

# SMILE General Meeting minutes

**Wednesday, November 2, 2022**

### At SMILE Station, S.E. 13<sup>th</sup> at Tenino

## Main Website

[www.SellwoodMoreland.org](http://www.SellwoodMoreland.org)

## Procedural

[www.SMILerecords.org](http://www.SMILerecords.org)

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**OFFICERS PRESENT:** Elaine O’Keefe, President; Elizabeth Milner, Vice President;  
Pat Hainley, Treasurer

**BOARD MEMBERS PRESENT:** Bob Burkholder, Emily Pitts

**SMILE MEMBERS IN ATTENDANCE:** Judi Davis, Marianne Nelson, Mike Battista, Dawn Caldicott, Clivis Brown, Ryan Baker, Justin Hyland, Justin Laney, Pat and Carrie Brunett, N. Levin, Tom Brown, Kari Korhmann, Troy Gabriel, Joe Mabe, Paula Sorenson

**VISITORS:** Connie Shipley

The meeting was called to order by SMILE President Elaine O'Keefe at 7:33 p.m. Attendees introduced themselves. Then President O'Keefe asked those present to review the General Meeting minutes of October 5; the meeting minutes were reviewed and approved unanimously.

Three featured guests from QFC Market in Westmoreland were introduced: Ryan Baker (Labor Manager), Justin Laney (newly appointed Westmoreland QFC manager), and Justin Hyland (Asset Protection Manager).

Ryan Baker summarized their discussion from the August 2022 SMILE General meeting. He reported that QFC has entered into a contract with OBRC (a nonprofit firm that services bottle drops) to install and service the new bottle redemption center in the rear of the store. He reminded of his previous report that other stores that switched to the new system had experienced a huge reduction in unpleasant behavior both inside and outside the store. He expects the existing bottle drop machine to be removed, and the new system to be installed sometime after Thanksgiving. Once the new system is installed, OBRC will redeem bottles once or twice per week by truck from the facility.

Questions were asked about entering into a new “Good Neighbor Agreement” with residents near the store. Baker responded that the process would have to be initiated by the neighbors, and that QFC would certainly consider the proposal after receiving it.

Justin Hyland reported that additional surveillance cameras have been installed at the Westmoreland store. In addition, QFC has approved two new security initiatives:

- They will install a “locking loop” system around the perimeter of the building and parking lot to lock carts’ wheels in place if they leave the premises. Customers who park on the street will receive assistance loading their purchases into their cars. This should help reduce both cart and merchandise theft. It will be installed in approximately 2 - 3 months.
- QFC is hiring an “Organized Theft Investigator”, who will work with local police departments to build cases against professional thieves who steal and resell merchandise. Theft has been a substantial problem for the store recently. This is a new position for QFC, and recruitment is underway.

Hyland reported that Kroger (QFC's parent company) has a "hands off" policy — i.e. employees are not to confront or pursue thieves. The rationale is that attempting to stop thieves puts employees' safety in jeopardy.

A lengthy question and answer session ensued. A concern expressed by many was alcohol theft by teenagers, and the ease with which they are able to walk out of the store with cases of beer. Several people opined that lean staffing, particularly in the evenings, contributes to the alcohol theft. They also alleged that the store and merchandise layout also appeared to them to be a contributing factor. Several suggestions were proposed, and Hyland explained which can be done, realistically and practically. He was asked if alcohol theft was being reported to Portland Police Bureau (PPB) or the Oregon Liquor Control Commission (OLCC), and he said it was currently not, because QFC does not have good information about the quantity of loss. Attendees expressed the opinion that a greater adult presence in the store would help deter theft.

Hyland reported that overall theft at the Westmoreland store is higher in volume and frequency, but — so far — lower in value, than at other stores. He shared that more aggressive theft prevention is challenging without PPB support, which isn't available at the moment.

When asked how neighbors can support the store, new manager Justin Laney responded, "By staying in close contact with store management, and continuing to share concerns and ideas for improvement." It was suggested that QFC might participate in the upcoming Sellwood Moreland Business Alliance (SMBA) "Decemberville" event on December 3rd as a way to introduce the new manager as well as the new bottle drop operation.

Elaine O'Keefe extended an invitation to the QFC team to stay in close contact with SMILE, and to attend future meetings.

Next, Connie Shipley — representing the Royal Rosarians — talked about plans for the "Milk Carton Boat Races", held annually at the Westmoreland Park Casting Pond. Shipley, who is in charge of the event, is seeking ways to improve and expand it. She reported that the new sponsor, Alpenrose Dairy, is very supportive, and interested in new features. In 2023, the races will include a food drive, and the starting time will be moved later by an hour — from 11:00 a.m. to noon. SMILE and Sellwood Community House representatives offered to assist with distributing milk cartons to race contestants.

SMILE Board member Emily Pitts spoke briefly about plans for Llewellyn students to sell Holiday crafts and hot drinks at "Decemberville", on December 3rd. Tom Brown of SMBA offered them space on the sidewalk near the corner of S.E. 16th and Bybee; President O'Keefe said that the SMILE Station is also available.

President O'Keefe adjourned the meeting at 9:01 p.m.