

TPSS Board of Representatives Meeting

May 16, 2024

Open Session Minutes

Date/Location/Time: May 16, 2024 meeting 6:30 pm*

Board present: Elizabeth Teuwen (ET), Orly Keiner (OK), Bob Gibson (BG), Adria Armbrister (AA), James Gibson (JG), Kopal Jha (KJ), Shelia Dennison (SD), Tatiana Dzekon (TD)

Absent: Esteban de Dobrzynski (ED)

Members Present: Jessica Landman, Bob Anderson (BA)

Staff present: Mike Houston (MH), General Manager

Minutes submitted by: Solveig Mortensen (SM), Board Administrator

**Meeting held at Historic Takoma and remotely via zoom*

Board ACTION:

- The Board approved the April 18, 2024 Open Session Board meeting minutes.
- The Board approved the GM's monitoring report for policy B-5, Customer Experience.
- The Board agreed that Policy B-5, Customer Experience, as it is composed at this time, is satisfactorily conveying its aims.

Open Member Forum: The following questions and answer round occurred:

What items might be interrupted at the Co-op while the renovation is happening? MH explained that TPSS will not have frozen, wine, or bulk for sale during the renovation, but will have all the rest of the departments represented.

As the former store location on Grubb Road was mentioned in regards to the expansion, are you planning to expand on Grubb Rd. again? The Board shared that as they explore the need for an expansion and second store, they are attempting to research what occurred at the Grubb Rd. store location, but are not seeking to expand on Grubb Rd.

What is the status for the mural on the back of the store? The mural project is on the radar and TPSS Co-op has the list of artists but this will likely be revisited after the remodeling is complete.

MH and the Board clarified that recipes are still being accepted for the zero waste recipe contest and the goal is to prepare the dish using the least amount of packaging.

GM Report: MH reported on this year's TPSS Co-op Earth Day celebration, his interview with Eric Bond for Talk of Takoma, and the May 1 staff appreciation lunch.

MH reviewed outreach to other co-ops. One of the two DC cooperatives that TPSS Co-op has been working with placed its first order for a produce buy with TPSS. TPSS Co-op also continues to provide support and management training to Rosie's Community Grocery.

MH also reported on the National Cooperative Grocer (NCG) member meeting held in DC. MH shared that as a member of the NCG Member Advocacy Committee, he participated on a Committee call discussing advocacy guidelines.

Remodel update: MH noted that the Co-op is still establishing the exact start date of the remodel work, which is entirely determined on the power company's date of service. Pepco has completed their review and identified a need to increase capacity due to electrical code changes and the need to upgrade old equipment. Pepco will install three new transformers on the pole behind the store on Columbia Avenue, and the contractor Kalmia is ordering the electric panels that go inside the building.

MH confirmed the Co-op has the County-approved architectural plans. MH also confirmed that after the remodeling the store's restrooms will be ADA compliant.

MH described TPSS Co-op's anticipated layout while the remodel occurs. A four-sided tent with an open front and indoor shelf space will be raised on the Sycamore Ave. side of the store. Pre-packed bulk items and hopefully cases will be available. The Co-op will also rent an 8x20 refrigerated truck for refrigerated items. A good amount of space will be allocated for produce and while wine will not be available during the remodel, beer may be.

Items in the tent will be reset each day. There will not be back stock space, so daily deliveries will be received and orders will be based on how much can be sold in a day. During the remodel, the Co-op is expecting to shift hours to 10am-8pm, leaving enough time for morning set-up and an evening breakdown. TPSS will be renting office space right across from Cielo Rojo during the remodel, and the Co-op's phones will ring at that location.

In response to a question about mark-downs, MH explained that some items' prices will be reduced, but anything that would keep its value after the remodeling, such as t-shirts or supplements will go into storage until the project ends. TPSS Co-op's construction timeline includes reassembling the store at the end, and the Co-op would like to be fully operational no later than October 1, 2024.

MH confirmed that TPSS Co-op is on track to receive the state reimbursement for the first \$500K spent on the project. Payment to Bates Architectural and the General Contractor (GC), Kalmia, are reimbursable.

Policy B5 - Customer Experience: MH noted that this monitoring report gives more specificity on the trainings and resources staff receive to manage customer incidents. MH also confirmed that the protocol for police contact is included in this policy and remarked that TPSS tries to make police involvement the last recourse. Regarding whether employee work performed beyond a shift is considered a positive or a negative, MH explained that any new employee needs initial open availability; and then, work beyond their shift becomes discretionary. The Board accepted the monitoring report as compliant with the B5

Policy.

