

Mobile Area Chamber of Commerce

FEBRUARY 2017

the **business**VIEW



Mobile's Economic
Overview for 2016

New Downtown Hotel to
Open Before Mardi Gras

**Lenzing
Announces
Mobile
for \$293M
Expansion**

MOBILE AREA CHAMBER OF COMMERCE 2016 ANNUAL REPORT

From the Chairman

Just over a year ago, I stepped into the role as chairman of the Mobile Area Chamber of Commerce, and to say I hit the ground running is an understatement. It's been a whirlwind year, and on the pages that follow in this issue of *The Business View*, you'll have a chance to read some of the past year's most significant activities.

As a staunch advocate for pro-business legislative policies, and aggressively recruiting additional capital and jobs here, we've had our work cut out for us this year. Yet over the past year we've announced 230 jobs; led a charge in the legislature to update the state's antiquated economic development incentives package; created an active minority business networking and counseling program; and added more new members than in the previous two years.

A passion project of mine over the past year has been to challenge employees and employers to rally around projects and agencies that focus on serving Mobile's neediest. As I mentioned during the 2016 annual meeting, taking this challenge on will not only benefit our community, but companies and employees as well. It's been great to hear members share their stories – be it at board meetings, in *The Business View* or on social media – of what they've taken on, and how they're impacting Mobile.

To the 2,000 members of the Mobile Area Chamber, thank you for your investment in this organization, and for supporting the work it does to keep business and industry growing. It's not an easy job, and it requires a tremendous amount of patience, persistence and trust. But the work that's being done by the Chamber staff, board and volunteers will have a positive impact on Mobile for many years to come.

This organization is in great hands in 2017 with Liz Freeman with Long's Human Resource Services as the chair. Please continue to support her this year as you did for me in 2016.

Mark Nix, Infirmary Health
2016 Mobile Area Chamber Board Chairman



the Mobile Area Chamber of Commerce
businessview

February 2017 | Also in this issue

ON THE COVER As the time for revelry is upon us, the City of Mobile's new Mardi Gras park is ready for parade-goers, and there is a new downtown hotel ready to accommodate visitors. See the story on page 27. *Photo by Jeff Tesney.*

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Publisher William B. Sisson
Executive Editor Leigh Perry-Herndon
Managing Editor Jennifer Jenkins
Copy Editor Michelle Irvin

Additional Writers and Editors
Mike Herndon, Ashley Horn,
Susan Rak-Blanchard and Carolyn Wilson

Printing Services: Interstate Printing/Direct Mail

Graphic Design: Wise Design Inc.

Advertising Account Executive: René Eiland

251-431-8635 reiland@mobilechamber.com

STRATEGIC GOAL

JOBS

RETAIN, EXPAND AND RECRUIT BUSINESSES, INVESTMENT AND JOBS IN THE MOBILE AREA.

Whether recruiting businesses, helping existing companies – both large and small – or developing entrepreneurial resources, the Mobile Area Chamber works to increase jobs, commerce and capital investments in our community.

Team Mobile

The Mobile Area Chamber of Commerce is the lead economic developer for the City of Mobile, Mobile County and Washington County.

In 2016, Chamber-led project announcements included \$350.5 million in capital investments and 324 new and retained jobs.

Six local operations planned expansions – BASF Corp., Evonik Industries, Canfor Southern Pine, Lenzing Group, Millard Maritime and Threaded Fasteners; two others made new investments – Broetje Automation and Danby Products; one, Serda, was a start-up; and another, Worthington Industries, was aimed at retaining 61 jobs and bringing new jobs to Mobile, after the company acquired the global CryoScience business of Taylor Wharton, including a manufacturing facility in Theodore.

Funded and directed by Partners for Growth (PFG), a public-private partnership, we are working to achieve the following five-year goals from 2013 through 2017: recruit 4,000 jobs with a \$40,000 average annual salary and reach \$1.5 billion in capital investments.

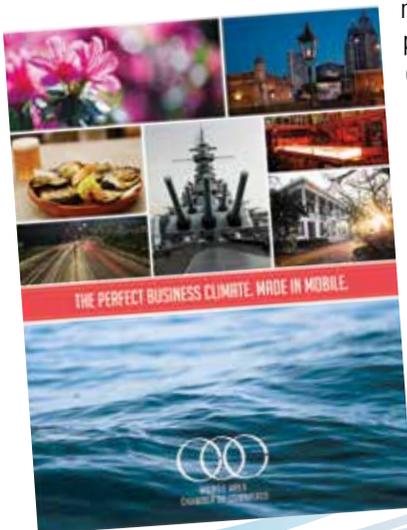
Program results to date are 1,155 new jobs created, with wages averaging \$53,641 and investments of \$1.1 billion.

Made in Mobile

Capitalizing on recent industry announcements and company expansions, the Chamber launched a new branding campaign for its economic development efforts. The campaign includes more infographics, crisp copy, a

new template for prospect presentations and data downloads for prospects and industry.

The effort was designed by Lewis Communications, and includes the tagline The Perfect Business Climate. Made in Mobile.



Canfor moved its U.S. headquarters to Mobile in 2016. Pictured here are city and county leaders at the announcement. Photo by Jeff Tesney

Added Investment

Evonik Industries announced another expansion – the fifth in the last decade. The \$2.75 million project created 13 new jobs with an average salary of \$67,000, and will increase capacity at its Theodore site.

Late in 2016, BASF Corp. announced the local facility would be part of a \$200 million company-wide expansion, increasing its production of plastic additives used to filter out harmful UV radiation from plastics and coatings.

Millard Maritime announced it was expanding its conveyance system for salt used to de-ice roads and parking lots. The company will invest \$13.5 million in new equipment.

Lenzing Group announced its expansion in December at the Mobile Area Chamber. The company is investing \$293 million and will more than double production of TENCEL at its Axis facility. When complete, in 2019, Lenzing will add 163 jobs.

Also in December, Threaded Fasteners expanded its galvanizing facility, investing \$1.5 million and adding eight jobs with an average salary of \$50,000.

New U.S. Headquarters + Keeping Jobs in Mobile

Canfor, headquartered in Canada, announced it would locate its U.S. headquarters in Mobile in 2016. The company plans to hire 20 additional employees in Mobile. Canfor purchased Alabama-based Scotch Gulf Lumber, including lumber mills in Mobile, Fulton and Jackson, three years ago.



Members of the Chamber's Growth Alliance Task Force helped redefine the Chamber's minority business strategy in 2016.

Investing in Mobile

Canada-based appliance manufacturer Danby Products opened a 125,000-square-foot distribution warehouse in Saraland to serve its Southeastern U.S. customers. The facility will employ up to 25 full-time workers and includes a factory outlet retail store. NAI Mobile facilitated the company's site location.

