

Raytown  
Area

CHAMBER OF COMMERCE



WWW.RAYTOWNCHAMBER.COM

FEBRUARY 2011

CHAMBER  
CONNECTIONS

MISSION  
STATEMENT

The Raytown Area Chamber of Commerce supports our business community to enhance the quality of life for our citizens.

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**FEBRUARY MEMBERSHIP LUNCHEON**

STATE OF THE  
CITY ADDRESS

**MAYOR DAVID BOWER**



**WHEN: Wednesday, February 23, 2011**

- Networking begins at 11:00am, Lunch at 11:30am

**WHERE: First Baptist Church of Raytown  
10500 E. 350 Highway**

*Sponsored By*



**\$15.00 per person**

**- RSVP by Monday, Feb. 21**

**LUNCHEON RSVP POLICY**

- Reservations *must* be made by NOON on the Monday before luncheon.
- After the deadline, there will be a \$3.00 extra charge.
- No shows will be invoiced with a \$2.00 fee added.

**2011 RAYTOWN CORPORATE SPONSORS**



**Pro Foundation  
Technology, Inc.**



## **PRESIDENT'S CORNER**

When was the last time you were out on the Chamber's website? The Chamber unveiled a new website in April of 2009 and we are very pleased with its content. Did you know the Chamber has a Facebook page? The Chamber also has a Twitter account. Have you noticed the Corporate Sponsor area? There is also an area for you to click on to get an interactive map on the 2010 Census progress. The Chamber's website is a place for you to get up to date information including but not limited to:

- Job Board – as a Chamber member you can post jobs that are available through your business – the general public can browse through the listing by clicking on the Jobs button
- Members Only Section – there are various items under the member's only section that is for the member only. It is password protected. Do you remember the password?
- Did you attend an event last year? Look under the Chamber photo gallery and look for your picture!
- Need a service? Looking for a particular item? Go to the Business Directory for an updated list of Chamber members. Look by business name, category or name of the member. This information is updated on a monthly basis.
- Community Calendar – if you have an event at your business, church, boy scout troop but it on the community calendar.  
Coming in 2011 – Legislator Lookup

At the December 2010 Board of Directors meeting, the Board of Directors approved to enact a cash reserve policy. Contact the Chamber office for addition detail.

If there is anything I can do, please do not hesitate to contact me. My door is always open, come by anytime!

*Vicki Turnbow, President*



### **Board of Directors**

**Patrick J. Searcy**, Chair of the Board  
Power On Technologies

**Pat Ertz**, Chair Elect  
Public Water Supply District #2

**Shawna Burns**, Treasurer  
Commerce Bank

**Loretha Hayden**, Secretary  
Lutfi's Fried Fish

**Ben Helt**, Past Chair  
Benetti's Coffee Experience

### **At Large Members**

**Mark Smith**  
Dick Smith Ford

### **Board Members**

**Kyle Batts**  
Batts Communications Service

**Jim Birnbaum**  
KCP&L

**Paula Fats Cannon**  
Blue Ridge Bank and Trust Co.

**Dr. Tim Chirpich**  
Raytown Gregory Animal Health Cntr.

**Dr. David Fray**  
Fray Chiropractic Office

**Jay Grimwood**  
Kansas City Baptist Temple

**Andrew Loos**  
Missouri Funeral Care

**John Ness**  
Lifetime Member

**Peggy Sundquist**  
The UPS Store

**Mahesh Sharma**, Liaison  
City of Raytown

**Dr. Allan Markley**, Liaison  
Raytown Quality Schools

**Steve Guenther**, Liaison  
Raytown Main Street Assoc.

### **Staff**

**Vicki Turnbow**, President  
president@raytownchamber.com

**Kyle Phillips**, Operations Manager  
kphillips@raytownchamber.com

## **UPDATE: RAYTOWN CHAMBER'S STRATEGIC BUSINESS PLAN**

After thorough discussion at the Dec 9<sup>th</sup>, 2010 Board retreat, your Board of Directors voted at the January 2011 meeting to move forward on assembling a long term business plan. Shortly thereafter, Jim Birnbaum from KCP&L, accepted the Co-Chair position to help guide the chamber through this enormous task. A time line was presented to the board that ends with the complete unveiling of the plan at our October State of the Chamber address. As I write this, our survey web-site is under review to see if it will tabulate our members opinions as well as non-member opinions properly and in a controlled method, questions are being developed, and task force leaders are being contacted and assembled. Be sure to watch for updates as our progress continues.

**Patrick Searcy**  
Chairman of the Board

## **TRANSFER OF THE GAVEL**

At the first Chamber board of directors meeting held on Thursday, January 13 outgoing Chair of the Board, Ben Helt presented Patrick J. Searcy 2011 Chair of the Board, with the gavel.



