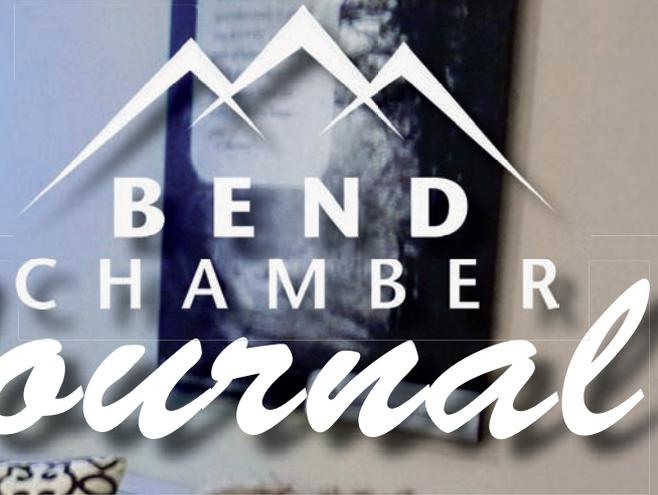


BEND Business



FEBRUARY 2015

VOLUME 30 ISSUE 1

Indulge Faith, Hope and Charity

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Cover photo by Bonnie Vandiver at the Hayden Homes Ribbon Cutting

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Employees

and after work events

*By: Michael LaLonde
President and COO of Deschutes Brewery, Chairman of the Bend Chamber*

Whether you own a business with one, five or 500 employees, it is crucial to find a way to engage each individual to reach your business's full potential.

Sounds easy, right? Not exactly... Deschutes Brewery has been in business for more than 26 years and we are still trying to improve how we engage employees. Since I have only been with Deschutes for the past 10 years, I can only speak to a few things we have done over the last decade to improve employee engagement.

Communication, communication, communication – Every year we hold employee focus groups. These groups are facilitated by a third-party consultant to get feedback on how we are doing as a company in our leadership, strategy, quality, communication, business results and more. We also ask all of our employees to fill out a Baldrige Survey online, which rates our performance in the same areas. We then compare the results from year to year. This information helps us focus our efforts and improves our strategic planning. Even with these types of programs in place, we continue to hear that communication needs improvement and each

year we incorporate new ways to improve the flow of information and collection of employee input. Some specific things we've implemented in the past few years to improve communication include:

Open-book company:

Every month we share our net income, cash flow, debt levels and other business details with all of our employees. This dramatically improved everyone's understanding of our business and our financial health. The team was able to see how the money came into the business and where it went. Most people were surprised by how much the company has to pay in taxes each year, how expensive it is to brew and package great beer and how much we had to reinvest in the company to continue to grow.

Strategic plan presentation:

Each year we share our strategic plan with all employees and follow up with two additional meetings during the year to show how we are

performing against our plan. We rent out a venue (e.g. the Tower Theatre) in both Bend and Portland so that we can host everyone at the presentations. It can be expensive to rent out the locations and have everyone attend, but we think the improvement in communication and the alignment generated from these meetings is well worth the cost. We've learned to make these 90-minute presentations very informative, but also fun.

In addition to specific moves like these for communication improvement across the company, there are other things that businesses can do to improve employee satisfaction and success.

Opportunity for involvement:

There have been many studies that show pay is often not the most important factor in job satisfaction, particularly with the younger generations. Many people look for an interesting company to work for that provides a place where they are able to

have a direct impact on overall business success. At Deschutes, we give everyone the opportunity to have an impact beyond their daily responsibilities through process improvement and innovation suggestions, problem solving, and by becoming involved in one or more of our cross-departmental groups. Examples of the cross-departmental groups include our community involvement team, which guides contributions of \$1 for every barrel sold to not-for-profit organizations (totaling \$285,000 last year); our beer leading team, think cheerleading; or our sustainability team that continually lessens our impact on the environment and decreases waste.

Career path:

In the last two years we have modified our personnel review process. We now begin the review conversation by talking about the individual's personal aspirations and career path. In this way, we are able to do a much better job providing training, coaching and mentorship. We also offer a grant program so individuals can request funding for education and training of his or her interest. In addition, we fund training programs throughout the organization in areas of interest including programming, public speaking, finance, sales, management, human resources and maintenance. This focus has had a huge impact on our succession planning process and increased internal promotions significantly.

Celebrations and after-work events:

At Deschutes we love to celebrate our successes, throw parties and spend time with each other outside of work. The benefits are many. First, when people have friends at work they are happier at work and some studies suggest it is one of the most important things to develop employee engagement and improve morale. It also helps build trust and breakdown silos between departments. When employees know people outside of their own team it can often help solve problems between departments and improve efficiency, quality and customer service.

Work environment:

There have been many stories written about open offices and how they have many benefits that can make a business a better place to work. Personally, I'm not a fan of open offices, but others swear by it. They believe open offices break down barriers between departments, improve communication and make it easier for employees to help each other. At Deschutes, we don't have a completely open office environment, but we have an open-door policy and believe that input from all areas and levels of the company are important. We also believe work should be fun. Of course, we have to get the work done (and it can be very

stressful at times), but it's also okay to joke around, get to know each other personally and talk about life outside of work. Work should be fun, particularly at a brewery!

ESOP:

Gary Fish, founder of Deschutes Brewery, and his family made the decision to sell some of their shares to an employee stock ownership plan just over two years ago. Now all full-time employees who have been with Deschutes Brewery for more than a year are owners of the brewery. This has a huge impact on our culture and, of course, on the engagement level. Finally, I believe the place where we live has a huge impact on employee morale. We live in a beautiful area with all kinds of outdoor activities. It's important for Deschutes to offer a work- life balance so we can spend time with family and friends enjoying what Bend has to offer. A recent OUTSIDE magazine list of the 100 best places to work may support this claim as three Bend businesses were on the list – G5, Hydro Flask and Deschutes Brewery.

These are just a few of the ideas we have had to improve engagement and morale at Deschutes Brewery. I would love to hear your ideas and experiences when I see you around town, or you can drop me a note at michael@bendchamber.org.

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Vice Chairman/Treasurer
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Communications Coordinator

CHRIS BOYLE
Data Coordinator

BONNIE VANDIVER
Event Coordinator

KATHLEEN KELSAY
Member Services

2015

Platinum Partners



Renewing Members December 2014

31 Years

Express Employment
Professionals

26-30 Years

New Life Radio
Central Electric Cooperative Inc
Becky Breeze & Company Real
Estate

21-25 Years

Snowberry Village
Mode Farrens LLP
Sign Pro of Central Oregon
Walmart Discount Stores
Wells Fargo Bank - East Bend

16-20 Years

Prestige Allied Moving & Storage
Wells Fargo Bank - 3rd St
Subway North
Human Resources Association of
Central Oregon Inc

11-15 Years

RK Advertising and Promotions
CMIT Solutions
Moffitt Investigations
Total Property Resources LLC
Shevlin Dental Center
McMenamins Old St. Francis
School

6-10 Years

Patty Jones Design LLC
Washington Federal
Earth2O
Wells Fargo Bank - Downtown
William Gebhardt Photography
Central Oregon Diving LLC
The Village at Sunriver
Toddles Preschool LLC
Akumal Sands Inc
Northwest Quality Roofing LLC
Bend Research Inc

1-5 Years

Patty Davis - Celebrate...You!
Communications
LEA Management Services
BLRB Architects
Shackelford Vervloet Accounting
The Phoenix Restaurant
Jackson Insurance &
Financial Services
Bad Boys BBQ
Marshalls Automotive
Platypus Pub
Skyline Home Loans
The Signal Spot
Central Financial Services
1-5 years continued

Ascent Architecture & Interiors
Healing Bridge Physical Therapy
Bend Pill Box Pharmacy

Money back in your pocket from the people you trust



By: Tim Casey, President & CEO Bend Chamber

As an organization, our strength comes from being able to help our members be more successful. Our team is dedicated to providing you with the professional tools you need in education, networking and promotion, in addition to standing up for your business' best interests. These are accomplishments we are proud of, and we could probably stop there.... if we were satisfied with just being above average.

