

ISSUE NO. 1

AUGUST 2020



ORO VALLEY CHAMBER

CONNECTIONS • COMMUNITY • COLLABORATION

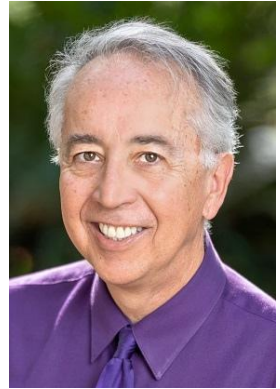
WHAT WE'VE
DONE,
WHAT WE'RE
DOING,
AND EVERYTHING
IN BETWEEN

ORO
VALLEY
CHAMBER
OF
COMMERCE

ANNUAL REPORT

A letter from your President and CEO

On Tuesday, Oct. 15, 2019, Oro Valley Mayor Joe Winfield presented his first State of the Town of Oro Valley address to an audience of **628 guests** at Gold member **El Conquistador Tucson, A Hilton Resort**.



Is it possible that gathering took place but **10 months** ago? It feels like **years**. These last 6 months are **unparalleled** in our lives. Your Chamber is reflective of the pre-pandemic **rise** in business, and the heavy **challenge** brought on by the coronavirus. Because our fiscal year began **Oct. 1**, onset of the pandemic serves as the pendulum on a see-saw, splitting the year nearly in half. Pre-pandemic, and ... everything since.

For the first time in years, we are producing a more formal, published **Annual Report**, a state of the Chamber, delivered directly to you, our members. We don't get to see you much (**and we truly do miss you**), other than via a Zoom call. So, within this document, we'll paint a picture of your Chamber, dated August 2020.

Broadly, **we're fine**, with sufficient cash, an excellent staff, a strong board of directors, and your enduring **support**. We have a sparkling new visual image, a bolstered website and social media presence, a new strategic planning effort that began before the pandemic, and a **commitment** by our staff and board to help Chamber members and the community alike in whatever ways we are able.

I'm honored to work with dedicated people who care about your success. **Martin Reichgott**, our business development director, is approaching 4 years of personal service to each of you. **Duane Macklin**, our member services director, keeps the data straight (no easy feat!) and me on task (not easy, either!). **Kristen Sharp**, our events director, saw her job turned upside-down 9 months into it, and has steadily found a new groove. Like you, collectively, we have taken the shock of the pandemic, adjusted to new working arrangements largely away from our customers, and worked in new ways on your behalf.

Every year, I say this: **We've come a long way. We still have far to go.**

We're so **grateful** to you, for your support, encouragement and kindness. It's an honor and privilege to serve you. **The future is bright – let's get to it!**

A handwritten signature in black ink, appearing to read "Doreen", with a stylized, flowing script.

YOUR CHAMBER...

...cut **15 ribbons** before the start of the pandemic. With social distancing in place, ribbon cuttings fell by the wayside. We've recently begun ribbon cuttings again, although they look a little different! Masked and distanced, we've cut 2 ribbons in May and July.

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YOUR CHAMBER...

During the pandemic, your Chamber Foundation raised **\$19,975** to purchase **236** \$75 Walmart grocery cards that were shared with more than **40** Chamber member businesses that displaced workers. We wanted to help employers stay connected with those who lost jobs.

The beautiful cover photo of Pusch Ridge was taken by **Dr. Jeff Maltzman** of Lucid Dreams Photography and Chamber member **Fishkind, Bakewell, Maltzman, Hunter and Associates.**

CORPORATE MEMBERS

of the Oro Valley Chamber of Commerce:

PLATINUM:



GOLD:



DIAMOND:



SILVER:



COPPER:





ORO VALLEY CHAMBER

BOARD OF DIRECTORS

Chair

Greg Durnan

Acacia IT

2019-2020

Jeff Artzi

OOROO Auto

Vice chair

Nancy Boyle

Splendido at Rancho Vistoso

Bruce Baca

Coldwell Banker

Residential Brokerage

Treasurer

Eric Renaud

Pima Federal Credit Union

Dinny Cosyns

NorthStar Strategies

Secretary

Anne-Marie Braswell

Golder Ranch Fire District

Tom Hebner

Roche Tissue

Diagnostics

Past chair

Toni Dorsey

AAA Arizona

El Ndoye

Directors

Veronica Apodaca

Northwest Healthcare /
Oro Valley Hospital

Otton Suarez

El Conquistador Tucson,
A Hilton Resort

Ron Arenas

Picture Rocks Cooling,
Heating and Plumbing

Jeremy Thompson

Cox

Michelle Armstrong

Tohono Chul Park

Ex-officio

JJ Johnston

Town of Oro Valley



ORO VALLEY CHAMBER

BOARD OF DIRECTORS

2020-2021

Chair

Nancy Boyle

Splendido at Rancho Vistoso

Lisa Bayless

Long Realty

Vice Chair

Anne-Marie Braswell

Golder Ranch Fire District

Lila Chapman

Sierra Tucson

Mark Davis

Canyon Community Bank

Treasurer

Eric Renaud

Pima Federal Credit Union

Cindy Webb Hanson

OneAZ Credit Union

Secretary

Dinny Cosyns

NorthStar Strategies

Tom Hebner

Roche Tissue

Diagnostics

Directors

Robert Ramirez

Robert V. Ramirez, CPA

Veronica Apodaca

Northwest Healthcare /

Oro Valley Hospital

Otton Suarez

El Conquistador Tucson,

A Hilton Resort

Ron Arenas

Picture Rocks Cooling,
Heating and Plumbing

Jack Talmage

Oro Valley Country Club

Michelle Armstrong

Tohono Chul Park

Jeremy Thompson

Cox

Jeff Artzi

OOROO Auto

Ex-officio

JJ Johnston

Town of Oro Valley

A Message from our Outgoing Chair

Fellow Chamber Members,

As a member of the Oro Valley Chamber board for several years and Chairman for the last 2, it has been my honor to serve. Lately, it's been an interesting ride. The pandemic has created a challenging time for many businesses, but together we will get through it.

I want to thank each and every one of you: the membership, the board of directors, and the staff for all you do to support our Chamber and the businesses in our community. With everyone's combined efforts, we have been able to grow and expand the Chamber's reach into many areas of Oro Valley and beyond.

As I reflect on the last two years, I think about what we have accomplished as a Chamber. My goal was to leave the Chamber in a better place than when I started. I honestly feel, with the help of everyone, we can say this is true. Even though we are currently dealing with harder times, I believe



Greg Durnan
AcaciaIT

we, as a collective group, continue to do a fantastic job.

Here are some of the things we have accomplished.

-

Financially Strong - The Chamber has steadily increased our assets over the last years, adding to our monetary resources, even during the pandemic.

-

Leadership in the Community - The Chamber continues to advocate for business in Oro Valley and Southern Arizona, working

to advance a pro-business friendly environment throughout the region.

-
Be the Go-To organization for businesses, citizens, and visitors to the Oro Valley area – This could not be more important than during the current business environment. We are continually looking at what we can do for the community in these areas. Offering gift cards for furloughed and laid-off employees, helping drive business with the “Shop OV” website, and virtual events to connect businesses to resources and each other.

I believe overall, what the Chamber does is bring business together to have a voice in the community. We help each other achieve and

grow and create a vision for what we all want our community to be.

Again, I appreciate all the members of the board I have had the privilege of serving with.

To the staff, under Dave’s leadership, I can honestly say this is one of the best organizations I have ever had the privilege to volunteer with.

I wish you all success, growth, and friendship. And I look forward to seeing you all once we can get back to in-person meetings!

Stay safe.



**ORO VALLEY
CHAMBER**

BOARD OF DIRECTORS

YOUR CHAMBER...

Before the pandemic, your Chamber board formed a branding and marketing task force. It accomplished 2 main goals – dedication of funds to support the hiring of a contractor, **Anstar Productions**, to manage the Chamber’s website and social media presence; and the creation of a new logo, created by **Alphagraphics**, that now forms our visual image. Its 3 key words, **Connection. Community. Collaboration.** That logo and its verbiage capture **who we are.**



**ORO VALLEY
CHAMBER**

CONNECTIONS • COMMUNITY • COLLABORATION

Thank You

We give our heartfelt thanks to 4 outgoing board members.

Chair Greg Durnan of **Acacia IT** has served on the Chamber board for **7 years**. He's the first chair to serve a 2-year term with recently adopted bylaw changes. Greg, whose IT company has taken care of the Chamber's needs for years, has been a **positive, thoughtful** leader who believes in the Chamber's mission and recognizes its worth.

