

WEDNESDAY, JANUARY 31, 2018

Success Story

Raymond Corporation

In 2017, The Raymond Corporation celebrated its 95th anniversary. What began in 1922—when George Raymond Sr. purchased into the Lyon Iron Works company—has evolved and grown into a global leading electric forklift manufacturer and provider of end-to-end warehouse solutions. Based on customers' evolving needs, Raymond has continually pioneered leading-edge innovations, patenting technologies that have become industry standards.

Raymond continued to make a significant investment in Chenango County this year building a world-class training facility on Wheeler Street in Greene, as well as expanded its warehouse on Route 12. Raymond also received recognition from the Frost & Sullivan Manufacturing Leadership Council which presented Raymond with the Manufacturing Leadership Award in New Product Leadership for iWAREHOUSE®.

Raymond contributed to over 150 nonprofit and educational organizations with monetary contributions, forklift donations and voluntary participation in which Raymond employees gave their time and talents. Raymond also hosted a National Manufacturing Day event for more than 250 high school students from around the region at its headquarters in Greene, New York, showcasing innovation, virtual reality and hands-on activities.

Raymond introduced a number of new products in 2017:

- Raymond Model 8250 AC pallet truck powered by lithium-ion technology—The Raymond-labeled lithium-ion power pack, powered by Brammo, was developed specifically for Raymond and its use within the walkie pallet truck. The 24V, 78 ampere-hour Light EV Battery Pack has been certified and UL 2271-listed — leading the industry in receiving this designation for forklift applications.
- Raymond Model 8720 2nd level orderpicker with elevated platform—The Raymond Model 8720 2nd level orderpicker with elevated hydraulic platform provides operators with an industry-leading 47 inches of elevated height, increasing access to pick slots on the second and, in some cases, third load beam levels. It is the only 2nd level orderpicker in North America today that offers an 8,000-pound capacity with triple-fork length.
- Raymond Model 8410 pallet truck with 2nd level pick steps option—The versatile Raymond Model 8410 pallet truck with 2nd level pick steps option offers three heavy-duty, non-

Continued on Page 29

Rogers Center: half a century of outreach

By GRADY THOMPSON
The Evening Sun



Friends of Rogers held its 40th annual Winter Living Celebration on January 20, an event that featured cross-country skiing, snowshoeing, an ice sculptor, horse-drawn sleigh rides, and more. The Susquehanna String Band made a reappearance at the Winter Living Celebration, singing happy birthday to Rogers Conservation Center, which is celebrating its 50th anniversary as the first state-backed environmental education center. Pictured here, Winter Living Celebration attendees prepare for cross-country skiing at Rogers Center. (Frank Speziale photo)

SHERBURNE — In celebration of its 50th anniversary as an educational center, Friends of Rogers has another exciting year of programs and educational initiatives planned for Rogers Environmental Conservation Center in Sherburne for 2018.

“We keep growing and that’s our intent here: to really get the public out to the property and continue to grow the Rogers Center,” said Friends of Rogers Executive Director Simon Solomon.

Founded as the first state-backed environmental education center in 1968, Rogers Center saw 14,950 people stop by the visitor’s center alone in 2017.

Solomon said they estimate about 20,000 people visited the property over the course of the year, which is more than double the amount of visitors the center had when Solomon first took over as executive

Continued on Page 30

sfcu: a safe path forward for customers

By GRADY THOMPSON
The Evening Sun

SIDNEY — After a complete core conversion of its banking operation system from 2016 to 2017, Sidney Federal Credit Union has continued to devise ways to provide its members with convenient banking services without compromising

security.

“There’s a few headaches we’ve had as we’ve gone along [with the core conversion], still some issues we’re working out with the provider in order to get things fixed up so it matches the way we do business a little better, but overall things have worked out really well” said SFCU Chief Executive Officer

James A. Doig.

SFCU Vice President of Marketing Keith May said one way the recent core conversion has improved the way SFCU operates is that it’s much more intuitive than the previous system, and also easier to train tellers on.

“It’s more intuitive and it’s actually based towards the

member themselves,” said May. “Before it was all account centered, now it’s member centered. It’s much easier for members to navigate through all the panels. When you do a core conversion for a financial institution, you’re talking about a lot of moving parts.”

Continued on Page 28



Sidney Federal Credit Union's Norwich branch, which welcomed a new branch manager in 2017, Eric Creveling.

Sidney Federal –

Continued from Page 27

It was the first system update at sfcu in 23 years, and one stride toward providing members with convenient and safe banking at the credit union.

Another such effort was the transition from mag-strip Visa cards to EMV chip MasterCards at the end of the first quarter of 2017.

“We converted 40,000 cards to MasterCards with EMV chips,” said Doig. “That’s worked out really, really well. It’s really helped with merchant fraud.”

Doig said that merchant fraud is fraud that occurs at the point of sale, and by switching to cards with EMV chips, sfcu is less likely to be found liable for fraud.

