

Transcript of Economic Recovery Task Force Meeting via Zoom, February 11th, 2021

Participants on Zoom Call:

Jim Siplon
John Wheatley
Mark Behan
Matt Simpson
Kathy Muncil
Chandler Atkins
Jeff Flagg
Andrea Hogan
Joanne Conley
Liza Oschendorf
Amy Collins
Laura Kohls
Mike Wild
Rachel Seeber
Wayne LeMothe
Don Lehman
Linda Oldenburg
Jacob Miller
James Griffith
Rebecca Wood

Jim ([00:00:15](#)):

Morning Mike.

Mike ([00:00:26](#)):

Good morning.

Jim ([00:00:30](#)):

And [Eliza 00:00:31]

Liza ([00:00:35](#)):

Morning.

Jim ([00:00:35](#)):

Morning Chris. I see Laura has joined us. Good morning Laura. Well, at this point my screen is full so I think we can get started.

John ([00:00:48](#)):

We got just about everybody up here.

Jim ([00:00:51](#)):

And I got a bigger monitor so I can see more people.

John ([00:01:00](#)):

Scrolling down here. Yeah, I got everybody.

Jim ([00:01:05](#)):

Well, we'll go ahead and get started. Good morning, everybody. Thanks for coming again together this week, I wanted to make sure we didn't get an opportunity to properly recognize Rebecca Wood from the Great Escape who's joined us, she's actually here this morning. Good morning Rebecca. I saw Rebecca-

Rebecca Wood ([00:01:27](#)):

How's everybody?

Jim ([00:01:31](#)):

I saw her in the hallway a couple of weeks ago and dragged her in, so we're glad to have her.

Rebecca Wood ([00:01:38](#)):

Happy to be here.

Jim ([00:01:42](#)):

I don't think anyone else is new, I think everybody else has been on with us for a while. But we're always welcoming to anybody that you think would benefit from not only being on this, but who could bring something to bear on the effort. So feel free to continue to expand our community here. Quickly, I wanted to highlight a couple of things that we... I don't know that they're necessarily new, but I wanted to make sure that everybody knew where they could get information about them. I spoke with Jeff Flagg yesterday who has a conflict this morning, but Amy is here representing the city and wanted to make sure that people know that for Glens Falls specific businesses there are two programs that they've put in place.

Jim ([00:02:31](#)):

They have a revolving loan fund that's been a part of their LDC, and they've also initiated some funds associated with the DRIF or under the acronym of DRIF. All the information is available not only from the city but we've posted it on our website, and I think what we're trying to do is make sure that our website and probably Mike's too on the Chamber's website have the most current version of every program that we're aware of. And I think any of us would be quite happy to help someone navigate any business or individual that needs help figuring out which one makes most sense for them and what they would do next, is certainly welcome to call our office.

Jim ([00:03:16](#)):

Linda [inaudible 00:03:17] these calls most days, and if it's not something we can help them with but is more appropriate to say the planning board that Beth leads or a specific program somewhere else, then we bring them to them and we continue to be happy to do that. And the important thing to know about the city's programs... Amy maybe... I don't want to make sure I'm not speaking for you guys, but when I talk to Jeff, Jeff is fairly new and so it may be that he's learning along with the applicant about how this all works. And so if anyone is having any trouble either getting answers or being able to understand how these programs work, I want to make sure that people feel comfortable contacting our office and will

act as an emissary and an ambassador trying to help them through it. Do we know of any applicants that have already showed up Amy?

Amy ([00:04:19](#)):

Not for the DRIVE program, the application is due on the 12th of March but there's a lot that's entailed with it as well. We've had so many increase upwards to 20 organizations, different ideas. Some are not eligible for the DRIF program but then again we're connecting them to the programs that they would be eligible for. So it is an information driven process and a lot of people see something in the paper and they call up, and the wheels start turning and information exchanges. So, Jim I really appreciate, I think the city... this connectivity and cohesion of information is really critical, so thank you for your work so far.

Jim ([00:05:16](#)):

So, Beth at the Lake George-Lake Champlain Planning Board has a working capital loan, which in many ways mirrors some of the facets of what the city is doing. So if there's a business or an organization that isn't in the city, but would have wanted to look at one of these programs I think that's another avenue. And then anybody who becomes aware of any organization that is frustrated because they don't qualify, maybe they're outside the city limits or they don't meet a particular criteria of best program, I still would like to know about that because we're trying to advocate for programs that would fill the gaps both locally and at a state level.

Jim ([00:05:59](#)):

Amongst the most current effort we have going is with the county's LDC and looking to see whether or not they could expand any of their programs to meet gaps that are not being met by any of the other programs, it's so helpful if any of you are aware of businesses or organizations that are frustrated if we can get any of the specifics about that, to see if there's anything more we can do.

Amy ([00:06:26](#)):

Jim, we've had lots of professional assistance offered as well, and the latest was from the SUNY Albany, the Small Business Development Center, and Craig Shannice is he used to work for ARCC, he now is involved with that program and he saw the Mark [Mohan 00:06:49] piece, and he's actually going to be vetting potential projects through the Small Business Development Center. So, those connections as well as SUNY Adirondack and... those are going to be extremely helpful as well.

Jim ([00:07:08](#)):

One area that we're particularly... Thank you Amy. One area that we're spending a lot of time trying to monitor is... I think we can all imagine that we're coming on the backside hopefully of the COVID response and into what I would consider to be the... more of the recovery phase than the active COVID phase, at least planning for it. And the cash flow planning for businesses particularly seasonal businesses to make sure that they can make it through another season, particularly if it's in any way mitigated is an important consideration. It may be that they're just missing a month or two worth of income in order to be able to make it through all of this, and those are the things that we're critically trying to grab on to and identify as early as we can.

Jim ([00:07:57](#)):

So that whether it's from traditional lending sources or any of the programs that we have or modifying any of the programs that are out there, that we don't allow any business that has made it all the way to this point to just die at the finish line. And I know many of you are aware of those kind of cases, but we're here to advocate for them and to do everything we can to support them through this. With that in mind I also wanted to highlight the fact that later today there is a forum that we're participating in with CEG, which is the Capital Region's Economic Analytics Group if you will. I mean they used to be independent, they're now a part of the larger Capital Area Chamber of Commerce, but their mission remains very similar which is to provide deep analytics on economic development in our area that can be useful in a number of ways. And one of the things that they're developing this forum around is an emerging need for mobility data.