Flying High

The first plane assembled in the U.S. by the Airbus U.S. Manufacturing Facility in Mobile had its test flight on March 21. Assembled for JetBlue and appropriately named the BluesMobile, by year end, Airbus had assembled and delivered a total of 17 A321s to American Airlines, Delta Airlines, JetBlue Airways and Spirit Airlines.

To date, 24 companies set up or announced new operations at Mobile Aeroplex at Brookley to serve Airbus. There were six in 2016: Broetje Automation's M-Technologie division, Panasonic Avionics, Recaro Aircraft Seating Co., Thales, VPS-Vartan Aviation Group and Zodiac Aerospace.

Chamber delegations attended three international air shows in 2016 to promote Mobile's logistical and infrastructure assets – Singapore Air Show, Farnborough Air Show and Hamburg Aviation Forum.

Redefining Minority Business Strategies

The Chamber redefined its efforts to assist and strengthen small- and minority-owned businesses. The Growth Alliance Task Force added three subcommittees to address issues preventing or impeding growth by focusing on business development, mentoring, finance, job creation and outreach.

Volunteers helped the Chamber produce an online minority business directory, hold a faith-based outreach meeting with local churches and host a community boot camp training initiative.

During a decade of operating the Mobile Minority Business Development Agency Business Center, a program of the U.S. Department of Commerce, the Chamber assisted

more than 1,700 minority-owned business clients statewide, helping them secure more than \$2 billion in contracts and financial assistance, and creating more than 1,100 jobs. The center closed in 2016.

Entrepreneurial Excellence

After a successful inaugural class in 2015, 1702 began its second class of networking, counseling and training among a group of Mobile area chief executive officers and business leaders. Designed to foster a thriving entrepreneurial community similar to that in Silicon Valley, the 2016 class of 12 executives spent eight months learning from experts in various subjects including product strategy, marketing and aligning your management team.



April 25 was a long-awaited day for Mobilians, as Airbus delivered its first U.S. aircraft to JetBlue, named the BluesMobile. The company later ordered 30 additional planes. Photo by Airbus.



Following the media announcement, U.S. Deputy Assistant Secretary of Commerce for Economic Development Matt Erskine (center) and other government officials met with area organizations focused on workforce development and entrepreneurial innovation.

Innovation Sensation

A new Mobile-based innovation and entrepreneurial center has its eye on boosting the Gulf Coast business community. Innovation PortAL, a program of the Mobile Area Chamber Foundation, is designed to connect entrepreneurs with the tools, equipment and resources they need to be successful, including intensive mentoring, specialized curriculum and access to networks and capital.

In September, U.S. Deputy Assistant Secretary of Commerce for Economic Development Matt Erskine visited Mobile to announce the foundation would receive a \$2.9 million grant to renovate the building that will house Innovation PortAL in downtown Mobile. In addition, local private foundations, private industry, the City of Mobile, Mobile County and private donors committed \$1.9 million in matching funds.

In less than 60 days following the grant announcement, the Chamber purchased the Threaded Fasteners building at 358 St. Louis St. for Innovation PortAL, kicked-off the inaugural entrepreneur class and secured an entrepreneur-in-residence to provide hands-on support to its clients.

The center will be designed to foster manufacturing technologies and compatible businesses in a modern facility with plans including a prototyping lab, classroom, offices and a conference suite once the renovations are complete.

The inaugural entrepreneur client class completed its session, and one new company launched. CigarClub.com is an online monthly subscription service customized to fit each customer's unique taste.

StartUp Weekend

The Mobile Area Chamber and Innovation PortAL helped sponsor, support and organize Mobile's first StartUp Weekend. Part business pitch competition, part educational experience, the event is a program of Techstars and powered by Google for Entrepreneurs.

The sold-out event drew 75 participants, including entrepreneurs, web and software developers, students, designers, marketing gurus, business development specialists and more. Other organizing partners were One Mobile Inc. and the University of South Alabama's Office of Research and Economic Development.



Innovation PortAL had several key accomplishments in 2016 – with this graduating class of entrepreneurs who completed instruction as one of the most significant. From the group, one new business began operations in December and three more are on target to launch in 2017.

Round 2

The U.S. Department of Commerce redesignated the region as a Manufacturing Community, extending the time frame until 2018. The region received its first designation in 2014 – one of the first 12 communities in the nation and operates as Advancing Southwest Alabama. The program's goals are to accelerate the resurgence of manufacturing and increase international trade and exports.

With it came preferential scoring on a number of economic development grants, resulting in \$20 million coming to the area. Funded projects include:

- Building renovations for Innovation PortAL, a program of the Mobile Area Chamber of Commerce Foundation;
- The ACT Work Ready Communities designation, certifying the region has the workforce qualified to support new and expanding businesses;
- The City of Mobile's Bring Back Broad initiative, intended to rebuild aging infrastructure, connect citizens to jobs and revitalize historic neighborhoods;
- A new industrial access road for Atmore's Rivercane Industrial Park; and
- A new office and tech park in Daphne.

Advancing Southwest Alabama

Prior to the redesignation, the Chamber hosted Jay Williams, administrator of the Economic Development Administration (EDA) and assistant secretary of Commerce for Economic Development. He visited Mobile to review Southwest Alabama's Investing in Manufacturing Communities Partnership (IMCP) effort.



Jay Williams, administrator of the U.S. Economic Development Administration and assistant secretary of Commerce for Economic Development, visited Mobile to learn about southwest Alabama's Investing in Manufacturing Communities Partnership effort. He met with regional leaders, including Chamber and University of South Alabama representatives, pictured here.

Stronger Together

To help coordinate small business assistance resources and prevent duplication of services, the Chamber convenes the Small Business Council quarterly. Consisting of 37 community partners, the group also advocates for small and disadvantaged businesses to be considered as suppliers and service providers to larger companies.

Expanding Your Reach

Assisting companies in finding customers in world markets is the focus of the Chamber's international trade efforts. In 2016, activities included hosting a number of dignitaries from Belgium, Canada, Colombia, Costa Rica, Cuba and France; coordinating a presence at the BIO International Convention in California and the Aircraft Interiors Expo in Germany; and trade missions to Spain and Morocco, Mexico and Chile, and Cuba.

The Chamber and the American Chamber of Commerce in Morocco signed a memorandum of understanding to promote trade and business between the two organizations.

As a result of the 2016 missions, \$24.3 million in export sales at state and local companies is anticipated during the next two years.

Trade mission participants reported export sales of \$291 million, supporting the creation of 5,240 jobs, as a result of Chamber trade missions from 2006 through 2016.

Part of Your Team

The Chamber's economic development efforts include helping local companies win corporate expansions or launch new endeavors. The focus in 2016 revolved around the manufacturing sector – specifically, how technological advancements in robotics, automation and software are transforming the industry.

