

Attendance: Eli Mazet ( Vice Chair), Teresa Pitzer, Deb Schussler, Ritta Dreier, Tym Mazet, Paula Gourley, Julia Garretson, Maria Moule

Excused: Willa Bauman

Staff: Kirsten Bolton, Jake Stroukel

Recorder: Diane McWhorter

Guests: Colleen Bauman, David Church, Craig Butler, Alan Pointer, Lynn Brown

Introductions and Announcements: Around the room. No announcements. Board members were urged to be extra kind and patient due to the tough weather week.

GM Address: Kirsten indicated the full agenda, and pledged to assist with making the meeting as efficient as possible.

Pressing Member Concerns: Craig Butler: As a member of the Survey Crew, he found that most of the data collected in the first survey was not useful to analyze, but he is willing to use the Survey Monkey subscription to collect more data that would be more useful. He reported that many of the responses (82%) favored a searchable vendor directory, and he felt that it would be the most important tool that could be developed to promote members online as well as while they are selling. The information available from the info booth is not enough to direct customers to specific products in a timely and efficient manner. He felt there are two problems: the technical aspects of setting up the directory, and the ability of members to provide good photos for it. He suggested that Holiday Market presents a great opportunity to take the photos and would be interested in helping to set up the details of such a process at HM. He also suggested that workshops for members would be helpful.

Paula Gourley: Paula was concerned that she learned we have members on Saturday who are carrying concealed weapons (reportedly legally.) She wonders what the weapons policy is, and whether or not it needs to be more explicit.

Discussion: Work on the website is beginning, and the intention is to make it the top priority for next season. A task force for the survey would be the first step toward making one happen. Members supported the concept of the searchable directory, but expressed some worries that HM tasks would prove to be too complex to fit it into the PM's duties. Kirsten assured Craig that both the HM opportunity and the searchable directory would be pursued. It will be put on the agenda for the October meeting, when Craig will bring some prepared materials.

The weapons issue will also be placed on a future agenda for discussion. Fact-finding, thoughtful process, and extended discussion is best for complex issues such as this. A position statement or policy could be developed, within the parameters of law.

Agenda Review: Add a report from the Co-Chairs of the Standards and Food Court Committees. Place in Committee Reports.

\*\*\*Motion: Approve the agenda with the addition of the FCC/Standards Committee (Deb/Ritta) 7-0-0

Reading and Approval of Board Minutes: August 2<sup>nd</sup> minutes.

\*\*\*Motion: Approve the minutes (Teresa/Paula) 6-0-1 (Julia)

Administrative Report: Kirsten reported that she reconciled July by August 15<sup>th</sup>, and she is working on August. The HM checklist was located and distributed, and a meeting was scheduled for the team, plus a site visit to the Fairgrounds for staff. The Bylaws say that the Board Chair and Secretary are supposed to sign contracts. At some point it was delegated to the GM, likely verbally, and that must not have been noted in the bylaws, but they should be changed. LCFM/SM Quarterly meeting scheduled for Sept. 19<sup>th</sup> with Willa Bauman, Angela Norman and Jack Richardson. Beth sent her thanks. Scheduled to meet with Jon Ruiz, City Manager, and Will Dowdy, City Planning Dept. Our organizational position is that SM should not be displaced, but the two markets cooperating to assist each other would be ideal. Building would probably not happen in summer 2018. Chairs were ordered. Banners were hung. New anchors were placed for the fences. The Site Operations structure was changed slightly to encourage leadership. The hours will be changed to eliminate overtime as much as possible. Getting staff to full time with benefits is the best for them, and for their commitment to the Market. The previous Promotions Manager did many administrative tasks which will probably be delegated to other staff. Jake has begun the hiring process for the Stage Manager position. The Job Description is attached in the packet. CPR Training will be held for staff. Kim Still Day was a huge success. The Deck is expected to be open soon.

