



Greater Lawrence Chamber of Commerce

COMMUNITY CONNECTION

February 2008

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Mission Statement

The mission of The Greater Lawrence Chamber of Commerce is to be a resource to businesses providing information, connections, advocacy, and opportunities.

Thank You

... Thanks to Dr. Hank Dunn, Chancellor of Ivy Tech Community College for being the Chamber's January breakfast speaker.

... Thanks to John Lewis & Wilkins, LLP for sponsoring the Chamber's January Business After Hours at Winding Ridge Golf Club. A record number of people turned out to meet several Lawrence City Councilors who also attended the event.



Brent Beecher, Community Health Network and Pat O'Brien, American Family Insurance share a laugh at the Chamber's January Business Breakfast

The Greater Lawrence Chamber of Commerce is now able to accept VISA, MasterCard, American Express and Discover courtesy of Fifth Third Bank. Now, if you'd like to pay for meeting fees, memberships or advertising, all you have to do is use your card.

Get Up and Running in the New Year!

Beginning in February, The Lawrence Township School Foundation (LTSF), in partnership with many community partners, will launch their township-wide "Up and Running After School Program." The LTSF is looking for teachers/mentors to assist with training students and families for the Geist Half Marathon & 5K. No experience is necessary to be a trainer/mentor. They need 1 teacher/mentor for every 10 runners participating in the program. Indian Creek, Brook Park and Skiles Test piloted the program last fall and it was a huge success with more than 80 fifth graders running in the Jingle Bell Run.

If you would like more information on the Up and Running program, please contact Pam Day at Indian Creek (964-4400 or pammyday@msdlit.k12.in.us).

March Breakfast to Focus on Customer Service

Danny O'Malia learned about Customer Service from the master, his late father, Joe O'Malia, in the summer of 1956. He'll share that first lesson in customer service, as well as many others, with the Greater Lawrence Chamber of Commerce at the Chamber's monthly breakfast meeting on March 6.

After a six year career as a junior high and high school English teacher, during which he continued to work for his father's company, Joe O'Malia Food Markets part-time, Danny joined his dad full time in 1975. From that time until he left the business in October, 2006, Danny was in charge of Customer Service for O'Malia's, which ultimately operated nine grocery stores, a retail bakery and a warehouse in the Indianapolis area.

In March, 2007, Danny joined TRUSTPOINTE, a Sandler Sales Institute franchise. Tim Roberts, Trustpointe's owner, wanted to offer Customer Service Training in addition to Sales Training. Tim's commitment to being a "Trusted Advisor" to his clients had a real "Joe O'Malia" ring to it that made it irresistible to Danny. Danny's reputation as a "Customer Service Guru" (so described by the Indianapolis Business Journal) convinced Tim that he was the right person to lead this Customer Service initiative.

– continued on page eight



**2008
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COMMUNITY CONNECTION

Community Connection is a monthly publication of The Greater Lawrence Chamber of Commerce. Business-related articles & press releases may be submitted by all members & must be informational or educational. Due to limited space, publication is not guaranteed. We may edit your information for grammar or length.

The deadline for copy and camera-ready artwork for ads is the 10th of the previous month.

Submit to Kris at:
kbutler@LawrenceChamberOfCommerce.org.

CHAMBER ADDRESS:
9120 Otis Ave, Suite 100, Lawrence, IN 46216-2209
Phone: (317) 541-9876 Fax: (317) 541-9875

ADVERTISE WITH US!
Ad rates are affordable: 1/3 ad = \$50; Square = \$75; 1/2 page = \$125; Full page = \$250. Don't forget about advertising on the Chamber's website!
Banner & square ads starting at \$200 per quarter!

President's Perspective
by Kris Butler

How Much Do YOU Know About Fort Ben?

It's a story that many parents know all too well. It's a Sunday afternoon—the weekend is winding down—you're relaxing, watching a ball game, folding clothes or watching a movie. Life is good. Suddenly, your child walks up to you and innocently says that his very large school project is due . . . TOMORROW. [Cue music from the shower scene of Psycho.]

