. So yeah, I think an optimal time to get some other locations that we could possibly run. You have a lot of managers out of work. We only have, I think, one manager that is trained that is ready for a location that doesn't have one. But then could train others and try to get our locations maybe above fifty again.

STEVEN DEBRUHL: We also have two managers, Tracey in Baton Rouge and Leon in New Orleans.

CANDICE LINVILLE: I thought he was getting a place.

STEVEN DEBRUHL: No. Hasan from New Orleans. We can go case by case. In New Orleans we look at criminal court. Eric can tell you. They're not taking any jury trials for the foreseeable future. And haven't been. Closed now twice for fumigation. Just reopened last week. And Alex, he is in the same boat you are. Throwing stuff away that is expired.

FRANK GAFFNEY: Gotten to the point now throwing away stuff that we purchased after all the other stuff went out.

STEVEN DEBRUHL: Frank, you are having a similar experience there.

FRANK GAFFNEY: Yeah.

STEVEN DEBRUHL: Vacation pay.

FRANK GAFFNEY: We did a little discussion on proposing that we get everybody once a year a 500‑dollar vacation pay. And the ruling would be basically like the stipend but say you must be a permitted manager at the time of request. You must have a year in. And you have to be in good standing.

STEVEN DEBRUHL: Have they done vacation pay in other states.

FRANK GAFFNEY: Yeah. They have vacation pay in other states. Kevin said we could do that with a procedure so the committee could vote on that.

KEVIN MONK: Yeah, I am not sure a hundred percent. That's a possibility. We will put that on our list and definitely get some legal input on that. I want to make sure whatever we do that we do it the right way, with the right folks voting on it, the right folks having their input.

STEVEN DEBRUHL: You want to make a motion now and have the EC vote on it like a request for response.

SHELLY LEJEUNE: I will go ahead and do it. Want to request for response in writing that the vacation 500‑dollars be put on the table.

CANDICE LINVILLE: I second that.

FRANK GAFFNEY: All in favor. (collective aye)

PINKIE HARRIS: Also, this is Pinkie, that is my committee so keep in touch with me. I will be glad to do whatever we need to do.

STEVEN DEBRUHL: When would you want this to start?

FRANK GAFFNEY: As soon as we get it passed.

STEVEN DEBRUHL: Let's say in the first quarter of 2021 and every year thereafter. Something like that.

FRANK GAFFNEY: Yeah. That would be great.

STEVEN DEBRUHL: What is the actual question you want answered.

FRANK GAFFNEY: Every fiscal year?

STEVEN DEBRUHL: It's not going to happen between now and two weeks from now. By the time we have our next meeting we should have an answer. Vacation pay to help people get started back again with inventory. If you are going to do it on a yearly basis when did you want to do it each year. Like we do stipends every year in June.

FRANK GAFFNEY: I would say after the stipends so not having to go through two different things at the same time.

STEVEN DEBRUHL: The idea is to get 500‑dollars to people as fast as we can.

SHELLY LEJEUNE: I like to make a suggestion that we make it in the fourth quarter. Which is right before the holidays which would help people out.

CANDICE LINVILLE: I agree.

FRANK GAFFNEY: That would be a whole year from now.

SHELLY LEJEUNE: Probably take that long to get it done. Sorry, but true.

FRANK GAFFNEY: Let's make a proposal for as quick as we can. If it doesn't get approved, we can always change it to another date. If we don't get an answer.

STEVEN DEBRUHL: The reason we do the stipends also is the first day of the state fiscal year. Maybe that has something to do with it. Kevin, any thoughts?

KEVIN MONK: I don't have any thoughts right now. Just want to make sure whatever we do we are doing it the correct way. And cause it's going to be taking money out of the trust fund, obviously. We want to make sure we are responsible and that we can do what we need to do without hindering the stipends down the road and other things that we need to do. If we can do it, I am in favor of it.

PINKIE HARRIS: I have a feeling down the road we may end up with a 500‑dollar vacation pay and not the stipend.

KEVIN MONK: Kind of where I was going Pinkie.

PINKIE HARRIS: I understand. The stipends have to go. They have to go soon if we are going to maintain this program. If we can institute a 500‑dollar vacation pay that may lessen the blow down the road in two years or whatever. Cause the stipend is not sustainable. I will go ahead and say it and put it on the record Kevin.

KEVIN MONK: Kind of where I was going with it.

PINKIE HARRIS: I know you were. But I will go ahead and put it out there cause yeah, it's not sustainable

FRANK GAFFNEY: The stipends are sustainable if we get legal representation and we go after locations.

PINKIE HARRIS: I understand that. I am just saying in the short run. The way things stand right now it's not looking good. Look, if can have to choose between equipment, getting my expresso machine rebuilt and getting a stipend I am going to choose equipment every day of the week and twice on Sunday

STEVEN DEBRUHL: That's a good choice for you.

PINKIE HARRIS: I'm just saying, eventually we may get into a position we are going to have to make a choice about equipment, inventory, maintenance or a stipend.

EMMA PALMER: The way I see it is like this. Right now the stipends are being sustained. We don't want to stop something now that we got to worry about going to stop two, three years from now.

PINKIE HARRIS: I am not talking about today. I am just saying it's not sustainable. I think it's a good idea to institute a vacation pay now in the event that we need to discontinue the stipend in the future. We may have to.

EMMA PALMER: We may not have to though. If they get legal like he's saying, these hospitals and these bases that we are entitled to be in and not in. And nothing is being done to get us in there.

PINKIE HARRIS: We have six lawyers up until a few months ago and we're still trying to get these locations. So I am just trying to make plans for the future.

FRANK GAFFNEY: Who had six lawyers.

PINKIE HARRIS: So we all have a job.

STEVEN DEBRUHL: I think we are getting off track. The request for response due to the economic viability of how we would go about doing this. And if we were to get it done. We might not be able to do it this fiscal year now that I think about it. We're going to research it and contact you as soon as I know anything Frank.

HERBERT READO: One of the things if you are going to take it out of the trust fund, I think it has to be approved by all the managers.

STEVEN DEBRUHL: That's what Kevin's question is. In Alabama and Terry Smith and others said you can just do it by vote.

FRANK GAFFNEY: Basically, my understanding is if you are using federal dollars has to be statewide vote. If it comes from the state dollars, it's a procedure.

KEVIN MONK: And right now with the money that we get from the federal locations the stipend takes that plus a lot more. With the stipends exceeding the federal money and going into the state money as well.

FRANK GAFFNEY: Why these bases if we had any third-party base money that would improve that. But we didn't have no lawyers. Who said we had lawyers.

EMMA PALMER: Especially six of them.

CANDICE LINVILLE: Pinkie said we had six.

PINKIE HARRIS: LWC used to employ six.

FRANK GAFFNEY: LWC, but not Randolph Sheppard.

STEVEN DEBRUHL: Back to vacation pay. Frank, you have 4G.

FRANK GAFFNEY: The process, I think Mica was getting one of those replacements if the 3G goes out. Mica was buying one, going to put it in and see what all it took.