## LOCAL, STATE AND FEDERAL LEGISLATORS FOR THE RAYTOWN AREA CHAMBER OF COMMERCE

### City of Raytown

Mayor David Bower (mayor\_david\_bower@raytown.mo.us)

Alderman Ward 1

Joe Creamer (alderman\_joe\_creamer@raytown.mo.us)

Shane Par-Due (aldermanshanepardue@raytown.mo.us)

Alderman Ward 2

Jim Aziere (alderman\_jim\_aziere@raytown.mo.us)

Jim Hamilton (alderman\_jim\_hamilton@raytown.mo.us)

Alderman Ward 3

Charlotte Melson

(alderman\_charlotte\_melson@raytown.mo.us)

Christine White (alderman\_christine\_white@raytown.mo.us)

Alderman Ward 4

Pat Ertz (alderman\_pat\_ertz@raytown.mo.us)

Bill VanBuskirk (alderman\_bill\_vanbuskirk@raytown.mo.us)

Alderman Ward 5

Michael Lightfoot (alderman\_michael\_lightfoot@raytown.mo.us)

Steve Mock (alderman\_steve\_mock@raytown.mo.us)

### Jackson County

Jackson County Executive Mike Sanders (msanders@jacksongov.org)

3<sup>rd</sup> District At Large, Fred Arbanas (farbanas@jacksongov.org)

4<sup>th</sup> District, Dan Tarwater, III (dtarwater@jacksongov.org)

5<sup>th</sup> District, Greg Grounds (ggrounds@jacksongov.org)

6<sup>th</sup> District, Bob Spence (bspence@jacksongov.org)

### State House of Representatives

District 42, Leonard Hughes, IV

(leonard.hughes@house.mo.gov)

District 43, Gail McCann-Beatty (gail.beatty@house.mo.gov)

District 48, Gary Cross (gary.cross@house.mo.gov)

District 49, Tom McDonald (tom.mcdonald@house.mo.gov)

District 50, Michael Brown (michael.brown@house.mo.gov)

District 56, Mike Cierpiot (mike.cierpoit@house.mo.gov)

### State Senate

District 8, Will Kraus (will.kraus@senate.mo.gov)

District 10, Jolie Justus (jolie.justus@senate.mo.gov)

District 11, Victor Callahan (victor\_callahan@senate.mo.gov)

### Missouri Governor

Jay Nixon

### U.S. Congressman

District 5, Emanuel Cleaver, II (Holly Jenkins, Cleaver KC Office: holly.jenkins@mailhouse.gov)

### U.S. Senate

Claire McCaskill (Corey Dillon, McCaskill KC Office: corey\_dillon@mccaskill.senate.gov)

Roy Blunt (Zach Brown, Field Rep for KC Office: zach\_brown@blunt.senate.gov)

## MEMBER MARKET

### *Joel Lawson Advanced Wealth Strategies*

**Joel Lawson, CWS<sup>®</sup>, RFC**

*Comprehensive Wealth Management*

Bus: 816.358.4966 Cell: 816.522.7816

www.Lawson1stFinancial.com \* E Mail: jlawson@1stAllied.com

**Todd LeSage** *Executive Resource Administrator*

Cell: 816.716.6067 \* E Mail: tlesage@1stallied.com

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Advisory Services through First Allied Advisory Services, Inc.

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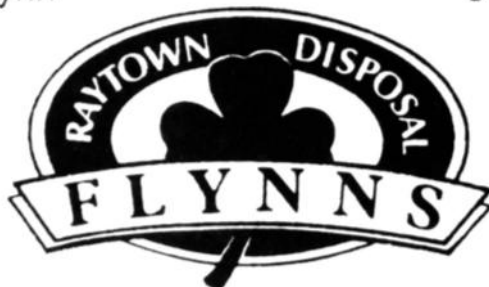
(816) 358-8989

theherbladyraytown.com



Jim Flynn

358-1211



P.O. BOX 9425

RAYTOWN, MO 64133

**Market your business  
to more than 400  
Chamber Members in the  
CHAMBER CONNECTIONS.**

Business Card or 1/4 Page Space Available

3 months or 1 year Run

All marketing must be black & white.

All marketing must be prepaid.

