

ReStore Committee Minutes
May 8, 2018, 3:00-4:30 PM
Kirkpatrick Bank

Committee Members

Candy Molter, *Chair*
Peter Scanlon
Ryan Panariso

Staff / Guests

Jeff White, *Chief Operations Officer*
Linda Stahnke, *Executive Assistant*

Excused Absence

Tim Trowbridge
Rich Klaber
Bill Wall
Tom Scott
Kris Medina

CALL TO ORDER:

Ms. Molter opened the meeting at 3:00 PM with prayer.

Although there were a number of absentees, the committee agreed that it was worth meeting to keep things on track and to stay informed.

STAFF NEWS:

Mr. White reported that Dusty and Andria had learned a lot of valuable information at “New Store University.” He will be looking at HFHI helps and metrics in the future for the current store and potential future store decision-making.

Mr. Scanlon asked about drop-off locations as opposed to an entire store. What was the best for profitability? What are others doing successfully? Mr. White explained that while there are a few organizations using drop-off locations, a good scenario would be to have a drop-off location which would become the location of an additional store, building a base of support prior to opening.

There was also discussion about increased profitability with the addition of more employees.

Mr. White will be attending Camp Colorado later this week and looks forward to networking and gathering ideas.

The team mentioned a possible change in metrics used to evaluate the ReStore. Mr. Trowbridge is working on a scorecard/dashboard. Mr. White said we are gathering more metrics that we used to.

Mr. White explained that Dylan is beginning to be trained as an additional driver. He became a full-time employee in December. He and Alex, our present driver, make a phenomenal team with their great customer service in picking up donations.

We also have 4 AARP volunteers who are helping. They are paid by AARP and get weekly training. They have limitations on the amount they can lift. They are a stable source of help.

Donations Update

Receiving 1264 – about 50 a day (\$64k value)

194 pick-ups – Mr. Scanlon commented that this value amount is higher than usual. Mr. White said there were a number of larger items.

Ms. Molter asked how long it takes to get donations picked up once a call has come in. Mr. White said it takes about 10 days. They keep a "Hot List" of urgent pick-ups and try to work them in at the end of a day when there is time.

Financial Review

\$156,400 – POS number should go up after taxes are calculated. Budget \$165 – goal was \$150k. April of last year was approximately \$130k. There were a lot of lower sales days due to bad weather.

UBIT was 10.49% / 12.67% FY

Campaign is going to be rounding up. Kris wants to allocate this in the future for sending a staff person to Global Village. Scrap was \$4500. Prices are going up.

Net profit end of Nov. (\$42,952.80); Dec. (\$24,512.68); Jan. (\$5,711.06); Feb. +\$7,737.90; Mar. +\$10,383.63; April +\$19,759.40\$ Totals are up \$19k. We have hit \$500k in the budget. Percentage net profit – last year(net income / gross sales) about 26%; running 31% now.

Ms. Molter commented that she remembers when \$450k was considered impossible for the ReStore to reach. With this trend, she could see it trending toward \$590k in future. Discussion continued about "When more is done, more will be asked." Mr. White said he looks forward to what the end of year numbers will be.

Expense to note: expanded the docks. This expense won't show up until May financials. We received a \$6500 tax return from the city which will cover this expense.

Store Changes

The dock at the ReStore is now 8' out from the building and 24' wide. They can move 3 cars in and out at a time. There is a learning curve about how to turn the cars around. They are getting comments that customers like the improved wait time.

The revamped the paint shelving. Also emptied some lockers that were full. They got everything out and it sold quickly.

Paint Care

The ReStore was finally approved as first ReStore in Colorado to be a recycler and reseller of donated paint. (Paint Care company.) They will start with 10 containers in which to put paint. Marketing push will gear up at the end of May. They will encourage people to drop off other kinds of donations or shopping at the same time.

Paint Care will provide free signage. Paint will be picked up weekly. Mr. White would like a covered area for collections. Paint Care is willing to provide this. Recycling is at no cost to us, but helps build traffic.

Mr. Scanlon asked if we might be able to include advertising in brochures for home dedications.

There was a discussion about perhaps having to limit the amount the ReStore can accept at one time so that they are not overwhelmed by donations by contractors who are limited by law in how much paint they can have on hand.

Additional Discussion

There was discussion about forming a ReStore 2 subcommittee. Potential participants and types of expertise needed was discussed. Ms. Molter will talk to Ms. Medina when she returns from Camp Colorado about forming this group, then will get back to the committee with potential members ideas.

There were questions about from which parts of the city our donations come. Can we track demographics?

There was discussion about being available when UCCS, CC students move in and move out.

Mr. White talked about a large donation of cabinets and a recent cubicle furniture donation. They try not to turn things down or only focus on one kind of donation. They are willing to try new things.

Ms. Molter talked about how it makes a difference when the thank people well, following up.

The meeting adjourned at 4 PM.