Toni Dorsey of **AAA Arizona** is also a past chair. Toni **shows up, supports** and **connects** members to the values they need that the Chamber offers.

Bruce Baca of **Coldwell Banker Residential Brokerage** is a pro-Oro Valley, pro-Chamber voice with real **enthusiasm** for community and business environment alike.

El Ndoye, former of **National Bank of Arizona** and **Canyon Community Bank**, is another past chair whose steady demeanor and infectious smile have brought light and stability to the

Chamber and staff.

We **thank** them all. They'll be **missed**, and we hope they'll be around.



Board members and staff packed meals for starving children at Oro Valley Church of the Nazarene. From left are Michelle Armstrong, Kristen Sharp, Cindy Webb Hanson, Dave Perry, Dinny Cosyns, Jeremy Thompson, Rob Arenas and Martin Reichgott.

Four new members are beginning terms of service on the Chamber board during August.

Lila Chapman is relationship manager for Chamber Silver member **Sierra Tucson**.

Robert Ramirez is the principal and owner of **Robert Ramirez CPA**.

Lisa Bayless is a top-rated Realtor with **Long Real Estate Company**.

Mark Davis is a vice president of **Canyon Community Bank**.

We're **excited** to have them all with us!

WORDS FROM OUR MEMBERS...

"I've really liked the newsletters and emails going out. They have a lot of useful information and help to keep us all updated on the current state and regulations of Oro Valley. I live in the middle of it all so I frequent OV, Marana, and Tucson establishments. It is nice to be able to stay up to date without having to spend too much time hunting down the information."

-Patrick

Arizona Central Credit Union

"I appreciate OVCC thinking of my staff and giving out gift cards that I could present to them when they (as college students) fell through the cracks and don't get stimulus money. It was an incredible boost when they really needed it. You all are amazing!"

-Crystal

Savaya Coffee Oro Valley

"As a small business owner there are times when I feel as if there is no one to turn to for assistance in running my business. During COVID when the PPP loan was offered was one of those times. The large bank that I have been loyal to for the past 9+ years since opening my business was absolutely no help. In fact they refused to speak with any small business owners. I was feeling lost and concerned about what the future would bring.

Then I remembered the Oro Valley Chamber of Commerce.

Duane took my call and quickly provided local resources that were helping small businesses! He helped me directly connect with Joel Krominga a local resident and Vice President of Midwest Regional Bank. Joel immediately took my call and provided the assistance I needed to obtain the PPP loan. As a direct result of the Chamber's help I now have a new bank and a new trusted relationship!"

-Wendy

State Farm Insurance / Wendy Wise



emails receive our communications



/Greater-Oro-Valley-Chamber-of-Commerce



/Greater-Oro-Valley-Chamber-of-Commerce



/TheOVChamber



/TheOVChamber

A Message from our Incoming Chair

My Fellow Chamber Members,

During this challenging time, I hope that each of you, your friends and loved ones are, and remain, healthy and safe.

Who among us could have imagined this year, or any time during our lifetimes, we would have to contend with a pandemic? While it may seem hard to imagine right now, I am optimistic about the future and believe we will come through this crisis better and stronger than before!

But when? And how? I wish I knew exactly when, but that would mean I'd have a crystal ball.

How? From my perspective, the quickest way to get to the other side of this pandemic is by trusting science and public health officials. Following the guidelines, protecting others, being selfless and not selfish, that's how we will get back to business safely. Short of a vaccine and/or therapeutics, it is our best weapon against the spread of this deadly virus right now.

When you think of the Oro



Nancy Boyle



Valley Chamber, I hope you think of Connections, Community and Collaboration. You may have noticed we updated our logo recently to better reflect these chamber goals.

Most of you are familiar with our networking events; that is one way many of you make connections. Maybe you have called the chamber office and asked for an introduction to someone who can help you and your business? I'm sure the staff made that happen either in person, via an e-introduction or virtually. As Dave wrote recently, "healthy

communities and a vibrant business environment go hand-in-hand. Each needs the other to be successful.”

Staff and your board work with elected officials and first responders to advocate on behalf of business as necessary. We all want to preserve our greater Oro Valley community so it continues to be a place where we can all live, work and play safely.

Collaboration takes place when we all work together, helping one another. Going it alone is tough for any new or existing business or non-profit. Strength comes with collaboration; two minds are always better than one!

