



RENSCONNECT

WHERE BUSINESS + COMMUNITY CONVERGE

DELIVERING CUSTOMER SERVICE IS IN THE DETAILS

Chamber Proudly Presents “Disney’s Approach to Quality Service”

Attention to detail can be the difference between mediocre customer experiences and world-class memorable ones that drive repeat business. Discover how to take your business from so-so to so-exceptional when the Chamber presents “Disney’s Approach to Quality Service,” an outstanding training opportunity with the company that leads the way worldwide in customer satisfaction and unforgettable experiences. Spend one day with Disney Institute and learn how your organization can benefit from Disney’s success in quality service.



This one-day event will inspire participants to explore ways to differentiate their organization, to become a provider of choice and to develop a culture that consistently delivers exceptional service. Excellent service does not simply come from a friendly transaction or helpful technology; it is the result of truly understanding your customer’s expectations and putting the right guidelines and service standards in place to exceed them. When an organizational framework properly unites its people, place and processes by putting the customer at its core, exceptional service becomes possible across customer touch points. This creates greater intent to return and recommend, as well as a stronger competitive edge. With more than 90 years of world-renowned customer service, no one understands this better than Disney. This training is beneficial to any leader or employee interested in learning how to improve the customer experience and raise the service standards within their own organization.

Prompted by membership requests for customer service training, this special event answers the call to provide innovative responses to the needs of our members. “The name ‘Disney’ is synonymous with quality customer service and unforgettable experiences that make dreams come true,” said Chamber President Kate Manley. “It is our pleasure to work with Disney Institute to bring this world-class training to our members. It’s an exceptional opportunity to leverage Disney’s sales acumen within your business or non-profit organization and to take advantage of exceptional, cost-effective training for you and your team.”



“What could be better than a day spent with Disney? This is your chance to find out how the success you always admired can impact your own organization.”

Lisa Despart, Chamber Board of Directors Program Chair and President of AWCplus

Led by Disney Institute presenters, we’ll discover the method behind the magic and explore:

- how great intentionality in every business decision and in every aspect of an organization can drive sustained business results
- strategies to achieve exceptional service by purposeful design of systems and processes
- how your organization’s customer service experience sizes-up to other organizations
- the importance of pursuing internal customer service with the same intentionality as external customer service
- the stereotypes associated with service in specific industries and how to break them
- defining a common purpose and why it is essential to sustained business success
- the differences among customer needs, wants, stereotypes and emotions and how these are essential for service design
- how to assess the signals being sent to your customers by various touchpoints
- the service tools your employees need to deliver exceptional service
- the difference between resolution and reconciliation and why service recovery is so important

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Register now at renscochamber.com/events

🕒 Check-in and breakfast 8 a.m.; training 8:30 a.m. to 4:30 p.m.
\$250 members | \$500 non-members, includes breakfast, luncheon, training and materials. Hilton Garden Inn, 235 Hoosick Street in Troy. Sponsored by SEFCU and Tri City Rentals.



Discover Disney Institute



As the trusted, authoritative voice on the Disney approach to customer experience, Disney Institute uses business insights and time-tested examples from Disney parks and resorts worldwide to inspire individuals and organizations to enhance their own customer experience using Disney principles as their guide. For nearly three decades, Disney Institute has helped professionals discover ways to positively impact their organizations and the customers they serve through immersion in leadership, service and employee engagement. Unique to Disney Institute is the opportunity to go behind the scenes in a “living laboratory” to observe firsthand how Disney methodologies are operationalized and how they can be adapted and applied to any work environment. To learn more, visit disneyinstitute.com.



As to Disney artwork/properties: ©Disney



The Rensselaer County Regional Chamber of Commerce is a business, civic and economic development alliance that strives to enhance the economic vitality of Rensselaer County and the neighboring Gateway communities of Cohoes, Green Island, Waterford and Watervliet. The Chamber seeks to improve the quality of life within the community for both residents and businesses.

“RENSCONNECT” is published monthly. Submissions are considered for publication based upon content and space availability.

