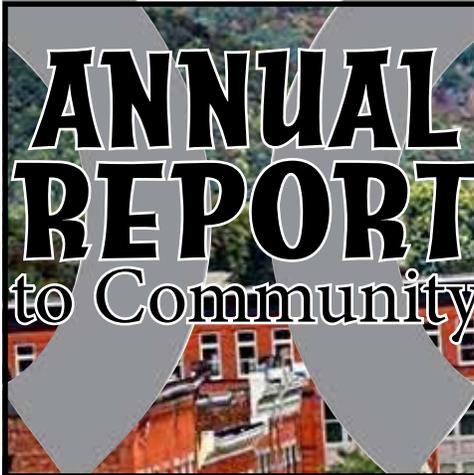
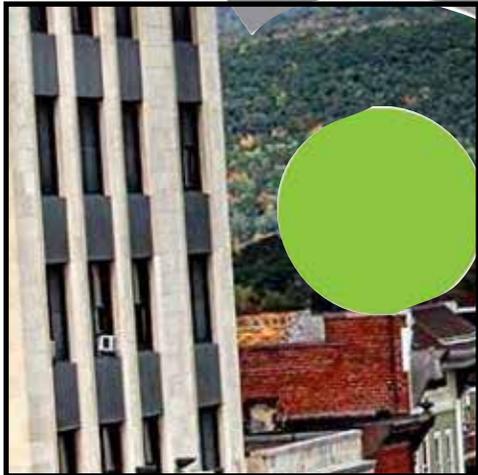




2019



ANNUAL REPORT to Community



VISION

“The Greater Olean Area Chamber of Commerce is recognized as the premier business leadership organization for the advancement of the area’s economic well being and quality of life.”



2020 EXECUTIVE COMMITTEE

President - *Mari Howard*
Vice President - *Vicki Blessing*
Secretary - *Jason Crisafulli*
Treasurer - *Adam Jester*
ExOfficio - *Andrew Caya*

2020 BOARD OF DIRECTORS

William Aiello, Mayor, City of Olean
Vicki Blessing, Park Centre Development
Terry Brairton, Paul Brown Motors
Andrew Caya, Cayas Canopies
Jason Crisafulli, Kinley Corp.
Daniel DeMarte, Jamestown Community College
Tim Finan, Olean General Hospital
Eric Garvin, Community Bank, N.A.
Mari Howard, Intandem
Adam Jester, Southern Tier Technical Services
Rick Moore, Olean City School District
John Petruzzi, Petruzzi Insurance
Dennis Pezzimenti, Howard Hanna Professionals
Steve Pokrzyk, Cutco Cutlery Corp
Tim Smith, Paul Brown Chevrolet
John Stahley, Siemens / Dresser-Rand

CHAMBER STAFF

Meme Krahe Yanetsko
Chief Operating Officer
Shelby Lippert
Accountant
Erica Dreher
Membership Services Manager
Bobi Cornelius
Administrative Services Manager/Bookkeeper
Abby Irvin
JCC Intern

GOACC ADMINISTRATION

CHAMBER MISSION

“The Greater Olean Area Chamber of Commerce is a member-driven business organization that provides benefits, programs, services, and events to enhance the area’s quality of life and economic climate.”

DEAR MEMBERS & FRIENDS,



2019 was a 'great' year for the Greater Olean Area Chamber of Commerce (GOACC), under the leadership of our Board President, Andrew Caya, our dedicated board and staff, and hundreds of community-minded volunteers.

GOACC continues to support our members through local and regional advocacy, business advisement, educational seminars, networking opportunities, regional marketing, and of course our signature events and activities. The Chamber's Board of Directors understands the importance of economic development and smart growth.

At the heart of all we do is a steadfast commitment to our members, large and small, who invest in this community, employ its citizens, and contribute to the quality-of-life elements that make the Olean area a wonderful place to live. We are grateful to you, our members, for your continued support of the Chamber, and we intend to work tirelessly for your success and the prosperity of our region.

