



CHAMBERWIRE

CELEBRATING 100 YEARS

Published by the Oregon City Chamber

Larry Patterson retires as City Manager after thirty-six year career

By Amber Holveck, Executive Director

After seven years as City Manager of Oregon City, Larry Patterson officially checked out of City Hall on March 31, 2010. For Larry, his time in Oregon City was just part of a much long career. Over 36 years, he has served five communities in city management which is a pretty impressive tenure. Over the last seven years, Mr. Patterson has embraced Oregon City with all he had to offer, taking the city's budget out of a dismal deficit and moving us in a direction for economic growth.



City Manager Larry Patterson speaks about Oregon City issues at a Roundtable Discussion hosted by the Oregon City Chamber in 2006.

Every leader serving from the most local level to the federal level will have his or her share of supporters and critics; our newly retired City Manager is no different. Frankly, the average resident and perhaps the average business owner/manager may not fully appreciate the demands of the City Manager. As we soon welcome a new City Manager, it is important to gain better insight into the position. In a recent interview, Mr. Patterson admits the demands of the job never allow enough time to accomplish everything. Setting priorities are paramount because there are so many voices

“screaming” to be heard. And, whenever one works with a body of elected officials, there is always turnover which changes the team's dynamics. Wondering what the worst part of the job is? From Larry's perspective, over a long career in public administration, the worst part was “having to tell someone ‘no’.”

While the City Manager is a lead player in major economic efforts, Larry will be the first to state that it is only possible if you have the right team. Fortunately, Larry worked with a team who could see the potential of Oregon City and knew

how to develop a plan to achieve success. Can you remember what Oregon City looked like seven years ago? If you can't remember or need a reminder, just view this year's State of the City Address, which is available on the city website at www.orcity.org. Mayor Norris provided a thorough comparison of the accomplishments here in Oregon City over the past eight

See “City Manager” on page 4

Chamber luncheon recognizes service to Oregon City community

Oregon City is fortunate to have active and supportive Community Service Clubs and an award-winning School District that contribute to our livability. To recognize each group and to let the public learn about all they do, the Oregon City Chamber will host a Community Service Awards Luncheon on Tuesday, April 13. Service Clubs participating are the Kiwanis, Lions, Rotary and Woman's Club; each will present awards to one or more of their members who best exemplifies their mission. The Oregon City School District will be honoring their 2009-10 “Teacher of Distinction” and “Employee of Distinction”.

The luncheon will be held at the Oregon City Golf Club, 20124 S. Beaver Creek Road, from 11:30 am to 1:00 pm and will be catered by KC's Midway Bar & Grill. Lunch includes soup, a variety of salads, a selection of finger sandwiches, beverage and dessert.

The luncheon cost is \$15. Reservations are required no later than Thursday, April 8. Please visit our website or use the enclosed insert to make your reservation.

If you have considered joining one of these groups to make a difference in your community, please plan on joining us for an inspiring luncheon to celebrate the exceptional service right here in the Oregon City area!



Frank Wille (left) receives an award from the Oregon City Lions at the 2009 Community Service Luncheon.

Spotlight Award

1301 Molalla Avenue
Oregon City, OR 97045
503-656-5238
www.bankofthewest.com



You are more than just a number at Bank of the West

Bank of the West entered the Oregon City marketplace in 1999 and recently reinvested in the community by building a brand new branch building. While the economy has struggled over the last few years, the Oregon City branch has seen steady and consistent growth. The key to our success is the dedication and support of customers, employees and community.

Being involved in the community is a top priority at Bank of the West. Bank employees pride themselves on the strong relationships they have built in the Oregon City community. Customers are more than just a number with Bank of the West. They tell us they feel at home here and appreciate the personal interest we take in their business and individual needs.

With six full-time employees, the Oregon City branch provides an abundance of information and financial assistance to customers. Bank of the West employees are also an excellent resource for customers providing referrals to other businesses and professionals based on connections and community involvement.

Bank of the West employees understand the importance of excellent customer service and being involved in the community. In fact, several employees have or currently serve in the Chamber, Rotary Club of Oregon City, Providence Willamette Falls Medical Foundation, Main Street Oregon City, Clackamas Rotary Club and the Kiwanis.

J.D. Power and Associates ranked Bank of the West the highest in customer satisfaction among retail banks in the West in 2008 and 2009. We operate more than 700 branch banking and commercial offices in 19 Western and Midwestern states. Bank of the West provides a full range of services and answers to all your financial needs including savings and checking accounts, home-equity loans and lines of credit, investment and business banking, real estate and construction lending among other things.

For more information on the Bank of the West Oregon City branch located at 1301 Molalla Avenue, Oregon City, OR 97045 call 503-656-5238 or visit www.bankofthewest.com.



Staff of the Oregon City branch of Bank of the West. Left to right: Cheryl Stockham, Lisa Bayha, Sherrie Henson/Branch Manager, Valerie Jenson and Cortny Varnell. Not pictured: Lyn Valeu.

Board of Directors 2009

Board Chair – Mark Ellingson
Lewis & Clark Bank

Past-Chair – Sherrie Henson
Bank of the West

Chair Elect/Treasurer –
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TLC Carpet Cleaning

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State Farm Insurance

Blane Meier
Meier Wealth Management, Inc.

Torrey Murphy
Metro IT

Tim Shea
Small Business
Development Center

Vicki Yates
Vicki H. Yates, P.C.

APPOINTED DIRECTORS

Larry Patterson
City of Oregon City

Roger Rada
Oregon City School District

Staff

Amber Holveck, Exec. Director
Julie Paulsen, Communications
Coordinator

Chamber Mission Statement

Working together to promote the economic vitality and quality of life in the community of Oregon City.



FROM YOUR CHAIR

By Mark Ellingson

Volunteers important to community

As I look out the window this fine spring day, my heart is filled with gratitude. The warm sunshine brings about feelings of thankfulness and hope. My mind however understands that, in reality, it is not the sunshine providing the feelings but rather the warmth provided through service above self. I am fortunate enough to often receive feelings of warmth and comfort. They come to me by those who show me acts of kindness, sharing of caring words, an offering of giving hearts and dedication to our community.

I would like to focus our thoughts this month on volunteerism. Our friends at dictionary.com (ok, at least I didn't use Wikipedia) define volunteerism as "the policy or practice of volunteering one's time or talents for charitable, educational, or other worthwhile activities, especially in one's community."