Action Items:

Resolution to revise Personnel Policies – Member Grievance Policy revision requested by Personnel Committee: Currently reads:

Section V. Employee Development

Subsection D. Member Grievance Policy

1. If any member of Saturday Market witnesses, regards or perceives any action, occurrence, or attitude on the part of a Saturday Market employee, whether expressed or implied, as unfair or inequitable, a member is expected to consult first with the Market's General Manager. In the case where the employee involved is the Market's General Manager; the member is expected to consult with the Board Chairperson. If a satisfactory agreement for resolution cannot be made through regular channels, the member may appeal to the standing Personnel Committee in writing with a copy to the Market's General Manager (or in the case where the General Manager is the employee involved, the Board Chairperson). If the Personnel Committee is inactive, it shall be reinstated by the Board of Directors. in which a quorum shall be maintained consisting of a minimum of three members of the personnel committee for voting.
2. If a member files a written appeal with the Personnel Committee and no satisfactory resolution is reached within 15 calendar days after the appeal is received by the committee, the member may appeal to the Board of Directors in writing.
3. The Board of Directors will hear and review all evidence presented by the appealing member, the employee involved and the General Manager (or the board Chairperson in the case where the employee involved is the General Manager) and issues a decision within 15 calendar days after the appeal is received. This decision is final.

Revised Policy to Read: (changes in **Bold**)

Section V. Employee Development

Subsection D. Member Grievance Policy

1. If any member of Saturday Market witnesses, regards, or perceives any action, occurrence, or attitude on the part of a Saturday Market employee, whether expressed or implied, as unfair or inequitable, a member is expected to ~~consult first with~~ **submit a written Letter of Grievance to** the Market's General Manager. In the case where the employee involved is the Market's General Manager, the member is expected to ~~consult with~~ **submit a written Letter of Grievance to** the Board Chairperson **[and Vice Chair]**. **The member may not direct grievances directly to the staff, or the Market office in any form.** If a satisfactory agreement for resolution cannot be made through regular channels, the member may appeal to the standing Personnel Committee in writing with a copy to the Market's General Manager (or in the case where the General Manager is the employee involved, the Board Chairperson.) **The absence of this formal written grievance renders the complaint inactionable. Failure to adhere to the process could render the market membership invalid.** If the Personnel Committee is inactive, it shall be reinstated by the Board of Directors in which a quorum shall be maintained consisting of a minimum of three members of the personnel committee for voting.
2. If a member files a written appeal with the Personnel Committee and no satisfactory resolution is reached within 15 calendar days after the appeal is received by the committee, the member may appeal to the Board of Directors in writing.
3. The Board of Directors will hear and review all evidence presented by the appealing member, the employee involved and the General Manager (or the board Chairperson in the case where the employee involved is the General Manager) and issues a decision within 15 calendar days after the appeal is received. This decision is final.

\*\*\*Motion: Accept the changes made to Section V, Subsection D of the Member Grievance Policy (Deb/Paula) Rescinded

Discussion: add Vice Chair to Chair as a failsafe to cover complaints about the GM. Above, in brackets [...]

\*\*\*Motion: Accept the changes made to Section V, Employee Development, Subsection D, Member Grievance Policy, with the additional changes of "submit a written Letter of Grievance to the Board Chairperson and Vice Chair. (Deb/Paula) 6-0-1(Ritta)

Authorize the expenditure of up to \$7500 for an economic impact study. Amount authorized would be used as a baseline to get other bids before funds are spent.

Discussion: Members spoke in support of the study, but cautioned that the amount is large for our budget. Funds would be authorized by the Budget Committee before any expenditure is made. Being visible to the city can be done by other means as well.

\*\*\*Motion: (Authorize the GM) Not to exceed the expenditure of \$7500 for the acquisition of an economic impact study of the Saturday Market (Teresa/Maria) 5-0-2 (Tym, Maria)

Discussion: This is a merchandising tool for Saturday Market but the results will be confidential until it is reviewed and it is decided how to release the information and to whom. It is expected that it will

indicate the number of visitors, how much they spend, and how that money moves through the community at many different levels. The CPW and PPS surveys were skewed by the number of members who were not participating, and the amounts of average sales were not accurate, so an effort would have to be made to ensure that the data was representative. An overestimation of the impact would not necessarily be a detriment. This is needed not only for the City, but for applying for grants, and other purposes. A Task force could be created to help design the study when the parameters are known.

A census is attached to the packet showing Market attendance.

The Treasurer (Misy Hansen) has resigned.

A Budget P&L is included in the packet.

Leave of Absence Requests:

Bridget McBride, Sept. 10<sup>th</sup> through April 2018. This appeared to be a request for a Sabbatical, but that can be clarified.

