# **BasX Solutions Focuses on Business Basics**



BASX NEW WAREHOUSE | PHOTO COURTESY OF BASX SOLUTIONS

#### by KRISTINE THOMAS — CBN Feature Writer

asX Solutions President and Co-Founder Matt Tobolski shared he has met people who aren't quite sure what happens in the former Redmond Walmart building, visible from Highway 97 with its bright red BasX sign. "We have been told people thought we were a bowling alley or a paintball arena," Tobolski, Ph.D., said.

BasX Solutions designs and manufactures high-efficiency data center cooling solutions, cleanroom systems, custom HVAC solutions and modular products for data center, medical, bioscience, military and semiconductor companies.

Its name shares the company's values. "BasX is about focusing on basic and solid business practices," Tobolski said. "We take pride in our products and the people who work with us. We honor our word and our commitments. We are in business to make money, but we are focused on doing what is right and not solely driven by profit. If we make a mistake, we own up to it."

BasX Solutions was founded in 2013 by Tobolski and CEO Dave Benson in Portland, and moved to the former Walmart in Redmond in 2014. Combining their knowledge, talents and leadership skills, their company designs and builds stateof-the art products to meet their clients' individual needs.

"Dave and I met when I was working as a consultant for his former company," Tobolski said. "I had a consulting firm in San Diego. He was thinking about retiring, and I told him he was too young to retire and encouraged him to start a company with me."

Benson has 35 years of experience in the HVAC industry as the HVAC design engineer and operations manager at Intel, the pastpresident and founder of Cleanpak, and the president and founder of Huntair. Benson, has pioneered the development and manufacturing of products shaping today's industry standard of air-handling technology and efficiency. "Dave is wellknown in the industry as a creative industry mind in solving problems and finding innovative and industry changing solutions," Tobolski said.

Tobolski grew up in Boston,

# **As Redmond Continues to Thrive: City Officials Work Hard to Plan Ahead**

by RONNI WILDE — CBN Reporter

o longer the lesser stepchild to Bend, Redmond has emerged as a city that successfully blends residential, retail and industrial sectors. Though still a relatively small town, Redmond has outpaced Bend in manufacturing growth, and as of the 2020 census, it now has a population of 33,274. "The Redmond population really jumped over the past decade," reports Damon Runberg, East Cascades regional economist with the Oregon Employment Department. "There are more than 7,000 new residents since 2000, a growth of 26.9 percent. Population gains nearly matched Bend's during the ten-year period." He adds, "This is very impressive. Statewide, the population only rose by around 10.6 percent."

"We are growing, as are most other Central Oregon cities," says Redmond Mayor George Endicott. "We have been going through a whole bunch of growth management plans in Redmond, including parks, transportation, talking about building a new sewer treatment plant and the downtown urban renewal, both in the traded sector and in commercial



PERIENCED A POPULATION GROWTH OF 26.9 PERCENT | PHOTO COURTESY OF THE CITY OF REDMOND

and retail." Endicott says there is also conversation about small apartments going into the downtown area to help address the need for housing that is affordable. "A lot of young people are struggling to find housing; these apartments would be small, like 400 square feet, and be in the middle of the commercial and retail area," he says. "It's pretty exciting."

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# City of Redmond Spotlight — Pages 14-22

# **Fastest 20 Spotlights Central Oregon Rising Stars**

Annual Awards Recognize Local Companies Topping Growth Charts

by JEFF MARTIN — President, Cascade Publications Inc.

elcome to the Central Oregon Fastest 20 Growing Businesses Awards, celebrating the most rapidly rising stars of the increasingly diverse local business scene. Profiles of these businesses can be found on pages 8-13 of this publication.

Cascade Business News (CBN) joined forces with sponsors Columbia Bank and Capstone CPAs to recognize the fastestgrowing companies located in the Tri County region.

The qualifying criteria for this group included companies

established and operating on or before January 1, 2018, with gross annual revenues of at least \$100,000 in the last fiscal year, reporting consistent year-over-year growth in earnings through 2020. CBN teamed with Columbia Bank and Capstone CPA's to help find these companies, and then certify the percentage of growth.

The top 20 featured a wide array of business types and industry sectors, from hi-tech to healthcare, home improvement, recreation, music — and of course, an RV Park! These companies reflective a broadening platform for the local economy, with a heavy emphasis on the entrepreneurial spirit for which Central

Oregon is increasingly noted.

Latest economic indicators show Central Oregon's economy growing faster than the national average, and Columbia Bank's Senior Vice President, Retail Regional Manager-Greater Eugene/Central Oregon Sharon Calhoun said, "Columbia Bank is proud to continue in its fourth year, our support of Central Oregon's Fastest 20!

