



North Coast Co-op
Board of Directors Meeting Minutes
November 3, 2016 – Ten Pin Building – 793 K Street, Arcata

Present at meeting:

Board: Mary Ella Anderson, Dave Feral, Colin Fiske, Robert Donovan, Ed Smith, Leah Stamper and Cheri Strong
Staff: Lauren Fawcett, Michelle Sanders, Duncan Thomas, Nicole Chase, Melanie Bettenhausen, Mark Hubbard
Member-owners: Roger

Meeting was called to order at 6:07pm by Cheri Strong at the Ten Pin. Participants introduced themselves and ground rules were reviewed.

Agenda Review:

MOTION: Move to approve the November Board agenda.		
Add Item: Approval of Michelle Sanders on bank account. Approved Fiske/Strong	MOTION PASSES	7/0/0

Approval of the Minutes:

MOTION: Move to approve the October 6, 2016 Board meeting minutes as amended. Add time end of executive session 8:30 pm Stamper/Fiske	MOTION PASSES	7/0/0
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Member Comment Period:

Annual Membership Meeting:

Employee attendance was low at AMM. We almost never see former board members/employees at this event. Regarding AMM, Lauren Fawcett shares that she thought the turnout was great, many repeat members and overall well done and positive feedback. Cheri Strong thanks all who helped to put it on, good job couldn't do it without you. Discussion about this year's location, some members did not like that it was in Mckinleyville. Nicole asks the board if they would consider setting the date for the next AMM so that Membership and Marketing team has ample amount of time and options from which to select a location for next year.

Report on the MAC minutes: More talk of the senior discount issue. Regarding the issue of fair share membership is there a way you can lose fair share due to changes made by the board, e.g. due to increases in dollar amount defining fair share increasing? Colin Fiske states that this is not addressed directly in the bylaws. He will add grandfathering of Fair Share to the PPC hot list, which could require another bylaw change. Mary Ella Anderson asks about sign up results for Fragrance Sensitivity survey? Kala Eichamer will send Cheri list of people who signed up at AMM. Nicole will contact them and invite to the next MAC meeting.

New Board Members: Colin Fiske congratulates Robert Donovan on his election to the board. Robert introduces himself.

Committee Reports:

Member Action Committee: Addressed in Member comment period, see above.

Earth Action Committee: Colin reviews discussion about the idea of a bus stop at the Coop in Arcata. At this time, we are not going to be able to get a stop due to the fact that the current Saturday schedule is technically a route deviation.

Regarding developing a Zero Waste policy, we are waiting for input from Maggie Gainer and staff. There will be a presentation by Derick Powel and Erick Sharp at the November meeting. Review of discussion regarding how the coop might go about helping people who are mobility limited access our store. Possibility of a food delivery service using vehicles that the coop already owns. We already have infrastructure, could incentivize through graduated discount based on amount of order.

Discussion of NCG Presentations Ed Smith attended regarding online food ordering for delivery. At this time a system of this kind would be problematic for the Coop to undertake for server security reasons. Lauren reports that Central Coop in Seattle is using Insta-cart for online shopping and have seen 2% increase in sales. Eureka store delivered food to people a few years back. Currently a few shoppers send in their orders to the store, employees gather it and someone picks everything up. Board will not attach a specific timeline or parameters at this point as staff is busy

MOTION: Direct staff to research the feasibility of a food delivery service for Members. Fiske/Anderson	MOTION PASSES	7/0/0
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MOTION: Ask staff to follow up with City of Arcata regarding the possibility of creating a new Bus stop in front of the coop. Fiske/Stamper	MOTION PASSES	7/0/0
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Check in with Duncan regarding progress in tracking hot water usage. He needs to do more research and price out the most effective way to do this. We would have to install metering. He will report progress at meeting next month.

Policies & Procedures Committee:

MOTION: Requests that staff update the board policy manual on the website anytime there are changes made. Fiske/Stamper	MOTION PASSES	7/0/0
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Address next steps of the single person membership policy proposal, one member for new memberships but could authorize additional household shopper. Article in coop news, talk at AMM. Propose that policy should be reviewed with our attorney first then let members vote next year. Motion to send to PPC to address the comments that were received and consult attorney. We could amend bylaws for clarity need to discuss 52:10 Motion

MOTION: Send single membership policy back to PPC to address comments received, make changes and consult an attorney to make sure bylaws do not need changing. Fiske/Smith	MOTION PASSES	7/0/0
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Nominating Committee:

No recommendations for the board. The last meeting was devoted to the vote count. Quorum: For this vote count number of ballots turned in was used to determine quorum being reached. In the future, the committee might consider quorum for number of votes cast for each item. Issue as to who is on the nominating committee it needs to be executive but the charter is not consistent with that. The charter needs to be changed. Also, bylaws amended to reflect that the president cannot be a member of NC if they are a current candidate. Refer both issues to PPC. Discuss in the future platform for write in candidates.

Election Recap: The two candidates on the ballot were elected. There was a write candidate but not close to competing with other candidates. Both bylaws passed. Problem with some mailers with the bottom cut off but it was a small amount that would not have changed the outcome. Ed Smith and Delores Brannigan observed.