\*\*\*Motion: Grant a Sabbatical to Bridget McBride (Paula/Teresa) 7-0-0

David Hansen: Requesting 4 weeks (August 26<sup>th</sup> through late September), which could qualify for a vacation month but since he has asked for a LOA, that is what will be discussed.

\*\*\*Motion: Give him a Leave of Absence for a month (Teresa/Tym) 4-1(Maria)-2 (Ritta, Julia)

Amy Clancy: Requesting LOA beginning 9/28/17 (no ending date specified). Ending date will be clarified.

\*\*\*Motion: Accept her Leave of Absence (Teresa/Deb) 5-0-2 (Maria,Ritta)

Note from member: Moon Rainbow suggests that members earning less than \$50 should not be charged a percentage fee.

More radios were purchased.

Discussion: Low-end Fee Relief will be on a future agenda. Perhaps Kim or Beth could be invited on the HM field trip. Contract-signing is specified in the GM job description, but the Bylaws would overrule that, so must be changed. People love the new chairs. Choosing a Treasurer is a process of searching for a qualified and willing individual and can take longer than a month if needed. Community members can be recruited, as the Treasurer does not have to be a Market member, and notice should be placed in the newsletter. The Info Booth banner was ordered intentionally plain so that the redesign of a logo could be accommodated in the future. A rebuild or new skin of the info booth will go into capital expenditures next year.

\*\*\*Motion: Approve the Administrative Report (Teresa/Ritta) 7-0-0

Julia left (6:25)

Advertising Update: Jake reported that he has placed an ad in the Eugene Symphony magazine, moving it to an earlier issue to precede HM. He placed a food-focused ad in the Weekly in their Chow section. He will place more focused ads in issues such as Music-focused ones. He will not renew the Oregon Family magazine advertising. Social media has shown gains of at least 1% in numbers of viewers on the

three platforms (FB, Twitter, Instagram). He included demographic data which showed age and gender of our social media respondents, as well as education and income levels on Twitter. Changes were made in the HM advertising beginning with the Guidebook cover. Examples of member ads were shown. He requested that member input on the public Facebook page be reviewed by him in advance of posting so that an organization response can be made rather than an individual response. The member page postings will not be affected.

Discussion: The callout before the Standards screenings has been appreciated, as well as the entertainment schedules. The online newsletter notification is also appreciated. Thank you for the written reports.

\*\*\*Motion: Approve Jake's report (Paula/Teresa) 6-0-0

Treasurer's Report: Lynn reported on the Budget Committee meeting and the Financial statements at the same time. He said that Administrative income is ahead of the budget, that HM income is good and the Fairgrounds payment can be made, and while there were some higher wages expenses because of the transition, they were not a problem. Income is well ahead of the budget at this time. The collection of past-due HM fees has been good, with only one person's fees still incompletely collected.

\*\*\*Motion: Approve the Treasurer's Report (Deb/Ritta) 6-0-0

Committee and Task Force Reports: Personnel: Paula reported on the August 24<sup>th</sup> meeting. Add "Recorder: Diane McWhorter" to the minutes. The Evaluation forms were the focus of the meeting to adapt them to the upcoming 3-month evaluation. The Employee Handbook was worked on, but is not ready for Board approval, although the committee passed a recommendation to take it to the Board. Changes to the Personnel Policies will be incorporated into the Employee Handbook. Next meeting 9-14-17 at 3:00 pm.

\*\*\*Motion: Approve the minutes of the Personnel Committee (Ritta/Teresa) 6-0-0

Discussion: Previous evaluation forms were designated to be filled out by Board members, committee members, and general members, which has been brought back on the new forms. Board members are required to perform the evaluations, as part of their duties.

Standards: Alan reported on the Aug. 16<sup>th</sup> meeting. Products were screened, some fudge was not approved for use of commercial ingredients as a base, and tarot readings were approved. Two notices of concern were discussed, one resulting in an issuance of a Notice to Appear, and the other resulting in no action. Busker Registration was discussed as well as other issues regarding buskers. Most of the issues with buskers are outlined in the flyer prepared for their information, which could be made more widely available. Changes in policy regarding members or classes of products generally are handled by setting a meeting to invite all members who make those products, with sufficient notification and followup meetings, before the policy changes are recommended. Those changes are generally put into implementation in the season following the change. Buskers will be placed on the next meeting agenda as Old Business. Next meeting September 20<sup>th</sup>, 5:00 pm.