"It's exciting to see the incredible growth of these businesses in our community and Columbia Bank is

honored to recognize and acknowledge the hard work of all of the businesses nominated — Congratulations!!"

Lance Brant, a CPA with Capstone, added, "We need to recognize small business owners and their positive efforts to our community. Owners of small business clients are the engine to our business environment and they provide the local opportunities

for employees and future owners of small business. I could not be prouder to support this event."

Thank you to our sponsors, nominators and all of the exceptional businesses for making this great event possible!

Cheers and congratulations!

www.cascadebusnews.com

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Columbia Bank

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<sup>1</sup>Coveware Ransomware Blog Report, 4тн Quarter, 2020.

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<sup>2</sup>Ponemon Data Breach Study

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www.cascadebusnews.com Send press releases/photos to cbn@cascadebusnews.com

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### **RECENT TRANSACTIONS**

Compass Commercial Real Estate Services brokers Graham Dent, Jay Lyons, SIOR, CCIM and Grant Schultz represented both the seller, Sandlot Partners, LLC, and the buyer, Brighton Investments, LLC, in the sale of a 3.27 acre parcel at Columbia Street and Shevlin Hixon Drive in Bend. The commercial land sold for \$4,300,000.

Brokers Dan Kemp, CCIM and Luke Ross with Compass Commercial Real Estate Services represented the seller, Ullrich Family Trust, in the sale of 1266 SW Lake Road in Redmond. The 32,090 SF industrial building on 2.99 acres sold

Compass Commercial Real Estate Services broker Terry O'Neil, CCIM represented the buyer, Juniper Mountain Counseling, in the sale of 61690 Pettigrew Road in Bend. The 11,500 SF office building on 2.2 acres sold for \$1,700,000. Juniper Mountain Counseling intends to convert the property from a church to an office building.

Brokers Russell Huntamer, CCIM, Jay Lyons, SIOR, CCIM and Grant Schultz with Compass Commercial Real Estate Services represented the landlord, JKC Redmond, LLC, in the lease of a 8,137 SF office suite located at 2127 S Highway 97 in Redmond. Huntamer also represented the tenant, Bestcare Treatment Services, Inc.

Compass Commercial Real Estate Services brokers Russell Huntamer, CCIM and Peter May, CCIM represented the tenant, Meadow Lark, in the lease of a 4,588 SF restaurant space in the Brookswood Meadow Plaza located at 19530-19570 Amber Meadow Drive in Bend. Huntamer also represented the landlord, Brookswood Meadow, LLC, along with

**Compass Commercial Real Estate Services** broker Luke Ross.

🖜 ontinued on Page 38

### **Deschutes National Forest** 2022 Seasonal Hiring Opens November 5

Seasonal positions for the 2022 USAJobs.gov profile in advance to save field and fire season on the Deschutes National Forest open for application November 5-12, 2021 on USAJobs.gov. Positions have tentative start dates ranging from early April to early June.

Information about available positions, seasonal hiring workshops and application resources can be found fs.usda.gov/detailfull/deschutes/ home/?cid=fseprd957409&width=full. Applications must be submitted through USAJobs.gov to be considered. Applicants are encouraged to create a

time once the hiring process begins.

Vacancies announcements will be open for the following positions:

Seasonal Fire Positions: Forestry Aid-Fire, Forestry Technician-Fire, Forestry Technician-Fuels, Forestry Technician-Lookout, Forestry Technician-Smokejumper.

### **Seasonal Positions:**

Archeology Technician, Biological

ontinued on Page 38 🕨

### New Postal Connections/iSOLD It Center Opens in Bend

by SIMON MATHER — CBN Feature Writer

A Chamber of Commerce ribbon cutting ceremony was held recently to celebrate the grand opening of a new Postal Connections/iSOLD It service center in the Bend River Mall.

As the fourth Postal Connections location in Central Oregon joining those in Bend's east and southern quadrants as well as one in Redmond — the newest addition is centrally positioned and also home to sister business "iSOLD It" online sales services, catering to customers and businesses looking to sell no longer needed, used, overstocked or closeout merchandise in the e-commerce arena.



(L-R) POSTAL CONNECTIONS/ISOLD IT FRANCHISOR FRED OWNER/OPERATORS LETICIA SANCHEZ AND LEE KENNEDY | PHOTO BY CASCADE BUSINESS NEWS

New franchise owner/operators Lee Kennedy and Leticia Sanchez were joined by franchisor Fred Morache for the event, which also featured a demonstration of how to use their iSOLD It eBay sales services. Morache said he and his co-director previously acquired the iSOLD It brand to fold into existing operations as a logical evolution in "pushing the boundaries of convenience" and additionally offering consumers the opportunity to have items stored, transacted online and shipped through their expert third party platform.