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Connect with us on these social media platforms:



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@RenscoChamber



Rensselaer County
Regional Chamber
of Commerce



@renscochamber

Welcome
New Members

Arise & Build Community
Ministries

Non-profit organizations
Rep: Dominick Brignola
1838 Fifth Avenue
Troy, NY 12180
Phone: 518.272.4237

Common Energy

Energy Conservation
Products & Services
Energy - Solar
Rep: Malcolm Bliss
36 Summit Avenue
Albany, NY 12209
Phone: 518.620.1695
VISIT commonenergy.us

Culnan Insurance Agency LLC
Insurance

Rep: Sean Culnan
16 C North Greenbush Road
Troy, NY 12180
Phone: 518.326.1191
VISIT culnanagency.com

Keeler Motor Car Company

Automobile Dealers
Rep: Patrick Ryan
1111 Troy - Schenectady Road
Route 7
Latham, NY 12110
Phone: 518.785.4197
VISIT keeler.com

Overit

Marketing
Rep: Leanne Ricchuiti
435 New Scotland Avenue
Albany, NY 12208
Phone: 518.465.8828, ext. 203
VISIT overit.com

The Pines at Heartwood

Assisted Living Communities
Rep: Patricia Broderick
2405 Fifteenth Street
Troy, NY 12180
Phone: 518.266.9654

Tangible Development

Consultants
Training - Program Designing &
Development
Rep: Sujata N. Chaudhry
4 Century Hill Drive
Latham, NY 12110
Phone: 866.525.2818
VISIT tangibledevelopment.com

Please join us in welcoming our newest members by stopping by to say hello and patronizing their businesses. You can invite businesses and organizations to join our growing Chamber by contacting Membership Manager Elizabeth McGarry at 518.687.1240 or emcgarry@renscochamber.com.

Member News



Martin, Shudt, Wallace, DiLorenzo & Johnson welcomed Kevin P. Glasheen, Esq. to the firm on an “of counsel” basis. He brings more than 40 years of legal experience in litigation to the position, including commercial, personal injury, utility law, municipal law and real estate disputes. VISIT martinshudt.com

Hatchet Hardware expanded its family-owned operations by opening a new location at 42 Saratoga Avenue in Waterford. The Grasso family is focused on local ownership and community building, operating authorized Ace Hardware stores in Brunswick and in downtown Troy. The business also has plans to expand to a location in Wynantskill. VISIT hatchethardware.com

The Bonadio Group was named one of the “60 Best Companies to Work for in New York” in the small and medium-sized business category, according to a ranking by FORTUNE and Great Place to Work, a consulting firm. VISIT bonadio.com

3tarchitects, a local firm providing quality, progressive design solutions to a diversity of clients, launched a new website. The firm’s expertise includes universities and colleges, multi-family housing, affordable housing and commercial spaces. VISIT 3tarchitects.com

Shaker Pointe at Carondelet opened its new Parkland building, a senior living community in Latham (photo below). The \$13.5 million building adds 35 apartments to the Shaker Pointe campus. VISIT shakerpointe.org



Sunmark Federal Credit Union held a ribbon-cutting ceremony at its new branch located at Brunswick Plaza, 722 Hoosick Road in Brunswick. The 2,000 square foot, full-service branch is the credit union’s third new location in three years. VISIT sunmarkfcu.org



River Street Market celebrated its grand opening with a ribbon-cutting ceremony that showcased its variety of premium foods and community shared spaces. The market, owned by First Columbia Development, is located on the first floor of Hedley Park Place at 433 River Street in Troy. VISIT riverstreetmarket.com

Let the Chamber help coordinate your ribbon-cutting or milestone celebration by contacting us at 518.274.7020.

EventsCalendar 2019

SEPT

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NetworkingPlus Luncheon

Get connected, develop leads and build relationships at our one-of-a-kind, fast-paced networking event. A structured format, three table rotations and ambassador facilitators ensure purposeful and effective networking for business success.

