

2016

ANNUAL

REPORT



CHAMBER *of* COMMERCE
EASTERN CONNECTICUT

2016 Regional Benefactors

ConnectiCare

ConnectiCare is a leading health plan in the state of Connecticut. Based in Farmington, CT, ConnectiCare's mission is to make it easy for members to get the care they need. ConnectiCare leads the individual, Medicare and small group markets in the state, and is ranked among the top commercial health plans in the nation.



For 40 years, CMEEC has been supplying electricity and supporting locally-owned utilities and their electric customers in CT. Our member utilities provide electricity to roughly 70,000 residential, commercial/industrial and small business customers.



Cross Sound Ferry provides year-round vehicle, passenger, and high-speed passenger ferry service between Orient Point, Long Island, New York and New London, Connecticut.



Based in Groton, CT, Chelsea Groton Bank is a mutually owned bank with 14 locations throughout New London County and a Loan Production Office in Hartford County. The Bank has over \$999 million in assets and serves businesses, individuals and families throughout CT and RI.



Groton Utilities is a municipally owned and operated utility providing Electric, Water, Cable TV, High-Speed Internet Access, and Digital Phone services to thousands of consumers in Southeastern Connecticut. Our mission is to be the Premier Utility Service Provider in the Northeast.



Putnam Bank is a community bank, headquartered in Putnam, Connecticut, dedicated to providing superior products and exceptional customer service.

The Bulletin

The Bulletin is a daily newspaper covering Eastern Connecticut. The scope of our coverage, like our readership, extends well beyond the city in which we are published.



Mohegan Sun, owned by the Mohegan Tribe, is one of the largest and most spectacular entertainment, gaming, shopping and meeting destinations in the United States. Situated on 240 acres along the Thames River in scenic southeastern CT, Mohegan Sun is located 15 minutes from Mystic Country.



Foxwoods Resort Casino is one of the premier hotel, gaming, shopping and entertainment destinations in the Northeast. As the largest resort casino in North America, Foxwoods offers a vast array of gaming, hotels, restaurants, spas, entertainment, golf, and more.



People's United Bank, the largest independent bank headquartered in New England, is a diversified financial services company with \$29 billion in assets. Founded in 1842, it has nearly 400 retail locations in New England.



Based in New London, CT, our experienced team of marketing and communications professionals, designers, web developers and wordsmiths are prepared to use every tool in our creative arsenal to help our clients achieve their brand objectives and drive business.



Suisman Shapiro is the largest law firm in eastern Connecticut, serving the community for over 75 years with a full range of legal services.



Antonino Auto Group in CT is one of the premier Group dealers of new group & used group vehicles in Norwich, New London, Groton, Colchester, and Montville.



Lawrence + Memorial is a not-for-profit, general, acute care, private hospital that has been serving this region for over 100 years.



The world's largest research-based pharmaceutical company. Pfizer Inc. discovers, develops, manufactures and markets leading prescription medicines and many of the world's best-known consumer brands.



Established in 1869, Dime Bank is a mutual bank with over \$785 million in assets and 11 convenient branch locations throughout southeastern and shoreline Connecticut and Westerly, Rhode Island.



Liberty Bank is Connecticut's oldest mutual bank with more than \$4 billion in assets and 56 banking offices in CT.



Aer Lingus is the national airline of Ireland, founded in 1936. We operate 50 aircraft routes to destinations in the UK, Continental Europe and North America and carry over 11 million customers per annum.



The mission of Sea Research Foundation, Inc., which includes Mystic Aquarium, Ocean Exploration Center and JASON Learning, is to inspire people to care for and protect our ocean planet through education, research and exploration.



With more than a century of experience, Electric Boat has established standards of excellence in the design, construction and lifecycle support of submarines for the U.S. Navy.



The Backus Health System includes a not-for-profit, 213-bed hospital in Norwich and numerous off-site locations.



Jay B. Levin provides government relations consulting services on federal, state and local levels

EVERSOURCE

Eversource transmits and delivers electricity and natural gas for more than 3.6 million electric and natural gas customers in Connecticut, Massachusetts and New Hampshire.



Charter Oak Federal Credit Union, headquartered in Waterford, Connecticut, offers a broad range of financial services – including checking, deposit, lending, insurance and investments – to individuals, businesses, non-profits and professionals in New London and Windham counties.



Dominion is one of the nation's largest producers and transporters of energy, with a portfolio of approximately 27,400 megawatts of generation. Dominion is a world-class nuclear operator and owns and operates the Millstone Power Station in Waterford, CT.



The Day newspaper, formerly known as The New London Day, is a local newspaper based in New London, Connecticut published by The Day Publishing Company. The newspaper has won Newspaper of the Year and the Best Daily Newspaper Award from the New England Press Association.



With over 160 banking centers and over 300 ATMs across 4 states, Webster is never far from where you need to be. Webster is headquartered in Waterbury, CT, and has banking centers and ATMs across CT, NY, MA, and RI.



Comcast Business Services offers businesses a one-stop solution for all of their communication needs while offering 24x7 customer support.



Powers, Brennan & Griffin, LLC provides its clients with an understanding of administrative, legislative and political process necessary to advance their business interests.

From Our Leadership

Dear Chamber Members,

It's hard to believe that the Chamber of Commerce of Eastern Connecticut has been working on behalf of local businesses since 1910, and we are stronger and more robust than ever! As we mark another Annual Meeting, our ship is steady and on course.

The past year was one of both stability and growth. We continue to provide our members with high quality networking and training opportunities, and to market our region and our members through all our available platforms and mediums.

We also recognize that times remain challenging for locally owned small and medium-sized businesses. As the region's chief advocate, we have begun to offer our expertise to a wider audience. In 2016, for the second year, we provided a marketing tool kit to any and all small businesses in eastern Connecticut to help promote themselves on Small Business Saturday. We also offered our powerful network to promote holiday-themed discounts from our members, including a greatly successful Valentine's Day member discount campaign in February.