I am proud to say that "above average" just isn't in our DNA. We will accept nothing but the best efforts from myself, our staff and board, as well as our organization as a whole. No matter where we are as a service organization, there is always another level we can strive for to build a better chamber.

A perfect example is the Bend Chamber's healthcare program. It is the first of its kind for any chamber of commerce in the state of Oregon. By using the buying power of our membership, we are able to offer an affordable group rate with rich benefits. This allows a better plan to be purchased, improving benefits to retain and hire excellent employees. It also cuts overhead costs, which translates into more revenue to your bottom-line.

The program is supported through PacificSource. This is not some fly-by-night insurance or someone coming in with a quick government subsidy to offer cheap insurance today only to increase the rates down the road. Our program is committed to providing you with insurance you can trust when you need trust the most.

The Bend Chamber healthcare program has been so successful at saving businesses money that we have reached out to other chambers, not only in Central Oregon, but also in La Grande, Pendleton, Baker, Klamath Falls and beyond. We are building partnerships across Eastern Oregon to help put money back in the pockets of businesses and help them retain their valued employees.

The process couldn't be easier. You can contact your healthcare agent or call us direct at 541-382-3221.

Our goal is to help you save money and retain good people. We believe we are stronger together. So, let's continue to work together to create a stronger and more vibrant business community.

"Trust is the glue of life. It's the most essential ingredient in effective communication. It's the foundational principle that holds all relationships."

- Stephen Covey

Up Next at What's Brewing? Bend's Town Hall

Our Entrepreneurial Ecosystem: THEN AND NOW
Tuesday, March 3 | 5-7 p.m.

Deschutes Brewery Public House – Tap Room

* Doors open for networking at 5 p.m. | Forum starts at 5:30 p.m. - Tickets at BendChamber.org | (541) 382-3221
Pre-registration price \$15 members | \$20 Community - Includes one complimentary beverage. | Door price is \$5more.

Let's talk with our tech, bioscience, UAV and outdoor industry clusters that make up our new economy sectors, as well as the staple businesses that intersect. Come explore where our workforce is headed and how we can all work together to create our strongest possible economy. This town hall is sure to bring out and revive your inner entrepreneur. Event Details page 21





LEADERSHIP BEND

Oregon's "bizarre" property tax structure.

By: Lindsey Hopper

My name is Lindsey Hopper and I'm a member of Leadership Bend Class of 2015. Each month, our class meets with community leaders and experts in Central Oregon to learn about a critical piece of history, governance, leadership, industry or politics. In December, we focused on campaigns, districts and bonds, as well as Oregon's "bizarre" property tax structure.

I'm new to Central Oregon and recently returned to Oregon after more than a decade away. I somehow managed to erase Oregon's confusing taxation system from my brain and I feel like I'm starting over. Our December class was a great reminder

that many people move to Central Oregon in search of an improved quality of life with good schools, parks, infrastructure, libraries and other services — and none of these things are free. We demand infrastructure and services, but often have no understanding of how our cities, counties and districts are allowed to raise funds. Oregon's present taxation system forces our government to come to the voters to raise new funds, which can promote accountability and transparency. But as a result, we chronically underfund some of the services we claim to value most. At the same time, residents of Central Oregon have been extremely generous and forward thinking (particularly during

the recession) about infrastructure improvements, parks and education.

No taxation system is perfect, but Oregon's is particularly confusing. I encourage everyone, especially new residents, to spend the time to learn how Oregonians have chosen to fund infrastructure and services. This information is a valuable tool that can improve citizen engagement at every level of government. Citizen input and feedback can also have a stronger impact if citizens remember to consider the restraints on local government due to Oregon's taxation system.



LEADERSHIP
BEND



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Business

Renewing Members December 2014

1 - 5 years continued

Moda Health
The Quail's Nest
Whistles for Life LLC
Quantum Communications
Strategic Realty
Lancair International Inc
MKT Agency
JPW Technical (JPW Tech)
Life Cycle Bikes
Boys & Girls Clubs of Central Oregon
Dani Naturals
Azura Studio Salon - Rabbine Harpell
Final Touch Commercial Janitorial Inc
River Roofing Bend LLC
HomeStreet Bank



Craig Wanichek, President & CEO
Ashley Horner, SBA Program Administrator

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Promotion available until February 28, 2015.

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January – September - \$250/each

October – November - \$500/each

December - \$250/each



Contact Tara Bieber

Business Development Exec.
Bend Chamber of Commerce
Tara@bendchamber.org
(541) 382-3221

City Council Watch

Q & A with outgoing City Councilors

By Rachael Rees van den Berg, Bend Chamber of Commerce
Communications Coordinator

Mark Capell

Q: What are a few things you are proud to have accomplished during your time on the Bend City Council?

A: One of them is planning and moving forward on infrastructure. I think we've put off the long-term investments for so long that we had to finally tackle those. I think now we have good long-term plans on what needs to be done and how to pay for it.

For example, the sewer treatment plant. We have plans for the next 30 years that can be either slowed down or sped up, depending on population. I think that's getting ahead of the curve. Same thing on water. We haven't done as good on transportation... we've done short-term things, but I think we need a longer-term plan on what needs to be done in transportation and not just roads... and how to pay for those things. That was something I was planning on working on in 2015.

I am also really proud that we are going to save lives by reducing response time from the fire department. There's going to be no way to quantify it, but if you cut your response time dramatically you are going to save lives.

Q: What is your advice to the new Bend City Council?

A: Get out of political mode as quickly as possible. The election is over. Now you just need to learn and do the work. It's time to leave the election rhetoric behind.

If the new councilors are going to be successful, they will need to work well with staff. It's important to be open to ideas from the public and from staff.

Q: What was your favorite part of serving on city council?

A: I really found it to be incredibly mentally stimulating. There's just a lot of really robust issues that you get to dig into that you really wouldn't have thought that much about without being on council ...

I also got to meet a lot of people I would have never gotten to meet otherwise and have discussions and debates with them. It was really fun.

Jodie D. Barram

Q: Can you give an overview of your time on the Bend City Council?

A: My start on city council was a whirlwind of activity with prominent issues like testifying to the State on Bend's Urban Growth Boundary Expansion and helping businesses deal with the Oregon Liquor Control Commission former Regional Manager (aka Jason Evers). Over the years, it's been an honor to address Bend's challenges. Our local government shrank and is just now beginning to cautiously catch up to serve the community in an efficient, right-sized manner. We've supported our local law enforcement and fire department. We've invested in long term infrastructure. We've worked to preserve Bend's livability. We, as a community, are preparing for an amazing future.

Q: What is your advice to the incoming Bend City Councilors?

A: What an awesome responsibility to take on. Looking to the near horizon with OSU-Cascades, Bend's Urban Growth Boundary, Mirror Pond, Vacation Rentals, Infrastructure Projects, Housing Affordability and other business in front of council, I foresee a lot of homework. My only advice is to be prepared, be flexible and give others the respect you'd like to receive.



CITY OF BEND

COMMUNITY DEVELOPMENT DEPARTMENT

upgrading the Permit Processing Software

Submitted by: Mel Oberst, community development director for the City of Bend

The Community Development Department (CDD) is upgrading its permit processing software to increase efficiency, which will change the way builders, contractors and developers submit their applications.

As of February 17, only complete applications will be accepted and uploaded for permit review. This upgrade was necessary because of increased work volume and aging permitting software.