🕒 Check-in & luncheon 11:30 a.m.; networking 12-1:15 p.m. \$35 members | \$50 walk-in members. Pat’s Barn, 110 Defreest Drive in Rensselaer. Sponsored by MicroKnowledge, Inc. and Sunmark Federal Credit Union.

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Van Rensselaer Awards Dinner

Join us for an evening of honoring excellence, with this year’s award recipients: Siena College, The Troy Savings Bank Music Hall and Paula Stopera, former president and CEO of CAP COM FCU.

🕒 Networking and cocktail reception 5:30 p.m.; awards and dinner 6:30 p.m. \$130 member | \$260 non-member | \$1,550 for Chairman’s Circle Table of 10. Hilton Garden Inn, 235 Hoosick Street in Troy. Sponsored by Bouchey Financial Group, Ltd. | Bouchey & Clarke Benefits, Inc.; Capital Bank; and CDPHP. Cocktail hour sponsored by Teal, Becker & Chiaramonte, CPAs. Table wine sponsored by CAP COM Federal Credit Union. Sushi table sponsored by Sunmark Federal Credit Union.

If you have special requirements, please contact us one month prior to event.

OCT

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Meet the Mayors Luncheon

A panel discussion with the elected leaders of Green Island, Rensselaer, Troy and Watervliet. The mayors will discuss timely issues facing the business community and the region, as well as future plans and initiatives within their municipalities. Come ready to join the conversation with a Q&A session.

🕒 Check-in & luncheon 11:30 a.m.; panel discussion and Q&A 12-1:30 p.m. \$35 members | \$50 walk-in members. Hilton Garden Inn, 235 Hoosick Street in Troy. Sponsored by SEFCU.

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Disney’s Approach to Quality Service

The Chamber is proud to present an outstanding professional development experience from the company that leads the way worldwide in customer satisfaction. Led by experts from the Disney Institute, learn how to leverage Disney’s sales success within your business or non-profit organization. Don’t miss this exceptional, cost-effective training for you and your team.

🕒 Check-in and breakfast 8 a.m.; training 8:30 a.m. to 4:30 p.m. \$250 members | \$500 non-members, includes breakfast, luncheon, training and materials. Hilton Garden Inn, 235 Hoosick Street in Troy. Sponsored by SEFCU and Tri City Rentals.

A LOOK AHEAD

- » Victorian Stroll Launch Party
11/06/19
- » Ask the Experts:
Channel Your Inner Entrepreneur
11/14/19
- » 5th Annual Future of Workforce Readiness
11/21/19
- » 37th Annual Victorian Stroll
12/08/19
- » Holiday NetworkingPlus Luncheon
12/18/19

Sponsorship Opportunities Available!
Events Coordinator Rachael Murray
rmurray@renscochamber.com
ph: 518.687.1238

ADDITIONAL INFO

No-shows will be billed;
24-hour notice is required for all cancellations.

Questions?
Contact Events Coordinator
Rachael Murray at 518.687.1238
or rmurray@renscochamber.com.



Register for Events:
renscochamber.com/events

BUILDING A TRANSPORTATION NETWORK

CDTA Makes Rapid Progress with Grant Monies

Successful awards for federal and state grants totaling more than \$34 million have placed the Capital District Transportation Authority (CDTA) in the driver's seat, as the organization continues to build a premier public transportation network in the Capital District.

A \$26.9 million U.S. Department of Transportation grant, announced in April, guarantees the launch of CDTA's second Bus Rapid Transit (BRT) route, which will operate between Troy-Cohoes-Waterford and downtown Albany. The grant allows construction of the "River Corridor BRT" this year, with a goal of starting service in late 2020, according to CDTA's CEO Carm Basile (photo right). "The grant is the major component of the financing needed to build the BRT line," said Basile.



Photo credit: Albany Business Review

Further funding for the River Corridor BRT was secured this spring when CDTA won \$8 million in grants from New York State. More than half of the state grants will go towards its operating expenses, such as bus fuel and drivers. The 16-mile, round-trip River Corridor BRT is expected to run 20 buses and make 31 stops. CDTA's first BRT line (known as BusPlus, photo below) was launched in 2011 and operates along Route 5 between Schenectady and Albany. It is CDTA's busiest line.