And while our programs are designed to benefit and be relevant to our members — we again ran more than 150 programs in 2016 — our presence across all social media platforms and local news outlets makes us a true business leader in eastern Connecticut. We bring the decision-makers from Washington, D.C. and Hartford to meet with eastern Connecticut businesspeople on their home turf. Now more than ever, access to our elected representatives and those who make policy in government is critical.

Our partnerships with, among others, the Eastern Connecticut Workforce Investment Board, the State Department of Economic and Community Development, the CT Small Business Development Center, seCTer (Southeastern CT Enterprise Region), and SCORE produced tangible progress in the furtherance of our mission.

We worked hard in Hartford, making sure eastern Connecticut voices are heard on everything ranging from tourism to streamlining the regulatory process.

Our participation with the CT Metro Chambers provides our part of the state a seat with the major urban centers when issues that impact the business climate across Connecticut arise.

Our successful partnership with the Builders and Remodelers Association of Eastern Connecticut on the region's only truly local Home Show, and our fourth annual Total Life Expo with the Mohegan Tribe, again provided more venues for members to showcase their products and services.

Marketing eastern Connecticut as a tourism and business destination remained a top priority in 2016. After the Governor cut funding to the State's tourism districts mid-year, the Chamber took a leadership role in promoting tourism to our region to Connecticut residents and out-of-state visitors. In September 2016, Chamber leaders flew with 32 of our members on the very first Aer Lingus direct flight between Hartford and Dublin, Ireland, opening a valueable cultural exchange.

Our membership remains strong, as we added 118 new business members and dozens of new Young Professional members. The 29th year of our Leadership program continues to attract future decision-makers, and the Class of 2018 is full. On social media, we increased our followings across all our accounts. View this year's growth statistics on page 17. We also revived the Chamber Blog to showcase and spotlight our members, as well as give them an avenue to submit guest posts to reach the Chamber membership base.

I am pleased to report that the Chamber's finances are strong. We couldn't achieve any of our successes without the guidance of our Board of Directors and Trustees, our dedicated staff, and our many volunteers.

Since 1910, the Chamber has a proud history of advocating for its members, working to improve the business environment and partnering with others to grow our economy, create jobs and build for the future. We look ahead to an equally productive year working on your behalf.

Thank you for your support.



David Pugliese
Board Chair



Tony Sheridan
President and CEO

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Mission

The Chamber of Commerce of Eastern Connecticut

- Creates forward thinking regional coalitions
- Builds a positive business climate to meet current and future needs of our members
- Supports balanced economic development and growth
- Actively works to strengthen our region as a great place to live, work and play

Vision

Promote and support the business community and economic vitality in eastern Connecticut

Board and Trustees (2016)

Board of Directors

Chair

David Pugliese
Levine Insurance Group

Vice Chair

Robert J. Soper
Mohegan Sun

Vice Chair

Rodney Butler
Mashantucket Pequot Tribal Nation

Secretary

B. Michael Rauh Jr.
Chelsea Groton Bank

Treasurer

Eileen Duggan
Suisman Shapiro Attorneys-at-Law

Legal Counsel

Jeff Godley
Brown Jacobson, P.C.

Past Chair

Gail Weber
Minuteman Press

John Antonino
The Antonino Auto Group

Al Ayers
General Dynamics Electric Boat

Stephen M. Coan
Mystic Aquarium

Edward DeMuzzio
EverNet Consulting

Abby Dolliver
Norwich Public Schools

Gary Farrugia
The Day Publishing Company

Jennifer Granger
United Community & Family Services

Christine Langedoc
Pfizer Inc.

Drew Rankin
CMEEC

Meagan Seacor (Ex-Officio)
Young Professionals of Eastern CT

Tony Sheridan (Ex-Officio)
Chamber of Commerce of Eastern CT

Norton Wheeler
Mystic River Building Company

Steve White
Mystic Seaport

Board of Trustees

Sandra Allyn-Gauthier
People's United Bank

Alexis Ann
The Resident

Denise Armstrong
Mystic Aquarium

Angela V. Arnold
Diocese of Norwich

Kia Baird
Kia B Music

Steven Blackburn
Blackburn Professional Cleaning

Clarence Bowen
Liberty Bank

Kevin Brown
The Mohegan Tribe

Mark Brown
The Mohegan Tribe

William Budds
Smith Insurance, Inc.

Nancy Bulkeley
Dominion Nuclear Connecticut, Inc.

Eric Callahan
Suisman Shapiro Attorneys-at-Law

Nicholas Caplanson
Dime Bank

Bruce Cummings
Lawrence + Memorial Hospital

Peter Davis
Renaissance City Development Association (RCDA)

Thomas Blair Decker
General Dynamics Electric Boat

Peter DeRosa
Natchaug Hospital, Inc.

Meredith Diette
Siegel, O'Connor, O'Donnell & Beck, P.C.

John Dolan
Charter Oak Federal Credit Union

Crissy Doucette
Crissy's Critters

Brenda Engel
Putnam Bank

Brian Fagan
Colony Video

Laurie Finan
Shutters & Sails Real Estate

Andrew Fitch
Charter Oak Federal Credit Union

John Fuller
Full Power Radio, Inc.

Scott Gladstone
Wireless Zone

Christina Hage
HealthyCT

Robert J. Halloran, Jr.
Putnam Bank

Jackie Hewes
Sysco

Shari Hewes
Holdridge Home and Garden Showplace

Ornet Hines
Dime Bank

Susan Hurlburt
Eastern CT Association of Realtors

Tony Joyce
Chelsea Groton Bank

Mary Ellen Jukoski
Three Rivers Community College

Tom Kasprzak
Eversource Energy

Pam Allen Kinder
United Community & Family Services

Shirley Langford
Interim HealthCare of Eastern Connecticut, Inc.

Andrew Lawn
Whamalam

John Lombardi
Lombardi Gravel & Excavation, LLC

Bruce MacDonald

Stephen MacKenzie
SeCTer: Southeastern Connecticut Enterprise Region

Alex Marku
A Beautiful Company General Contractors

Amber Martin
Dime Bank

Frank McLaughlin
Renaissance City Development Association (RCDA)

Stanley Mickus
Cross Sound Ferry Services

Maria Miranda
Miranda Creative, Inc.

