

FOCUS

O'Neil & Associates

REWRITING
THE MANUAL
ON PRODUCT
SUPPORT p06



YOUR
BUSINESS.
YOUR
FUTURE.
YOUR
CHAMBER.



SUPPORTING SMALL BUSINESSES:
THE ENGINE
FOR ECONOMIC GROWTH p18

PREPARING THE WORKFORCE
FOR AN EMERGING
GROWTH MARKET p20

GREEN INITIATIVES:
GOODWILL EASTER SEALS
MIAMI VALLEY p24



Commercial Cleaning

- **Only Space Management has Level 1 Certified Cleaning for Health Technicians. We are NOT old school janitors, we are The Building Maintenance Professionals!**

Our Cleaning for Health, Cross Contamination Prevention, and hospital grade Infection Control Systems together with a lightning fast local support team are why smart Facility Managers select Space Management to maintain their buildings.

The experience base includes:

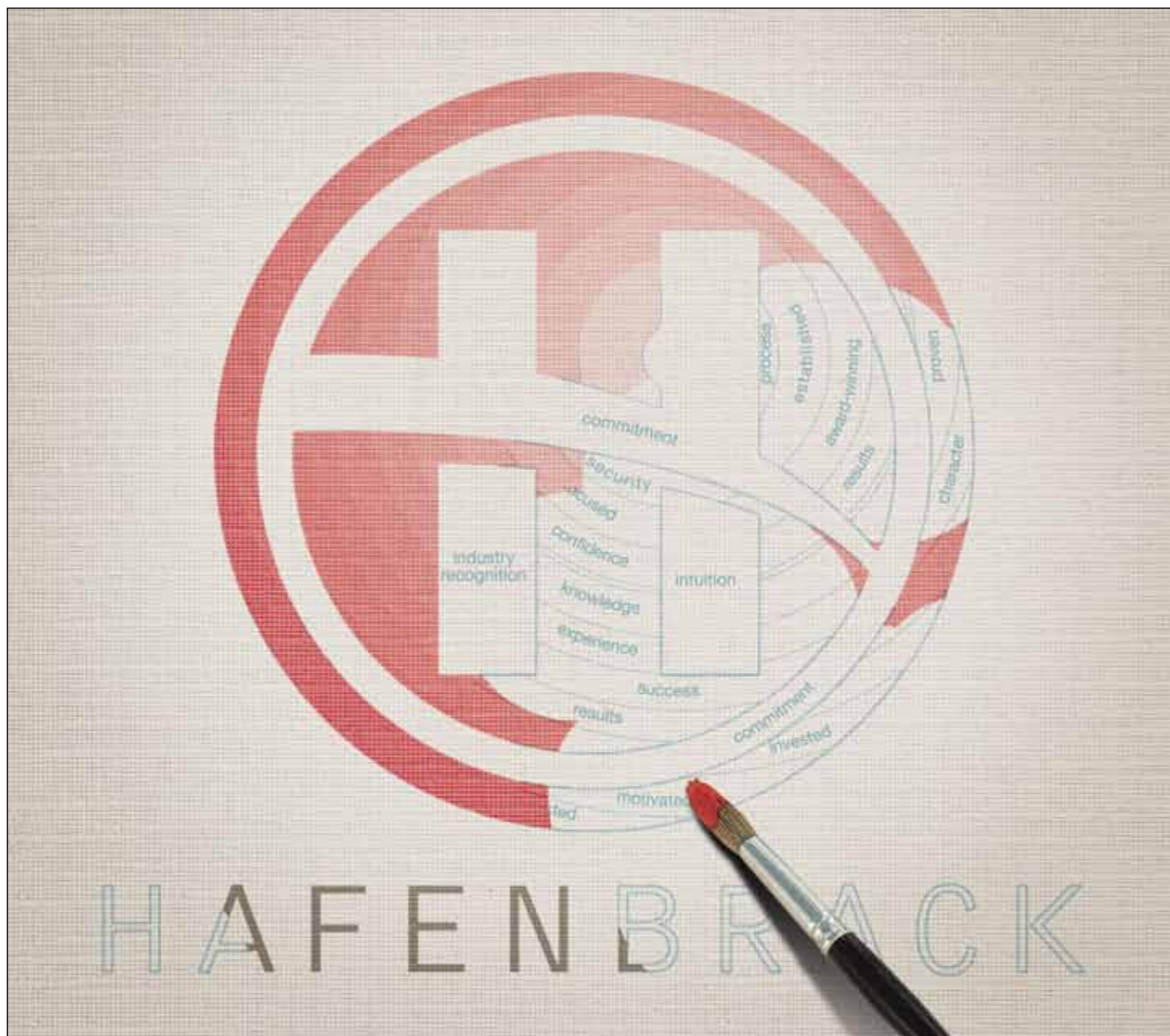
Healthcare / Research
Class A Office
Multi Tenant High Rise
Manufacturing / Warehouse / Industrial
Federal & Municipal Government
Law Enforcement
Public Transportation / Aircraft
Education
Retail / Malls
Sports / Entertainment Venues
Recreation



SPACE
MANAGEMENT

Building Maintenance Professionals

Tel: 937.254.6622 | Fax: 937.252.6622 | www.spacemanagement.com



The Fine Art Of Strategic Marketing.

In every intuitive action, with every masterful stroke, Hafenbrack Marketing creates success.

Through careful calculation, advanced understanding and proficient execution, we strike the delicate balance between unbridled creative marketing and intelligent business communication.

After 25 years, we have marketing down to a science and have raised it to an art. Discover for yourself and your business the Fine Art of Strategic Marketing at Hafenbrack.com.



HAFENBRACK MARKETING
THE IDEAS TO POWER BUSINESS

TEL 937 424 8950 WWW.HAFENBRACK.COM



Dayton Area
Chamber of Commerce

1 Chamber Plaza
Dayton, OH 45402-2400

all heart.all the timeSM

February is heart month.

But **your heart** is important **every month**.

At Kettering Health Network we have a big heart for hearts.

When your heart is on the line, seconds matter. Call 911 or get to one of our hospitals right away.



- Kettering Medical Center
24/7 ER
Accredited Chest Pain Center
- Grandview Medical Center
24/7 ER
Accredited Chest Pain Center
- Sycamore Medical Center
24/7 ER
Accredited Chest Pain Center
- Southview Medical Center
24/7 ER
Accredited Chest Pain Center
- Greene Memorial Hospital
24/7 ER
Accredited Chest Pain Center
- Fort Hamilton Hospital
24/7 ER

KetteringHeartCare.org



Product Support and Documentation Technologies that Keep the World Working

O'Neil & Associates is the global leader for integrated product support documentation technologies and delivery systems—and it all starts right here in the Miami Valley. From our headquarters in Miamisburg and our satellite offices throughout the United States, we serve a wide variety of industries including the defense, aerospace, industrial, and commercial sectors. We create everything from product service and support manuals to complete web-based and enterprise-level software solutions that help our clients around the world extend the life of mission-critical equipment, train essential personnel, and effectively manage spare parts orders, diagnostics, and repairs. On the battlefield or at the job site, in the hangar or on the shop floor—even in the home—O'Neil & Associates helps keep things working.

To learn more about O'Neil & Associates, visit www.oneil.com.

REVOLUTIONIZING DOCUMENTATION >>> POWERING PRODUCT SUPPORT

O'Neil & Associates, Inc. • 495 Byers Road • Miamisburg, OH 45342-3662 • 937.865.0800 • www.oneil.com

FOCUS is a quarterly publication of the Dayton Area Chamber of Commerce. It is distributed to Chamber members and regional businesses. Copies are available online at www.daytonchamber.org.

The Chamber is not responsible for advertisements included in this magazine.

No article may be reprinted without the permission of the Dayton Area Chamber of Commerce.

CONTACT INFORMATION

Dayton Area Chamber of Commerce

1 Chamber Plaza
Fifth & Main Streets
Dayton, Ohio 45402-2400
P: 937.226.1444
F: 937.226.8254
W: www.daytonchamber.org

EXECUTIVE COMMITTEE OFFICERS

Chairperson

Jim Pancoast
Premier Health Partners

Chair Elect

Dr. Roy Chew
Kettering Medical Center

Immediate Past Chair

Mark Thompson
LJB, Inc.

Treasurer

Jim Kaiser
Brady Ware

President/CEO

Phillip Parker
Dayton Area Chamber of Commerce

EDITORIAL STAFF

Editor-In-Chief

Toni Bankston — tbankston@dacc.org

Contributors

Stephanie Hicks
Vince McKelvey
Stephanie Precht
Roger Wentworth
Chris Wimsatt

DESIGN

Hafenbrack Marketing
15 West Fourth Street, Suite 410
Dayton, Ohio 45402
P: 937.424.8950
F: 937.424.8951
W: www.hafenbrack.com

To advertise, contact Peggy Ludwig
at 937.424.8950 or email
pludwig@hafenbrack.com

PRINTING

3G Graphic Solutions
581 West Leffel Lane
Springfield, Ohio 45501
P: 937.325.5503
F: 937.324.5697
W: www.3g-graphics.com

PRESIDENT'S Message



FOCUS ON: REDESIGNING OHIO

Your Chamber's number one public policy agenda item for 2011 will be to advocate the work we started

in 2010 with our Ohio metro chamber partners to help Ohio make the changes needed that can streamline government, make it more efficient, and focus it on outcomes and solutions versus processes.