What we need from all of you is communication. "We're all in this together" has never been truer than right now. I think every chamber probably wrestles with how to best show value to its members. Your chamber is not one-size-fits-all. Our 550+ strong membership includes businesses and non-profits that range from single proprietor to those with over 500 employees and everything in between. Please help us to help you.

Reach out when we can help, respond to surveys, help your chamber work for and with you. How can we show you value?

I cannot thank all of you enough for your continued support of your chamber during this difficult time. There are so many stories of many of you helping one another, paying it forward, and remaining positive, when it is not so easy to do. We know several businesses are under extreme financial pressure. Staff continues to offer resources in weekly newsletters, gift cards to member employees who are most in need, advocacy and by sharing information and best practices whenever possible. We will come through this crisis better and stronger than before!



**ORO VALLEY
CHAMBER**

BOARD OF DIRECTORS



ORO VALLEY CHAMBER FOUNDATION

2020 STEVE ENGLE MEMORIAL SCHOLARSHIP RECIPIENTS



Ivana De La Rosa, a University of Arizona student studying neuroscience and cognitive science, as well as Spanish.



Alanis Dilic, a 2020 graduate of Ironwood Ridge High School who will study neuroscience and cognitive science at the UA.



Beth Froio, a 2020 graduate of Mountain View High School studying environmental and civil engineering at the UA.



Maya Horner, a Catalina resident and 2020 graduate of Ironwood Ridge High School planning to study anthropology, archaeology, sociology and Spanish at Northern Arizona University.



Harley Elaine Plasencio, a Pima Community College student majoring in nursing with an emphasis on geriatric care.



Rachel Susco, also a student at Pima Community College studying nursing with the objective of becoming a nurse anaesthetist.

Twenty-one applications were received for the **Engle awards**. A volunteer committee of **Kay Williams, Alan Dankwerth, Brian Bickel** and **Patrick Nelson** evaluated the applications and made the recommendations.

Each award is a 1-time **\$1,500 scholarship**. Your Chamber and the Foundation share in the expense.

Mayor Steve Engle was one of Oro Valley's first mayors. Steve paid for scholarships to deserving, needy students from his own resources. Your Chamber assumed the duty many years ago.

To give to the Chamber Foundation, go to **orovalleychamber.com**.

KEY CHAMBER MEASUREMENTS



Membership – **544** active members as of **Aug. 10**. We started the fiscal year at **584** active members. There's a certain "churn" to membership – we gain some, we lose others. Active membership peaked at 585 before the pandemic. We predict some decline in total membership through the end of 2020. For perspective, we had **544** members in **February 2019**. At the low point, when the database was fully scrubbed in **August 2012**, membership stood at **369**.

Cash – As of Aug. 12, your Chamber had cash reserves of **\$157,655**, built up over the years. That represents

about **7 months** of standard operating expense. Chambers strive to have 6 months' reserves, so we're fine. Over these 12 months, we may dip into reserves to pay expenses as we emerge from the pandemic.

In early 2020, your Chamber board had approved a plan to invest some Chamber savings in higher-yielding investments through Chamber member **Ameriprise Financial**. It's all set to go; we're trying to weigh cash needs for the

YOUR CHAMBER...

With the support of the Town of Oro Valley, your Chamber has launched **shopovaz.com**, a website that links consumers directly to Oro Valley businesses. It won't supplant Google, but it will strengthen the connection between and awareness of our business community and its customers. Listings are **free** to Oro Valley businesses, and **more than 300** are already listed. Check it out – **shopovaz.com**.

MEASUREMENTS CTD...



next several months before moving cash to new investments.

Philanthropy – Throughout the year, your Chamber actively participates in the betterment of our community. We ask a lot of our members. And we **thank you** for all of your support. Because of your donations, membership and support, we were able to contribute to:

- The **Amphi Foundation** sock drive;
- School supply donations and Adopt-a-Senior through **WaFd Bank**;
- **Military Assistance Mission** toy drive;
- Handed out **\$905** in gift cards at Tree Lighting;

- Meal packaging by board members packed meals for Feed My Starving Children through **Oro Valley Church of the Nazarene**;
- Clothing drive for homeless veterans through **American Legion Oro Valley Post 132 and Auxillary**;
- School supply and Christmas shopping with **OVPD**;
- **Emerge! Center Against Domestic Violence** pillow drive.