This happened to me.

Fortunately, the topic to be researched—Fort Benjamin Harrison—was an interesting one. So interesting, in fact, that I thought I would share some of the information that I learned.

The birth of Fort Benjamin Harrison dates back to Indiana's involvement in the Civil War. When the War began in 1861, Indiana Governor Oliver P. Morton didn't like the way the U.S. government wasn't able to arm and provide for Hoosiers soldiers. As a result, he established the Indiana State Arsenal, which was so successful that the operation was assumed by the U.S. War Department. Over time the arsenal became outdated, and it looked like the military was going to shut it down.

Around that time the 23rd President of the United States, Benjamin Harrison, died and his son, Col. Russell Harrison came to Indianapolis for the funeral. While here he learned about the arsenal's closing, and he came up with a plan to locate a permanent military post in the city. There were two reasons why Col. Harrison did this. One, he was impressed with the efficient and honorable service record of the Indiana Arsenal from 1861 to 1865, and two, the state of Indiana provided an impressive level of support of the Union and the abolition of slavery during the Civil War.

The U.S. Congress gave approval for the purchase of land and the establishment of Fort Benjamin Harrison in 1904. Construction of most of the Fort's buildings began in 1906 and was completed in 1908. Over 400 Maple Trees were planted along the sidewalks of Lawton Loop, which was where brick barracks were constructed for enlisted men and larger housing was built for the officers.

For over 100 years, Fort Benjamin Harrison has been home to people and families who came to Indiana to serve in our military heritage. Fort Benjamin Harrison is important then and now because of several reasons. During WWII the base was the largest reception center in the U.S., and thousands of soldiers were trained here. Over the years, the base brought businesses to Lawrence that served the military, and that are still here in spite of the base closure in 1995. Today, the Department of Defense retains a small Army Reserve Center at Fort Harrison and the Defense Finance and Accounting Service continues its superior work in the Maj. Gen. Emmett Bean Center—the "Home of the Army Dollar."

If you're interested in learning more about the fascinating history of Fort Benjamin Harrison, check out <http://www.indianamilitary.org/FtHarrison>. Or, check out the book *The American Army in the Heartland: A History of Fort Benjamin Harrison, 1903-1995* written by Stephen E. Bower.

Gosh, I hope I get a good grade on this project.

The Rotary Club of Indianapolis Northeast
presents



Wine Tasting Party Silent Auction

Saturday, March 1, 2008

7:00 p.m. to 10:00 p.m.

The Garrison at Ft Ben

6002 North Post Road - Indianapolis

Tickets: \$35.00

*Call Dottie Hancock
at 291-6513 for tickets.
Tickets will be available
at the door*

All proceeds will be used to fund
Rotary Charitable Projects and Scholarships

Second Helpings – Gift of Life – Sudden Infant Death Syndrome

Member News

The **Lawrence Early College High School** is currently accepting applications for enrollment for Fall 2008 semester. The Lawrence Early College High School offers students a challenging curriculum within a small learning community and a higher education partnership that provides students with tuition free courses at Ivy Tech during their junior and senior years. To learn more about this exciting place to learn, call 317-964-8080.



Loretta Smith with **The Etiquette School of Indiana** is participating in a Scholarship and Education fundraiser called "The Art of the Table" in Memory of Event Planner Betty Jackson. Loretta will be presenting a table at this event on Sunday, February 24 from Noon -4 p.m. at the Indianapolis Museum of Art, Deer Zink Events Pavilion, Admission is \$10.00. Refreshments will be served. Tickets are available at PerfectWeddingGuide.com/indy through Loretta. This event is a showcase of wedding and special event table designs all created by Indy's best event planners.

The Etiquette School of Indiana has also partnered with the Arthur Murray Dance Studio in Broad Ripple to help with their children's program on Saturday mornings.