During the recession, the building and development community was hard pressed to hire professional designers and project managers for their permit applications. So, the City of Bend enabled the submission of incomplete applications in order to help foster economic development activity. But after an incomplete application was accepted for processing, the City would have to help the applicant perfect the application during permit review. This was inefficient and required considerable time by the CDD staff, but the work volume was low enough to allow for the

extra time spent on this customer service.

However, as the volume of applications increased during the economic recovery, incomplete applications began to clog the review system. By 2014, the recovery had resulted in a 300 percent increase in total permits. CDD needed modern technology to accommodate the huge volume of work and upgraded its permitting work flows to be consistent with the current industry standards, such as only processing complete applications.

Now, more than ever, we need to be as efficient as possible in processing our permit applications. When we are busy fixing incomplete applications, the permit processing slows way down. The delays hurt everyone.

To help solve the problem, CDD has established a new staff position. This employee will prescreen all applications for completeness. CDD anticipates this will result in quicker review and approval times.

Here are some answers to anticipated questions about the changes in the permitting process:

What are the major changes to the permit process?

- o Prescreen step for completeness
- o Incomplete applications will be returned to the applicant
- o One unified correction request will be submitted to the applicant
- o Correction requests will all be provided to the applicant only via the *eplans* workflow.
- o There will be only one applicant (project manager) for the application who will receive permission to upload and download *eplans* information.
- o There will be new naming conventions for application sheets.

Why are the changes being made?

- o To allow more staff time reviewing complete work.
- o To standardized work processes to increase performance of staff.
- o To meet state requirements of residential permit issuance timeframes.
- o To provide predictability and certainty for our customers.

What will be the new steps to submit a permit properly?

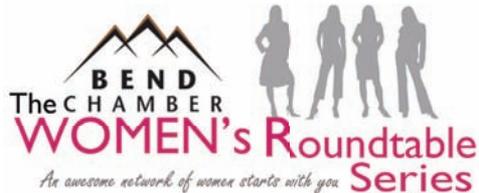
- o Conform to the new naming requirements for documents and plans
- o Conform to the orientation requirements – landscape, read left to right, right side up
- o Submit applications via established file types - .DWF or .PDF
- o Provide a reserved space for a City approval stamp
- o Provide calculations for lot coverage
- o Meet the submittal checklist criteria

When will the new *eplans* upgrade begin processing applications?

- o The “go live” date is scheduled for Tuesday, February 17, 2015

IF YOU HAVE ANY QUESTIONS PLEASE CONTACT ONE OF THE FOLLOWING STAFF:

Billy Staten, assistant building official at 541-312-4907
Melanie Paule, program manager at 541-383-4886
Jesse Thomas, performance analyst at 541-388-5561



The Mental Side of Releasing Weight The body you want is ALL in your thinking

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Who wants to diet forever? Who wants to do the "90 day – kill – yourself – workout?" Who wants to eat packaged food FOREVER? Nobody! At February's Women's Round Table, Wendy Duncan, Wendy Duncan Personal Development Coaching, will teach you how to release and control your weight through the power of your mind.

In her new six-week program, The Mental Side

of Releasing Weight – The body you want is ALL in your thinking, Wendy promises you can have your chocolate or cake and eat it, too! You can enjoy moving your body. You can be proud of yourself and live a very healthy, happy and vibrant life.

Prepare yourself for amazing self-discoveries over why you keep sabotaging your own weight loss during this Women's

Round Table. Join us as Wendy highlights some of the secrets to releasing weight forever and for good!

Wendy Duncan, a certified LifeSuccess Consultant, has conquered the silent killer and eliminated the bad stress from her life. It was through this process that she was drawn to helping others take control of their lives and discover their own "ah-ha" moments.



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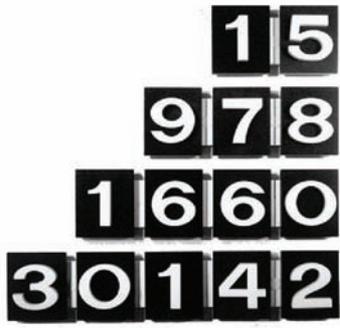


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– Chris, Owner | Taco Del Mar



Power in numbers

By: Rachael Rees van den Berg, Bend Chamber Communications Coordinator

According to cluster leaders, economic development in Bend could be spurred by supporting clusters of innovation in specific industries that already have traction in Central Oregon.

Clusters are created when entrepreneurs with a specific market focus collaborate in one geographic area, forming relationships that benefit all members of the cluster.

“In Looking Forward, we were talking about how these other towns have really developed strong business communities,” said Linda English, founding member of Looking Forward – a non-profit dedicated to making Central Oregon a better place to live, work and play.

“We studied a couple different communities like Boulder, Colorado and Austin, Texas – communities that we think Bend could learn a lot from,” she said. “And one of the distinctive qualities they shared was the formation of clusters.”

The formation of clusters helps support the recruitment of new businesses and talent to the area, provides training and education opportunities and creates a platform for networking, mentorship and support. It also helps draw investment capital to the region.

Bend currently has a tech, bioscience, craft beer, outdoor industry and unmanned aerial vehicle clusters. There are also several emerging clusters including food processing and energy.

“There’s a huge benefit for all of them to get together,” English said, referring to business leaders in specific industries. “For example, you take all of those bioscience guys and you throw them a room, they can not only swap ideas on how they can run a business, but they can swap connections left and right.”

Beyond benefitting companies within Central Oregon, English said clusters help attract new companies. “If a business is thinking about moving here, the first question owners are going to have is, ‘Are there other similar businesses?’” English said.

Having industry clusters proves to potential new companies that infrastructure issues have been solved and there are skilled employees in that industry. It also helps companies attract employees by giving them additional job security. If an employee moves to Bend to work at a company and it doesn’t work, having a cluster ensures there are other companies in that industry the employee could work for, English said.

“It sounds in some ways that it would be negative to compete with all of these other businesses in town, but it actually works as a positive,” English said.

Clusters aid in attracting highly-skilled service providers that specialize in a specific area. In the outdoor industry, she said, there’s a need for high-end seamstresses to make products. While one company might not be able to provide enough work for a seamstress, work from several companies could guarantee it would be worth it for a high-end seamstress to relocate to the region.

Clusters can also help companies connect with specialized investors. When an investor comes to town, he or she can meet with and evaluate multiple companies. And as companies within the clusters become successful, they will reinvest money back into local businesses in their industries, which ultimately help strengthen and grow the cluster.

“If you look at Silicon Valley, where does a lot of the money from investors come from? It comes from guys that are already successful,” she said.

English decided to get together representatives of the different clusters to form the Cluster Working Group.

Today, the Cluster Working Group has representatives from three different groups: Tech Alliance of Central Oregon, Oregon Outdoor Alliance and Bend Bioscience Consortium.

Once a month, she said, leaders from each of those groups gather together to learn how to run a membership organization.

“In order for a cluster to form they need to have a clear leader; someone who is really passionate about forming an umbrella organization,” she said.

A successful cluster will have a membership list, regular networking meetings, training and education programs and investors, English said.

“From the community standpoint, clusters create a communication platform for both people inside and outside various industries to engage and learn from each other,” she said. “They can help put Bend on the map as a hub for certain industries.”