“We are the ones who end up with a liability much of the time,” said Doig. “Since we’ve issued the card with the EMV chip in it, what that does is shift the responsibility to what they call the weakest link.”

“If a merchant cannot accept a card with a chip in it, then technically it should become their responsibility, because they’re the weakest link.”

May noted that not every merchant accepts EMV chip cards yet, and that it’s likely because those merchants haven’t had to deal with fraud

yet.

“Once they have had fraud and have had to pay for it, they might say, ‘You know what, maybe I should update to this newer system,’” said May.

Doig said that every transaction with a card that has an EMV chip generates a unique, encrypted code at the point of sale, and this helps reduce fraud because even if someone intercepts the data, it remains unique and encrypted.

“With the old mag-strip cards, it’s the same information that gets generated and transmitted every single time,” said Doig, adding that mag-strips had been in use since roughly the 1960s. “This is a whole new generation of card technology.”

Asked if there was any downside to employing MasterCards with EMV chips, May said the only perceived downside might be that cards with chips tend to take a few seconds longer to complete the transaction.

Another way sfcu is aiming to make banking easier for its members is through the use of new mobile technology, like Android and Apple Pay, which allows people to use their cell phones to make purchases in place of a card.

“Rather than pull my card out every time, all I have to do is designate the card on

my phone,” said Doig. “And when I go to check out, I just hold it right next to the merchant machine, it buzzes, and the transaction is essentially done.”

“It’s more secure even than the chip. Everything is unique as far as the identifier on it, like how the chip generates an encrypted identifier every time—so does the phone. And it’s harder for a crook to tap into,” said Doig.

In 2017, sfcu also started offering a new service with a mobile app called Card Valet, which allows members to turn their debit and credit cards on and off with the switch of a toggle. May said this is an important addition in today’s world where people tend to be more tethered to their phones than anything else.

“If you lose your debit or credit card, you might not notice for a little bit. But do you ever leave your house without your phone?” asked May. “We’ve found that statistics show with your phone, it’s really close to the vest, moreso than a debit card, credit card, or even cash.”

Doig said that Card Valet allows its members to turn on and off their cards without having to call MasterCard or the credit union, and that this is useful for when a card is stolen, misplaced, or found again.

The majority of recent efforts at sfcu are in response

to a statistic noted by Doig: three-quarters of banking in today’s world happens on the internet. Consequently, May said in 2018, sfcu will work on implementing a virtual sfcu branch.

“What that means is anything that we will be able to do in a building, we want our members to be able to do online,” said May. “And that falls into our new tagline: banking. Easier.”

While three-quarters of business may take place online, Doig noted that some people feel more comfortable talking directly with another person in the event they want to open an account or apply for a loan.

The sfcu call center in Bainbridge is slated for growth in 2018, as internal reconstructions will allow for the future

hiring of another six or seven employees to the call center.

“The call center is our live member service people who can take phone calls for customer service,” said May.

“They also take care of all of the loan applications that are coming in online; our online loan applications have grown tremendously over the past two years. The reconstruction will ensure we have enough room for growth as we add more people

to the call center. They are all trained and can answer just about any question any of our members would have.”

At the Norwich branch, sfcu welcomed a new branch manager in 2017 with the addition of Eric Creveling. Noting that Norwich is maybe

the busiest of its nine branches, May said that Creveling has his plate full but has hit the ground running.

Asked about challenges being based in the Chenango County area, Doig noted a lack of reliable internet and cell phone services.

“Since we are so rural, there are a lot of dead spots when it comes to internet and cell service,” said Doig. “I know the government says more and more people need to have access to reliable internet services, so if that continues to expand, it will help us, it will help everybody.”

“And that ties all the way back to what our members can do with their mobile phones in order to do business as things keep evolving, getting more efficient and easier to do, and obviously more secure.”

“We will be able to do in a building, we want our members to be able to do online,” said May.



Sidney Federal Credit Union employees at Bainbridge constructed a holiday float in 2017 that was featured in the Bainbridge Christmas Parade. (Submitted photo)

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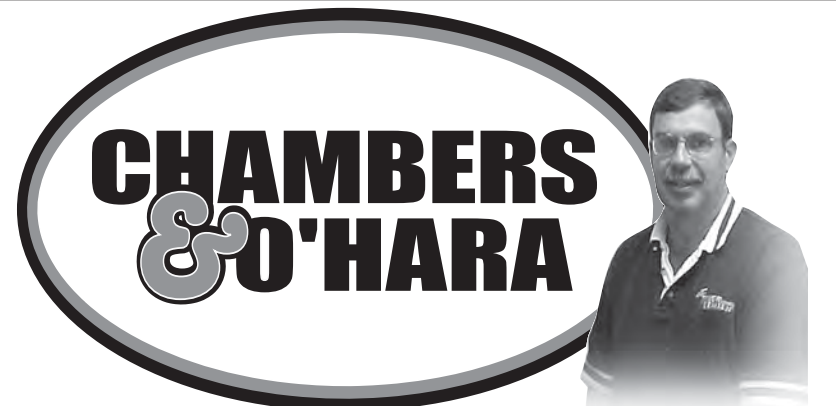
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Success Story

Aflac New York

BY JIM REYNOLDS

Jim Reynolds is beginning his 15th year as an independent agent with Aflac. He and his wife Rosemarie live in Norwich and have two children. Megan is a graduate of Union College and working for Goldman Sachs and Shane is a junior at Ithaca College studying film & photography. Jim enjoys being involved with the community. He is Past Grand Knight with the local Knights of Columbus, Council 211, participates in the annual Relay for Life, and is past Vice President of Membership of the Preferred Toastmasters Club.