MICA SMITH: It took me a while dealing with USA Technology. They changed their requirements for our account. We now have to DocuSign just to order something from them, the state. I think it's kind of weird. But whatever. Just yesterday I was able to DocuSign and buy what they call a telemeter. The telemeter is the piece of the credit card reader system. It's a black box that sits inside the machine. Usually Velcro to one of the walls of the machine. Basically all you have to do to convert your machine from 3G to 4G is to replace that telemeter. Which after you replace it when it comes in, I am going to go replace one, probably one of Candice's because I know she has several that have the 3G style. She was one of the first to get credit card readers.

FRANK GAFFNEY: Candice is the newer ones. She has the ones that have the touch screens.

CANDICE LINVILLE: I have the touch screen and I have the other ones.

MICA SMITH: Some of those touch screen ones came out, the first ones that we installed, even though they are touch screen they are still 3G. The way you can tell if one is 3G, this is what I learned from talking to the sales guy, if it only has one antenna coming out of it, that's the 3G. All the 4Gs have two antennas that come out of the telemeter. And sometimes you see them up on top of the machine. Sometimes magnetically placed inside the machine so you can't see them. I don't think that we have, let me back up a little bit. Once I install this and my next step will be, so everybody knows the process, I am going to call Candice as soon as I install it and text her the new serial number. She will have to contact USA Technology and get that set up under her account. That is how the process will work for every manager who we install it for. Then my next thing will be to try to get a count or each RSMA to go to their different locations and see how many we need to buy and then purchase all of them at once. I think makes the most sense. Because, from what I understand, this is going to be, 3G is going to be phased out within the next year or so. Frank, you might know more than me. But that's what I understand.

FRANK GAFFNEY: Within the next year or so. Mine was the oldest ones we have.

MICA SMITH: So all of yours are probably 3G.

FRANK GAFFNEY: Yep. Other than Sam, I was the first one. Well, I was the first one to get the newer one when it switched from ATT to Verizon.

MICA SMITH: Okay. I don't anticipate there being any issues. I won't be able to say hundred percent certain until I actually go and replace one and see if it's easy. I think the RSMAs are going to be able to do it themselves and they are not going to need to hire anybody to do it.

FRANK GAFFNEY: I have already looked at it. It's very, very simple. The only thing, like you said, you have to send in the new serial numbers and wait to get that changed. So you won't be able to use your credit card reader right away. And send in the old one too to make sure it gets turned off.

MICA SMITH: Yeah. That's something, or me personally, I had a lot of problems with USA Technologies trying to get the old readers turned off. If you think about it though, in this case, just in this case alone, replacing 3G with 4G we won't necessarily really care about getting the 3G taken off. Because we are not going to use it again. We are not going to have it deleted under one manager's account and have it sitting in my office and install it somewhere else.

FRANK GAFFNEY: You have to get it deleted or they will continue to charge you

MICA SMITH: Will they charge you even if you don't have it hooked up?

FRANK GAFFNEY: Yes.

MICA SMITH: In that case we definitely should.

FRANK GAFFNEY: I know because I have two spares that are not hooked up and I don't use them at all. But I still have to pay the fee.

PINKIE HARRIS: Do we have these units already?

MICA SMITH: No. I just ordered the first one as like a test just to see if I can do it myself. One of the things trying to figure out do we have to hire someone to do this. So I don't think we are going to have to. But as soon as I install this one, we will get a count.

PINKIE HARRIS: Can you put me on the list for three. Cause I am having trouble with mine. It does take two hours at least to get an actual tech person on the phone.

MICA SMITH: Yeah. It's very difficult.

PINKIE HARRIS: Like every time mine updates the firmware it's out for the day. If it's cloudy it doesn't get reception at all. I make a quarter of my vending revenue on credit cards. Like I don't mind paying for a unit if I need to. Not a problem.

FRANK GAFFNEY: Mica we have four of the new units. We haven't installed it yet. But I looked at them when we got them. Like I said, a simple thing of we take it and send you new Velcro sticks and install Velcro on it. Stick it up on the wall and unplug one wire at a time and re plug it to the new unit.

HERBERT READO: Any cost factor? How much is the cost of those?

FRANK GAFFNEY: Nothing. No additional fee.

MICA SMITH: No. Wait a minute. The cost of the telemeter is 129‑dollars.

STEVEN DEBRUHL: How much does a new credit card reader cost?

FRANK GAFFNEY: 240. On this you're getting a new credit card reader, except you don't get the swiper.

ERIC CHUPINA: Do you get the E port that sits inside the machine?

FRANK GAFFNEY: Yeah. That's it. The outside remains the same.

STEVEN DEBRUHL: Not all the machines need to be upgraded.

MICA SMITH: Not all of them. Because I think about a year and half ago, I ordered a bunch of credit card readers for a certain location we never did end up putting them on that location. But I have been using those a batch of them I ordered about a year and half to two years ago. Those were all the newer ones, the G10s. So I think the ones that we put on in the very beginning, like the very first people to get the credit card readers are mainly going to be the ones that we have to swap out. But we won't know until we get each RSMA to go out in the field and look and determine how many we have.

FRANK GAFFNEY: Like you said, all you have to do is look and see if you have two antennas.

STEVEN DEBRUHL: Like over the next month of January doing a survey of all the machines. Like Mica idea, order them all at one time.

MICA SMITH: A great time to install since you don't have to worry about losing much business while you're out.

STEVEN DEBRUHL: I appreciate your humor.

PINKIE HARRIS: That is why I was asking. I'm off a week and half at Christmas. But January I'm going to be balls to the wall. So I can't be offline.

FRANK GAFFNEY: Pinkie you need to look and see if you have one or two antennas

PINKIE HARRIS: I'm pretty sure it's just one. We thought it was going to be okay because it's right next to a window. I don't even have the high gain.

CANDICE LINVILLE: Great place to start.

PINKIE HARRIS: I make 350 a week on my three machines in credit card sales. We're going to be able to tell real quick.

FRANK GAFFNEY: I can tell you this, I put one of those credit card readers in a machine for Emma and it's the new one with the two antennas. And I had to wind up hooking up a high gain to it cause it wouldn't work.

PINKIE HARRIS: Mine works if it's sunny. If it's cloudy I have issues. Every time there's a firmware update, I am out for at least a day. And you can't get ahold of anybody at USA Tech. Easier just to wait for it to iron itself out than to get ahold of somebody there.

STEVEN DEBRUHL: Frank, are you going to try that new company.

PINKIE HARRIS: I am totally not opposed to that either. I would love to have a new company. I have a small number of machines, I just have a high percentage of credit card sales, that's all.

FRANK GAFFNEY: This is a new company, NIAC. And I say it's new, not real new. But been with this merchants' deal I am on, the committee meetings, been a lot of individuals spent their own money and switched over to this other company. And they like it a lot better.

PINKIE HARRIS: I am not opposed to that either. I would do that if I needed to. If it's going to work better.

SHELLY LEJEUNE: Their monthly usage is not as much either. Cost is less a month.

