

Chenango Reports

Leading Business, Leading Communities™



(2009-2010 Annual Report Enclosed)

Message from the President & CEO



Troubled by the economy and dim prospects for their businesses, members came to the chamber looking for help, and found it. The Chamber offered a broad array of educational programs targeted to weathering the storm, and delivered those programs in new ways designed to be more convenient and less expensive, often free. For example, the Chamber partnered with Penn State University and Cornell Cooperative Extension to offer a series of Natural Gas Webinars, these webinars were offered at no cost to chamber members.

In addition to the Chamber's educational offerings, the networking events and marketing opportunities continued, but with apparent increased interest from our members. For example, if you missed our Annual Salute to Small Business Dinner, you missed an impressive group of people and a great event honoring some of our community's finest.

The Chamber also delivered value to its members through economic development activities. During 2009/2010, announcements from new and expanding businesses totaled over \$60 million in

direct investment and 234 new jobs. Economic expansion creates meaningful opportunities for Chamber members to sell their goods and services to the new and expanding businesses and their employees.

In this special edition of "Chenango Reports" you will find a copy of our Annual Report which will provide you with more information about the great work that has been done.

A special thanks and appreciation goes to the Chamber staff, the Board, and each of the committees. You have brought value to the membership through your support, and your commitment, not only to Commerce Chenango, but also to our community.

As we continue to move forward into our 2010/2011 year under the leadership of Kevin Walsh, we have much to do. We have put a very aggressive plan into place for year two, but we also have a great team to lead us through these efforts. I encourage you to participate in the Chamber activities and take advantage of all the benefits the chamber has to offer.

Thank you for your continued support.

Maureen P. Carpenter
President & CEO

Upcoming Meetings

- GAC Mtg. ~ July 6th @ 8:00 AM
- Chenango Foundation Mtg. ~ July 9th @ 8:00 AM
- CC Executive Mtg. ~ July 15th @ 7:30 AM
- CC Finance Mtg. ~ July 20th @ 7:30 AM
- IDA Mtg. ~ July 22nd @ 8:00 AM
- Advisory Council Mtg. ~ July 27th @ 7:30 AM
- CC Board Mtg. ~ July 28th @ 7:30 AM

Thank you to our 2009-2010 Sponsors

Acee Agency
Agro-Farma
Bassett Healthcare
Benedict Corporation
Blueox Corporation
Canasawacta Country Club
CDPHP
Chenango Memorial Hospital
Christman Motor Sales
Curtis Lumber
Eaton Center
Evening Sun

Excellus Blue Cross/ Blue Shield
Fred's Inn
Frontier
GHS Federal Credit Union
Golden Artist Colors, Inc.
Howard Johnson's
Lily Katherine's Bridal Boutique
M&T Bank
Mang Insurance Agency
Manpower
Mirabito Fuel Group
Mody Real Estate

Natoli & Natoli, LLC
NBT Bank
New York Central Mutual Ins.
Nina's Pizzeria
Norse Energy
Northeast Classic Car Museum
Norwich City School District
Norwich Pharmaceuticals
NY Pizzeria
Peggy Parker Real Estate
Piaker & Lyons
Preferred Mutual Insurance Co.

Rapid Reproductions, LLC
Raymond Corporation, The
Sidney Federal Credit Union
Staffworks
Steel Sales, Inc.
The Mid-York Press, Inc.
The Silo Restaurant
The Voss Group
Visions Federal Credit Union
WCDO
Wilber National Bank
Worksite Solutions

Member Briefs—

Agro-Farma—expansion is moving forward at the South Edmeston plant. According to Agro Farma Vice President of Operations Keven Bucklin, the project involves construction of an approximately 100,000 sq. foot refrigerated warehouse and renovations to the existing plant. This will permit the company to increase production and decrease traffic congestion around the plant. Currently, Agro-Farma distributes about 500,000 cases per week. The expansion will allow them to produce more than one million.

Volunteers recognized at UHS Chenango Memorial Hospital — UHS Chenango Memorial Hospital recently recognized those who give of their time to the hospital. About 100 people attended the annual volunteer luncheon at the Canasawacta Country Club, where the volunteers were recognized for donating 17,000 hours of time during 2009. Volunteers received pins, bars and charms in recognition of their hours served. More than 185 volunteers actively serve at the hospital during the year, said Julie Clarke, director of Volunteer Services.