Our publication, *Redesigning Ohio — Transforming Government in a 21st Century Institution*, (available on our web site at www.daytonchamber.org under our Public Policy section), was specifically written about how to modify our state government's bureaucratic atmosphere into a leaner, less regulated and more entrepreneurial institution that will better serve our needs for job and business growth. We encourage your inspection and comments on this report. It is designed to stimulate ideas wrapped around "budgeting for outcomes" and making recommendations in nine key areas including:

- Charter Agencies
- Entrepreneurial Management
- Government Regulations
- Tax Expenditures
- Civil Service System
- Public Employee Pensions
- Healthcare Costs
- Criminal Justice System
- Local Governments

This report is not the panacea for all of our budget and bureaucratic woes, but it will give our legislators and new Governor specific suggestions that can be used to not

only get us through the current challenging times but reshape our state government into a more streamlined service provider.

This document was not done overnight and took two dozen professionals close to a year to research, evaluate and recommend. The Dayton Area Chamber of Commerce and the eight other chamber organizations representing more than 40,000 Ohio businesses decided we would not sit on the sidelines in this statewide debate — nor throw stones. We decided to wade into the fray and make our research and recommendations publicly known, at the risk of having to defend controversial ideas if necessary.

I appreciate you taking the time to review our recommendations. I also thank our Board of Trustees and volunteers who provided input and endorsement of this important document. We must find solutions for the state's current crisis. It will come at a cost — both monetarily and by either eliminating non-productive services or driving the decision for services down to the local level where voters will decide their fate. Not all of our ideas will come to fruition, but all or most are good starting points for sound public policy decisions. — ■

Phillip L. Parker, CAE, CCE
President & CEO Dayton Area Chamber of Commerce



FOCUS is a "green" publication. The paper is made from 30% recycled fiber with chlorine-free pulp timber from managed forests. The soy-based ink meets all requirements of The American Soybean Association.

HOMEY




THE PERFECT HOME BASE WHEN YOU'RE LOOKING FOR A NEW HOME.

At our Homewood Suites hotel we know how challenging relocation can be. So we give you a home base you can count on. With a spacious suite. A full kitchen to create home-cooked meals. A hot full breakfast every morning, and dinner among friends on weekdays. Plus, the extras that make your home complete: free internet access, cable TV, workout room, and laundry facility to name just a few. Because the best way to find your new home, is to feel at home right from the start.

- Evening Dinner & Drinks Served Mon-Thurs*
- Hot Full Breakfast Served Daily
- Spacious Suites with Fully Equipped Kitchens
- Business Center



**HOMEWOOD
SUITES**
— Hilton —
Make Yourself at Home.®

Homewood Suites by Hilton
Dayton South
3100 Contemporary Lane
Miamisburg OH, 45342

RESERVE YOUR ROOMY SUITE AT
HOMEWOODSUITES.COM

(937) 432 0000
Our local website:
DaytonExtendedStay.com

 **H HONORS**
HILTON WORLDWIDE

Evening dinner and drinks available Monday through Thursday. Subject to state and local laws. Must be of legal drinking age. Preset hotel services are offered at the discretion of each hotel and may vary. ©2011 Hilton Worldwide

TABLE Of Contents

Member Profile — Koorsen Fire & Security.....	05
O'Neil & Associates — Rewriting the Manual on Product Support	06
Economic Forecast	11
Economic Indicators	12
Getting Down to Business — Sen. Rob Portman.....	14
Executive Dialogue	17
Small Business Toolkit.....	18
Workforce Update	20
Chamber Purchasing Opportunities	22
Sandler Training — Sales Forecasts	23
Green Initiatives from Goodwill Industries	24
Chamber Chatter.....	26
New Members List.....	28
Generation Dayton Awards	30
Calendar of Events	31



On The Cover

O'Neil & Associates, this issue's
premier sponsor.

Member profile — Koorsen Fire & Security.

05

Economic forecast for the Dayton region.

11

Sales forecasts — method, magic, or mystery?

23



MEMBER Profile

Drew Kiger, the Dayton area manager for Koorsen Fire & Security, wants 2011 to be the year his branch expands its customer base, moving outside a primarily commercial market to also serve more schools and homes.



Koorsen
FIRE & SECURITY



"We don't do a lot of schools here yet," Kiger said. "That's going to be kind of our target focus for 2011." He hopes to at least make the contacts this year so that, even if nothing happens now, "we've got a start to begin going after that market."

Koorsen is a 65-year-old family-owned business based in Indianapolis that sells, installs and services a wide range of fire protection and security systems — fire extinguishers, alarms, sprinklers, fire suppression systems and security systems for home and business. It moved into the Miami Valley about three years ago after purchasing Best Fire in Springfield, and about a year later moved the branch office from Springfield to Huber Heights. The office currently has 11 employees.

Kiger said Dayton is a good market even with the recession and the loss of some major manufacturers. "There's still some activity going on from the smaller machine shops. The smaller companies still have new projects going. So, yes, it's definitely a good market to be in."

Kiger is a member of the Dayton/Miami Valley Safety Council — the Dayton Area Chamber of Commerce's safety training program — and was a speaker last fall at a council Safety Breakfast with the Experts. He said he likes the monthly breakfasts both for their content and the chance to meet other safety professionals. "It's kind of a relaxed way to network with people," he said.

In fact, a contact made at another Safety Council event, the annual Safety Congress, led Koorsen to a key account with the Dayton Metropolitan Housing Authority. Kiger said DMHA needed a service its existing company couldn't provide and "gave us a shot." Koorsen began doing other jobs for the agency and eventually won a one-year contract to provide a broad spectrum of services. Kiger described it as a "pretty good-sized account" that will help offset work lost to the recession.

Koorsen recently opened its fourth Ohio office, this one in Cincinnati. The company had been serving Cincinnati from the Dayton office, but Kiger said the distance made that

less than ideal. He's excited about the new office, but said his branch now has to make up the lost revenue, as well as to grow. His business plan includes improving intraoffice communication to make the best use of his resources and building a culture where "everyone sells" — even the office workers look for opportunities for new business. In addition, he plans to offer additional services to existing accounts and to explore those new markets.

He also wants to bring the company's school safety program to local schools. The program involves a dog that has been trained to "stop, drop and roll" and to crawl across the stage to demonstrate for children how to act in a fire. "It's a pretty neat show," Kiger said.

The program is more than a marketing tool. Kiger said it also reflects the company's desire to contribute to the community. "Mr. Koorsen's actually a big proponent of doing that," he said. — ■



O'NEIL & ASSOCIATES

Headquarters Miamisburg
 Employees Approximately 360
 Satellite offices 10, including
 Nijmegen, Netherlands

CORE COMPETENCIES

- *Technical information development and life-cycle maintenance*
- *Interactive Electronic Technical Manuals*
- *Technology-based management of workflow, content, documentation and learning*
- *Diagnostics and troubleshooting*
- *Computer-based training*
- *Integrated technology solutions*
- *Legacy data conversion, transformation and enrichment*



Bob Heilman, President and CEO,
 O'Neil & Associates.



Tom Hawley, Director of Strategic Business
 Development, O'Neil & Associates.

Capital equipment such as bulldozers, tactical military vehicles and airplanes — large, expensive machinery with long life cycles — make up most of O'Neil's work.



REWRITING the manual on product support.

By Vince McKelvey

Technology didn't just change how O'Neil & Associates produces technical manuals. It changed the company. Over the last decade or so, O'Neil grew well beyond manuals to become a full service product support company.



SUPPORT

PRODUCT

O'Neil's manuals now may be electronic, interactive and keyed to the specific piece of equipment being serviced. Its diagnostic programs can "talk" to the vehicle that's in for repair, and its systems can manage the maintenance workflow all along the supply chain.

"We create the product support information and we apply technology to connect it to the users, the supply system and the business processes associated with that," said Bob Heilman, president and CEO of the employee-owned company.

"We wrote technical manuals. Ten years ago or 15 years ago, if you were to ask what we do, that's what we would say," he added. "In the mid- to late '90s, we recognized that technology is going to be important in how this information might be used and we started investing in publishing-related technologies and web technologies.

"And I think that's helped us maintain our position in the marketplace."

SOLID GROWTH

Maintain is one word for it. Between 2004 and 2010, O'Neil's sales more than doubled, reaching nearly \$38 million last year. During that time, its workforce grew about 70 percent to about 360. Some 275 of them work at the company headquarters on Byers Road in Miamisburg. Last year alone, O'Neil added 60 people, 40 of them in high-tech positions, Heilman said, a growing segment of the company's employment.

Defense-related work makes up about 65 percent of what O'Neil does, and it has been good for the company, Heilman said. But he said they're also seeing growth on the commercial/industrial side of their market. "We have noticed quite a bit of uptick in the commercial area, especially in the last six months," he said.

STRONG SUPPORT STRATEGIES

Most of O'Neil's work is with capital equipment such as airplanes, bulldozers, tactical military vehicles — large, expensive machinery with long life cycles.