I believe that volunteerism is evident and can easily be defined by looking at the Oregon City Chamber and its members. It is clear to me that our members feel as if they and their businesses are a vital part of our community. There are many hours of service dedicated toward making Oregon City a better place in which to live and do business.

Our Chamber is a leader in local government and invests its time and energy. It enjoys places of leadership and responsibility. The Chamber has members involved in the following City committees and task forces: Urban Renewal Commission, Transportation Advisory Committee, Citizen Involvement Council as well as various neighborhood organizations. We championed a number of important political causes including Fire Annexation. We were there at the formation and continue to have leadership roles with in the Main Street Oregon City program.

Our members spend many hours volunteering for service in charitable causes like gathering food for the local hungry, planting trees, cleaning up local school grounds, providing gifts during the holidays for those who, at this time, can't provide for themselves. We have seen the "hat" passed around in our GMOC meetings to raise funds for the sick, help a person in need or send a young person on an educational growth experience.

The Chamber has dedicated itself to business growth and in positively creating economic vitality. It has spent many hours supporting business through education, marketing, mentoring and advocating for business to government. Although we have two exceptional staff members, frankly we can not accomplish the Chamber's goals with out YOU!

So, I would like to say THANKS! You have and are continuing to make a difference in Oregon City! Your volunteerism shows everyday in what you do and who you are! Let's keep the sunshine and warmth of volunteerism as part of our community.

Chairman's Circle



Choosing a professional collection service to manage your delinquent accounts and other related tasks can be a wise decision, but where do you start?

You want an agency that will represent your organization in a responsible professional manner, and one that provides a satisfactory rate of recovery while maintaining your public image. The decision requires careful consideration.



Accurate Collection Service, LLC. is a family owned and operated collection agency and is dedicated to being a professional debt recovery firm. Located for almost 8 years in the heart of historical Oregon City in the Delta bldg. on Main St., Accurate Collection. Service, LLC. specializes in third party receivables for contracts, financial institutions, medical and health services, bad check recovery, second placements, retail and commercial debt. We are a company based on two old ideas: Excellent customer service, and an efficient customized collection strategy for your receivable needs.

"Our goal is to increase your recovery rate, lower your collection costs, while improving your cash flow."
~ The staff of A.C.S.

With over 60 years of management experience in the industry A.C.S. is able to service many facets of your account receivable recoveries. We service the Pacific Coast to include Washington, Oregon, and California. We are licensed and bonded and have attorney affiliates in all 50 states. Our Certified Professional Collection Specialists undergo continuous education through on-sight classrooms and seminars.

Accurate Collection Service, LLC is a member of the International Association of Credit and Collection Professionals and the Oregon Collectors Association. A.C.S. is a member of the Better Business Bureau of Oregon, and the Oregon City Chamber of Commerce. We support sports at our local Oregon City High School and our local 4-H program. A.C.S. is the preferred collection agency for the Oregon Auto Dealers Association.

We here at Accurate Collection Service, LLC. strive to exceed the standard expectations in customer service, and communication. Customizing this process to your needs is our first step, so please call us so we can get you started on a path of improving your cash flow, with an efficient customized collection strategy for your receivable needs.

Contact us to begin your receivable solutions today...



Accurate Collection Service, LLC
708 Main ST #204 Oregon City, OR 97045
503-328-0151 • 866-898-1009
www.accuratecollections.com



City Manager

Continued from page 1

years. Thinking back, when you were asked where you lived or where your business was located did you proudly announce, "OREGON CITY", or quietly respond with "Oregon City"?

One key player on this team has been Mayor Alice Norris. Larry had this to say about Alice, "This city is extremely blessed to have a Mayor like Alice Norris." "There are many good mayors out there but there are very few who are great!" Mr. Patterson shared that Alice is the complete package including: vision, energy, and the ability to mobilize people politically. Mayor Norris is a skilled political leader who is very articulate and willing to "chase" the money for our city, region and state. Larry continued with, "But, she's also a nice person and a hoot to work with. It's been a good team."

Even though Larry Patterson has 36 years of city management experience, he admits he can't foretell Oregon City's future. "The only thing we can be certain of the future, is that the future is uncertain," declared Larry. He believes that the old adage is true for cities, like Oregon City -- "If you're not growing, you're dying." The economic development plan that has been mapped out for Oregon City should provide our community success. The goal is to move Oregon City into the position of a Regional Center. Oregon City needs to understand that our niche is as a government center (county seat and community college), major health care provider, and a growing retail development model. Business park development will be part of the economic model for Oregon City, but the regional center will be the primary focus.

Considering the stress, late night meetings and critics, what provided the satisfaction that kept Larry Patterson motivated over a 36 year career? Larry shared that one of the most rewarding parts of this job is knowing you've made a positive impact on the quality of life for those in your community. He went on to say, "As a City Manager you work with the brightest people... there's nothing like feeling the energy of people coming together for a common cause." A defining moment in his public administration career occurred while in Bay Town, Texas. In 1983, Hurricane Alicia nearly wiped out their city. They didn't receive the full federal resources that have become common place today and essentially on their own, cleaned up the city and got it back to work within three weeks. This required a dynamic team effort and for those first three weeks the city leaders of Bay Town were "heroes"! But how quickly things can change, for shortly thereafter the critics attacked city officials for mandating that homes not be rebuilt in the primary area of devastation. Today in 2010, that area remains a natural park.

Today, Larry Patterson is moving away from the high pressure position of City Manager to continue work under LP Consulting, as his own boss. Larry shared that he will enjoy doing quality work as a consultant rather than being pressed with the quantity demands of a City Manager. "Now I will have the time to balance the 'wants' in my schedule, because there is never enough time to do everything," as he addressed the challenges of his position.



Larry Patterson and Craig Danielson enjoy their first and second place trophies in the putting contest at the 2009 Chamber Golf Scramble. Other Chamber members look forward to the opportunity to win since Larry received some sort of trophy at five of the last six tournaments.

What fond memories will Larry carry with him from Oregon City? "I've been blessed to work with great people. We spend too much time at work, so you need to work with people you can have fun with." Besides the city staff, our mayor and other elected officials, Larry admits that he will miss the camaraderie of groups like the Oregon City Chamber of Commerce and Main Street Oregon City. Larry has served as an ex-officio member of the Chamber's Board of Directors for seven years and never missed the opportunity to golf in the Chamber's Golf Tournament.