Rapid Reproduction

Q

May we provide our employees an electronic pay stub instead of a paper pay stub?

A

Yes. New York State employers may provide an electronic pay stub if every employee has access to a business computer to access the electronic pay stub and the employee is able to print out a hard copy if they wish.

There is no requirement that employers first obtain the permission on the employees in order to provide the electronic pay stub.

Member Happenings—

Comedy Club at Park Place

July 10, 2010

Park Place Restaurant –7-9 East Park Place, Norwich
9:00 p.m.

Opening act: Nick Marra / Headliner: Tom Anzalone
For more information contact Event Coordinator,
Kerri Green at 607-267-8541

Business After Hours

July 21, 2010

The Eaton Center –19 Eaton Avenue, Norwich
5:00—7:00 p.m.
RSVP to Jill at 607-334-1402

AIM Fitness 2nd Annual Family Fitness Day for Charity

July 31, 2010

Aim Fitness -6142 State Highway 12, Norwich
8:00 a.m. to 2:00 p.m.

Activities include: 22.4 bike tour, 5K run/walk, bootcamp launch class, tug of war, chicken BBQ and prizes.

Proceeds to benefit: Catholic Charities & the SPCA

For more information: 607.336.9011 or www.aimfitness.biz

Business After Hours

August 3, 2010

Smith Ford, LLC – 175 East Main Street, Norwich
5:00—7:00 p.m.
RSVP to Jill at 607-334-1402

09-10 Commerce Chenango Board Members:

Chris Calhoun, Norwich Pharmaceuticals
Sewain Conklin, DCC Board
Jim Currie, Frontier
Richard Decker, Chair, Co. Board
of Supervisors
Patrick Dowdall, The Mid-York Press, Inc.
Bruce Erath, The Voss Group
Daryl Forsythe, NBT Bank, NA
Tim Handy, NBT Bank
Hugh Kearney, Chair, Chenango Co. IDA
Peter Komendarek, The Raymond Corp.
Drake Lamien, MD, Chenango Memorial Hospital
Barbara Schindler, Golden Artist Colors, Inc.
Chris Taft, Preferred Mutual Insurance Co.
Kevin Walsh, Peggy Parker Real Estate

The Commerce Chenango Board of Directors sets policy for our organization as well as the strategic vision. On a quarterly basis the board receives a full report on the following to monitor our progress related to our strategic plan: finance, personnel, membership, programs, governmental affairs, tourism, marketing and economic development.

During the year, the Board collectively set five priority projects for economic development: facilitation of the former Procter & Gamble facility; assistance with the Raymond Corporation expansion; reuse/development of the former NYS Veterans Home; involvement in the natural gas industry development and lastly railroad infrastructure redevelopment. The issues and barriers related to these projects are known and were taken into consideration when setting these priorities. The priorities were established based on the following criteria: overall economic impact on community, probability of success and how they align with our strategic plan.

In 2010/2011 the board and staff will prepare for Chamber Accreditation. The process will examine overall activity, procedures and benchmark Commerce Chenango among the best chambers in the country. This industry standard enhances the Chamber's image and provides for additional transparency of the organization's policies and procedures.

*Thank you to our Volunteers,
Commerce Chenango Boards
& Committees*

In the 2008/2009 Annual Report it was stated that one area the Advisory Council would be focusing on was partnerships between business and education. The link between business and education is imperative to creating an understanding of what businesses need and how these two sectors can work together for future growth.

Advisory Committee —

'09-'10 COMMITTEE MEMBERS:

Mitchell Anderson, L.A. Najarian
Jamie Baciуска, Baby Safe USA, LLC
Betsey Baio, New York Pizzeria
Bijoy Datta, Vibrant Creative
James Doig, Sidney Federal Credit Union
Eric Larsen, Laral Management
Denny Mirabito (Chair), Mang Insurance
Agency
Lisa Natoli, Natoli & Natoli, LLP
Barbara Schindler, Golden Artist Colors, Inc.

Through the year, the Advisory Council met with education representatives to discuss current programs being offered, how businesses could become more aware of these programs and contribute to identifying gaps in education to meet the demands of business. Also discussed was the issue of "brain drain" and how we engage students and educate them on the opportunities available in Chenango County, regardless of whether they go off to college and come back, or decide to stay after high school. To ensure continuing partnerships, the Advisory Council added a new seat to the committee for an education representative for the 2010-2011 year.