"Those things typically have 15- to 20-year life cycles so there's a need for good maintenance," Heilman said. "Literally, there are countries that are shut down if the large container handler — the variable-reach fork trucks and things like that — can't offload the ships. Their people go hungry. So there has to be a good support strategy. That's what we do."

The company operates internationally and has 10 satellite offices, generally located near major clients. The largest satellite is in Oshkosh, Wis., home to the Oshkosh Corp., O'Neil's largest defense-contractor client and probably its oldest client, Heilman said. "Many of our premier clients we have long-term agreements with."

The U.S. Army TACOM (formerly Tank-Automotive and Armaments Command) is O'Neil's largest direct government client and its largest commercial client is NAACO, the parent company of Yale and Hyster forklifts. Other major clients include GE Appliances and GE Aerospace.

(continued on page 08)

Three years ago, O'Neil built a 4,500-square-foot, high-bay teardown facility in Miamisburg so its technicians could get up close and personal with big machinery.



TAKING IT APART TO GET IT RIGHT

To ensure detailed and accurate operating manuals, repair guides and parts catalogues, O'Neil may bring in the equipment it's going to document and tear it apart, whether it's a washing machine or a military vehicle. "Every new (GE) appliance that gets generated and fielded, we get it in advance of that and we prepare the service and parts manuals to support it," said Thomas Hawley, O'Neil's director of strategic business development.

About three years ago, the company built a 4,500-square-foot, high-bay teardown facility in Miamisburg so its technicians could get up close and personal with big machinery. One day recently, a U.S. Army medium tactical vehicle – its wheels nearly as tall as a man – sat nose-to-nose with an agricultural boom sprayer from Miller St. Nazianz Inc. There was room enough in the bay for two more such pieces of equipment.

The high-bay facility is "one of the things that would set us apart," Heilman said. "We sort of built it on the 'field of dreams' concept and it's been full ever since. I wish we would have built it twice the size."

MANUALS AND MORE

O'Neil continues to produce technical manuals, naturally, but it also creates web programs and software to manage content in

the manuals and the workflow of equipment maintenance. Information is up-to-date, tailored to specific machinery and translated into other languages. Images may be three-dimensional and animated. "The right information at the right time in the right format," Hawley said.

The Army makes extensive use of O'Neil's Electronic Maintenance System, which allows technicians in the field to diagnose problems, order parts and document maintenance sessions. The Army's strategic communications system also uses an O'Neil supply-support program that links an interactive manual, which is embedded in the system's operating computer, to the supply depot. The program manages parts orders, keeps maintenance records and handles all related transactions, Heilman said.

O'Neil also creates curriculum and offers web-based training and skills assessment. In a just a few short years using the system, Heilman said, one client "realized 40,000 course completions" and about 15,000 skills-specific certifications. "And that was all done over the web," he said.

"We've just been kind of systemically vertically integrating in the space of product support information. Technology to deliver, technology to manage, technology to create is where the tech connection is."

OPEN-SOURCE SOLUTIONS

O'Neil has been privately held since it was founded in 1947, but in 2003 it became employee-owned in a deal struck with previous owner John Staten, who is the company chairman. The Employee Stock Ownership Plan now has assets of more than \$6 million. "Literally, the better we do, the better we all do."

Heilman and Hawley said some basic philosophies have served the company well. For one, they don't undercut their work by discounting the price. "We try not to compete on price, but we do definitely compete on value," Heilman said. Said Hawley, "We continue to just offer high value, high quality and stick to our guns and not low ball a project. We're seeing the returns."

Also, the customized systems and solutions O'Neil provides to a client are open, standards-based and not proprietary.

"We make them very modular," Heilman said. "The idea is we look at our customers' processes and we figure out where to put technology to help the process; as opposed to saying, 'Here's our cool software, now you have to change your world to match what our software can do.' And I think that's been the key to our success." ■



"My family and I decided to establish permanent funds in The Dayton Foundation, rather than set up a private foundation. This has given us estate advantages by being able to use closely-held stock from our family business, helped us to establish a value for the stock and has made the whole process easier. It's been very effective, and I'd recommend it to any business owner."

— Robert S. Neff, former Owner, Chairman and CEO of Neff Courier Group, Inc.

For 90 years, The Dayton Foundation has been helping people like Bob Neff to help others. Let us help you help others. Call (937) 222-0410 and ask for our Development department – or visit us online at www.daytonfoundation.org.

90 Years of Helping You Help Others™

Join our mailing list at www.daytonfoundation.org or follow us on Twitter@DaytonFdn or on Facebook.



O'Neil & Associates, an employee-owned company, is actively recruiting for the following positions:

Application Developer – Designs, implements, maintains, and releases production-level application modules as defined by software specifications. Strong object-oriented skills and .NET experience preferred.

Database Engineer – Designs, implements, maintains, and releases production-level database objects and supporting application modules or scripts as defined by software specifications.

Systems Analyst – Five or more years of practical systems analysis or business analysis experience inside the full software development life cycle.

Information Architect – Works with product managers, development and infrastructure staff to ensure proper information deployments for both specific applications and full integration across all systems.

Software Quality Assurance Analyst – Responsible for gathering specific product knowledge in support of test cases, execution of test scripts, and documentation and review of results.

Support Engineer – Acts as liaison between enterprise-level software development team, client network administrator, and user community.

**REVOLUTIONIZING DOCUMENTATION
>>> POWERING PRODUCT SUPPORT**

**HOW TO
APPLY**

visit: www.oneil.com

email: humanresources@oneil.com

mail: 495 Byers Rd., Miamisburg, OH 45342

CUSTOM TAILORED LEGAL SOLUTIONS

*for Your
Business*

Don't get caught in a stitch, let our experienced attorneys provide you with effective legal solutions.

- Labor & Employment Law
- Workers' Comp Defense
- Government Contracts
- Construction Law
- Business Law
- OSHA



*A PERFECT FIT,
NO MATTER THE SIZE*

DUNLEVEY, MAHAN & FURRY

www.dmfd Dayton.com • (937) 223-6003



Embrace change.

*Providing products that
adapt easily to your
changing needs.*



**elements IV
interiors**

Your vision. Our mission.

3680 Wyse Rd., Dayton 937.918.1000 www.elementsIV.com

DAYTON

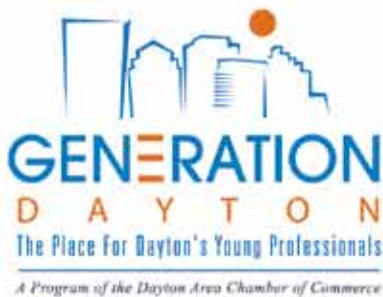
Dayton Area
Chamber of Commerce

The future success of the Dayton Region

"I belong to Generation Dayton and the Dayton Chamber to be part of the future success of the Dayton Region.

Quality networking, leadership skills training and community service opportunities are just a few of the benefits."

Jennifer Rettig
STEERING COMMITTEE CHAIR
GENERATION DAYTON



*My business
My future*
my chamber.



make the Dayton Chamber yours at www.daytonchamber.org

ECONOMIC Forecast

Although the economic recession of the past few years has been no stranger to the Dayton area, the region is well positioned moving forward and the regional economy continues on a path of reinvention.

*Also see the
"Economic
Indicators"
on the
following pages.*

THE DAYTON AREA EXPECTS ECONOMIC GROWTH IN 2011

Once locally dominated by the manufacturing segment alone, the Dayton area now has a much more diverse business acumen thus creating opportunities in new and exciting fields that leverage the area's resources and competitive advantages. Many of these advantages leverage our traditional industrial attributes as well as our superior infrastructure network and complement those with our region-wide expertise in a variety of research and developmental resources. Additionally, the cost of doing business in the Dayton area is very competitive, making this region attractive to any business looking to reduce expenses.

It is anticipated that 2011 will be a positive economic year for the Dayton area with unemployment continuing to lower, company expansions increasing and a number of our strategically important investments coming on-line around the region. Additionally, throughout 2009 and 2010 the city of Dayton itself has realized a combined \$800+ million worth of investments and expects to see another \$400+ million worth of infrastructure improvements over the next few years. It has also started on an effort to strengthen ties to WPAFB, implement significant neighborhood

redevelopment efforts, and has announced some significant development projects within the core city itself.

The local workforce has been retraining at a feverish pace with enrollment at record levels. This transition to a more highly skilled and marketable workforce will help secure the local business community and will likely draw outside investment moving forward.

We are not without our challenges but the Dayton economy will grow at a modest but positive rate moving forward. By leveraging our competitive cost structure, skilled workforce, and competitive advantages we will continue to provide a fertile foundation for economic prosperity. — ■



WHEN AN APPLE A DAY IS JUST NOT ENOUGH.

ChamberCare is just one of the ways that the Dayton Area Chamber of Commerce is working for you. To get your FREE quote on Health Care Insurance, contact the Chamber at 937.226.1444.

Anthem 

DAYTON
Dayton Area
Chamber of Commerce

Learn more about Chamber Group Value Services at: daytonchamber.org

ECONOMIC Indicators

The Chamber's monthly publication, "Economic Indicators", provides useful information in the areas of employment trends, new construction, home sales, sales tax collection and much more. These indicators allow analysis of economic performance and predictions of future performance. Here is a sampling from the December 2010 report.