The Board discussed whether the B5 policy, as written, is designed to elicit a monitoring report that reflects how the Co-op's values are reflected in the customer experience. OK and KJ agreed to provide proposed revisions for Policy B-5 to reflect the discussion.

Board Communications and Member Engagement:

Spring Member Meeting: The Membership Committee confirmed logistics for the Spring Staff Appreciation and Membership Meeting. The Board planned to circulate reminders about the membership meeting on various neighborhood listservs and social media platforms.

Remodel Engagement Plans: MH shared that TPSS Co-op will provide weekly video updates about the remodeling to the membership. Prior to the construction, there will be store signage, so people also see the plan for the remodeling that way.

General Board Communications: ET summarized how the Board and GM had touched on work which is public relations versus marketing work and considered involving a consultant for advisement on that work; the Board tabled a discussion about next steps for this task.

Delegation to Membership and Community Affairs Committee: Board members discussed ways to solicit feedback from the membership re: the outside sales and believed this could be sought during the Board's hours. The next, regular Membership Committee meeting will be scheduled earlier, so an evaluation of the Spring membership meeting can occur closer to date. They will schedule a separate debriefing on the Spring membership meeting after it happens.

Board Perpetuation: The Board acknowledged wanting to keep its momentum with Board recruitment and Board member cultivation, given the number of seats available for re-election this fall. The Board still plans to reach out to everyone who most recently expressed interest in being a Board member.

Board Leadership: Board members with an interest in taking on an Executive Committee position were encouraged to follow up about it.

Board Hours: The Board discussed doing "Board store hours" again to be available, share about the remodel, and hear feedback.

Delegation to the Nominations Committee: OK, ET, KJ will be on the Nominations Committee.

Continuing Projects:

Expansion Planning: ET stated that she submitted a draft Expansion Committee Charter; the Board will review it. The Board acknowledged not wanting to lose sight of expansion planning and aiming to address it in the next Board meetings.

Diversity, Equity, Inclusion, and Belonging DEIB Consultant: To further work on aims of DEIB, the Board has discussed seeking a consultant, but has not found one, yet. The Board will revisit this goal the following month.

Product Selection Guide: The Board recognized prior discussions regarding an update to the Product Selection Guide and will consider taking up that item at a later date.

Meeting adjourned 8:45pm

Board Representatives' Committee Memberships:

Finance and Audit Committee: BG (Chair), TD, MH (GM), and a Co-op manager

Membership and Community Affairs Committee: ED, AA, SD, KJ, MH (GM), and Chloe Thompson (Co-op staff)

Expansion Committee: OK, ET, BG, JG

Nominations Committee: OK, ET

Term 2023-2024 Meeting Attendance:

Board member:	Dec	Jan	Feb	Mar	Apr.	May
Amin	*	*	*	*	Ex	N/A
Armbrister	N/A	N/A	N/A	N/A	N/A	*
Beck	*	*	N/A	N/A	N/A	N/A
De Dobrzynski	*	*	*	Ex	*	Ex
Dibbert	Ex	*	*	*	Ex	Ex
Dzekon	N/A	N/A	N/A	N/A	N/A	*
Gibson, B	*	*	*	*	*	*
Gibson, J	N/A	N/A	N/A	N/A	N/A	*
Jha	*	*	*	*	*	*
Keiner	*	*	*	*	*	*
Rieser	N/A	N/A	N/A	N/A	N/A	*
Stitt	Ex	*	Ex	N/A	N/A	N/A
Teuwen	*	*	*	*	*	*

(Ex=excused)

Board Terms:

<u>Board Representative</u>	<u>Term:</u>	<u>Term Ends:</u>
Armbrister	7 months (term after appointment)	2024
de Dobrzynski	3 years (term after appointment)	2024
Dzekon	7 months (term after appointment)	2024
Gibson, B	3 years (consecutive term)	2024
Gibson, J	7 months (term after appointment)	2024
Jha	3 years	2026
Keiner	3 years	2025
Rieser	7 months (term after appointment)	2024
Teuwen	3 years (consecutive term)	2026
Amin	Resigned	2025
Beck	Resigned	2026
Dibbert	Resigned	2025
Stitt	Resigned	2024