One way the Chamber keeps its finger on the pulse of the business community is through three committees: the Business Retention and Expansion Committee, consisting of 110 large and small businesses and entrepreneurs; the Gulf Coast Technology Council, comprised of 203 companies; and OffshoreAlabama.com, a partnership of 220 oil and gas producers, service providers, suppliers and associated companies.

Thirty representatives teamed up from OffshoreAlabama.com to promote Mobile's oil and gas industry at the world's largest global oil and gas trade show held in Houston.

TechHire Designation

In 2016, the Chamber's Gulf Coast Technology Council and Innovation PortAL assisted the University of South Alabama and City of Mobile with the application to become a TechHire city. The designation was awarded in mid-December, and is another outcome resulting from the Mobile-led manufacturing community designation.

TechHire is aimed at training, recruiting and retaining skilled technology professionals in our community. Additional collaborating partners included Mobile County and Depot/U, a Birmingham-based coding training program.



This is the 10th year the Chamber's Gulf Coast Technology Council presented scholarships to area college students. Monies are donated by area companies and this year's scholarship winners include students from the University of South Alabama, University of Mobile and Remington College. A total of \$58,000 was given to 56 students over the past decade.

Eye on the Future

Through partnerships, training and initiatives, the Chamber works to improve Mobile's ability to respond to workforce needs.

With donations from area companies, the Gulf Coast Technology Council annually awards scholarships to local college students pursuing technology-related careers. In 2016, the 10th year, the council awarded a total of \$7,000 to nine students.

In June, more than 50 leaders of industry, education, workforce development, economic development and government, including the Chamber, participated in the public launch of the ACT Work Ready Communities initiative. It is one of several high-profile outcomes resulting from the Mobile-led manufacturing community designation.

The assessment tool, given by the same organization offering the ACT college prep test, is expected to help employers screen and hire as well as develop specific training.

In its support of the Bay Area Healthcare Coalition, the Chamber hosted the 13th annual Health Occupations Career Fair, offering more than 600 Mobile and Baldwin county high school sophomores 16 hands-on activities in health-related fields; and Summer Scrubs, provided 125 regional high schools students the opportunity to participate in a week-long job shadowing program at area hospitals, clinics and doctor's offices.

Student to Business Owner

The inaugural Young Entrepreneurs Academy (YEA) kicked-off with 13 Alabama School of Math and Science (ASMS) students participating in 30 weeks of after-school instruction at the University of South Alabama. The program ended with business pitches, similar to those seen on ABC's *Shark Tank*, competing for \$5,500 in start-up monies donated by local companies. The winner, Shoe Boo, created a customizable shield to avoid new shoe blisters and advanced to the regional competition.



Five minutes. That's the amount of time students in the Mobile Area Chamber's inaugural Young Entrepreneurs Academy (YEA) had to pitch the businesses they have envisioned, developed and nurtured to an investor panel for funding. Thirteen Alabama School of Math and Science (ASMS) students made up the pilot group.

STRATEGIC GOAL

ADVOCACY

CREATE AN ENVIRONMENT THAT PROMOTES BUSINESS AND COMMUNITY GROWTH.

The Mobile Area Chamber speaks up for the needs of businesses at the local, state and federal levels to promote a balanced, business-friendly climate that encourages economic growth.



In January, the Chamber presented its 2016 Legislative Agenda defining the organization's annual advocacy efforts to more than 200 elected officials and business leaders.

Speaking on Your Behalf

The Mobile Area Chamber's governmental affairs team of volunteers and staff stays in contact with members of the Mobile-Baldwin-Washington County state legislative delegations, engaging them year-round in key legislative issues affecting Alabama's business climate.

Key in 2016 were the passage of a bill establishing tax credits for increased usage of the state's port facilities, a small business jobs act offering tax credits for those employing fewer than 75 people when hiring a new worker at a salary of at least \$40,000, and a tax credit to employers hiring an apprentice.

The Chamber played an essential role in advocating for a fair allocation of the BP fine monies from the Deepwater Horizon Oil Spill of 2010. At the end of a special legislative session, a compromise on state spending of the BP fines included \$120 million for roads in Mobile and Baldwin counties, including U.S. Hwy. 98.

Helping guide the Chamber's legislative efforts are the Governmental Affairs and Energy committees, with input from regional economic development partners along with an annual member survey. The Chamber also has a contract lobbyist advocating for Mobile priorities in Montgomery.

Chamber Board Takes Action

While the Chamber is a non-political entity when it comes to candidates, the organization takes positions on issues impacting the business community. In October, the Chamber's board of directors voted to actively support

three statewide amendments – Amendment 8, relating to the state's right-to-work status; Amendment 11, clearing up uncertainties around manufacturing zones; and Amendment 14, ensuring the legality of previous local laws passed; as well as the Mobile County "Pay-As-You-Go" road program – all on the Nov. 8, 2016 ballot. All the measures passed.

Economic Impact

After more than two years of study and debate, the Mobile City Planning Commission passed a compromise amendment to the city's zoning code regulating the location and construction of certain above-ground oil storage tanks in industrial-zoned areas. The measure was later approved by the Mobile City Council.

Chamber leadership and members of the Chamber's energy committee participated in this important discussion to ensure all parties understood how energy products – and critical infrastructure such as these tanks – help drive Mobile's economy and continued economic development in the region.

Statewide View

The Chamber held an inaugural Governor's Forum, created to give the sitting governor the opportunity to talk to Mobile's business community about his/her agenda and the current legislative session.

Gov. Robert Bentley covered the Restore Act, prison reform, economic development and his perspective on Alabama's economy. More than 250 people attended.



The Chamber's 2016 Leaders Exchange took 69 Mobile business leaders to Greenville, S.C., to study the progressive mid-sized city.

Issues + Connections

A number of forums, receptions and lunch meetings offered Chamber members the opportunity to connect with city, state and federal officials.

The 2016 events included the annual Legislative Lunch, where the Chamber presented its annual legislative agenda; State of the City & County, showcasing the accomplishments of the City of Mobile and Mobile County; Forum Alabama, held twice in 2016, featuring Sen. Richard Shelby and Rep. Bradley Byrne; the political mixer Pork & Politics in the Park; an annual reception held in Montgomery to thank the Mobile and Baldwin legislative delegations for their work during the session and promoting Mobile's agenda; and the annual Champagne and Oysters reception, honoring newly-elected and re-elected officials in 2016. In addition, the Chamber hosted its annual Washington D.C. Fly-In to address federal issues.



On May 25, the Mobile Area Chamber hosted its 19th annual State of the City and County featuring remarks from (pictured from left to right) Chamber President and CEO Bill Sisson, City of Mobile Mayor Sandy Stimpson, Chamber Chairman and President and CEO of Infirmity Health Mark Nix and Mobile County Commission President Jerry Carl.