In addition, the Council focused their attention on member benefits. The council evaluated existing programs and benefits offered to the membership for their effectiveness and relevance to today's business climate.

Education and program development will remain priorities for 2010/2011. The Advisory Council will work in conjunction with the Ambassadors to develop stronger relationships with our members. They will continue working to strengthen the organization and find meaningful ways to help grow membership businesses and impact the vitality of the Chenango business community.

Marketing & Communications—

2009-2010 brought about a lot of changes at Commerce Chenango in the communications arena.

Hopefully, by now you've all noticed the Chamber Memo is arriving via email through Constant Contact, thanks to our sponsor Hayes Office Products. Constant Contact allows us to track information and send to a select group of members, and it allows members to register for events and add information to their individual calendars.

Another new venture for us is Facebook. This is a work in progress and we ask that you bear with us as we make this a fun, informative and viable site for you to keep in touch with us. Become a fan of Commerce Chenango and start or participate in discussions and catch up with what we're doing.

You'll probably also notice that the newsletter is looking a little different. We've expanded it to give you more of the information you're looking for. We're always open to ideas for what you'd like to see more of in this publication. Let us know if your company has information they would like to share with the membership. Members can share their good news in our weekly Chamber Memo, as well as provide articles for the monthly *Chenango Reports* Newsletter. And, as always advertising opportunities abound in a variety of sizes and prices.

And last, but not least, our website. Thanks to web developer Craig Ballinger of PixelFusion, our website is now complete. It's been a long time coming, but we're pleased with the final outcome and hope that you see a value in all of the new features that we're so excited about! We now have the opportunity to make edits on a weekly basis. Members receive a free listing on our website with a link to their own, a listing in the community directory, and referrals to their business. You can also read press releases, the Chamber Memo, program information and print out certain publications.

It is up to us to make sure you're receiving information in a timely, easy to read format. Please feel free to share your thoughts with us about all of these new changes.

Chamber members support the business community.

Chamber Staff

Maureen Carpenter , EDP, President & CEO	334-1404
Jill Eddy , Membership & Programs	334-1402
Kate Jones , Finance & Administration	334-1423
Audrey Robinson , Communications & Tourism	334-1429
Jessica Sheldon , Administrative Assistant	334-1400
Jennifer Tavares , EDP, Economic Development	334-5532

Membership and Benefits

Our number one priority is and always has been our members and their business needs. Last year our membership retention rate was 92%, higher than industry standards. 42 businesses joined the Chamber, and new practices were put into place to reach out to more members. 12 Business After Hours, 3 networking Luncheons, and our ever popular top five annual events were held. Awards were presented to 27 individuals or chamber members. Total attendees for the 2009-2010 year were over 1,500.

Our partnership with Merchant Data Solutions provided members of Commerce Chenango *exclusive* discounts on credit and debit card processing! If you haven't utilized this new benefit yet, call to find out how you can.

The Employee of the Month Award was established in 2008 to enable member businesses and organizations to nominate their outstanding employees for recognition by the Chamber. Last year, 12 employees received promotion for their organization, \$100 cash sponsored by Mang Insurance Agency, a \$50.00 gas card from Mirabito Energy Products and a gift certificate from Nina's Pizzeria and Restaurant.

The Member2Member Discount Program resulted in increased promotion and sales for 42 participating members.

The Chamber is always proud to bring programs to the membership free of charge such as the Businesskillers Educational Program sponsored by M&T Bank. In May, Tim Clune, Health Care Bureau Chief from the Attorney General's office gave Chamber members an overview of what the Health Care Bureau is currently doing to help businesses with health care issues. Members were given the opportunity to voice their concerns with respect to health care expenses and coverage issues. State Assembly Minority Leader Brian M. Kolb was invited to speak to members about the People's Constitutional Convention to Reform NY. And, due to popular demand, we once again offered the Notary Public review class and sold 51 seats, the most possible, for a nominal fee.

