

TPSS Board of Representatives Meeting

Date: May 16, 2019

Board present: Susan Cho (SC), Fred Feinstein (FF), Julia Eddy (JE), Diane Curran (DC), Susanne Lowen (SL), Sawa Kamara (SK), Rachel Hardwick (RH), Katea Stitt (ST)

Board absent: Adam Frank (AF)

Staff & consultants present: Mike Houston (MH), General Manager

Members Present: N/A

Minutes prepared by: Julia Eddy (JE)

BOARD ACTIONS:

- The Board approved the minutes from the April 25, 2019 board meeting.
- The Board accepted the L1 Monitoring - Customer Service report as submitted.

Approval of Minutes:

The Board approved the minutes from the April 25, 2019 board meeting.

Open member forum:

KS complimented the Thursdays at the Co-op events.

SL gave compliments to Mike for all his hard work and representing the Co-op so well in the community.

GM Report:

MH provided highlights from his GM report – April was a good sales month; there will be a full report on the staff survey for the June board meeting; IT installed a new server, which is backed up and stored offsite with Iron Mountain. The Co-op just got certified “gold” with Green America and got a Montgomery County Green Business certification. TPSS is the first grocery store in the county to get this designation; it is an honor and could open the door for getting our logo on county buses.

L1 Monitoring Report – Customer Service:

The Board accepted the L1 Monitoring report as submitted.

SL shared a comment from a neighbor about staff friendliness. MH doesn't hear complaints very often about the staff but is working on training the Managers on Duty to be more equipped to handle issues that arise at the cash registers. DC also suggested a cashier training on how to handle asking and educating shoppers about membership.

SC asked about the tracking of informal comments. Also she expressed concern about where to find the suggestion box.

Board Business:

The board approved the decision to have an audit this year.

Committee Business:

Membership Committee:

- The Spring Member-Owner Meeting will be Sunday May 19, 2019, 2-4pm, at the Fire Station. There will be updates from the President, General Manager, a financial update, community outreach update, we will introduce the changes to the bylaws, a union rep will speak, and Bob Gibson from the membership committee will speak. SL will put together a one-pager on the Cottage Food Law in case she can't make it.
- Lots of interest in the Thursday events.
- Denny, and active member of the committee, has some ideas about a demonstration compost project at the Co-op.

Policy Committee:

SC reports that the Policy Committee hopes to have revised G Policies to vote on for the next board meeting.

Next Board Meeting: Thursday, June 20th.

Meeting adjourned at 7:30pm.

Committee Assignments:

Policy Committee – Susan Cho (chair), Adam Frank, Rachel Hardwick, Julia Eddy.

Nominations/Elections – Susanne Lowen (chair), Diane Curran, Susan Cho.

Personnel – Diane Curran (chair), Rachel Hardwick, Katea Stitt.

Membership Committee – Fred Feinstein (chair), Diane Curran, Sawa Kamara.

Finance and Audit Committee – Adam Frank (chair), Julia Eddy, Diane Curran, Susan Cho.

Junction Committee – Fred Feinstein (co-chair), Rachel Hardwick (co-chair), Sawa Kamara, Katea Stitt.

Expansion Committee – Adam Frank, Susanne Lowen, Susan Cho, Julia Eddy.

Policy Governance Reflection Committee - Fred Feinstein, Adam Frank, Susanne Lowen, Mary Rooker (former board member).

Board Development Committee – Diane Curran (chair), Adam Frank.

Future of Food Committee – Susanne Lowen, Susan Cho, Julia Eddy.

Term 2018-2019 Meeting Attendance:

	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
--	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----

Cho	*	*	*	*	*	*						
Curran	*	Ex	*	*	*	*						
Eddy	*	*	*	*	*	*						
Feinstein	*	*	*	*	*	*						
Frank	*	Ex	*	Ex	*	Ex						
Hardwick	*	*	*	*	Ex	*						
Kamara	*	*	*	Ex	*	*						
Lowen	*	*	*	Ex	*	*						
Stitt	*	Ex	*	*	Ex	*						

(ex=excused)

Board Terms:

Board Representative	Term:	Term Ends:
Cho	3 years	2019
Curran	3 years	2020
Eddy	3 years	2021
Feinstein	3 years	2019
Frank	3 years (consecutive term)	2020
Hardwick	3 years (consecutive term)	2019
Kamara	3 years	2021
Lowen	3 years	2020
Stitt	3 years	2021