GDP

GROSS DOMESTIC PRODUCT — ANNUAL PERCENTAGE CHANGE

3rd Qtr '10	2nd Qtr '10	1st Qtr '10	4th Qtr '09	3rd Qtr '09
+2.0	+1.7	+3.0	+5.6	+2.2

CPI

CONSUMER PRICE INDEX NOV. 2010

November 2010	
monthly change.....	0.0%
Annual percent	
change 2010.....	+1.1%



Key Economic Indicators — December 2010

SALES TAX COLLECTIONS

COUNTY	RATE (%)	OCT '10	OCT '09	12 MO. CHANGE	YTD '10	YTD '09	YTD CHANGE
Butler.....	0.75	2,450,216	2,837,273	+15.8%	24,746,381	25,002,591	-1.1%
Clark.....	1.50	1,609,208	1,474,180	+9.1%	16,267,403	15,636,897	+4.0%
Darke.....	1.50	445,888	480,466	-7.3%	5,241,414	5,338,909	-1.9%
Greene.....	1.00	1,829,128	1,684,343	+8.6%	17,678,575	17,228,791	+2.6%
Miami.....	1.25	1,139,001	791,437	+43.9%	10,879,022	8,269,433	+31.5%
Montgomery	1.00	5,372,070	4,981,846	+7.8%	50,708,931	49,069,555	+3.3%
Preble	1.50	350,773	282,892	+24.1%	3,771,560	3,313,629	+13.8%
Warren	1.00	2,199,098	2,068,980	+6.3%	22,857,278	21,691,044	+5.3%
Region (\$,000s).....		15,395	14,601	+5.4%	152,150	145,551	+4.5%

Cost of Living Index

DECEMBER 2010

Dayton, OH	90.8
Columbus, OH	92.7
Cleveland, OH	100.6
Miami, FL	104.7
Richmond, VA	106.0
Chicago, IL	118.3
Baltimore MD	119.1
San Francisco, CA	162.1
U.S. AVERAGE	100.0

UNEMPLOYMENT RATE

	NOV '10	NOV '09	'10 AVERAGE
Dayton MSA (Metropolitan Statistical Area).....	10.1%	11.2%	11.2%
Ohio.....	9.3%	10.2%	10.4%
U.S.....	9.3%	9.4%	9.7%

VALUE OF NEW CONSTRUCTION

DAYTON MSA NEW CONSTRUCTION	YTD NOV '10	YTD NOV '09	YTD CHANGE
Non-residential.....	581,515,000	518,345,000	+12.0%
Residential.....	229,394,000	186,085,000	+23.0%
Total.....	810,909,000	704,430,000	+15.0%

HOME SALES

DAYTON MSA	NOV '10	NOV '09	% CHANGE	YTD '10	YTD '09	% CHANGE
No. of homes sold.....	599	900	-33.44%	8,599	8,735	-1.58%
Total home sales (\$,000s).....	71,152	115,617	-38.46%	1,021,972	947,427	+7.86%
Average sale price (\$)......	118,786	128,464	-7.53%	122,583	124,681	-1.27%



ABOUT ROB PORTMAN

Rob Portman is a United States Senator from the state of Ohio. He was elected in 2010, running a campaign that focused on common-sense conservative ideas to help create jobs and get the deficit under control. Rob won with a margin of 57 to 39 percent, winning 82 of Ohio's 88 counties.

Rob was born and raised in Cincinnati, where he lives today with his wife Jane, and their three children, Jed, Will and Sally. He grew up in a small business family, where he learned early on the value of hard work, leadership, and fiscal responsibility. When Rob was young, his dad, Bill Portman, borrowed money to start Portman Equipment Company, where Rob and his brother and sister all worked while growing up. His father, and then his brother, built the family business from a small forklift truck dealership with five employees, with Rob's mom as the bookkeeper, to one that employed more than 300 people. Rob became a lawyer and developed his own private practice, representing Portman Equipment Company and other small businesses. In 1993, Rob was a partner

(continued on page 16)



Rob Portman (R),
United States Senator, Ohio.

An opportunity to interact with elected officials is what "Getting Down To Business" is all about – your Chamber's part in public policy and advocacy activities.



Getting Down To BUSINESS With...

Rob Portman,
(R) UNITED STATES SENATOR, OHIO

Q Each year, members of the Dayton business community travel to Washington D.C. for the annual Community Leader Fly-In to express the importance of Wright-Patterson Air Force Base to the Dayton region's economy. As we continue to realize the economic development accomplishments of the Base Realignment and Closure (BRAC) outcomes of 2005, the community is anticipating the level of preparation needed to be successful in the next round of BRAC hearings. What recommendations would you share with the Dayton community to ensure that we continue to build upon the success of our BRAC achievements?

Sen. Portman During my 12 years representing southwest Ohio in the Congress I always enjoyed meeting with participants in the Dayton Community Leader Fly-In, and I hope to see you all again this year. As the largest single-site employer in the state of Ohio, Wright-Patt not only serves a crucial role in our country's defense, but it is also one of the largest regional economic engines in the nation. In 2005, we all worked together as a team to address the BRAC threat to Wright-Patt, and were

successful in benefiting from some of the nationwide consolidation and cost savings. We need to do that again, coming up on the next BRAC, and in response to the budget pressure Department of Defense will be under even without a new BRAC.

Fortunately, we have a lot to sell. I think the regional economic development successes following the 2005 BRAC process reflect the unique nature and capabilities in the Greater Dayton community. The significant contributions made to our national security and economy through the innovation and excellence of the local workforce and local companies pays a dividend to our nation as a whole. These are critical attributes that should inform any future deliberations in the BRAC process.

The region certainly benefits from the BRAC-related growth of Wright-Patterson "inside the fence." But it is crucial to stress that there is great potential for such growth to be a catalyst for a rapidly expanding tech corridor of private companies "outside the fence." It is important that the Dayton-area Congressional delegation, including me and Senator Brown, local elected officials and local business leaders work together to define priorities and make our best case for Wright-Patt based on the facts.

Q During the healthcare reform debate of the past two years, the Dayton Chamber advocated for a focus on curbing the rising cost of healthcare for businesses. With the Affordable Care Act passed in 2010, many members of the business community have found themselves in a more uncertain and precarious position as they attempt to navigate the new reforms. With the new legislative leadership in Washington, D.C., how do you plan to focus on addressing concerns over the implementation of the Affordable Care Act?

RP I share the same concerns with many Ohioans over the Democrats' healthcare bill. Unfortunately, the new law does not address the basic cost and access challenges that Ohio faces. In fact, it leads to higher healthcare costs, large tax increases, higher premiums, and fewer jobs. That is why I have made a commitment to seek to repeal and replace the flawed healthcare law. Those of us who seek a repeal of the current law should recognize that such an approach would be challenged by the current administration and Senate. This is why while we continue to press for more wholesale reform, we should also focus on small reforms that have a better chance of being passed. The 1099 reporting requirement in the healthcare law, for example, is bad policy that is devastating to small businesses.

(continued on page 16)

(continued from page 14)

in the Cincinnati law firm of Graydon, Head and Ritchey when he was elected to Congress, where he represented the diverse, seven county Second District in southern Ohio. He was proud to serve the Second District for twelve years, and in seven elections, he never received less than seventy percent of the vote.

During his time representing the Second District, Rob earned a reputation as a serious leader who focused on results. Rob was actively involved in crafting and promoting the historic welfare reform efforts as a member of the committee that wrote the legislation, and he was a forceful advocate of the balanced budget that passed in 1997. Rob gained the respect of both Republican and Democratic colleagues through his successful, bipartisan legislative initiatives, including several measures he authored to increase retirement savings, reform the IRS and add over 50 new taxpayer rights, curb unfunded mandates, reduce taxes, and expand drug prevention and land conservation efforts.

In 2005, Rob left Congress when he was asked to serve as the United States Trade Representative, the Cabinet-level official responsible for implementing and enforcing U.S. trade policy. In his one year in the job, Rob was successful in reducing barriers to U.S. exports and increasing enforcement of trade laws to help level the playing field for American farmers, workers and service providers. Under his leadership, American exports increased and the U.S. brought successful legal challenges against international trade law violations.

Following his accomplishments as Trade Representative, Rob was asked to serve in another Cabinet post, this time as Director of the Office of Management and Budget. A deficit hawk, Rob made his mark by proposing a balanced budget, fighting irresponsible earmarks, and putting in place new transparency measures for all federal spending.

Rob succeeded George Voinovich as Ohio's U.S. Senator on January 5, 2011 and immediately began fighting for pro-growth, pro-jobs policies to help get Ohio and our nation back on track. — ■

(continued from page 15)

Q *Improving our region's transportation system to meet the current needs of the community is an issue that is at the forefront of the Dayton business community's legislative priorities. Multi-jurisdictional projects, such as the Austin Road Interchange, require state and federal transportation funding and years of planning to come to fruition, but are of the utmost importance because of the substantial impact these improvements will have on the economic development of the region. What more can the Dayton community do to ensure that our region's transportation investments parallel the economic development priorities of the region?*

RP We need to upgrade the Dayton-area infrastructure because it will help to attract and retain jobs. The American Society of Civil Engineers has recently examined Ohio's infrastructure and given us poor grades. According to ASCE, our top two priorities are roads and bridges – core infrastructure needs. Infrastructure improvements are key to future economic growth, as is assuring the safety and capacity of existing assets.