Deborah Monahan
Thames Valley Council for Community Action, Inc.

Seema Mukherjee
Kumon Math & Reading Centers

Sue Murphy
Liberty Bank Foundation

Matt Nick
CohnReznick LLP

Lian Obrey
Re/MAX Home Team

Brian Orenstein
Charter Oak Federal Credit Union

Nisha Parekh
Hilton Garden Inn

John Parker
The Parker Agency

Annah Perch
New London Main Street Corp.

Rodney A. Pinkham Jr.
Waterford Economic Development Commission

Ashley Polo
Foxwoods Resort Casino

David Preka
Advanced Improvements, LLC

David Quinn
Quinn and Hary Marketing

Garrett Reed
Full Power Radio, Inc.

George Reid-Perry
United Cerebral Palsy of ECT

Heather Roberts
Diamond Team at Norcom Mortgage

Kristen Roberts
Comcast

Karen Roman
Dime Bank

Bob Ross
Office of Military Affairs

Andy Russell
Hall Communications

Neil Ryan
Wireless Zone

Anthony Silvestri
New London Harbour Towers

William Stanley
Lawrence + Memorial Hospital

Kayla Thompson
American Cancer Society

Bill Turner
Kentford Farm, LLC

Jess R. Wenzel
Eastern Savings Bank

Preston Whiteway
Eugene O'Neill Theater Center

Len Wolman
Waterford Hotel Group, Inc.

Mark Wolman
Waterford Hotel Group, Inc.

Mark Woods
People's United Bank

Donna Yother
SAVA Insurance Group, Inc.

Lou Ziegler
Mohegan Tribal Housing Authority

Grants and Development



Workforce Development

We continued our work with the Eastern CT Workforce Investment Board (EWIB) to supervise the Business Services Team at Connecticut Workforce Centers in eastern CT covering a 41 town region. This encompassed providing assistance to businesses in recruiting, training both new (On the Job Training) and current (Incumbent Worker Training) employees. Additionally, information and support are being provided to businesses on the Dept. of Labor initiative (Step Up) on subsidized training and employment for new employees. A focus is being placed on unemployed veterans wage reimbursement. Labor market information on wages, tax credits, and downsizing assistance was also provided.



Economic Development

Connecticut Small Business Development Centers

Connecticut's Metro Chambers, in partnership with the University of Connecticut, work to drive economic development and provide business education across the state. The partnership works to build upon the newly launched ecosystem in Connecticut that supports and grows innovation and entrepreneurship throughout the state by assisting companies with fewer than 100 employees to accelerate their growth as well as fostering startups.



Business Development

This initiative identifies minority-owned businesses that can benefit from Chamber membership. Chamber membership supports these small business owners through introduction into the wider community, promotion of their company, networking opportunities, and free informational seminars.



Leadership Development

The Community Foundation of Eastern CT supported 2 non-profit employees through a grant to allow them to participate in the Chamber's Leadership Program for two years. This grant makes it possible for local non-profits to provide their employees with excellent leadership training. Program participants develop their skills; attend sessions on a diversity of regional topics including economic development, the judicial system, and health/human services; and learn to be a great asset to both their employers and the local community.

Partners and Affiliates



SCORE

The Chamber continued an active partnership with SCORE (Counselors to America's Small Business), providing free consultation to small businesses or those interested in starting a small business. SCORE counselors keep office hours at the Chamber and Dime Bank in Norwich each week. Call the Chamber for further information at (860) 701-9113.



CT Metro Chambers

Our partnership with the Metro Chambers continues to serve the region well. Our partners include the Middlesex County Chamber of Commerce, the Greater New Haven Chamber of Commerce, the MetroHartford Alliance, the Waterbury Chamber of Commerce, the Bridgeport Regional Business Council, the Business Council of Fairfield, Central Connecticut Chambers of Commerce and the Chamber of Commerce of Eastern Connecticut. Meeting monthly, the goal is to influence legislation that improves the business climate of the state.



Southeastern
Connecticut
World
Affairs
Council

SECWAC

The Chamber provides administrative support services to SECWAC, a regional membership organization. SECWAC aims to foster an understanding of issues of foreign policy and international affairs through study, debate, and educational programming. It provides a forum for nonpartisan, non-advocacy dialogue between our members and U.S. policy makers and other experts on foreign relations. The Chamber helps raise public awareness of SECWAC and its 8-10 annual meetings and activities.

Additional Partners

Builders and Remodelers Association of Eastern Connecticut
Chamber Insurance Trust
Chamber of Commerce of Eastern CT Foundation
ConnectiCare
Connecticut Business & Industry Association (CBIA)
Connecticut Eastern Regional Tourism District
Connecticut Economic Resource Center (CERC)
CT Department of Labor
CT Department of Economic & Community Development (DECD)
Eastern Connecticut Workforce Investment Board (EWIB)
Eversource Energy
Greater Mystic Chamber of Commerce
Greater Mystic Visitors Bureau
Ocean Community Chamber of Commerce
Greater Norwich Area Chamber of Commerce
Windham Region Chamber of Commerce
New London Main Street
Renaissance City Development Association
Small Business Administration
Southeastern Connecticut Council of Governments
Southeastern Connecticut Enterprise Region (seCTer)
United States Coast Guard Academy
United States Department of Commerce
United States Naval Submarine Base New London

Membership



Membership by Area

Groton/Mystic/Stonington	23%
Greater Norwich	18%
New London	18%
Other CT Regions	9%
Waterford	9%
Lyme/Old Lyme/East Lyme	8%
Out of State	7%
Montville/Oakdale/Salem	5%
Ledyard/Gales Ferry	2%

118
New Members

New Members by City

New London	25
Mystic & Stonington	19
Uncasville	14
Groton	13
Greater Norwich	12
Niantic & East Lyme	10
Other CT Regions	8
Old Lyme	5
Hartford	3
Waterford	3
Rhode Island	2
Colchester	1
Ledyard	1
Montville	1
Oakdale	1