Approximately \$3.6 million of the state grants will fund bus infrastructure near the Harriman State Office Building Campus and the University at Albany. Improvements to sidewalks, lighting and bus stops will lay the groundwork for a third BRT line that CDTA has planned along Washington and Western avenues. The proposed Washington/Western Corridor BusPlus route will connect downtown Albany, Crossgates Mall, University at Albany, SUNY Poly, the Harriman office campus and the College of Saint Rose. "We will begin making investments in the infrastructure long before that project is ready to roll," Basile said. BRT lines make fewer stops along passenger routes, making them a faster option for commuters and other riders. VISIT cdta.org

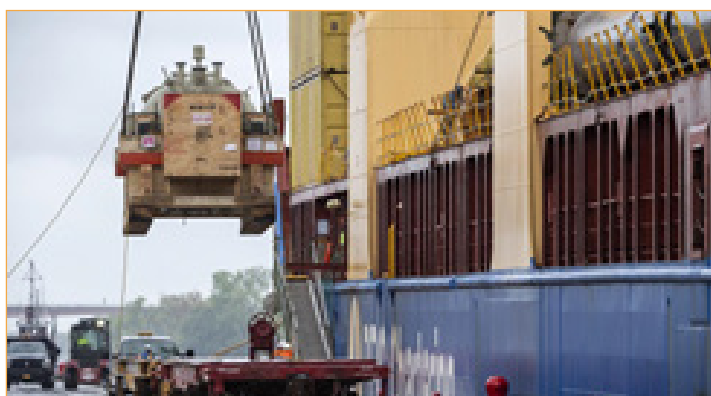
CDPHP Cycle! Rolls On

CDPHP Cycle! returned for a third successful season in 2019, offering 350 bikes and more than 80 rack locations in Troy, Albany, Schenectady and Saratoga Springs. The program, offered through CDTA in partnership with CDPHP, supports recreation and exercise through bike sharing, providing residents and visitors with an alternative form of transportation. The program supports healthy, active lifestyles while also offering a fun and easy way to explore local communities. VISIT cdphpcycle.com



THE PORT OF ALBANY-RENSSELAER

Port Gets a "Big-Lift" from Heavy Equipment Success



When General Electric shipped a record 944,000-pound generator from its Schenectady factory through the Port of Albany in May, it represented a major milestone for the port and its goal of being the primary destination for heavy-lift cargo in the Northeast. "This is the beginning of the future that we've all been working toward," said Port CEO Richard Hendrick. The 900-megawatt generator, headed for installation in Thailand, was the single heaviest piece of equipment moved through the port in the past quarter of a century.

The port's success is the result of proactive planning and the investment of more than \$24 million in

funding. The port replaced an 840-foot section of dock in 2018 and constructed a 45,000-square-foot warehouse designed to store cargo weighing in excess of one million pounds. In addition, private investments made by Jeff Dagen, owner of Dagen Trucking in Schodack, have been key to the port's heavy-cargo development. Dagen spent close to \$3 million over the past two years to purchase a gantry crane with the capacity to lift two million pounds and two self-propelled, 18-axle trailers capable of moving one million pounds each. Dagen has a 10-year tenant lease with the port, occupying the new heavy-lift warehouse.

Overall, the Port of Albany-Rensselaer has been making strategic maritime terminal improvements, including a new wharf design and a dock system capable of accommodating the next generation of heavy lift cargo. The dock also ensures reliable bulk product transfer and is capable of meeting the anticipated increase in containerized cargo resulting from the Panama Canal expansion. Flexibility in the berth configuration allows for bulk cargo, container movements, heavy cargo movement and a variety of other uses. VISIT portofalbany.us

MEET OUR INVESTORS:

Visionary



KeyBank helps clients and communities thrive through informed choices made to the highest ethical standards for the benefit of shareholders, customers, employees and communities. KeyBank Foundation invests in education and the workforce to build thriving localities. With its Community Development Lending and Investment business, Key makes construction affordable and attractive to developers, stimulating local economies. VISIT key.com



Rifenburg is one of upstate New York's oldest and largest family-owned construction firms. Specializing in earth moving and restoration of all kinds, Rifenburg makes quick work of landfill expansions and closures, site work, highway and bridge expansion and utility installations. Since 1958, Rifenburg satisfies customers with dedication to projects, an emphasis on safety and the ability to take on big challenges while getting the job done on time and on budget. VISIT rifenburg.com

Champion



LOOKING FOR A SMART INVESTMENT?

With the Chamber's **WE Advance** program you can invest in the success of our regional business community. In conjunction with the Rensselaer County Industrial Development Agency and the Center for Economic Growth, we serve as a catalyst for businesses starting up, expanding, or looking to make a profitable move.

Our high-impact marketing attracts regional, national, and international attention to our county's dynamic quality of life and thriving business environment. Join the Chamber in this economic and workforce advancement initiative.



CONTACT:
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ph: 518.274.7020

"**WE Advance**" is published quarterly. Submissions considered for publication based upon content and space availability.

INVESTOR PROFILE:

Rifenburg Companies



Rifenburg Construction, Inc. is working with the Olympic Regional Development

Authority (ORDA) to transform the Olympic Sports Complex at Mount Van Hoevenberg, Lake Placid, into a world-class destination for athletes and trainers. Rifenburg’s \$25.6 million design/build contract will help reinvent the facility and position it to attract Olympic-level competitions, including the 2021 International Bobsleigh and Skeleton Federation (IBSF) World Championships.



“Rifenburg Construction’s reputation for large-scale projects is something we are very proud of,” said Pat Wellington, project manager. “With Creighton Manning Engineering as our design partner, we’re excited to be redeveloping the renowned Olympic Mount Van Hoevenberg bobsled mountain. By creating an International Nordic Trail, a Biathlon Trail System and more, the site will be ready for new generations of top-notch athletes for years to come.”

Rifenburg will excavate an estimated 120,000 cubic yards of earth and blast 40,000 cubic yards of rock to clear 23 acres and construct four kilometers of European-style ski trails. Excavation and site preparation will support construction of a new Nordic stadium, Biathlon shooting range, culverts and pedestrian and trail bridges. Rifenburg will also construct a 6.5 million gallon water reservoir for a new snowmaking operation at the Olympic sports complex, including the installation of pipes, pumps, compressors and a pump house.

In support of the construction of a new base lodge, Rifenburg will provide clearing and site preparation, utility relocation, landscape and hardscape. Upgrades will be made to the water, wastewater, power, communications and data infrastructure at the complex, including installation of buried conduits to support transmission of televised sports events from the complex.

Completion of the Mount Van Hoevenberg Transformative Project is scheduled for October 2020. VISIT rifenburg.com

ALBANY INTERNATIONAL AIRPORT

\$22 Million in Improvements Coming to Airport

The Albany International Airport will undergo \$22 million in development and improvements, including construction of a new 1,000-car parking garage and modernization of its terminal and passenger amenities. The airport projects, together with the construction of a new Northway exit (article below), are designed to service and attract increasing numbers of air travelers and boost the international reputation of the Capital District as a destination for business and tourism.

The Albany County Airport Authority is initiating and completing several important projects during 2019, each of which will help to sustain and improve the airport. The new multi-level parking garage will expand airport parking capacity by 20% and will include a heated pedestrian bridge to the airport terminal for greater vehicle and pedestrian safety. To the south of the airport terminal, underground utilities are being relocated as well as the position of Jetway Drive. The change will allow travelers to exit the parking garage and access Albany Shaker Road and the new Northway Exit 4 interchange without having to drive in front of the airport terminal. The garage project will include installation of new LED electronic signage, car counting devices and interactive access control devices that utilize advanced GPS technology to locate available parking spaces via wayfinding messages to motorists. Garage construction should be finished by March of 2020.