As we distribute this annual report, we are reminded that there is never a shortage of work to be done. We look forward to meeting the challenges ahead, and we welcome your participation, collaboration, and suggestions as we create a vibrant, thriving and prosperous Greater Olean community.

Sincerely,

Meme Krahe Yanetsko
Chief Operating Officer

Greater Olean Area Chamber of Commerce

301 North Union Street • Suite 101

Olean, New York

716-372-4433

Facebook @ OleanNYChamber • Twitter OleanNYChamber

CHAMBER MEMBERSHIP

Membership with the Greater Olean Area Chamber of Commerce stayed at approximately 575 members in 2019. That means the majority of area businesses throughout the greater Olean area are part of the Chamber. We welcomed many new businesses and organizations to our ranks.

During last year, members took advantage of many benefits the Chamber offers including member-to-member discounts; assistance with advertising, marketing and promotion; and guidance in exploring cost-saving measures like health insurance programs, energy saving incentives, and grants. Through various sponsorships or setting up booths at the many Chamber events during 2019, our members were able to promote their businesses and reach new customers.

Our weekly #MemberMonday posts on social media continued to perform well — and became a sought-after benefit. Each week, the Chamber highlighted a different member on Facebook with a boosted post to ensure it reached residents in the community.

That promo went over so well, the Membership Committee added Testimonial Tuesdays! During #TestimonialTuesday, the Chamber looked for positive testimonials from the community about our members. Maybe you had a great meal, received top quality customer service, found the perfect item at a local merchant? Whatever the experience... the community gave out kudos to our members -- it was great!

The Chamber's Lunch and Learn series was a benefit taken advantage of by many of our members. The Chamber held one-hour sessions in which speakers presented on a variety of topics, such as Marketing 101; Self-Defense for Business People and Estate Planning for the Individual and Business Owner, pertinent to business owners.



2019 AT A GLANCE

GC, MNE & NEW STAFF



GC - GIFT CERTIFICATE PROGRAM

The Chamber sold nearly \$306,900 in gift certificates throughout 2019, with \$162,890 sold in December (increase from 2018 figure \$140,467). Of the gift certificates sold in 2019, thousands were redeemed at more than 233 local businesses. Beauty shops, restaurants, day cares, grocers, and stores of all sizes benefit from the program.

The Chamber instituted the Gift Certificate Program in 1995. During its first year, \$9,000 in certificates were sold and 35 member businesses participated.

The uniqueness of the program is that it encourages redeemers of the certificates to discover products and services available at businesses in our area, businesses that support the chamber. Many of the gift certificates were sold via phone calls and emails to customers across the country buying gifts for local residents.

ONLINE SALES

The Chamber's online shop site continued into 2019 with sales. The **SHOP.OLEANNY.COM** site allows the Chamber to sell its gift certificates, ornaments, other merchandise event tickets online. The second season saw similar sales of 2018 in 2019 with \$5,907.00.

MNE: MEMBER NETWORKING EVENTS

For the 2019-2020 season, GOACC added CASH MOBS to its member networking events schedule. This schedule also includes a reduced number of Business After Hours (5). This opportunity (BAHs) to meet and network with other members is a valuable business resource. Call it networking, schmoozing; mingling whatever. All your member employees are eligible to attend. The schedule can be found online <http://bit.ly/2uMNoVV>

NEW STAFF

The Chamber saw the addition of a new staff member, Abby Irvin as our staff intern. We are excited to welcome this former Allegany Limestone Central student and current JCC student to our team.



TASTE WINNERS

Overall Best Taste

— Queso Chicken Bake created by the Future Chef's Challenge winner, Liam Herne of the Olean City School District;

Best Appetizer

— Wonder Tots from Bub's Grub food trailer; **Best**

Main Entrée

— Steak Alfredo from Napoli Pizza; and

Best Dessert

— S'mores flavored Baklava from Ann Marie's Homemade Baklava.

OAYP

Olean Area Young Professionals' goal is to bring young professionals throughout the area together for socialization, professional development and community service.