Mark Dixon, chief operating officer of **Community Health Network's** Indianapolis hospitals, has been promoted to president of Community Hospitals of Indiana, Inc. (CHI), which includes Community Hospital East, Community Hospital North, Community Hospital South and Community Home Health Services. Dixon's appointment became effective January 1, 2008.

– more member news on page three

Member News

2008: Turning over a new leaf for the Lawrence Parks Department

The Lawrence Parks Department is holding their Summer Family Outdoor Challenge Kick-off on February 28th at Jenn park at 7:00 pm. In conjunction with Fort Harrison State Park, Camptown, Boy Scouts and Girl Scouts and Art Amour, the Parks Department will bring to Lawrence a fun way to get up and active this summer. You can join them at Jenn Park or pick up a packet at the Park Office 8950 Otis Avenue for more information. Complete at least 8 challenges on your passport to get a t-shirt and a raffle ticket to win fabulous prizes (year pass to the State Parks, canoe trip for 2 and more!)

The new home of the Indianapolis Symphony Band is right here in Lawrence. Throughout the summer we'll be bringing you harmonious melodies in the cities best locations. Community Park and Fort Harrison State Park-- Dates and times to follow.

Win an Autographed Super Bowl XLI Football

Hemophilia of Indiana is holding a raffle to raise funds for programs and services offered throughout the State of Indiana. By helping out this Lawrence Chamber Member, you get a chance to win a Super Bowl XLI Football autographed by the World Champion Indianapolis Colts. Tickets are \$5 each or 5 for \$20. The drawing will be held Saturday February 16th, 2008 during their Hearts for Hemophilia Dinner/Dance. You need not be present to win. Contact the Hemophilia of Indiana office to purchase tickets: 1.800.241.2873 or 317.570.0039 or tccalvert@hemophiliaindiana.org

– more member news on page five

CORRECTION

At the January Business Breakfast, new member, Gary Conner's company name was erroneously omitted. It's Best Real Estate Pros.Com. Gary can be reached at (317) 547-4679.

In the Community

Naval Commander Wins Award

John Bryant's (Primetime Liquors) son, Commander Richard Bryant has been selected as the Career Achievement in Government Honoree. This award will be given to him at the 22nd Annual Black Engineer of the Year Awards Conference in Baltimore. Commander Bryant follows a long line of distinguished award winners. Bryant's admiral wrote: "You are an engineer by trade, a leader in your profession and a proven performer who exercises greatness in every endeavor. The submarine force takes great pride in your recognition."

Servant of Christ to Have Art Showcase

Passion Pilgrimage, an 18-piece series of textile art, will be exhibited February 6 to March 21 at Servants of Christ Lutheran Church, 7650 Oaklandon Road. Marking signposts in Jesus' journey from Passion Sunday to Easter, the series is the work of award-winning textile artist Linda Witte Henke of Indianapolis. The exhibit may be viewed between 9:00 a.m. and 4:00 p.m., Monday through Friday, as well as on Sunday mornings. Additional viewing times for groups of 10 or more may be arranged in advance by calling the church office at 317-823-9580. There is no admission charge.

Henke will make a presentation about the series as it opens, at 10:30 a.m. on Sunday, February 10, during the congregation's education hour. She will make another presentation on the evening of Thursday, March 6; call the church office for times.

For more information about Passion Pilgrimage, go to www.lindahenke.com/pilgrimage.htm. This will be a nationally-publicized exhibit right here in Lawrence. It's going to be highlighted with a feature article in the March issue of The Lutheran magazine, which is the largest-subscription religious monthly in the US. Go to: www.thelutheran.org.



“The Art of Overcoming”

Please plan to join
Pathway to the Future Learning Center, Inc.
 for our Annual Paving Roads to Success Ball!
 This year's theme will be Mardi Gras.
 Dress is Semi-Formal, black preferred.

*You Are
 Cordially Invited*



Date: Friday, April 18, 2008

Time: 8:00pm

**Sterrett Center
 8950 Otis Avenue**

Indianapolis, IN 46216

Tickets \$20

Contact person: Brittany Bartlett

Phone: 317-890-1624

Fax: 317-890-9816

E-mail: pathwaycenter@sbcglobal.net

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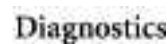


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Members News

Non Profit Members & 2009 Events

We are proud to have many non-profit members, and we encourage you to be active participants in their events in support of their mission!