Jim ([00:09:02](#)):

So hopefully we will have some more information about a regional approach to the data that maybe would be helpful to us, not only from a tourism standpoint or even a professional relocation standpoint, but just understanding more that that data set could provide to us in terms of who is here? How long are they here for? And I'm hopeful that some of that data will feed into our forums in ways that we've never had before.

Jim ([00:09:34](#)):

Joanne's also shared some of the opportunities that they have with being able to monitor certain aspects of cell phone data as part of their data gathering, and so the combination of the two could be really powerful for us as we come into this coming year. In addition, CEG is always open to looking at other indicators. And so we're going to do some brainstorming today on things beyond the things we've already identified that could potentially be valuable, and so if any of you have any ideas have they're certainly welcome.

Jim ([00:10:04](#)):

Now, if you'd like to share them with me, share them with our office afterwards that's always available, and then as we go through this process at any given time if you say, "Oh, I sure wish I knew X," This would really be helpful for us to figure out whether this is a problem or not, or whether or not we're making progress or not. Share that with us. Go ahead, Laura. I think you're muted Laura.

Laura ([00:10:33](#)):

Okay, sorry. Last week you had asked if any of the restaurants had been able to obtain the funding through the grant, you specifically mentioned Tyler was ready to push the enter button. I reached out to about 20 of the restaurants that I have a group with, none of them received the funding and Tyler specifically said he did not.

Jim ([00:10:54](#)):

Yeah. I was a little worried about that program right from the inception, and I don't think this will surprise you Matt but the state based programs are kind of oftentimes oriented from the city out. And oftentimes it feels like the money was spent before it was even communicated. We tried to manage the expectations of the communities that we engaged with, and we tried to engage with them literally as quickly as we could.

Jim ([00:11:22](#)):

I know that John and others in our office contacted as many restaurants as we could in the first 24 hours that the program was available, and yet it didn't matter. Matt, I think this is something we need to bring back to the state. That's actually worse than if we hadn't said we had a program at all, I feel like. It's going to generate a fair amount of cynicism about other things that we're maybe are better funded, and we got to figure out a better way there. And I certainly don't hold any particular individual accountable here. I think this is a problem that is getting worse not better.

Jim ([00:12:01](#)):

Mike, I don't... Mike Biddle I don't know if you have more to share on that, you've been through this for a year or two?

Matt ([00:12:08](#)):

Well, I think there's a lot more priorities at the state level than our... unfortunately than our restaurants, and especially through the state budget right now. So I know in the state budget they're trying to put through a \$50 million restaurant and tourism help fund which is not much money at all. I mean... and it's based off of if you had to layoff some employees and then you bring those employees back, you get \$5,000 tax credit for each employee you bring back. Now there's a couple problems with it, \$50 million say that there's three employees that you've laid off and you brought back, that's only 3300 restaurants or tourism destinations.

Matt ([00:12:53](#)):

We know that there's 1000s and 1000s more, it's probably just 3300 in Westchester County that would qualify. Part Two on that Matt [inaudible 00:13:02] and I spoke about it yesterday, part two is that tax credit won't take into effect until the end of this tax year when you file taxes in 2022. So you're actually not getting any benefit immediately, and then three it doesn't help those that have put into their life savings and kept employees on and our owners have gone through their savings and kept employees on, it doesn't help them at all to... I don't want to say become whole, but to reward them for keeping people on through this pandemic.

Matt ([00:13:37](#)):

So we've got it... we need more help there but Jim you're spot on, I don't want it to hurt other good programs that are going on. Jim as you and I have talked there are a lot of good things going on at the state level too, these in particular just don't seem to be meshing well.

Jim ([00:14:00](#)):

I just want to make sure we're communicating clearly Matt, this is not a [wine 00:14:05] It's just that the constituency that we serve it has become cynical about anything in the... what I would consider to be the tourism and hospitality restaurant sector, and that's just something we have to address. And if we're going to approach any other programs I think we need to temper expectations and also figure out if that we can in some way ensure that there is some kind of representation in terms of how those funds are dispersed. Sorry, [crosstalk 00:14:34] Go ahead Mike.

Mike ([00:14:46](#)):

Well, I was just going to offer up that it's rather astounding in the early going here how little activity there seems to be in regards to the state budget, and allocating resources to help small businesses

comparative to some of the other asks for the... that are taking place right now. I see them all come across my desk from other... so many members from throughout the state and by and large it is very concentrated downstate, and I can't say that I see much that are coming for small businesses. And it's something that we're working on, we need to work on as a conference. I think the North Country representatives are actually, working in a bipartisan fashion to try to get that message across that we need a little bit more help, and for that I think it's been a great experience working with colleagues of North, Billy Jones and Kerry [inaudible 00:15:51] they're great on the other side of the aisle. So as far as the North Country goes, I think there isn't party politics being played on that.

Mike ([00:15:58](#)):

So I think that's a step in the right direction but we still... we need to... this state in general needs to do a lot more than \$50 million, and as Mike Biddle alluded to and really it's not helping, let's be honest. So I think this is just hearing that... what you guys are talking about, I think that helps because anytime we can get the information, then we can get that message out. So anything that you... any experiences whether it's individual experiences or more broad strokes please don't be shy about reaching out to the office.

Jim ([00:16:41](#)):

Well we will and I think as you are trying to gather that information to bring more of the real experience to bear there, I think we have plenty of context that we can provide, happy to provide the classic letters but I think some of the stories in first person from some of the people that are in the community may be the most powerful. And if all we did was to just capture some of that and bring it in a fairly unfiltered way to the process, I think it would be... it would certainly be a more clear picture of what it feels like to be on the ground for some of these businesses.

Jim ([00:17:15](#)):

I think even if we don't get success, the idea that we're trying to bring their voice to the process I think is still valuable and worth the effort. So we're here to try to help not only with your office but with Congresswoman Stefanik offices as well on that and others. And I know you guys understand this so it's really a matter of speaking through you to the larger process.

Jim ([00:17:43](#)):

One other thing I wanted to mention on data is we're meeting with the regional realty organizations to see if they're better more... maybe more specific measures of micro housing activity. Oftentimes housing activity is looked at annually and sometimes quarterly, we're seeing enormous swings sometimes monthly in terms of sales, in terms of movement of median price, in terms of the amount of time that a piece of property stays on the market before it closes.