100 NE Bend River Mall, Suite 104, Bend OR 97703. postalconnections247.com

### Signature Inn Rebrands to the Waypoint Hotel

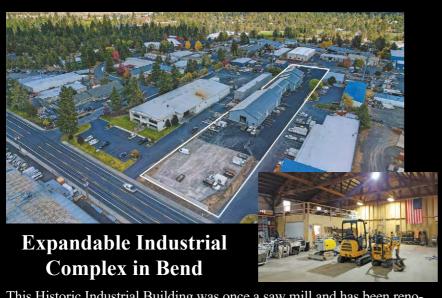
Bend's newest hotel, Waypoint, opened its doors after an extensive remodel, renaming and rebranding. Located at the corner of Highway 97 and Olney Road, Waypoint Hotel has 110 guest rooms, a swimming pool and hot tub, meeting rooms and a spacious lobby connecting to outdoor fire pits offering guests a space to enjoy a glass of beer or wine. Across from the main entrance, South Yo Mouth offers delectable food with a southern flair.

"We are delighted with the renovation

and are truly excited to share the Waypoint Hotel with our quests," said Desmond Mollendor, managing partner Waypoint Hotel. "As an owner of the hotel, I love being on the property everyday helping our guests get the most out of their stay and to help them enjoy all that Bend has to offer."

Great care was taken with the renovation. Guests can choose between

'ontinued on Page 38 🕨



This Historic Industrial Building was once a saw mill and has been renovated with new metal siding, doors, roll up doors, bathrooms, electrical, drainage swales, drywell and new asphalt paving was just completed!! The existing 17,000 sq ft building only covers 17.5% of the 2.23 acre parcel with frontage on two streets. City Code allows up to 80% lot coverage with 50' high buildings. There are currently 7 leasable units and ample room to build 30,000 to 40,000 sq ft of new buildings with room for parking! Call Gary for a complete brochure.

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**Gary Everett RE/MAX Key Properties** 431 NW Franklin Ave Principal Broker/Realtor/CCIM 541-480-6130 Cell



After 23 years of owning and successfully operating the Riley Store, Pat and Dale Martin have decided to retire. This is a great opportunity to purchase this Business and Real Estate that is located on 23 acres at the intersection of Highway 20 and Highway 395 100 mile east of Bend. It features a small grocery store, unbranded fuel pumps, 12 space RV park on a private pond, a nice 5 bedroom residence, 2 studio apartments, semitruck parking, rest stop and an irrigated pasture. Dale is nationally known for his knowledge of archery and operates an Archery & Sporting Goods Business, too. Are you looking for a lifestyle change?

17674 Highway #20 Riley, OR \$998,000

**KEY PROPERTIES** 

# Building a Better Bend Welcomes Transportation Expert in Upcoming Free Lecture

Local Group Hosts Charles Marohn of Strong Towns, November 8 at The Tower Theatre

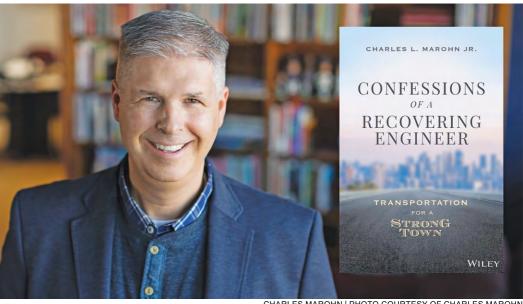
onprofit organization Building a Better Bend, along with presenting sponsor the Bend Chamber, recently announced it will be hosting Strong Towns Founder and President, Charles Marohn in Bend next month. In this book tour presentation scheduled for Monday, November 8, 7pm at the Tower Theatre, Marohn lifts the curtain on America's transportation system, as detailed in his newest book, Confessions of a Recovering Engineer.

In this compelling lecture, Marohn demonstrates how the values of engineers and other transportation professionals are applied in the design process, and how those priorities differ from the values of the general public. By showing how transportation investments are a means to an end and not an end unto themselves, Marohn reveals how the standard approach to issues like fighting congestion, addressing speeding and designing intersections only makes transportation problems worse, at great cost in terms of both safety and resources. By contrast, the Strong Towns approach to transportation focuses on bottom-up techniques for spending less and getting higher returns, all while improving quality of life for residents of a community.

Charles Marohn, known as "Chuck" to friends and colleagues, is a professional engineer and a land use planner with decades of experience. He holds a bachelor's degree in civil engineering and a Master of Urban and Regional Planning, both from the University of Minnesota.