Aflac was founded in 1955 by three brothers in Columbus, Georgia. Today the same family is still heading the company and Aflac insures more than 50 million people worldwide. It differs from major medical in that they do not pay the doctors or the hospitals, but rather the claim is paid directly to the policyholders. Reynolds says this gives the individuals the freedom to use the cash as they see fit. So whether it's to make up for lost wages, help with everyday family expenses, or help pay for leftover medical bills, it provides security and peace of mind.

For over five decades, Aflac's signature product has been their cancer insurance. Reynolds, who saw his father pass away from the disease shortly before joining the Fortune 500 Company, says cancer insurance can help ease the financial burden that comes with a cancer diagnosis by helping to address the gaps in major medical insurance. Other plans offered by Aflac include accident, hospital, short-term disability, life insurance, dental and vision.

Reynolds is really excited about value added programs that Aflac is offering to companies to make themselves stand out from their

competitors. The mix offers everything from a telemedicine program to HR and payroll solutions, to energy supply outlets that can save employers money. Ally Health, a company Aflac has recently partnered with, allows consumers to call a toll free number for a non-emergency medical issue 24/7 and consult with a board certified doctor, without having to leave the comfort of their home or office. In most cases the doctor is able to diagnose the ailment over the phone, and call a prescription in to your local pharmacist, thereby saving you time and money.

Jim says Aflac has never approved local advertising before but the local Aflac office in central New York has just teamed up with Syracuse University for an exclusive two year marketing campaign! Reynolds says the ads will feature the head football coach, the head lacrosse coach, previous basketball stars and members of the local Aflac field force advocating for the financial protection and peace of mind that Aflac insurance policies provide.

The majority of Aflac's business is done through worksites where employees can enroll in Aflac on a voluntary basis. Some plans can be purchased on a direct basis too. Reynolds says that with their new enrollment platform called Everwell, they will be able to enroll people in other providers' programs, not just Aflac and even assist with major medical to make it easier for companies to do business with them. Jim credits his parents with teaching him a good work ethic and a "never quit" attitude.

To see how Aflac can help you and your family contact Jim Reynolds, the Aflac guy, at 607-316-5731 or j1_reynolds@us.aflac.com

Raymond Corporation

Continued from Page 27

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Friends of Rogers —



Rogers Center sign welcomes visitors.

Continued from Page 27

director in 2013. “We wouldn’t be here if our numbers were going down,” said Solomon. “We’re shooting for the stars, hoping for 20,000 to 25,000 people this year.”

In celebrating 50 years, Friends of Rogers will host a Founder’s Weekend, in collaboration with the Sherburne Arts Festival, on June 10.

Friends of Rogers Development Specialist Jessica Moquin said this year, the Sherburne Arts Festival will be honoring Sherburne artist and former Rogers Center Executive Director John Weeks.

“When Rogers Center

transitioned from a game farm into an environmental education center, the state hired John to be the first director,” said Moquin. “He’s in his early 90s now, but he’s still a prolific artist as well as a naturalist, so he’s going to be the featured artist during the Sherburne Arts Festival—it’s perfect.”

In addition to the Founder’s Weekend, Moquin said Friends of Rogers has a whole smattering of things happening in celebration of the environmental center’s 50th birthday.

In early March, Friends of Rogers will partner with the Sues Saturday group based in Hamilton, which celebrates the works of Dr.

Suess.

“This year, the focus is going to be on the Lorax, which has a huge environmental-educational bend to it,” said Moquin. “So we’re working on projects that infuse all that we do with this message of our 50 years celebration.”

The first premier event of 2018 for Friends of Rogers was its 40th annual Winter Living Celebration on Saturday, January 20.

The event featured horse-drawn sleigh rides, cross-country skiing and snowshoeing, the Susquehanna String Band singing happy birthday to the center, and, for the first time, an ice sculptor on-site. Community partners like the Sherburne Rotary Club, Fojo Beans, Trout Unlimited, the Chenango Bird Club, Earlville Boy Scouts, Bullthistle Hiking Club, M&T Bank, and event sponsor Lok ‘n Logs each contributed to ensuring the 40th annual Winter Living Celebration was a success.

The end of 2017 also brought about an end to Friends of Rogers’ first five-year strategic plan.

