

## Medford Food Co-op Board of Directors

**April 21, 2014**

**Present:** Pres. Jim Sims, Secretary Debi Boen, Treasurer Justin Botillier, Fran Batzer, Kellie Hill  
**Absent:** Vice Pres. BJ Buxton, Ben Truwe  
**Staff Present:** GM Anne Carter

### REPORTS

The April Medford Food Co-op Board of Directors (**MFC BOD**) meeting was called to order at 6:00 p.m.

Minutes of the March 17, 2014 **MFC BOD** meeting were submitted. **Fran Batzer** moved to approve the minutes as amended; **Justin Botillier** seconded the motion, which passed unanimously.

**General Manager Anne Carter** provided a **MFC** financial overview, providing the March 31, 2014 balance sheet, a quarterly (January-March) budget vs. actuals report, and a quarterly (January-March) profit & loss comparison report (to the same quarter of 2013). Sales during the first quarter of 2014 show an increase over the first quarter of 2013; and **MFC** recently posted its highest week of sales since opening in 2011. **GM Carter** also submitted a revised owner loan payment and sinking schedule, the adoption of which was recommended by the Financial Committee. After discussion, Directors agreed that we will work to extend at least \$150,000.00 of the loans due in 2015, adopting the revised schedule, which calls for payment of extended loans to be spread out from 2017-2020. **Justin Botillier** made this motion, which was seconded by **Kellie Hill**, and unanimously passed.

The President's Report included further discussion of the loan payment schedule, as well as discussion regarding current sales trends and estimated future growth. **President Sims** believes that clear patterns will emerge in the next few weeks, and that May's **MFC BOD** meeting will be more visionary in nature.

There was no Owner's Forum this meeting.

**GM Carter** submitted and presented her written report, with updates in the areas of finance, ownership, marketing, outreach, and operations. National Cooperative Grocers Association (**NCGA**) Development Advisor Paula Gilbertson has not yet submitted her report regarding her April 1-2 visit and assessment of **MFC**. Ashland Food Co-op's (**AFC**) Board is working on a long term strategic plan, and invited **GM Carter** to participate in one of the community "scan groups" considering mega trends that will affect **AFC**; **Carter** found that the discussion revealed trends that will also affect **MFC**. **MFC** collaborated with other Rogue Valley co-ops on an Earth Day exhibit; this group of co-ops is planning to meet and discuss additional areas in which we can all work "co-operatively". **MFC** is also involved in the "Great Start, Eat Smart" healthy snacks project and is working with Master Food Preservers to promote some of their classes. There have been some personnel additions and changes at the store, and **GM Carter** and the CORE are working to ensure that things run smoothly during her scheduled absences in May and June.

### OLD BUSINESS

**GM Carter** discussed a tentative annual meeting agenda, which includes time for music, food, voting, photo ops, and speakers.

Committee Charters were considered and discussed. **Fran Batzer** moved that the charters, as amended, be added as an appendix to our Policy Register. **Kellie Hill** seconded the motion, which passed unanimously.

**NEW BUSINESS**

The April GM Monitoring Report concerned Policy B5, Treatment of Customers. **GM Carter** reported non-compliance with the following sections of this policy:

- No data is being collected regarding customers’ expression of satisfaction
- Customer comments are not being tracked

**Carter’s** written report details interpretation, operational definitions, and supporting data for each area. She detailed plans for developing and implementing more comprehensive tracking of customer comments. As some systems are already in place, she estimates that by the end of June MFC will have

- Consistent tracking of special orders
- Spreadsheet so track customer comments by month that will also show comment type, who responded, and end status

**MFC BOD** discussed the presence and use of a volunteer workforce for various **MFC** outreach projects. At this time, there is no clear sense of direction concerning policy governance and volunteerism; what is the Board’s responsibility, and what is the responsibility of staff? After further research of the policy register, **GM Carter** and **Secretary Debi Boen** will report at the May Board meeting.

An updated Governance Calendar, as well as a GM Monitoring Report tracking system, were distributed to Board members by **Secretary Debi Boen**.

There was a brief discussion regarding future visioning and a full-service deli at **MFC**. **GM Carter** reminded the Board that a deli will come about as the result of a number of steps, and that some of them have already been taken (“Grab & Go” items now available at Co-op). **President Sims** reiterated his belief that May will allow for more accurate visioning, and said that we will be better informed and more able to decide at the May meeting what information to share with members-owners at the June annual meeting.

**ACTION LIST**

<u>Target Date</u>	<u>Item</u>	<u>Director</u>
04-24-14	Deadline, Candidate Petitions (with 15 Signatures)	Anne/Staff
05-01-14	Deadline, Candidate Bio/Pic Submission	Anne/Staff
05-08-14	Deadline, Ballot Pkg., Absentee ballots transmitted	Anne/Staff
05-09-14 to 06-01-14 (7-30 days)	Announce AMtg to all membership	Anne/Staff

05-19-14	Coordinate with GM to prepare BOD Budget	Justin
05-19-14	Policy Governance/Volunteer Corps	Anne/Debi
06-08-14	Annual Meeting/Election	All

### **ADJOURNMENT**

**Kellie Hill** moved to adjourn the meeting at 8:01 p.m.; **Debi Boen** seconded the motion, which passed unanimously. The next regular **MFC BOD** meeting is scheduled for Mon., May 19, at 6:00 p.m. at the law offices of **Pres. Jim Sims** (225 W. Main, Medford). Members-owners, staff, and the public are welcomed and encouraged to attend; snacks available. The Finance Committee will meet before the May 19 full Board meeting.

Respectfully Submitted,

*Debi Boen*

Debi Boen  
Secretary