General Manager FYI
August 27, 2022
No action needed

OPERATIONS UPDATES

SALES: Department sales recap. The difference reported is between the current year and the prior year.

May	2020	2021	2022	Difference
Total Sales	$905,524.49	$901,521.53	$974,413.13	8.1%
Grocery	$412,874.43	$405,531.69	$425,092.08	4.8%
Wellness	$112,174.81	$112,383.72	$117,154.42	4.3%
Prepared Foods	$124,721.62	$128,808.68	$170,662.02	32.5%
Bakery	$54,032.32	$58,384.25	$52,958.16	-9.8%
Meat	$76,346.03	$77,341.91	$73,211.92	-5.3%
Produce	$121,931.02	$116,615.98	$132,073.95	13.3%
Campus	$5,961.05	$4,553.89	$5,593.10	22.8%
Customer Count	28,248	32,044	32,822	2.4%
Basket Size	$31.00	$29.45	$28.38	-3.6%

June	2020	2021	2022	Difference
Total Sales	$ 861,098.74	$ 810,142.49	$867,024.09	7.0%
Grocery	$ 404,097.31	$ 377,480.50	$379,627.53	0.6%
Wellness	$ 110,898.63	$ 106,024.01	$102,903.11	-2.9%
Prepared Foods	$ 94,550.47	$ 113,276.61	$150,725.32	33.1%
Bakery	$ 54,415.11	$ 34,707.92	$45,034.93	29.8%
Meat	$ 79,190.81	$ 67,189.24	$71,395.17	6.3%
Produce	$ 118,017.97	$ 108,860.03	$113,621.54	4.4%
Campus	$ 458.10	$ 3,645.99	$4,577.30	25.5%
Customer Count	26,804	26,676	30,344	12.1%
Basket Size	$ 31.23	$ 29.47	$27.76	-6.2%

July	2020	2021	2022	Difference
Total Sales	$908,890.62	$846,313.23	$898,840.56	6.20%
Grocery	$419,207.07	$382,075.25	$397,226.91	4.00%
Wellness	$120,922.22	$114,787.11	$104,867.14	-8.60%
Prepared Foods	$106,820.73	$131,908.09	$149,648.85	13.50%
Bakery	$57,152.29	$45,150.85	$49,359.95	9.30%
Meat	$83,951.99	$67,042.39	$71,596.66	6.80%
Produce	$121,157.29	$104,758.35	$123,559.30	18.00%
Campus	$2,095.96	$2,821.62	$4,062.43	44.00%
Customer Count	26,580	29,609	31,450	6.22%
Basket Size	$31.77	$27.88	$27.75	-0.47%

- New Ownerships:

CUSTOMER SERVICE

- Customer Experience Survey results:

	May-20	May-21	May-22	Jun-20	Jun-21	Jun-22	Jul-20	Jul-21	Jul-22
Overall Satisfaction	84%	75%	67%	84%	81%	75%	79%	87%	71%
Availability of Staff	82%	77%	77%	78%	75%	71%	70%	77%	71%
Friendliness of Staff	90%	80%	80%	85%	81%	83%	84%	91%	73%
Helpfulness of Staff	88%	84%	83%	88%	76%	75%	79%	83%	68%
Cleanliness of Store	96%	73%	72%	88%	76%	75%	77%	79%	70%
Availability of Products	34%	54%	53%	43%	54%	50%	35%	60%	54%
Greeted by Someone Other Than Cashier	60%	63%	52%	70%	58%	54%	70%	66%	63%

Customer Experience Survey Comments

- Comments are attached in an excel spreadsheet.

Sustainability Committee Meeting Notes

6.29.2022

Review of last month's notes for updates & action items:

The committee did not discuss.

Bulk Water:

- Melinda and Chloe did not have any updates.
- Greg was not available to join this meeting.
- David visited Winter Ridge Market (Sandpoint) and shared what their water system looked like. The jug in the Winter Ridge deli said that the alkaline system was down, so they must have an alkaline system.
- The committee will discuss this in August (as the committee will not meet in July)

Monthly Sustainable Features (No updates here):

- January: Supplements & Composting as a New Year's resolution
- February: Chocolate
- March: Bodycare
- April: Rufus: Shampoo and conditioner bar

- May: Russ will write about National Bike Month (deadline April 15)
- June: Josh will write about Idaho Wine & Cider Month (deadline May 15)
- July: Chloe will write about Plastic Free July/Rufus - How to avoid plastics (deadline June 15)
- August: Miriam might write something about shopping in bulk. (deadline July 15)
- September: Russ will write about Beer!
- October: Co-op Month and Fair Trade Month
- November: Susan - Poultry (Due October 15)
- December:

Chloe can write something for Plastic-Free July (to go along with the push/theme on social media and the website). Miriam shared hand-written pages on bulk items with David for inclusion in the August Community News newsletter.

