

Littleton Consumer Cooperative Society
Board of Directors
Meeting Minutes: Regular Board Meeting, May 22, 2017

Meeting convened at the AHEAD Conference Room @ 5:00 pm.

Members Present: Patricia O'Brien, Tom Southworth, Luther Kinney, Mark Hollenbach, Marcie Hornick, Laura Wells and Alyssa Sherburn

Staff Present: Ed King, Chris Whiton, Melissa Bridges, Rodney Mitton, Kristina Zontini and Charise Baker

Agenda Items

1. Housekeeping & Governance:

- a. The April minutes were amended to add Marcie to the attendance roster and to add the April date. Marcie motioned and Luther seconded to accept the April minutes as amended. This motion passed unanimously.
- b. Melissa presented two membership transfer/refunds and they were signed by Trish.

2. General Manager's Report:

- a. The Grand Opening celebration was a success. Congrats to Kristina, Melissa and the staff for putting on an excellent party. Feedback from vendors was very positive and complimentary. There was a large increase in membership and the sales for the weekend were strong. Kristina suggested using the member wheel during all member discount days.
- b. Suggestions for educational events for the café area are welcome and should be brought to the attention of Ed, Kristina or Melissa.
- c. April sales were very close to budget, falling just \$3,500 short. The budget is very aggressive.
- d. There was a net loss of \$18k, \$9k above budget. The \$9k variance is due to interest expense associated with the project. June should be the last month to have this variance.
- e. Operational cash is \$410k. The project is on track to finish within budget. The disbursement account should be finished soon with the final payment to Trumbull Nelson.
- f. The propane cost has been locked in for next year at \$1.59 gal.
- g. There is a number of professional development trips planned in the next few months. Ashley will be doing some ECRS and NCG training. Kristina, Ed, Charise and Jim will also be doing training through NCG this summer.
- h. The Co-op has entered into an agreement with CDS to do an Area Market Study. Exit surveys of customers will be conducted on four consecutive days with a minimum of 700 customers interviewed. Only two questions will be asked: address (or nearest intersection) and amount spent. CDS will compile and map the data for us. This survey will help identify strengths and opportunities. There is no charge for this survey.
- i. The hiring of a PR firm is being considered. The goal is to meet quarterly and develop strategies for unforeseen incidents. It is felt that it is best to have a relationship with a firm before their services are needed. There are not many to choose from in the area. Luther suggested the firm employed by AHEAD and will

send contact information. The need for a PR firm is a suggested topic for the annual Board retreat. Suggestions for other topics are welcomed.

- j. The Project is nearing “substantial completion” and the Architect may sign off in early June. Retainage may be withheld from the electrician pending completion of their work. The company has been very short staffed since March.
- k. Items yet to be completed include the meat room remodel (scheduled for October), some lighting, reconfiguring the ADA bathroom stalls and some solar wiring.
- l. Ed reported compliance with Governance Policy B3- Asset Protection. Luther motioned, Marcie seconded and the Board voted unanimously to accept this compliance report.

3. Board Issues:

- a. The board welcomes Laura and Alyssa. Mentors were assigned. Mark will mentor Laura and Marcie will mentor Alyssa.
- b. The following slate of candidates was presented:
Luther motioned and Marcie seconded Trish as President.
Luther motioned and Tom seconded Marcie as Vice President.
Tom motioned and Marcie seconded Luther as Treasurer.
Tom motioned and Marcie seconded Marni as Secretary.
The board voted unanimously to accept the slate of candidates as presented.
- c. Tom suggested that the Vice President should preside over some meetings as part of succession planning.
- d. After discussion, the board decided to delegate note taking responsibilities to Charise Baker. Charise will meet with Marni and Ed to discuss separation of responsibilities.
- e. It was suggested that a job description be developed for Board members. This job description should include the agreement to attend board training during the three year term
- f. The Board reviewed section C4 of the Governance Policy.
- g. The annual retreat with Michael Healy from CDS was confirmed for August 5th. The location is yet to be decided.
- h. The annual calendar was reviewed and no changes were made.
- i. Chris asked new board members if they wanted to receive daily sales mailings and both said yes. Tom requested to be added to the mailing list.

4. Marking Update:

- a. Kristina provided information for an upcoming Business After Hours event to be held at the Co-op on June 14th from 5:00 to 7:00 pm. This is a combined Littleton and Franconia chamber event. Festivities include live music and vendors and in store sampling. All board members are invited to attend.
- b. There is a coinciding Moonlight Madness sale from 5:00 to 9:00 pm on June 14th. All departments are to submit their hot sale items to Kristina no later than June 5th.

Luther motioned and Mark seconded to adjourn the meeting at 6:30 pm. This motion passed unanimously.

The next scheduled meeting is June 19th at the Co-op break room to begin at 5:00 pm.

Respectfully submitted by:
Charise Baker