

Member Meeting Minutes
July 27, 2010
Time: 6pm to 8pm
Location: ZACC, 235 North 1st Street

Board members in attendance: Leslie Guerreri, Jack Rowan, Jessica Glebke, Kate Keller, Ben Weiss
Members present: Richard Fifield, Kim Eastman, Erin Brown, Jonas Eudin (late)

Welcome

Additions to the agenda: Discussion of opening on Thursdays will be on August member mtg.

Announcements: Jack has been hired by the coop and NMCDC as a liasion for the building process, 7 hrs/week. (5 paid by NMCDC, 2 paid by coop). Total expenditure for the coop is \$750. (for 5 months of work). The whole board was not informed about the decision, and should have been, will be next time with this type of issue.

Action items

June minute meeting approval: Jessica G. moves to approve the June minutes, Jack seconds. Unanimous.

Open floor for members (15min):

Richard F. offers to help with customer service at the coop. He wants cashiers to get trained on how to help members better. It takes too long to check out, eating at the register, saying thank you, lack of friendliness/greeting.

Ideas: cashiers should know the membership process, start an ad hoc customer service committee to figure out the info to teach and how to get it to workers, suggestion box, mystery shoppers, customer service page in the manual.

Richard F. and Jessica G., Erin will be on the committee and will report at the Aug. member mtg.

Reports

Coordinator (10 minutes) Kate K.

730 members, 250 working members

FTOP is not working well. Info about FTOP needs to be more straightforward. Only established members or seasonal workers should be in FTOP, or have a trial period for working on FTOP. The FTOP system will be evaluated when attendance committee works on that section of the member manual.

Produce is great right now.

NING change/cost update: The price will be \$19.95/month. Jessica G. makes a motion to spend \$19.95/month to retain NING. Jack seconds. Unanimous.

Financials (3-5 minutes) Kate K.

Sales are down to April numbers, mainly due to Farmers market, and possibly due to the construction outside.

Attendance Committee (3-5 minutes) Leslie G.

Short discussion on attendance policy in member manual. A few small changes, overall members like the policy. Ben W. suggested the manual have many reminders as to why we have policies - such as, "everyone working together is the way to make the coop work".

Committee will present sections to members at monthly meetings, then present the entire manual at the annual meeting for approval.

Product Committee (3-5 minutes)
Committee Selection: no report

Kate K.

Building and Ad Hoc Capital Budget

Jack Rowan

No committee officially yet, Jack R, Terri R, and Alyssa so far. Jack is hoping for a few more members. The purpose is to put together a financial plan for our needs to move in the expanded space. Rough estimate is \$35,000, and we would like to not use the \$20,000 of preferred stock. Jack would like to launch a member loan program to raise the money. Loans would be cheaper for us than a commercial loan and we could set our own creative terms, and members who make a loan would receive a return.

Jessica G. asked about the administration of the program, and what would be the enrollment period. Jack answered that the enrollment would not stay open indefinitely (maybe after the member mtg), and Jack R. has volunteered to administer the program.

Leslie G. asked about repayment of loan if the coop closes. Jack answered that since the loans would be paying for liquid assets, repayment would be based on liquidating that.

Ben W. asked why the coop would be able to afford a 4-5% interest rate on the loans. Jack R. answered that the expansion of sales would be how the coop would pay back.

Renovation update: We are still using temp water. The contractor is ahead of schedule, and our move may be the 2nd or 3rd week of August to the lower bay space. Jack thinks we can complete the move in 2 days. There have been several miscommunications with the contractor, but that has been getting better.

Board of Directors

Leslie G.

New board member recruitment for Oct elections:

We need several new board members, to be elected in October. Discussion about who is appropriate for the board. Leslie will announce the nomination process in the next month.

Discussion Items (provided that more members are present to discuss this)

Security cameras in the new store:

Jack, Terri, and Kate met to discuss the possibilities of having cameras in childcare rooms, near registers and entrances. Infrastructure for the wiring should be put in now during construction.

Park Slope has a system that has helped petty theft and accusations of misconduct.

Jonas E. is opposed to cameras, Erin is also. The idea of being watched is not appealing.

Kate K. said that the cameras would not be monitored all the time, only if evidence is needed.

NMCCDC will be installing cameras outside the building.

Kim thinks that member ownership will be a major deterrent for theft.

other questions: What are the chances that someone would rob the store? Would cameras be hidden? Would it be smart to go ahead with the wiring for the sake of cost?

We are not ready to make a decision on cameras or wiring. Many agree to doing the wiring, but few are willing to accept cameras.

Discussion at the Aug mtg, Kate, Ben W, and Jonas E start discussion on NING in the mean time, and send out Joe Holtz's thoughts.

Beer and wine sales - tabled until Aug mtg

Next Member Meeting: Monday, Aug 16th 2010 6:00 pm Location: ZACC