By now you may be curious to know how Larry Patterson knew he would make Public Administration his career? "Well, it was really a fluke," he admits. As a product of the 60's, he knew he wanted to be involved in government. It was an early influence in high school through the Future Farmers of America (FFA) organization, where he was part of the FFA Parliamentary Procedure team and served in leadership roles. As he continued forward with his collegiate studies he learned that most programs were geared to state and federal level politics. However, while seeking a Masters Degree at Sam Houston University, Larry was exposed to an excellent education and career opportunity leading to local service. The rest is history.

Now that he is a retired-City Manager, how will Larry Patterson spend his time? Besides the consulting firm and playing golf, Larry is looking forward to learning to play the piano at his home. He doesn't have any plans to become a concert pianist, but simply wants to play for his own enjoyment. The other things he has wanted to do, include becoming a better cook (but don't tell Linnie, his wife), learning to speak Spanish, and traveling to Europe. Larry Patterson summed up his time here as Oregon City's City Manager with, "It's been a fun seven years."

New Members

Clackamas Community Land Trust

Real Estate & Homebuyer Education

Sarah Buckley
11062 SE 21st Avenue
Milwaukie, OR 97222
503-659-5113
www.clackamasclt.org

Oregon Orthopedic & Sports Medicine Clinic

Physicians—Orthopedic & Hospitals/Clinics

Amanda Koenig
1508 Division Street #105
Oregon City, OR 97045
503-656-0836
www.pdxortho.com

State Farm Insurance

Insurance

Brian Nogueira
1115 Molalla Avenue
Oregon City, OR 97045
503-655-3433

Referred by: Ed LaPlante, Magnetic Sign Company

Sterling Pacific Field Services

Professional Field Services & Lease Inspections

Audra Porter
PO Box 801
Oregon City, OR 97045
503-926-2851

Referred by: West Coast Bank

Vineyard Place Retirement Community

Retirement Communities

Ray and Rose Short
4017 SE Vineyard Road
Milwaukie, OR 97267
503-659-0552
www.vineyardplace.net

Renewing Members

Members for 10 – 19 Years

Hilltop Collision Center
Morrissey Wealthcare Group LLC

Members for 5 – 9 Years

Anytime Fitness
The Children's Center
Coastal Farm & Ranch
Fidelity National Title
Harmony Road Music Center of Oregon
KC's Midway Bar & Grill
Oregon City Awards
Oregon City Signs
Paul's Mobile Auto Detail
State Farm Insurance—Jeff Landstrom
Stitch-N-Embroidery

Members for 1 – 4 Years

D.P. Design
McLarens Carpet One Floor & Home
New Century Players
Oregon City Schools Foundation
Reformation Covenant Church
Singer Hill Café
Willamette Falls Symphony

Grand Opening

Kumon Math & Reading Learning Center of Oregon City

19376 Molalla Avenue, Suite 160

Saturday, April 10

10:00 am – 2:00 pm

~ Ribbon cutting ceremony at 10:10 am ~

Celebrate the Grand Opening and learn more about Oregon City's newest after-school math and reading program that employs a unique learning method designed to help each child develop the skills needed to perform to his or her full potential. Refreshments will be served, as well as educational games and prizes.

Oregon Orthopedic & Sports Medicine

C L I N I C L L P

arthroscopic surgery of the knee, shoulder, elbow, and ankle
reconstructive surgery of the shoulder, hip (including minimally invasive), and knee
foot and ankle surgery, sports medicine, ACL (anterior cruciate ligament) reconstruction
fracture care, treatment of arthritis, knee ligament reconstruction
recurrent shoulder dislocation, shoulder impingement/bursitis, meniscus repair

Call today for an Appointment (503) 656-0836

Locations in Oregon City & Tualatin



What is “business friendliness”?

Excerpt from an interview with Larry Patterson, former City Manager

Cities and regions vie for the attention of businesses that may be establishing, relocating or expanding their operations. Some regions can offer tax incentives, while some cities simply brand themselves as “business friendly”. The definition of “business friendly” is not well established but it is commonly discussed in business circles. What does our now former City Manager have to say about what makes a city “business friendly”? Larry Patterson believes that in order to answer the question, those within that city must share a common vision and how the vision will be achieved.

In terms of “business friendliness” there continues to be a running dialogue in Oregon City about whether or not growth should pay for itself. This relates to System Development Charges or SDC’s that can be burdensome to developers. Oregon City will need to decide if the community, as a whole, benefits from growth; this consensus will help us determine how to pay for growth.

One concern relating to “business friendliness” comes as a result of navigating the planning and building processes. For the city staff it can be quite a balancing act of offering fair service to all, while ensuring that viable projects are aided and redirecting those that may need more thought. The fact is some people seeking building permits present their drawings on a paper napkin. To add to the confusion and frustration, when building plans are altered the process becomes more costly and tedious. Education of potential business developers is a good way to improve the process. And from the perspective of those who have gone through this, they would likely recommend consistent direction and customer service.

Sometimes cities are pegged with a negative reputation due to code enforcement issues. City codes are often developed to prevent “tacky” business signage or obstruction of street signs, intersections, etc. While most of us are in full support of codes preventing the obstruction street signs, there are some codes that become more costly to meet. We must remember, however, that it is through code enforcement we maintain curb appeal and standards. These amenities are typically important to future business investors.

When potential business models are introduced to Oregon City, city leadership must determine if it is something we need or want? What does the developer need to make this happen? Can Oregon City meet them part way by financing SDC’s? These questions were all addressed when projects like Red Soils Business Park, The Cove, and The Rivers were considered. And this is a simplistic intro to major business development.

The issues of “business friendliness” and how to pay for growth is complicated, but something that Oregon City will likely engage in over the next couple of years. The team that will likely lead this effort will be new City Manager David Frasher, City Econ. Dev. Manager Dan Drentlaw, Mayor Alice Norris and her successor, City Commissioners, and the Planning Commission, to name a few. By the way, your Chamber and its Government & Economic Affairs Committee will be there, too.

Chamber After Hours

Key Bank

Thursday, April 15

5:30 – 7:00 pm

1400 Molalla Avenue

This relaxed networking event makes for a pleasant end to your work day. After Hours is a wonderful opportunity to have one-on-one conversations with Chamber members and let them get to know you and your business better. Refreshments will be available and door prizes awarded.

GOLD CLUB MEMBERS

AJH Financial Services, Inc.

Bank of the West

Café Joli

Community Solutions for Clackamas County

Exclamation Advertising & Graphic Design, Inc.

Harmony Road Music Center of Oregon

Homewoods on the Willamette

Jimmy O’s Pizzeria

Key Carpets LLC

Meier Wealth Management, Inc.