Plastic-Free July:

- This website is available for review: https://www.plasticfreejuly.org/
- We will be marketing alternatives to plastics and we will also have in-store displays focused on non-plastic alternatives and/or renewable alternatives
- Resources from David: https://www.rd.com/article/really-like-plastic-free/
    - www.rd.com/list/reusable-versions-of-things-use-every-day/

Municipal Composting:

- Mia shared an update on composting.
- Inland Northwaste is ready to go with municipal food composting. They want to start a pilot program with the restaurants to include curbside pickup. The company will add another special food composting bin (to reduce/eliminate odor) for pickup.
- Inland Northwaste things customers' cost might go down if they reduce the size of their garbage roll cart and put applicable food waste in their compost bin. Some customers' cost may be neutral.
- Mia recommended sending an email to the City of Moscow Sustainable Environment Commission and the City Council to let them know we're ready and want municipal food composting.
- Inland Northwaste uses windrows and they'll continue to do so, but they'd like to get a $20-million energy-producing digester. They have a plan to pay for it, including funds from the U of I.
- Mia will write a short piece for Community News.

City of Moscow Draft Climate Action Plan"

The committee will discuss this at the August meeting.

Master Recyclers Program

The committee revisited this. Russ didn't have any updates to share, but is still working with Lauren now as she is working for the city.

Glass-to-Sand Machine:

Chloe will send Russ the contact from the UI Mechanical Engineering program based on his leadership of the Senior Capstone Design class.

Topics for next month (June):

- City of Moscow's draft Climate Action Plan
- Master Recyclers Program

Discuss next meeting date/time
Wednesday, August 24, 2022

Sustainability Committee Meeting Notes

8.24.2022

Review of last month's notes for updates & action items:
The committee did not have any edits or updates to share.

Bulk Water:

- Melinda and Chloe did not have any updates.

Monthly Sustainable Features (No updates here):

- September: Russ will write about Beer!
- October: Co-op Month and Fair Trade Month
- November: Susan - Poultry (Due October 15)
- December:

Master Recycler's Program:
The committee did not discuss any update on the recycling program

Municipal Composting/Inland Northwaste's Organics Program:

- Chloe and Melinda shared a brief update of the conversation they had with Stevie of Inland Northwaste and Appearances Marketing.
- A municipal composting (organics) program is approximately 3 years out.
- Inland Northwaste/Appearances are interested in collaboration with the Co-op on education efforts for our customer base and the general public.
- The cost of recycling is not a separate line item on the City of Moscow's utility bill. Recycling should be separate and garbage service should cost more.
- Inland Northwaste is potentially interested in purchasing a glass-to-sand machine.
- Mia mentioned Tyler Palmer's effort to establish an opt-in composting/organics program instead of a bundled composting/organics program. She said to call Tyler to share the need to have the program bundled in order to get increased buy-in and community support.
- His number is 208-883-7097.

City of Moscow Draft Climate Action Plan:

- Chloe will print a copy for Miriam and will leave it at the front end of the store.

- Stevie (Inland Northwaste) shared with us that this is not the first edition of this plan.
- This will be removed from the agenda and committee members can reach out to share highlights or interesting comments.

Topics for next month:

- David found many articles on glass-to-sand process. He will send them out after he has them organized.
- The public can drop off compost at the PCEI site (separate system from the Co-op's digesters).

Discuss next meeting date/time

Wednesday, September 28

Operations Information

E-commerce

- Our friends at Cordelia, our current webstore software provider, are closing their business effective September 1.
- We will be switching to an ECRS platform called WebCart that is integrated with our point-of-sale system.
- We're still unsure whether WebCart will be ready to launch on September 1 or if there will be a short gap in our service.

NCG self-checkout webinar

- Kerry and I attended a self-checkout webinar hosted by NCG on July 13th.
- Co-op that have rolled out self-checkout lanes have seen an increase in sales and in customer satisfaction by those using the lanes.
- We're interested in researching whether or not this option would work for the Moscow Food Co-op.

Prepared Foods Professional Development

- We worked with NCG to arrange a trip to the I-5 corridor (Seattle to Bellingham) for all three of our Prepared Foods Managers. They visited XX stores over the course of 2.5 days and came home feeling inspired.

Blue Mountain Station

- I was invited on a day trip to the food hub/cooperative grocery store this past June. We toured several commercial kitchen spaces, a local vodka distillery, a CBD production facility, a winery, and a candy maker's space.
- https://www.bluemountainstation.com/
- If you haven't ever stopped in at Blue Mountain Station in Dayton, WA, I would highly suggest it.

Farms Under Threat 2040

- I attended a webinar organized by the American Farmland Trust about the bleak future of our farmland in Idaho.

Human Resources

- We finally brought back our in-person classes for new hires (in this case, for everyone) on Customer Service, the Co-op Way, and Marketing at the Co-op. This is exciting because these classes have been on hold since the pandemic started.

NCG Fall meeting dates

- I'll be traveling to Minnesota on September 19th to attend 2.5 days of NCG meetings. I'll be back to Moscow on Friday, September 23rd.

Campus Co-op

- The Campus location is now open 7:30 a.m. – 4:00 p.m. for the semester, Monday through Friday

Promotions Planning

- Please see the attached Promo Playbooks.

Marketing Updates:

- Please see that attached update document.