From Greenville to Mobile

The 29th annual Leaders Exchange took 69 Mobile business leaders to Greenville, S.C., in November to learn best practices of another mid-sized city. The Chamber-hosted, three-day event focused on urban development; training and research for advanced manufacturing; innovation and entrepreneurial centers; parks, trails and sports recreation as an economic engine; neighborhood revitalization through public-private partnerships; and diversity and inclusion business initiatives.

Bridge Update

As the narrative continues on how to get a bridge over Mobile Bay to relieve what has been identified as one of the primary bottlenecks along I-10, the focus moved to funding in 2016. It is the next hurdle in the region's quest for the I-10 Mobile River Bridge and Bayway widening project.

The project was among the topics discussed when members of the Alabama Legislature's Joint Transportation committee held their southwest region meeting in Mobile in February. The event included updates on area infrastructure and featured Alabama Department of Transportation Director John Cooper.

Spreading the Word

The Chamber and WKRG completed a television commercial aimed at building awareness for Chamber membership. In addition, Lamar Advertising continued to support the Chamber's general marketing message – Believe in Mobile. Belong to the Chamber.

Followers of the Chamber's social media channels continued to increase, despite changing formats and algorithms. The Chamber has nearly 6,000 Facebook likes, more than 7,500 followers on Twitter and approximately 1,900 members in the LinkedIn group. New initiatives in 2016 included video messaging through the Chamber's YouTube page and engaging users on Instagram.

Chamber Efforts Spur Recognition

Mobile garnered several accolades in 2016 as a result of Chamber efforts via media coverage and rankings.

The most in-depth coverage came from an eight-page story in the July issue of Smithsonian's *Air & Space* magazine that follows Mobile's pursuit of the Airbus U.S. Manufacturing facility from start to finish.

Just in time for the Farnborough Air Show, *Foreign Direct Investment (fDi)* magazine published its 2016 Aerospace Cities of the Future. In the

accompanying article, the magazine named Mobile as one of eight cities getting it right when it comes to top-quality education and training programs as well as logistical excellence. Chamber staff met with magazine editors while in London for the Farnborough Air Show.



Mobile's manufacturing growth continues to draw attention. New Geography, a website covering demographic, social and economic trends, ranked Mobile No. 4 on its 2016 list of Best Cities for Job Growth in the mid-sized cities category.

GoodCall.com released a report listing Mobile No. 37 out of 338 metro areas as one of the best places in the U.S. for women entrepreneurs. The news came on American Business Women's Day, Sept. 22.



A Viable Source for Business News

An increased effort was placed on the Chamber generating its own news stories and media in 2016. The Chamber continued to share business headlines through its monthly magazine, *The Business View*, circulation 22,100; and its electronic newsletter, *The Business View Weekly*, circulation approximately 9,600.

To get significant news out fast, the Chamber continued to use its blog, at www.mobilechamber.com, and cross-promoted posts electronically and through social media.

The largest following surrounded a series of blog stories based on the activities of business and community leaders from Mobile and Baldwin counties at the Farnborough Airshow. While there, staff touted the area's logistical and infrastructure assets and assisted local media in setting up live and taped interviews.



Making the Cash Register Ring

Just in time for Mother's Day and right before Christmas, the Chamber hosted a CashMOB at the Ivy Cottage in May and Big City Toys in December. Attendees enjoyed a reception and committed to spending \$20 at these local retailers.

Bon Voyage

The Chamber had its best year for leisure travel in 2016, offering trips to Costa Rica, Scotland and a cruise along the Rhine River. These excursions continue to provide members and their guests with opportunities to network while traveling socially, and are a source of non-dues revenue for the Chamber. A total of 149 passengers participated in all three trips.



Photo by Jeff Tesney

The Chamber held two CashMOBs in 2016 to promote shopping at local small businesses. The December event was at Big City Toys. Participants committed to spend \$20 at this festive event and enjoyed hors d'oeuvres and cocktails while shopping.

STRATEGIC GOAL

VALUE

PROVIDE VALUE,
SERVICES,
OPPORTUNITIES
AND RECOGNITION
FOR OUR
MEMBERS.



One of many seminars and workshops offered by the Chamber in 2016 was geared toward helping participating companies make the most of Business Expo.

We have a goal to consistently exceed member expectations and deliver member value. It's more than customer service. We strive to offer relevant professional development, frequent and consequential networking formats, and opportunities to help our members succeed and grow.

Business-to-Business

A free event led to at least one new client for one Chamber member who attended the contracting and supplier opportunity meeting with W.G. Yates and Sons Construction. It's just one example of how the Chamber helps small businesses grow and thrive.

Throughout the year, the Chamber offered professional development workshops and seminars, and supported the Small Business Executive Roundtable. Thirty-seven workshops and seminars drew more than 2,000 attendees throughout the year.

To coincide with its Small Business of the Year Awards luncheon in June, the Chamber presented its third annual Small Business and Innovation Conference featuring subject matter experts on financing, innovation and law.

Prior to the Chamber's Eagle Award luncheon, the Gulf Coast Business Diversity Conference included a panel of minority business owners who offered their personal experiences and advice on how to run a successful business.

In May, the Chamber's Growth Alliance Task Force led a series of free business training workshops at Bishop State Community College drawing more than 200 participants. Topics for the inaugural Entrepreneurs Boot Camp included finance, marketing and leadership.

Additional topics in 2016 included writing proposals for federal contracts, small business certifications, social media and email marketing.

Be Present. Be Seen.

The largest event coordinated by the Chamber is Business Expo, a vendor-rich trade show featuring more than 220 companies and organizations and 2,500-plus attendees. The annual event included 20 business resource partners.

In 2016, the Chamber worked to transform its second-largest event – its annual meeting – to make it more appealing to event-goers. The new format, scheduled for Feb. 9, 2017, features a new location and live music, in addition to the traditional transition between the 2016 and 2017 board chairs.

Additional networking events in 2016 included Business After Hours, Coffee with the Chamber, Networking@Noon, Membership 101, Member Appreciation Day, Women's Roundtable, Nonprofit Roundtable and the Chamber Classic annual golf tournament.

This past year, the Mobile Area Chamber and Eastern Shore Chamber teamed up with business sponsors and caterers to offer Regional Business After Hours. The event drew nearly 550 people.

Combined, there were more than 60 events and 5,200-plus attendees in 2016.



Nichelle Nix visited Mobile after being appointed as the first director of the Governor's Office of Minority Affairs. The office was created to advise on issues affecting minorities, including women, and focus on improving the overall quality of life of minorities, specifically in the areas of education, health, economics, political participation and empowerment, housing, employment, civil rights, criminal justice and race relations.