Metro IT

Natural Health Works, PC

Northwest Enforcement Safety Patrol Unit

OfficeMax

Oregon City Evangelical Church

Pacific Medical Group

Pacific Residential Mortgage—Shelley Gale

Paradise Photography Studio

Pop’s Golf Shop

Reformation Covenant Church

Rivershore Bar & Grill

smALL FLAGS

The Morrissey Group, LLC

The Sign Guy

Stitch-N-Embroidery

The Tutor House

TLC Carpet Cleaning

To Better Health

Trails End Physical Therapy

Dr. Christopher Veley, DMD

Vicki H. Yates, PC

Vineyard Place Retirement Community

Windermere Commercial Real Estate—Graham Peterson

Seminars of Interest

The following seminars are brought to you by the Small Business Development Center at the CCC Harmony/OIT Campus, 7736 SE Harmony Road, Clackamas. All registrations must be completed two weeks prior to any workshop. Register by calling 503-594-0738 or at www.bizcenter.org.

QuickBooks Pro: Beginning

Thursdays, April 22 – May 13, 6:00 – 8:50 pm

Find out how to set up your books right the first time, using QuickBooks Pro/Premier. If you are new to QuickBooks or have little experience, this class will get you started. Topics include how to navigate in QuickBooks, enter your sales, pay bills. Required: Familiarity with computers & Windows. Recommended: Small Business Recordkeeping class. Fee: \$120

High Impact Marketing

Thursday, April 22, 6:30 – 9:20 pm

Fast-paced class to survey a variety of businesses and how they have increased revenue through effective marketing. Emphasis will be on differentiating your product or service from the competition while on a tight budget. Fee: \$30

Small Business Recordkeeping

Saturday, April 24, 9:00 am – 2:50 pm

Find out about the basic recordkeeping and tax requirements for your small business. Assess various options for tracking income and expenses. Find out how to select accounting and tax professionals so you don't have problems with the IRS later. This class is recommended before QuickBooks training. Fee: \$45

The Customer Experience

Thursday, April 29, 6:30 – 9:20 pm

Successful companies go beyond customer service to create an emotional connection with their customers. By using these techniques and building a customer-centric culture in your business, you can boost your customer satisfaction results, increase referrals and enjoy repeat business. Fee: \$30

Taxes & Business Entity

Saturday, May 8, 9:00 am – 12:50 pm

Do you understand how your business entity affects your personal taxes? In this class you will examine the differences between tax requirements for Sole Proprietors, Partnership/LLCs, S-corporations and C-Corporations. Fee: \$35.

Financial Diagnosis

Monday, May 10, 3:00 – 4:50 pm

Find out how to unlock and understand the secrets that financial statements can tell you about the health of your business. Find out how to generate financial projections—crucial information for anyone seeking financing. Fee: \$30.

Pioneering Partnerships for Our Future

The following seminars are brought to you by SCORE of Portland. Unless otherwise noted, classes take place at ODS Tower, Room 2030, Downtown Portland, 601 SW Second Avenue. With limited seating, clients are encouraged to pre-register to ensure seating. To register call 503-326-3441 or visit www.scorepdx.org. Fee for these half-day workshops: \$55 pre-registered; \$65 at the door.

Five Essentials of Effective Selling & The Power of Networking

Friday, April 9, 8:00 am – 12:30 pm

This workshop is for people who know the small businessperson has to sell and they don't consider themselves "sales people!" Develop your "elevator speech"—the powerful ability to explain what business you are in and what value you deliver.

10 Secrets of Distinctive Products/Services

Friday, April 16, 8:00 am – Noon

Learn the secrets of effectively communicating compelling reasons to buy from you. This is a fast-paced, interactive workshop. You will leave with several tools that will help your new business right now and on an on-going basis.

Top 15 Legal Risks of Business

Monday, April 19, 8:00 am – 12:30 pm

The law impacts all areas of your business. You will learn about the most common legal problems businesses encounter and how to avoid them. Legal topics include:

1. Choosing your Legal Entity e.g. (Corporation or LLC)
2. Business licenses and Permits
3. Trademarks and Copyrights
4. Employees vs. Independent Contractors
5. Contracts with Customers, Vendors, and Others
6. The Financially Troubled Business
7. Resolving Legal Disputes

Workshop attendees will also receive free access to additional online training materials.

Time Management for Success

Friday, April 23, 8:00 am – 12:30 pm

How to identify and manage deadlines and priorities in your business. We are all limited to 24 hours a day. However, what we accomplish each day varies dramatically by individual. Learn new skills, tips and strategies to become a high performer. For example: Focus on tasks that achieve your most important life and work goals, eliminate unimportant tasks and learn how to say "No", use tasks lists effectively, determine daily and weekly goals and tasks, use technology to increase efficiency, delegate for maximum benefit, deal efficiently with paper, meeting do's and don'ts, and more. Workshop attendees will also receive free access to online training materials.

Chamber cooks up an Irish party

By Julie Paulsen

The Pioneer Community Center was the location for the 7th Annual Irish Stew Cook Off held Wednesday, March 17. This special Good Evening Oregon City event was enjoyed by Chamber and community members.

The entertainment was provided by the Chamber's special Irish quartet, The Lucky Shamrocks. Blane Meier on guitar, Stephanie Gillette on Fiddle, and William Gifford on Irish Whistle, and Joyce Gifford on Vocals added to the festivities. With registration fees and fund-raising efforts on the part of the chefs, this year's event raised \$767.



The Lucky Shamrocks perform at the Irish Stew Cook Off. Left to right: William Gifford, Joyce Gifford, Stephanie Gillette, and Blane Meier.

Eight different stews were prepared by Chamber members and were judged on taste and the chef's fundraising abilities. Guest judges were Dick Orr of BCT, Vicki Smith of Clackamas Community College Foundation, and John Wagner of Accurate Collection Service. The winners are:

Professional

- 1st place: KC's Midway Bar & Grill
- 2nd place: Singer Hill Café
- 3rd place: Caufield House

Amateur

- 1st place: Andrew Nordby—Prudential NW Properties
- 2nd place: Paul Bintner—Paul's Mobile Auto Detail
- 3rd place: Sherry Hall—Clackamas County Clerk

Fund Raising – Andrew Nordby—Prudential NW Properties

Best in Decorations – Amber Holveck

Thank you to everyone who participated and to:

- Taci Philbrook (Accurate Collection Services)—Co-chair, trophies, and potatoes
- Hope Loose (It Figures Bookkeeping)—Co-chair
- Pioneer Community Center—Facility
- Claire Met—Facility Coordination
- The Lucky Shamrocks (Blane Meier of Meier Wealth Management, William and Joyce Gifford of smALL FLAGs, and Stephanie Gillette of Bright Art)—Entertainment
- Verdict Bar & Grill—Beer and wine service
- Minuteman Press—Printing of posters

Thank you to our raffle prize donors: Bugatti's, KC's Midway Bar & Grill, McDonalds—Hilltop, Singer Hill Café, Salute Café Italiano, Weatherford's Grand Lodge, Forté Floral Artistry and Harmony Road Music Center of Oregon.