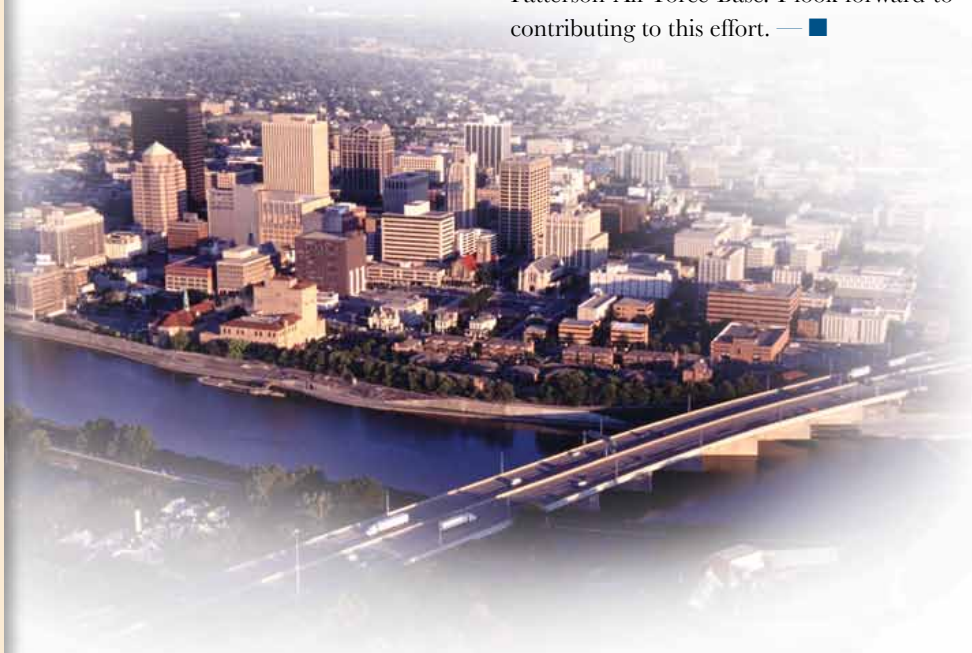
Part of this challenge is that Congress has failed to pass in a timely fashion a multi-year highway bill. It is critical for Congress to finalize a long-term infrastructure and transportation plan to provide certainty and a means of prioritizing how federal funds should be distributed. The current policy of temporary extensions of the 2005 highway bill introduces far too much uncertainty into such a critical program.

Q *After serving for 14 years in Congress and in the Cabinet, you've recently embarked on your first term in the Senate. What do you anticipate being the most challenging aspect of this transition? What are your top priorities to tackle during your first term in office?*

RP I believe my experiences representing the people of the Second District in Southwest Ohio will help me to help Ohioans during tough times. In Washington, I will remain focused on creating an environment conducive to job growth. I'm hopeful that we will be able to find common ground to make real progress on the very real economic and fiscal challenges our nation faces. Unemployment remains above 9 percent while our debt stands at \$14 trillion. We have the daunting but achievable mission of tackling both, and that is what I will work to do.

Q *As a resident of Southwest Ohio and after making several campaign stops in the Dayton region, what are your impressions of the Dayton region's business community?*

RP I have always been greatly impressed by the commitment to the region and expertise of the Dayton workforce. Comprised of dedicated individuals committed to strengthening our national security, contributing excellence to the field of medicine, and promoting innovation and invention, the Dayton business community and labor force is a plus. Going forward, we need to do more to leverage this expertise by encouraging further economic development connected with the regional infrastructure surrounding Wright-Patterson Air Force Base. I look forward to contributing to this effort. — ■



EXECUTIVE Dialogue

The Chamber's best kept secret.



The pooled experience, expertise and talent found in members of an Executive Dialog group can be beneficial to your business goals and relationships.

WHAT IS IT?

Executive Dialogue is a forum for business owners and executives to discuss common and not so common business problems and solutions in a frank and confidential environment. Participants meet monthly in groups of approximately 10-14 people. Competitors are not placed in the same group.

Each group provides its members with support and consultation on any number of business issues including marketing, hiring, financial issues, etc. The group to which you are assigned can function as an unpaid board of directors for your business – discussing important business issues and providing you with a place to build trusted relationships with other business owners.

The pooled experience, expertise and talent of the group can often point to better answers to many everyday and long-range questions about your business. An Executive Dialogue group is not a networking group but rather a professional support network to help propel you towards your business goals.

WHAT IS THE COST?

\$250 annually of which \$170 goes directly into your group's account to pay for monthly meeting expenses.

HOW CAN I JOIN A GROUP?

Contact LaDonna Wulfbeck at lwulfbeck@dacc.org or 937-226-8264 for an application. — ■

What do others say?

"Participation in the Executive Dialogue program has been one of the most time- and cost-effective activities I have engaged in for the last several years. The professional relationships forged with other business leaders have been invaluable to me personally and to the company in general. By providing a forum in confidential settings with other business owners, the Executive Dialogue Group facilitates frank discussion on a myriad of issues ranging from politics and current events to specific challenges for an individual member's organization or the overall business environment. I have come to value and respect the input of my fellow group members and highly recommend the program to other business owners."

— John C. Hanna
President & CEO
INVOTEC Engineering, Inc.



SMALL Business Toolkit

Supporting small businesses: the engine for economic growth — *The Dayton Area Chamber of Commerce has been supporting the Dayton regional business community for over 100 years. The strategy behind this support has varied due to changing economic conditions but the one strategy that has always stayed in focus is our support of small businesses.*

A NEW PARTNERSHIP TO CONNECT DAYTON-AREA SMALL BUSINESS OWNERS WITH THE RESOURCES THEY NEED

Small businesses today have a major role to play in our economic recovery. They are an engine for economic growth, creating 65 percent of the new jobs in the U.S., according to the Small Business Administration (SBA).

In an effort to provide up-to-date and educational information to the local business community and the Chamber has recently partnered with Dayton SCORE (a non-profit volunteer organization created to assist the Small Business Administration in helping the grass roots businesses to start and grow in the Dayton area) and Huntington Bank to create the Small Business Toolkit Series. All three groups are committed to the local business community and have joined forces to assist small businesses in their pursuit of success. The series will provide a number of educational seminars on a variety of topics that business owners face every day.

Huntington has a long-standing commitment to small businesses, as the number one SBA lender in both 2009 and 2010 in Ohio. Huntington also is the fifth largest SBA lender in the country for 2010 by number of loans, while it is ranked overall as the 39th largest bank.

Over the past two years, Huntington has uniquely positioned itself to be the bank for small businesses. In doing so, Huntington continues to support small business growth –

working closely with customers to find ways to offer credit and cost savings, while taking advantage of its expertise in identifying credit enhancement programs available through the SBA and the state of Ohio.

All small businesses need dependable cash-flow to maintain adequate inventories, make payroll, or pay for real estate and equipment. And there are a variety of loan options to assist small business owners, including both government and bank loans.

SMALL BUSINESS LENDING CREATES JOBS AND REVITALIZES TROUBLED BUSINESSES

Small businesses are the lifeblood of our communities, and Huntington's goal is to continue to help these businesses meet their varied and evolving financial needs. Huntington has already demonstrated its dedication to grow and improve the economy in the Midwest through the following initiatives:

- **\$4 billion loan commitment** – In early 2010, Huntington announced a commitment of \$4 billion in loans over the next three years to small businesses throughout its service area in Ohio, Michigan, Indiana, Pennsylvania, West Virginia and Kentucky.
- **New Business Bankers** – Since the beginning of 2010, Huntington hired 153 business bankers to more effectively call on small businesses to offer financial solutions to help those businesses grow – helping to further drive job creation in Ohio and throughout the Midwest.
- **“Second look” lending** – Huntington works closely with its customers to find ways to demonstrate trends toward profitability and stability, even when they have experienced losses or lower profitability during the recession. Taking a “second” or closer look at each loan application means that businesses are getting extra attention and effort toward finding ways to meet their capital needs.



Small businesses are the lifeblood of our communities.



Banking. Investments. Insurance.

OUR VISION FOR YOUR HEALTHY EYES IS ALWAYS 20/20.

The Dayton Eye Surgery Center is the region's leader for the treatment of injuries, diseases and disorders of the eye. Combining the most experienced physicians and nurses, state-of-the-art equipment, and an unparalleled commitment to total patient comfort, we perform more than 6,000 procedures each year — more than anyone else in Greater Dayton. And with expertise in the treatment of young children, adults and especially seniors, you can trust us to deliver the best care for you and the ones you care about most.

If you need eye surgery, talk to your doctor about the Dayton Eye Surgery Center, call us at (937) 431-9531 or visit us online at www.DaytonEyes.com.



