

THREE RIVERS MARKET

BOARD OF DIRECTORS MEETING

November 14, 2024

6:30 PM – 7:50 PM

St. James Episcopal Church, Knoxville, TN 37917

MINUTES

Board Members in Attendance

Adam Deen
Adam Hughes
Jackie Kittrell
Kimberly Lomonaco, Vice-Chair
Drew Rutherford
Caitlin Seidler, Chair
Kathryn Tilson, Secretary/Treasurer
Brian D. Williams

Board Members Absent

Ahlen Drillich

Additional Attendees

John Bohnenstiel
George Butler
Kim Davis
Kristen Faerber
Peg Hambright
John Ledbetter
Jennifer Montgomery
Teri O'Meara
Debbie Sharp
Audrey Smith
Fred Stephens
Steve Todd
Jasper Van Kirk
Morgan Wilson
Kristen Yartz, Cooperative Relations Administrator

Absent

Fadi Aboush, General Manager

PRELIMINARIES

Call to Order: 6:30 PM

Action Items reviewed

Meeting Preparation – 1 minute of silence

Roll Call with statement of preparation

MEMBER FORUM

John Ledbetter
Debbie Sharp
Steve Todd

AGENDA REVIEW/REVISION

Motion to approve Agenda: Kathryn Tilson, seconded: Brian D. Williams; motion carried unanimously.

CONSENT AGENDA

To approve the October 2024 Board Meeting Minutes*; Board-General Manager Linkage, C4 – General Manager Evaluation of Performance; Governance Process, D6 – Annual Agenda Planning; Governance Process, D8 – Member Linkage; to authorize the Board President to sign the contract with the General Manager memorializing the terms agreed to in Executive Session. *October minutes approved via email, October 25-26 to expedite implementation of banking resolution.

Motion to approve Consent Agenda: Drew Rutherford, seconded: Kimberly Lomonaco; motion carried unanimously.

GENERAL MANAGER REPORT

Growth of Ownership

- New Members in October 2024 - 47
- Total PMI Purchases in October 2024 – 154
- Total Member Owner Paid in Equity in October 2024 - \$3,850

October Sales

- Total Net Sales for October 2024 - \$743,050
- Average Basket Sale Amount for October 204 - \$32.33
- Average Basket Size for October 2024 – 6.1 items

Membership and Employee Discounts

- Member Discount for October 2024 - \$16,121
- Employee Discount for October 2024 - \$5,094

- BOGO/Co-op Deals Discounts for October 2024 - \$836

Sales Growth Report for October 2024 in Comparison to October 2023

Nourishing Change and Donations for October 2024

- Nourishing Change - \$6,521 – Second Harvest Food Bank – Hurricane Helene Victims
- Nature’s Way Montessori Silent Auction - \$150
- Mead Montessori Fall Festival Silent Auction - \$150
- Hollerboo – Snacks and Drinks for Volunteers - \$150
- Townsend Chiropractor – Non-Profit Drive - \$110
- Our Place Art Organization – Supporting Breast Strokes - \$500
- CAC Bradley Farm - \$100
- Individuals with Autism - \$500

Operational Updates

- Drop in Sales Over Last Year (\$82,581) or -10%
- Sales Gradually Getting Better – Still far behind the previous years. Improvement of PR, Marketing and Social Media Exposure is beginning to reap the benefits.
- Employee Survey – Initial individual conversations between the GM and Department Managers to guide them to take action based on survey results.
 - Main Discussion surrounding the purpose of the survey was to measure engagement, people’s connection and commitment to the co-op and its goals. By lifting it we can impact performance, innovation, retention, and attraction of talent.
 - Priority Areas of Focus – Employee Development, Leadership/Management Communication and Engagement with Staff.
 - December 3 - All Manager Meeting to set goals to accomplish Survey Related Factor FY 24-25.
- December 9 – Implement Customer Satisfaction Survey via Point-of-Sale System
- Staff Development: Five staff are ServSafe Certified. Five staff are attending an 8-week Mighty Market Grocery Boot camp
- Meat Department Prep Room repair work to begin Mid-November. Walk-in Cooler door and materials have been ordered. Work may begin the first week of December.
- Human Resources Review Completed. Employee Manual is currently being revised. Current Human Resources Manager in Training in place.

EMPLOYEE SURVEY RESULTS

Discussed

STUDY AND ENGAGEMENT

Annual Meeting Planning

The Annual Meeting will be held Thursday, December 5 from 6 PM – 8 PM at St. James Episcopal Church, Knoxville, TN 37917

Annual Report Planning

Board News Assignments

Action Item Review

Adjourn

Motion to adjourn: Drew Rutherford, seconded: Adam Hughes; motion carried.

Certified: 

Caitlin Seider, Chair

November 14, 2024