More photos from the well attended, fun event are on page 11 of this newsletter as well as the Oregon City Chamber website www.oregoncity.org under Events—Networking. They are also posted on Facebook on the Oregon City Chamber's Fan Page.

New City Manager joins OC Team

Contributions from Mayor Alice Norris

On April 7, Oregon City will welcome our new City Manager, Mr. David Frasher. Mayor Alice Norris stated, "I am excited and pleased to announce that the City Commission has unanimously selected David to be our next Oregon City Manager." Mr. Frasher's will jump into this mantle of leadership "head first", as the first items on his agenda will be presenting the proposed City Budget to the City Commission and further discussion of The Cove with the Urban Renewal Commission.

Here is a little background information about David Frasher. David was born and raised on a farm in western Missouri, not far from President Harry Truman's hometown of Independence. His father and mother eventually opened a successful small business, which they still own today. He earned a Bachelor's Degree from MacMurray College, Illinois, and Law Degree from Washington University and is a "Credentialed Manager" with the International City Management Association (ICMA).

A few key highlights in his public service career include: Eight years as a police officer and detective with the Independence, Missouri Police Department; The first municipal manager of Oak Grove, Missouri, a suburban community of Kansas City; and City Administrator of Ashland, Wisconsin, a full service port city on the shores of Lake Superior.

David's position prior to joining Oregon City was City Manager of Grants Pass, Oregon, whose population is just slightly larger than Oregon City's and has had many of the same challenges and opportunities as Oregon City has today. Oregon City Chamber Executive Director, Amber Holveck, wanted to learn more about David Frasher's standing with the business community in Grants Pass. Jon Jordan, CEO at the Grants Pass Chamber of Commerce, had this to say about Mr. Frasher, "David's resignation was a great loss to Grants Pass. Throughout his three years in Grants Pass they worked together closely and he (David) always upheld a high ethical standard... and has been an incredible supporter of the business community."

David currently lives in Beaverton and is looking to relocate to Oregon City. As the opportunities arise, please join with our Mayor and the community as we welcome him as our new City Manager for Oregon City.

Commissioner aids businesses

Provided by Ann Lininger, Clackamas County Commissioner

The Clackamas County Commission is making \$13.3 million in low-cost bond financing available to help local businesses grow. This funding comes from the American Reinvestment and Recovery Act's Recovery Zone Bonds program. Three Clackamas County businesses have applied already. If you would like more information, please contact Commissioner Lininger at www.annlininger.com.

As part of the regional Economic Gardening Program, She is helping local businesses access free, customized market research and industry analysis so they can expand their operations in Clackamas County and potentially hire more workers.

Community Events

“Give Me Shelter” Artist’s Reception and Benefit for Clackamas County Dog Services

Friday, April 9 from 6:00 – 9:00 pm
Howden Art & Framing
1512 Washington Street

Please join Howden Art & Framing for an evening celebrating the arts and supporting our local dog shelter. KGW meteorologist, Rod Hill will be the MC for the event. Kings Raven Winery wine tasting and refreshments available. Featuring 40 local and regional Oregon artists.

Presented by Beaver Creek Lions

Annual Benefit Auction and Plant Sale

Saturday, April 10
Silent Auction: 12:00 – 2:15 pm and
Verbal Auction: 1:00 – 4:30 pm
Ogden Middle School in Oregon City
14133 S. Donovan Road

Community Support is Needed! Plan to attend - Support Sight, Hearing and Drug Abuse efforts already in progress!

New Century Players presents

Deadly Dancing

April 16, 17, 23, 24 and May 7, 14 at 6:30 pm
Weatherford’s Grand Lodge
602 7th Street, Upstairs

Ballroom Dancers! Intrigue! A murder! All this and a wonderfully delicious dinner! What more could you ask for in our annual interactive murder mystery dinner theatre? Don’t miss out on the moves... legal and illegal! Stay after the show and join us for some dancing moves of your own! Tickets are \$45 and include a three course dinner, dancing and show. For more information, visit www.newcenturyplayers.org.

A New Play-Reading Series with CRT

Sundays at Three

END DAYS: Written by Deborah Zoe Laufer

Sunday, April 25, 3:00 pm
The Osterman Theatre in the Niemeyer Center
Clackamas Community College

Sixteen year old Rachel Stein is having a bad year. Her father hasn’t changed out of his pajamas since 9/11. Her mother has begun a close, personal relationship with Jesus. Her new neighbor, a sixteen-year-old Elvis impersonator, has fallen for her hard. And the Apocalypse is coming Wednesday. Her only hope is that Stephen Hawking will save them all. These plays are edgier and wackier than CRT’s summer fare and contain some adult language and situations. Tickets are \$5 general admission, and available at the door. Talkbacks with the director and cast follow every reading. Visit www2.clackamasrep.org for more information.

Fine Arts Night and Open House

Friday, April 9, 7:00 – 9:00 pm
Trinity Lutheran Church and School
16000 S. Henrici Road

Our students will be performing a brief dramatic presentation, songs, and recitations. Artwork will also be on display. The performance will begin at 7pm. This is a night to celebrate the arts in our school as well as share our school with the community. Tours and registration information will be available.

Special Event-Movie Premier

“In Pursuit of a Dream”

Saturday, April 10, 7:00 pm
Oregon City High School Theater
19761 S Beaver Creek Road

This special movie is hosted by the Northwest Chapter of the Oregon-California Trails Association. The movie stars more than two dozen teenagers from Massachusetts, Colorado, Texas, Wyoming, Oregon, and California who spent a summer on the Oregon Trail without any 21st century trappings and attempting to drive covered wagons and living together as pioneers. The result was a lesson in life fitting any time period. Cost of the benefit showing is \$15 per person and proceeds will go to the Clackamas County Historical Society.