\*\*\*Motion: Accept the Standards Committee report (Teresa/Tym) 6-0-0

Co-Chairs of Standards and Food Court Committees: A food booth has decided not to participate in HM, leaving an open space. Because this space is often blocked during performances and is less desirable, the co-chairs felt that perhaps the space could instead be filled with a craft booth or as a hold-back space to be used in case of other space issues such as double-booking mistakes. The space is expensive and bringing in a new food booth involves significant risk for that person, and would also take significant staff time to introduce to our procedures. This would be a one-year-only solution, retaining the space as a food space. They recommended approving the concept and letting staff work out the handling of the space. For various reasons the solution used last year (two substitute food booths sharing the space) is not a good solution for this year. There is very little time to put out a proposal to food booths, schedule tastings, and work through all the permits and service contracts necessary to sell new foods.

Discussion: Some members prefer that the space be used for additional food options, even prepackaged foods. Perhaps it could be offered at a lower price. It was suggested that two spaces might be combined to make that location work, or that the musician's coop could move there for a consistent craft presence along the wall. Spaces opening up mid-booking are always a problem for those who would have wanted them, and can't be avoided. The fee structure for the food booths needs examination, as it does not work for low-earning food booths.

\*\*\*Motion: Accept the recommendation of the co-chairs to allow staff to fill the space with crafts for this year only. (Teresa/Ritta) 4-2 (Maria,Tym)-0

Holiday Market: Paula and Deb gave the report on the August 9<sup>th</sup> meeting. The submitted minutes will be part of the report at the next meeting. Items discussed included the Guidebooks, the Elf Parade and Elves promotion, the Dress-Up Days, Work Tasks, Harvest Potluck, Holiday Hall, and decorations.

Street Team: Heather submitted a written report, with minutes by Jake, for the August 10<sup>th</sup> meeting. They sold more pages than anticipated and adjustments were made in the budgeting. Ideas were discussed to fill pages with fun items to supplement the ads. Members were assigned tasks and a working meeting was set for August 24<sup>th</sup>.

\*\*\*Motion: Accept the Street Team Report (Deb/Paula) 6-0-0

Discussion: There was some discussion about ways that Saturday Market funds could perhaps support the Guidebook project, with the goal of more participation or more distribution. Every seller reaps the benefits of the book, whether they buy an ad or not.

Policies Task Force: Deb reported on the August 22<sup>nd</sup> meeting. Many procedures do not have corresponding policies so there are areas for improvement. They are working on an organizational flow chart, Board Book review, and discussing what available technologies could be used to facilitate having up-to-date, posted policies. A temporary policies manual may be created as an interim measure. Homework is being done by task force members. Next meeting Sept. 26<sup>th</sup>, 2-4 pm.

Mini-Retreat Notes: Downtown Developments Task Force: Because a very detailed presentation was given, please refer to the Board packet for the content of it or ask the chair of the TF. Members present worked on a position paper/letter to the City, but it was not completed and will be revisited at some future time, after staff has met with city staff and received updates on their plans. Some photos of the materials were sent to the Task Force. The presentation was very beneficial in getting members and staff up to speed on the details of the recent past.

Board Training: Facilitation: This item was deferred to a future meeting. A book was shared on the subject (Facilitator's Guide to Participatory Decision-Making) and members were all urged to take advantage of the easily available free books from the Ford Family Foundation.

Old Business: Code of Conduct Task Force Reboot: There may be more work to do on the Code of Conduct to make sure it agrees with current nonprofit law. Paula volunteered to do the research on the law as it would apply to our organization.

New Business: Party Planning Committee Formation: This group would handle the needed arrangements for the Harvest Potluck, Annual Meeting, and other events which they might create. Kirsten will put it in the newsletter and Colleen volunteered to serve on it.

Survey: one effective and simple way to survey people is to ask them to apply stickers to a question board, which would work much more quickly and easily than interviews. This could be tried at HM.

Meeting Evaluation: Really good facilitating!

Adjourned: 7:45 pm

Future Agenda Items: Change Bylaws regarding contracts. Weapons Policy. Searchable Member Directory.