Two *Good Morning Chenango* events were held. Ray Cross, Morrisville State College, discussed "Identifying Opportunities: Engaging Young Men and Women in our Future," and Rebecca Snow with the American Red Cross shared ways of defining workplace violence, the different forms of verbal abuse, and how to address threats or threatening behavior. Over 80 members attended these presentations.

We continue to offer member benefits such as: Cobra Administration, Dental & Health Insurance, Employee Assistance Program, Putnam 529 College Savings Plan and a low cost Energy Program. Other member benefits include: advocacy, business referrals, community support, consumer confidence, low cost advertising, networking, weekly and monthly news publications, and professional development.

As always, your feedback is important to future benefits and programming decisions. Please feel free to talk to any of the Board members or staff listed in this report. We work for the betterment of *your* business.

Governmental Affairs

Committee Members:

James Bays, Supervisor, Town of Smyrna
Bob Carey, Mang Insurance Agency
James Currie, Frontier
Cynthia Gordineer, American Red Cross
Bob Granger, Eastern Energy Solutions
Steve Natoli, Chair, Natoli & Natoli, LLP
Steve Palmatier, Walking Ridge Development

The Governmental Affairs Committee was very active in 2009/2010 advocating on the following issues on behalf of businesses: Card Check, Empire Zones Legislation, Family Medical Leave Act, Friends of the Park, IDA Civic Facilities Bonds, Minimum Wage Legislation, opposing new taxes and fees, People's Convention to Reform NY, Power for Jobs, Shared Services, Worker's Compensation, and State Park closures.

Other areas of conversation by the GAC included: Cap and Trade, Prevailing Wage, natural gas, Public Higher Education Empowerment and Innovation Act, spending and property tax caps, Route 12 improvements, use of the former NYS Vets Home and Camp Pharsalia, liquor store revitalization act, tourism funding, and dairy farming.

March 8th was Small Business Day in Albany. Governmental Affairs Committee members Jim Currie, Bob Carey, Steve Palmatier, and staffers Audrey Robinson and Maureen Carpenter, presented their list of concerns in meetings with legislative officials. Our group met with: Assemblymen Pete Lopez and Cliff Crouch; Aaron Martin, Legislative Director, Senator Libous; Senator Seward; and a representative of Assemblyman Finch. Topics of conversation included: Closures of the Gateway Center and the State parks, tourism funding, natural gas legislation that authorizes counties to lease county land for natural gas exploration, development and production, the Empire Zone Program, repeal of the IDA cost recovery tax imposed on IDAs, support for Chenango County's request for communication with the Governor's Office and the Dept. of Health in regards to the New York State Vet's Home property and the Route 12 corridor.

We currently partner with the Business Council of New York State, the U.S. Chamber of Commerce, the Chamber Alliance of New York State, and Unshackle Upstate. It is the committee's goal to advocate for our members through these alliances and will continue to do so. Please feel free to call any of the GAC members listed above or Maureen Carpenter at 334.1404 with any issues or concerns you may have.

09-10 Finance Committee Members:

Shauna Hyle, NBT Bank
Jim Doig, Sidney Federal Credit Union
Bruce Erath, The Voss Group
Douglas Franklin, New York Central Mutual
Brian J. Page, NBT Bank
Chris Taft, Preferred Mutual Insurance Company

Award Winners for 2009!

2009 Small Business Award Recipients

Small Business of the Year ~ **Mang Insurance Agency**
Entrepreneur of the Year ~ **Enzo Olivieri**
Manufacturer of the Year ~ **The Mid-York Press, Inc.**

Small Business Gems

Central Diagnostic Imaging, Fred's Inn and White House Cabinet Shop

2009 Membership Luncheon Recipients

Agriculture Advocate, **Keith Severson**

Volunteer of the Year, **Tom Sutton/NBT Bank**

Woman Owned Business

Jill Eddy ~ Lily Katherine's Bridal Boutique

Non-Profit Organization

Hospice/Palliative Care Of Chenango

2009 Commitment To Community

Pegi LoPresti

2009 Distinguished Business of the Year

Frontier

Finance & Administration

2009 was a challenging year financially, with the economy still in a deep recession and membership revenues down. Nevertheless, we continued to provide quality services to our members and host programs with record attendance.