Membership by Category

Financial & Insurance Services	18%
Professional Services	15%
Public Services & Government	15%
Retail & Consumer Services	11%
Healthcare	10%
Food, Beverage & Dining	9%
Attractions & Entertainment	7%
Skilled Trades	6%
Transportation & Utilities	6%
Accommodations	3%

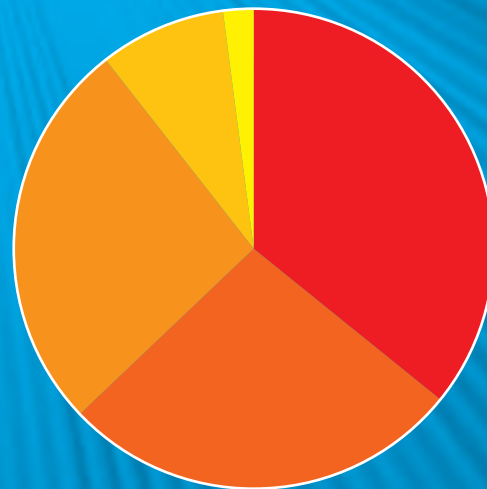
Financials

	2016	2015	2014	2013	2012
Assets	552,057	301,469	437,660	543,330	471,254
Liabilities	214,123	69,697	161,546	192,747	132,063
Equity	337,935	231,772	276,114	350,583	339,191
Current Ratio	2:1	4:1	3:1	3:1	3:1

The Chamber's financial stability stayed strong in 2016 with revenue increasing over 2015. Strong fiscal health has allowed membership dues to remain at the same rate for many years. 118 new members joined the Chamber in 2016. The organization remains committed to providing the best service and resources to eastern Connecticut's business community.

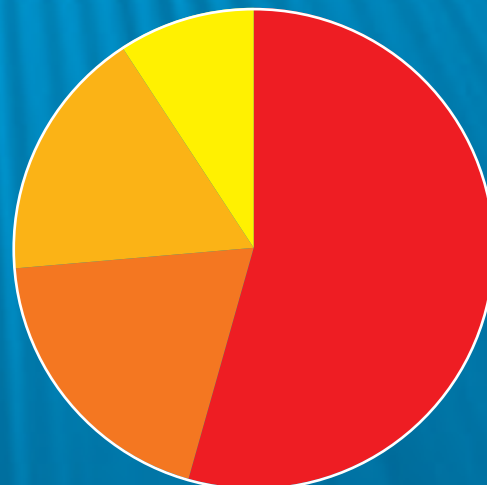
2016 Revenue \$1,273,422*

- 36% ● Programs & Events
\$456,253
- 27% ● Regional Benefactors
\$344,080
- 27% ● Membership Dues Renewal
\$338,365
- 8% ● Grants
\$108,229
- 2% ● Membership Promotions
\$26,495



2016 Expenses \$1,256,852*

- 54% ● Programs & Events
\$681,826
- 19% ● Operations
\$242,589
- 17% ● Membership & Marketing
\$216,469
- 9% ● Grants
\$115,969



Community Involvement



Participants renovate NL Homeless Hospitality Center's outdoor space



Leadership participants learning behind the scenes about CT's government



Leadership participants get a personal look at Coast Guard operations



Graduates from the Leadership Class of 2016

Chamber Leadership ECT Program

In continuous operation since 1987, the Leadership program prepares future community leaders for positions of responsibility by acquainting them with significant community processes and issues that affect not only our communities, but also businesses and the public. Over 500 business leaders have completed the course. During the first year of the program, participants spend one day a month becoming acquainted with a variety of operations in the community. Class participants also pick a volunteer project to work on together as part of the process. In the second year, participants build relationships with established leaders while planning sessions for the incoming class.

This year, the class took on a community service project to reinvigorate the outdoor space at the New London Homeless Hospitality Center to benefit adults experiencing homelessness. The space would help clients feel more comfortable while they meet with case workers, socialize, and work toward gaining permanent housing. Participants raised funds and installed a number of landscape features, including fencing, lighting, seating, stonework, and flowers and plants. They also presented NLHHC with a final donation of \$1,500 to support landscape maintenance.

Special thanks to the project supporters: American Ambulance, Chelsea Groton Bank, Charter Oak Federal Credit Union, Reliance Health, Electric Boat, Peck and Tuneski, Domion, Eversource, and Liberty Bank.

Current Leadership Class

Amy Akiode, *Dominion Nuclear CT, Inc.*
David Allard, *American Ambulance Service Inc.*
Thomas Berl, *General Dynamics Electric Boat*
Daniel Bouges, *Groton Utilities*
Waltnita Brown, *Charter Oak Federal Credit Union*
Melinda Burrige, *Chelsea Groton Bank*
Michael Caradimos, *General Dynamics Electric Boat*
Heidi Comeau, *City of Groton*
Adele Cyr, *Reliance House*
Mauricio Duarte, *Groton Utilities*
Sally Fagerquist, *CorePlus Credit Union*
Scott Francis, *Liberty Bank*
Heather Gatchek, *UCFS Health Center*
Hsin-Yi Huang, *New London Main Street Corp.*
Kimberly Kelly, *CURE & Cure Innovations Commons LLC*
Lauren Larson, *General Dynamics Electric Boat*
Catherine Lezon, *Eversource Energy*
Amanda Ljubicic, *Mitchell College*
Rebecca Magyar, *The Mohegan Tribe*
Clifford Marrett, *Eastern CT State University*
Matt Morrell, *Chelsea Groton Bank*
Jennifer Nival, *Connecticut College*
Joseph Pratt, *City of Groton*
Peter Schackner, *Reliance House*
Kayla Thompson, *American Cancer Society*
Kateri Wheeler, *Mystic Aquarium*
Michelle Wiik, *UCFS Health Center*
Gregory Wong, *General Dynamics Electric Boat*



Parades

The Chamber staff and the Young Professionals of Eastern Connecticut marched in the Mystic Irish Parade. Members of the Young Professionals decorated a truck with the theme "Take an Irish Selfie" and carried selfie sticks, giant photo frames, and themed props to take pictures with parade onlookers.