**Contact the Chamber for more information.**



## Business Spotlight on...



**Owners:** Residents of Raytown

**Address:** 10000 E. 59th Street

**Phone:** 816-737-6000

**Web:** [www.raytown.mo.us](http://www.raytown.mo.us)

**Founded:** July 17, 1950

**Chamber member since** 1995

**Hours:** M-F 8:00am-5:00pm

**Employees:** 180

The City of Raytown provides various public services to the residents and businesses in Raytown. These services are provided by the Public Works Department, Police Department, Emergency Medical Services (EMS), Community Development Department, Economic Development Department, Finance Department, Municipal Courts and City Hall Administration. These services are paid for by various traditional revenue sources such as property tax, sales tax, franchise fees and user fees. The City supplements these revenue sources with federal and state grants whenever possible. With the recent economic downturn the city has placed a greater emphasis on pursuing these alternative funding sources as a means to supplement the city's finances. The following is a summary of various grants that the City has obtained over the past year and what those funds will be utilized for.

**Federal Transportation Highway Authorization Bill:** The City received an \$800,000 authorization in the Federal Highway Transportation Bill for engineering services to design improvements to Highway 350 as identified in the Highway 350 Corridor Plan. An engineering consultant will be hired and will begin work in 2011 focusing on improvements to Highway 350 near Raytown Road.

**Surface Transportation Program (STP) Grant:** In January 2011 the City received \$637,500 to help fund construction of highway improvements at Highway 350 and Raytown Road that will be designed with the funding received through the Federal Highway Transportation Bill described above. The City is currently working with the Missouri Department of Transportation to determine the timing for these improvements.

**Transportation Enhancement (TE) Grant:** In January 2011 the City received \$433,100 to help construct curbing and a separated 10 foot wide bicycle and pedestrian trail along the south side of Highway 350 from Blue Ridge Boulevard to Maple Avenue as identified in the Highway 350 Corridor Plan. The City will be hiring an engineering consultant in 2011 to complete the final design for these improvements and will also be working with the Missouri Department of Transportation to determine the exact timing for construction of these improvements.

**Congestion Mitigation and Air Quality (CMAQ) Grant:** In January 2011 the City received \$175,000 that will supplement the City's asphalt overlay program by laying new asphalt and installing bicycle lanes on Blue Ridge Boulevard from 59<sup>th</sup> Street to the north city limit line at 51<sup>st</sup> Street.

**Energy Efficient Street Light Grant:** In January 2011 the City received a \$110,000 grant to replace 200 street lights along Blue Ridge Boulevard from the Raytown Central Business District to the north city limit at 51<sup>st</sup> Street as well as replace street lights at each of the city gateway locations. The new street lights will be more energy efficient that will reduce the cost of street light operation.

**Tree Resource Improvement and Management program (TRIM) Grant:** The City received a \$10,000 TRIM grant from the Missouri Department of Conservation to conduct a tree inventory in every City park. This project was completed in July 2010.

**Truman Heartland Foundation:** In 2010, the Raytown Tree Board received a \$2,500 grant from the Truman Heartland Foundation to develop a walking arboretum and to purchase and install vandal-resistant individual tree identification signs at Kritser Park. The Kritser Park walking arboretum is 90% complete and will be completed this year.

**Scrap Tire Grant:** In 2009, Parks received a \$10,000 Missouri Department of Natural Resources (MDNR) Scrap Tire Grant to improve the Colman Park playground. This grant provided funds to pour a concrete pad and install 60% recycled scrap tire rubber tiles for the Colman Park Tire Swing in November 2009.

## CHAMBER RENEWALS

Safeguard Alarms LLC 1999 Robert Scales  
 ☉ Firestone Tire & Service Company 1986 Mike Delahunty  
 Willis 2003 Ron Lentz, CEBS  
 Westridge Gardens 2009 Alan Ware, Karen Bunce  
 ☉ Comcast 1981 Tom Krewson, Gina Scofield  
 First National Merchant Solutions 2007 Lesley McGrath  
 Benchmark Healthcare of Raytown 1990 Meghan K. Galvin  
 ☉ Spilker, McKeone & Nelson PC 1999 Michele R. Spilker, CPA  
 Bickford Senior Living 1999 Carol Rigsby, Ben Burton  
 ☉ Aviation Institute of Maintenance 2009 Frederick Thomas  
 ☉ Edward Jones 1983 Mark Sandy  
 Raytown Gregory Animal Health Center 1976 Tim Chirpich, DVM  
 ☉ United Consumers Credit Union 2003 Kyle Hudson  
 ☉ Advent Advertising Corp. 1990 Bill Apel, Kaylie Bergman  
 ☉ Southeast Enterprises, Inc. 1995 DeeAnn Stock, Sheryl Wilson  
 Stilley, Fowler & Stilley, PC 1977 R. James Stilley, Jr., R. Dennis Fowler  
 Blue Ridge Bank and Trust Co. (KC) 1989  
 William C. Esry, G.L. Thomas, Allan Thompson  
 Blue Ridge Bank and Trust Co. (Raytown) 1989 Paula F. Cannon  
 ☉ Executive Security, Inc. 1982 Jim Bradshaw  
 L.W. Management, Inc. 2002 Lewis Webb  
 Show-Me Audio-Visual 1999 Ron Dake  
 Sherwin-Williams Co. 2005 Britt Houser, Jessica Gates  
 ☉ GE Energy 1995 Phil Bonk, Scott Blair  
 Columbia College-Kansas City 2009 Cindy Miller, Victoria Easley  
 ☉ Missouri Gas Energy 1991 Pam Levetzow  
 Ritter's Barbeque & Catering 2010 David B. Ritter  
 James W. Osborne, DDS 1976