Marohn is the author of Strong Towns: A Bottom-Up Revolution to Rebuild American Prosperity (Wiley, 2019). He hosts the Strong Towns Podcast and is a primary writer for Strong Towns' web content. He has presented Strong Towns concepts in hundreds of cities and towns across North America. Planetizen named him one of the 10 Most Influential Urbanists of all time. His latest book, titled Confessions of a Recovering Engineer: Transportation for a Strong Town, was released in September.

Please note: The Tower Theatre requires proof of full vaccination for entry to all events. Those not fully vaccinated ages 12 and up must show proof of a negative result from an approved COVID test taken within 72 hours of the event. "Fully vaccinated" means receiving the final vaccination dose of Pfizer, Moderna or Johnson & Johnson at least 14 days before the event date. All patrons need to provide this information as a condition of entry. Based on Oregon mandates, mask wearing is also required inside the venue by everyone five and up, regardless of vaccination status. For more information, visit the Tower Theatre website.



#### About Building a Better Bend

For more than 15 years, Building a Better Bend has been bringing an annual lecture series to Central Oregon. We host expert speakers who share their experiences with the public and professionals in our community about ways to have a positive impact on the quality of development and growth in our region.

The lecture is scheduled for Monday, November 8 at 7pm at the Tower Theatre. The event is free to the public, but registration is required. Register at brownpapertickets.com/event/5273893.

Confessions of a Recovering Engineer: Transportation for a Strong Town, presented by Bend Chamber and brought to you by Building a Better Bend on Monday, November 8, 2021, 7pm at the Tower Theatre, 835 NW Wall Street, Bend. The event is free but registration is required. Register at brownpapertickets.com/

buildingabetterbend.org



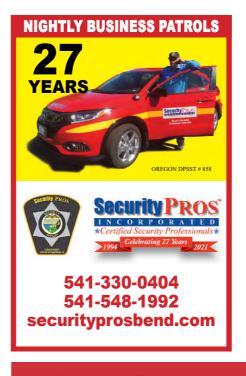
# **Great Summer Golf Savings!**

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# What the Remote Work Trend Means for Commercial Real Estate

### by AMY CECIL —Northwest Key, Commercial Real Estate & Property Management

he trend of companies either supporting their employees with remote work options or requiring employees to work remotely due to concerns around COVID has grown exponentially in the past year. According to Forbes, the remote workforce will grow to 26.7 percent or one in every four employees in 2021. Would this immense growth be occurring if it wasn't for the lifestyle changes that were forced by the Coronavirus pandemic? Perhaps not. But the trend for moving toward more remote workers was building momentum prior to



the upheaval in early 2019, and it's likely that landlords and businesses will see this trend continue to hold and build momentum regardless of regulations or concerns around public health.

Why you might ask? Well, recent surveys from Liquid Space show that over 85 percent of millennial workers would prefer or are actively seeking remote full-time employment opportunities. Considering that the majority of new, and mid-level employees are millennials at the moment, the desire for remote options cannot be ignored.

### So what does this mean for landlords, property owners and business owners?

At Northwest Key Commercial Real Estate and Property Management, we have noticed that this trend is helping some businesses and pushing others to shift and adjust. Let's break down what we've seen and our anticipated pros and cons in the marketplace over the next twelve months.

### **FOR LANDLORDS:**

### **Diversify Your Tenants**

One of the biggest lessons the COVID pandemic has taught us so far is that it can be problematic to have all of one type of tenant in your property; for example, all restaurants, fitness studios or corporate office tenants. According to a report by Bookings.com, the hardest hit industries in the Western United States include, technology, hospitality and leisure. With so many industries in flux right now, the needs these businesses have for commercial space are in the same boat.

There are, however, some business niches and industries that have taken off, or grown exponentially during this time. For example, *Forbes* points to takeout food-service companies and restaurants that have successfully converted to takeout meal options as businesses that are now booming in the post-

pandemic world. The best way to keep your commercial property stable and profitable is to diversify your tenants.

### **Shared Leasing, or Reworking**

If you are sitting on empty space, you can either reformat and rework the space as one option, or look at splitting or offering shared tenant options. As long as the tenants are equally responsible and can provide a detailed plan for the space-share, you might find more interest and accountability for small businesses who collaborate for cost savings. Especially with the downsizing trend occurring in the corporate world.

### **FOR BUSINESSES:**

#### **Downsize and Conserve**

If you own a small business or large services company that has historically provided an office for employees, now might be the time to move the company 'entirely online' or remote so that you can conserve those expenditures. With the other trends coming out of the pandemic, like a greater need for cyber security, and competent employee monitoring software, your saved revenue from downsizing, will likely need to be utilized elsewhere.