Chamber Chase volunteers help recruit new members and secure Chamber sponsorships and advertising contracts.

Chamber Chase

Mark Hieronymus of Hieronymus CPAs served as the 2016 Chamber Chase chairman, a total resource development campaign. Twenty-five teams comprised of 50 volunteers raised \$1.167 million, a 1 percent increase over goal, through member dues, sponsorships and advertising contracts during the 13-week effort.

Top sponsorship producers were Harris Oswalt, Mobile Gas; Terri Owler, Arkema; and Sharon Murrill, Alabama Power. Top producers of in-kind goods and services were Linda Faulkner, Evonik Industries; Elissa Tesney, Jeff Tesney Photography; and Ross Seifert, Hancock Bank.

The campaign's top sponsorship producing teams were Regions Bank, Arkema and Alabama Power, followed by the top producing teams of donated goods and services – Evonik Industries, Hancock Bank and Jeff Tesney Photography.

We're Here to Cheer

Chamber staff and volunteer ambassadors assisted 49 businesses with grand openings and ribbon cutting celebrations in 2016.

Going Global

A first-time event for Mobile was the annual Alabama Global Supply Chain & Logistics Summit. National experts and global business executives covered supply chain issues, company efficiency and economic competitiveness needed to succeed in international markets. More than 160 people attended the event.

For the third time, the Chamber hosted a series of workshops to help local companies earn the International Trade Training Certificate from the U.S. Department of Commerce.

Workshop topics included international business basics, international tax strategies, overseas business opportunities and financing with the U.S. Export-Import Bank.



Alabama's Secretary of Commerce Greg Canfield was in Mobile for the annual Global Supply Chain & Logistics Summit. It was the first time Mobile hosted the event. Canfield is pictured with Chamber President and CEO Bill Sisson.

Employee Focused

The Chamber helped plan and implement the South Alabama Region STEM (science, technology, engineering and math) Forum in April, connecting business and education professionals. More than 100 leaders from industry, education, after school programs, community and government attended the event, held in April.

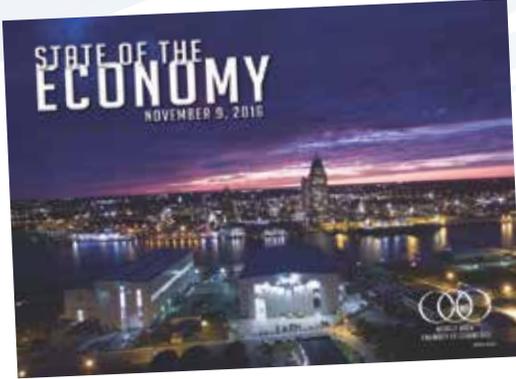
In 2016, the Chamber also hosted AIDT Leadership Skills Development Training courses to provide professional development on topics such as communication, conflict management, ethics and teamwork. More than 130 participants attended the six courses.



The Chamber assists members with ribbon cutting events like this one at Altitude Trampoline Park.

Taking a Deeper Look

After a successful inaugural event in 2015, the Chamber held its State of the Economy forum and luncheon in November. The industry forum highlighted the area's aerospace, chemical, real estate and shipbuilding sectors. The luncheon featured Chamber-member survey results, including anticipated growth at local companies, and



keynote speaker Adrienne Slack, regional executive at the New Orleans Branch, Federal Reserve Bank of Atlanta.

The Chamber produced an accompanying booklet highlighting a variety of

statistics, fast facts by industry and results from the economic survey. The publication can be found on the Chamber's website: www.mobilechamber.com/in-the-news/chamber-publications. More than 220 people attended.

Outside the Box

To learn more about the Chamber's brand, influence and impact, a research firm conducted several focus groups with members and non-members. Staff continues to implement findings in organizational messaging, event promotions and enhancing the annual plan of action.

Another Level of Membership

Representing the organization's largest dues-paying members – some by sheer employment numbers and others voluntarily – the board of advisors meets twice a year with the Chamber's governing board of directors. This group enjoys higher visibility, and is often called upon for input on Chamber programs. In 2016, there were 260 members.

Mentoring Entrepreneurs

Chamber staff helped more than 90 entrepreneurs and business professionals start, manage or expand their companies in 2016 through small business counseling, technical assistance and supporting efforts of the Economic Development Partnership of Alabama's Launchpad competition.

The Chamber Guarantee

A no-risk offer helped Chamber staff and volunteers recruit new members with a money-back guarantee if new members didn't find value. The deal's conditions included attending a Membership 101 orientation, reading *The Business View* and taking advantage of member discounts.

Welcome, New Leaders

Designed to acquaint new-to-Mobile senior-level executives and their spouses with the community, the Chamber offered its MobileConnect series twice in 2016.

For Those Who Serve(d)

In April, the Chamber's Military Affairs Committee hosted its annual Military Appreciation Lunch, recognizing ROTC and JROTC cadets from area schools with awards for exceptional service. In addition, VT MAE's Bill Hafner was honored for the company's employment of military-trained employees.

The Chamber continued its support of the Mobile Bay Veterans Day Commission. This year, the commission honored three Mobile-based U.S. Coast Guard units – Aviation Training Center, Sector Mobile and the Full Strike Teams – as joint 2016 Patriots of the Year and Lt. Col. (Ret.) Lou Lartigue as Veteran of the Year. More than 400 people attended.

Additional Veterans Day activities included a parade prior to the luncheon and a concert following the luncheon at the USS Alabama Battleship Park.



Among the honorees at the Chamber's Military Appreciation Lunch, were ROTC and JROTC cadets from area schools.

2016 AWARD WINNERS

The Chamber presented several awards to member companies to highlight their success and community impact. Award winners were featured in the Chamber's magazine, *The Business View*, the e-newsletter *The Business View Weekly*, and was cross promoted on the Chamber's blog and social media channels.

Manufacturer of the Year

BASF Corp.'s McIntosh facility was recognized with the Chamber's 2016 Manufacturer of the Year Award for maintaining its local employee base, increasing production and significantly investing in the site. The award was presented at a Partners for Growth investor event in October.

Innovator of the Year

Mobile-based Prism Systems was named the Chamber's 2016 Innovator of the Year. Earlier this year, Prism opened a new research and development lab, generating additional new hires. The award was presented at a Partners for Growth investor event in October.

Corporate Community Service Award

Willis Towers Watson's Mobile office was named the 2016 Corporate Community Service Award winner. This award recognizes companies for their service to the community and is jointly presented annually by the Chamber and the Junior League of Mobile. The award will be presented at the Chamber's annual meeting on Feb. 9, 2017.

Small Business of the Year

B&B Pet Stop was named the Chamber's Small Business of the Year for innovative marketing efforts by the family-owned business in the face of increasing Internet competitors. The award was presented at the Small Business Awards lunch in June.