Welcome New Members | December 2014

Aperion Management Group

Catherine Smith
20310 Empire Ave Ste A103, Bend, OR 97701
(541) 389-3172
[Associations - Management](#)

Bend Commercial Glass

Mr. Rich B. Lyon
1105 SE Centennial St, Bend, OR 97702
(541) 408-8634 • [www.bendcommercialglass.com](#)
[Glass - Auto, Plate, Window, Etc.](#)

Bend Memorial Clinic - Old Mill District

Katy Wooderson
815 SW Bond St, Bend, OR 97702
(541) 706-2525
[Clinics - Medical](#)

CAM Credits

Natalie Goodnight
100 Depot St, La Grande, OR 97850
(541) 963-7177
[Associate - Out of Area](#)

Eastern Oregon Title Inc

Kristin Walker
1601 Adams Ave, La Grande, OR 97850

(541) 963-8561 • [www.eotitle.com](#)
[Associate - Out of Area](#)

Hampton Inn & Suites Bend

Matt Blackburn
730 SW Columbia St, Bend, OR 97702
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[Lodging - Hotels/Motels and Resorts](#)

Legacy Logistics

Les Fincher
65878 Hemlock St, Elgin, OR 97827
(541) 437-3000
[Associate - Out of Area](#)

Mandy B Wellness

Mandy Butera
(720) 402-7488 • [Mandybwellness.com](#)
[Health and Wellness - Products and Promotion](#)

Printer Resources & Recycling LLC

Frank Patka
2669 NE Twin Knolls Dr Ste 205, Bend, OR 97701
(541) 318-5211 • [www.facebook.com/prllc](#)
[Computers - Printers, Supplies & Repairs](#)

Rod Wigle MD

Carla Wigle
1693 SW Chandler Ste 250, Bend, OR 97702
(541) 388-0673 • [http://www.drwigle.com](#)
[Physicians](#)

Union County Chamber of Commerce

Kristen Dollarhide
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*Indulge
Faith, Hope and Charity*

Vineyards & Events Center



FAITH HOPE CHARITY VINEYARD ESTATES

ESCAPE TO CENTRAL OREGON'S PARADISE:

Faith, Hope and Charity Vineyards & Events Center is a destination worth indulging in.

By: Rachael Rees van den Berg, Bend Chamber Communications Coordinator

After just a 35-minute drive from Bend, you can enjoy award-winning wine, farm-fresh food and local music against the backdrop of the Cascade Mountains at this Terrebonne vineyard and winery.

"Faith, Hope and Charity gives you more than just a wine tasting experience," said Cindy Grossmann, owner of Faith, Hope and Charity. "You come and indulge in the surroundings - beautiful views, ponds, waterfalls, patio, wildflowers. It's an escape. Spend the day and have a picnic while soaking in the views of their namesake Faith, Hope and Charity, Broken Top, Mt. Bachelor and Smith Rock, as well as the neighboring alpaca farm."

Grossmann and her husband relocated from Illinois to Bend in 2000 with plans to retire. They were searching for a 20-acre home site when they stumbled across the 312-acre property tucked inside the beautiful Dry Canyon on NW Lower Valley Drive.

"We're not retired anymore," Grossmann laughed.

Grossmann said she grew up on a resort in Minnesota and understood the importance of tourism. She looked at the 312 acres of agriculture and wanted to create a concept that would allow her to grow crops on the land while tapping into Central Oregon's tourism industry.

"I really wanted to put those two together and focus on agritourism," she said. "That's where the vision for Faith, Hope and Charity was built from."

The intent, she said, was to build a low-density development surrounded by agriculture and open space in order to capitalize off the land while preserving its beauty.

Today, Faith, Hope and Charity brings in local musicians from a variety of genres each Thursday and Friday to entertain guests. On Thursday patrons are treated to all-evening happy hour specials, while Friday features a phenomenal fondue experience. The event center recently received approval for commercial food preparation, which will allow Grossmann to expand her menu of delectable delights to be paired with wine.

"We're not a restaurant," she said. "We specialize in wine-paired meals that bring out the essence of our wines' flavor profiles."

During the summer, Grossmann said music events move outdoors onto the beautiful grounds and some of Central Oregon's excellent chefs and food carts are brought onto the property.

Beyond the weekly events, Faith, Hope and Charity has one large event each month from February through December.

This month, the vineyard will put on an intimate Valentine's Day wine dinner featuring lobster salad endive bites and rack of lamb with rosemary pomegranate sauce, among other dishes. Other events include a Mother's Day Brunch and a Father's Day BBQ with fly fishing lessons in the vineyard and catch-and-release fishing for trout in the vineyard pond.

Faith, Hope and Charity also hosts a variety of private events ranging from corporate events and car shows, to weddings.

"If you are planning a business retreat or conference Faith, Hope and Charity Vineyards is the place for a full-service event including meeting setup, food and a wine reception to follow," she said.

No matter the event, Grossmann said all activity is centered around the vineyard.

Faith, Hope and Charity has the bragging rights as Deschutes County's first vineyard.

"The vineyard was planted in 2010 and we began sourcing grapes from Monkey Face Vineyard, allowing us to open the winery tasting room with our first vintage in 2011," Grossmann said.

The 15-acre vineyard consists of nine varietals of hybrid cold-climate grapes that can thrive in Central Oregon's environment. Grossmann said she ultimately plans to grow the vineyard to 55-60 acres.

Grossmann expects the vineyard to produce its first harvest this September. She said she is hoping to surpass one ton per acre in the first year of harvest, which would make Faith, Hope and Charity the largest producing vineyard in Central Oregon

"This year we will have our own,

estate-grown grapes," she said. "And through social media and our website, we will be taking the public on the journey through the vineyard, from vine to wine."

Grossmann said the goal is to build a winery production on site so the entire wine-making process can be done at Faith, Hope and Charity. Linda Donovan, who processes Grossmann's wine as a custom crush agreement in Medford at this time, will be helping Grossmann establish the winemaking facility as production grows.

To engage guests with the wine, Grossmann has a very active wine club. The wine club has three different levels ranging from the exclusive Anchor Club, which includes a case of wine every quarter, special wine dinners and trips to wineries in other regions, to the FHC Club that provides members with two bottles of Faith, Hope and Charity's locally-grown wine every quarter. All wine club members also receive a number of perks such as VIP tastings and discounts on events and wine, she said.

Faith Hope and Charity is more than just a vineyard and winery. It has six five-acre home sites for sale in addition to a 116-acre parcel, which Grossmann foresees becoming an agricultural business such as another vineyard and tasting room, a hop farm and brewery, a distillery, an equestrian operation or a bed and breakfast.

"We have the luxury of being attached to 30,000 acres of BLM Cline Buttes Recreation Area," Grossmann said. "We focused a lot on recreation on the whole development. We encourage people to come and walk the vineyard."

In the spirit of recreation, Grossmann said Faith, Hope and Charity puts on an annual 5k and 10k benefiting Fred Hutchinson Cancer Re-

search. This year's race will be held September 27th. In the future, she hopes to build a half-marathon on the property.

Faith, Hope and Charity currently offers a vacation rental for tourist and locals to enjoy. But Grossmann said her vision is to expand her amenities by constructing a guest ranch that will include a five-suite lodge, a spa and five cottages.

"You won't believe how many people we have from Bend that come and stay at Faith, Hope and Charity," she said. "They just want to get away and we are the ultimate place for a staycation with food, wine music, hiking and biking - all in a serene setting. They come out and spend three or four days and bring their families."

Faith, Hope and Charity is truly a central location, no matter where you are coming from in Central Oregon.

"We're located within 20 minutes of Sisters, 15 minutes of Redmond and 35 minutes of Bend," she said. What makes Faith, Hope and Charity special is its location.

"Escape to paradise. This is Central Oregon's Napa, Grossmann said. "Come and stay for an afternoon ... and remember Faith, Hope and Charity as a perfect destination. We will put together the perfect package to make whatever dream you have a reality."





FAITH
HOPE
CHARITY
VINEYARDS

ANNUAL EVENTS

LIVE MUSIC

Thursdays and Fridays, Feb. through Dec.