Jim ([00:18:21](#)):

We're trying to explore all of the different ways of getting a sense of not only how big this demand is, but how sustainable this demand is and where this demand is. And I think that will also be helpful to us as we're looking for instance... if there are pockets where this is not occurring in Warren County and in the larger region, and that correlates with things like a lack of broadband, it becomes even more powerful for us to be able to describe the economic impact that will be associated with creating that kind of activity, because these are the ways that the economy is recovering right now.

Jim ([00:19:03](#)):

It's primarily through movement of people and small business away from metro areas to places like this. And so we've got to ensure that the [inaudible 00:19:12] great of surface area of our county and of our region as possible is accessible to that. So if any of you have thoughts on some of that data, that would be helpful. Chandler and others are working on helping us translate that into true economic impact, but we're also looking for just some of the core measures we haven't typically looked at before on [inaudible 00:19:38]

Jim ([00:19:38](#)):

All right, I think... John, is there anything else from our our side that we need to share with anybody before we go through everyone else's?

John ([00:19:46](#)):

No, I think we went through the broadband update it's pretty much similar to last week, so I don't want to rehash things but we're approaching 1000 responses which I think is really remarkable in three weeks. So we have all the way to March 31st, this is the broadband assessment survey that we're working on, which is definitely addressing the next steps that we need to take for getting the... more remote parts of the county hooked up-

Jim ([00:20:15](#)):

Two movements there that we should share with everybody. Some of this may tie into some of what we shared last week but we're not only going to finish the survey work, but we're going to advance the aggregation of the data on at least a countywide basis. That's the next phase of the work that will initiate here, that resolution will go before our board in the next week, and that activity will commence right away in terms of starting to turn this data into something we can all use. And then the second piece is that I've talked to Beth with the planning board, and we're going to team together with them on a RFP to build an organization or a process that would allow us to advocate on a regional basis to put our data together with other counties and municipalities data, to provide for a regional approach to resources and solutions.

Jim ([00:21:10](#)):

And so both of those things will be in motion in the coming weeks. A major effort that John and i have been through is to engage the healthcare community. We're deep with Adirondack Institute of Health and also heads Hudson Headwaters, and in Glens Falls hospital around their tele-health initiatives to make sure that we understand how well those are functioning and when broadband has an impact. How does it manifest and what are the solutions that could potentially help there. But one very powerful figure that we've gotten is that it remains that one out of three telehealth sessions in the greater Adirondack region is not able to be supported on anything other than a voice only connection. And that means that there's significant health impact to one out of three attempts to try to monitor or gain access to healthcare for people who are already remotely dislocated from their care.

Jim ([00:22:14](#)):

I think this may be the more promising avenue for us to be able to get some urgent relief simply because this is truly life or death. And we're trying to get better data around that but the data that we have so

far is pretty compelling. All right, let's see where everybody else is. Kathy you're the first person that shows up on my screen. How are you this morning?

Kathy ([00:22:38](#)):

Very good thank you Jim, nice to see everyone. I wanted to note that in January we did a survey and I know for the hospitality group [inaudible 00:22:47] all the information but as our independent hotel did a survey of our guests in January and something interesting jumped out. That being that the age was lower, it was more than 25 to 40 than it was the 55 range. So it's just a difference that's happened, that compared to prior years the same time and we look forward to the hospitality community... the group being able to set up this data collection just as you're noting, relative to what's happening with the actual guests, not just the people that are interested that come through Warren county and the chamber.

Kathy ([00:23:26](#)):

At the winter Fest we've had a lot of activity. Of course, we organize that because we saw such significant cancellations at the point that Carnival was canceled. I will reiterate it's a one year deal and I did reach out to a couple of the carnival people this week to make sure we're on the same team and it's looking good which is helpful. I'd say the last thing is we... just for us specifically this past week we normally would have had our "Ice bar." And we did not do that this year out of an abundance of caution and concern starting with safety, because we have somewhat of an open property [inaudible 00:24:07] lock the door at the gate and we can't do that because we don't have a fence, so we didn't do it. But I'll tell you that we did a third of the business we did last year which is not... again not good for the whole community.

Kathy ([00:24:19](#)):

So just show you how events and activities that nature, even with winter fest which really highlights all the existing businesses and adds a little flair of hot chocolate and horse rides and this week fireworks, very quick fireworks. People need to see that stuff. They know that the outside stuff is here and certainly that brings them here, but the answer to the question of why they came because we asked that was to get out of the city, to get out of the difficulties in their own area. Any questions? I'm open to that.

Jim ([00:24:51](#)):

I've had lots of creative suggestions on how to keep people from congregating which I might share with you offline, since some of them are completely inappropriate but they range from Nerf guns to stink bombs to lots of other weird stuff. But I think people have definitely gotten a word that this is something that we have to work on together in order to try to keep these things going, which I view as positive.

Jim ([00:25:14](#)):

One other thing I wanted to mention to you Kathy is, we've had some follow up with both Ryan and just others around the whole idea about connecting the vaccination site with the potential effort to increase the workforce around tourism, and also around the potential for that to be utilized more aggressively for tourists and that part is going to happen organically if the supply exists. That will be a mass vaccination site and for anybody that's eligible in the state of New York to be able to go there and so it's simply a matter where the supply exists.

Jim ([00:25:51](#)):

However, there is great concern, and it's appropriate from the Department of Health and others, that we remember that the vaccination is not approved for those under 16. And so to the extent that anybody you engage workers that are not 16, we wouldn't be able to push them through any kind of first level vaccination program and I promise to share that with everyone. So that you know that that word was there that is not a county edict, that's just the science of it all.

Kathy ([00:26:24](#)):

May I head to other points quickly Jim? One is... after this meeting, there are a number of us that are going to go onto the I call it operation hire to get the high schools in the county engaged and we've had some great response from Frank Caicos, and Lynn Rudnick, who actually couldn't be on the call today. So we'll continue that in an attempt to get everybody hired and have other bodies and the hotels and all businesses have agreed to be flexible and those schedules, and we understand that J one is still in process. We are actually offering the typical year, if there's any such thing, J one's, but they... to bring attention to what you said, they're the ones that we probably have to figure out if they can come into this country relative to vaccinations because the two week quarantine basically kills any kind of relationship with them.

Jim ([00:27:16](#)):

Yeah, I spoke to Ryan about that aspect as well and how the record tracking could be utilized on J ones. And also what happens if J ones enter the program, and they don't have a state identifier record. And there's a lot of... I wouldn't call it confusion, I don't know that that part has actually even been thought through yet in terms of what would a J one place be in the hierarchy of vaccinations? And it wasn't even clear that people knew whether or not they would be required to be vaccinated before they came. Do you have any insight to that Mike? Is that come up in any of the discussions you've had around the J one advocacy?