The other finalists recognized were FusionPoint Media and Karen C. Simmons PC.

Small Businesses of the Month

These Chamber-member companies were featured in *The Business View*. The stories were then cross-promoted on the Chamber's blog and social media channels. Each company received its award at a Chamber board of directors meeting.

- Air-Specialty of South Alabama
- Altaworx
- Elegant Knight, Limo Party Bus
- e-worc Web & New Media
- Nichols Financial Services
- Noble Events
- Old Shell Road Small Animal Hospital
- Phoenix Restoration Services
- Professional Electrical Services
- Roberts Brothers
- Sam Winter & Co. Real Estate

Outstanding Entrepreneur

Also at the Small Business Awards luncheon, the Chamber honored Grace Pilot of Pilot Catastrophe Services, as Outstanding Entrepreneur. Since founding the company with her late husband Walter 33 years ago in their kitchen, the company's adjusters have worked every major disaster, including Hurricane Katrina. While the direct employee number is tied to the number of adjusters in the field and fluctuates, Pilot consistently employs hundreds locally and thousands nationwide.

Eagle Award Recipients

The Chamber honored two companies during its annual Eagle Awards luncheon in October. Nichols Financial Services and Perfecting That Cleaning Service were presented with Eagle Awards, recognizing the growth and success of minority-owned companies.

Minority Business Advocate

Muskogee Technology was the recipient of the Rev. Wesley A. James Minority Business Advocate award. The company's outreach, supplier diversity programs and community involvement, specifically geared to help minority-owned companies, were highlighted during the awards ceremony. The award was presented at the Chamber's Eagle Awards luncheon.

Ambassador of the Year

Torrian Davis with Army Aviation Center Federal Credit Union was named the 2016 Ambassador of the Year. The award was presented during the Chamber's November board of directors meeting.

Ambassadors are volunteers from member companies who assist the Chamber by visiting members and serving at various Chamber events.

Ambassadors of the Month

Recognized for their involvement, these Chamber volunteers were featured in *The Business View*.

- Trish Banker, retired
- Megan Murdock, Hilton Garden Inn - Mobile Downtown
- Peggy Folz, BriFolz Enterprises
- Dale Hall, Dale Hall Agency
- Debbie Hunter, The Retreat at Schillinger Apartments
- Lisa Kavanagh, Junior League of Mobile
- Dorothy May, The Gathering of Jewels
- Phillip Moore, AHI Properties
- Kristlyn Robinson, Sirius Technical Services
- Kasie Tanley, New Horizons Credit Union
- Mary Dean Wilbur
- Kathy Williams, JW Legacy Group

STRATEGIC GOAL

EXCELLENCE

OPERATE THE CHAMBER WITH EXCELLENCE, INNOVATION AND EFFICIENCY.

We believe our programs, economic development successes, advocacy efforts and high standards make us one of the nation's best Chambers of Commerce.

Five Stars

The Mobile Area Chamber remains five-star accredited, the highest designation given by the U.S. Chamber of Commerce. The ranking places us in the top 1 percent of the country's nearly 7,000 Chambers.



Fiscally Fit

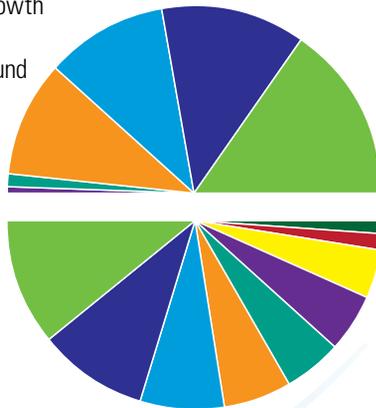
The Chamber remains strong financially with a positive bottom line. In addition to membership and board of advisor dues, the Chamber's revenue streams include performance contracts, grants, Partners for Growth pledges, advertising sales and Chamber Chase-recruited sponsorships and in-kind contributions.

In addition to the Chamber's finances, the staff manages the finances of the Industrial Development Authority of Mobile County, Industrial Development Board of the City of Mobile, Industrial Park Board of Mobile County and the Mobile Area Chamber of Commerce Foundation.

The Chamber's finances, as well as those of the four boards the organization manages, are audited annually to ensure adherence to accounting standards.

REVENUE

- 31% - Membership
- 25% - Events, Programs, Sponsorships and Donations
- 21% - Service Grants and Contracts
- 20% - Partners for Growth Economic Development Fund
- 2% - Publications
- 1% - Other



EXPENSES

- 22% - Economic Development
- 19% - Membership
- 14% - Administration
- 12% - Communications and Marketing
- 10% - Community and Governmental Affairs
- 10% - Finance and Operations
- 8% - Small Business Development*
- 3% - Workforce Development
- 2% - Advancing Southwest Alabama (Manufacturing Community)

* Includes Innovation PortAL

Leaders Among Us



Alston McGrath Soffronoff Wilson

LeMaris "L.A." Alston, the Chamber's IT manager, was named one of *Mobile Bay* magazine's "40 Under 40."

Emily McGrath, the Chamber's director of education and workforce development, graduated in 2016 from Leadership Mobile, a program of Mobile United.

Cesny Soffronoff, the Chamber's economic development coordinator of administrative services, graduated from Connect Mobile, a young leader development program of Mobile United.

Carolyn Wilson, the Chamber's communications and marketing assistant, graduated from Visit Mobile's inaugural community ambassador program.

2016 Membership

In 2016, more than 300 businesses joined the Chamber, and our membership renewals continue to be above industry average.

Giving Blood & Volunteer Hours

The Chamber staff continues to give outside the organization, serving on numerous boards and committees, participating in community events such as United Way's Day of Caring, hosting a LifeSouth blood drive and supply resource drive for Ronald McDonald House.



In April, 13 members of the Chamber staff participated in the United Way of Southwest Alabama's annual Day of Caring. The group spent the day at Penelope's Closet sorting donations within the store and staging the nonprofit retail shop. The Chamber has actively participated in Day of Caring since the program's inception.