Quarterly Wine Club Pick Up Parties

Valentine's Day Dinner Dance

Mother's Day Brunch

Father's Day Fly Fishing & BBQ

High Street Summer Concert

Annual Luau

Crush Cancer 5k/10k Fun Run

Oktoberfest

Holiday Party

New Year's Eve Dinner Dance

check out our website for more information & event dates!

www.faithhopeandcharityevents.com

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MICHELLE WILSON



SHERRY JAKO



AL LEVAGE



ALAN STEWART

MEMBERS *in the news*

Michelle Wilson

Michelle Wilson, LEED AP BD+C, joins BBT Architects as an architectural intern. With over seven years of architectural experience, Michelle has worked on high profile educational, medical and higher education projects in Los Angeles and New York. She has a Bachelor of Architecture from the University of Oregon.

Sherry Jako

Sherry Jako, interior designer, brings over 14 years of experience to BBT Architects. She previously worked as an interior designer in Portland, incorporating sustainable design practices and the use of healthy materials into her projects. Sherry received her Bachelor of Arts in Interior Design from Marylhurst University.

New Principal at BBT Architects

Bend, OR – BBT Architects (BBT) is pleased to announce that architect Al LeVage has been promoted to Principal. Al has over 36 years of experience in architecture, and was formerly a Senior Associate at BBT. With a background that includes work on major projects such as Pendleton Schools, COCC's Redmond Technology Education Center, Warm Springs K-8 Academy, ODOT Region 4 Delivery Building and numerous Bend La Pine Schools, he has been an integral part of BBT's 39 years of success.

Al received his Bachelor of Architecture from the University of Oregon, and is a registered architect in Oregon. His previous experience includes working as a project manager for a commercial general contractor, partnership in a real estate development firm, and owner of a construction company. Al's diverse background has helped him develop a diverse set of skills that sets him apart from others in the field of architecture. He joins Todd Turner and Renée Alexander as shareholders of BBT.

Alan Stewart

Hurley Re, P.C., Attorneys at Law, is pleased to announce that Alan Stewart became a Director and Shareholder of the firm on January 1, 2015.

Alan is a trial attorney who has helped both individuals and business resolve their legal problems through negotiation, mediation, arbitration and trial. Alan practices Litigation with a focus on Commercial Business and Estate Litigation. He enjoys working closely, creatively and cost effectively with his clients.

Hurley Re, P.C. is a regional law firm practicing in the areas of business, real estate, litigation, estate planning, elder law, land use and water law, personal injury, wrongful death, insurance, fire claims and alternative dispute resolution. Other attorneys of the firm include Dan Re, Chris Hatfield, Liz Dickson, Gary Johnson, Ryan Correa, Rob Stout, and Ken Katzaroff.

Tamra Carrell

Tamra Carrell, sales manager at imortgage was recently awarded the Affiliate of The Year by the Women's Council of Realtors. The award acknowledges the recipient's efforts in furthering the goals of the organization.

SUBMIT YOUR NEWS

TO RACHAEL REES VAN DEN BERG

AT RACHAEL@BENDCHAMBER.ORG

BY THE 5TH OF THE MONTH

2015 Gold Partners

The Bulletin

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WOMEN of the year AWARDS

Brought to you by the Bend Chamber

Meet the judges

The Bend Chamber is recognizing the strength of women leaders in our community at the first annual Women of the Year Awards Banquet!

March 11, 2015
@ Tower Theater
5-9 p.m.

Tickets on sale now!
BendChamber.org
(541) 382-3221

See insert for nomination forms

Honor an accomplished woman you know by sending in a nomination to the Bend Chamber for one of the following award categories:

WOMAN OF THE YEAR

YOUNG WOMAN OF THE YEAR

COMMUNITY HERO

YOUNG HERO AWARD



Sonja Donohue

Sonja Donohue is the community relations manager of BendBroadband. She manages all contributions of cash and in-kind giving for all divisions of BendBroadband and is responsible for CSR strategy and implementation aligned with corporate long term goals. Donohue previously worked as the assistant general manager and the director of membership for Broken Top Club. In 2012, Donohue received the Association for Fundraising Professionals award for Outstanding Philanthropic Corporation of the year.



Sarah Lauderdale

During most of Sarah's childhood, her mother owned her own businesses. Stemming from her mother's influences, Sarah has always had a very entrepreneurial and inventive mind set.

After college Sarah was chosen to be a contestant on the hit CBS show "Survivor", in only its 4th season, and headed off on this more than wild adventure at the end of 2001.

Her love for continuing education then found her accomplishing her Masters Degree in Cross-Cultural Education along with her Teaching Credential. After five years of working in Special Education she transitioned into the non-profit field, helping children and people with addictions.

After moving to Bend for the lifestyle and change of pace, Sarah found herself applying for a marketing consultant position with the Bend Radio Group where she has been for three years now. This career allows her to help business owners achieve the success they are looking for through creative advertising!

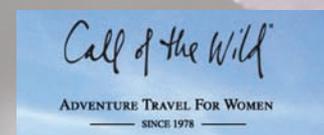


Emilie Cortes

Emilie Cortes has a mission to inspire women to face challenge, risk and fear differently and break down internal barriers to their dreams through positive experiences in the outdoors.

Emilie is a motivational speaker, as well as the owner and president of Call of the Wild Adventures, Inc., an all women's adventure travel company. She left a 17-year career in financial services to align her passion and vocation. Emilie has climbed on six of the seven continents and leads backpacking, trekking and snow camping trips for Call of the Wild and non-profits such as the Sierra Club and GirlVentures.

Emilie holds an MBA from Berkeley, in addition to the CFA and CAIA investment designations. She serves as the treasurer to the Compton Foundation, is a member of Financial Women's Association and Outdoor Industry Women's Coalition, and has served on the National Associations of Women MBAs Board. She speaks frequently on investments, leadership and adventures in the big mountains, inspiring individuals to reach their own personal heights in their careers and lives.





Heather Hansen

Heather (Hepburn) Hansen focuses her practice in the areas of business and real estate law, including entity issues, corporate and limited liability company formations, securities and mergers and acquisitions. Heather is experienced in preparing and negotiating asset sale and stock sale agreements, commercial leases, real property purchase and sale agreements, construction

agreements and employment agreements.

Heather was a former shareholder with the firm of Schwabe Williamson & Wyatt, P.C. Prior to joining Schwabe, Heather was an associate with Karnopp Petersen, LLP. While in law school, Heather was a staff editor for the Oregon Law Review and served as a judicial extern to the Honorable Ann Aiken, United States District Judge in the District of Oregon.

From 2009-2012, Law & Politics magazine named Heather "A Rising Star," a distinction that recognizes outstanding lawyers who have attained a high degree of peer recognition and professional achievement. While up to 5 percent of the lawyers in a state are named to SuperLawyers, no more than 2.5 percent are named to Rising Stars. Heather is also a 2008 "Accomplished Under 40" recipient.

BLJ BRYANT, LOVLIE & JARVIS



Martha Rogers

Martha Rogers is the special projects manager at The Bulletin. Special Projects encompass many things for the locally-owned newspaper including niche magazines, event guides, on-line auctions and individual customer products. She also oversees the charitable giving and non-profit community involvement for The Bulletin.

Martha began her career with The Bulletin as a news reporter and photographer and later moved into sales and sales management. An Oregon native and proud U of O Duck, Martha spends her free time with her husband Ross and dog Dreyfus enjoying the local music scene and fly fishing.

The Bulletin

Serving Central Oregon since 1903



Connie Druliner

Connie Druliner started the Bend franchise of Express Employment Professionals in 1983. She is the president and CEO, as well as one of the original 20 franchisees of Express Employment Professionals.

During her tenure in Central Oregon, Connie has served on over 35 boards. Connie currently serves as a board member and is the past president of Redmond Economic Development Inc., is a board member for Economic Development of Central Oregon

and 1st Story and is on the advisory board for Leadership Bend.

Connie was honored by the Bend Soroptomists in 2002 as their Woman of Distinction, by the Bend Chamber of Commerce as Citizen of the Year in 2005, and in 2006 Connie was selected as the first inductee into the Inspirational Women Hall of Fame established by the Women's Resource Center of Central Oregon. In 2007 she was honored by the Center Foundation for her leadership with their Toast to the World Travel Award.