Selection of Officers:

- Cheri proposes:
- Leah Stamper, President
- Cheri Strong, Vic President
- Colin Fiske, Secretary
- Mary Ella Anderson, Treasurer
- Ed Smith, Head of Nominating Committee

Discussion of possible conflict regarding VP selection, ultimately decided that issue can be resolved swiftly if needed by replacing the President.

MOTION: Approve selection of officers (listed above).	MOTION PASSES	7/0/0
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General Manager Report: Melanie Bettenhausen presents her report to the board. Highlights:

- Staffing: Michelle, the new HR Manager started on Tuesday. Michelle introduces herself and reviews her background. Lisa Kristic is leaving, her position will become bargaining unit.
- Conference room repainted a cheery yellow, Melanie has moved into her new office. In Eureka a few workstations have been rearranged.
- Negotiations went stellar 97% in favor; Debbi is finishing the official document.
- Met with prospective project manager of Eureka remodel, will make a choice soon.
- Bakery oven down for a week, pilot light system failed, safety part ordered, there was a lag time with delivery. New bushings and bearings were installed in the down time and the oven is running better than ever.
- Facebook giveaways, comments are great, responses to be included in board packets
- Thanksgiving orders for dinners
- Coupon Mailers: Question about coupon mailer being sent to employees, modified so that employees could use it. Good will goes a long way.
- Outreach has been doing a wonderful job with Pumpkin Patch especially with staffing issues.
- Senior discount stacking next on Cassie's radar
- Education and advocacy, does the board have a stance on the new FDA policy on nutritional supplements? Alliance for Natural Health. Colin our policy is that it goes to the MAC or time sensitive to the board. Members can write the board directly or attend MAC meeting. Melanie: clear policy around product education and advocacy regarding employees and what they tell our customers about supplements. Consumer education is in strategic plan b/c board wanted control over that. No action or on waiting list. May not be an issue any longer. Revisit the strategic plan and go through in detail could be topic for board retreat.
- See flyer movement against homeopathic products. Does the board want to take a stance opposing the regulation in the flier? (Discuss at next meeting as fliers were not included in packet, Kala will send out)
- Possibility of opening location in Hoopa discussion. The Board needs more information before reaching a decision. Will there be a facility built and ready to use, are Willow Creek farmers on board? Would the tribe have control over hiring of staff? At this time staff has a heavy work load planning Eureka deli remodel. Melanie wants to know how the boards feelings about the possibility. Recently the board has talked about small satellite stores being part of vision for future, this could be an opportunity to act on that desire. If they can divulge a timeline it could help us clarify if we can take this on. Board and Leadership team are both interested in considering this further, Continue the conversation in December.
- The board inquires about the reasoning behind creation of the new deli leadership team? Need more staff to take on recipe information that is entered in Chef Tech. Allow for more hours to work on the expansion project. New positions include an assistant manager for the front of house and one for back in production as well as administrative that would do purchasing, receiving, rotate the stock and work with local farmers and vendors to establish and bring in new products. Current manager would need assistance with supervision and ordering. Support team for new staffing. Consultant is considering overhaul of systems to fill deficits that need to be addressed as we expand.
- Discussion of the Eureka location roof leaks, does it need to be replaced? Have management considered structural integrity of the building before making this large investment in remodel. Duncan brought in a team to look at it. They addressed deficiencies and did re-flashing of the atrium roof. Some leaks are gone but others remain. He has a new contact with Security National landlord that has improved communication and action on repairs needed. The Landlord has willingness to do whatever is reasonable to repair. Roof leaking is not affecting the deli.

- Leah inquires about the long-term planning for the pending roof replacement in Arcata. Consider popping the roof up and add loft space to create community kitchen space to be developed in the future. Duncan is interested in how could we add solar panels. Over all look at increasing space productivity. We own it!
- Clarification regarding New Directions, they are maintaining the grounds not doing landscaping. Including weeding and cleaning up, the one staff member we had was unable to manage everything. We get value out of the service and there is value to the community. Native Plant society and a number of other local landscape designers are available when we make changes in the future.
- Think about scheduling Board Retreat and Management Team visioning session for non-strategic plan ideas.
- Mary Ella recommends the board do store tours so they can understand problems with our current spaces.
- Patronage Refund may need an email decision to meet deadline
- CRV mandate: Currently paying the \$100 per day is cheaper than creating a system. Could be a challenge to find someone to provide the service. Vince is working with Wildberries, Duncan is reaching out to Safeway. If we could find third party to participate we could split the cost. Melanie can send the board the letter they received for them to review.

MOTION: Move to approve General Manager’s October report.		
Anderson/Donovan	MOTION PASSES	7/0/0

Consensus reached to adjourn the November meeting at 8:30 pm and move into Executive Session.

Minutes by Kala Eichamer



North Coast Co-op
Board of Directors
Executive Session Minutes
September 1 2016 – Ten Pin Building – 793 K Street, Arcata

Present at the meeting:

Board: Mary Ella Anderson, Dave Feral, Colin Fiske, Peggy Leviton, Ed Smith, Leah Stamper and Cheri Strong

Approved guests: Melanie Bettenhausen

Meeting opened from Executive Session to Regular Session at approximately _____pm

Action reported to Board Assistant by Board Secretary.