

# TPSS Board of Representatives Meeting

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Date: September 25, 2016

Time and Place: 6:00pm, TPSS Community Room

Board present: Rachel Hardwick (RH), Robert Anderson (RA), Adam Frank (AF), Emily Townsend (ET), Melissa Schweisguth (MS), Katie Parker (KP)

Board absent: LuLu Fulda (LF), David Zuckerman (DZ), Patrick Brown (PB)

Staff present: Abdi Guled (AG), Marilyn Berger (MB)

Minutes submitted by: Solveig Mortensen (SM)

## RESOLUTIONS:

- The Board approved the August 28, 2016 open session Board meeting minutes as amended.
- The Board accepted the GM Monitoring Report L-6, Asset Protection, with the amendment of removing the word “insurable” from the interpretation of L6.2.
- The Board approved the Policy Committee's recommendation to amend policy L9.1(a) to read: “There are events/programs that educate the community regarding cooperative principles and the role of the co-op in our community, including two member-owner meetings per year.” APPENDIX A

**GM Report:** AG reported on the fall general managers’ meeting in Minneapolis. AG highlighted how out of all the co-ops represented, TPSS Co-op was identified to be the 2<sup>nd</sup> strongest for risk and growth management and that out of 200 GMs, one other GM and he were asked what they were doing right. AG noted these positive valuations to reveal how well the Co-op is performing, draw a contrast to many co-ops that are unfortunately struggling, and give credit to the collaborative efforts by the Board and Co-op. AG encouraged the management and Board to continue to strive for alignment.

AG shared that he and Store Manager Hussein Choteka visited a farm and a produce auction, where different farmers sell a lot of local produce. AG explained how the Co-op intends to purchase produce from these farmers and to begin informing them in advance of the items the Co-op would like to receive for the following year. In response to Board inquiry, AG confirmed that he and other managers continue to do still does price comparisons with other stores.

AG updated the Board that the Co-op is making space for Interior Federal Credit Union ATM and that it will hopefully be installed within the month of October. Management verified that the Co-op signed an affiliation form with Interior Federal Credit Union.

**L6-Asset Protection, GM Monitoring Report:** Regarding the GM’s recommendation under the interpretation of the overall policy, which was to protect the asset of electronic data in addition to

other Co-op assets, the Policy Committee (PC) planned to follow up by reviewing L6.1 as it applies to electronic data. After discussing the interpretation under L6.2, management agreed to remove the word “insurable” from that section of the monitoring report. The Board and management discussed the means for employees to make informal complaints. Co-op management was encouraged to remind employees of the availability of the suggestion box and to think of other opportunities that would allow employees informal disclosures of concerns.

**Member-Owners meeting:** Board and management confirmed the schedule and logistics for the October 23 Member-owners’ meeting that will be held at the Takoma Park Volunteer Fire Department. The Board planned to begin the October Board meeting after the Member-owners meeting at 5pm.

**Nominating Committee:** KP reported that all the nominations materials are now posted on the Co-op’s website. Board and management discussed a plan for various Board representatives to do tabling outside the Co-op, including during the Takoma Park Street Festival.

**Policy Committee:** The Board accepted the Policy Committee’s proposed change to policy L9. After the Policy Committee presented several follow-up questions regarding the monitoring for the policy, management planned to review L-9’s monitoring section.

The Board discussed how they would like to update the Co-op’s by-laws and would not be able to complete the required process in time for this election. The Policy Committee planned to start a review of the proposed by-law modifications and to set a timeframe to complete all the necessary steps to make the by-law changes.

Term 2016:

Rep.        Dec Jan Mar April May July Aug Sep

				(May 1)				
Anderson	*	*	*	*	*	*	*	*
Brown	*	*	*	*	*	ex	*	<i>excused</i>
Frank	*	*	*	*	*	*	*	*
Fulda	ex	*	*	ex	*	*	*	ex
Hardwick	*	*	*	*	*	*	*	*
Parker	*	ex	*	*	ex	ex	*	*
Schweisguth	*	ex	*	*	*	*	*	*
Townsend	*	*	*	*	*	*	*	*
Zuckerman	ex	ex	*	*	*	ex	*	ex

(ex=excused)

Meeting adjourned: 7:05pm

APPENDIX A:

Policy Type: Executive Limitation  
Policy Title: L9 – Membership  
Adopted: September, 2003  
Last Revised: [September 2016](#)

Consistent with TPSS End statements, ensuring the member-owners are involved in and knowledgeable about the meaning, benefits and responsibilities of cooperative ownership is an important part of our mission. Membership policies (“MC” policies) lay out specific objectives with respect to a number of areas, including: volunteers, member education, communications, outreach and recruitment, disability and accessibility, privacy and data security, member benefits and capitalization options (installment plan).

L9.1 In basic terms, it is the role of the general manager to ensure that:

- a) There are events/programs that educate the community regarding cooperative principles and the role of the co-op in our community, including two member-owner meetings per year. The Board and the community shall be regularly informed of such programs.
- b) An up-to-date ownership database exists at all times.
- c) Systems and processes are in place by which membership statistics (e.g., percentage of sales to members, net new members per month) can be accurately reported monthly to the Board.

L9.2 More broadly, it is the role of the general manager to ensure integration of membership objectives into TPSS Co-op’s annual goals and indicators document.

**MONITORING:**

This goal will be monitored through an annual Member-Owner Education Survey, with a survey developed by the General Manager and reviewed by the Board, to assess areas of strengths and weaknesses in member education, with an eye to promoting continuous improvement of quality over time. For ease of administration, this survey may, at the General Manager’s discretion, be combined with the annual customer service survey.