

DAYTON B2B BUSINESS TO BUSINESS

Dayton Area Chamber of Commerce

Advertising supplement to the Dayton Daily News

Finally! 3 lanes planned to widen U.S. Route 35



Phillip L. Parker
CAE, CCE president & CEO

Congratulations to the region: The widening of U.S. Route 35 from Interstate 675 west to Steve Whalen Boulevard has taken a great step forward to three lanes.

The widening to three lanes from the Greene County line at I-675 toward downtown Dayton has for years been the number one project for the Miami Valley Regional Planning Commission; the number one project for Ohio Department of Transportation District 7; and the number one project for the region's chamber of commerce. It seems when government and the private sector agree on something of importance, and when good people work on good ideas, good results happen.

U.S. Route 35, the third busiest highway in our nine-county region (after Interstates 75 and 70) per ODOT, handles more than 68,000 cars and trucks daily, the majority coming from or going to or through Greene County. An important fix was the recently approved "super-street" along U.S. Route 35 in Beavercreek that will improve its flow by 70 percent to 80 percent. This project will begin in 2019 and be completed in 2021 at a much reduced cost of about \$15 million versus the original plan of \$120 million.

Something had to be done there as the traffic from or through Greene County was 40,000 daily of the 68,000 and included the only at-grade traffic lights from Dayton east to the Ohio River. The combined use of local, regional, state and federal resources became the funding mechanism for this improvement.

This new stretch inside I-675 is one of the last major highway pinch-points not having been addressed in

our region, now that I-70 west and east of I-75 into Clark County is planned for improvements or has been completed.

The original cost of the US 35 Montgomery County widening project would have been about \$27 million, but through more modern practical design engineering by ODOT, the newly revised construction costs have been reduced down to half that amount, or \$14 million.

Brian Martin, Carol Graff and the other leaders of our regional Metropolitan Planning Organization MVRPC have worked together with ODOT District 7, Transportation Review Advisory Council and others to fix this heavily congested section of our highway system. All should be commended for their leadership, vision and creativity.

We will have to be patient a bit longer as this project will not get funded until 2024. But this fix, along with the Greene County project by 2021, will make significant improvements to our east/west burgeoning traffic con-

gestion.

MVRPC leaders will learn shortly from other leaders that this will give rise to another Greene County project near the Grange Hall and I-675 area of Beavercreek and Fairborn that will get elevated up to a high-priority status through our regional efforts to enhance and protect Wright-Patterson Air Force Base jobs going forward.

Some of us may not be able to witness all these positive changes during our elected or professional service years, but we know our decisions now will improve our region's infrastructure needs well into the future.

For those who may not understand the importance of the flow of U.S. Route 35 in both Greene and Montgomery counties, you must not be one of the almost 70,000-plus and growing number of users who drive it daily.

They know and they thank our regionally focused leaders for making this a top priority and fixing this bottleneck.

BUSINESS

Airlines have data, will use it to serve you

Software lets flight attendants keep tabs on customers.

By Justin Bachman
Bloomberg

Airlines are really good at some things – like people movement, aircraft maintenance, and keeping passengers safe. They're also experts at collecting vast mountains of customer data, including what sorts of credit cards and computers you use, how often you fly, and where and how much you spend on all the extras.

If you're stressing over a tight connection, flight attendants can usually tell you which gate to run toward, how much time you have, and whether your next flight is on time. But they may also know if you were stuck in Buffalo for six hours last week because of a delay, and offer a personal apology. They can even tap their data hoard to make sure there's plenty of red for the 2 million-miler who drinks only cabernet, or upgrade the woman on standby who got stuck in economy because she usually flies first class.

The swankiest hotels have long employed this strategy: If you feel special and loved, maybe you'll come back. Now the airlines have jumped on the bandwagon.

The industry has long envisioned a day when it could make use of all the information it's accumulated on you. That data has traditionally been segregated in various IT systems, but now many airlines are gradually funneling it into a customer service strategy – with flight attendants becoming the face of hyper-personalized service.

"We have enough data about who you are, where you fly, and more importantly, over the last period of time when we've delayed you, canceled you, made you change your seat, spilled coffee on you—we have the points of failure and the points of success," Oscar Munoz, chief executive of United Continental Holdings, said Nov. 9 at a conference sponsored by the New York Times. "I think our customers need better service and better personalization today. And that's what we're focusing on."

But as they probe these new capabilities, some carriers are confronting a netlesome question: How much

personal data can be used to enhance customer service before slipping into the "too much information" realm, where a traveler may feel uncomfortable?