Mike ([00:28:00](#)):

Yeah, I spoke with Senator Schumer's office day before yesterday and their immigration specialist. And it's great that we're all looking at it this way because I am confident that the J one program will be active at the latest April 1, I'm hoping we get some good news earlier. But the bigger concern is the CDC guidance. I want that now for our team... for our region. So then, Kathy, and Rebecca and Laura, and everybody can plan for the summer for exactly what Kathy and Jim, you were saying, what are we hitting them with? The other big one to the that I brought up was I'm not convinced that the vaccines abroad are as effective as the vaccines here in the United States. So those were things that kind of raised some eyebrows in DC and Senator Gillibrand's office also responded yesterday, in kind that they know how important this is.

Mike ([00:28:55](#)):

So I think we've got the right people working on this and I think the right things are being brought up. But if anybody has any more concerns, please raise some here or send me an email to make sure we're covering all the things that we need to be asking.

Jim ([00:29:10](#)):

I think the only thing that... it's probably not new is just a different aspect of the same thing you're chasing, which is... Ryan said that this has not yet made it into the dialogue around the vaccination sites. That this is not part of just the problem solving that they're looking at and so I want to make sure somewhere on the state level, they're imagining how are they going to keep the records? And what would they do with a J one that enters into the vaccination program to make sure that at least from a process standpoint, that's being thought through, not just a policy standpoint.

Mike ([00:29:43](#)):

That's exactly why we're hitting it now. I don't think this on the state level is on anybody's radar right now, with the budget going through and the shortage of vaccinations and so on. So Jim, you're totally right. I didn't want to wait till April or May to start this discussion. I'd rather be a pain in the butt now and get something going so when it does open up in more in the conversation. And quite frankly, it's going to be dependent on... this conversation will accelerate once we get more Americans vaccinated and get more vaccines out there. So two steps, I think J one we're going to be up and running, April 1. Number two, I think the vaccine portion, Jim, that you're talking about, will have more of a focus in April and May by CDC and then hopefully our state.

Jim ([00:30:32](#)):

Andrea it looks like you had your hand up.

Andrea Hogan ([00:30:34](#)):

It just have what I have a quick question. I understand how we've always relied on the J ones, are we... Has anybody explored the opportunities? Are there employable populations, seasonally employable populations elsewhere in the state or in the country that we wouldn't have to be having these complex machinations go on to get-

Jim ([00:31:08](#)):

Well, I don't want to speak for the industry but I know that there was a flurry of activity to try to figure out how we could supplement last year with the loss of the J ones. And I don't think there was what I would consider to be suitable and volume-based solutions available. Maybe Rebecca, Kathy, some of you from the industry may want to weigh in. Eliza, I see your hand up.

Liza ([00:31:30](#)):

Yeah, I appreciate the question from supervisor Hogan. It's definitely something I've looked into. However, I feel like this issue should be addressed from all sides. So I'm happy to talk more about the press release that went out today about the push training program because I can pull people from Saratoga and Washington County for this program as well, because I'm not spending any funds on a Warren County resident and the metrics online learning platform is for our Tri-County workforce area anyways. So I'm excited about that, because it's pulling other workers in, but it's still only benefiting Warren County businesses.

Liza ([00:32:10](#)):

But the other value that the J ones bring to our community is that there's so much of a sense of community and in our businesses have built relationships, long term relationships with some of these

international workers but also for people who don't get out of our county, we're bringing culture to them. And I don't feel like there's a one size fits all cookie cutter kind of answer for this.

Liza ([00:32:35](#)):

I feel we just have to continue to be creative and address the workforce challenges from all sides utilizing local and regional and international workers.

Jim ([00:32:45](#)):

Look like Rebecca, you have something you wanted to share.

Rebecca Wood ([00:32:49](#)):

Oh, I think that she absolutely covered it. I think there's so many positives and there's also challenges to every side, right? For us, I think the J one program... ideally, we have four years hope to find big pockets of employees here at stateside that could work for us. The challenge is that these are 18 plus students that come to visit us for the summer.

Rebecca Wood ([00:33:11](#)):

There're 40 plus hours and for us to replace that here locally, you're looking at four times as many people to backfill that. So I do think... and then Jim and I had a great conversation last week. I do think there's opportunity for us to even head down into the Albany area, to that workforce development.

Rebecca Wood ([00:33:30](#)):

I think our area has so much potential to... especially if a J one program weren't able to come to Fruition, we have housing here, [inaudible 00:33:38] transportation is always an issue. So I think that we need to have a level of plan be ready for if J ones are not what we're looking for this year because I think everybody is. If you were to ask if we're too dependent on them, Man, I wish we could step away for a number of reasons.

Rebecca Wood ([00:33:55](#)):

But I also support what was just said that the culture and the camaraderie and just the... our local team members appreciate having the opportunity and the friendships that they make with these students from abroad. So there're positives and negatives to both.

Rebecca Wood ([00:34:10](#)):

I wish so much that we could come together and I think that this group can come together to figure out what a plan B could be, and really what we could do for our future. But in the meantime it's... those are students that come with a lot of availability, and a lot of heart and a lot of pride and they do some great work. So we're... unfortunately it is the name of the game. Kathy.

Kathy ([00:34:34](#)):

One quick comment is also they also rent from owners Mom & Pops that have fallen out of the hotel industry for various reasons. And let me tell you, these are older people or they are locals and they really missed that rent last year. It's anywhere from 100 to 150 a week, and you have 1000 that's a lot of money that came out of their pockets when they can ill afford in this environment.

Rebbeca Wood ([00:35:06](#)):

I think in a perfect world, it's we lessen our need to have them but we find a second avenue of stateside team members as well, I think there's a nice mix that's we could find and COVID might force us to do that.

Jim ([00:35:20](#)):

Yeah, and I think that just since many people have come into this process at different times it can be easy to forget some of the work that's already gone on. But there's a commitment to a key subgroup of this effort focused on a generational shift away from itinerant resources to building the workforce that is needed here. And that's a combination of engaging youth and also changing the nature of the tourism economy from one of primarily being seasonal to being year round.