Oregon City Earth Day Cleanup

Saturday, April 17
8:00 am – 1:00 pm
Clackamette Park
1955 Clackamette Dr.

Several projects ranging from invasive removal, cleanup and enhancement efforts improving the livability of our community. Bring two or more nonperishable food items and receive a raffle ticket and chance to win prizes. Wear a cleanup shirt from years past and receive a raffle ticket and chance to win a prize. Lunch will be served by Haggen Food and Pharmacy at Clackamette Park. Contact Nancy Busch at 503-496-1571.

Willamette Falls Symphony presents

WFS Member Concertos!

plus Orchestra Request!

Sunday, April 25, 3:00 pm
United Methodist Church
18955 South End Road

This performance features Ben Shirley: Albinoni Concerto for Trumpet and Albert Yen: Mozart Violin Concerto No.3 as well as Beethoven’s Symphony No. 7 and Bizet’s L’Arlesienne Suite No 1. Tickets are available at the door. Adults: \$10, Seniors and Students: \$7 and Children under 12 are free with Adult or Senior.

Clackamas County Candidate Forum

Presented by the GEAC

Wednesday, April 19

7:30 – 9:00 am

**Providence Willamette Falls
Community Center
519 15th Street**



The Government and Economic Affairs Committee is providing this opportunity for you to be an informed voter in the May Primary. Up for election are three County Commission seats and the County Clerk. For more information, visit www.oregoncity.org or call the Chamber office at 503-656-1619.

Update on bridge rehabilitation

Provided by ODOT

ODOT expects to award the construction contract late this spring and preliminary work is likely to start this summer. In working closely with local community and business leaders, ODOT has developed the following strategy:

ODOT will not start the planned two-year closure until January, 2011, at the earliest. Prior to the full closure, however, the bridge will be closed briefly, a handful of times for inspections.

Instead of selecting the lowest bidder, project managers are using a special contracting process to retain a primary contractor who has the specific experience needed to do this work effectively and quickly.

ODOT plans to conduct an additional inspection suggested in the Federal Highway Administration's review of the project. The results of the inspection will help project leaders create an accurate timeline for the work. ODOT staff and an engineering contractor will inspect or have recently inspected the arch ribs of the bridge with ultrasonic equipment in late March or early April. To conduct this inspection, the sidewalk—one side at a time—will need to be closed for one month.

ODOT continues to update the public at the following project website: <http://www.archrehab.com/>

State launches free service connecting businesses to new customers

Information provided by the Office of State Representative Bill Kennemer

Governor Ted Kulongoski announced on March 12, 2010, that the state's economic development department, Business Oregon, is launching a new, web-based business development tool that will help Oregon companies easily find and connect with potential partners and customers.

The tool, called The Northwest Connectory, provides companies with access to a free online service to share their products and services and highlight unique technical skills. The system is proven to be effective in generating new sales leads and identifying potential business partners. The Northwest Connectory is accessible via the Business Oregon Web site, www.oregon4biz.com, and as of today, 577 Oregon businesses have already posted profiles.

"This exciting new, business-to-business tool is going to help Oregon companies find new customers and help grow their bottom lines," said Governor Kulongoski. "This is just the latest innovative tool employed by the state to help Oregon businesses grow their companies and retain and create jobs."

The Northwest Connectory will help many Oregon businesses in the following ways:

- Link Oregon businesses to opportunities around the region via a robust, searchable, online "buyer-supplier" database that will contain detailed, verified profiles of Pacific Northwest companies across all industries.
- Access to the only business-to-business tool of its kind at no cost that has been successfully deployed in Southern

California to promote companies and foster business-to-business interaction.

"The NW Connectory is yet another way Business Oregon can help the state's businesses thrive and grow in the current economic climate," said Tim McCabe, the director of the Oregon Business Development Department. "This is a tool that is not yet available to most of Oregon's competitors and can give Oregon's businesses a competitive advantage."

Already, two Portland area businesses have made a business to business connection through the site. A buyer for Lake Oswego-Based Timbercon, Inc. was looking for a local Printed Circuit Board (PCB) designer for an upcoming project. A search of the database quickly identified Beaverton-based Cipher Systems. While Cipher and Timbercon haven't signed any contracts yet, a business relationship between the two firms is in the works.

The tool also will be used to promote businesses within Oregon's growing renewable energy sectors that have identified the importance of such a regional network to facilitate buyer-supplier and partner relationships as they pursue new opportunities to localize supply chains.

Businesses interested in being listed in the Northwest Connectory can fill out and submit an online intake form via www.oregon4biz.com. They can also obtain help by contacting their local Business Oregon Business Development Officer or Global Trade Specialist at www.oregon4biz.com/map.php.

Member Updates/Kudos



The crowd enjoys some Irish stews and Irish music at the Pioneer Community Center on Wednesday, March 17.



Amateur Chef Winners pictured Left to right: Sherry Hall — Clackamas County Clerk, Paul Bintner — Paul's Mobile Auto Detail and Andrew Nordby — Prudential Northwest Properties.



Professional Winners left to right: Carol Pauli for KC's Midway Bar & Grill, Maria Bottcher for Caufield House and Christy Palmer for Singer Hill Café

- ~ At the Small Business Showcase March 31, Board Chair Mark Ellingson announced **Taci Philbrook** of **Accurate Collection Service** as the Chamber Service Award recipient for her hard work and commitment to the Irish Stew Cook Off.
- ~ The Chamber's Membership Committee wants to thank the hosts of the first month of the Tuesday Lunch Bunch: **Bugatti's, Café Joli, Weatherford's Grand Lodge, and Singer Hill Café**. Check the calendar on the next page of this newsletter so find out the April locations so you can enjoy lunch and get to know some fellow members better.

- ~ The Oregon City Food Drive Team thanks the Chamber for being part of the **Oregon City Community Food Drive**. This was a true community event involving area businesses, churches, schools, governments, and civic organizations. More than 9,000 pounds of food and over \$1,800 was collected and will be distributed to the five Oregon City pantries by the HOPE Board. Due to your support, the HOPE (Helping Other People Eat) program will help many area families eat a little better in the months to come. For more information about HOPE visit their website at www.hopefoodproject.com.

- ~ **Oregon City** is the sixth Oregon community to be designated a "Preserve America" community. Preserve America recognizes and designates communities, including municipalities, counties, neighborhoods in large cities, and tribal communities, that protect and celebrate their heritage. Previous Oregon designees include Astoria, Corvallis, Enterprise, Jacksonville and Salem. For more information, visit www.preserveamerica.gov.