FRANK GAFFNEY: What you are getting right now, being bought, 230‑dollars each for a touch screen. Which does all the latest stuff on it. And service fee is 495. If you want to use, Pinkie wouldn't use this, and I don't use it cause our stock is right there.

PINKIE HARRIS: The inventory control. But like for Candice that's awesome.

CANDICE LINVILLE: Well, wait. What about their customer service? Do they have better customer service?

PINKIE HARRIS: Can you actually get ahold of somebody?

FRANK GAFFNEY: Everybody I talked to, they swore by it.

CANDICE LINVILLE: A good idea to find out if that is going to be our new go to because then Mica wouldn't need to order all those, why waste the money and buy the upgrade to USA.

PINKIE HARRIS: I am totally willing to be a guinea pig for that if we wanted to do that

STEVEN DEBRUHL: Then start replacing every credit card on every machine talking a lot more money.

PINKIE HARRIS: Right. But I only have three. We are going to be able to tell really quick.

FRANK GAFFNEY: Right now with the way it is and what's coming, I don't know how many I would buy until I had to buy. Because we don't know how many machines will wind up back in the warehouse. How many machines you got Candice?

CANDICE LINVILLE: Snack machines, I have five. But I have, credit card readers, I have ten. Some of them on the cokes. I only have ten machines.

STEVEN DEBRUHL: Let's let Frank do his thing and see what kind of experience you have with them. If it's possible may be worse than USA Technology. I don't see that being the case. We are having an investment in equipment with USA Technologies.

FRANK GAFFNEY: The guy I am talking to is Alabama committee chairman and he has 170 machines. 160 machines. He switched all over from USA as he goes along. The state bought some and when they weren't buying them, he bought them.

PINKIE HARRIS: Michael.

FRANK GAFFNEY: Yeah.

PINKIE HARRIS: He tries to stay on top of it.

FRANK GAFFNEY: He is an on top person.

SHELLY LEJEUNE: Is he ever. I know him real well and what Frank is saying, yes all of them are basically turning to NIAC because they are getting much better service and at a much better price. And RSA does give them a better deal. Particularly through RSA.

PINKIE HARRIS: Look, USA Tech seems like the only game in town, but their customer service is deplorable. Sit there on the phone for two hours trying to get to a person. Oh, that's not our region.

FRANK GAFFNEY: I am going to tell you, I can set up, we can do a zoom call with this guy, the salesperson anytime. Gladly talk to us. Some of them, like say Shelly or pinkie, repeat customers, they have programs where they get free stuff.

PINKIE HARRIS: I wouldn't mind even having to fork it out for the units myself if I thought it was going to be a good long-term investment.

SHELLY LEJEUNE: If y'all want to set up a call, like Frank said, I know the guy.

PINKIE HARRIS: That's fine. Just text me.

EMMA PALMER: That might just be something y'all get together and do and discuss that and then bring it back so we can move on.

STEVEN DEBRUHL: Frank when you get yours hooked up you can give us a report. Number five, you have list of inventory procedure.

FRANK GAFFNEY: I was hoping by now we would know something more about how we are going to handle people who have lost all their stock by owing the money for it.

STEVEN DEBRUHL: Giving them a credit for initial inventory?

FRANK GAFFNEY: Yeah. I thought by now we would have more of an answer on it.

STEVEN DEBRUHL: I know Kevin has been working on it. Seeking a legal opinion. If we can do it, we want to do it. Talking about people who lost inventory during shutdown. Their document of losses. Not just like hey, whatever your initial inventory is. Receipts showing you purchased this stuff and lost it as a result of the pandemic. Go back and credit your initial inventory. Like in Shelly's case, already paid his office. So what would you do in a case like that?

FRANK GAFFNEY: I don't owe any either. But the majority, and that's who I am looking for.

STEVEN DEBRUHL: Is it fair to credit them and not give you a check. Part of the thought process.

FRANK GAFFNEY: I don't see how we could do that. That would be giving out money. I believe we forgive a debit, but can't give any money. Thought we would be further along, so I just put it on there so people would know what we are talking about.

STEVEN DEBRUHL: Kevin and I on Wednesday talking about different ways people innovate during the pandemic. One thing is trying to use apps and let people preorder and pickup. Eric and I, Eric mostly, I just kind of talked to him. He set up a demo account for Square for Chewy Wise Cafe. So people can order from the app or through the website. Got to get people to the website. He set this up and give you a demonstration. Eric, I want to share my screen. Put together real quick. One of the demonstrations. Going to try to share my screen here.

FRANK GAFFNEY: I am going to apply for rehab so I can get a huge iPad so I can see.

CANDICE LINVILLE: That is when I what I am on now. iPad pro, 12.9‑inch. A wonderful thing.

STEVEN DEBRUHL: I know visual presentations aren't the easiest. Can you see Chews Wise Cafe.

CANDICE LINVILLE: Can you zoom your screen, so we see it enlarged.

STEVEN DEBRUHL: I have it up to 150 here. So a template that comes with it. A shopping cart up on the right-hand side. The top has Chews Wise Cafe. He has pick up until 5:00 p.m. Estimated prep time, one hour. Again, just items he's included in there. Like a sample menu. Say hamburger with no cheese. Zero price on that, so I won't do it. If I order a hamburger with no cheese. Add to my cart. Get two of them. Add two since they are free.

CANDICE LINVILLE: What about special instructions like what is on the burger.

ERIC CHUPINA: You can still do all of that. This is just like a template. The way set your square up it's the same way on the website.

STEVEN DEBRUHL: Eric has a special on lollipops, also free. I got a hamburger, water and lollipop. Go check out. I'm sure you guys bought stuff online. Put your email address in there. Your name.

CANDICE LINVILLE: You could delete the taxes? I see it down there.

ERIC CHUPINA: Yes. There is no tax. You can add it on there if you want. You can take it off.

STEVEN DEBRUHL: Also add a tip. So I entered, stay with me boys and girls. This for pickup. Order be ready at 3:20PM. Right there you can put additional options, note to seller. Send a message there. Place my order. Shortly thereafter I received an email saying he has my order. Eric, you want to show what happens on your end.

ERIC CHUPINA: My computer is running slow right now.

CANDICE LINVILLE: How do you get the information, so they know where to go to find the website. What did you do, social media?

ERIC CHUPINA: So whenever you create your website, they give you like a standard square site. So you can use that or if you already have a site direct them to there as well. But the way you find out you have an order it will ding or whatever you use for square.

STEVEN DEBRUHL: I got my screen back up again. Thank you. We received your order. All your contact information. Also a text saying my order was placed as well.

PINKIE HARRIS: This is a great system. I have used it before. The only drawbacks of it are you have to be standing in front of your iPad over whatever to receive the order. Like if you don't see the little notification come up, you don't know you have an order. And also, it does not display the ticket. Like when we used to use it, we had an additional android pad that displayed the orders. Cause you can't display more than one order at a time. You can't display the tickets per say of the orders that come in.