The Chamber also carried the banner of parade sponsor Aer Lingus, now flying daily between Hartford Bradley Airport and Dublin, Ireland.

Ribbon Cuttings, Grand Openings, and Celebrations

- Assured Safety
- The Butzgy Agency
- Charter Oak Federal Credit Union's Mystic Branch
- City Flats Historic Award Presentation
- Coogan Farm Nature and Heritage Center
- Diamond Team at Norcom Mortgage
- Edible Arrangements' Location Consolidation
- Fiddleheads Food Coop Birthday Celebration
- First Physical Therapy Mystic Office
- Friday's Rescue Foundation New Trail System
- Frizzante One Year Anniversary
- The Granite Group
- International Family Worship Center New Location
- Jersey Mike's Subs
- Marvel Home Decorating
- Naskart Indoor Karting and Trampoline Park
- New England Science and Sailing (NESS) Sailing Center
- New London Municipal Parking Lot
- Orthopedic Partners Niantic Office
- Rebeka Fresh Pasta Restaurant
- Re/Max United
- Right Path Organic Café
- Rob Nevins' Slim Nation
- Safe Futures Rededication
- Saybrook Point Inn New Guesthouses
- Sears of Colchester
- Shore TV and Appliance
- Tranquil Balance Massage Therapy and Float Center
- Twist Yarn Shoppe



Councils and Committees

Standing Councils

Chamber Ambassadors

Chair: John Parker
Parker Agency

Member volunteers who are committed to welcoming new members, explaining benefits and assisting with introductions at networking and social functions.

Military Affairs Council

Co-Chairs: Dara Wicken and Angela Clay
Navy Federal Credit Union

Serves as a vital link between active duty military and the region, helping organize the Chamber's annual Military Appreciation Breakfast and Service Person of the Month program.

Legislative Affairs Council

Chair: Stanley Mickus
Cross Sound Ferry Services

Meets to discuss legislative concerns and to propose legislation to grow and promote the business community. The Chamber's lobbyist works closely with this committee to set its yearly agenda.

Education Council

Co-Chairs: Nancy Bulkeley
Dominion Nuclear Connecticut, Inc.
Sue Murphy
Liberty Bank Foundation

The Chamber's Education Council strives to bring our community and schools together by acting as a liaison between the business and education communities. This committee provides volunteers the opportunity to connect with one or more schools within eastern CT.

Event Committees

Citizen of the Year Committee

A committee charged with planning one of eastern Connecticut's biggest events of the year. The Citizen of the Year Banquet honors an outstanding person selected from the region at large that has made significant contributions to eastern Connecticut. The committee selects the candidate from submitted nominations and assists in the event planning.

Total Life Expo Committee

The committee develops and plans the annual Total Life Expo, the region's most comprehensive health and wellness festival, held at Mohegan Sun and presented in cooperation with the Mohegan Tribe. Proceeds from the expo support the Chamber of Commerce of Eastern CT Foundation and local children's charities.

Holiday Gala Committee

A fun, seasonal committee that coordinates this Gala/Auction to raise funds to benefit the children of eastern Connecticut. From seeking donation items to the final Gala evening production, this committee coordinates nearly everything.

Eastern CT's Premier Home Show Committee

This committee, made up of representatives from the Chamber and the Builders and Remodelers Association of ECT, puts together the annual Premier Home Show, which showcases some of New England's most outstanding tradespeople in a festive "buy local" atmosphere.

William Crawford Distinguished Service Award Committee

The William Crawford Distinguished Service Award is periodically presented to an outstanding member of the community who has contributed to the quality of life in our region as well as to his or her neighbors. The committee plans the annual Crawford Award Dinner and Presentation.



Shoreline-area student leaders are honored at the Education Council's May 26, 2016 Business Breakfast.

Exhibitors teach about living well in mind and body at the 2016 Total Life Expo.

Divisions

Town Divisions

Chair: Ed DeMuzzio

Divisions assist the Chamber of Commerce of Eastern Connecticut by focusing on issues specific to a town/city and promoting partnerships to address those issues. The Chamber's divisions include:

- **East Lyme**
Chair: Heather Roberts
- **Fishers Island**
Chair: Laurie Finan
- **Groton-Ledyard**
Co-Chairs: Ed Demuzzio, Shari Hewes
- **Montville**
Chair: Andrew Fitch
- **New London**
Chair: Tony Silvestri
- **Norwich**
Chair: Sandra Allyn-Gauthier
- **Stonington & North Stonington**
Chair: Bruce MacDonald
- **Waterford**
Chair: Rodney Pinkham



The Chamber's Military Affairs Council organizes the annual Military Appreciation Breakfast, Service Person of the Month, the military discount program and other efforts to support the men and women in our armed forces stationed in the region.



A Special Thank You:

Jay B Levin Government Relations Consulting, LLC, provides government relations consulting services on federal, state and local levels. Jay monitors the legislative process in Hartford and advises the Chamber on proposed legislation that, if enacted, will have an impact on business in Connecticut.



Members from each branch of the armed services are presented gift baskets at the Military Affairs Council's 7th Annual Military Appreciation Breakfast on November 4, 2016.

Marketing

Weekly and Monthly Chamber Publications



Voice Newsletter

Our monthly member newsletter, the *Voice*, reaches every Chamber member business. Every issue features a timely cover story. Sections highlight news from our members and benefactors, outline Chamber activities, and more, providing a valuable service to its readers. The *Voice* received a graphic refresh in 2016.

eNews: Weekly Update

The Chamber eNews brings the latest from the Chamber directly to your inbox. Each eNews welcomes the Chamber's newest members, announces upcoming events, lists member news, shares a job opening, and links to a Chamber Blog post. Like the *Voice*, eNews received a graphic refresh in 2016.

Staying Connected

The *Connection* is the Chamber's public newsletter that runs bi-weekly in the Sunday edition of The Day newspaper. Most editions feature a themed list of Chamber members, a list of new or renewing members, member news, and a preview of upcoming Chamber events.