Sam Albert

Sam Albert is honored to be part of such a terrific panel of ladies. She can be heard weekday mornings on 101.7 fm with her bald-headed morning show partner, MJ. Before relocating to Bend, Sam worked (but mostly didn't work) as an actress in film and television in Los Angeles. Prior to that, she performed at The Second City in Chicago as a resident company member. She is proud to be a part of the Women of the Year Awards and would like to thank the important women in her life: her grandmother Mimi for her strength and wit, and her mom for her enduring wisdom and love.



Stephanie Anderson Stroup

Stephanie Anderson Stroup, owner of Twist Cocktail Catering Co., has lived in Bend since 1998. When she isn't busy taking over the world (one party at a time), you can find her outside hiking, skiing, mountain biking, mushroom hunting, camping and hanging out with friends and family.





Cascades East Transit Drives Economy

Central Oregon has many qualities to be proud of: plentiful open space and opportunities to recreate outdoors, a strong economy built on historic industries such as forest products and agriculture, as well as emerging high tech and recreational sectors, great healthcare and medical services in our area, a notable craft beer scene and proximity to retail and other conveniences.

Bend is increasingly recognized as a tourist destination and a desirable place to live. As much as we are all excited about these things, we all have work to do to make our region a better place to live for this generation and the next.

In the last census, Central Oregon was one of the most rapid growing regions in the west, even surpassing Portland as far as percentage of population growth. And growth is expected to continue in the coming years. There are many questions that should be addressed as we plan the future of Central Oregon. Will there be enough housing for everyone? What about good paying jobs? How will we manage our traffic congestion? How do we ensure opportunities for all Central Oregonians?

Cascades East Transit (CET) will address these questions through growing and strengthening our public transportation system. Currently CET provides a fixed-route service in Bend with seven routes traveling from west to east and north to south, as well as complementary paratransit service for eligible riders - persons with disabilities and low-income seniors. CET also connects our Central Oregon communities together with buses that travel to and from La Pine, Redmond, Sisters, Prineville, Madras, Culver, Metolius and Warm Springs. Within these communities, we provide demand-response service, also known as Dial-A-Ride, to the general public. We know that our communities across Central Oregon are intricately connected and rely on each other to succeed; this is why transit is a valuable asset not only in Bend but in our entire region.

Transit moves business

Good transit service allows a large number of employees to reach businesses and job centers. When employers only have access to their location by vehicle, it limits the pool of employees that are able to travel to and from that business. Transit also helps to cluster large employment centers in small geographic areas.

Transit can be a determining factor in business recruitment. Many employers seek access to active forms of transportation for millennial employees, who increasingly opt for alternative forms of transportation not involving a car.

Access to major centers of employment, educational institutions and medical services is already an issue on people's minds. In 2014, Central Oregon Intergovernmental Council (COIC) along with community leaders, businesses and institutions, identified strategies to improve the quality of service of CET and to develop a sustainable plan to support CET now and in the future. Both partnerships and recommendations came out of this growth strategy.

Transit moves people

Even if you do not ride public transit, you might be surprised to know that it is working for you. In Central Oregon we are not confined to the community where we reside; we travel all over our region for work, recreation, shopping, medical appointments and other services. According to previous planning research conducted for our long-range transit plan, nearly 55 percent of the jobs that exist in Bend are held by residents who live outside of Bend. Many of these long commutes are categorized as "single occupancy vehicle" or SOV, meaning a person drives in their car alone. Where we live and work dictates the majority of our travel patterns, but we should have choices on how to get there. Some great benefits of

transit are: less congestion on our roads, decreased automobile accidents and less wear and tear on our roads.

Transit is also beneficial to our seniors who are no longer able to drive. Crook, Deschutes and Jefferson Counties have a higher percentage of seniors compared statewide. Our senior population is only expected to grow as the younger half of the Baby Boom generation ages. Public transit is a critical service for our elderly residents in order to retain independence while being able to travel to medical appointments and run errands.

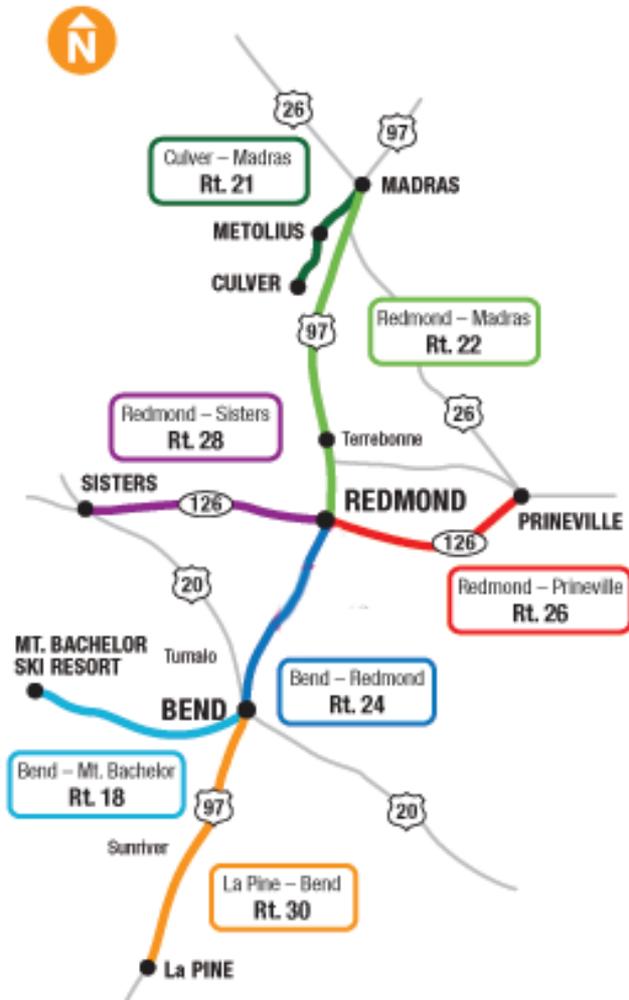
Transit moving us to the future

CET is also working with business leaders and officials in Bend to make mobility improvements city-wide. The two major outcomes from the growth strategy last year were – to secure dedicated, stable local funding for transit that provides long-term sustainability for CET services and to better inform the public about our regional transit system. Through the input from our regional leaders, COIC and several partners are working together to achieve a more robust form of public transportation. As we look to improve CET, we rely on the community's input. Service changes will initially be seen in Bend, but that will just be the beginning. It will affect transit region wide and lead to enhanced transit service across Central Oregon.

In 2015, COIC aims to be out in the public more to talk about what we do and where we are heading with transit. Don't be surprised if you see us at an event talking about one of our many routes or if you see our upcoming new brochures or signs posted around town. COIC believes in Cascades East Transit and we are delighted to share information about our services with the community. If you see us, feel free to come up and say hello. Tell us about your experience riding transit or ask us questions on how to ride.



cascades east transit REGIONAL SYSTEM MAP



Cascades East Transit at a glance

Fixed Route service Bend – 7 Routes

Community Connector shuttles to Bend, La Pine, Prineville, Sisters, Madras, Metolius, Culver, and Warm Springs

- Seasonal service to Mt. Bachelor in winter and Ride the River in summer

- Paratransit service in Bend

- Demand response service inside Redmond, Prineville, Sisters, La Pine, Madras for general public

- Deviated Fixed Route in Warm Springs

- Cascades East Ride Center Volunteer Driver Program

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- @RideCET on Twitter



LEADERSHIP BEND

Advancing Central Oregon



with Start-Up Clusters and Education

BY: LAURA CLOSS



This month in Leadership Bend we learned about the startup clusters in Central Oregon and the institutions that educate our community.