Jim ([00:35:51](#)):

But I think everyone that's been involved in this effort understands that that's a multiyear long term effort that's going to require interim tactics as well as long term strategy and so we're bouncing back and forth between the two. Eliza is talking about some of both but important for us to recognize that this dialogue that we're having is fundamental to the economic vitality of an ongoing success of this region. And so I feel like we got all the right people here and we just got to keep our eyes on both the near term and the long term, and invest equally in both.

Jim ([00:36:27](#)):

Just what I hear the community continuing to say, so thank you. I don't want to leave this topic right away. If there's more to be said, and I'm not sure if there's anyone else that had some... Gina, did you have your hand up? Oh, okay. Maybe you were just brushing your hair back. Anyone else on this or any of the topics that we've already covered? Otherwise, I'll go back to running around the gamut here. Go ahead Eliza.

Lliza ([00:36:58](#)):

Jim, I just wanted to add that Kathy and I and others are also continuing the conversation with local school leaders, and around engaging our youth in the workforce, as well as around the transportation challenges. So those are two big issues that impact our workforce and childcare and we're continuing to work on all those efforts as well.

Jim ([00:37:17](#)):

Yeah, I had a great conversation with Scott at your suggestion this week talking to him about how we could help him long term plan for these things not on a year by year basis, but on a kind of a multiyear basis. So more to come there.

Liza ([00:37:33](#)):

Thank you.

Jim ([00:37:34](#)):

Kris, I was remiss two weeks ago and then I didn't even give you an opportunity to speak. So I feel like I should give you double time.

Kris ([00:37:42](#)):

Oh, well. Okay, everyone sit back. I got a lot to say, two weeks worth. Well, good morning everyone and thank you Jim. I will be brief but I just want to follow up on this conversation about workers and the other thing to think about, and in a normal year, SUNY Adirondack would have anywhere from 100, 150 students that come up to us from New York City to go to college. And that's a population that you may want to think about in terms of recruiting into staying and working in the summer.

Kris ([00:38:15](#)):

I think there would be interest if they knew that it was a solid path and now with this online program that you're standing up Eliza, I think if we were really intentional and smart about how to get those students even in that online program to prepare for the summer, I think there's potential there. And we do have students right now just it's a smaller number than normal, who are here from the city. And so that's a whole nother population to think about and we'd be happy to partner and coordinate on that. Just a couple things that our culinary center is reopening for business on February 23, so I invite you to participate in our weekly dining services. We managed to keep it open all fall and we anticipate doing the same in the spring.

Lris ([00:39:04](#)):

We are doing weekly testing on our students and our employees so we're very focused on maintaining health and safety and so far, so good. The spring semester kicked off on February 1 and like I said we're doing weekly testing and so far our on campus testing, we've been around 600 people a week and we've had no cases revealed in our on campus testing. So kudos to our faculty and staff that are doing... and students are doing everything they can to maintain the health and safety so we can continue our education. We are fall planning, we're already in the process of putting our schedule together for fall. And at this point, we are... Plan A is to reopen as much in person instruction as possible. We're being hopeful and that's our plan.

Kris ([00:39:54](#)):

We also will have a plan B but it circles back a little bit this time about vaccinations, and I know everyone knows this but this is a real problem. Our faculty were eligible at [1B 00:40:08] and it's becoming the Hunger Games to try to get people in. And I've talked to Jenelle I know she's doing everything she can, but part of the reopening strategy is going to be to get our people vaccinated.

Kris ([00:40:23](#)):

So we're focused on it, we're working as best we can to try to help our people who are eligible, and hope of course that will be expanded to anyone working in person. The stimulus money from... depending on what you call it [inaudible 00:40:37] the college is eligible to receive a substantial amount of money, which will help us to invest in our technology so that we can continue to provide flexible learning for students regardless of what mode. But our challenge and I'm glad that Matt is here, is that in New York state that money is... the process is being administered through the division of budget and then to SUNY, and so we're not eligible to draw down that money until we're given permission to do so and that's that's frustrating, and not the standard protocol across the country.

Kris ([00:41:16](#)):

I'm not trying to throw anyone under the bus but it is a problem and we have a lot of needs, and that's why the money is available to higher education. So Matt anything you can do with Mr. Simpson we'd appreciate it. And then... I think... let's see, just reminding people that from an economic standpoint and our great partnership with Warren County EDC and the LDC is our startup ADK program is still up and running and helping small businesses get their start. So, we're glad that we can continue to offer the opportunities that we do to help our workforce and create some economic stimulus. And of course enrollment matters and it does bring people to the college in the community.

Kris ([00:42:03](#)):

And if we can get to our... back to some normalcy, sooner than later we hope to see our enrollment reset, probably not immediately in the fall but within the next year or so. And we're continuing to look at new ways for us to deliver new types of programs. We're in the strategic planning process to kind of establish Adirondack of 2025, and a big chunk of that is around how do we help more of our undereducated adult population in our communities to come back to school for new opportunities to support a new economy.

Kris ([00:42:38](#)):

So lots happening. Chandler is busy with his students and our faculty are busy with our students, and I'm happy to answer any questions that you all have.

Jim ([00:42:48](#)):

Well, thank you for that update. Chris, real quick there has been a flurry of activity here that is oriented at what is perceived to be a wave of demand for entrepreneurship and new small business expansion that at least is envisioned for this coming year. And so startup ADK is a fundamental part of that but the whole entrepreneurial ecosystem of making sure that the loan programs are oriented to be small enough for micro loans for small new businesses, and that we adjust our risk criteria associated with those.

Jim ([00:43:22](#)):

So that... we understand for instance that one out of two is more likely to fail than one out of five, and that's still okay because we need this part of the culture to be growing in order to get people back into the workforce in the coming year. And so we will have more that we will engage with you on as we start to structure this out but there's... that demand is definitely coming into our office now. Others that had questions for Chris before we move on? Okay, Beth how are you?

Beth ([00:43:57](#)):

I'm good thanks. I'll be brief as well. We received a lot of draft data from our consultants this week for our regional economic recovery and resiliency plan. So [inaudible 00:44:13] has completed that five county region economic profile. I haven't been through it yet but that will... once we go through it with them and make sure that all the data is displayed the way that we want it to be, it'll be sent out to the work group. So hopefully that'll be within the next couple of weeks. They've also supplied us with our final business list. So we have 800 businesses that will go into the beginning of our business retention and expansion program, and those are the businesses that we're going to target as we start to evolve our needs assessment for small businesses throughout our region.

