

*Elected Committee of Blind Vendors  
(open, approved)*

Date: Tuesday, July 10, 2007  
Time: 1:30 – 5:30 p.m.  
Location: GEF #1 Building, Room A415  
201 East Washington Ave., Madison, WI 53702

Members Present:

Dan Sippl, Chairman  
Terry Campbell  
Joyce Coates  
John Fritz  
Theresa Miller  
Sally Zenchenko

*Via Telephone*

Arlene Maus  
Mark Papapetru

Closed Session

Mark Lyons

Staff Present:

Joseph D'Costa  
Greg Feypel  
Jim Juran  
Lorie Lange  
Gene Lillge  
Scott McDonald  
Kent Walser

Department of Administration Guests

Marilyn Pierce, Deputy Administrator, DOA Division of State Facilities

Tom Herman, Deputy Administrator, DOA Administrative Services Division  
Trainees  
Lee Young  
Gene Hermanson

Guests  
Brian Taylor

Recorder  
Linda Keegan

*Meeting called to order by Dan Sippl, Chairman.*

## **Introductions**

## **Elections**

There was one nomination for each position, as well as a unanimous vote for Each position.

**President** – Dan Sippl  
**Vice President** – Joyce Coates  
**Secretary** – John Fritz  
**Treasurer** – Sally Zenchenko

## *Opening Remarks*

Chairman Sippl recognized three new committee members, and he outlined The need for customer service, profitability, partnerships and leadership Skills. Chairman Sippl also reviewed the rules regarding closed and open Meetings.

## **Approval of Minutes**

Tabled. Approval of minutes will be on the agenda for the next meeting on Tuesday, August 14, 2007.

## **Cafeteria Update**

Kent Walser referred to a letter providing details on the resignation of Ken

Johnson, a vendor at the Department of Administration in Madison. The Next step is a bid letter process for the continuation of services at DOA.

Marilyn Pierce and Tom Herman, both of DOA, highlighted some key issues pertaining to the requirements of the bid letter:

- Hours of operation
- Quality of services
- Menu choices

*Areas of Consensus:* Kent Walser noted that DOA representatives would be invited to participate in the interview panel as part of the bid process, with the intent to increase customer service and to build partnerships. Marilyn Pierce suggested that, to further the concept of increased customer service, an employee survey would be incorporated into the timeline of the bid process. Kent Walser noted that the rate of employee participation in previous surveys has been good, and he suggested an on-line survey that would allow for anonymity.

Marilyn Pierce also noted that DOA has a statewide focus to develop partnerships between various real estate components within state government and operators. She suggested that focus groups, to include various state departments and other key players, be created to identify issues and to problem solve and plan around key topic areas, such as customer and business-owner satisfaction, finances, accountability, processes to ensure success, conflict resolution, the role of the state, and so on. Focus group meetings could be organized monthly or quarterly, and would serve to increase program visibility and to highlight successes.

## **Financial Update**

Lorie Lange provided a summary of the BEP Financial Status Report, State Fiscal Year 2007, July 2006 to June 2007. Report attached.

## **New Business**

SLA Report – Joseph D’Costa reported that the contract and documents are In place. He also provided a summary of procedural issues, and he reported On programmatic threats on the federal horizon (the program nationwide is Not growing and Wisconsin is following a different model).

Nominee Agency Report – Kent reported that July is the new start date for The contract and he stressed accountability and performance issues, as well As operational efficiencies. He explained the feature On-Line Postings (Business Prospects), which puts more responsibility on the operators (versus Staff members).

Committees – Chairman Dan Sippl reported that several standing committees Need reorganization, and they will be evaluated at the next meeting in August. More specifically, for the Rest Area Committee, Chairman Sippl Will head that committee (John and Mark will assist).

Rest Areas – Kent reported that a new Memorandum of Understanding with The Wisconsin Department of Transportation is needed, and it is imperative To get the committee underway. Joe suggested that the issue of a Standardized problem-solving effort for rest areas be the focus of discussion At the annual meeting.

Wisconsin Rapids Area – The issue is on whether or not the new job Center will have a vending machine area, and what the committee can do To advocate on behalf of Tim. Kent suggested that Jim craft a letter to the Board, providing an update on the situation, along with suggestions.

### **Unfinished Business**

Electronic Correspondence – Issue tabled. Initial discussion revolved around Programmatic versus operator needs, as well as mandatory requirements.

Annual Meeting – Sally noted that she was having difficulties finding space For specific possible meeting dates. The committee members agreed that Nov. 2 was acceptable for a meeting, and that Madison would be the Location, possibly at the Inn on the Park.

***Meeting Adjourned at 5:30 p.m. The next meeting is scheduled for Tuesday, August 14, 2007.***

Respectfully submitted,

John Fritz, Secretary ECBV