☺ *We would like to thank our members who gave 110%.*

## NEW CHAMBER MEMBERS

### TIERNEY OFFICE

### PRODUCTS

Nicole Diehl

PO Box 32256

Kansas City MO 64171

816-531-7455

Nicole@tierneykc.com

www.TierneyKC.com

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MEMBER 2 MEMBER  
DISCOUNT PROGRAM

Don't forget to check out the M2M (Member 2 Member) Discount Program participating businesses list on our website. [www.raytownchamber.com](http://www.raytownchamber.com)

**SUPPORT YOUR FELLOW  
CHAMBER MEMBERS!**

## Tips to Help Reduce Fraud with Returns and Exchanges

In situations where a customer requests a refund for returned merchandise at your location with a Visa® or MasterCard® card, you must prepare a credit card voucher to properly credit a cardholder's account. Properly crediting cardholders is an important aspect of preventing fraud from occurring at your business location.

To prevent fraudulent retail credit transactions:

**Do not give cash refunds for merchandise purchased with a Visa or MasterCard.**

**Do not credit refunds to any Visa or MasterCard card other than the card used for the original transaction.**

Now with FNMS Online you can identify fraud by monitoring credits that don't have corresponding sales. You can view either verified or non-verified transactions with a fraud report

How does the fraud report work? First National compares credit transactions on cards against prior sales on the same card number. If we cannot find a prior sale for the same dollar amount in the previous 90 days, we will list the transaction as possibly fraudulent in a report for your further review and investigation.

### Q&A: Do I have to disclose my refund and exchange policies?

If you want to maximize your profitability and customer service, you must put into place all your merchandise return and adjustment policies. Clear disclosure can help you avoid misunderstandings and potential cardholder disputes.

If the following disclosures are legibly printed on the face of the transaction receipt near the cardholder's signature line, then Visa and MasterCard will accept that you have made proper disclosure:

"No Refund or Returns."

"Exchange Only."

"In-Store Credit Only."

Stamping a transaction receipt with "No Refund" or other terms after the cardholder has signed the receipt is not considered proper disclosure. For Internet merchants, both MasterCard and Visa require that any Internet site include its return policies as part of the checkout process, and that the cardholder be required to "click through" the return policy disclosure in order to continue the purchase.

**Please contact Lesley McGrath at 913-266-9176 or [lmcgrath@fnms.com](mailto:lmcgrath@fnms.com)**

## Our Members in the News



**January  
Morning  
Coffee at  
Bickford  
Senior  
Living  
9110 E. 63rd  
Street**



Local Raytown Edward Jones Financial Advisor, George N. Koepp has been designated one of the Kansas City area's 2011 Five Star Wealth Managers by "KC Business Magazine" as seen in the January 2011 issue.

Five Star Professional conducts research to help consumers with the important decision of selecting a service professional. The Five Star Professional award is presented to service professionals, such as wealth managers and real estate agents, in more than 45 markets in the US and now in Canada. The Five Star Professional award goes to service professionals who score highest in overall satisfaction.

*2010 Consumer Survey, QMI Research*

A big congratulations to Roz Brown, Brighter Day Ministry, in her nomination of the 2010 Raytown Outstanding Woman Leader of the Year. Roz was nominated by Rita Cipolla and the local chapter of the Raytown Women of Today and will now be entered into the State Competition for Outstanding Woman Leader.

## 2010 CHAMBER CELEBRATION

On Wednesday, January 26 the membership came together to thank Ben Helt for his service as Chair of the Board for 2010. Ben presented outgoing board member, Pam Clark-McKinley and plaque commemorating her years of service to the Chamber board and also presented a plaque to Dr. Allan Markley. The Superintendent beginning January 1, 2011 is a Liaison position on the Board.