Beth ([00:44:47](#)):

And then the last thing is we still have loan funds, the second round of PPP has really decreased interest and people don't want to take on debt right now to start with even at 1.9%. So if they have the potential to get a possibly forgiving loan from the federal government they're going to go that direction as well. On the other hand I'm getting emails from EDA saying that we're not pushing enough money out. So we're doing an interesting little balancing act right now but we finally contracted with IDA out in the western part of Jefferson, Louis, St. Lawrence, also Hamilton and Essex and we have a contract now with the Washington County LDC to help us advertise and process loan applications and get that stuff in.

Beth ([00:45:31](#)):

So now that we've got hands in most of the counties that we need to that we're further away from, I'm hoping that we start really ramping up on giving out a lot more loans. We've given out three at this point, two in Clinton County, one in Warren. I had mentioned that a Warren County loan was about to go to committee, and she got an email and \$150,000 [IDA 00:45:53] loan that she applied for back in the summer fall and didn't think she was going to get so she came to us, went almost entirely through our process and then got the IDA loan which disqualified her for our loan at this point because it was for the same time period. You can get loans from us even if you have gotten PPP and IDA, it just can't be for the same thing and the same time period. So if anybody thinks that would disqualify them, it doesn't know.

Jim ([00:46:20](#)):

Beth you raised an interesting point and maybe something Mark we should talk about is how to bring this story to the public's attention. But I worked for several billionaires in my life and one thing that I've learned from listening to them is that they never missed an opportunity to use other people's cheap money in their life, it didn't matter at what point like Buffett does it today. If there is money that is below prime, that is available to him he finds a way to put it to work in his enterprise, it is a strategy that is effective.

Jim ([00:46:56](#)):

It should be definitely something we talk about, it is not a risk laden strategy, it is designed to delay a risk when you offered that money at 1.9%, you're essentially creating a subsidy for someone to take advantage of, if they do not they are missing a once in a generation opportunity. Now, that's not to say if they have the ability to go acquire funds that are true grants or forgivable loans, I understand that looks even more appealing. But I think that we need to take on this idea that all debt potentially is bad right now, there is good debt to be had out of this recovery. And if you need cash in your business you will never get better than 1.9%.

Jim ([00:47:37](#)):

So Mark I'd like us to try to figure out how maybe we have some kind of back and forth with some banking officials or some economist, or something that talks about the... what should be intrinsic appeal to this money.

Mark ([00:47:50](#)):

Yeah, that's great idea Jim. Yeah, I agree.

Jim ([00:47:53](#)):

We need to get that fully subscribed and work [inaudible 00:47:55] for many reasons. One is because it's going to help people in the community, but the other is because we can't afford to have efforts like this that were so hard fought for seen as not producing value in the community, because we're going to need them in the coming year. So we're going to lock arms with you and figure out how to get that money out.

Beth ([00:48:12](#)):

Great. And for us it capitalizes a new revolving loan fund. So once the money gets loaned out under COVID and comes back to us, it turns into one of our regular loan funds. So that's what we use for business expansions and startups and all the kind of things that we do with our other existing revolving loan funds. So if that money never goes out, it never comes back into us for the future in our region.

Jim ([00:48:37](#)):

All right, we'll take some action, we'll get back to you to figure out how we can help you market that better and get the message out.

Beth ([00:48:41](#)):

Yeah, that'd be great.

Jim ([00:48:45](#)):

Okay, next on my screen Mike Wild. Good morning Mike.

Mike Wild ([00:48:49](#)):

Good morning everyone, no updates for me. I'm just glad to see this is moving forward. So thanks, keep it up.

Jim ([00:48:57](#)):

I'm always glad to see you Mike. Joanne you're next on my screen, and you're on the phone. It's okay we'll skip her go to Wayne and come back to Joanne. Wayne, how are you this morning?

Wayne ([00:49:12](#)):

Doing well all things considered. One thing I wanted to bring up Jim is that we're in the process of doing a couple grant applications for smaller towns for public infrastructure work, but the kind of the segue into that is the Office of Community Renewal has announced a capital improvement program basically, for public infrastructure that's in support of job creation. And then if you've got a business that's coming in, and they need public infrastructure as part of their project, I'd like to talk to you about that because there's up to \$750,000 per project to... it's all tied to job creation and there's formula basis but there's definitely some money available.

Wayne ([00:50:00](#)):

If we need to run a sewer line or a water line in support of 40 or 50 jobs there's like \$750,000 available for that, so long as it's not more than 40% of the project cost. So, again I think that's something we should put in the portfolio is what can be offered, and we'd certainly be willing to participate in that whole process and during the application process. There is also... they've made available more micro enterprise and small business loan funds through the office of community renewal.

Wayne ([00:50:40](#)):

The problem is the LDC bank account has a little bit too much in it in order to be eligible to get more money for a small business loan program, but... so spend it down and we'll see if we can get more.

Jim ([00:50:54](#)):

Well, thank you for that one Wayne. I am working with the LDC to see if we can put some more of that money to use, so hopefully we can do both in the coming year. I would like to engage with you and obviously we need to learn more, and then list that as a potential resource for business increase so they understand that could be part of a solution. There are particular two or three inquiries we know of John where people are looking at facilities where that could potentially come into play.

Jim ([00:51:20](#)):

We haven't even identified sites but in those cases knowing that could potentially be there opens more sites to them than would otherwise be there, particularly in areas outside of Glens Falls in Queensbury. So I think that's something that will come talk to you about right away.

Wayne ([00:51:37](#)):

There's two caveats with that, because the city of Glens Falls is an entitlement community under the small cities program they're not eligible, because they have their own entitlement funds as a central city of the MSA. So that's one thing to consider, the other part about that is that this is a rolling program, it's open year round, it's not... there's not a set due date for applications. So as projects come in we can put a package together, work with you and move that forward so-

Jim ([00:52:11](#)):

Wonderful. John let's set some time up with Wayne to get better acclimated to this.

John ([00:52:18](#)):

Yeah, that's great news, thank you.

Jim ([00:52:20](#)):

Okay, Joanne still I don't see her, I was going to go back to her. Well, Don are you there? There's a beautiful picture of a lake where your face should be.

Don ([00:52:36](#)):

I am here, I get really bad Wi-Fi down at this end of the hall, so if I have the camera on I can't hear our talk so... The lake is better looking than my face anyway so... the only thing that I wanted to stress is that we're still here and nothing on the state vaccination I hear. There was some activity there on Monday and we thought maybe something was changing, but the state guys that were in the conference room down here were there for part of Monday morning and we haven't seen him since.