American Cancer Society – Michele Canak; Relay for Life: 6/7/08 10:00 a.m.

Arthritis Foundation – Edward Wills, Jr., CEO, (317) 897-0321 x 201 ewills@arthritis.org

Association of the United States Army (AUSA) – Doug Gibbens, (317) 446-7669, dgibbens@tuckermortgage.com; Awards Breakfast for Soldiers & Noncommissioned Officers: 6/20/08; Golf Outing: 9/12/08 Check out www.ausa.org for more information.

Hemophilia of Indiana - Michelle Rice, (317) 570-0039, mrice@hemophiliaofindiana.org; Hearts For Hemophilia Dinner/Dance/Auction: 2/15/08; Course To A Cure Golf Outing: 6/19/08

Indiana Blood Center East Branch - Judy Helminger, (317) 371-2372, jhelminger@indianablood.org; Every day Indiana Blood Center needs to collect 550 units of blood. Visit the website for locations, hours and blood drives in your area. www.indianablood.org

Indianapolis Marathon & Mini Marathon - Joel Sauer, President and Race Director, www.indianapolismarathon.com; 13th Annual Indianapolis Marathon and Half Marathon at Lawrence: 10/18/08

Kid's Voice of Indiana - Shane Harley, Programs Director, (317) 558-2870, ext 325, sharley@kidsvoicein.org, Texas Holdem: 4/08; Golf with Jeff Saturday: 5/08; Superbowl for Saturday's Kids: 10/08

Lawrence Township School Foundation - Margaret Knass, (317) 423-8304 margaretknass@msdlt.k12.in.us; Community Investment Luncheon: 3/20/08; "Light Their Future" Gala: 4/18/08; "Fore the Kids" Golf Tournament: 6/5/08

MADD Indiana State Office - Kitty Greene, State Executive Director, (317) 781-6233, kitty.greene@madd.org; Strides for Change Walk: 4/12/08

Rotary Club of Indianapolis Northeast - Dottie Hancock, (317) 538-8988, dottiehancock@msn.com, www.lifenets.org/rotary; Breakfast meeting: 2/27/08; Wine Tasting and Silent Auction: 3/1/08 (see ad in this issue); Every Wednesday - regular meetings at noon - Hillcrest Country Club

Servants of Christ Lutheran Church – Rev. Al Rider, (317) 823-9580, socpastor@servantsofchrist.org; Weekly/monthly events posted on www.servantsofchrist.org.

St. Mary's Child Center - Connie Sherman, (317) 635-1491, csherman@stmaryschildcenter.org; Auction: 4/25/08; Raffle: 6/26/08; Golf Outing: 8/21/08; Miracle Ball: 11/21/08; www.stmaryschildcenter.org

Pathway to Future Learning Center - La Keisha Jackson, Executive Director, (317) 890-1624 or info@pathwaycommunitycenter.org; Annual Paving Roads to Success Ball: 4/18 (see ad in this issue)

Other Chamber Non-Profit Organizations: United States Adult Soccer Association, VFW of Lawrence, Westminster Village North, Benjamin Harrison YMCA, Fall Creek Little League, FC Pride, FOP Lodge 159, Holy Cross Lutheran Church, Indiana Youth Soccer, Lawrence Sertoma, Lawrence Sunrise Kiwanis Club, Living Hope Church, Rainmakers Marketing Group and Peace Learning Center.

2008 Chamber Events

Ivy Tech Open House

On Saturday, February 23, from 12:30-3:30 p.m., the Lawrence campus of Ivy Tech Community College, 9301 E. 59th St., will host an open house for prospective students. Representatives from the college's eight academic schools and their various programs in business, health, human services, the life sciences, education, culinary arts, technology, fine arts and design, and the liberal arts will be on hand to answer questions. In addition, student clubs and organizations will be highlighted. Visitors can get information on admissions, financial aid, and transfer and career services. The community college offers classes at main campuses in Lawrence and at Meridian and Fall Creek Parkway, and at instructional sites across greater Indianapolis.