“We finished the first five years of our strategic plan at the end of 2017 and we felt accomplished from that,” said Solomon. “As the board has said, it’s really been my

road map to success. It’s really laid out the groundwork for me.”

Soloman said Friends of Rogers is looking to unveil its new five-year strategic plan at the next of its premier events, the 2018 Spring Frolic.

“[The new five-year plan] may seem a little aggressive at first, but that’s really our intent to hopefully keep moving forward at the rate we are,” said Solomon.

After a two-year effort in negotiating a new agreement

with the New York State Department of Conservation, Solomon said he’s proud to announce they have renegotiated their contract and now have a 20-year agreement with the state, extending through the year 2037.

Solomon said, “We had a couple board members and myself who traveled back and forth to Albany multiple times, and Senator [James] Seward (R-Oneonta) was instrumen-

tal here in pushing this agreement through.

“We were hitting some roadblocks, but [Sen. Seward] was able to negotiate through it—we did have a 10-year agreement, and now we have a 20-year agreement.”

Friends of Rogers will welcome Sen. Seward as a special guest honoree at the Spring Frolic on March 22 at Magro’s Banquet Hall in Sherburne from 6 p.m. to 9 p.m. The seventh annual event will once again be a ‘savory celebration’ featuring samplings of local



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restaurants' favorite dishes.

Moquin said the event is a big deal for Rogers because revenues raised from the Spring Frolic accounts for five percent of the Friends of Rogers operating budget. "We're accepting pre-registrations on our website right now," said Moquin.

Solomon said, "Bringing in that percentage of our operating budget from community support and events like the Spring Frolic—we've been much more stable in our operation the past couple of years. But it's a new year, and with every new year, things restart for us. We need continue that engagement with the community, we need to continue the community supporting the Rogers Center for us to really be stable."

Solomon said one community initiative that has been in the works with the Sherburne Rotary Club for the past five to ten years and is finally coming to fruition is the implementation of a walking/biking path that will run from the Village of Oxford to Rogers Center.

"It's a Sherburne Rotary initiative, and we're working with the Mayor of Oxford to extend a trail out to the Rogers Center from Oxford," said Solomon. I just learned that they're actually going to be trudging ahead with it."

Solomon, who was recently named Vice President of the Sherburne Rotary Club, said David Bensley of Sherburne Rotary has been spearheading the idea, and he believes the goal is to have the walking path completed around the years 2021-22.

"We want to allow people to have easy access to the Rogers Center, and what better way to do that in Chenango County than starting in Oxford, who's supporting the initiative, and moving it here?"

As it continues to grow as an organization, Solomon said 2018 will see the addition of a new full-time staff member at Friends of Rogers to help continue the growth. The Friends of Rogers Board of Directors also appointed a new president



Friends of Rogers held its 40th annual Winter Living Celebration on January 20, 2018. Pictured here, a demonstration is held at the Winter Living Celebration on what to do if one falls into an icy body of water. (Frank Speziale photo)

in Adam Schoonmaker, Ph.D. in 2017.

Other staff at Friends of Rogers include part-time Environmental Educator

"There's really no other place like the Rogers Center," said Solomon. "Of course we have state lands, but you're not going to walk into a state land and find a facility, nor are you going to find a representative around the property who's there to talk to you."

Sarah Freedman and Children's Program Coordinator Jenni Larchar. Solomon said since he has been executive director, the center has also had a plethora of interns, a dozen of which were Chenango County natives who studied at SUNY Morrisville.

"I would say 90 to 95 percent of those interns have been top-notch," said Solomon. "Ian Fleming was

one, Ian lives in Smyrna and he's going to SUNY Morrisville. We've been very happy with Ian, just his follow-through and being responsive to community needs and our needs in general was great."

Moquin mentioned two other alumni interns, Amanda Phillips and Nick Star, who also played important roles during their tenures at Rogers Center.

"We're inviting all of our corporate interns and staff for a big reunion just to piggyback with our 50th anniversary celebration during Earth Fest," said Moquin. The celebration will take place on May 7.

"There's really no other place like the Rogers Center," said Solomon. "Of course we have state lands, but you're not going to walk into a state land and find a facility, nor are you going to find a representative around the property who's there to talk to you."

"Chenango County deserves this, it really does, and if Rogers Center is going to be anywhere, it should be here."



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WEDNESDAY, JANUARY 31, 2018

Success Story

WCDO Radio in Sidney

2017 was another strong year for WCDO Radio in Sidney.

The biggest success story of the year was the continued growth of the sports department. Sports Director, Nate Lull, has expanded the reach of the station to cover over 45 high schools in three counties.

The rise of social media reporting has also allowed WCDO to have extensive coverage of field hockey, soccer, volleyball, wrestling, bowling, skiing, track & field, cross country

The station had live broadcasts of over 70 games for Football, Basketball, Baseball and Softball. The rise of social media reporting has also allowed WCDO to have extensive coverage of field hockey, soccer, volleyball, wrestling, bowling, skiing, track & field, cross country and more. Some highlights of 2017 include coverage of the B-G Girls Volleyball team winning their first state championship in school history, and broadcasting the success of the Sidney Football team who advanced to the Section IV Class-D championship game for the second straight year.