The airport terminal will see major renovations over the next year with new lighting, a remodeled food court, new escalators, renovated waiting areas and restrooms and enhanced passenger amenities, such as improved internet connectivity. Energy efficient lighting is being installed along the airport’s main taxiways. A solar panel system will be installed in the long-term parking area to reduce energy costs and provide outdoor cover for vehicles. In addition, several passenger jet bridges are being replaced.

About 1.4 million people a year board planes at the airport. It’s last significant renovation was in 1998. VISIT albanyairport.com

IMPROVING AIRPORT ACCESS

New Exit Ahead of Schedule

I-87’s new Exit 3, the Northway-Albany Airport Connector, is on target to open in late 2019, a year ahead of its original date.

The exit will provide more direct access to Albany International Airport and alleviate traffic along the Northway, both northbound and southbound. The new exit is a key aspect of the airport’s \$104.6 million modernization, which is expected to further strengthen the economy of the region.



The \$22.1 million in State funding for the airport is part of a \$54.6 million project to modernize the facility, and is provided through the \$200 million Upstate Airport Economic Development and Revitalization Competition. Other funding for the modernization project is provided by the Albany County Airport Authority and the federal government. The \$50 million airport connector project is funded through the state’s \$100 billion Infrastructure Renewal Plan. VISIT dot.ny.gov

Albany County Airport Authority CEO John O’Donnell is retiring,

leaving the position he has held since 2003. “The airport has a solid plan going forward and the time is right,” said O’Donnell.



O’Donnell will remain CEO as the authority conducts a national search for his replacement and will see the transition through to ensure continuity in leadership. He began his career at the airport in 1996 as director of project development and managed a \$200 million airport expansion that included a \$75 million terminal and five-story parking garage. He also served as chief operating officer prior to 2003.

RIDING THE AMTRAK RAILS

Garage Improvements to Enhance Rail Experience



Improvements at the Albany-Rensselaer Rail Station should be completed this fall, giving train passengers an enhanced experience when they travel the rails.

As part of the last stage of an ongoing project, construction at the facility’s parking garage resumed in August. The project includes replacing the parking membrane that covers the top deck and protects the garage from the elements, routine maintenance to the physical structure and the addition of parking spaces.

During this phase of construction, customers are not able to drop off passengers at the station’s main entrance but can access parking on the east end of the top deck. Customers are encouraged to use the lower levels of the parking garage and surface lots, accessed off East Street in Rensselaer. As a courtesy,

the first hour of parking in the facility is free-of-charge. The Herrick Street Bridge is restricted to east-bound traffic for the duration of the construction.

The garage consists of two parking decks. A third level serves as a public plaza and opens to East Street. The plaza also contains a number of short-term (one-hour limit) parking spaces. A total of 492 and 20 disabled spaces are available on the ground and second levels of the garage. When completed, the project will increase parking on the top deck of the garage to accommodate growing numbers of customers using the station for business and personal travel. VISIT amtrak.com/stations/alb

Meet Your Next Client at NetworkingPlus

Start the fall season with the Chamber's high-impact networking event. This luncheon is a purposeful and effective way to build business contacts, develop a pipeline and pitch a message about your business or nonprofit. NetworkingPlus provides an engaging opportunity to share your information and get to know fellow members. Offering three table rotations, ambassador facilitators and a system designed to avoid repeat introductions, you are guaranteed to get connected, develop leads and build relationships with the Chamber's NetworkingPlus Luncheon.



THU SEP 12 Register now at renscochamber.com/events
🕒 Check-in & luncheon 11:30 a.m.; networking 12-1:15 p.m. \$35 members / \$50 walk-in members. Pat's Barn, 110 Defreest Drive in Rensselaer. Sponsored by MicroKnowledge, Inc. and Sunmark Federal Credit Union.

Budget Now for 2020 Chamber Marketing



Plan your new budget to include a customized marketing package that targets your audience, generates visibility and positions your brand. Choose from more than 40 event sponsorships, print and digital advertising, social media and much more.