The second Annual Awards Ceremony to recognize outstanding young professionals for their contributions to the greater Olean area was held in October 2019. continued below...



WORKFORCE DEVELOPMENT

Since 1977, the Chamber has administered the Chamber On-the-Job Training Program, helping reduce the cost of training new staff for many of our area's employers. The Chamber received another grant for the program totaling \$100,590 for employee training in 2019. That money was used by 36 different local companies to train a total of 42 employees. The average hourly wage of those trained was \$14.12.

Through an affiliation with the One Stop Career Center in Cattaraugus County, the Chamber provided assistance to another 30 companies across the county in training and hiring 49 new employees. Companies benefiting from the program ranged from the area's largest employers to smaller stores.

ANNUAL DINNER 2019

Greater Olean Area Chamber of Commerce recognized four fixtures in the local business community at its Annual Dinner held on November 7 at Good Times of Olean's Events Center.

Brian O'Connell, Jr. was awarded the 2019 L.O.U.I.E. Award. The L.O.U.I.E. Award is bestowed upon an individual who symbolizes the enterprising spirit for the greater Olean community, qualities which were embodied in the life of Louis Marra.

Both Henry H. Hill and Angee's Restaurant were each given the 2019 Enterprising Business Award. The honor is presented to a business or a non-profit organization which exemplifies the unique "hometown" charm of the greater Olean area in manners of administration/operation, customer service, or marketing efforts.

The Chamber's Presidential Award, an honor given to a business, organization or individual that is iconic and integral to the fabric of the business community in the greater Olean area, was given to Olean Family YMCA.



OAYP HONOREES 2019

Our 2019 honorees and their awards were:

*Pete Coate ~ Emerging Young Leader Award;
Alicia Broadbent ~ MVYP Award; Holly McCully ~ Rookie of the Year Award; Kyle Leslie ~ Volunteer of the Year Award; husband and wife Heath and Sally McCombs ~ OAYP Member of the Year Award; and The Regina A. Quick Center for the Arts ~ Friend of OAYP.*

CHAMBER EVENTS BY THE NUMBERS



The tenth-annual Greater Olean Area Outdoor & Rec Sports Show held January saw many visitors brave the snowstorm that hit that weekend. The show, which featured 34 vendors all specializing in different ways to enjoy the outdoors, was held at Daniel Carter Events Center.

The 47th-annual Greater Olean Area Home Show welcomed nearly 1,927 visitors in April. Seventy-two vendors participated, displaying and demonstrating products from hot tubs to gardening supplies, along with heating and cooling systems.

The Chamber Clambake, held in June at War Veterans Park, in Olean. More than 550 attended and enjoyed an evening back in one of its mainstay locations. Grand Slam Grill served up a delicious menu.

The sixth-annual Corporate Golf Classic, held in July at the Bartlett Country Club, had 22 foursomes compete. Tournament winners were Dresser-Rand in the Corporate Division and Fox Financial in the Community Division. Through its 50/50, the Classic raised \$400 to the Mental Wellness in Cattaraugus County Fund.

D.J. Butchello, John Cappelletti, and the late Larry Chiarenza were named as the 2019 Taste of Olean Hospitality Wall of Fame Award recipients. The Hospitality Wall of Fame recognizes individuals and/or businesses who have made a significant contribution and given exceptional service to the food service/ hospitality industry in the past and who may continue to do so.

To mark the 2019 holiday season, the Chamber released two ornaments depicting Beef 'n' Barrel Restaurant and the Archbishop Walsh Academy.

