

The VOICE of Business

COMMUNITY COURIER

Business Walk with the Mayor

The Yorkton Chamber of Commerce invited Mayor Maloney and the Yorkton Business Improvement District (YBID) to join the Chamber President for a Business Walk with the Mayor in the downtown for 2 hours each morning the week of July 21 - 25. The purpose of the Walk was to meet with businesses in their respective locations and to discuss with them their business.

A route was mapped for each day, identifying Chamber members along the way.

Thirty five businesses were visited.

When the delegation visited a business, they asked the following questions:

- 1) What do you like MOST about doing business in Yorkton?
- 2) What can be done to help your business thrive?
- 3) Is there any information you require from the City, the Chamber or YBID?

Overall, the businesses felt the climate for doing business in the city was healthy. The City was encouraged to keep nurturing its growth momentum. Many businesses expressed an interest in when and how the infrastructure repairs along Broadway would be implemented. There was concern about the Development Levy and the Infrastructure fees and their impact on development in the city.



July 21 - 23 Mayor Maloney lead the Business Walk with the YBID as he and his entourage visited Chamber members in the downtown area. Mayor Maloney (far right) visits with Moira Waelchli of Florissima Flowers & Plants. Also pictured are Phil DeVos, YBID Executive Director; and Joel Martinuk, Vice President Yorkton Chamber of Commerce. On July 24 Councillor Randy Goulden took the Mayor's place and Deputy Mayor Larry Pearen stood in for him July 25. The Chamber thanks the Mayor and Councillors and YBID for participating in the Walk and for the warm reception from the businesses.

The Chamber, the City and YBID agreed this was a worthwhile venture and will likely undertake another Business Walk with the Mayor in the future.

Chamber Directors at Work

The summer has been busy for several Chamber Directors as it seems the work of the Chamber doesn't slow down much even for hot weather. Below is a list of the highlights:

- Chamber continues to advocate for changes to the Temporary Foreign Worker's Program (TFWP)
 - The new rules introduced by the Federal Government in June are already making it difficult for several businesses to maintain a full staff
- Executive met with a number of business owners to discuss opportunities and issues in the city
- Meeting with Greg Ottenbreit, MLA to discuss issues and opportunities in the city
- Business Walk with the Mayor
- Business Development Committee Meeting
- Meet with Minister Jeremy Harrison
- Events Committee meeting

Congratulations!

- Congratulations to **Dr. Ron Rogoza** on 40 years in practice!
- Congratulations to **Sharon Lindsay** for operating Merle Norman Cosmetics for 40 years!
- Congratulations to **Hancock Plumbing** for being in business for 55 years!
- Congratulation to **A Goode Upholstery** for being in business for 20 years!

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 Yorkton Chamber of Commerce

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City of Yorkton • Yorkton Exhibition • Source Embroidery • Parkland Engine • Big Brothers Big Sisters • LDM Foods • Richardson Oilseeds
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Trains and Emergency Vehicles

At a recent meeting of the Chamber's Business Development committee, the issue of trains blocking traffic and the consequences for emergency services was discussed. Fire Chief Trevor Morrissey was contacted and he sent the following reply:

"With regards to rail traffic, we as emergency services have no real say in how they are operated within our limits. This particular subject has always been one that we struggle with. When there is a train blocking traffic and we need to pass, we radio back to our dispatch center with our location. They in turn contact the rail company who can stop and separate the train at our intersection, or continue until the intersection is clear, both of these scenarios take a bit of time.

We had assumed the rail companies could only hold up traffic for a determined amount of time. We have learned through discussions with CP rail this is true to a certain extent. When a train is stopped it can only remain stopped for 10 minutes, after 10 minutes the train must continue again. The problem encountered is that the train only has to MOVE, this includes rolling either direction 2 feet and the 10 minutes starts over.

If there appears to be an extended stop for unknown reasons, we at Fire Protective Services notify Police and EMS. We then contact the rail company to split the train so we may stage an apparatus on the other side of the train. The problem in this instance is not only the train but the congestion of traffic that impedes our ability to respond."