Let our success be YOURS! Get started with a customized strategy that meets your goals and budget by contacting the Chamber at 518.274.7020.

Check Out These Chamber Benefits

Here's a quick reminder of important benefits we offer to you and all of your employees. For additional member benefits, VISIT renscochamber.com.

✓ COMMERCIAL REAL ESTATE BOARD

Real estate is a critical element in growing your business. If you're looking to expand or relocate, the Chamber's Commercial Real Estate Board offers a comprehensive, searchable database of available industrial and office buildings. In addition, you can post (at no cost) your available commercial properties for buy or lease. Post your listings at renscochamber.com/development-chamber/commercial-properties.

✓ ONLINE JOB & VOLUNTEER BOARD

Find your next employee, intern or volunteer with the Chamber's online Job, Intern & Volunteer Board. Post your opportunities at renscochamber.com/development-chamber/job-internship-volunteer-board, one of our most-visited pages, and reach the right candidates from around the region at no charge. All positions are reviewed by the Chamber before being published.



✓ ON-THE-JOB TRAINING



Rensselaer County's One-Stop Career Center provides resources, assistance and training opportunities that help businesses and organizations save money. One-Stop assists you with job postings, candidate screenings, direct job referrals, interview space

and on-the-job training for both new and existing employees. All of these services, and more, are provided free of charge. If you are struggling to find or retain qualified employees, or seeking to upgrade the skills of your workforce, the One-Stop Career Center can help you reach your goals and stay competitive. For information, contact Brian Williams at 518.270.2860 or visit rensco.com/departments/employment-training.

✓ SMALL BUSINESS ASSISTANCE

The New York Small Business Development Center (NYSBDC) provides no-cost business counseling to start-ups and existing businesses with fewer than 50 employees. Entrepreneurs can access help to determine needs, ask questions and establish a plan of action to achieve business goals. NYSBDC provides personalized, enterprise-specific and client-directed support to start, expand or re-energize your business. An experienced representative from NYSBDC is available every other Thursday, 8:30 a.m. to 4 p.m. at the Chamber. For calendar dates, visit renscochamber.com/events.



spotlight



When the 2019-2020 academic year starts at The Doane Stuart School, its new head of school will already have taken the helm. Cecil F. Stodghill joined the school community on July 1, bringing to the position a spirit of enthusiasm rooted in his sincere appreciation for the school's traditions, academic excellence and culture of inclusion.



"When I first started, one of the faculty members said the Doane community is like one, big hug and she was right," said Stodghill, who has considerable experience in leadership posts at independent schools, including a proven record of enrollment growth and inclusion. "Doane has a wonderful history and is known nationally and internationally for its academic rigor, diversity of cultures and interfaith component. My goal is to rejuvenate our brand with a message of stable leadership and to refresh who we are and what we do. It's time to honor our legacy but also time to evolve and create a new chapter of success."

Stodghill's most recent position was director of admissions and enrollment management at Providence Day School in Charlotte, North Carolina. He holds a master's degree in school leadership from the University of Tennessee and a bachelor's degree in business administration from the University of Miami. He has spent nearly 20 years working in administrative leadership positions, particularly in the area of admissions, at both day and boarding schools that serve students in elementary, middle and high school levels of education.



The Doane Stuart School
199 Washington Avenue | Rensselaer, New York 12144
Ph: 518.730.4804 | doanestuart.org

To purchase a Spotlight, contact the Chamber at 518.274.7020

Alumni News from The Leadership Institute



Diane Cameron Pascone '14 is hosting a writing workshop on Sunday, September 29, "Writing from your Heart: Getting Started with your Writing Project." In addition to her role as director of development at Unity House of Troy, Inc., she is an author and columnist. VISIT unityhouseny.org



Michael Buckley, CFRE, '18, president of The Killoe Group, presented at the National Mid-South Non-Profit Conference in Memphis, Tennessee on "Effective Fundraising Data: Growing your Organization from Good to Great." VISIT thekilloegroup.com



Kate Koval '11 was appointed president of the board of directors of Unity House of Troy, Inc. She is the Business Sales manager at CDPHP and has served on the Unity House board for 15 years. VISIT unityhouseny.org

Submit your Leadership Institute alumni news to Chamber President Kate Manley at kmanley@renscochamber.com.