### **Go for Hybrid**

If your business can't handle it, or you just don't feel comfortable with an entirely remote team, consider a hybrid option. The corporate office hybrids popping up and look a lot of different ways, but for some companies, it works to have some of your employees be in a physical office, and some as remote staff. The workplace trends most recently show that many workers want to get back into the office for a variety of reasons, including loneliness and lack of focus at home. Workplace Mental Health states that employees need socialization for their mental wellbeing. The evolving desire to work in an office environment is a plus for your business if you are debating downsizing or see a potential for upsizing. You may consider an office setup that mixes the two — where there are floating desks in your office space that multiple employees utilize when needed.

### **Invest in Cybersecurity**

Remember earlier when we mentioned that cyber security trend? According to an article by Packetlabs, a cyber security company, over 25 percent of

Continued on Page 38 ►





# Renovations Set the Stage for Stellar Performances at Bend's Cascade Theatre!

#### by KENNETH MARUNOWSKI, PhD — CBN Feature Writer

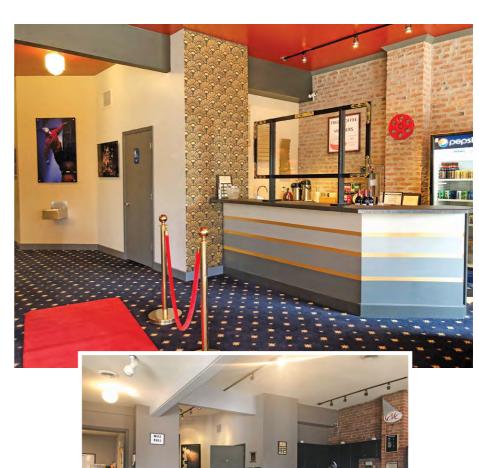
oward Huskey, executive director of the Cascades Theatrical Company (CTC), believes in community. In support of the Central Oregon community, he and his dedicated crew have been hard at work renovating the Cascade Theatre in downtown Bend. Huskey's efforts started five years ago when, upon discussing the possibility of losing the theatre with some of its supporters, jokingly offered, "Well, why don't I go down there and fix that for you all?" He recalls, "They just looked at me and said, 'You don't know anything about theatre!" to which I replied, 'But I do know about business." Much to Howard's surprise, his bid for the position was successful, and the theatre looks absolutely incredible as a result!

Founded in 1978, the Cascades Theatrical Company, a 501(c)(3) nonprofit organization, proudly boasts being the oldest and only volunteer-based community theatre in Central Oregon. With more than 300 productions over the last 43 years, however, comes the need for repair, and the rather drab theatre desperately needed a makeover. Huskey began his renovations at the front entrance, replacing the awning and siding and revitalizing the exterior with

Continued on Page 39 ►







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THEATRE LOBBY: BEFORE AND AFTER | PHOTO COURTESY OF CTC



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# A Case for the Section 1031 Like-Kind Exchange

by DAN KEMP, CCIM — Compass Commercial

uch debate and speculation have surrounded potential changes to the IRS Section 1031 law, otherwise known as a Like-Kind Exchange. Section 1031 has 100-year-old roots, starting with The Revenue of Act of 1921. It evolved over the 1920s and '30s, and in 1954 the IRS defined the current 1031 section of the IRS code. This important law has fueled job and business growth for the last century and is an effective tool for economic recovery across the country.

A 1031 Like-Kind Exchange is not a "loophole" in the tax code. It is a tax deferment, not a tax abatement. While some see it as a means to avoid paying taxes in the short term, we must not ignore the

economic benefits of deploying those funds for local communities.

The proposed legislation would cap the deferment to \$500,000 for individuals and \$1,000,000 for married couples. While it appears the complete elimination of the 1031 exchange is not currently at risk, it would have significant negative impacts.

### A PROBLEM BEND KNOWS ALL TOO WELL

What happens when land prices, SDC fees and construction costs are so high that tenants who are able and willing to pay rent cannot support them? Developers must rely on other third-party or government subsidies (i.e., affordable housing) to make projects work. The 1031 Like-Kind Exchange is one of the best vehicles developers have to solve this problem.

Developers can build a healthy development environment by putting their tax-deferred funds to work. This environment occurs when a project produces enough income to justify the expense, and it provides a return for taking on the associated risk.