BOARD LEADERSHIP

2016 EXECUTIVE COMMITTEE



Mark Nix
Infirmary Health
 Chairman of the Board



Britton Bonner
Adams & Reese LLP
 Vice Chair Economic Development



Col. Steven D. Carey, USAF (Ret.)
CertaPro Painters of Mobile and Baldwin Counties
 Vice Chair Military Affairs



Lynne Chronister
University of South Alabama
 Vice Chair Small Business Development



Elizabeth "Liz" Damson Freeman
Long's Human Resource Service
 Chair-Elect/Vice Chair Finance and Operations



Terry Harbin
Bancorp South
 Vice Chair Governmental Affairs



Mark Heironymus
Hieronymus CPAs LLC
 Vice Chair Membership/ Chamber Chase



Jennifer Jenkins
JJPR
 Vice Chair Communications and Marketing



Clarence Johnson Jr.
Bama Pest Control
 Vice Chair Minority Business Development



Frank Lott III
Heritage Homes
 Immediate Past Chair



William B. Sisson
Mobile Area Chamber of Commerce
 President & CEO



Jill Stork
Alabama Power
 Vice Chair Workforce Development



James F. Watkins
Maynard Cooper & Gale PC
 Legal Counsel

Also Serving on the 2016 Board of Directors are:

Damian Bell
Rock Bridge Wealth Management

Robert Bender
Springdale Travel

Robert Bryant
Leaf & Petal Florist and Gift Shop

Mark Bunting
WKRG-TV

Kevin Carey
Trustmark National Bank

Beverly Cooper
Christian Benevolent Funeral Home

W. Lance Covan
Mittentight Inc.

C.W. "Bill" Daniels Jr.
Burr & Forman LLP

Jason Gregory
Willis Towers Watson

Guy Helmsing
Hancock Bank

Charles Hyland
Mobile Area Water & Sewer System

Brad Israel
Elcan & Associates Inc.

Robin Luce
JubileeScape Inc.

Janice Malone
Business Resource Design and Print

Jenny McCall
Wesco Gas & Welding Supply Inc.

Latitia McCane
Bishop State Community College

Clint McFerrin
Cintas Corp.

Henry Morrisette
Hand Arendall LLC

Laurie Owen
University of South Alabama Mitchell Cancer Institute

Craig Perciavalle
Austal

W. Davis Pilot Jr.
Pilot Catastrophe Services Inc.

Stephen Potts
PMT Publishing

Jacquitta Powell-Green
Commonwealth National Bank

Chris Richards
AM/NS Calvert

Rhett Ross
Continental Motors Inc.

Mike Rogers
Rogers & Willard Inc.

Scott Rothermel
Performance Contractors

Vicki Studstill
Hargrove Engineers + Constructors

John P. Vallas Jr.
Vallas Realty

George Vann Jr.
BASF Corp.

Roger Wehner
Mobile Airport Authority

2016 BY THE NUMBERS

Economic Development

238

**New Jobs
RECRUITED**

\$58,163
**Average Salary
of Jobs Created**



157 **International Appointments**
Made to Help Alabama Companies
Expand into Foreign Sales

\$350.5 M
**Capital Investment
OF 2016 PROJECTS**

9
**New Projects/
Expansions**

Small Business Development

37 **Small Business-Focused
Workshops and Seminars**

Chamber Professional
Development
Seminars Attendees

2,159

128
EMPLOYEES
of Highlighted Small
Businesses of the Month

ENTREPRENEURS Receiving
Business Counseling and Advice **97**

Communications & Marketing



CIRCULATION
22,100

5,809
LIKES

7,659
FOLLOWERS



9,621
SUBSCRIBERS



105,810
Unique Website Hits

Community and Governmental Affairs

1,301
Legislative Bills
Monitored

**Political
Networking
Events** **10**

7,153 **Build the I-10 Bridge**
Facebook Followers

Finance & Administration



MOBILE AREA
CHAMBER OF COMMERCE

ESTABLISHED
1836



YEARS
ACCREDITED

50

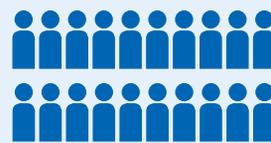


39
MOBILE AREA
CHAMBER EMPLOYEES

6 **BOARDS**
MANAGED
BY THE
CHAMBER

217
Outside Meetings Held
at the Chamber Building

Membership



1,970
Current Chamber
MEMBERS

110,000 People Employed by
Chamber Member Companies



49
**Ribbon Cuttings &
Grand Openings**
Held at Member
Companies

60 Membership
Networking
EVENTS

1,419
Individuals Serving
on Chamber Committees
and Task Forces

Membership Networking
Event Attendees

5,255



STRATEGIC PLAN

STRATEGIC GOAL JOBS

RETAIN, EXPAND AND RECRUIT BUSINESSES,
INVESTMENT AND JOBS IN THE MOBILE AREA.

VISION: By year-end 2018, the Mobile area will have steadily increased jobs, business and capital investments in our community. The Chamber will also lead business engagement in more efficient workforce development initiatives.

SUCCESS INDICATORS:

1. Median income growth for the combined statistical area.
2. Primary jobs gained.
3. Average salary of jobs increased.
4. Total capital invested.

STRATEGIC GOAL ADVOCACY

CREATE AN ENVIRONMENT THAT PROMOTES
BUSINESS AND COMMUNITY GROWTH.

VISION: By year-end 2018, Mobile will have a stronger, more diversified business climate. Chamber-led efforts will have secured a more business-friendly environment and needed infrastructure improvements, balancing sustainable growth and ongoing development. Chamber programs and events will have encouraged diversity and fostered community growth.

SUCCESS INDICATORS:

1. Legislative accomplishments.
2. Progress in realizing the I-10 Mobile River bridge.
3. Progress in economic recovery from the 2010 oil spill in the Gulf of Mexico.

STRATEGIC GOAL VALUE

PROVIDE VALUE, SERVICES, OPPORTUNITIES
AND RECOGNITION FOR MEMBERS.

VISION: By year-end 2018, the Chamber will be nationally recognized for consistently exceeding member expectations and delivering the value of membership.

SUCCESS INDICATORS:

1. Exceed 2,200 members and the national average in membership retention.
2. Board of Advisors engagement and growth.
3. Increased member satisfaction.
4. Increased usage of member rewards and benefits.

STRATEGIC GOAL EXCELLENCE

OPERATE THE CHAMBER WITH EXCELLENCE,
INNOVATION AND EFFICIENCY.

VISION: By year-end 2018, the Chamber will be recognized as one of the nation's best through accreditation by the U.S. Chamber of Commerce. The Chamber will be an effective, credible and vital organization known for its high standards, ethical behavior and responsive service.

SUCCESS INDICATORS:

1. Five-star accreditation by the U.S. Chamber of Commerce.
2. Certification by the Chamber of Commerce Association of Alabama.
3. Healthy Chamber finances.
4. Membership growth and retention.

2017 PLAN OF ACTION SUMMARY

Each year the Mobile Area Chamber staff writes its Plan of Action, including a list of tactics to achieve the goals of the Chamber's 2016-2018 strategic plan. Below are each department's goals for 2017.