The Business Development Committee thought it important for the business community to know



Yorkton Protective Services plans for ensuring emergency services are provided when trains block railway crossings.

how Yorkton's emergency services strive to provide service when a train is stopped, blocking traffic.

Railway Crossings - What Do You Think?

The Chamber is interested in your opinion regarding railway crossings. As train horns blare day and night, it's been suggested that drop down arms at the crossings may reduce the frequency of the horns. Please email your response to info@yorktonchamber.com

- 1) Do you think more drop down arms at railway crossings should be installed in Yorkton?
- 2) Name 2 crossings where you think drop down arms are most needed.

The Chamber will compile the responses and report on the survey in a future edition.

Upcoming Dates to Remember

September 9
P3 Summit, Regina - sponsored by Sask Chamber of Conference.

September 11
Chamber Business Lunch Life Member Induction at the Ramada

September 18
Chamber Business Lunch at the Legion. Guest Speaker is CO Brenda Butterworth Carr, RCMP F Division.

September 23 & 24
Saskatchewan Trade & Export Partnership (STEP) Trade Conference 2014, Saskatoon

For more information about the 2014 STEP Trade Conference, contact www.sasktrade.com

October 1
Yorkton Chamber Business Dinner with Guest Speaker Ashley David Chapman, VP Chapman's Ice Cream.

October 18
Nominations due for Sask Volunteer Medal.

November 1
Nominations due for both 2014 and 2015 Sask Order of Merit.

November 5 - 8
Harvest Showdown



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16TH ANNUAL CHAMBER BUSINESS DINNER

OCTOBER 1, 2014

St. Mary's Ukrainian Cultural Centre

Guest Speaker: Ashley David Chapman, Vice President Chapman's Ice Cream. *With a story both frank and funny, Ashley Chapman has a riveting tale of the past, present and future of Chapman's Ice Cream!*



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How Does Your Customer Service Rate?

During the Business Walk with the Mayor, a customer in one of the stores we visited followed our little group outside to tell us she was not happy with the Customer Service in Yorkton businesses. She was a tourist and had visited 4 stores that morning. She rated the customer Service in three of the stores as very poor. In one of those stores, two staff members offered to find the item for which she was looking. When they didn't return, she left. She saw them outside smoking. She was not amused. The service at the other two stores was not much better. Fortunately, the staff at the store where we met her had been very helpful.

On the flip side, another tourist I encountered one day this summer had nothing but praise for the staff he

had encountered in one of the stores he visited. He said, "That fellow went beyond the call of duty to help me!" He left the store a happy customer.

The service a customer receives leaves an impression. Whatever the level of service, the customer is likely to tell others about it. A happy customer is a repeat customer.

The Parkland College offers Customer Service training. Contact Darrell Landells (306-786-2760) to learn more.

Are you confident of your business's customer service rating?

Did you Know?

- You can purchase a Downtown Parking Pass for only \$50/year.



Minister Harrison

At the invitation of the Hon. Jeremy Harrison, Don Rae, President; Joel Martinuk, Vice President; and Juanita Polegi, Executive Director met with the Minister in his Regina office to discuss the recent changes introduced by the Federal Government to the Temporary Foreign Workers Program and its impact

on businesses in the service sector. Mr. Harrison listened attentively to the comments from the delegation and indicated that his Ministry is working with his federal counterparts to find a resolution that will benefit Saskatchewan businesses.

Order of Merit Nominations Due

Nominations are now being accepted for Saskatchewan's highest honour, the Order of Merit. The deadline for submitting both 2014 AND 2015 nominations is November 1, 2014. The fields of endeavour recognized by this Order include: arts, agriculture, business and industry, community leadership, occupations or

professions, public service, research, sport and recreation, along with community service.

Information about the Saskatchewan Order of Merit and nomination forms can be found www.ops.gov.sk.ca/som or contact the Protocol Office at 877-427-5505.