CANDICE LINVILLE: You can't print them out? You can't send it to your printer to print out?

PINKIE HARRIS: We couldn't get that to work back then. I used it a few years ago. I don't know if they changed the system. But as of back then, no. I would do a little more investigation and see what the actual logistics of it are these days.

ERIC CHUPINA: I think I saw something in the general setting. So on the website, this is your website where you can change anything. So you have on your left side there is orders. It did send me a notification on my phone cause I have it on the app. And the first one is the one that came through that Steve orders.

CANDICE LINVILLE: Can you click on the one Steve just did and see if it lets you print it.

ERIC CHUPINA: Yeah. The top it says print order. Right now I have an hour wait. But let's say if your order came up earlier or anything or if you finish an order faster than what the time is, you can mark as ready. Usually mark everything if you mark it ready. And then Steve should get an email or text stating that his order is ready.

EARL HEBERT: All the stuff we are talking about requires site, correct? Quite a bit, correct?

ERIC CHUPINA: Yes. As of right now.

STEVEN DEBRUHL: I don't know if there's any kind of accessibility features.

ERIC CHUPINA: I think accessibility would be in the app.

KEVIN MONK: If you send me the site, if you are able to do that I will try to get on with Jaws and just see. I might not be able to do it right now during the meeting. But I can do that and just see. It doesn't look very graphical at all looking on the screen. My guess is it's going to work with Jaws just fine. Just a guess right now.

SHELLY LEJEUNE: Should also work with voice over too.

KEVIN MONK: Guessing that as well, Shelly.

ERIC CHUPINA: It depends on what you use square for or how you use. Like iPad or the square stand. Or just using your phone as well.

KEVIN MONK: What I am seeing in terms of the orders it's about as basic just text and columns that we are looking at.

ERIC CHUPINA: You can add pictures if you wanted to make it fancy. I just made this as basic as I can.

STEVEN DEBRUHL: Kevin, I sent it to you.

PINKIE HARRIS: Under that program you can actually add a picture of your own food for a button on your iPad. You can add custom pictures.

ERIC CHUPINA: You can do a lot of things. Add pictures, take your own pictures of anything. Have your own font for the name of your store. You can add all that.

CANDICE LINVILLE: I found it was hard without having vision to see cause they are not big enough.

PINKIE HARRIS: I get it. I used my own pictures of my own food. I just took a picture like a bacon, egg and cheese biscuit.

ERIC CHUPINA: I am clicking on home cause that will bring you to dashboard. The dashboard is where all your sales and numbers pop up as soon as you sign in. And on the left-hand column a spot called online. When you click on online for the first time ask you how you want to set up your online page. You can make it as easy as this one. It has multiple pages or just as simple as this. On this site view orders, items, adjust your website as you please. If you don't feel like today is not the day you want to do online sales because you are already backed up in the store go to check out, accept online order and click that off.

STEVEN DEBRUHL: What would happen if somebody tried to order when it's offline? Will you get a message?

ERIC CHUPINA: You should.

STEVEN DEBRUHL: Herbert, thinking of you. Might be good for you so people can order in your building, come downstairs and pickup.

HERBERT READO: Especially competition with Major Menu.

STEVEN DEBRUHL: The other thought process. Once you get it set up people can order from different office buildings.

HERBERT READO: Good to have, like Pinkie says, a paper trail if you are not standing in front of that iPad.

STEVEN DEBRUHL: Just like you open your doors. You have to be there to welcome the customer in. Nothing is going to make anybody more upset if they order something online and get down there and it's not filled. If you are going to do it, you have to have somebody watching that computer all the time.

ERIC CHUPINA: You could adjust it to the time on how long you want your online orders to be. Let's say you want to open, but your online orders don't start until 9:00. You can do that as well.

PINKIE HARRIS: We used to have people order lunch at breakfast too. You can preorder things. Which is great. And then it will send you a notification 15 minutes before. Hey, order is due in 15 minutes.

HERBERT READO: The cashier should always be there.

PINKIE HARRIS: I am in serious consideration of restarting it so my customers can order from the parking garage.

STEVEN DEBRUHL: Especially nowadays. Minimize the time people are waiting.

KEVIN MONK: A quick question. Is it possible, do you have to be a total square user to use this system or, for example, Tony who is downstairs in our building here a par level kiosk. And I could see some benefits to him of a system like this. Could he set something up like that without changing over to square and just throwing out the par level kiosk

PINKIE HARRIS: Just have to have an account with square to do it. Which is free.

SHELLY LEJEUNE: Kevin, I sent Tony some information. And you can do it with square, but there is also other programs you can do the same thing.

KEVIN MONK: I remember that, be hungry. I haven't looked at those, but this one here looks very easy.

STEVEN DEBRUHL: Par level may have their own program as well.

KEVIN MONK: I asked Tony to look into that and see if they did. He wasn't sure.

FRANK GAFFNEY: Doesn't he have a square account.

KEVIN MONK: He does use it with the kiosk is down.

PINKIE HARRIS: So he would be fine.

STEVEN DEBRUHL: If you want to keep all your transactions in one platform. But revenue coming from par level and square. Got to go back in and put them together. Just wanted to do your online sales on square and leave the other cash registers for over the counter. An easy quick way if people want to get online. Most everybody has a square account set up.

PINKIE HARRIS: I used to do when I was at criminal court, we sent deputies twice a day, a lot of them, and put a few of them on an invoice system. And we would invoice them, and they would pay like once a week, or once a month, or whatever. And you can just debit their card whatever date they set. It's contact less.

STEVEN DEBRUHL: Earl, don't you have a similar situation with some of your guys at your courthouse.

EARL HEBERT: As far as what?

STEVEN DEBRUHL: They pay as they go?

EARL HEBERT: No, pay as you go. A few of them use a card in the card box.

PINKIE HARRIS: It was low risk for us because we told them we were going to invoice them at the end of the month and we just charged it. There is no risk to it.

SHELLY LEJEUNE: Just pray they have money.

PINKIE HARRIS: They always did. If they want to get fed, they are going to pay you.

STEVEN DEBRUHL: Start working with you next week on this.

HERBERT READO: I have been trying to get the website set up anyway. Shelly's used to have a website and I have been trying to get a website. But I am kind of green in that area.

PINKIE HARRIS: The good thing about this program is you can embed it in your website. Embed the online order from square inside your website.

HERBERT READO: I don't have a website yet.

PINKIE HARRIS: Just saying that's how we did it.

HERBERT READO: I'm interested. What everybody going to anyway.

STEVEN DEBRUHL: Pinkie, why don't you see if you get yours going again and get Herb up and running.

PINKIE HARRIS: I am seriously considering it. My people are getting back up around 8:30. If they can even order five minutes ahead of time it would help me out.

STEVEN DEBRUHL: Better from a customers' prospective. Go down, pick it up and go. Don't want to go and wait in line with all these anti maskers breathing.

KEVIN MONK: Anybody that is open right now probably needs to look at that. Like Brian over at DOTD, he could probably do a lot better.