YOUR CHAMBER...

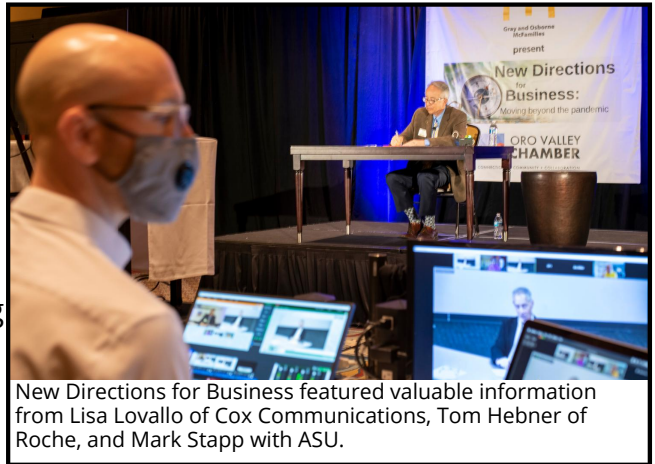
When the pandemic engulfed our lives, your Chamber began **#dineovaz**, a social media campaign intended to support Oro Valley restaurants as well as member eateries outside the town limits. Through next June, we're committed to spending **\$2,500** on Oro Valley restaurant gift cards as prizes for social media participants. There will be more about **#dineovaz** in the months ahead.

THE FUTURE, UNCERTAIN BUT BRIGHT

There is some **uncertainty** that remains, clearly. It's likely we won't have an in-person event before **2021**; Zoom, which is likely a permanent piece of networking opportunity, will have to suffice into the new year. If the pandemic eases, we may begin live gatherings in early 2021, and **cross our fingers** to present a major Annual Meeting – our 29th – sometime next summer.

In the meantime, your Chamber staff is working hard with the Town of Oro Valley to provide **Business Assistance Program** relief and support to OV businesses during this most-difficult time. Members and non-members alike are getting attention from both the Chamber and government. After all, **we're in this together**.

In these next 12 months, we'll complete and implement a new strategic plan, the first



New Directions for Business featured valuable information from Lisa Lovallo of Cox Communications, Tom Hebner of Roche, and Mark Stapp with ASU.

in more than 5 years. It will change the way forward, through this rough patch and into this community's **terrifically bright future**.

And bright it is. **Roche Tissue Diagnostics** continues to invest in its Oro Valley campus, where more than 1,500 people are dedicated to improving the lives of people affected by cancer. The **UA College of Veterinary Medicine** opens in Oro Valley at the end of August. Within the next 6 months, the **UA Center for Innovation Oro Valley** will open its doors, serving as fertile ground for new bioscience ideas.



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Dave Perry

President / CEO

dave@orovalleychamber.com

Dave has been president and CEO of the Greater Oro Valley Chamber for 9 years. He spent more than 30 years working as a newspaper reporter, editor and publisher. He grew up in Connecticut, graduated from the University of Wyoming and spent most of his career in Wyoming communities.

Dave enjoys hiking, biking, skiing, sports, music, writing and more. Dave and his wife Lisa live in Oro Valley.

Martin Reichgott Director of Business Delevopment

martin@orovalleychamber.com

Martin joined the Chamber in 2016 after nearly 20 years of non-profit management and programming in Arizona, Alaska and Oregon. He is originally from the New York City area, and studied art history at Hamilton College before moving west. You can generally find Martin exploring Tucson with his wife, Amy.



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Duane Macklin

Member Services Director

duane@orovalleychamber.com

Duane has been with the Greater Oro Valley Chamber of Commerce since January 2019. He is an experienced construction management supervisor with a knack for managing data and serving people. Ask

Duane for any of your information needs. He and wife Gayle are Oro Valley residents.

Kristen Sharp

Events Director

kristen@orovalleychamber.com

Kristen has been with the Chamber just over a year now. She has a background in education as well as program and retail management. Kristen comes to us from rural Missouri and has her master's from the

University of Arizona. Kristen enjoys mountain biking with her husband and playing in the pool with her daughter and golden retriever.



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Oro Valley, AZ 85704
520-297-2191



Thank you **El Conquistador Tucson, A Hilton Resort** for the beautiful backdrop for our **#squad** picture by **Joey Ambrose** of **BoomPix Media**.

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