Communications & Marketing

- Provide a constant, proactive and interactive communications program to Mobile Area Chamber members to encourage and maintain an interest in the Chamber and support of our efforts. *(Supports strategic goal - Value)*
- Improve the Mobile Area Chamber's image in the minds of the public and make them better aware of who we are and our mission. *(Supports strategic goal: Advocacy)*
- Promote the Chamber and the Mobile area via the Chamber's websites, electronic publications and social media outlets. *(Supports strategic goal: Advocacy)*
- Improve dialogue with media outlets and promote Chamber activities and issues more heavily in the local media. *(Supports strategic goal: Advocacy)*
- Assist the Economic Development department with implementing the national marketing campaign. *(Supports strategic goal: Advocacy)*

Community and Governmental Affairs

- Develop and obtain passage of the Mobile Area Chamber Community Legislative Agenda. *(Supports strategic goal: Advocacy)*
- Recognize and promote the importance of transportation infrastructure to continuing business growth. *(Supports strategic goal: Advocacy)*
- Promote a local, business-friendly political and legislative climate that encourages economic growth, is responsive to business needs and supportive of business success. *(Supports strategic goal: Advocacy)*
- Convene key groups and organizations to identify and work on vital community issues. *(Supports strategic goal: Advocacy)*
- Improve communication with the membership, elected officials and Chamber staff on key community issues. *(Supports strategic goal: Advocacy)*
- Implement the Leaders Exchange with a focus on workable solutions to regional and local issues. *(Supports strategic goal: Advocacy)*
- Encourage positive military and civilian relationships. *(Supports strategic goal: Advocacy)*

Economic Development

- Aggressively market the Mobile region for business locations and expansions based on community strengths, unique strategic advantages and governed by community quality of life objectives. Support the five-year Partners for Growth goal of creating an average of 800 new jobs per year. *(Supports strategic goals: Jobs and Advocacy)*
- Staff economic development services for the Washington County Economic Development Initiative (WCedi). *(Supports strategic goal: Jobs)*
- Provide staff support and expertise to the Industrial Development Board (IDB), the Industrial Development Authority (IDA) and the Industrial Park Board (IPB). *(Supports strategic goals: Jobs and Value)*
- Involve Chamber volunteer leadership, city and county elected leadership and local agency allies in current Plan of Action implementation, as well as long-term economic development planning and funding. *(Supports strategic goals: Jobs and Value)*
- Generate, collect, organize, provide and publish information to support economic development activities that service the needs of prospects, global consultants, existing industries and members. *(Supports strategic goal: Value)*
- Further develop the Mobile region as a center for international trade and transportation to enhance the foreign sales of area products and services. *(Supports strategic goals: Jobs and Advocacy)*
- Improve Mobile's ability to respond to workforce needs. *(Supports strategic goal: Jobs)*

Finance & Operations

- Provide and maintain financial control and related services. *(Supports strategic goal: Excellence)*
- Develop and maintain all records, forms and reports relating to human resource management. *(Supports strategic goal: Excellence)*
- Coordinate maintenance of the Chamber building, grounds, fixtures and equipment. *(Supports strategic goal: Excellence)*
- Enhance Chamber and Chamber Foundation operations through improvement of processes and procedures. *(Supports strategic goal: Excellence)*
- Continue to enhance the Chamber's information technology assets. *(Supports strategic goal: Excellence)*

2017 PLAN OF ACTION SUMMARY

Membership

- Exceed budgeted goals for dues and non-dues income to support Chamber operations. *(Supports strategic goal: Value)*
- Provide innovative programs and services that our members desire and value. *(Supports strategic goal: Value)*
- Ensure awesome customer service to improve member retention and development. *(Supports strategic goal: Value)*

Small Business Development

- Market and provide technical assistance to area small businesses to help stimulate their development and foster job creation. *(Supports strategic goals: Jobs and Value)*
- Provide business assistance to minority-owned businesses and encourage their participation in all Chamber activities. *(Supports strategic goals: Jobs and Value)*

- Coordinate task force activities of select programs, products and services benefiting small businesses. *(Supports strategic goal: Value)*
- Create a system to share local funding sources with interested businesses. *(Supports strategic goals: Jobs and Value)*
- Provide continuing education, training and business development opportunities for small businesses. *(Supports strategic goal: Value)*
- Serve as an advocate on issues of concern to the small business community. *(Supports strategic goal: Advocacy)*
- Facilitate assistance provided by other small business resources in the Mobile/Baldwin area. *(Supports strategic goals: Advocacy and Value)*

How to Reach Your Chamber Staff

Administration

Bill Sisson, President and CEO: 251-431-8610
Shelly Mattingly, Executive Assistant: 251-431-8655
Bob Chappelle, Chief Operating Officer: 251-431-8644
Katrina Dewrell, Executive Coordinator: 251-431-8611

Advancing Southwest Alabama

Laura O'Connor, IMCP Coordinator, 251-431-8647

Communications and Marketing

Leigh Perry-Herndon, Vice President: 251-431-8645
Ashley Horn, Director of Digital Media & Design:
251-431-8623
Susan Rak-Blanchard, Director of Communications
& Marketing: 251-431-8641
Marion Randall, Events Manager: 251-431-8640
René Eiland, Account Executive, Advertising:
251-431-8635
Carolyn Wilson, Administrative Assistant: 251-431-8606

Community and Governmental Affairs

Patty Howell, Director of Regional Affairs: 251-431-8601

Economic Development

Troy Wayman, Vice President: 251-431-8650
Cesny Soffronoff, Coordinator Administrative Services:
251-431-8636

Economic Development Divisions:

Business Development

David Rodgers, Senior Project Manager: 251-431-8657
Shelby Glover, Project Manager: 251-431-8616

Business Retention and Expansion

Steve Russell, Director: 251-431-8654
Emily Jerkins, Research Manager: 251-431-8602

Education and Workforce Development

Emily McGrath, Director: 251-431-8651

International Trade

Christina Stimpson, Director: 251-431-8648

Finance and Operations

Matt Hariel, Vice President: 251-431-8625
LeMaris Alston, IT Manager: 251-431-8626
Chani Johnson, Senior Finance Assistant: 251-431-8627
Donna Ikner, Finance Assistant: 251-461-8609
Jackie Davidson, Administrative Assistant: 251-431-8605
Grant Carrera, Security: 251-431-8658
Hope Bush-Collins, Custodian: 251-431-8634

Innovation PortAL

Hayley Van Antwerp, Executive Director: 251-431-8628
Joe Mareno, Manager, Finance & Operations:
251-431-8624

Membership

Carolyn Golson, Vice President: 251-431-8622
Dawn Rencher, Director: 251-431-8649
Jackie Livingston, Account Executive: 251-431-8642
Emily Hatcher, Account Executive: 251-431-8619
Alison Unger, Administrative Assistant: 251-431-8617
Odetta Stutts, Help Desk Receptionist: 251-433-6951

Small Business Development

Darrell Randle, Vice President: 251-431-8615
Danette Richards, Director: 251-431-8652
Brenda Rembert, Administrative Assistant: 251-431-8607