**2010 Awards were presented to the following:**

**Business of the Year** – Advanced Eyecare;

**Chamber Person of the Year** – Patrick J. Searcy;

**Lifetime Membership** - Bill Dexter;

**Volunteer of the Year** – Michele Shanahan-DeMoss

and three **Image Maker of the Year** signs were presented to:  
Batts Communications, Precision Electrical Sales and Wendy's.



A special thank you to the Chamber Celebration Sponsor KCP&L, USA800 for sponsoring the past chair's coat and to Holiday Inn Coco Key Water Resort in helping to make this luncheon one to remember.



## Upcoming Member Events

### MORNING COFFEE

**Mark your calendars: Tues., February 15** - this month's "Morning Coffee" will be held at **Metcalf Bank (KC) at 4668 Blue Ridge Blvd.** Come by anytime between **7:30 to 8:30 a.m.** to have a cup of coffee and network with other businesses within the community. An added bonus will be to see the business who has agreed to host the Morning Coffee and find out what they can offer to you.



### **Raytown Three Trails Kiwanis Trivia Night - 2011**

The Raytown Three Trails Kiwanis Club will host its annual Trivia Night, **Friday, February 4** at The Yellow Rock Barn at 7:00 p.m. Proceeds will support Three Trails Kiwanis' youth programs. Trivia nights are informal, fun competitions where teams of eight participants battle to see who has the greatest knowledge of matters trivial. Questions are asked by a trivia host and the overall winners are the team, that, at the end of the night, have correctly answered the most questions. Assorted prizes will be awarded throughout the evening to winners of various trivia contests as well as awarding a prize to the first place team at the end of the evening. Participants are welcome to bring their own beverages and snacks. The cost is \$20.00 per person. For additional information, contact any of the following Kiwanis members: Martha Cockerell – martha.cockerell@gmail.com/Mary Lee Skitek – dskitek@comcast.com/Elaine Schulze – Elaine@taylorbusinessgroup.com.

### MEMBERSHIP LUNCHEONS

#### “Leading Growth During Economic Downturns”

Presented by Jim Welch,  
The Growth Leader

#### **WHEN: Wednesday, March 23**

- Networking begins at 11:00am
- Lunch at 11:30am

**WHERE: RCG Family YMCA,**  
10301 E. 350 Highway

\$13.00 per person - RSVP by Monday, Mar. 21

**SPONSORED BY**  
**Bickford Senior Living**

### **RAYTOWN NIGHT WITH THE MISSOURI MAVERICKS**

**March 4, 2011 7:05pm**

**Missouri Mavericks vs. Quad City Mallards**

Tickets \$ 13.00 (Terrace Section-\$ 18.00 value)

Tickets \$ 21.00 (Rinkside Section-\$ 26.00 value)

\*Offer not available at the Box Office

- Gates open at 5:30pm
- From 5:30-6:30 enjoy \$1.00 Hot Dogs & soft drinks & \$2.00 Beers

Independence Events Center  
19100 E. Valley View Pkwy.  
(At I-70 & 291 intersection)



Don't miss the fun and excitement  
- join your community for a great evening!

**BUY YOUR TICKETS TODAY!**  
**TICKET SALES END Feb. 11!**

- Businesses & Groups selling 20 or more tickets get their name on the Video Board!
- Raytown Police Department will present the Color Guard!
- A Raytown citizen will do the Puck Drop at the beginning of the game!
- Buy a raffle ticket for your chance to drop the puck! 1 for \$5 or 5 for \$20
- PARKING IS FREE!!!

RAYTOWN CHAMBER & ROTARY CLUB GOLF TOURNAMENT - APRIL 29, 2011

**Don't forget to look at the enclosed flyer for the annual Chamber-Rotary  
Golf Tournament that will be held at Hillcrest Country Club.**

**Get your team signed up TODAY!**



*If you are interested in a ribbon cutting or after hours event for your business,  
please call 353-8500 or e-mail staff@raytownchamber.com and get it on the calendar.*








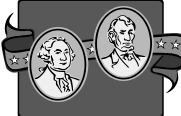
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**DATED MATERIAL**

# FEBRUARY 2011

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		1	2	3 7:15am Board of Directors Meeting <b>OPERATION THANK YOU!</b>	4	5
6	7 3:00pm SummerFest/BBQ Committee	8	9	10	11 <b>MAVERICKS TICKET DEADLINE!!!</b>	12 
13	14 Valentine's Day 	15 	16	17	18 Deadline for Newsletter Submissions	19
20 Mon. 12:00pm <b>&gt;DEADLINE&lt;</b> For lunch Reservations	21 President's Day 	22	23 11:30am <b>MEMBERSHIP LUNCHEON</b>	24	25	26
27	28					