CORPORATE CHALLENGE NUMBERS

2019 | 2018

Participants

852 | 782

Companies

38 | 41

Cereal Boxes

7,061 | 4,138

Most by Company

Olean Wholesale
2406

Most per Employee

SolEpoxy
22.99

2019 CHAMBER VOLUNTEERS • 2019 CHAMBER VOLUNTEERS

Rachel Askey • Adam Jester • Bill and Patty Aiello • John Ash
• Mark Baker • Ellen / Bill Bathurst • Bob Bell • Al Bernstein •
Vicki Blessing • Tim Smith • Bonnie Babcock • Abbey Bowser •
Sarah Bradley • Terry Brairton • Suzy Broadbent • Scott/Christie
Brook • Maria / Dan Brooks • DB & Bob Busan • Anne & Andy
Carlson • Trisha Carney • Andrew Caya • Michelle/Mike Caya •
Ruby Constanza • Wayne / Sue Cooper • Kelly Crandall • Jason
Crisafulli • Jeff and Anne Crouch • Daniel DeMarte • Scott
Derwick • Trista Dickerson • Jon Blade • Wendy Eaton • The
Thompson Family • Tim Finan • Eric Garvin • Leslie Morey •
George Nasuta • John Gerringer • Matt Gnan • Kathy Grandusky
• Char Granger • Jesse Gugino • Patti Gulnac • Lynn & Mike
Gumtow • Sarah Hagg • Sue Hannon • Dave & Barb Hastings •
Kelly Hendrix • Frank Higgins • Mari Howard • Megan Jennings
• Matt Kahm • Vicki Kearns • Chris Kenyon • James & Sandy
Keough • Lynette Korska • David/Irene Krahe • Heather / Monica
Krotz • David Kwiatkowski • Randy & Kate Langdon • Steve /
Eileen Lanza • James Lee • Lori / Chuck Lee • Tim Lemon • Sue
LeRoy • West Long • Joyce Louser • Carol Mahoney • Danni &
Katie • Mike Martello • Cora Martin • Chuck Massaro • Joann
McAndrew • Laurie McCarthy • Sue Mccauley • Michiko/Earl
McElfresh • Joan McGonnell • Paul Melfi • Shauna Miller • Rick
Moore • Ginger & Tom Moser • Amy & Brenda Murphy • Cam
Myers • Mike / Sally Nenno • Tim O'Keefe • Rotary Club of
Olean • Deb / Randy Opferbeck • Roxanne Padlo • Bob Parker
• John Petruzzi • Steve Piccirillo • Amber & Keith Pierce • Joan
& Richard Pingitore • Steve Pokrzyk • Brent Raabe • Anna/
Phoenix Reisner • Mary Rich • Nate Rodgers • Dominic / Jen
Rogers • Fred Saradin • Anita Schmidt • Amy Schneggenburger
• Frank & Birdie Skrobacz • Tammy Skrobacz • Sandy Sleggs •
Mary Smith • Mike Smith • Paula & James Snyder • Bill / Cindy
Sorokes • Kim / Craig Southard • Jeff and Jody Spears • Tracey
Spears • Audra Stevens • Colleen Taggerty • Charles/Sharon
Talbot • Otto Tertinek • Ryan Wheeler • Kelly Wilber •
Krissy Williams • Linda / Gil Witte • Donna Woodruff •
Ann Marie & Dennis Wright • Ken Wright • Tom, Mack
Yanetsko • Lisa Zlockie



2019 VOLUNTEER OF THE YEAR TOM YANETSKO

In 2019, Tom Yanetsko, supervisor with Dresser-Rand Co., received the designation. Meme Krahe Yanetsko, Chief Operating Officer stated, "We appreciate all of our volunteers, but are especially thankful for Tom and how he steps right in to whatever volunteer job we hand him, takes charge and organizes that particular job duty!"

"It goes hand in hand that a husband and wife help each other, but Tom goes above and beyond with his behind the scenes work here at the Chamber," added Mrs. Yanetsko, Tom's wife. "I cannot think of one event that Tom hasn't volunteered for at the Chamber... Taste of Olean – brew serving; Sports Show – working the ticket booth; Golf Classic – placing the hole sponsor signs out, Home Show – wine / beer serving; Corporate Challenge – directing runners; Santa Claus Lane – directing traffic; and other job duties include – decorating for Christmas, placing signs out for the events, setting up for Gus Macker, delivering event items, hanging signs, the list goes on and one."