

10/15/09 Bike Kitchen Board Meeting

Jordan, Angel, Amar, Kearstin, Jesse

Mediating Conflicts

- Jordan comment box proposal
 - **comment box**
 - positive and negative feedback
 - direct people to the box if they're concerned
 - a board member checks box once a week
 - staff comments and patron comments
 - but don't want board to be the "managers" of the BK
- steps for dealing with staff issues
 - (1) conversation about behavior and positive ways to resolve the conflict
 - relying on comment box
 - (2) if doesn't change (continued complaints), warning of asked to leave
 - (3) if doesn't change (if continued complaints) within 1 month
- ask the collective if they want to have a role in the discipline process; offer this as a board responsibility
- summary:
 - tell collective we want a **Feedback and Mediation Cluster**
 - check box
 - give feedback, apply handbook;
 - essentially a grievance procedure
 - 3 person committee, could include board,
 - staff member of the month
 - comments box (staff feedback, patron feedback)
 - based on deviations from staff handbook
- Jordan is cluster coordinator; will write description; will create the comment box
- proposal to the collective

Finances

- angel will invest our cash, CDs and/or money markets
- switch banks? at WAMU right now
- who will be on the account?
 - means: sign checks, have credit card,
 - Alon, Angel, Amer
- currently have 50, 000 in bank

Space

- parking spaces:
 - we only have one

- K is coordinating this
- lighting,
 - need more lighting outside
 - K will take lead on getting more lighting
- signs
 - handpainted signs, Jordan and Justin know someone
 - K will coordinate this
 - general price list, admission price list, any other signs

Capacity Issues

- shop gets too full
- greeter and mechs are empowered to tell people they can leave
- head mechanic? makes the call about when to call capacity; makes decisions about donations
- if outside not necessarily going to get help; inside/outside rule
- board proposes head mechanic idea; [Alon will post to listerserv]
 - staff should take more accountability for managing capacity
 - person who opens is head mechanic
 - make capacity calls
 - make donation calls
 - volunteer tasks
- notice on website about capacity
 - to tim [Angel will post to website]

ROLE OF THE BOARD DISCUSSION

- Alon:
 - governmental, legal, financial obligations
 - that could be enough
 - potential roles:
 - long term viability of the collective
 - succession (eg cluster system)
 - everyone getting along (mediation/feedback)
 - staying true to mission, eg youth program
 - outreach to other groups
 - SFBC, SF gov, other BKs
- Jordan:
 - fundraising
 - finances
 - paying rent
 - up to code
 - legal things

- bd is flexible about what collective wants to do; make shifts as awesome as possible by doing behind scenes thing
- Amar:
 - think about the BK to a newcomer; what would it be like to come in for first time
 - what would we want them to experience
 - from that newcomer's perspective,
 - particular emphasis on greeters, to make them more effective;
 - reaching out to women, queer people of color; WTF is great, but not necessarily
- Jesse:
 - sees board as helping bring to fruition certain developments that shop has been trying to implement but hasn't been able to get off ground (eg: mechanic training, applications, signage, etc...)
 - handle legal, financial, insurance issues
- Kearstin
 - long term health
 - maintaining the tone of not imposing systems
 - see projects through, but without too much imposition
- Angel
 - being careful not to set policy
 - be conscious of the animosity toward the board
 - see us as a board cluster
 - open and transparent, instead of the dark cluster meeting
- **Responses**
 - frustration over lack of transparency
 - importance of promoting individual initiative
 - taking on individual projects
 - growing the sentiment of new leaders, new cluster coordinators
 - bd manages cluster coordinators, cluster coordinators manage the shop
 - accountability ladder
 - outreach, PR, to the public
 - biggest issue might be quality of service
 - inventory issues
 - over-crowded

Paid Staff Person

- could handle:
 - inventory
 - Saturdays
 - volunteer coordination
- something to consider, but none of board really supports this

Next meeting Thursday Jan 14th