The Commerce Chenango Finance Committee met each month to review the financial position of the chamber. In addition to reviewing financial data, the committee reviewed policies and procedures to ensure your investment in the chamber is protected. Recommendations were made and implemented to upgrade and replace old and failed equipment. This year, we also incorporated the process of requesting proposals for our audit services. Although satisfied with our auditor's prior performance, it was felt that this procedure would make certain that the chamber is following best practices. The finance committee, along with management, is assessing the long-term financial goals of the chamber.

To carry out the goals and objectives of the organization, we must have well trained staff and that is why the chamber supports continuing education and training. President & CEO Maureen Carpenter completed year three of the US Chamber's Institute of Organizational Management program, as did the Membership & Programs Coordinator. The Director of Finance & Administration attended training workshops for human resource professionals; economic development staff attended Empire Zone Training; and Economic Development Specialist, Jennifer Tavares completed course three of four for certification as an Economic Development Finance Professional. (As of the printing of this publication, Jen finished her fourth course and now has her EDFP designation)

Our goal at Commerce Chenango is to run our non-profit organization as a business. We adhere to the highest of standards and believe in accountability. A full financial report will be made available upon board approval in July.

The Chenango Foundation

09-10 Board Members:

Barbara Franklin, CWS

Gloria Gibbon, Preferred Mutual Insurance Co.

Kerri Johnston, DCMO BOCES

Luke Murphy, Norwich Pharmaceuticals, Inc.

Sharon Pelosi, NYS Workers' Compensation Board

Tom Sutton, NBT Bank

Deborah Sylstra, Frontier

Kevin Walsh, Peggy Parker Real Estate

Leadership Chenango--2009/2010 marked the 13th Leadership Chenango Class. The class had 20 participants representing numerous business sectors including not-for-profits, insurance, finance, telecommunications, manufacturing and service. The class started in October 2009 and participants graduated in June 2010. Class facilitator Judie Wright, wRight Consulting, was assisted by Jennifer Tavares, Commerce Chenango. The graduating class left a gift of \$1,700 to be used towards future Leadership Program scholarships.

The Chenango Foundation received \$1500 from the Otis Thompson Foundation; \$3000 from the R.C. Smith Foundation and \$500 from TCA Vision 21 for the purpose of scholarships. \$3,250 of the funding was awarded for this year's class members with the remaining funds reserved for future program participants.

The Harry Tecklenburg Leadership Award was presented to David Emerson and the Dan Marshman Leadership Award was presented to Philip Metzger and Terry Ives.

Common Cents Thrift Shop--In August 2009 the Chenango Foundation received a request from the Common Cents Thrift Shop in Oxford to apply for grant funding from the Community Foundation for South Central New York on their behalf. The funding would be used to expand their services and relocate to a store front property. In September 2009, the Chenango Foundation Board of Directors approved project support and an application was submitted requesting \$1300.00. Upon approval, the Chenango Foundation became the fiscal sponsor for the project which is expected to be completed in July 2010.

Barn Quilt Project--In November 2009 the *Barn Quilts of Chenango County* committee requested the assistance of the Chenango Foundation to act as the financial conduit for the purposes of raising funds and seeking grants necessary to continue with their agri-tourism initiative. Funds received would be used for the development and creation of barn quilts that would be hung around the county on a trail specifically designated for this purpose. The Board of Directors unanimously supported the project.

Corporation Financial Information--The assets, liabilities, expenses and disbursements for all general, restricted and unrestricted financial activity for the Chenango Foundation fiscal year April 1, 2009 through March 31, 2010 will be available upon completion and approval of the audit.

Tourism

Local tourism meetings were held bi-monthly, and issues such as the tourism website, new taxes on entertainment activities, our regional name change, the 2010 marketing plan, state park closures, state funding and the distribution of tourism information were discussed.

As part of Commerce Chenango's strategic plan, we are working towards the goal of being the "go-to" place for tourism information and increasing awareness of the county's resources and assets. This will be accomplished with the website revisions, access to on-line publications and wider distribution of tourism information.

A "Vacationland" theme was used in 2009, as it was 50 years ago, in Chenango County. We continued to advertise through a variety of media under the 2010 theme of "The Heart of NY Festivals." This theme will be used on all Chenango County advertising to encourage consistency in what viewers see and hear. Over 150,000 attended Chenango County events last year.