Blog About It

The Chamber of Commerce of Eastern CT's blog was revived in fall 2016. Refocused and retooled for today's digital audience, the Chamber blog connects with readers in a more informal format than the Chamber's standard newsletters.

Highlights of the blog include news and developments in eastern CT, business tips, Chamber member spotlights and interviews, and opportunities for Chamber members to submit their own blog posts.

Updated on a weekly basis by Chamber staff and guest bloggers, Chamber members get exclusive access to the full blog archives.

Check it out today at www.ChamberECT.com/blog.



A Social Chamber

We continued to develop our social media presence with innovative marketing campaigns that provided value to our members and non-members alike.

Highlights included creating “Word of Mouth Eastern Connecticut,” a new Facebook page that serves as a resource for both newcomers and long-time residents of eastern CT to learn what makes our region a great place to live, work, and play. “Word of Mouth Eastern CT” will help new hires at Pfizer, Inc. and General Dynamics Electric Boat acclimate to life in eastern CT as their respective employers substantially increase their workforces over the coming years.

We developed our YouTube presence, incorporating footage shot at ribbon cutting ceremonies, Business After Hours, and special events from throughout the year. We continued to administer the rapidly-growing “Eastern CT Steals & Deals” Facebook group, which collects and pushes discounts from Chamber members directly to users’ news feeds.

An especially popular campaign was the Chamber’s participation in Small Business Saturday, a day-long celebration in November of the small business community. We solicited, compiled, and marketed special one-day-only offers on behalf of thirty eastern CT businesses for this goodwill effort.

Combined, the Chamber administers the following social media channels:

- Facebook:
 - The Chamber of Commerce of Eastern CT
 - Young Professionals of Eastern CT
 - Word of Mouth Eastern CT
 - Eastern CT’s Premier Home Show
 - Total Life Expo at Mohegan Sun
 - Eastern CT Steals & Deals
- Twitter
- Instagram
- YouTube
- LinkedIn
- Pinterest

On social media, we increased:



Our Facebook following by 19 percent
Total: 2,521 (ChamberECT)



Our Twitter following by 11 percent
Total: 2,462



Our Instagram following by 97 percent
Total: 1,302



Our LinkedIn following by 28 percent
Total: 456



Special Programs

The Chamber’s Annual Report, Citizen of the Year Program, and William Crawford Distinguished Service Award Programs not only offer a glimpse of Chamber activities and honoree accomplishments, they also offer cost-effective advertising vehicles for Chamber members. Members have found additional affordable targeted advertising to the military, non-profit, and young professional communities through specialized commemorative programs.

Newsworthy

The Chamber is viewed by local media as a trusted source for information, and is sought for analysis and context when business news happens that affects the region. The Chamber routinely submits letters to the editor, press releases, newsletters, and special advertisements to regional news outlets to help spread word of our programming and our members’ news.



Tourism



NASKART, Oakdale



Saybrook Point, Old Saybrook



Florence Griswold Museum, Old Lyme



Mystic Aquarium, Mystic

New London Tourism Booth Report

The New London Tourism Booth, located in a restored 1900s-era trolley station in the heart of downtown New London, welcomed 432 visitors in 2016. Domestic visitors came from twenty-four states and Washington, DC. The Tourism Booth welcomed visitors from eight foreign nationalities, ranging from Australia to Switzerland. The highest amount of visitors, 183, came from Connecticut, followed by New York and Massachusetts. Fifteen visitors came from Canada, followed by eleven from Germany. There were forty-four children counted among the visitors.

Asked why they stopped at the booth, top reasons given were general sightseeing and to ask directions. Dining and tourism recommendations were the most common inquiries. Fifty-seven were ferry passengers, and thirty-eight visitors asked for information and directions to Ocean Beach Park on New London's seashore.

Thank you to our partner, New London Main Street, and all the volunteers who staff the booth. They are ambassadors for eastern CT!

We've Got the Region Covered

The Chamber displays local maps, member brochures, and rack cards for our member businesses, and provides information to hundreds of people who either walk in or call our office seeking information. In 2016, we mailed over 4,000 brochures from our members to interested visitors.



Tourism Outreach

The Chamber leadership was heavily involved in promoting eastern CT tourism at home and abroad. We participated in promotional events in nearby states, and in September 2016, Chamber leadership and 32 members were part of a premier delegation that flew on Aer Lingus' very first direct flight between Hartford and Dublin, Ireland.

Greater Mystic Visitors Bureau

Through most of 2016, the Chamber continued to host the operations of the Greater Mystic Visitors Bureau. Following the mid-year defunding of all the state tourism districts, the Chamber expanded its efforts to support tourism in eastern CT. The Chamber's workload has increased significantly to match the level of support services formerly offered by the district.

.....
Mystic Seaport, Mystic
.....



Mystic Country Magazine

The official magazine of Mystic Country, *Mystic Country Magazine* highlighted the 42 towns in eastern CT, outlined our rich history, and showcased fun places to visit. *Mystic Country* was published by a partnership that included the Chamber and the Greater Mystic Visitors Bureau, and was printed by *The Day* newspaper. The Chamber made copies available for the public at our office and events.

Connecticut's Submarine Century

The Chamber was an instrumental partner in Connecticut's Submarine Century, a year-long celebration commemorating Groton's centennial anniversary of the Naval Submarine Base New London and its Submarine School. As part of Submarine Century, 21 fiberglass submarine models were hand-painted by local artists, each one receiving its own unique and colorful design. They have been placed throughout the region at local businesses. The Chamber helped coordinate advertising and promotional efforts between Submarine Century organizers and eastern CT's business community.