Eye Muscle Surgery • Corneal Transplant • Cataract Surgery • Retinal Surgery • Glaucoma Surgery

BRINGING THE THINGS YOU LOVE BACK INTO FOCUS. | DAYTONEYES.COM



CHANGING LIVES...



...is so Wright State.

"One of the things I enjoy most is being able to go into the community and share the excellence that exists at Wright State. We touch the lives of many people in the community. The university provided a path for me, a 25-year-old who didn't really know what he wanted to do with his life. I couldn't have imagined having the opportunity to make the impact that this role with the research institute has provided me. There's no doubt. Wright State changed my life."

Ryan Fendley, '05 MBA
Director, Wright State Research Institute



www.wright.edu/changinglives

WORKFORCE Update

In the last 10 years, much has been reported on the use of Unmanned Aerial Vehicles (UAVs) in military operations in Iraq and Afghanistan. In the next 10 years, it is anticipated the rapidly expanding civilian UAV market could outpace that of the military.



PREPARING THE WORKFORCE FOR AN EMERGING GROWTH MARKET

According to market sources, total UAV sales in 2007 were in excess of \$5.6 billion, and expected to increase to \$10-\$15 billion a year within the next five years.

As the use of UAVs increases, so does the need for industry-specific education, training and certifications. Over the past year, Sinclair Community College's Workforce Development division has convened regional UAV collaborators to determine the level of interest in creating a National Center for UAV Education, Training and Certification in the Dayton region. Attendees at these sessions have included representatives from academia, business and industry, economic development organizations, and federal, state and local government.

From these meetings, regional collaborators have supported Sinclair Community College leading the regional efforts to establish a

national education and training center in Dayton. In addition to Sinclair's nationally recognized education programs and its established FAA-approved flight school, the college has a long track record in providing training aligned with regional workforce needs. In fact, Sinclair established the nation's first automotive technology training center back in 1905, which has since grown to be among Chrysler and General Motors' largest college training programs and is also home to the National Center for Manufacturing Education. The proposed National Center for UAV Education, Training and Certification would enable individuals and companies to attain critical skills and knowledge in the growing UAV industry in order to fill expected workforce needs.

"Through the partnerships built between academia, business and government, we look forward to creating a national education and training center to benefit our region's economic development efforts," said Deb

Norris, Sinclair's Vice President of Workforce Development and Corporate Services. "Working in concert with the UAV industry, Sinclair and its educational partners will leverage existing training, as well as develop new curriculum, all with the goal of creating

a national UAV education and training clearinghouse." To date, Sinclair's local higher education partners include the University of Dayton Research Institute's Center for Unmanned Aerial Vehicles Exploitation (CUE) and Wright State University's Center of Excellence in Micro Air Vehicle Research. As this work progresses, Sinclair's intent is to expand these partnerships both locally and nationally.

(continued on next page)



As the use of UAVs increases in military operations, so does the need for industry-specific education, training and certifications.

The national education and training center will deliver training through a variety of methods: face-to-face classroom instruction, online learning, simulation, and hands-on experience gained on and off the ground. To that end, Sinclair is evaluating the submission of a Certificate of Authorization (COA) to the FAA for airspace within Southwestern Ohio where UAVs may be permitted to operate for training.

“The establishment of a National Center for UAV Education, Training and Certification will provide leading edge training to our regional workforce and extend training offerings to a national audience,” said Norris. “It will also leverage the Dayton region’s designation as an Aerospace Hub and support efforts to establish the region as the national leader in UAV research, development, integration, education, training and testing.”

Serving as the college’s front door to economic development, Sinclair’s Workforce Development Division focuses on the needs of employers by offering training and consulting services and providing individuals with industry certifications, credentials, and professional development. For more information, go online to www.sinclair.edu/workforce. — ■



Leadership Dayton
LEADING TOGETHER
A Program of the Dayton Area Chamber of Commerce

CONNECT NOW
ACCEPTING APPLICATIONS
FOR THE CLASS OF 2012

leadershipdayton.org

Emerald Limousine Service

Your one-source stop for chauffeured transportation in Dayton and the surrounding area.

- Over 20 years of service experience
- All non-smoking Lincoln vehicles
- Value packages for every occasion
- Serving corporate clients
- Executive sedans, 10- to 14-passenger limos
- VIP Bookers Club

For more information contact us at 937-434-9004 or www.daytonlimo.com

PURCHASING Opportunities

Chamber members can avail themselves of these special purchasing opportunities and offers:

HEALTH CARE

Through the Chamber's partnership with Anthem Blue Cross and Blue Shield, another "members only" benefit is available. Our group Health Insurance program provides:

- Substantial savings for small/medium-sized business owners,
- A network of 1,400+ physicians, and
- Flexible benefit options. Insurance available.

Anthem 

An independent licensee of the Blue Cross and Blue Shield Association.

For information, call Kenya Taylor at 888-294-1187 ext. 7122

Workers' Comp Savings Partner

The DACC group rating program offers high savings – up to the BWC's maximum discount – and excellent service in workers' compensation.



Contact Julia Hall today for more information!
937-226-8280 ■ jhall@frankgates.com

E·A·P Plus+

An Employee Assistance Program for the Dayton Area Chamber of Commerce Members

- ◆ Reduce Health Problems & Absenteeism
- ◆ Improve On-The-Job Performance
- ◆ Reduce Work-Related Accidents
- ◆ Reduce Turnover & Training Expense

For more information please call 937-534-1356

www.careworks.com

Leading the way.

CareWorks helps more injured Ohioans recover from workplace injury and successfully return-to-work than any other MCO.

CareWorks

1.866.CAREWORKS

OFFICE DEPOT

Let the Buying Power of the Chamber Save You
Up to **60%** on Your Office Supplies!

Customers have the ability to order online at
bsdnet.officedepot.com.

Call or fax order for delivery or visit our
retail stores to get great values.

**For information, call Coleman Szekely
at 937-594-2594**

**Office
DEPOT**
Taking Care of Business



**3 or more years of your membership fee
back in savings!**
Independent and objective advice
from the experts.

For more information contact:
Nicholas Williams at 937.431.9697
Nicholas.Williams@Schooleymitchell.com
www.smtcdayton.com

Do You Need To Increase Your Sales?

Is selling a core competency in your organization?
**Sandler Training can help you
close more sales faster!**



THE ROGER WENTWORTH GROUP, INC.
2358 Lakeview Drive, Suite 150
Beavercreek, OH 45431
937-320-9234
www.rwg.sandler.com
roger@sandler.com

ChamberSOURCE alliance

Natural Gas Program
from Vectren Source

Let the buying power of the Dayton Area Chamber
of Commerce help you make the natural choice
for your business!

Call 1-800-592-8980 today.



SALES Forecasts

Method, Magic, or Mystery? — *If your sales manager asked you to forecast the number of sales you'll close or the amount of sales revenue you'll generate in the coming month, could you give him a meaningful answer? Meaningful in that it's based on something more concrete than wishing and hoping? Most salespeople, if they are being honest, would answer "no."*



By Roger Wentworth, President, Sandler Training

The challenge (and potential roadblock) to accurately forecasting sales begins the moment you put a prospect in your pipeline. And, the longer the prospect remains in the pipeline, the more difficult the challenge becomes. Why is that?

Some salespeople, yielding perhaps to a sales manager's pressure to "sell, sell, sell," have altered their strategy of only allowing "qualified" prospects into the sales pipeline to one of allowing almost anyone into the pipeline. If an alleged prospect – a suspect – expresses an interest, he is admitted.

While some suspects (usually very few) graduate to the level of prospect, the others clog the pipeline. They divert the salesperson's time and energy needed to keep the pipeline flowing. Many salespeople have painfully discovered that they waste more time chasing and "following up" with suspects who don't buy than they invest with prospects who do become customers.

If you've allowed prospects of dubious value into your pipeline, now is the time to clean them out. Start with the prospects with whom you've invested significant time, but have advanced very little through the process. You know who they are – they continually request more information, especially pricing information. They make vague promises, but make no real commitments. Contact them and state your assessment of the situation. It might sound like:

"John, as I'm sure you're aware, we've been discussing the opportunity to work together for a few months. We've had several conversations and I've provided you with significant information and yet, we're no farther along than we were a month ago. My sense is that if we were going to do business, we'd be doing so already. I'm wondering what specifically has to happen so we're not having this conversation again 30 or 60 days from now. If you've changed your mind about working together or you're not in a position to make a commitment to move forward at this time, it's okay to tell me that. I'll understand."

Your polite, yet assertive, message lets the prospect know that stringing you along – intentionally or otherwise – is no longer an accepted strategy. If the prospect is unable or unwilling to make a commitment to move forward, then it's over. You can remove the "opportunity" from the pipeline. Put it on the back burner. Record it in your tickler file. File it away whenever you need to file it, but don't invest any more time making "follow up" calls and providing additional information. Instead, invest that time uncovering a replacement prospect.

Once you unclog your pipeline, only allow those prospects who have an identifiable (and reasonable) timeline for buying to enter it; only allow those from whom you have received a commitment to move forward to remain in it. Then, forecasting is no longer a mystery, but rather a realistic process of plotting timelines on the calendar. — ■



GREEN Initiatives

For more than 75 years, and long before being green was popular, Goodwill has been recycling clothing and household items. Today, Goodwill Easter Seals Miami Valley (GESMV) is leading the green initiative, keeping computers out of landfills and providing environmentally-friendly cleaning alternatives.