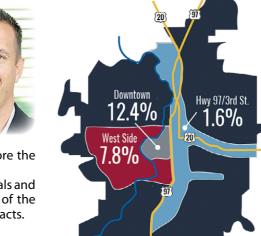
Over the last decade, hundreds of millions of dollars have flowed into the Central Oregon market due to Section 1031. The benefits of the 1031 Like-Kind Exchange are far-reaching, and there are many reasons to keep this long-standing legislation in place without significant alterations. It encourages job creation, boosts tax revenues, helps business owners relocate or grow and expand their business, and farmers and ranchers rely on it. It is an integral part of retirement savings plans, and it brings stability in areas of economic uncertainty.

### THE FUTURE OF 1031 LIKE-KIND EXCHANGES

According to the Federation of Exchange Accommodators (FEA), 1031 Like-Kind Exchanges will contribute to 568,000 jobs and \$27.5 billion in labor income with \$55.3 billion to the U.S. gross domestic product. Research conducted by Ernst and Young shows that 1031 exchanges will generate approximately \$7.8 billion in federal, state and local taxes this year.

It is hard to imagine the need to change such successful legislation. With 100 years of success to point to, the jury is no longer out on this one. In an era of rethinking and reinventing the use of hotels, office buildings and retail buildings, now is not the time to rethink the legislation that will help facilitate this transformation.

If you have any questions regarding your property and Like-Kind Exchanges, contact us at Compass Commercial.



OFFICE VACANCY RATES (Change since last quarter)
Increased Decreased No Change
GRAPHIC | COURTESY OF COMPASS COMMERCIAL

#### **BEND OFFICE MARKET**

Compass Commercial surveyed 223 office buildings totaling 2.76 million square feet for the third quarter office report of 2021. The market experienced 13,193 SF of absorption in the third quarter, but the vacancy rate ticked up slightly from 7.07 percent to 7.12 percent due to the delivery of two new developments in NorthWest Crossing: the MacPac Building and Grove. There is now 196,497 SF of office space available in the market.

**LEASING**: The office leasing market seems to have stabilized, but leasing activity remains hit or miss. The Highway 97/Third Street submarket experienced the most activity this quarter, with 8,465 SF of positive absorption. Two notable leases this quarter include, Tumalo Industries leased 4,133 SF at the Brooks Building, and Bestcare

Treatment Services leased 3,700 SF at 358 NE Marshall Avenue. The Downtown submarket reported no change in vacancy for the quarter, while the West Side increased vacancy slightly from 7.20 percent in Q2 to 7.83 percent in Q3.

**RENTS**: Average asking rates on office space in Bend range between \$1.70 and \$2.15/SF/Mo. NNN with a handful of first-generation spaces exceeding this range. In those instances, the higher asking rates are a direct reflection of the cost associated with building new office product in today's market. The highest asking rates continue to be located within the West Side submarket with more affordable options available within the Highway 97/Third Street submarket.

**CONSTRUCTION**: There are no new speculative office developments currently under construction.

**SALES**: There was one notable office sale this quarter. The Cascades Building, located at 233 SW Wilson Avenue, was purchased for \$6,800,000 or \$332/SF.

### **BEND RETAIL MARKET**

Compass Commercial surveyed over 4.51 million square feet of retail space across 259 buildings. During the quarter, 89,206 SF of positive absorption was recorded, resulting in the citywide vacancy rate dropping from 5.86 percent in Q2 to 4.18 percent. There is now 188,671 SF of available retail space for lease in the Bend market.

**LEASING**: Demand in the retail leasing market continues to remain strong, with limited options for tenants to select from. The North 97 submarket experienced the most activity this

Continued on Page 38 ▶



RE/MAX

### 206 SE Taft Avenue, Bend

887 SF Stand-Alone building in a very desirable central location. Currently operating as a well-established salon business with a proven track record & very strong upside potential. Zoned CL, this building was fully rebuilt in '05 to include a small reception/product sales area, salon space with 5 stations, 4 salon sinks, full kitchen/break room with onsite washer & dryer.

- 887 square feet
- Turn-key business
- Within walking distance to the Old Mill
- 10 onsite parking spaces
- Zoned CL

Listed at \$615,000



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info@keypropertiesbend.com 541.728.0033 keypropertiesoregon.com **BEND** 431 Franklin Ave Bend | 97703 SISTERS 220 S Pine Street, Suite 102 Sisters | 97759 RE/MAX



PHOTO | COURTESY OF BROKEN TOP CANDLE COMPANY

#### **Official Name of Business:**

**Broken Top Brands** 

Address: 62980 Boyd Acres Road.