PINKIE HARRIS: Back in the day I used to have like judge’s order their breakfast from their driveway and then by the time they got there it was ready.

HERBERT READO: You think we can have like a do a zoom call and just have this as a topic.

PINKIE HARRIS: Yeah.

KEVIN MONK: I think that would be a great upward mobility thing.

EARL HEBERT: Organized hands-on training.

STEVEN DEBRUHL: Who would want to do it.

PINKIE HARRIS: I will be willing to help out, for sure.

ERIC CHUPINA: I can definitely help out. Wasn't that hard for me to set up. If somebody really needed help. Either to train somebody else to do it.

PINKIE HARRIS: My only problem I used it four years ago. I am sure it has a lot of updates from when I used it back in the dinosaur days when it first came out. Sure lot more user friendly now. Back then embed into your website. It was a mess. But it worked still.

ERIC CHUPINA: They just made a website for me using the name of the cafe I made up.

PINKIE HARRIS: My website was under square space anyway. It was easy.

STEVEN DEBRUHL: Eric, the website you set up, that was a free template from square?

ERIC CHUPINA: Yeah. So when you want to set up your website, they give you an option like you want a single page or do you want like multiple pages. I forgot what the other suggestion was. It was pretty easy. I just made as simple as I can. That way you can do it right away.

STEVEN DEBRUHL: If you want to pay them a couple hundred bucks, they will send a design to you. But if your goal is to put items you want to sell for lunch or breakfast you can get going with this pretty quickly.

ERIC CHUPINA: There is something on there that says you want their people to do the entire thing. I think they start at 200‑dollars.

PINKIE HARRIS: I was thinking I paid around 300 maybe.

CANDICE LINVILLE: Herb, I will only charge you 199. No really, if you want, cause I set up the one for Einstein and I think it's pretty similar. And I worked with Eric. I can get Eric to help me with anything I am not familiar with.

STEVEN DEBRUHL: Did you ever use it?

CANDICE LINVILLE: I didn't use that platform, what Eric just showed. But I set up all of Einstein's menu with all the categories, and subcategories, and modifiers and all that. It's pretty self-explanatory.

PINKIE HARRIS: Pretty much find graphics you like and type in the text.

STEVEN DEBRUHL: Michelle is not going to be in the office next week. She is out. That's it for new items.

FRANK GAFFNEY: Next thing is what we have been doing, is open discussion. Anybody else have anything they like to talk about?

HERBERT READO: I have one question. Discussion on it. On the Fort Polk contract, is Fort Polk doing food service at Fort Polk?

KEVIN MONK: We don't know. Herb, what we heard originally was the troops were feeding themselves. Don't ask me where I heard that. I heard that's what they were doing.

HERBERT READO: I got some inquiries saying Ability One is doing the food service contract.

STEVEN DEBRUHL: Really.

HERBERT READO: I don't know how true. Just somebody told that to me.

KEVIN MONK: I would love to talk to you Herb, offline about that, and try to get some information. Man, if that's going on, you know, there is some folks I think on the national level that would love to know that.

HERBERT READO: Yeah. Just some thoughts.

FRANK GAFFNEY: Any other discussion? All right. Next thing is subcommittees. Anybody have anything under subcommittees they want to discuss?

STEVEN DEBRUHL: I will run down the list. Number one is budget. Pinkie Harris. Any comments? She must have tuned off. Number two is constitution and bylaws, Emma Palmer

EMMA PALMER: I have nothing.

STEVEN DEBRUHL: Number three is inventory with Herbert Reado.

HERBERT READO: I think we discussed something already.

STEVEN DEBRUHL: Shelly LeJeune talks about location mergers, or doesn't talk about. What's it going to be.

SHELLY LEJEUNE: I don't think we have any.

STEVEN DEBRUHL: New facility development, Herbert Reado.

HERBERT READO: We talked about that too. Still working on it.

STEVEN DEBRUHL: The only thing we got going on is the bus station. Covid kind of slowed everything down at the bus station. Hopefully finished with that, all the work they are going to be doing, by the end of the year. Hopefully in January put that out to bid again. They replaced all the glass around, all around the snack bar. Which about 35 years overdue. Put a new door, new countertop, and new electricity, and new tile floor. I think they have done the floor, electricity. Just waiting on the windows. And they do have a contract out for that. Hopefully, that will be coming up. An opportunity for someone in Baton Rouge. First of the year. Policy and procedure, Mr. Earl Hebert. Anything Earl?

EARL HEBERT: Don't really have anything right now.

STEVEN DEBRUHL: Roadsides with Frank Gaffney.

FRANK GAFFNEY: Nothing at the present.

KEVIN MONK: The other day, I know you sit in on these national calls, what they said was there's a thought that possibly somewhere before March or April in that timeframe that the whole deal with the roadside privatization is going to come back up again. Had you heard that.

FRANK GAFFNEY: Yes. It is. My understanding was some of the statements that were made that nothing was done about infrastructure with Trump. And that was the first thing that Biden was going to do, infrastructure.

KEVIN MONK: So basically for those that haven't heard about this and what is going on, a big move several years ago to do is huge infrastructure bill across the country. In order to pay for this, all these new developments and changes one of the things that was proposed was to take the rest areas and to essentially lease them out to big truck stops, or McDonalds, or whoever it may be. And so the state could get millions and millions of dollars to cover their part of the costs of the infrastructure. There is a thought that may be coming back in the first quarter of next calendar year to do that same thing. Which obviously could have a huge impact on Randolph Sheppard.

FRANK GAFFNEY: Over 200 locations.

KEVIN MONK: You know some are obviously assigned to a vendor. Some states all of the rest areas are unassigned. It just depends. It could have a huge impact on managers, on the programs. Across the country.

FRANK GAFFNEY: I think Florida has like 75 rest areas.

STEVEN DEBRUHL: I think one thing is Joe Biden kept saying he wants to embrace electric vehicles and charging stations around the United States. I think probably coming to a rest area near you, electric charging stations. I don't know if that's an opportunity. I don't know if there is a way to make revenue off of that. Whenever it comes out, that's what we'll talk about. Every week was infrastructure week at the Trump administration, but never really did anything. But we will keep our eye on it. Herbert, training. I think one good thing about this pandemic is we all learned how to do virtual zoom. I know that last conference we did it online. Wednesday Kevin and I in the afternoon CSAB, I thought it was really good. How the presenter sets it up. I think embrace this more and try to have more people call in or zoom in. Do some more training. Trying to get everybody in the same room.

HERBERT READO: May be a good network to be using with small groups that do the zoom. Have different topics and let them do it like that. Sometimes you put too many in training it kind of confuses them.

STEVEN DEBRUHL: Plus completely site less, video training doesn't do them a whole lot of good. But if you have a nice program set up, they can at least listen and organize.

EMMA PALMER: Steve, that is just like ABL with all the different chapters and the way Chavaun got it is each chapter one of the people there trained in zoom. Being blind and visually impaired a little hard for a lot of people. Especially the older ones maneuvering through it. With training us in small groups that worked out well.