- ~ Fun, new, non-traditional pieces of artwork from Etch-A-Sketch creations to metal sculptures for house and garden are included in the newest exhibits at the Three Rivers Artists Gallery. The gallery at the corner of Seventh and Center Streets is open from 11:00 am to 6:00 pm. Monday through Saturday and 12:00 – 5:00 pm on Sunday. The **Three Rivers Artist Guild**, also known as TRAG, opened the gallery last December to showcase creations by local artists. It shares space with the Friends of the Oregon City Library Used Book Store.

2010 Chairman's Circle

PROVIDENCE
Willamette Falls
Medical Center

LEWIS & CLARK
BANK

Haggen
FOOD & PHARMACY

Abernethy Center
BALLROOM & GARDENS

McDonald's

BCT
www.bctelco.com

DANIELSON
Hilltop Mall

WEST COAST
BANK

CLACKAMAS
COUNTY
Community Solutions for Clackamas County

Accurate Collection Service, LLC

CHAMBERWIRE

OREGON CITY CHAMBER OF COMMERCE
 PO Box 226/1201 Washington Street
 Oregon City, OR 97045

Phone 503-656-1619
 Fax 503-656-2274
 www.oregoncity.org

April 2010

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1 Membership Comm. 7:30 – 9:00 am Singer Hill Café	2	3
4	5	6 Lunch Bunch 11:30 am Salute Café Italiano 1721 Willamette Falls Dr., West Linn	7 GMOC ~ 7:30 am New Century Players at Weatherford's Grand Lodge 602 7th St, Upstairs	8 GEAC 3:30 – 5:00 pm 7th St Fire Station	9	10 Grand Opening 10:00 am – 2:00 pm Kumon Math & Reading Learning Center of OC 19376 Molalla Ave
11	12 Exec Comm. Noon Lewis & Clark Bank	13 Comm. Serv. Lunch. 11:30 am – 1:00 pm OC Golf Club 20124 Beaver creek Rd Lunch Bunch 11:30 am KC's Midway Bar & Grill 1003 7th Street	14 GMOC ~ 7:30 am Coastal Farm & Ranch 1900 McLoughlin Blvd in the Oregon City Shopping Center	15 Chamber After Hours 5:30 – 7:00 pm Key Bank 1400 Molalla Ave	16	17
18	19 Board Meeting Noon Oregon City School District downstairs meeting room	20 Lunch Bunch 11:30 am Caufield House 723 Main Street	21 GMOC ~ 7:30 am Candidate Forum at Providence Will Falls Community Ctr 519 15th St	22	23	24
25	26	27 Lunch Bunch 11:30 am Tacho's 515 Molalla Ave	28 GMOC ~ 7:30 am Kumon Math & Reading Learning Center of Oregon City 19376 Molalla Ave, Suite 160	29	30	



Oregon City Community Service Awards Luncheon

**Tuesday, April 13, 2010
11:30 am to 1:00 pm**

**Oregon City Golf Club
20124 S Beaver Creek Road**

Oregon City is fortunate to have very active Community Service Clubs and an award-winning School District that contribute to Oregon City's livability. Come learn about their activities and programs and join the Oregon City Chamber in recognizing and honoring their award recipients.

- Beaver Creek Lions
- Oregon City Lions
- Oregon City School District
- Oregon City Kiwanis
- Oregon City Rotary
- Oregon City Woman's Club

*****Reservations required no later than Thursday, April 18th.*****

Name _____

Community Group/Business _____

Phone _____

individuals _____ @ \$15 = \$ _____

Cash _____ Check# _____

VISA/MC # _____

exp _____ v-code _____ Zip code _____

Signature _____

Lunch includes:
soup, a variety of salads,
a selection of finger sandwiches,
beverage and dessert

Mail to: Oregon City Chamber
PO Box 226
Oregon City, OR 97045
Fax to: 503-656-2274

You may also reserve your seat(s) online at:
www.oregoncity.org
then go to the Event Calendar

Partnership Provides Advanced IT Solutions

As most of you know, BCT has been providing telecommunications and technology services to our community for more than 100 years. With our heritage and commitment to provide you with the latest technology, BCT has developed a partnership with Bolt Data Systems to provide a full suite of IT Solutions for our business customers. These services range from data backup to security solutions to network design, management and integration. By offering these advanced services, we are able to provide you with additional value, seamlessly and reliably.

Many of these services are designed to help offload your day-to-day responsibilities, cost-effectively and efficiently, allowing you to focus on other duties. For example, managed data backup solutions ensure your most important information is stored safely, securely and automatically at an off-site, state-of-the-art data facility. No more worrying whether your data is secure and current. See the main story in this issue for more details.

I encourage you to visit www.boltdatasystems.com to learn more about the IT Solutions available. During the next few months, we will be sharing additional information on these services and will also be hosting a Webinar on Thursday, April 29 where you can get firsthand information on some of these services.

Thanks for your ongoing support and we look forward to the opportunities to expand our business relationship through this partnership with Bolt Data Systems.

JANINE BROOKS OR DICK ORR
Customer Development Managers
503.632.2570

Secure Data Back-up Protects Your Business

Each issue, BoltBlast will highlight a product or service available from BCT and Bolt Data Systems, LLC.

Data is one of a business's most important resources. Customer records, financial documents, project plans, emails, personnel information and other important documents are all stored on your computer or computer network.

Unfortunately, recent studies suggest that most businesses aren't doing enough to protect their data. It is estimated that only 75% of organizations perform any sort of data backup and, of that, estimates indicate 70% will NOT be able to access what they have backed up due to faulty, damaged or misplaced media.

"Statistics like these are the reason BCT has partnered with Bolt Data Systems to provide our customers with a variety of data backup and recovery options," said Paul Hauer of BCT. "Through this partnership, we are able to provide highly secure, off-site backup solutions that can save and restore a business's important electronic information if something unfortunate were to occur."

Research shows that there are a number of ways data can be lost.

⇒ While acts of destruction make the headlines, it's hardware failure that is most common culprit for data loss, accounting for 40% of all data loss incidents. This includes hard drive crashes, power surges or faulty equipment.