Building B1-4, Bend **Phone:** 541-306-3079

Website: brokentopcandleco.com

**Contact Email:** 

affton@brokentopcandleco.com, kristen@brokentopcandleco.com

CEO/owners, background: Affton Coffelt

**Number of Employees: 23 Year Established in Central Oregon:** 

**Product/Services Offered:** Broken Top Brands offers sustainable, ecoconscious products with plant-based ingredients and sustainable packaging. We are mostly known for our soy candles and have grown to offer an array of lifestyle and home good products including linen/room sprays, reed

## #1 — Broken Top Candle Company

diffusers, lotions, liquid and bar soap, hand sanitizer, roll-on perfume and lip balm, which all include plant-based ingredients and essential oil fragrance. Our products are made for and loved by men and women alike.

**Hot News:** After noticing a gap in the market for sustainable, organic lifestyle and home products for men, Broken Top Brands developed four new scents and a new body wash, solid cologne and man spray along with their signature Soy Candles, dubbed 'Geotanical.'

This announcement comes on the heels of the company's 1% for the Planet partnership and a year of tremendous growth for the small Oregon company. The Geotanical collection became available October 12 and in an array of products and scents made for men. The collection will feature our signature soy candles and new body wash, man spray and solid cologne. A collection designed for relaxing at home, as well as on the go situations. Geotanical features a variety of scents from woodsy notes in Birch Charcoal and Sitka Woodland to beachy oceans notes with Black Coral Tide. Tobacco Teak is bound to be a fan favorite as well, smelling leathery and fresh. A collection made for men, featuring scents perfected for an array of lifestyles! Tailored not just for men that enjoy the finer things in life, but outdoorsmen, businessmen or the family man, Geotanical offers a product and scent for every man to enjoy daily.

Outlook for Growth: As a growing business in the last six years, Broken Top Brands has grown tremendously on the BTB side of the home goods industry and on the direct to consumer side. While the majority of our financial success is attributed to retail consumers, our direct website side of things has increased sales by 88 percent. Not to mention, the returning customer rate is also up 124 percent with average sale value also increasing by 23 percent up to \$75.

The Wholesale side of the business is what really stands out in comparison to other growing businesses in our sector. The conversion rate is well over double the home decor average (4.7 percent) standing at 13.6 percent. Not only are retail businesses interested in our products, but are willing to try them and find a fit that works best for their store. Keeping this in mind, the brand also has a 99.8 percent sell-through rate once our retail customers receive our products. Not only are they willing to try our products, but the return rate is very minimal compared to the home goods average of 98 percent, 2020/2021 has been our largest year thus far, and we're excited to see where the growth takes us as we build our brand.

What do you attribute your rapid **growth to?** Sustainable consumers have blown up our sales, as younger generations are looking to purchase organic, plant-based products. Millennials are over 30 percent more likely to purchase from a business that gives back to the environment and spend more money than choose the leading competitor who does not. We joined 1% for the Planet this year and have volunteered at local nonprofits to get our name out in the community and support a larger cause. We believe it's important to show that our products are not only made from clean, sustainable ingredients, but they support a larger cause than just company success.

What is your vision for growth and/ or expansion over the next five years? We have been fortunate enough to land some key accounts nationally over the past few years including Whole Foods, Bloomingdale's, TJX and Macy's. With 2022 around the corner, our brand is looking to expand into the international market and tap into the Canadian and European market through our key wholesale accounts. Expansion into the international market has been a dream of ours for some time, and this year it looks like it's coming to fruition.

What is your philosophy to running successful company? Coffelt is creating, innovating and constantly coming up with new ideas. Her priority is facilitating a happy place to work, and building a strong relationship with her employees that develops a healthy work-life culture. She also always makes time for networking, and learning from or mentoring other entrepreneurs in Bend.

Her emphasis: Create, innovate and lead a team that is doing what they are best at, what they enjoy most and always being an open door to improve company culture.

## #2 — ToyHouse Toys, LLC

### **Official Name of Business:**

ToyHouse Toys, LLC

**Address:** 

17345 Spring River Road, Sunriver

**Phone:** 503-407-8936

**Website:** SunriverToyHouseToys.com

**Contact Email:** 

LetsPlay@SunriverToyHouseToys.com **CEO/owners, background:** 

David Jameson, Entrepreneur & Management Consultant

**Number of Employees: 15** 

**Year Established in Central Oregon:** 

**Product/Services Offered:** Gear rentals for outdoor and indoor activities including, but not limited to; Jet Skis, Kayaks, Canoes, SUP's, Floating Islands, Mega Paddleboards (17'x7'), Bikes, eBikes, Snowmobiles, Snow Tubes, Sleds, Snowshoes and Turn-key Virtual Reality Gear for experiences at your home or in the SunriverVR Arcade. The rentals we provide allow families and individuals to participate in a wide variety of Central Oregon's activities.