SPEAKER: Are you saying you getting old.

EMMA PALMER: I keep trying to get you to join my AARP.

FRANK GAFFNEY: I know when the pandemic started all of a sudden talk about putting food trucks in the rest areas. And when that came out nationwide notice in a short period of time on that conference call, we had 200 people on a zoom call. You have to have a good monitor that controls the speech. If you have a question you have to raise your hand.

STEVEN DEBRUHL: I am kind of figuring this out as we go along as well. The one they had on Wednesday was well prepared. They had the moderator there. You couldn't chat online. They do have a Q and A set up. A little more controlled. Also do the best online, remember the guy from coke, a nice power point presentation. Even though you couldn't see it his thoughts were well laid out and you followed the presentation. Good presentation goes long way.

CANDICE LINVILLE: Did anybody ever pick up that system?

FRANK GAFFNEY: Frank. No.

SHELLY LEJEUNE: Last I heard Mica was waiting for information so we could ask people in the New Orleans area to try it.

STEVEN DEBRUHL: I missed the question.

CANDICE LINVILLE: Did anybody in our program pick up that coffee program with coke.

STEVEN DEBRUHL: Costa coffee. Mica has the contact, a person out of Atlanta

MICA SMITH: I contacted somebody I knew at coke who has been there a long time and knows a lot of people. She actually was asking me well, when you find out, she is in Metairie. But she was asking me when you find out I would like to know. Right now we have no choice but to try to go through this guy in Atlanta. We don't have a, don't have a local person or even statewide. Don't have somebody assigned to Louisiana that sets up these machines. We actually went to their website and they had an address listed in New Orleans where one of their machines supposably was. I went to that address. It was Enterprise Car Rental business. I didn't think it was real. But it was on their website. Steve actually found it. And showed it to me on Canal Street. I went there and asked the lady, do you have a coffee machine in here and she is like what are you talking about. They don't even have their website right as of yet. Seems like maybe thrown together. Haven't heard anything about it really since that call we were on.

CANDICE LINVILLE: It seems like, I was talking with Mike about it, he was kind of interested Federal City wise. And I don't know, Pinkie does the coffee business now. To me it seemed like coke, even though they will maintain and supply the equipment since our agency does that, I just, that is how they get you back. Taking 50 percent of everything you are making. To me seems a little high priced if you asked me.

FRANK GAFFNEY: The fact you have an operation still in existence after you close up. That you could get all those customers because they had to pay by credit card.

STEVEN DEBRUHL: First of all the machine cost about 45, 50 thousand dollars. Get the machine, they service the machine. Just put milk in there every now and then. Not for everybody. Not everybody is making coffee like you and Pinkie. They are missing the boat on that if you are just selling a jug of Community over there. Not like he's taking money out of his pocket. Going back to training, Herb. Like this square menu. Vending only, you probably have no use to be part of that. Other managers who have smaller snack shops who are not going to want to get involved. Maybe our next training may be a month from now a zoom call about the square and all managers that are interested can come in.

HERBERT READO: Right, yeah.

STEVEN DEBRUHL: Come up with categories for that. Each month do something like that. It is a good opportunity. The state has a zoom account. That is already taken care of. You and I will work on that together.

KEVIN MONK: And if you hear people say they don't have the skills and don't know how to do it, tell them this is the time to get the skills and technology to be able to log onto zoom and participate in this kind of stuff.

HERBERT READO: This is my first time on zoom.

KEVIN MONK: Awesome.

SHELLY LEJEUNE: I am going to get with Herbert again. And there is a few things that I can look up. And go to Costa Coffee, let Mica know I know a few contacts. And I will get in touch with him next week also. Anything you want to do with upward mobility, doesn't matter little group, big group all you need to do is let me know and I can do what I can.

HERBERT READO: Right now the biggest topic for upward mobility now would be covid and the regulations. That would be a good topic for that to bring everybody up to speed on what is going on. Cause covid going to be here for a little while longer.

SPEAKER: At least a year.

KEVIN MONK: The fire marshal, the CDC and Department of Health, they all got their own regulations.

FRANK GAFFNEY: Herbert could go through that process he wrote up, the procedure book.

STEVEN DEBRUHL: Herb, you and I will get together on Monday. Do two things in the month of January, if you want to do that. All right. Other opportunities like Blast, they are doing theirs online. I know supposed to have something in January. Y'all can communicate to your people. Last item was insurance.

FRANK GAFFNEY: All the notices have been sent out to everybody. Got your check turned in, I think by the 18th. If you want to know what happens after that, ask Kevin.

EMMA PALMER: Frank, maybe it be a good thing if each committee person call people in their group and remind them

FRANK GAFFNEY: RSMAs supposed to be contacted and giving a price and envelope and everything to send it in.

EARL HEBERT: RSA Paul he sent self-addressed envelope. All we had to do is put a stamp on it. And calling every day to see if it's in the mail yet.

EMMA PALMER: I did get it in the mail.

FRANK GAFFNEY: Under the rules if you don't have it you can't operate.

KEVIN MONK: Hopefully, everybody had somewhat of a decrease in premium this year because gross sales are down.

FRANK GAFFNEY: It's a real good drop on a lot of people.

SHELLY LEJEUNE: I don't think anyone for Baton Rouge area got any notice yet.

HERBERT READO: Yeah, I got one.

SHELLY LEJEUNE: I didn't get one yet.

FRANK GAFFNEY: Did yours come from Michelle or Mica?

HERBERT READO: I don't know who it came from.

STEVEN DEBRUHL: Some people you have to notify multiple, multiple times.

KEVIN MONK: And that's where you guys can help us. Michelle is out of the office next week. If you know anybody that hadn't got theirs or what not, tell them to call somebody or let somebody know. Because there is going to be a gap there right now.

STEVEN DEBRUHL: Everybody knows they have to pay. No excuse. They don't know the amount, definitely give them the amount. Follow back up on that next week, for sure. Brings us district concerns. Anybody got any specific concerns that their people brought up? Okay. I take that as a no. District six is Don Arabie. The reason Don is not here we did put his central hospital location out to bid last month. Two applied, Byron Antoine and Craig Alexander. Craig applied for it as a full-time location. And Antoine as a satellite to his current location. Speaking with Frank, the policy has been that someone applies for a permit (inaudible) and get the location. Frank is there somewhere that's in the tag manual that says that.

FRANK GAFFNEY: No. Manned location is priority over satellite. Satellite is only if you can't get a manned location. I don't remember seeing it written.

KEVIN MONK: I think that has been the practice for years. It's not written, but that is the practice.

STEVEN DEBRUHL: That's the decision we went with. So Craig is actually inventorying with Don.

FRANK GAFFNEY: Two locations put out there for bids. Might as well say for satellite bids. The courthouse in Bossier and the state building in Shreveport.

STEVEN DEBRUHL: Right.

EARL HEBERT: Who currently has the Bossier Courthouse?

FRANK GAFFNEY: Right now Willie White as interim manager. Marie who was there retired. It's a low dollar location.