In addition, WCDO had a live broadcast of the Deposit Girls Softball team capturing their third straight state title. Nate was able to follow many other schools who made deep runs into state tournament play such as Cooperstown, South Kortright, Delhi, Oneonta and Whitney Point.

In addition to high school sports, the station continued their annual three-day coverage of the General Clinton Canoe Regatta in May. Everyone at WCDO is looking forward to a busy and successful 2018. Thanks for listening to the Tri-County Heartbeat!

Raymond Corporation has deep roots in community



The Raymond Corporation celebrates its 95th anniversary this summer.

By **MELISSA DECORDOVA**
The Evening Sun

GREENE – Driving along State Route 12 to the southern tip of Chenango County, one usually takes a big breath of fresh air upon approaching The Raymond Corporation in the Town of Greene.

The size and scope of the manufacturer's campus blows away any previous concern you might be harboring about the economic landscape here.

Not surprisingly, the global producer of materials handling technology and services

is coming off another record year. According to Executive Vice President of Human Resources Steve VanNostrand, the same excellent market conditions and performance are anticipated in 2018.

For those not paying attention, Raymond expanded its footprint in Greene significantly last year. The company converted an apartment building adjacent to its main facility into a world-class training center and expanded its warehouse located two miles south on Rt. 12. The two building projects are "a continuation of the sig-

nificant investment we have made in the Greene community and in the Greene facilities," VanNostrand said.

This is all excellent news for a company that has been a fiscal backbone of Chenango County for nearly a century.

The Raymond Corporation celebrates its 95th anniversary this summer as a leader in its industry. It began producing lift trucks in 1922 when George Raymond Sr. purchased Lyon Iron Works, a local iron found-

The Raymond Corporation also beefed up staff in 2017. Fifty new jobs were added in Greene, bringing total employment at main headquarters to 1,850.



ry. Since then, Raymond has invented and patented technologies that have become industry standards, such as the hydraulic hand pallet truck, the double-faced wooden pallet, the narrow aisle electric lift truck and the Reach-Fork® truck – a narrow aisle concept first introduced by Raymond in the early 1950s to help solve a grocer's need to go higher in less space. Raymond's innovative narrow aisle concept has been adopted as a standard and

Continued on Page 36

NE Classic Car Museum to host stop for The Great Race



The scene in Franklin, IN during last year's Great Race--a typical scene at a Great Race stop.

The Great Race, the world's premiere old car rally, will bring 120 of the world's finest antique automobiles to town

NORWICH – The Northeast Classic Car Museum will host a lunch stop on the 2018 Hemmings Motor News Great Race presented by Hagerty on Sunday, June 24, race organizers have announced.

The Great Race, the world's premiere old car rally, will bring 120 of the world's finest antique automobiles to

Continued on Page 34

Classic Car Museum —



The route of the 2018 Great Race, featuring a stop at the Northeast Classic Car Museum.

Continued from Page 33

town for the \$150,000 event, with the first car rolling into The Northeast Classic Car Museum starting at 12:15 p.m.

Norwich Classic

Museum Marketing Coordinator Heather Calkins said that riders participating in the Great Race will park their classic cars in front of the car museum for specta-

tors to view, free-of-charge. Rexford Street will be closed on the day of the event, so spectators are invited to park in the back parking lot of the car museum, or

elsewhere, and walk to the museum's entrance.

The museum will remain open to the public the day of the event with its regular admission prices. Calkins noted that the event takes place the same weekend as local high school graduations, and it's a perfect destination for families visiting the city.

In all, the participants in the event will cover more than 2,300 miles in nine days. The start will be at the Pierce Arrow Museum in downtown Buffalo, N.Y., on June 23.

The race will finish July 1 in Halifax, Nova Scotia, on the banks of Halifax Harbour as part of that city's Canada Day celebration.

Teams and cars from Japan, England, Germany, Canada and every corner of the United States will be participating in their vintage automobiles dating back as far as 1913.

"There are more than 500 people just in our entourage from all around the world taking part in this incredible adventure," director Jeff Stumb said.

Along the route, competitors will travel through four

states – New York, Vermont, New Hampshire and Maine – and two Canadian provinces – New Brunswick and Nova Scotia.

The Great Race, which began 35 years ago, is not a speed race, but a time/speed/distance rally.

Calkins noted that the event takes place the same weekend as local high school graduations, and it's a perfect destination for families visiting the city.

The vehicles, each with a driver and navigator, are given precise instructions each day that detail every move down to the second. They are scored at secret check points along the way and are penalized one second for each second either early or late. As in golf, the lowest score wins.