A startup cluster (or “sector”) is a concentration of entrepreneurs and associated organizations that help a company go from idea to launch. It is empowering to see all the resources and programs in Central Oregon that support entrepreneurship with the goal of improving our overall economy. With the Small Business Development Center at COCC and Economic Development of Central Oregon (EDCO), in addition to events like Ignite Bend and the Bend UnConference, our community is more than excited to hear new and innovative ideas. Organizations can gather in accelerators and incubators like StartUp Weekend, FoundersPad and Bend Outdoor Worx. Access to capital can be sought through Cascade Angels, Seven Peaks and the Bend Venture Conference, and short-term debt financing can be obtained through Craft3. To foster growth, organizations can look to a variety of mentors including Looking Forward, EDCO, the Oregon Bioscience Association, Oregon Outdoor Alliance and The Tech Alliance of Central Oregon. There are also many local networking opportunities through MeetUps, Bend Chamber events and EDCO PubTalks.

We may seem to have the perfect makeup for companies to launch and grow in Central Oregon, but there are some hurdles that we face in bringing companies here as well. Access to talent, our size and logistics for manufacturing, including distance from the

nearest port or international airport, are reasons why people have said no to building their business here. Although we can’t move our location (and wouldn’t if we could), what we can improve on is our access to talent. This is where the education portion of the day comes in.

Bend LaPine School District is the 6th largest district in Oregon, and a growing 86 percent of graduates from the district move on to either a two-year or four-year college, or military. Central Oregon Community College educates 17,000 students with a wide variety of two-year programs and transfer degrees. Many of these students transfer into OSU-Cascades which will launch its first year of being a four-year institution in 2015-2016. OSU-Cascades currently offers 17 undergraduate majors and aims to align their programs with the demands of the Central Oregon economy. Working together to establish and grow the four-year university in Bend, these educational institutions will help to supply the talent the startup clusters need to be sustainable.

In addition to our speaker panels, we attended the City Club luncheon with a discussion on “Decisions by Committee: Who’s Running City Government?” As a class of aspiring leaders, it was inspiring to hear how we can contribute to the growth and development of our community by serving on committees. And we plan to do just that.

BUSINESS EVENTS

REGISTER FOR BEND CHAMBER EVENTS AT BENDCHAMBER.ORG/CHAMBER-EVENTS

February

February 3 | Tuesday

What's Brewing? Bend's Town Hall

Workforce Housing Crisis: What Are Our Options?

5 - 7 p.m.

Deschutes Brewery Public House
- Tap Room

1044 NW Bond Street

Ticket includes your first drink

\$15 Members | \$20 Community

\$5 more at the door

February 5 | Thursday

Ribbon Cutting

4:30 - 5:30 p.m.

Deschutes Co - Downtown Clinic

1128 NW Harriman St.

FREE

February 10 | Tuesday

Membership 101

10 - 11 a.m.

Located at the Bend Chamber

777 NW Wall St Ste 200

RSVP to Shelley 541-382-3221

FREE

February 11 | Wednesday

Young Professionals Network

5 - 7 p.m.

Jones & Roth CPA's and Business Advisors

300 SW Columbia St. Ste. 201

\$7 members | \$15 community

\$5 more at the door

February 12 | Thursday

Ribbon Cutting

4:15 - 5 p.m.

NPS Wireless LLC

377 SW Century Drive

FREE

February 25 | Wednesday

Business After Hours

5 - 7 p.m.

American Cancer Society

This event will be held at Deschutes

Brewery - Mountain Room

901 SW Simpson Ave

FREE

February 27 | Friday

Women's Round Table

The Mental Side of Releasing

Weight- The body you want is

ALL in your thinking

7:30 - 9 a.m.

Rosie Bareis Sanctuary at Deschutes Children's Foundation

1010 NW 14th St.

Members: \$15 | Community: \$20

light fare provided

March

March 3 | Tuesday

What's Brewing? Bend's Town Hall

Our Entrepreneurial

Ecosystem - Then and Now

5 - 7 p.m.

Deschutes Brewery Public House
- Tap Room

1044 NW Bond Street

Ticket includes your first drink

\$15 Members | \$20 Community

\$5 more at the door

March 11 | Wednesday

Women of the Year Awards

Tower Theater

5 - 9 p.m.

Members \$35 | Community \$45

26th Annual
Sage Awards
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Photo Gallery

find and tag more photos!



Roger Lee, EDCO and Gene Wiggins \ Pints with our Pillars January Event



*Roger Lee, EDCO & Troy Reinhart with NW Quadrant
Pints with our Pillars January Event*



*Salute to Commerce: Visual Thinking Northwest
Wayne Purcell, Chuck Chackle, Kevin Raichl & Tim Casey*



*What's Brewing? Bend's Town Hall \ "Legislative Outlook 2015 - January 6, 2015
Panelists included: Senator Tim Knopp, Rep. Knute Buehler,
Erik Kancler, Kancler Consulting LLC, City of Bend lobbyist.*

2015 Ambassadors

Debbie Agnew
Red Bee Press

Tonya Bernardy
OnPoint Community
Credit Union

Rachelle Chaikin
LegalShield Oregon

**2015
Ambassador Chair
Peter Christoff**
Merrill O'Sullivan LLP

Jacob Fain
Morgan Stanley

Jacob Franke
Smolich Motors

Suzanne Johnson
Cascadia Gift Baskets

Brian Newton
Jones & Roth CPAs &
Business Advisors

Sean Rupe
Deschutes County Title
Company

Becky Vaughan
Horizon Pet Cremation

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Team Sell Bend - Shelley
Hummel

Are you interested
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Ribbon Cuttings



*Ashley Furniture Homestore Ribbon Cutting
December 18, 2014*



*Hayden Homes Ribbon Cutting
January 8, 2015*



*Ana's Rose N Thorn Ribbon Cutting
January 15, 2015*



2014 Sage Awards

*Bend Chamber Board Award of
Distinction & Community Excellence*

Taylor Northwest

*By: Rachael Rees van den Berg
Bend Chamber
Communications Coordinator*

Taylor Northwest is a heavy construction contractor headquartered in Bend, that specializes in civil construction such as, land clearing, excavation and utility infrastructure.

The company, owned by Todd and Lorri Taylor, was established in 2008. It employs 100 people in the winter months and upwards of 150 during the summer.

Sales volumes average about \$20 million a year. Todd Taylor said his company does both municipal and private projects in Oregon, Washington, Idaho and Nevada.

"Taylor Northwest was a subcontractor in the construction of both Apple and Facebook. We've done a significant amount of residential phase work for NorthWest Crossing, including the new Discovery Park," he said. "Taylor Northwest also did the civil work for the St. Charles Cancer Center and will be doing the offsite improvements for the Prineville hospital."

Beyond civil construction, Taylor said his company also builds investment properties including the Ray's Food Place building in Sisters and the new Shevlin Health & Wellness Center in Bend.

Taylor Northwest received the Board Award at the Sage Awards for the company's commitment to community involvement and philanthropic programs.

"We're fortunate to live in an area that provides the quality of life that Central Oregon has to offer," Taylor said. "Giving back is one way our company and employees are able to participate to ensure this quality of life carries on generation after generation."



Taylor Northwest has the ability to give back in more than one way, whether it's labor and equipment or writing a check, Taylor said. For example, Taylor's company, among others, donated a significant amount of civil construction for the new St. Charles Cancer Center.

"Our philosophy is simple," Taylor said. "When we can, we are committed to supporting education, health and wellness, arts and music, and most of all, creating open space for all of us to enjoy. We want to look back in 50 years and know that we, along with others, participated at whatever level we could at the time."

TICKETS ON SALE NOW FOR
2015 SAGE AWARDS - APRIL
10TH AT SUNRIVER RESORT!