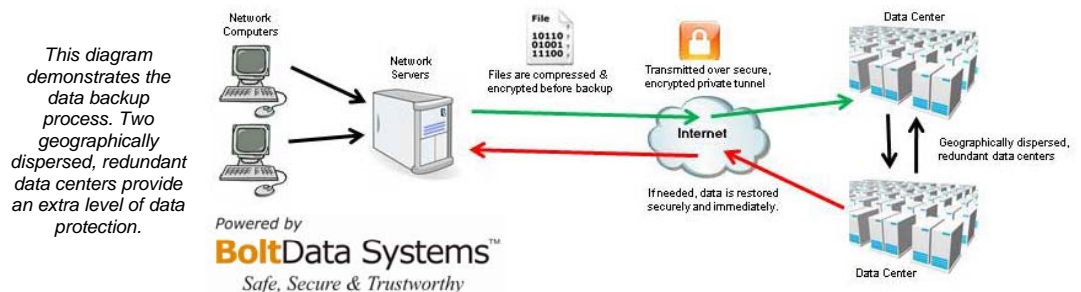
- ⇒ While it seems like we should know better, human error, such as accidental deletions or damage, accounts for 30% of data loss.
- ⇒ Software corruption (13%) and computer viruses (6%) are responsible for nearly 20% of data loss incidents combined.
- ⇒ Theft of hardware, usually laptops, accounts for 9%.
- ⇒ Natural disasters are responsible for 3% of all data losses.

Unreliable Options

Traditionally, one of the most popular backup resources has been magnetic tapes. Unfortunately, this process is less than reliable. In fact, according to Gartner Research, 71% of all tape restores fail. Of course, that's if someone has remembered to actually make the back-up, take it to a secure location and not manage to misplace it on the way.

Other organizations may be using removable storage devices, like external hard drives. Like tape backups, these are only as reliable as the process of remembering to back up the data and then take it off-site EVERY day. And these drives can still go bad or get lost.

Continued on next page



Did You Know?

One study reports that a company that experiences a computer outage lasting for more than 10 days will never fully recover financially and that 50% of companies suffering such a predicament will be out of business within five years. SOURCE: Disaster Recovery Planning: Managing Risk and Catastrophe in Information Systems

WEBINAR: Thursday, April 29

For many small and medium sized businesses, managing your computer system is one responsibility that keeps you from focusing on the other important aspects of running your business. So how can you make the most of your time and resources allocated for Information Technology? Whether it's one computer or an entire network, there are many ways to streamline your IT allowing you to focus on your business.

Join us on Thursday, April 29 for a special online presentation where you can learn how to create efficiencies, improve reliability and maximize IT resources. In less than 60 minutes, IT Solutions for Your Business will cover:

- Why having a data backup and recovery plan is integral for every business
- How to protect your computers from outside threats like viruses and spyware
- How using Microsoft Exchange can enhance your productivity
- Information Technology "Best Practices" to help your small businesses
- Plus, an opportunity to ask questions about your current IT system with the experts from Bolt Data Systems

Title: IT Solutions for Your Business

Date: Thursday, April 29, 2010

Time: 11am

Cost: Complimentary

Register at:

www.boltdatasystems.com/webinars.html

Costs of Data Breaches Rise in 2009

See the complete story at www.crn.com.

The cost of a data breach rose slightly last year as malicious attacks and botnets increased in number, according to a report from the Ponemon Institute. The annual "Cost of a Data Breach Survey," said such incidents cost U.S. companies an average of \$204 per compromised customer record in 2009, compared to \$202 in 2008. The total number of data breaches dipped in 2009 to 498, down from 657 in 2008, the study said, citing a report from the Identity Theft Resource Center.

Larry Ponemon, chairman and founder of the Ponemon Institute, said that customer churn rate comprised the "lion's share" of the costs for organizations following a data breach. Much of those costs were due to increased recruitment and marketing expenses incurred by companies due to an upsurge of customer attrition following a breach. "People do leave. It reduces the brand of an organization, and increases acquisition costs of new customers," he said.

In addition, Ponemon said that industries such as pharmaceuticals and health care, followed by banking and financials, had higher customer churn rates than other industries, such as retail.

"You have this expectation that they're going to be better at managing your privacy. That's the perception, but that may not be accurate," he said.

Another reason for skyrocketing expenses is due to legal costs, Ponemon said. In 2009, legal defense costs related to data breaches

spiked more than 50 percent upwards, largely as a result of successful class action suits -- or fear of successful lawsuits -- initiated by customers, consumers or employees who have experienced data loss.

Additionally, 58 percent of companies have expanded their use of encryption, up from 44 percent last year, a development which also has cut down on breaches occurring when data is lost in transmission, such as via e-mail attachments, on disk or USB drives.

"Laws that strongly encourage encryption, or require it, do make a difference," Ponemon said. "If (criminals) do break in, it's very unlikely they will be able to use what they steal."

The most expensive data breach event included in the 2009 study cost a company nearly \$31 million to resolve, while the least expensive data breach cumulative cost for a company was \$750,000, according to the study.

Malicious attacks can lead to loss of data, damage to public image and unwanted lawsuits. To help protect your business, BCT and Bolt Data Systems can provide you with a number of security solutions including managed firewalls, enforced client anti-virus and anti-spyware service, Virtual Private Networks (VPNs) and intrusion prevention measures.

Our experts can review your current system and make recommendations based on your budget, level of protection desired and industry standards. For more information, visit www.boltdatasystems.com.

Continued: Data Backup for Your Business

Safe, Reliable Solutions

With the off-site backup services now available from BCT and Bolt Data Systems, businesses can rest assured their data is safe.

- ⇒ All data is stored in regionally dispersed, redundant and highly secure data storage facilities.
- ⇒ Each data backup and recovery plan is custom designed based on the amount of data stored, retention periods needed and recovery times.
- ⇒ Whether you have one computer or an entire network, an affordable and reliable solution is available.
- ⇒ Backup solutions support features such as block-

level file changes, multiple point-in-time restores, encryption, and compression.

"Businesses are beginning to understand the advantages of offsite data backup and recovery," Janine Brooks said. "With new technology, data encryption, high-speed data transmission networks and general ease-of-use, our online and off-site backup from BCT provides safe, secure and trustworthy solutions for your business."

For a complete data backup and recovery analysis or more information, contact Janine Brooks at or Dick Orr at 503.632.2570.

REAL-LIFE STORIES

'100% DATA LOSS' FOR CODING HORROR SITE

The popular programmer blog Coding Horror has experienced a "100 percent data loss" and is seeking to restore its content from search engine caches. Unfortunately, they weren't doing complete offsite backups.

HEALTH NET SAYS 1.5M MEDICAL RECORDS LOST

A hard drive with seven years' worth of personal financial and medical information on about 1.5 million customers of Health Net of the Northeast Inc. was reported missing to state officials.