

**Owner Meeting Minutes**  
November 16, 2015 6pm – 8pm  
Facilitator: Brian

**Welcome, Introductions:**

Present: Terri Roberts, Nick Grener, Cheyenne Rivers, Brian Smith, Steffen Brown, Kim Bostrom (Board), Lee Van de Water & Christian Russell (Coordinators)

**Additions to Agenda**

Discussion of board cohesiveness and communication (Cheyenne)  
Report out on Oct. 26<sup>th</sup> coordinator meeting (Terri)

**Announcements**

We have had a big surge in prepaid card sales since the annual meeting;

**Open Floor for Owners**

No comments.

**BOD Discussion Items**

***Five Year Analysis plan-*** We will look into reserving the Bistro space on Sunday January 31<sup>st</sup> from 4-6 PM for a forum in which the five year analysis can get started. The structure will most likely be to have solution-oriented breakout sessions focused on different dimensions of the co-op that could be analyzed and potentially changed; owners can participate where their interests lie. Cheyenne will open and administrate a Facebook group to start generating ideas/discussion in advance of the event. Terri suggests it might be a good idea to bring in a facilitator for the event- the names Katie Koga (NCBI) and Gabe Furshong are thrown out as potential facilitators. Some potential dimensions/ideas around which owners might want to coalesce: store location (including looking at where growth in Missoula is occurring); membership recruitment and marketing; mission & model; team/committee structures (including internal communication); finances (including price markup); employment practices and pay; rental agreement; infrastructure (including cooling, shelving, energy audits); inventory and products. As far as the Facebook group goes, the plan is to set it up as a secret group open only to owners at first as a test- if it flows well, we could open it up to everybody who is Facebook friends with us. Christian thinks it wouldn't be too hard to build the invite list so that only active owners are initially included, but isn't confident enough on the ease of this to commit to this task fully at this point.

***Credit card fees-*** Our credit card service provider information was given to Jason Wiener, who contacted them and was not given a fee schedule, but was told that they would be a happy to have a conversation with us about our fees. Historically, our 2% markup was not based on research (some cards charge over 4%), but was chosen as a number that seemed reasonable and not prohibitive for those shoppers who only carry cards. Maybe we should raise it? We probably don't cover all of our

charges from the credit card companies as is, as there are some monthly standing fees in addition to the per transaction fees. In general, debit cards are better for us fee-wise. Terri will dig up all of the information she can find on our credit card fees and present an analysis next month.

**Recap of Annual Meeting-** Terri suggests that we need to put designated Q & A time on the agenda for next year. Kim points out that we never brought up our empty committees- there is discussion about how recruitment for these needs to be an ongoing process that excites people and is appealing but not forceful.

**Community dinner-** Shifts are pretty much filled, although there are still some clean up shifts open. The majority of volunteers are owners, but a call went out to past partners and a lot of people signed up based on these calls. The food is almost entirely cooked already. Films will be playing during the event, including one about the DSD program. There will be a book sale, too, with the co-op getting a cut of the proceeds.

**Board cohesiveness and communication-** Cheyenne would like us to meet more often, perhaps electronically. E-mail threads are sometimes not replied to, which creates confusion as to the whether or not decisions have been officially made. Steffen suggests that we could create a consensus procedure for how we deal with decisions made via e-mail, while Nick suggests that whomever throws out a proposal attach a "deadline for reply" to it. There is general consensus that a non-reply is interpreted as "I don't have a strong feeling one way or another on this matter." Still, it would be nice if we could touch base more often, as online written threads are inefficient. Cheyenne proposes that we meet online (phone or video option) in a Google hangout halfway between each monthly meeting to touch base and discuss pressing matters. There is general support for this idea; Cheyenne will start a doodle poll to find the best standing day of the week (most likely first week of each month) to schedule these hangouts. Steffen would like to see an emphasis on efficiency in these sessions (we each try to keep our statements brief), and Nick suggests a half-hour time limit for them.

**Policy project review-** We are all caught up on approving policy, although Nick still needs to draft a policy regarding paid holidays for coordinators, which he will present at the next meeting for approval. The policy binder exists in hard copy form in the office, and is also posted on the website with the by-laws; Nick will send Christian the direct link to the online version for inclusion in the weekly e-mail.

#### **Miscellaneous-**

- Lee reports that owners Amy and Summer think that a kids' area up in the front of the store could distinguish us from other stores in town and would be appreciated by shopping parents.
- Lee also reports that Matt from the GFS thinks a satellite deli/carryout would do well downtown or in the U district, but that the GFS is not interested in

such a option- maybe we could fill this gap? There is general consensus that this would be a long-term goal to shoot for, although we would want to make sure it aligns with our mission.

- Jason Wiener has requested the store's Quickbook files in order to do some financial analysis and perhaps get the finances committee running again. These files are too big to e-mail, but Terri will get in touch with him about sharing these.
- Terri has reached out to Blue Mountain Clinic regarding a potential partnership- they could display in our store and we could place promotional materials in their offices. These materials could be targeted towards people with below median incomes with a focus on the DSD program, and could perhaps eventually find their way into Partnership Health or other similar medical facilities.

### **BOD Action Items**

Annual meeting minutes from October are approved unanimously.

### **Committee Reports**

***MOE Commitee-*** Cheyenne put together a task list based on discussions from the last MOE meeting- some of these projects have been completed, but others could be included in the projects section of the weekly e-mail blast for owners to take on: edit the video of our owner interviews (although the sound quality isn't great from the annual meeting interviews due to ambient noise), do something with the annual meeting photos (note: board members are having a difficult time finding where these live in Dropbox- maybe they need to be shared?), Humans of the Co-op project, painting the wall inside the Bistro by the door to the Co-op. Next meeting: Monday, November 30<sup>th</sup> from 6 – 7 PM.

***Coordinator Report-*** Steffen and Nick met with Lee and Christian a few weeks ago. One thing that came up is that we figured out from the scale representative that we could be using our scale more efficiently. All of the PLUs can be pre-loaded with the prices in the machine so that this doesn't have to be done manually each time; Christian is currently working on doing this and will oversee any price updates that happen moving forward. Rachel Bemis has taken on a work shift of contacting inactives using the new Google Doc. Lee would like to bring back some products from the DPI, Provista, Just Coffee, and Earth Circle Organic lines, but these require payment on order.

**Next meeting 12/21/15**