Cars start – and hopefully finish – one minute apart if all goes according to plan. The biggest part of the challenge other than staying on time and following the instructions is getting an old car to the finish line each day, organizers say.

Each stop on the Great Race is free to the public and spectators will be able to visit with the participants and to look at the cars for several hours. It is common for kids to climb in the cars for a first-hand look.

Cars built in 1972 and earlier are eligible, with most entries having been manufactured before World War II. In the 2017 Great Race from Florida to Michigan a 1932 Ford Cabriolet won the event when it crossed the finish line in downtown Traverse City. That vehicle was driven by Jody Knowles of Tyrone, Ga., and navigated by Beth Gentry of Newnan, Ga. They won \$50,000 for finishing first overall.

A 1913 Bugatti, a 1916 Hudson Pikes Peak Hillclimber, a 1916 Chevrolet Phaeton, a 1917 Peerless Racer and a chain-driven 1918 American LaFrance Speedster are the oldest cars scheduled to be in the 2018 Great Race. The winners will again receive \$50,000 of the \$150,000 total purse.

Over the decades, the Great Race has stopped in hundreds of cities big and small, from tiny Austin, Nev., to New York City.

"When the Great Race pulls into a city it becomes an instant festival," Stumb said. "Last year we had four overnight stops with more than 10,000 spectators on our way to having 250,000 people see the Great Race during the event."

The event was started in 1983 by Tom McRae and it takes its name



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Bradley Moyer of Salisbury, Ct arrived in Norwich Oct. 3 to pick up his new cherry red 1965 Ford Mustang he won in the Northeast Classic Car Museum's 2017 raffle. Pictured from left to right: Museum Executive Director Bob Jeffrey, Museum Board of Trustees President Ed O'Reilly, Bradley Moyer, and Mustang Raffle Chairman Milt Shepler. (Grady Thompson photo)

from the 1965 movie, *The Great Race*, which starred Tony Curtis, Jack Lemmon, Natalie Wood and Peter Falk. The movie is a comedy based on the real life 1908 automobile race from New York to Paris. In 2004, Tony

Curtis was the guest of the Great Race and rode in his car from the movie, the Leslie Special.

The Great Race gained a huge following from late night showings on ESPN when the network was just starting out in

the early 1980s. The first entrant, Curtis Graf of Irving, Texas, is still a participant today.

The event's main sponsors are Hemmings Motor News, Hagerty, Coker Tire and Reliable Carriers.

Success Story

Skillin's Jewelers

2017 was another busy year for Skillin's Jewelers. Their store manager Kerry Simmons attended Jewelry shows in Dallas and Seattle. The seminars were very informative and the IJO buying group allows Skillin's to choose from the latest jewelry styles at special group prices. Kerry will be off to the Houston show in March to see what's new for 2018.

Pandora continues to be very popular and continues to expand not only its charms and bracelets but also the necklaces, earrings and ring collections. Pandora has the hottest trends in the Jewelry industry. There truly is something for everyone in Pandora. Just released is the Valentine collection with many gift sets available plus brand new jewelry and charms.

Skillin's Jewelers skilled

craftsman designed some unique and beautiful pieces this year. They also restored many damaged pieces that were very sentimental to loved ones. People have learned to trust Skillin's with their cherished jewelry and know that they are guaranteed 100% satisfaction no matter how easy or complicated the restoration is.

The knowledgeable staff at Skillin's enjoys helping you find that perfect gift or something special for yourself. They make it fun and take the time necessary to find the perfect jewelry for any occasion.

Skillin's Jewelers wants to thank all of our wonderful customers who continue to choose them as the go to place for quality jewelry and invite you to follow them on Facebook.