The revenue created from Goodwill's programs supports the GESMV mission of helping people with disabilities become independent and providing additional jobs for people in need.

GESMV's Building Services Division has been providing janitorial services since 1991 and is currently responsible for cleaning over 2.2 million square feet of space in over 65 facilities, employing more than 80 custodians. Services are being provided to a variety of types and sizes of facilities: Class A office space, medical offices, operating suites, call centers, grocery and retail space, transportation buildings, animal shelters, county buildings, police departments and educational facilities.

Goodwill is a leader in providing "green cleaning" services using state-of-the-art equipment, products and environmentally sound procedures with an emphasis on technology. Custodians use back pack vacuums with HEPA filters to reduce airborne particles and use ionized water to reduce harmful chemicals while sanitizing. Flat mops are used to reduce contamination, microfiber towels remove dirt, and portion controlled chemical dispensing units are used to reduce waste. The custodians use "Green Seal" products to further protect the environment within the facilities in order to provide cleaner and healthier work spaces.

With more than 80 custodians, Goodwill Easter Seals janitorial staff clean more than 2 million square feet of space.



GESMV employees use special equipment to meet customers' needs.

The GESMV "green team" prides itself on its trained and uniformed staff and incorporates independent inspections of work sites to guarantee 100% customer satisfaction.

Another component of the agency's green initiative is the Dell Reconnect program, which has collected more than 700,000 pounds of computers and accessories in the past year. The GESMV business services staff manages the program, where computers and accessories dropped off at area Goodwill locations are inspected and sorted to determine their ultimate destination. A small number

(continued on next page)



Roger Brooks maintains excellent quality standards in his work. Goodwill Easter Seals provides jobs for people in need.

of these computers and accessories are moved to the computer refurbishing area where they are wiped and refurbished for resale on e-Bay and in select Goodwill Stores. The majority of the items are transported to Dell where they are recycled. All collection and recycling practices are audited by a third-party to ensure they conform to Dell's electronics disposition policy and environmental partner performance standards. These standards include an absolute prohibition on the export of waste and of the landfill of any environmentally-sensitive material.

GESMV operates in 23 counties and employs nearly 1,000 people agency-wide, 40 percent of those having a disability or other need. For more information about the Agency's green initiatives, visit gesmv.org or call the business services division at (937) 461-8463. — ■

DEMAND RESPONSE

Have you been hearing this phrase lately and wondered what it meant?

Demand Response is a compensation program for qualifying commercial and industrial customers where the customer curtails their energy load from the grid during high-priced and/or capacity-constrained times. If you would like to know more or have questions, please contact DPL energy by calling 937-259-7858 or emailing DPLEnergy@dplinc.com.

the extras aren't extra!®

- \$0.00 Hot Breakfast
- \$0.00 Hot Food & Cold Beverages
- \$0.00 Wireless Internet
- \$0.00 Long Distance Calls
- \$0.00 Indoor/Outdoor Pool

Meeting Space
Available - Call
1-800-436-1169

Service of alcohol is subject to state and local law.

Drury Inn & Suites
"Highest in Guest Satisfaction"
Among Mid-Grade Limited Service
Hotel Chains, Four Years in a Row
Drury's commitment to guest satisfaction and service excellence is recognized by AAA, the industry's most prestigious award organization.

Drury Inn & Suites-Dayton

I-75 & Beachwood Ln. | 6616 Miller Ln.
Dayton, OH 45414 | 937-454-5200

|
druryhotels.com
|
1-800-DRURYINN

CHAMBER Chatter

Mark your calendar...



- BREAKFAST BRIEFING
- FRIDAY, MAY 13, 2011
- DAYTON RACQUET CLUB
- 7:15 - 9:00 AM

George J. Mongon
Chief Development Officer
Air Force Museum Foundation, Inc.

George Mongon recently joined the staff at the Air Force Museum Foundation to help them expand their relationships and build their fundraising program. He began his career four decades ago as a consultant to Fortune 500 companies, but within ten years he shifted to help colleges, hospitals and museums. Over time, he built an international reputation through his commitment and approach, and served clients ranging from the US Olympic Committee in Colorado Springs to the University of Natal in South Africa. Early in his career, Mongon simultaneously served as an Associate Professor in management, finance and quantitative analysis at the University of Cincinnati and at Thomas More College. — ■

VOLUNTEERS —

4TH QUARTER 2010 —

Lisa Henderson —
Children's Medical Center

Elizabeth Riley —
Insignia Signs

Ken Herr —
Shook Construction



DAYTON BUSINESS JOURNAL *honors Chamber members* *December 2010*

DAYTON BUSINESS JOURNAL *BUSINESS of the YEAR*

- **BUSINESS OF THE YEAR**
Children's Medical Center of Dayton
- **MANUFACTURING BUSINESS OF THE YEAR**
Hooven-Dayton Corp
- **COMMUNITY SUPPORTER OF THE YEAR**
Cornerstone Research Group
- **EXECUTIVE OF THE YEAR**
Christopher Che
Hooven-Dayton Corp
- **REGIONAL LEADERSHIP AWARD**
Dan Curran
President, University of Dayton





business AFTER HOURS

Dayton's premier business
networking event
just got better

NOW FREE TO ATTEND

where business people come to meet

Business After Hours is a business to business networking event held several times a year at unique locations throughout the region. This series provides networking opportunities, assisting members to expand their customer base. The event offers Chamber members an opportunity to exhibit and showcase their products and services. Attendance is open to both members and non-members.

Be sure to bring plenty of business cards! Come and enjoy light food, beverages and great door prizes.

Business After Hours is the perfect opportunity to experience some of the Miami Valley's premier locations while making valuable business contacts, entertaining clients, rewarding employees or spending time with coworkers. For more information on attending this event or becoming an exhibitor, visit www.daytonchamber.org or call 937.226.8283.

mark your calendar for these great events:

March 16 » Planes Moving & Storage

May 11 » To Be Announced

July 13 » Antioch University Midwest

October 19 » Community Blood & Tissue Center

daytonchamber.org

NEW MEMBERS List

For members' complete information, visit www.daytonchamber.org



A & B Foundry & Machining

835 North Main Street
Franklin, OH 45005

Action Rubber Co., Inc.

601 Fame Road
West Carrollton, OH 45449

AcuTemp Thermo Systems

2900 Dryden Road
Dayton, OH 45439

Adams Wealth Management Group

7990 Clio Road
Centerville, OH 45459

Adecco Employment Services

1 Prestige Place, Suite 210
Miamisburg, OH 45342

ADTE, Inc.

3006 Bright Bounty Lane
Dayton, OH 45449

Advantage RN

8892 Beckett Road
West Chester, OH 45069

Agil IT

66 Industry Court, Suite C
Troy, OH 45373

APlusGold.com

P.O. Box 309
Englewood, OH 45322

ASC Associates, Inc.

110 Clearbrook Lane
Aurora, OH 44202

B2BCFO

986 Olde Sterling Way
Dayton, OH 45459

Bayer Becker

6900 Tylersville Road
Mason, OH 45042

Better Built Construction Services

1240 Central Avenue
Middletown, OH 45044

Blue Ribbon Billing Co., Inc.

908 Senate Drive
Centerville, OH 45459

Brown & Bills Architects, Inc.

55 Hillside Court
Englewood, OH 45322

Car Wraps, Vehicle Wraps & Signs

3030 Kettering Boulevard
Dayton, OH 45439

Cassel Insurance Agency

P.O. Box 370
Brookville, OH 45309

CAT Logistics

6611 Hoke Road
Clayton, OH 45315

CB/Richard Ellis

201 East Fifth Street, Suite 1200
Cincinnati, OH 45202

Cedar Hill Furniture

7900 Cedar Hill Drive
Huber Heights, OH 45424

Centerville Family Dental

9420 Dayton Lebanon Pike
Centerville, OH 45458

Chinese Business Consulting, LLC (CBC)

225 Branch Creek Circle
Centerville, OH 45458

Church's Flowers

1003 North Main Street
Miamisburg, OH 45342

CityFolk

126 North Main Street
Dayton, OH 45402

Classic Carriers, Inc.

151 Industrial Parkway, P.O. Box 295
Versailles, OH 45380

Cobasys LLC/Ovonic Energy Products

50 Ovonic Way
Springboro, OH 45066

Combustion Equipment Co., Inc.

22 E. Nottingham Road
Dayton, OH 45405

Crown Cork & Seal Co., Inc.

5005 Springboro Pike
Dayton, OH 45439

Dayton Silverbacks

1001 Shiloh Springs Road
Dayton, OH 45415

DCS Technologies Corporation

6501 State Route 123
Franklin, OH 45005

Design Chemistry, LLC

1612 Prosser Avenue
Dayton, OH 45409

Eaton Auto Parts, Inc.

2111 State Route 127 North
Eaton, OH 45320

EcoMaids of Dayton

707 Miamisburg-Centerville Road, #159
Dayton, OH 45459

EMTEC, Inc.