In April, Delta Air Lines's 23,000 flight attendants began using new software called SkyPro on their Nokia Lumia mobile devices to keep tabs on some basic customer information. You'll get an apology if your flight last week was delayed, for example. Or a thank you if you just hit 200,000 miles for the year. Or, say, a flight attendant spills some coffee on your skirt: The tools will allow him to award you some frequent flier miles or a future travel voucher on the spot.

On the Nokia devices, each seat of a flight is color-coded. A green thumbs-up for passengers Delta wants to thank or congratulate, a red check if the airline wants to apologize for a recent service mishap.

American Airlines, the world's largest carrier, equips its 24,000 flight attendants with Samsung Galaxy Note devices. Early next year, American will release a new app called iSolve to let flight attendants dispense frequent-flier miles or a travel voucher to help resolve customer service issues onboard. United's flight attendants also track tight connections, mileage milestones and other customer matters with company-issued iPhones.

"We want to stay one step ahead of them, if you will, by using our big data when things go wrong or when things are going great," said Allison Ausband, Delta's senior vice president of in-flight service.

Like other carriers debating how to employ "big data" through new digital tools, Delta is exploring where the creepy factor lies in all this customer insight. For example, should a flight attendant wish you a happy birthday? What about appearing with a bloody mary because you ordered the drink on nine of your last 10 flights? What if you're sitting beside your boss this time? And should flight attendants' notes on high-value customers be updated and distributed company-wide?

Right now, they're not, but what has begun as making use of information they had anyway could soon become a targeted accumulation of data on your travel persona.

Calendar of events

Register for all events at DaytonChamber.org.

■ Generation Dayton 101,

What you need to know before joining GenD, Nov. 27, 5:30 to 7:30 p.m., Mont. Co. Business Solutions Center, 1435 Cincinnati St., Suite 300, Dayton

■ Connect Up!,

Networking/Prospecting: Give us your pitch!, Nov. 29, 3 to 5 p.m., Mont. Co. Business Solutions Center,

1435 Cincinnati St., Suite 300, Dayton

■ Government Affairs

Breakfast, The changing demographics of Southwest Ohio, Dec. 5, 8 to 10 a.m., the Connor Group, 10510 Springboro Pike, Miamisburg

■ Access to Customers,

Digital marketing strategies for small businesses, Dec. 6, 11:30 a.m. to 1 p.m., Business Solutions Center,

1435 Cincinnati St., Dayton. Speaker: Andrew White, Indigo Life Media

■ Generation

Dayton Professional

Development, Adaptability in communication, Dec. 7, 6:30 to 9:45 p.m., Black Box Theatre, 518 E. Third St., Dayton. Speaker: Members of Emerge Improv

■ Generation Dayton

Speaker Series, Interview with a rock star!, Dec. 12,

5:30 to 7:30 p.m., Dayton Metro Library, Community Room, 215 E. Third St., Dayton. Speaker: Jenell

■ Safety Breakfast with

the Experts,

Legal case law update, Dec. 21, 7:30 to 9 a.m., Crowne Plaza, 33 E. Fifth St., Dayton. Speaker: Gary Auman; Auman,

Mahan & Furry

Economic indicators

Sales Tax Collections

County	Current Rate	Aug 2017	Aug 2016	12 Mos Change	YTD 2017	YTD 2016	YTD Change
Butler	0.75%	\$ 3,313,421	\$ 3,497,650	-5.27%	\$ 29,622,817	\$ 29,290,378	1.13%
Clark	1.50%	\$ 1,890,678	\$ 1,975,964	-4.32%	\$ 17,527,738	\$ 16,952,378	3.39%
Darke	1.50%	\$ 720,763	\$ 735,643	-2.02%	\$ 6,091,156	\$ 5,945,257	2.45%
Greene	1.00%	\$ 2,067,206	\$ 2,226,816	-7.17%	\$ 18,383,806	\$ 17,976,853	2.26%
Miami	1.25%	\$ 1,436,862	\$ 1,467,807	-2.11%	\$ 12,396,390	\$ 12,072,853	2.68%
Montgomery	1.00%	\$ 6,067,052	\$ 6,890,546	-11.95%	\$ 55,628,352	\$ 56,608,802	-1.73%
Preble	1.50%	\$ 457,716	\$ 498,709	-8.22%	\$ 3,974,151	\$ 3,934,020	1.02%
Warren	1.00%	\$ 3,259,301	\$ 3,264,468	-0.16%	\$ 26,950,250	\$ 26,116,249	3.19%
Region Total		\$ 19,212,998	\$ 20,557,603	-6.54%	\$ 170,574,660	\$ 168,896,790	0.99%