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Central Oregon Air Service Team

2015 FORECAST

Submitted by: Alana Hughson, Central Oregon Visitors Association
Central Oregon Air Service Team
Alana@visitcentraloregon.com

As we forecast priorities for 2015, there are few fundamental imperatives more important to Central Oregon's residents than the commercial air service provided by RDM (Redmond Municipal Airport). The region's ability to transport goods and services, as well as commercial and leisure travelers affordably and efficiently, are a direct link to Central Oregon's quality of life and economic vitality.

However, commercial air service is a commodity that must be utilized, or lost. Central Oregon air service has been exceptional, given the size of our region, but the competition for air service to small communities is fierce. Central Oregon residents must fill seats on planes via RDM if we are to retain and expand our current service and potentially grown new markets.

Some twenty years ago, visionary Redmond Airport Manager, Carrie Novick, now retired, developed the Central Oregon Air Service Team (COAST). The purpose of COAST is to bring together regional leaders to be mutually invested with the airport in a vision for the growth and long-term sustainability of commercial air service.

In addition to Jeffrey Tripp, Redmond's new airport manager, COAST is represented by a collaborative team of economic development partners; Roger Lee, Economic Development for Central Oregon; Alana Hughson, Central Oregon Visitors Association; Eric Sande, Redmond Chamber; Tim Casey, Bend Chamber; Mike Boggs, retired airline consultant; and Trina Froehlich, RDM airline consultant with Mead/Hunt.

The COAST 'road show' team of Tripp, Lee, Hughson and Froehlich has recently completed the annual cycle of individual meetings with the air carriers serving RDM. Appointments with the planning and marketing teams for Alaska Airlines, Delta Airlines, American Airlines and SkyWest have been completed and the final meeting with United will be held in Q1. The COAST initiative to build relationships and ongoing communications with our airline partners is a unique point of differentiation for Central Oregon. Our region is recognized as one of the very rare small communities to collaborate so efficiently, and visibly, in airline service initiatives.

The success of COAST's two Airline Travel Bank programs; the first executed for non-stop jet service on Delta Airlines from RDM to Salt Lake and the second for non-stop jet service on American Airlines from RDM to LAX; have been highly successful models envied by other small communities. The lightning fast ability of Central Oregon's elected officials, communities and business leaders to pull together to fund and support the RDM Air Service Travel Banks was nothing short of astounding. This cohesive nature of Central Oregon is what sets us apart with our airline partners and has proven invaluable.

The two Travel Bank initiatives have been instrumental to Central Oregon's economic, business and tourism development by creating connectivity to eastbound destinations, the Bay Area and southern California. Additional COAST priorities have included jet service

from RDM to San Francisco (expanding to four flights daily this summer) and RDM to Seattle, also expanding to four flights daily in June.

The short-term call to action for the region is to fill seats on planes from RDM in the challenging travel months of January and February. The seasonality of our market jeopardizes our ability to rely on consistent flight service continuation.

While the community has been enormously generous in support for COAST initiatives and the airline Travel Bank programs; we cannot be complacent about the need to use, or lose, our critical air service. Please, fly RDM and help Central Oregon sustain and grow our air service capacity.

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Family Access Network



OUR MISSION

To improve lives by ensuring all children in Deschutes County have access to basic-need services

WHAT WE DO

FAN advocates are located in all public schools in Deschutes County. Working through one dedicated FAN advocate, a student or parent is connected to essential services such as food, shelter, health care, clothing, job opportunities, childcare support and more.

OUR IMPACT

FAN serves over 10,000 children and family members each year. Our client surveys indicate that 98% of families report that FAN improves their lives and 78% of families say that FAN services help their child attend/stay in school.



“Lucas’s” story...

He lived in a relative’s garage with his family. He’d lay on the concrete floor wrapped in blankets trying to fall asleep as winter’s cold seeped into the garage. Lucas is quiet, thoughtful, and tired. He ate only one meal a day and frequently missed school. The FAN advocate worked with the parents, several community agencies and local faith organizations to help the family secure a place to live, stock their pantry with food, and provide clothing and school supplies. One day, Lucas’s first grade class was sitting in the hallway along the wall listening to the teacher read a story. As the FAN advocate walked down the hall, he yelled out to all his classmates in a happy voice: “That’s the lady who got me a bed!”

HOW TO GET INVOLVED

- Call us to schedule a FAN presentation with your staff, service group or club
- Sponsor a FAN event
- Become a sustaining donor ~ support FAN with a monthly donation
- Host a private dinner

For more information, contact Nancy Childers via phone 541-693-5733
or email: nancy.childers@hdesd.org



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-- Rosa Parks



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Attend our **Free SCORE** Workshops to get the answers you need!

When

- The first Wednesday night of the month
- February 4 to April 1, 2015
- 5:30 pm to 7:00 pm

How to Register?

- Call 541-617-7080
- Space is limited to 36 participants per session so ACT NOW!

What's To Be Covered

- Financial Fundamentals of Running a Business - February 4
- Maximizing Your Marketing Investment - March 4
- Managing Your Operations - April 1st

Where

- Brooks Room, Downtown Bend Library

SCORE is a group of active and retired business executives that volunteer their time to mentor small businesses. If you want help with your small business and can not make a workshop, then log on to our website and request time with a SCORE Mentor.

These workshops are brought to you by SCORE Central Oregon, The Deschutes Public Library and the generous sponsorship of Mid Oregon Credit Union and Windermere Central Oregon Real Estate



NOMINATION FORM 2015 WOMEN OF THE YEAR

The inaugural Women of Year Awards will be held on
March 11 at the Tower Theater from 5-9 p.m.

Deadline for nominations is February 20 by 4 p.m.
Please email robin@bendchamber.org, fax to 541-385-9929 or
drop completed nominations off at the Bend Chamber office
located at 777 NW Wall St. Ste. 200
For more information please call our office 541-382-3221

The awards ceremony will honor women of all ages, of diverse
cultures and roles who have demonstrated their commitment to
the betterment of our region through significant contributions.

Now is the time to reward that special, hard working woman
who has always amazed you with her professionalism; that
woman who always finds time to commit to the community and
serves as a mentor to other women.

Don't miss out on the opportunity to join us as we celebrate the
achievement of women from across Central Oregon. Get your
tickets at BendChamber.org | 541-382-3221

Anyone, both members and non-members, may submit a
nomination, or women may self-nominate.

All nominees are reviewed by a panel of judges comprised of
business owners, Bend Chamber Board Members and
community dignitaries.

Women of the Year Awards Categories:

Award for Woman of the Year – Recognizes a woman who
has excelled in her career, field or passion and / or has made a
significant achievement in a traditionally male-dominated area.

Young Woman of the Year Award – Shines a spotlight on a
young woman 20-35 years of age who has excelled in aspects
of her career or community-related efforts.

Community Hero Award – Acknowledges a local hero and /
or volunteer; a woman who is making outstanding contributions
to her local community.

Young Hero Award - Acknowledges a local young lady under
20 years of age, and / or volunteer who is making outstanding
contributions to her local community.

Nomination Form – 2015 Women of the Year

Category: _____

Nominee: _____

Nominee Email: _____

Nominee Address: _____

Nominee Phone: _____

Nominator Name: _____

Nominator Phone: _____

Nominator Address: _____

IN 750 WORDS OR LESS, FOR EACH OF THE BELOW
BULLET POINTS, PLEASE DESCRIBE THE FOLLOWING
ABOUT YOUR NOMINEE:

- PERSONAL BIO
- BUSINESS BIO: *If applicable*
- DEMONSTRATED LEADERSHIP
- COMMUNITY INVOLVEMENT & BOARDS
- WHY IS THIS NOMINEE DESERVING OF THIS AWARD – THIS IS YOUR OPPORTUNITY TO TELL HER STORY!

APPLICATIONS MUST BE COMPLETE – THE MORE
INFORMATION THE BETTER!