STEVEN DEBRUHL: When Craig gets inventory and permit, we're going to put Shreveport out for bid. Right now the snack bar is closed there. Strictly vending only. Not much of that either. All right. The date of our next meeting here.

KEVIN MONK: Melissa asked if you could do the next two meetings, please. So she can make sure to be here.

STEVEN DEBRUHL: March of 2021, do it on a Friday. Want to do the 12th of March?

FRANK GAFFNEY: As long as it ain't Friday the 13th.

STEVEN DEBRUHL: Friday the 12th.

HERBERT READO: Sounds good.

STEVEN DEBRUHL: So the next EC meeting, March 12th, 2021. And let's look ahead to.

FRANK GAFFNEY: To June.

STEVEN DEBRUHL: Why don't we go to the 11th. Y'all want to do that? The second Friday in June?

EARL HEBERT: Sounds good.

HERBERT READO: That is my anniversary date.

SPEAKER: Happy anniversary.

STEVEN DEBRUHL: Wedding or parole.

HERBERT READO: Twenty‑five years.

PINKIE HARRIS: Wow. Good for you guys.

STEVEN DEBRUHL: Thirteen more you'd be up with me. Okay. That is the last item Frank. You want to adjourn this meeting.

FRANK GAFFNEY: Do I have a motion to adjourn this meeting?

HERBERT READO: A motion to adjourn.

FRANK GAFFNEY: All in favor. (collective aye) Opposed? Meeting is adjourned.

STEVEN DEBRUHL: Why don't we take a five-minute comfort break and start back with our trust fund meeting if you don't mind. Back here at 3:15. No later.

STEVEN DEBRUHL: Welcome everyone to the trust fund meeting. Want to call everyone to order

FRANK GAFFNEY: Call to order. Frank Gaffney.

CANDICE LINVILLE: Candice Linville

SHELLY LEJEUNE: Shelly LeJeune

PINKIE HARRIS: Pinkie Harris.

EARL HEBERT: Earl Hebert.

STEVEN DEBRUHL: Where's Herb?

EMMA PALMER: Emma palmar.

STEVEN DEBRUHL: That's five. We do have a quorum. If Herb comes back.

SHELLY LEJEUNE: I think his iPad died.

STEVEN DEBRUHL: Number three is reviewing the agenda.

FRANK GAFFNEY: Again, the same thing. I have read the minutes. Anybody who wants it, I will gladly email it. But Lynsey does a great job. We get word for word. I get it within one or two days.

SHELLY LEJEUNE: I read it and I will go ahead and make the motion to approve trust fund minutes.

EMMA PALMER: This Emma. I second that.

FRANK GAFFNEY: In all favor. (collective aye) Opposed? Motion passed.

STEVEN DEBRUHL: Frank, I sent you an email a while ago. Apologize for being late. I don't know if you opened it up or not. A spread sheet with the elected committees with the up-to-date numbers. As of November, let me try to share this. I will share it, but I don't know if you guys can see it. Anybody seeing that? All right. So in July expenditures were 104,000. Mostly was the stipend. Also a little while ago that last year the stipend, we spent 71,000‑dollars of federal vending machine money on the stipend program. And the remaining 82,000 came out of the nonfederal program. The stipends cost 153,548 this year. One manager got partial payment. As it stands now, December 11th, the balance in the trust fund is 775,519.35. The current balance. I know it's been a terrible, revenues are down. Not an unhealthy balance. Not as much as we like, of course. But that's where we stand today.

SHELLY LEJEUNE: We have gone lower than that before. I wouldn't cry yet.

STEVEN DEBRUHL: Cry if you want to.

SHELLY LEJEUNE: Is Kevin still online?

FRANK GAFFNEY: We were down to 400 something thousand.one time

STEVEN DEBRUHL: When I first started it was like 600,000. My first meeting with Joey. What did I get myself into. Joey was like what do you think. Seems like there's a lot of animosity in the room. You think. And then he left us shortly thereafter. All right. Unfinished business is blind vendor trust fund source of revenue data. What you got there Frank?

FRANK GAFFNEY: I don't have anything.

STEVEN DEBRUHL: Just finished the annual report. I reported it. Revenue was down around 40 percent. Good thing is we haven't spent a lot of money on a lot of things. Haven't done a lot of repairs. Most of the locations, ones that are open aren't really breaking anything. The status quo as it stands now. But what we will do is Kevin and I are going to work on that vacation pay. And we will be able to give an update this time at your next meeting. Open discussion. If you have any questions. Anybody else wants this, I will send this to you as well. An excel spread sheet. A monthly, money spent by month. Does anybody want that? Do you want me to send it to you?

FRANK GAFFNEY: The only thing I would like is the breakdown and a list of what those numbers, the location numbers are, where they are. A lot of them just have the number and I have no idea what location that is.

STEVEN DEBRUHL: Okay.

PINKIE HARRIS: I don't even know what my VR number is.

CANDICE LINVILLE: Didn't Eric have a spread sheet showing all the locations that were state or federal buildings?

STEVEN DEBRUHL: Yeah.

FRANK GAFFNEY: This is our manned locations.

CANDICE LINVILLE: Right.

FRANK GAFFNEY: What was spent at each location. What we spent for the money. When I look at it, most I see a number and a figure, but I don't know where it's at.

EMMA PALMER: Can you hear that good with voice over reading that to you?

FRANK GAFFNEY: No. I can't do it with voice over.

PINKIE HARRIS: If it's not written there it's not going to tell you.

FRANK GAFFNEY: It's a real long spread sheet. I do it by CCTV on a slide. I put a long ruler under it, so I don't lose the spot where I'm at. Like to know what location is spending money and I can't see that.

STEVEN DEBRUHL: Right now the locations we are spending money on are the locations that are open.

PINKIE HARRIS: Me.

STEVEN DEBRUHL: Pinkie is always good for a repair or two. One continuous repair.

PINKIE HARRIS: No.

STEVEN DEBRUHL: Frank, take a look at that spread sheet. If you have any questions give me a call on Monday and I will see if I can break it up for you.

FRANK GAFFNEY: I just quat a new printer and I have to get it hooked up. And I'll print it out and look at it.

STEVEN DEBRUHL: Candice, you brought a guest to the party here.

CANDICE LINVILLE: That's Piper. So you said you do have that spread sheet from Eric? Cause I never did see that.

STEVEN DEBRUHL: I emailed it to you.

CANDICE LINVILLE: The one with the prospective location.

STEVEN DEBRUHL: Yeah. I will send it to you again. Whenever the checks come in, he updates that on a regular basis. I will send that to you. He is updating that. I will send that to you first thing Monday or Tuesday. Whenever he finishes it up. Anybody else wants it, I will send it as well.

SHELLY LEJEUNE: Steve, is Kevin back?

KEVIN MONK: I'm here.

SHELLY LEJEUNE: I had sent you a message yesterday. Did you find out anything?

KEVIN MONK: Yeah. We took care of it.

SHELLY LEJEUNE: All right. Because as of yesterday he did not get his stipend.