Program and Events



Business After Hours at Hygienic Art with Liberty Bank



Women in Leadership



State of Montville



Non-profit Conference

Business After Hours

- January Hoffman Audi of New London
- February David Hecht Custom Kitchens
- March Arooga's Grille House & Sports Bar with Mohegan Holding Co
- April Mike's Famous Harley-Davidson with Chelsea Groton Bank
- May CT Humane Society
- June The Sound at Gateway Commons
- June The Meadows
- July The Spa at Norwich Inn
- August 2 Wives Pizza
- August Hygienic Art with Liberty Bank (joint YPsocial)
- September Mitchell College
- October Charter Oak Federal Credit Union
- November Clarion Inn
- November Secor Subaru with TVCCA
- December Tanger Outlets at Foxwoods (joint YPsocial)

Business Breakfasts

- Seth Goodall, SBA, and Catherine Smith, DECD
- Susan Herbst, President of University of Connecticut
- Tourism Forecast with Tim Sullivan, DECD
- Senate Update featuring US Senator Richard Blumenthal
- Annual Governor's Breakfast with Governor Dannel Malloy
- Women in Leadership
- Bolstering Your Workforce through Education
- 7th Annual Military Appreciation Breakfast
- Honoring Social Service Agencies

Division Programs

- State of Waterford
- State of East Lyme
- State of Montville
- State of Norwich
- State of New London
- State of Groton/Ledyard
- State of the Stoningtons
- Annual Students Leaders Breakfast
- Annual Education Breakfast

Special Programs

- Business Luncheon with Congressman Courtney
- Service Person of the Month
- SCORE Counseling Sessions
- Business Education Seminars (including social media, email marketing, teambuilding, franchising, overtime laws, and more)
- 2016 State Election Debates
- Member Benefit Workshops
- Tourism Marketing Boot Camp
- Eastern CT Career Fair
- Tax Increment Financing Panel Presentation
- Regional Job Fairs in partnership with The Day
- Small Business Saturday Marketing Kits/Distribution
- "Whose Job is it Anyway" Career Panels

2016 Special Events



66th Citizen of the Year honoring Neil Ryan and Scott Gladstone



William Crawford Distinguished Service Award honoring Maggie Jones



Total Life Expo



Eastern Connecticut's Premier Home Show



Annual Meeting



Sea Jet Cruise & Dessert Showcase



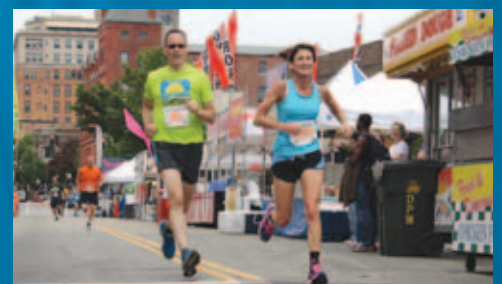
33rd Annual Holiday Gala



28th Annual Chamber Golf Tournament



Young Professionals of the Year Dinner



Sailfest Charter Oak FCU 5k Road Race

Chamber Staff



Tony Sheridan
President and CEO



Sheri Cote
Vice President



Megan Cronin
Program and Event Manager



Lori Thompson
Office Manager and Bookkeeper



Matt Lipman
Web and Graphic Designer



Matt Levy
Marketing Coordinator



Jane Davis
Membership Coordinator



Cara MacDonald
Tourism Marketing Coordinator



Nancy Herbert
Grant Coordinator



Courtney Assad
Administrative Assistant



Tracy Tremblay
Business Services Representative



.....
Guests strike a pose at the Chamber Foundation's 33rd Annual Holiday Gala in front of a stunning backdrop provided by EZ-Occasions
.....

Chamber Foundation

Statement of Purpose

The Chamber of Commerce of Eastern Connecticut Foundation, a business community-based 501(c)(3) foundation affiliated with the Chamber of Commerce of Eastern Connecticut, is dedicated to promoting initiatives that enhance and enrich education and economic opportunities for children and families in the Chamber service area.

33rd Annual Holiday Gala

Eastern CT showed its heart in December at Mohegan Sun. Through the generosity of the community, the hard work of Foundation board chair Lou Ziegler, and a dedicated team of volunteers, they were able to raise nearly \$108,000 at the annual Holiday Gala. Guests enjoyed a cocktail hour, a delicious dinner and dessert bar, and a spirited live auction featuring professional auctioneer Sam Piotrkowski and MC Kevin Hogan of Channel 3 Eyewitness News.

5th Annual Bowl-a-thon

High Rollers Luxury Lanes & Lounge at Foxwoods was the setting of the Foundation's annual Bowl-a-thon, which took place in April. The event was a striking success, helping the Foundation raise nearly \$6,000 for nonprofits that help children.

2016 Foundation Grant Recipients

\$10,000	Tommy Toy Fund
\$5,000	Eastern CT Workforce Investment Board
\$5,000	Mystic Aquarium
\$5,000	Mystic Area Shelter & Hospitality
\$5,000	St. Vincent de Paul Place
\$5,000	Thames Valley Council for Community Action
\$5,000	United Cerebral Palsy of Eastern CT
\$5,000	Gemma E. Moran United Way
\$4,458	Safe Futures
\$4,000	Thames River Family Program
\$3,500	Madonna Place
\$3,300	Higher Edge
\$3,000	High Hopes Therapeutic Riding
\$3,000	Waterford Country School
\$2,829	Shiloh Development Corporation
\$2,500	Boys and Girls Club of Southeastern CT
\$2,500	CareNet Pregnancy Resource Center of SECT
\$2,500	Center for Hospice Care SECT
\$2,500	FRESH New London
\$2,300	Southeastern Regional Action Council
\$2,200	United Community & Family Services
\$2,000	Read to Ride
\$2,000	The Arc New London County
\$2,000	The Riverfront Children's Center
\$1,500	Catholic Charities, Diocese of Norwich
\$1,500	Denison Pequotsepos Nature Center
\$1,500	New England Science & Sailing Foundation
\$1,500	Norwich Community Backpack Program
\$1,500	Norwich Human Services
\$1,500	Norwich Rotary Club
\$1,500	Best Behavior Services
\$1,200	New London Main Street
\$1,000	Lighthouse Voc-Ed Center
\$1,000	New London Community Orchestra
\$1,000	The Pawcatuck Neighborhood Center

▼ 2016 Chamber Foundation Grant Recipients



Regional Chamber Awards

Small Business of the Year

Ivy's Simply Homemade, Ivy Mellow

Community Revitalization

CURE Innovation Commons, Susan Froshauer

Volunteer of the Year

Meagan Seacor

Board of Directors Special Award

Kevin Brown, Robert Congdon

.....
*The Regional Chamber Awards
are selected each year from
a pool of Chamber members
nominated by their peers.*
.....