Member Milestones

25 Years

Rifenburg Companies

20 Years

The Country Club of Troy
Independent Living Center of the Hudson Valley
Wiley Bros., Inc.

10 Years

Mohawk Hudson Humane Society

5 Years

Whitney Young Health - Troy
Zwack, Inc.

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CELEBRATE EXCELLENCE | SEPTEMBER 26

Van Rensselaer Awards Dinner

Join us for the Chamber's 2019 Van Rensselaer Awards Dinner, a celebration of excellence in the regional business community. These prestigious honors recognize corporations, small businesses and exceptional individuals in Rensselaer County and the surrounding gateway communities who invest in the economic, cultural and humanitarian advancement of our region and act as ready and willing partners to other businesses and organizations. Plan on attending to meet this year's award recipients.

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Register now at renscochamber.com/events
🕒 Networking and cocktail reception 5:30 p.m.; awards and dinner 6:30 p.m.
\$130 member | \$260 non-member | \$1,550 for Chairman's Circle Table of 10.
Hilton Garden Inn, 235 Hoosick Street in Troy.



Cocktail Hour
Sponsor:



Table Wine
Sponsor:



Sushi Table
Sponsor:



VAN RENSSELAER
CORPORATE AWARD



VAN RENSSELAER
SMALL BUSINESS AWARD



PAULA STOPERA
EDWARD H. PATTISON
CITIZENSHIP AWARD

LOCAL ISSUES, LOCAL COMMUNITIES | OCTOBER 10

Meet the Mayors and Join the Discussion



The Chamber presents our annual Meet the Mayors luncheon, a panel discussion with the elected leaders of local communities. Our guests are (clockwise from upper left) Patrick Madden, City of Troy; Michael Manning, City of Watervliet; Ellen M. McNulty-Ryan, Village of Green Island; and Richard J. Mooney, City of Rensselaer. The mayors will discuss timely issues facing the business community and the region, as well as future plans and initiatives within their municipalities. Come ready to join the conversation with a Q&A.



THU
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Register now at renscochamber.com/events
🕒 Check-in & luncheon 11:30 a.m.; panel discussion and Q&A 12-1:30 p.m. \$35 members | \$50 walk-in members. Hilton Garden Inn, 235 Hoosick Street in Troy. Sponsored by SEFCU.



ASK THE EXPERTS | NOVEMBER 14

Channel Your Inner Entrepreneur at Workshop

Do you think of yourself as an entrepreneur? You may be surprised at the answer. The entrepreneurial spirit within you is a valuable resource for success, whether you own a start-up or work for a large company. Discover how to identify your entrepreneurial talents with the Chamber's upcoming Ask the Expert workshop, "Channel Your Inner Entrepreneur," presented by Kate Baker, senior business advisor for the Small Business Development Center, University at Albany. We'll look at common traits of entrepreneurs, entrepreneurial employees and the impacts of the entrepreneurial mindset to a company's culture, brand and customer engagement. Register today to discover how an entrepreneurial attitude is an on-the-job asset for you.

THU
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14

Register now at renscochamber.com/events
🕒 Check-in & luncheon 11:30 a.m.; workshop 12-1:30 p.m. \$35 members | \$50 walk-in members. The Century House, Route 9 in Latham. Sponsored by CDPHP and SEFCU.



MEET OUR EXPERT



SBDC Senior
Business
Advisor Kate
Baker works
directly with
entrepreneurs
to develop

and grow their businesses. SBDC offers a full range of no-cost services tailored to meet the needs of small businesses, including business plan and marketing development, financial analysis, identifying capital, procurement assistance, mentoring and more. Kate is responsible for planning and executing Albany SBDC seminars, workshops and training events as well as new program development and public outreach efforts.