KEVIN MONK: Sorry. I didn't even see the message. Michelle sent us an email about him. I never saw your message. Sorry.

STEVEN DEBRUHL: They did sign off on it yesterday. Mail it or pick it up. The check should be ready today or Monday, if not today.

SHELLY LEJEUNE: I think probably mail it. Because I think he gets his mail.

STEVEN DEBRUHL: Open discussion? Anything to discuss? Besides Candice's dog.

PINKIE HARRIS: Just hang in there. It's almost 2021.

CANDICE LINVILLE: Is 2021 going to be any better?

PINKIE HARRIS: The second half might be better. It's a shot.

CANDICE LINVILLE: There is a low bar.

STEVEN DEBRUHL: Get the shot, protect yourself and your dogs, and any other member of your family.

PINKIE HARRIS: I figured out I probably am in contact with more people than anybody in my building. Scary out there.

FRANK GAFFNEY: With all these committee meetings I have been going on the big thing being talked about is finding other things besides food to get into.

CANDICE LINVILLE: Right. I need to actually make myself a note cause I want to call that lady. Because they were talking about expanding out of the vending. She didn't elaborate on it, on the call, as to what. Or did she Emma? the lady from Tennessee.

EMMA PALMER: Yeah. All they did they just talked about different things and people bringing up other different businesses that they were trying. Just think outside the box. Somebody was having a flower shop. And another one was doing just different other things. Did somebody do a cleaning service or something.

PINKIE HARRIS: I am thinking blind people cleaning isn't going to go very well you guys.

EMMA PALMER: You hire people to do that.

PINKIE HARRIS: Run a cleaning service. We actually thought about things like that because we are tax exempt. If you could start a business and use your tax-exempt status, that would be pretty fabulous. But it's kind of hard to do.

FRANK GAFFNEY: One thing they did talk about on the meetings I had is, which we have here, is like on the roadsides, the cleanup contracts.

PINKIE HARRIS: Technically in New Orleans I can get what's called a peddlers' license to run around and sell things in the French Quarter. As long as my inventory is under 2,000‑dollars I don't have to pay a cent. But there is no one in the French Quarter right now.

SHELLY LEJEUNE: I also remember people dealing with snack bars with extra shelves you can sell gallons of milk, maybe loafs of bread. Just extra stuff.

PINKIE HARRIS: We actually had restaurants that could gelt ahold of sanitary products here like wipes and hand sanitizer.

CANDICE LINVILLE: Toilet paper.

PINKIE HARRIS: Yeah. Have been bars and restaurants in New Orleans that have sold things like that as little, tiny convenient stores inside of them. If I could get ahold of a pallet of Clorox wipes, I could probably liquidate it pretty quick.

STEVEN DEBRUHL: I go to Costco. Now you can buy a fifty pack of masks for ten bucks. Come in packs of ten in a box. Basically 2‑dollars for a pack of ten. Medically sealed envelope. Stick those in your machines. Something good we could have.

FRANK GAFFNEY: I put masks in my machine. I have been selling those ever since.

CANDICE LINVILLE: Do we get tax exemption at Costco?

PINKIE HARRIS: No. I used to have one and now you can't. They fought me tooth and nail. I showed them my 1355 and they're like whatever.

STEVEN DEBRUHL: If you have to pay 9 percent on a 10‑dollars sale that's 90 cents.

PINKIE HARRIS: Plus your hundred-dollar membership, but yeah. Still, pretty good.

EMMA PALMER: I went to a wholesale place and I got fifty masks for 3‑dollars a box.

STEVEN DEBRUHL: When you open the box are they in there stacked up. You put one mask in a Ziplock bog.

PINKIE HARRIS: For a dollar in a vending machine that's great.

EMMA PALMER: I can't sell them at the post office cause they don't wear them anyway.

PINKIE HARRIS: I could probably sell them. They have to provide them if you don't show up with one at the front door.

STEVEN DEBRUHL: Hand sanitizers are 65, 70 percent alcohol. Can't get too hot. Before you start to stick it in an outdoor machine. Because it will explode eventually.

FRANK GAFFNEY: My machines are refrigerated.

STEVEN DEBRUHL: Perfect.

STEVEN DEBRUHL: Sell whatever people buy.

PINKIE HARRIS: I would by sanitizer from a vending machine.

FRANK GAFFNEY: You can even buy that from Vistar.

PINKIE HARRIS: They won't deliver to me. I really wish they would.

STEVEN DEBRUHL: Let's hope in the new year Pinkie and Vistar kiss and make up.

PINKIE HARRIS: I will kiss but.

STEVEN DEBRUHL: Hope Santa comes to you this year.

CANDICE LINVILLE: You know they didn't lay anybody off, Vistar.

PINKIE HARRIS: I heard they are a hot mess. I heard they are worse than they were before.

CANDICE LINVILLE: They put all their people to work in, I think, the Lays potato chip plant.

FRANK GAFFNEY: Went to work for Lays, the drivers.

STEVEN DEBRUHL: Not that misery loves company, but as you can see things are tough all over. Vistar is a national corporation.

>> >>: I know. I understand. They still have business out there but spread too thin to go get it.

FRANK GAFFNEY: They can't get product.

PINKIE HARRIS: The supply chains are kinked at every level. I'm having my sandwiches made ten blocks from my shop and they are having problems.

FRANK GAFFNEY: I had Landshire in my machine. No longer.

PINKIE HARRIS: Used to be couldn't get frozen fruit for two months. Now it appears to be muffins. You just basically got to get what you can get right now. All you can do.

FRANK GAFFNEY: I was on a meeting then they had one of the presidents from Vistar on it. For example, they had a deal right now Vistar was carrying 12 kinds of hot pockets. Now they can only buy two kinds.

CANDICE LINVILLE: Pepperoni, ham and cheese.

PINKIE HARRIS: Vistar has the best prices on pastries and the most variety. They have everything.

CANDICE LINVILLE: You need pastries, I got some in my freezer at Delgado. Honey buns. Muffin mix. We make our own muffins.

PINKIE HARRIS: I am not allowed to do that. I would be all over that, but I can't.

STEVEN DEBRUHL: We should all try to work together.

PINKIE HARRIS: I will buy your frozen pastries girl. Hit me up.

STEVEN DEBRUHL: Frank, we got the time for the next meeting. Anything else you guys want to talk about before we get out of here? Kevin, you wanted to drop anything?

FRANK GAFFNEY: And y'all are going to be researching the part about eliminating the debt, right.

STEVEN DEBRUHL: The vacation pay and the inventory.

FRANK GAFFNEY: Right.

STEVEN DEBRUHL: Two issues.

PINKIE HARRIS: If anybody needs me for the square online ordering thing, just call us. We did it. If you need help, glad to help.

STEVEN DEBRUHL: I appreciate you guys.

FRANK GAFFNEY: Do I hear a motion for adjournment?

SHELLY LEJEUNE: I make a motion to adjourn.

CANDICE LINVILLE: Second.

FRANK GAFFNEY: All in favor. (collective aye)