Past Regional Chamber Award Recipients

Pink Basil Louis Ziegler Inn at Mystic/Harbour House Restaurant	2016 Small Business of the Year 2016 Volunteer of the Year 2016 Community Revitalization
Joshua's Limousine Service Dianne Kent Seema Mukherjee/FoxGlove Rev. Catherine Zall	2015 Small Business of the Year 2015 Volunteer of the Year 2015 Community Revitalization 2015 Board of Directors Special Award
A Beautiful Company General Contractors David Preka Norwich Community Development Corporation Maggie Jones	2014 Small Business of the Year 2014 Volunteer of the Year 2014 Board of Directors Special Award 2014 Community Revitalization
Great Neck Country Club David Hammerstrom Robert Congdon	2013 Small Business of the Year 2013 Volunteer of the Year 2013 Board of Directors Special Award
Surrey Equities/Silvera Asset Group Holdridge Home & Garden Showplace Deb Donovan	2012 Community Revitalization 2012 Small Business of the Year 2012 Board of Directors Special Award
Copperwood Grill Harp & Dragon Sam Piotrkowski Isabelle Singer	2011 Community Revitalization 2011 Small Business of the Year 2011 Volunteer of the Year 2011 Board of Directors Special Award
New London Harbour Towers Captain Daniel Packer Inne Bob Blinderman Chuck Seeman	2010 Community Revitalization 2010 Small Business of the Year 2010 Volunteer of the Year 2010 Board of Directors Special Award
Mike Buscetto Survival Systems SCORE Beverly Goulet	2009 Community Revitalization 2009 Small Business of the Year 2009 Volunteer of the Year 2009 Board of Directors Special Award
YMCA of SECT McLaughlin Companies Birk Manufacturing Angela Arnold	2008 Community Revitalization 2008 Community Revitalization 2008 Entrepreneur of the Year 2008 Volunteer of the Year



81

New
Members

Young Professionals of Eastern Connecticut

Purpose

To enrich the community by providing business, networking, and volunteer opportunities to support the career development and personal choices of young professionals, and to promote the qualities that make eastern Connecticut an attractive place for young professionals to live, work, and play.

Tips From the Top

Tips from the Top continued in 2016, connecting area YPECT members with regional CEOs to discuss leadership and career development. Speakers included Len Wolman, CEO of Waterford Hotel Group, and Andrew Gibson, CEO of Aerocision.

Giving Back to the Community

Members of the Young Professionals of Eastern CT program showed a strong interest in getting involved and giving back to the community. Members volunteered as a group with the New London Homeless Hospitality Center, Friday's Rescue Foundation, Thames Valley Council for Community Action (TVCCA), the American Cancer Society, Hygienic Art Park, New London Main Street, and the Downtown Mystic Merchants Association.

YP members also participated in drives benefiting eastern CT non-profits. They collected personal hygiene supplies for the homeless, hosted a school supply drive, donated food for local food centers, and participated in a holiday toy drive.

Thank You to our 2016 Sponsors

Thank you to our Presenting Sponsor, McCue Mortgage - Keith Turner, as well as to our Supporting Sponsors Atlantic Broadband, Charter Oak Federal Credit Union, and Coca-Cola of Southeastern New England.

2016 YPECT Events

January	Harp and Dragon
February	Young Professionals of the Year Dinner <i>honoring Ashley Mullen, Eunice Lima-Brooks, Calvin Utter, and James O'Grady</i>
March	United Cerebral Palsy of Eastern Connecticut
April	Wide World of Indoor Sports
May	Florence Griswold Museum
June	Granite House with Seaport Real Estate
July	Buon Appetito
August	Hygienic Art with Liberty Bank (joint BAH)
September	Coogan Farm Nature and Heritage Center
October	Mohegan Sun Golf Club
November	The Social Bar + Kitchen with McCue Mortgage
December	Tanger Outlets at Foxwoods (joint BAH)



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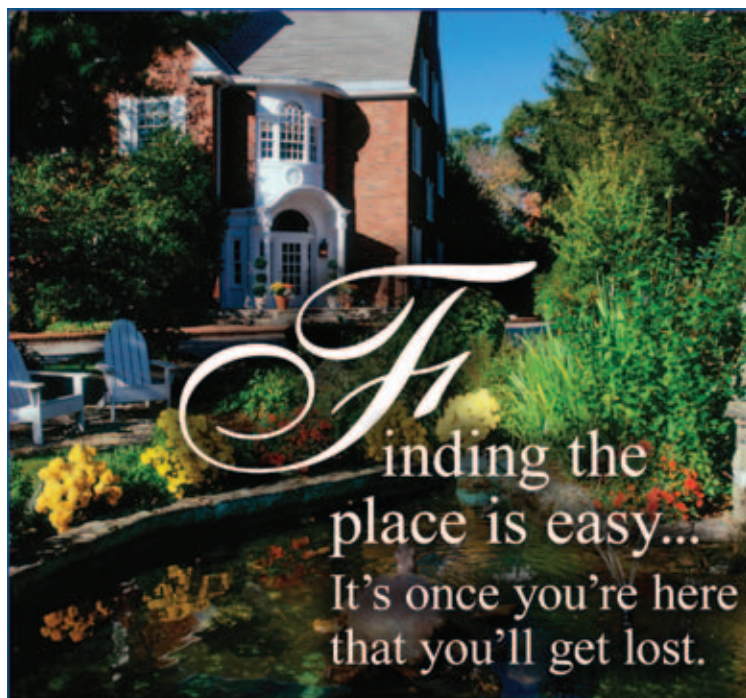
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year, eastern CT!



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