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Advocacy Report

by Jim Masur, Robert W. York & Associates

The advocacy committee's first meeting of 2008 was focused on organizing, and trying on how best to get the word to members as to the impacts of current happenings, mainly at the statehouse. Our view is that we should primarily focus on efforts to enhance local control of issues of prime importance to GLCC members.

Current pending legislation at the statehouse of most concern are the following:

- A proposal to limit TIF by a redevelopment commission, instead moving it to the legislative or fiscal body of the city, town or county. The Advocacy Council(AC) is concerned that doing so (particularly shifting it to Marion County) would severely limit flexibility for communities like Lawrence, and discourage developers' efforts. Of major concern is impact on redevelopment of the former Ft. Harrison property, particularly the now-torn down Commissary and PX.
- Penalties for employers who hire undocumented aliens. There is a difficulty for employers, particularly those in hospitality, construction and landscaping. Given the abilities of copy machines, detection of counterfeit Social Security cards is difficult, at best.
- Restrictions on Schools' abilities to undertake bond financing. Lawrence has not experienced profligate expenditures on football stadiums. However, the Lawrence Township Schools have constructed Early Learning Centers, which have at once provided value-added to Lawrence communities, by providing mandatory educational-type services in a framework that capitalizes on inherent synergies, so as to maximize ROI. The ELCs do that, and hopefully legislation now pending will not detrimentally affect the flexibility for future projects, that permitted construction of the ELCs. Also, the construction of the ELCs has a secondary, tremendous potential effect, for Chamber members involved in construction trades.
- Consolidation of small claims court functions into Superior Courts. This may result in greater cost to Lawrence small business owners seeking to collect on unpaid bills. In general, there is a concern over the impact of government reorganization, if it will result in shifting authority from Lawrence to Indianapolis (City or State) bureaucracies that are less responsive to GLCC chamber members' needs. The AC would like to enable Lawrence to control as much of its own destiny as possible.
- Property taxes. There is not enough room to explain what's happening and potential results.

Aside from that, there's a Supreme Court case from a couple of years ago, that enabled Indianapolis to revoke contingent INDOT approval for billboards--there was an article in the January 19, 2008 Star about billboards soon to be torn down, that were approved, and then zoning retroactively enacted by Indianapolis. Developers are concerned, because the decision permits regulators to stop construction of an approved project up unto the point when it's built. This places developers, financial institutions, builders, and building trades at great financial risk. There is no legislation pending to overturn the decision.

The AC encourages members to express concerns to State Senator Jim Merritt, or State Representatives Mae Jameson and Brian Bosma.

www.LawrenceChamberOfCommerce.org

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to market and
communicate your
company's image?**

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it happen.**



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March Breakfast, continued from page one

Some of the topics Danny will cover include:

- Building and sustaining a “Culture of Service”
- The Power of One
- Who the Customers are—and are not
- Handling complaints—or making lemonade out of lemons
- Soliciting customer input
- Customer Service nightmare
- Customer Service Hall of Shame
- Customer Service Elite
- Beware of your policies!
- Great Customer Service Books

Join us for the monthly luncheon March 6 from 7:30 – 8:30 a.m. at Kendall Inn at Fort Ben. Danny will be there to greet early arrivals at 7:30. His presentation will begin around 8:00. Please RSVP to kyla@lawrencechamberofcommerce.org.



Business After Hours

Mark your calendars for Thursday, February 21 from 5:00 - 7:00 p.m. for the Chamber's Business After Hours. Charter One at Ft. Benjamin Harrison will be the host for this event, which is free to members. Please RSVP to Kyla by calling 541-9876 or email her at kyla@lawrencechamberofcommerce.org. The March Business After Hours will be at Management 2000.

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