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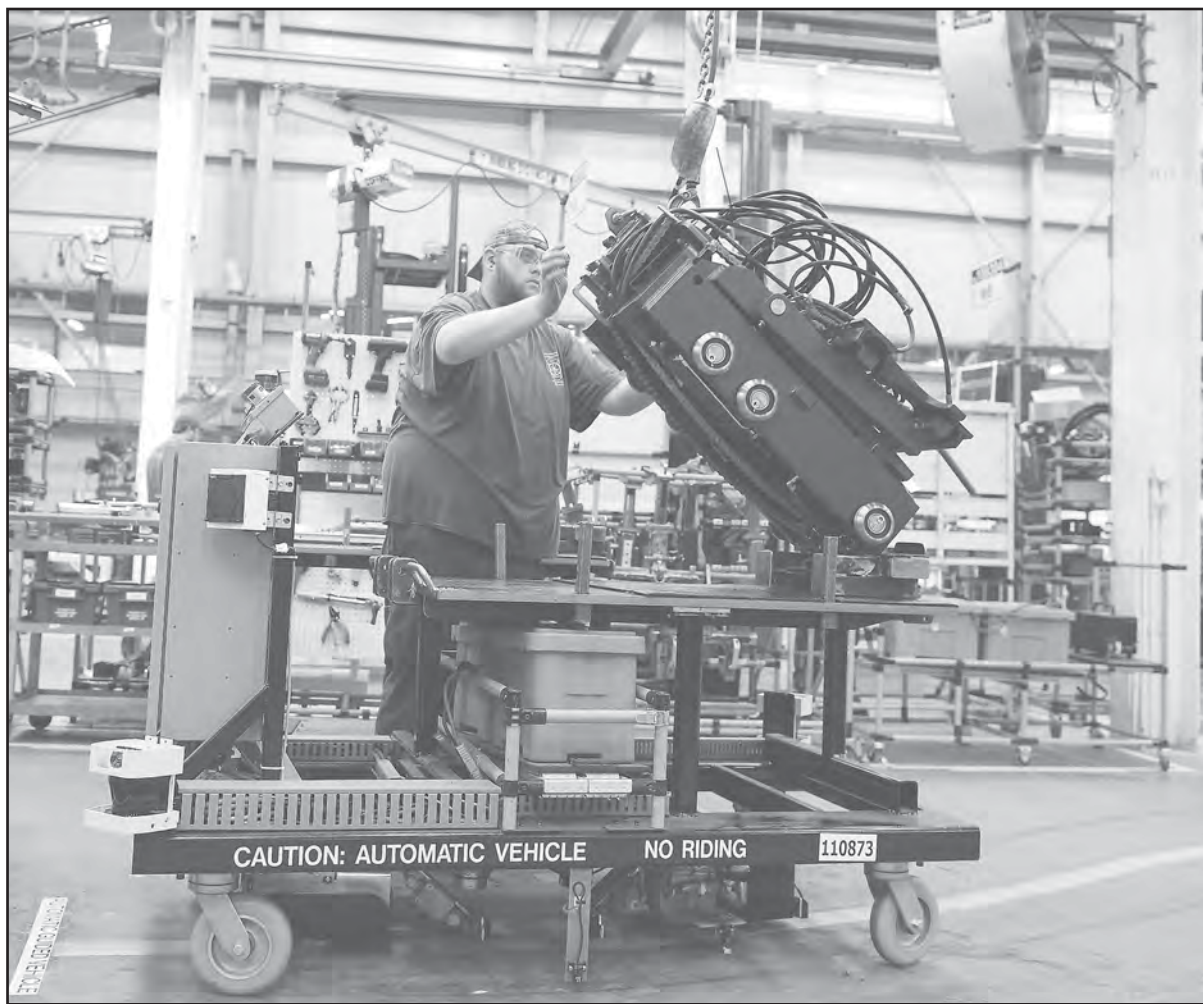


UHS Podiatry welcomes Jeffrey Todd, DPM and Patricia Warski, DPM

UHS Podiatry is pleased to announce that podiatrists Dr. Jeffrey Todd and Dr. Patricia Warski have joined the medical staff at UHS Chenango Memorial Hospital and will be providing the same quality services that they have for so many years. Their offices have been relocated to the Eaton Center, 3rd floor, 24 Conkey Avenue with the entrance in the rear of the building.

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To schedule an appointment or for additional information, please call (607) 337-4747.



Major plans for 2018 include four product launches designed to expand Raymond's offerings well beyond the fork truck.

Raymond —

Continued from Page 35

is in nearly every distribution center in the world.

Now a subsidiary of Toyota Industries, the company has facilities in Greene, Syracuse and Muscatine, Iowa and employs nearly 2,400 people. The company's new world-class training center will be used by technicians and sales staff from 22 independent distribution partners — representing about 10,000 people in the U.S., Canada and Mexico.

Already its state-of-the-art warehouse has become a showplace for Raymond equipment and its applications, whilst providing space in the main manufacturing facility for ramping up production.

The Raymond Corporation also beefed up staff in 2017. Fifty new jobs were added in Greene, bringing total employment at main headquarters to 1,850. Nine hundred workers are from Chenango County, 600 from

Broome and the remainder travel from surrounding areas that include the Syracuse and Ithaca areas.

Plans are to add another 100 jobs in Greene. Eighty are currently posted. (See below.)

In addition to fulfilling a mission to drive improvement with its world-class training center and to grow production byway of more warehousing space, the company continued its focus on quality, innovation and service. It made a significant investment

in new lasers, fabrication and machining equipment last year.

A Virtual Reality (VR) Simulator launched to serve as a supplemental tool to assist in the development of new and existing forklift operators. The Raymond Virtual Reality Simulator allows operators to become familiar and comfortable with the forklift and its controls prior to operating within the physical warehousing environment, thus building confidence. The user enters a simulated warehousing environment utilizing an existing Raymond® forklift truck by plugging into the company's patent-pending sPort, or Simulation Port. After the vehicle is no longer needed for instruction, the sPort can be disconnected and the forklift can be placed back into operation in the warehouse.