The *Barn Quilts of Chenango County* committee received approval to move forward using the Chenango Foundation as a conduit for any funding that is procured. The group currently has 14 members and is presently working through sub-committees to accomplish the goal of painting/hanging 10 barn quilts and 4 community quilts by the end of 2010. We applied for a grant through the Chenango County Agricultural Development Council and received \$800. Other tasks have included: securing a list of working farm locations, a draft budget and plan, an informational brochure, the development of a liability waiver and policy and procedure document.

877 pieces of requested tourism information were mailed to individuals. This does not include the hundreds of pieces provided to businesses throughout the area for recruitment purposes or mass distribution.

Our 2009 year ended with advertising expenditures of **\$107,439.00**. This included monies spent through the state Matching Funds program as well as additional property co-op advertising. As this publication goes to press, we have not been notified if the State Matching Funds program will be funded in the state budget for 2010 or 2011. Therefore, most tourism properties (including Commerce Chenango) have been required to cut their advertising budgets for the 2010 year.

Mission

To serve our members and the Greater Chenango area through partnership with business and all levels of government; to leverage resources for sustainable economic growth.

Vision

Commerce Chenango will leverage all available resources to support its members, stimulate growth, enhance services, attract new business, improve infrastructure and grow tourism, with a priority on the retention and creation of jobs throughout the Greater Chenango area.

June Employee of the Month



L to R: Dan Grady, Mang Insurance Agency; Keith Lawton, Operations Manager, CZ USA; Recipient Paul Benedict and Maureen Carpenter, Commerce Chenango President & CEO

Sponsored by



Paul Benedict, Gunsmith, CZ USA., was selected as the recipient of Commerce Chenango's June Employee of the Month Award.

Originally attending the Culinary Institute in 1992, Paul was given the opportunity to pursue a career in the firearms industry in 2007 when he was offered a position with CZ-USA. Paul handles the top end work and final quality control of the pieces manufactured at the Route 12 location.

Keith Lawton, Operations Manager, says, "Paul always goes above and beyond what he is asked to do. He rarely needs to be told what to do and continuously takes the initiative to keep things moving by picking up the slack. He is a pleasure to have working here and is a role model for his fellow employees." Paul is extremely conscientious and the quality of his work reflects this on a continual basis.

Paul resides in Plymouth and enjoys hunting, gardening, mountain biking, and riding motorcycles. He's had a long time passion for the workings and collection of firearms.

Daniel B. Wesson founded Wesson Firearms Co., Inc. in 1968. The great-grandson of D. B. Wesson, co-founder of Smith & Wesson, his goal was to build the finest revolvers that the shooting world had ever seen.

In 1996 the Company was acquired by Robert Serva and in 1998 moved to Norwich, N.Y., to reestablish the revolver line. In 2005 a great opportunity came to Dan Wesson Firearms in the form of the world's largest firearms producer CZ. CZ-USA acquired Dan Wesson Firearms in early 2005 and is now managing it as a part of the CZ corporate group. CZ-USA has been manufacturing interchangeable parts for firearms at their Route 12 location in Norwich since 2003.

Paul received \$100 cash, made possible through the sponsorship of **Mang Insurance Agency**, a \$50.00 gas card from Mirabito Energy Group and a gift certificate from Nina's Pizzeria. If you are a Chamber member and would like to nominate someone, call 334-1400.

Remember to use your Member2Member Card!



To see an updated listing of what is being offered, please visit, <http://chenangony.org/chamber/other-member-opportunities/>

Please remember to have your key card with you when visiting members that offer a discount, and cards should be used by Chamber member employees only.

Welcome to our New Members!

Humana

Stephanie Taylor / (607) 895-6888
15 James Street, Sidney
Insurance

T-Squared Custom Millwork, Inc.

Tracy Tarbell / (607) 843-2442
127 Russell Lane, Oxford
Cabinet Makers/Architectural
Construction

Sundown Golf Course & Country Club

David Husted / (607) 895-6888
129 Hay Path Lane, Bainbridge
Golf Course
Amusement & Entertainment

Thymely Treasures

Susan Wood / (607) 336-1886
1 South Broad Street, Norwich
Specialty gift shop
Retail

2010 Summer Golf Event Winners



Bob Adsit, James Kitchen, Dave Massedonia, Spencer McCredy



Chamber/Tourism/Economic Development
19 Eaton Avenue, Norwich, NY 13815

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