Source: http://www.tax.ohio.gov/tax_analysis/tax_data_series/sales_and_use/publications_tds_sales/51M0116.aspx

Residential Home Sales

	Aug '17	Aug '16	%Change	YTD '17	YTD '16	%Change
Number of Homes Sold	1606	1618	-0.74%	10910	10711	1.86%
Total Home Sales	\$260,548,765	\$236,650,202	10.10%	\$1,699,577,954	\$1,574,682,921	7.93%
Average Sale Price (\$)	\$162,235	\$146,261	10.92%	\$155,782	\$147,015	5.96%

Source: Dayton Area Board of Realtors, Dayton Area Home Sales for August 2017

BUSINESS AWARDS

AWARDS

Michael's House is re-accredited

Michael's House earns re-accreditation from the National Children's Alliance following an extensive application and site review process. Accreditation is the highest level of membership with National Children's Alliance and denotes excellence in service.

Michael's House Child Advocacy Center opened in December of 2008 and is dedicated to providing comprehensive, coordinated and compassionate services to victims of child abuse. Named in honor of Michael Mercurio, the center serves the most seriously abused children in Greene County - nearly 350 children in this year alone. The team in this child-focused facility work together to deliver essential, specialized services to children and their non-offending family members.

Michael's House was originally accredited in 2012 and must undergo a re-accredita-

tion process every five years to ensure continual adoption of best practices. The process is based on compliance with ten national standards to ensure effective, efficient and consistent delivery of services to child abuse victims. Accredited members must use a multidisciplinary team approach to work collaboratively in child abuse investigation, prosecution and treatment. National Children's Alliance also considers standards regarding a center's cultural competency and diversity, forensic interviews, victim support and advocacy, medical evaluation, therapeutic intervention and child-focused setting.

For more information, visit www.michaelshousecac.org.

CONSTRUCTION

Best of Ohio Homes Awards announced

The Ohio Home Builders Association's 2017 Best of Ohio Homes Awards were announced during a dinner in Columbus, OH. Of the 26

categories, three talented builders from the HBA of Dayton brought home four awards.

Dayton winners include: ■ Daniel DeVol Custom Builder (www.devolbuilders.com/) - Best Custom Home Over 5,000 Square Feet

■ JM Dungan Custom Homes, LLC (dunganhomes.com/) - Best Interior/Product Design Up To 2,500 Square Feet

■ JM Dungan Custom Homes, LLC - Best Custom Home Up To 2,500 Square Feet

■ Charles Simms Development (www.simmsdev.com/) - Best Townhome/Condo/Villa 2,500-3,500 Square Feet

TROTWOOD

Trotwood chamber holds awards dinner

Trotwood Chamber of Commerce's 16th Annual Awards Dinner and Businesses of the Year was held on Nov. 9, 2017. The following businesses were selected as the large and small busi-

nesses of the year:

■ Small Business - Stryver Manufacturing for their innovation to use robotics to produce car seats that are used by various automobile dealers.

■ Large Business - Korrect Plumbing, Heating & Air for a great year of economic growth, innovation and commitment to Trotwood Chamber of Commerce and the Trotwood Community.

Should you need more information, please call the Chamber at 937-837-1484, or email mbattle@trotwood-chamber.org.

BUSINESS PEOPLE

MONTGOMERY COUNTY

New clerk of courts takes oath of office

Montgomery County's next clerk of courts took the oath of office earlier this month in front of a packed courtroom in the Dayton Municipal Court. Local elected officials, judges, area attorneys, court employees, and citizens gathered to witness the event.

Russ Joseph was sworn in by Judge Mary Wiseman of the Court of Common Pleas. He was joined at the ceremony by his wife Katie and their son. Joseph brings over 10 years of experience as chief deputy clerk of the Dayton Municipal Court to the position.

Joseph received the appointment recently, replacing Greg Brush who recently retired. Joseph will now serve through 2018. He plans to



Russ Joseph

run for election in 2018 to serve out the remaining 2 years of the term.

Joseph started with the Dayton Municipal clerk of court in 2004 as the

administrative assistant; he was promoted to chief deputy clerk in 2007. As chief deputy clerk, Joseph oversaw the office's \$3.6 million annual budget and 45 employees. In his new position as county clerk of courts, he will oversee a budget of nearly \$7.7 million and a staff of just under 100 employees. The clerk of courts serves the Court of Common Pleas, Domestic Relations Court, 2nd District Court of Appeals, Montgomery County Municipal Courts and 5 area Auto Title offices.

Real Journalism. Real Local Impact.

Worth your time.
Worth your support.

Dayton Daily News