"We are able to put the operator in much different and more scenarios so the driver will learn to drive more efficiently. As we think about how to train our young people coming into the industry, who are used to gaming...there's gaming going on behind it in terms of your performance. It's really amazing actually. What we are finding, regardless of the demographics, reaction to the instruction has been very positive. Millennials are picking up very quickly and are very engaged. It's a breakthrough in our industry. Something that's very different and our customers have

responded incredibly well to it," VanNostrand said.

The company earned a long list of recognitions in 2017. It was recognized for its record quality performance, discipline and leadership with ISO 9001 Certification and the Frost and Sullivan 2017 Smart Product Leadership award. The Frost & Sullivan award was for Raymond's iWAREHOUSE, a fleet management and telematics solution that tracks asset efficiency, optimization and increases operational visibility. Compatible with any type of powered industrial vehicle, iWAREHOUSE provides a comprehensive view of warehouse operations.

Major plans for 2018 include four product launches designed to expand Raymond's offerings well beyond the truck. Additional iWAREHOUSE products and energy storage solution products will use data to optimize customers' performance.

"We will also continue a focus on automated products, products that drive themselves. Similar to what you are seeing on the auto side with autonomous driving, that's going to continue to be a driver in our industry just like in the auto industry," said VanNostrand.

Meanwhile, however, the executive said management wouldn't be taking its eyes off of the basics.

"We will focus on taking care of our customers and growing our market share in

what we think will be a very good market environment," he said.

Looking forward, staffing tops the list of major challenges the company faces. Barriers include the region's low unemployment rate and a lack of the type of skilled and efficient talent needed to grow at the rate the company wants to grow. Finding good cultural fits — talented individuals who want to move to rural upstate New York — is difficult, too.

As a fully integrated company, Raymond has a number of departments and positions that represent almost every skill set you would find in any business — from creating the ideas to manufacturing to the selling of its products and end-to-end warehouse solutions. Positions ranging from all types of engineers — from software engineers to manufacturing engineers, to finance, procurement, HR, marketing, and even its own leasing company — to positions in a high-tech manufacturing environment that includes machinists, welders, assembly, painters and many more.

To that end, much emphasis is placed on outreach, trying to develop a talent pool over time that views manufacturing careers as exciting opportunities.

"We are out nationally recruiting. We are selling the area very hard," the human resources executive said.

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You can work for a company that seems small and very family-minded while at the same time offers the challenges and opportunities of being part of a global company and one of the world’s largest brands

HR is spending lots of time working with middle schools, high schools, BOCES, community colleges, universities, and Chambers of Commerce - all to educate them about the opportunities that Raymond Corp. offers in US manufacturing.

“What great opportunities that there are! We’ve been successful at creating that awareness and need to continue to work very hard at doing that,” VanNostrand said.

“The benefits of being here is that we do have excellent schools and excellent support systems and we just have to make sure that we are helping guide those institutions to know the value and the opportunities that we provide in manufacturing, and specifically at The Raymond Corporation. We’ve got so many employees that start here in entry-level positions who move themselves up in the organization and we provide very, very generous tuition reimbursement. It’s just great to see people grow inside of Raymond and outside in any number of related companies.”

“Once they see our excellent quality of life, they don’t want to leave. We’ve had excellent experience with longevity based on the quality of living. There are lots of us

who have relocated here from a larger city in different parts of the country, and we have to work extra hard to help them understand what the benefits are of being here in this community,” he said.

Affordable housing, New York City being just three hours away and easy access to the East Coast are just some of the pluses to living in the region.

Another difficult challenge – and VanNostrand said he couldn’t emphasize nor talk about this particular problem enough – has to do with infrastructure, namely the lack of natural gas coming into the facility.

“All of our competitors have natural gas supporting their manufacturing processes, so this is a competitive disadvantage for us that we have to overcome in other ways. We have discussed this with many governmental organizations and we are going to keep raising this issue because it is a limiting factor in our ability to grow and it is critical to our long-term success in New York,” he said.

Raymond employees volunteer to serve in leadership roles in various organizations – from banks, to Rotary, to the local food bank and in the schools. The company donates financially and sometimes forklifts to more

than 150 organizations and non-profits each year.

VanNostrand said he’s particularly proud of the “donation of time piece.”

“At Raymond, giving back is at the core of our company values, and we thank our employees, who are an integral part in helping us live out this mission. This year, our employees organized more than 25 charitable events raising more than \$30,000 in additional donation funds.”

The closest support is always provided to our Greene High School located next door. Staff take leadership roles in the different clubs, classrooms, and answer numerous requests for volunteer support in the schools.

A number of high schools in the area participate in a national program, called Project Lead the Way, with whom Raymond Corp. partners. The program fosters student interest in the fields of engineering. Students earn college credit through engineering courses offered right at their own high schools. Sidney, Union Endicott, Binghamton, and Owego schools are among those participating currently.

An employee at Raymond who took the Sidney High School’s Project Lead the Way program in the past is an engineer at Raymond today.



Now a subsidiary of Toyota Industries, the company has facilities in Greene, Syracuse and Muscatine, Iowa and employs nearly 2,400 people.



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