Don ([00:53:06](#)):

So it's kind of frustrating because the state keeps opening up these pop up sites all around the state mainly in the downstate urban areas, but... which obviously the population is much bigger, but it'd be

nice to at least give the public here a little glimmer of hope and just open the doors there and just do something, but we're at the whims of the state government at this point.

Jim ([00:53:29](#)):

Thank you Don, we continue to understand.

Don ([00:53:34](#)):

Yeah, and actually the best... One new development is that the Albany Med has a website that's for our vaccination hub in our region, capitalregionvax, V-A-X.com, they just yesterday started posting a county by county locations that have vaccine doses or have gotten them. So that's a good spot to kind of check and keep up with... We're going to post that every day and get that out there, but the whole co-morbidities push... I know Dr. Duffy mentioned the frustration that college employees are having, co-morbidities push will be next week. The state told us 30,000 doses for the entire state, that's the entire state of New York per week for that, so you can imagine how much we're going to get out of that.

Don ([00:54:20](#)):

We cannot prioritize which populations get that, we just basically are going to have to open up a public link, and that anyone with the listed comorbidities, asthma, cancer, kidney disease, obesity will be eligible, and it'll be a hunger games as the tournament was used earlier, so very unfortunate.

Jim ([00:54:45](#)):

Supervisor Seeber are you there?

Rachel ([00:54:46](#)):

Hi, Jim I am. I'm multitasking.

Jim ([00:54:53](#)):

Yeah. I just want to make sure I gave you an opportunity if you have anything you'd like to share.

Rachel ([00:54:58](#)):

Oh, no thank you. I'm actually on a foils training as well, learning a little bit more as my role as the foils appeal officer. But no I don't have anything to share other than I continue to observe and listen in and look forward to all those recommendations and that collaborative partnership. I of course am too frustrated by Don's update with you about our [inaudible 00:55:21] vaccination center, I know we're doing everything we can to continue to advocate for the opening of that center, and at the same time working with all these different regulations and requests that are coming down to the county. So we appreciate everyone's patience, I know sometimes it takes us a little while to get back or we [inaudible 00:55:40] probably respond to everyone quicker than I've ever seen anyone respond.

Rachel ([00:55:44](#)):

So certainly he's a good guy to give an email to and ask a question and be pointed in the right direction if he can't answer it. But thank you again for your efforts, I think these meetings are incredibly helpful and [inaudible 00:55:56].

Jim ([00:55:55](#)):

Thank you. Thank you [inaudible 00:56:00]. Matt, is anything more you'd like to share from Matt's office or from yourself?

Matt ([00:56:11](#)):

It's funny because as you're going around it seems like there's... somebody would touch on one aspect of the day that we try to tackle. So Don, for example, we're going to be hopping on a [inaudible 00:56:26] call today, two o'clock to try to get an update. And I have a question, I'm going to try to ask the governor's office specifically about what the statuses of that Warren County test site, because it seems just like you alluded to 10 pops up, people get excited, nothing happens, kind of hurts the whole morale of the area.

Matt ([00:56:47](#)):

We get countless calls from seniors from people that are eligible that are having an extremely difficult experience even finding an appointment much less mobilizing to set appointment, if they can get one. President Duffy, the Hunger Games analogy was a perfect way to use to sort of describe it because it seems as far as the vaccine distribution has gone, it seems to be... and this is not a political statement, it seems to just be a pretty frustrating experience for everybody involved across all populations. And it almost does more harm than good when you say there are more people that are going to be eligible for a vaccine when the planning of administering the vaccine, disseminating the information of how to obtain a vaccine, and just not having vaccines to go around doesn't align with expanding the eligibility pool.

Matt ([00:57:57](#)):

So there's a lot of work to be done and we are being... where we are trying to work with our colleagues in the assembly to try to iron out any wrinkles as possible. But as many of you know it's... the state is a pretty big operation, there's a lot of moving parts, and they move very slowly, but we are doing everything we can and I think that's probably the biggest thing that economic today. As far as the more broad discussion about the small businesses in the area workforce, those are all things that we... as I said, as we're diving into the budget, we're seeing a lot of what's in the budget and what a lot of assembly members downstate are asking for. And again, it's not a partisan thing.

Matt ([00:58:39](#)):

It just seems to be a geographic situation where the asks and don't seem to have anything to do with small business recovery, small business growth, anything sustainable in that regard. And so what we're trying to do as a conference is try to get that conversation moving in that direction. And as far as some of the smaller things I do want to follow up with Wayne, I do want to follow up with you a little bit about some of the grants that you were mentioning.

Matt ([00:59:13](#)):

President Duffy as well as there's... I want to talk to you if it's okay about... you mentioned some of the difficulty you're having obtaining some of the stimulus funds. If there's a way we can connect and-

Kris ([00:59:24](#)):

Okay.

Matt ([00:59:24](#)):

I have a bunch of notes here so I'll try to reach out to a couple of you guys after the Zoom meeting. If I had to contact him for I'll reach out to you Jim, if you have it, and he tried to just carry this conversation moving forward. So thanks [crosstalk 00:59:40] for having me by the way.

Jim ([00:59:41](#)):

Well, thank you for being here and thank you for joining the Adirondack Health call, the row healthcare broadband thing as well. We're better for you being here. Let me see if I can organize something with where Wayne only has to give the rundown on that grant program once so you and I can just jump on a call together with him. Let me see if I can orchestrate that. [crosstalk 01:00:02] Joanne, I see you're back. I want to make sure we give you an opportunity to weigh in.

Joanne ([01:00:12](#)):

Thank you Jim. I don't know if I have anything brand new, some ongoing projects that I'm working with [Wayne 01:00:18] and Sarah on a lodging update survey number of rooms, tourism survey with [Mannix 01:00:25] and the Chamber of Commerce, architect's application and guidelines. There's a list of ongoing so I'm good with that right now.

Jim ([01:00:34](#)):

Okay, well, always great to have you. Thank you Joanne for all you and your team are doing.

Joanne ([01:00:40](#)):

Thank you.

Jim ([01:00:40](#)):

Gina, I haven't had a chance to run to you.

Gina ([01:00:44](#)):

Hello, three quick updates. I'll start with our the Welcome Center, the Adirondacks Welcome Center. While we've been down on traffic and sales with the Taste New York program that we operate there, DOT started to put furniture back into the building. So we're waiting for guidance on that but the good thing is, a program that we started last year in conjunction with SUNY Adirondack, we hosted our first B2B program where we could have buyers and farming producers that had products that they wanted to take to market. We did our first B2B there using the Northwest Bay Conference Center. This year we had to go virtual and we've got a lot of new products based on doing this business-to-business, and the virtual program that we did will now be rolled out statewide where we got to be the guinea pigs, that's always fun. But with that, we become the poster child for everything that we're doing from a social media perspective to promote the Adirondacks in a partnership way.