4027 Colonel Glenn Highway, Suite 410
Beavercreek, OH 45431

EnergyWize LLC

2375 Sieber Trace
Xenia, OH 45385

Fields Electrical Sales, Inc.

3525 Grant Drive, Suite D
Lebanon, OH 45036

Futura Design Service, Inc.

6001 North Dixie Drive
Dayton, OH 45414

Gad-Jets, Inc.

P.O. Box 13419
Dayton, OH 45413

Gemini Eye Care Centers

6557 Brandt Pike Huber Heights, OH
45424

Gigi's Cupcakes

3800 Colonel Glenn Highway, Suite 200
Beavercreek, OH 45324

GSP Consulting

145 Janney Lane
Springboro, OH 45066

H. R. Brown Construction, Inc.

9140 North Dixie Drive
Dayton, OH 45414

H.C. Knoll M.D., Inc.

80 East Woodbury Drive
Dayton, OH 45415

Hayden Environmental Group, Inc.

561 Congress Park Drive
Dayton, OH 45459

Helping Hands By Tina, LLC

239 Wayne Avenue
Dayton, OH 45402

Infintech

4010 Executive Park, Suite 430
Cincinnati, OH 45241

Insignia Mark LLC

536 West Central Avenue
Springboro, OH 45066

Instant Tax Service

1 South Main Street
Dayton, OH 45402

Julie Beall & Co.

7150 Red Lion Five Points Road
Springboro, OH 45066

Lanicom

28 South Weston Road, Suite D
Troy, OH 45373

Living Word Church

926 East National Road
Vandalia, OH 45377

Matrix Systems, Inc.

1041 Byers Road
Miamisburg, OH 45342

Matthew J. Scarr, CPA LLC

808 East Franklin Street
Centerville, OH 45459

Maurices

2700 Miamisburg-Centerville Road, #611
Dayton, OH 45459

Miami University

212 Roubush Hall
Oxford, OH 45056

Minco Tool & Mold, Inc.

5690 Webster Street
Dayton, OH 45414

Muncy Corporation

2601 Enon Road
Enon, OH 45323

Narrow Way Custom Tech

100 Industry Drive
Carlisle, OH 45005

Nurses Care, Inc.

9009 Springboro Pike
Miamisburg, OH 45342

Oracle Corporation

1200 Daylily Way
Troy, OH 45373

Paruselvam Group of Enterprise

32 North Main Street
Dayton, OH 45402

Patken Group

1911 Cortina Drive
Dayton, OH 45459

Physician Technology Partners, LLC

684 Brookmeade Court
Beavercreek, OH 45434

Posey Builders

3030 Cemetery Road
Xenia, OH 45385

Progressive Printers, Inc.

884 Valley Street
Dayton, OH 45404

Red Lobster

5005 Rockside Road, #860
Independence, OH 44131

Scherzinger Pest Control

633 Congress Park Drive
Dayton, OH 45459

SEEP, LLC

120 West Second Street, Suite 714
Dayton, OH 45402

Shaw Cleaners

2241 Germantown Street
Dayton, OH 45408

Shelby County Counseling Center, Inc.

500 East Court Street
Sidney, OH 45365

Shiloh Church, Inc.-UCC

5300 Philadelphia Drive
Dayton, OH 45415

Side Bar

410 East Fifth Street
Dayton, OH 45402

Silver Tool, Inc.

350 Fame Road
West Carrollton, OH 45449

SKH Quest Center Martial Arts

6236 Far Hills Avenue
Dayton, OH 45459

South Dayton Family Dentistry

4491 Far Hills Avenue
Dayton, OH 45429

Strayer University

2600 Paramount Avenue
Fairborn, OH 45324

Swift Technologies, Inc.

1452 Yankee Park Place
Dayton, OH 45458

TestAmerica Laboratories, Inc.

4738 Gateway Circle
Dayton, OH 45440

The Hathaway Group

P.O. Box 10743
Dayton, OH 45402

**The Walker Auto Group/
Walker Chrysler Jeep Dodge**

8457 Springboro Pike
Miamisburg, OH 45342

Total Cable Solutions, Inc.

6695 Gillen Lane
Miamisburg, OH 45342

Tri-City Industrial Power

915 North Main Street
Miamisburg, OH 45342

Troy Laminating & Coating, Inc.

421 South Union Street
Troy, OH 45373

Turning Point Marketing Inc.

2376 Manistique Lake Drive
Lebanon, OH 45036

United Construction Products, Inc.

4140 B Fisher Road
Columbus, OH 43228

Uptown Hair

390 West National Road
Englewood, OH 45322

Vana Solutions

4080 Executive Drive, Suite 102
Beavercreek, OH 45430

Vercom Systems, Inc.

410 Fame Road
Dayton, OH 45449

Walgreen's #9732

5651 North Dixie Drive
Dayton, OH 45414

Xavier University-MBA Office

3800 Victory Parkway
Cincinnati, OH 45207


X-Spine Systems, Inc.

452 Alexandersville Road
Miamisburg, OH 45342

YSI, Inc.

1725 Brannum Lane
P.O. Box 279
Yellow Springs, OH 45387

*Entrepreneurs
Helping
Entrepreneurs*



**BRADY
WARE**

CPAs & Business Advisors

One South Main St., Suite 600
Dayton, Ohio 45402
(937) 223-5247
www.bradyware.com

Pushing the Possibilities

GENERATION Dayton Awards

Generation Dayton, the region's organization for young professionals, marks the second presentation of Generation Dayton Membership Awards. Candidates were selected based on their commitment to and representation of Generation Dayton and its members in the community.



Matt Drerup

Matt Drerup is Generation Dayton's Volunteer of the Year. This award is presented to the member who most exhibits all the qualities of Generation Dayton, not only within the organization, but out in the community as well. This person is constantly developing their professional, social, and community service involvement, while also representing Generation Dayton throughout the region. — ■



Andy Hickey

Andy Hickey is Generation Dayton's Featured Professional of the Year. This award is presented to the member who most exemplifies the fundamental components of a young professional, including trustworthiness, dignity and respect for all people, robust and diverse methods of service, excellent communication and problem-solving skills, and commitment to quality of work. This person is a proud representation of not only their company, but also service organizations, family, and self. — ■



April Mescher

April Mescher is Generation Dayton's Advocate of the Year. This award is presented to the member who brings great enthusiasm to the organization as a whole. This member exhibits the true spirit of Generation Dayton, is visible at most Generation Dayton functions, and goes above and beyond to promote Generation Dayton to other young professionals in the community. — ■

GENERATION Dayton Events

MARCH
10

Thirsty Thursday

DATE/TIME March 10, 5:30 - 7:30 pm

LOCATION Harrigan's, 4070 Marshall Road, Kettering

MARCH
15

2011 Business & Breakfast Speaker Series

DATE/TIME March 15, 7:00 - 8:00 am

TOPIC Montgomery County Economic Update

LOCATION TBA

REGISTRATION LaDonna Wulfeck, lwulfeck@dacc.org by March 14

MARCH
25

2011 Fourth Friday Lunch Speaker Series

DATE/TIME March 25, 12:00 noon - 1:30 pm

SPEAKER Ken Neufeld, President and CEO,
Victoria Theatre Association

TOPIC Get Excited about the Arts in Dayton

LOCATION Schuster Center Donor Lounge

REGISTRATION LaDonna Wulfeck, lwulfeck@dacc.org by March 24

APRIL
19

2011 Business & Breakfast Speaker Series

DATE/TIME April 19, 7:00 - 8:00 am

TOPIC TBA with electronic media, making use of local
media resources

LOCATION TBA

REGISTRATION LaDonna Wulfeck, lwulfeck@dacc.org by April 18



CALENDAR Of Events

MARCH

11

Breakfast Briefing

DATE/TIME March 11, 7:15 - 9:00 am
SPEAKER TBA
TOPIC TBA
LOCATION Dayton Racquet Club
REGISTRATION 937-226-8253 or registration@dacc.org
SPONSORS *Presenting Sponsor:* Benefits Network
Supporting Sponsor: Pickrel, Schaeffer & Ebeling Co., L.P.A.



MARCH

15

HR-Xchange

DATE/TIME March 15, 7:45 - 9:00 am
TOPIC HR roundtable
LOCATION Montgomery County Job Center, Room C2/C3
REGISTRATION www.mvhra.org/hr-xchange.php
SPONSOR Miami Valley Human Resource Association (MVHRA), Montgomery County



MARCH

16

Business After Hours (New for 2011 — FREE to attend)

DATE/TIME March 16, 5:30 - 7:30 pm
TOPIC Business-to-business networking
LOCATION Planes Moving & Storage
SPONSOR Planes Moving & Storage



APRIL

19

HR-Xchange

DATE/TIME April 19, 7:45 - 9:00 am
TOPIC HR roundtable
LOCATION Montgomery County Job Center, Room C2/C3
REGISTRATION www.mvhra.org/hr-xchange.php
SPONSOR Miami Valley Human Resource Association (MVHRA), Montgomery County



MAY

11

Business After Hours (New for 2011 — FREE to attend)

DATE/TIME May 11, 5:30 - 7:30 pm
TOPIC Business-to-business networking
LOCATION TBA
SPONSOR TBA



For more information or to register, visit us online at www.daytonchamber.org