Gina ([01:01:48](#)):

So if any of you have looked at our Facebook, or anything with regard to the Welcome Center, or any of the listings that we have, certainly we'd like for you to check that out because our goal is to promote small businesses and specifically the farming producers that are in our region, many of whom are in Washington County. I mean when we went back and we looked at monies that we've spent because we buy the wholesale product, and then resell it through the program. But when you can spend 15 grand in

nine months with a Bunker Hill or something like that, that adds a lot to our community and we're really pleased that we get to be a part of that, and to promote just everything that we can do here. So that's one thing happening great.

Gina ([01:02:30](#)):

From a CVB perspective, we focused on our affinity groups. So in this time of year, we would normally have a lot of weekends business due to sporting events, from the dome and other places that would have indoor sports. Whether it's at our schools and without that we took a different tact in working with our hospitality communications group, what else could we promote that safely and responsible?

Gina ([01:02:56](#)):

So we focused on affinity groups, we started with snowmobile groups, ski groups, that sort of thing that can still come here and positively impact our economy. So that's going well and the second thing is, as Eliza has mentioned, everything we've worked on for pushing skills, upskilling, is our arrival to departure program. So we had 18 people come through the program in the month of June, we have actually 20 scheduled for the live program next week on a call. So that is moving along, we have a goal to hit 150 trained by May 31 and I think that we've already changed that goal 200.

Gina ([01:03:37](#)):

So I got to keep pushing the stretch goals there for our team to do that and lastly with the chamber of promotion. So typically, this time of year would also be our consumer show time of year where we would go to consumer shows from a camping show to a long island show or Springfield masher, that kind of thing and again, those are all... have stopped.

Gina ([01:03:59](#)):

So in lieu of that, we work with funding from both the town of Lake George and the town of Queensbury and so we're taking a different tack to still go after those markets, but we're using a robust Facebook inquiry program where we can still gather names and addresses that then we give back out to our community partners to use to market themselves but it will be. We'll go with... we're starting with our camping group, we'll do a 70 mile radius around Edison, New Jersey because that's where typically that show is and it's very well known. But with all these new campers that came here this year, we want to make sure that, that word about the Lake George area is out there. We heard this week on a board meeting call that the lake tours RV park, their reservations are 3% up compared to the same time last year, or remember the same time last year we had no pandemic.

Gina ([01:04:48](#)):

So to be 3% ahead of last year is a good number to have. It sounds small but it's really huge because again that was all numbers pre-pandemic, and we know that they'll get to open but when they pandemic hit they didn't know when they were going to get to open. So, that is something that we're continuing... so we're going to march along those markets of our consumer shows to still be relevant and to be out there just in a different format, virtually as we've all gone. The second big thing in terms of... we've talked about vaccinations and stimulus money and those kinds of things, but we're still pushing for certain things to get open. We're still watching the advocacy and we might have to turn the burner up on the heat for arcades.

Gina ([01:05:32](#)):

I know that it's lumped in there with amusement parks and our... I think they're looking at the amusement park guidance right now, and that's what we hear from our lobbyists but the next thing will be our arcades because we have a lot of small businesses that were just arcades who were ready to go with phenomenal safety plans, and in our market they're family, this is their whole family livelihood and we have several of them.

Gina ([01:05:57](#)):

But it not only affects those small family businesses it also affects our water... in addition to our waterpark, but it affects all of our lodging properties that have a small arcade, that's another little bucket of money that helps them... that contributes to the overall revenue of those entities.

Gina ([01:06:14](#)):

So just know that's on our radar and I don't know if Mike Biddle is still on the call, he's such a great... He's so dialed in to all the politics, I just want to make sure that's on his radar screen as well. So the arcades have still come up as a big deal, just so everybody knows that. So that's what's going on in our world, just a little snippet.

Laura ([01:06:37](#)):

On the arcade and family entertainment center I will make you aware that a lawsuit was filed about a week ago now, that quite a few of the local businesses joined on to try and push this along.

Gina ([01:06:51](#)):

Okay. And I know Dave and [inaudible 01:06:51] a couple of days ago.

Laura ([01:06:55](#)):

Yeah. Well, Dave and Busters is in the lawsuit or that-

Gina ([01:06:59](#)):

No, but they're suing the state as well for not being able to open, yeah.

Laura ([01:07:02](#)):

Yeah, there's... I want to say over 50 statewide businesses that joined in on this lawsuit including arcades and the fun spot and quite a few different things, it was filed over a week ago, trying to get these businesses a plan.

Jim ([01:07:21](#)):

Well, I want to be sensitive to everybody's time thank you Laura for that, but one thing that you mentioned at the beginning Gina that we'd like to do more work to help you with is to create more pathways for the businesses that you promote there at your visitor center. It's one of the great strategic opportunities we have to showcase those and you do a wonderful job of it, but I don't know that we're doing everything we can to create a pathway for more local businesses to be viable there. I participated in your virtual show earlier this year and I was struck by how many small ventures there are, but how few of them were from here and what we need to do is figure out how we can better help drive some of that, the ones that are here are wonderful like Argyle cheese or Bunker Hill as you mentioned or Nettle farms.

Jim ([01:08:12](#)):

All of these I think have gotten well established, but we need to create a better pathway for a few other smaller ones to be able to get in there. And I'm not sure the best way we can do that so we'll connect with you about that.

Gina ([01:08:23](#)):

Okay, thank you.

Jim ([01:08:26](#)):

Anyone that we haven't talked to? Well, thank you again everyone. I really try to keep it for an hour. Chris, did you have something?

Kris ([01:08:35](#)):

No, I was waiving. Bye-bye.

Jim ([01:08:41](#)):

Okay. Well, I appreciate everyone sticking it out, we're 10 minutes longer than we had hoped but I think it was good information and I value everybody's contribution here, we're making progress and we're coming to the other side. This is a strong community and every one of you makes it stronger by your participation so thank you.

Joanne ([01:08:59](#)):

Thanks Jim, you're doing a great job.

Jim ([01:09:02](#)):

Bye-bye all.

John ([01:09:02](#)):

Take care everybody.