We also offer a commercial product — 3D Volumetric Scanning services for business, retail, manufacturing, construction, real estate sales/rentals or interior decorating purposes or if you just want to take an object into the Metaverse! For example, a 3D home tour allows potential customers, buyers or vacation renters to experience the home firsthand and see it from virtually any viewpoint at their leisure. View on a PC or virtually in a visor. Couples can visit it together at the same time too. Homes, businesses and so much more.

Did you know that you can have us VIRTUALLY remove/add furniture, change colors and counter/floor/wall surfaces? We can also fill an empty structure with whatever you want or clear and replace a horde packed one or anything in-between. Need something in the window? Welcome to the future.

Hot News: Our brand new 2022 snowmobiles are currently being outfitted with the latest accessories to make them an even more enjoyable ride and will be ready by Thanksgiving weekend! Last year, we had four SkiDoos, and this year we will have 14! All are super quiet, fully provisioned, two-seater, fourstroke 600cc, Grand Touring SkiDoos with 62 liter trunks and complimentary; snow tubes, ePumps, helmets, phone holders, safety kits, Walkie-Talkies, tow ropes and a GPS mapping app. Our snowmobiles are perfect for a casual trail trip around Mt. Bachelor or Paulina with absolutely stunning views and great play areas. Have lunch at Elk Lake or Paulina Lake Lodge and say "Hi" from ToyHouse!

Outlook for Growth: Before 2020 we averaged about 30 percent year-overyear growth over the first six years, then with a large growth spurt in 2020 we are happy to say that with ten months behind us, we are on pace to grow another 20-30 percent for 2021. Thankfully the increase in volume for 2020 appears to be a new sustained level for us, with much more upside to go in 2022.

What do you attribute your rapid growth to? The ability to rapidly pivot based on the ever-changing circumstances presented each day in 2020. An example would be when we ordered an additional year's worth of inventory based on pending tariffs in the fall of 2019. Then we ordered another year's worth of inventory in February when China announced they were building a hospital in ten days. Then we ordered another year's worth of inventory when they decided to build TWO hospitals in less than a month.

Extreme circumstances require equally extraordinary actions. By paying attention to the world around us, we were able to

anticipate and prepare for the ultimate influx of people that visited Central Oregon in the summer of 2020. People had been isolated inside for months at the start of the pandemic and were ready to go outside and play in beautiful Central Oregon we were also ready to accommodate so many more families than ever before. We had inventory for everyone! When we were met with an astronomical increase in demand, we never had to say, "Sorry, no availability."

What is your vision for growth and/or expansion over the next five years? We will continue to look for more exciting ways to have fun in Central Oregon. Our two-person eHydro-Foil might well take us to an all-new level of fun!

In fact, 2022 will be the beginning of our eGear expansion. While we already have eBikes, we will add a fleet of eBoats, eSUPs, eMega SUP barges and eSnowmobiles over the next few years. All are potential new additions for 2022 and beyond. There's so much more fun to be had on the Deschutes River and area lakes!

Opening a third facility in Bend is currently planned for 2024 to provide a much closer source of year round gear provisioning for Bend residents and vacationing guests. Then, by a full five vears, I will be 71, and hopefully fully retired — so my capable children and awesome crew will keep making people smile for years to come.

What is your philosophy to running a successful company? Pay attention. There are lots of moving parts that need your focus all at once. If you can't measure it, you can't manage it. Employees are your most valuable asset and resource





DAVID JAMESON

PHOTOS | COURTESY OF TOYHOUSE TOYS, LLC

and so treat them as such. Empower your frontline employees, recognize and acknowledge their contributions and pay more than average. Show them how to focus on the Customer Experience. Help them understand that at any decision point, they need to be the guest's advocate and not to compromise between: it's easier for us — vs — it's best for the guest.

Our collective job is to do whatever we can to make our quest's experience enjoyable and memorable. Often times, it's the little things — i.e. for river and lake guests, other companies provide life vests... with us — there's a free vest for your dog too, plus free; sunblock, bug spray, water tight bags, rope, anchors (if you want to hang-out in one spot), coolers, floating coolers, cooler floats, a portable gas grill, squirt guns, water blasters, applicable paddles, shuttle bikes... and don't forget the Otter Pops For Everyone!

It should be an enjoyable environment for both guests and staff. As the Great Resignation has shown, people have a lot of options now about where they can work, so create a great environment for everyone and you'll never be short staffed!

### #3 — Lone Crow Bungalow

**Official Name of Business:** 

Lone Crow Bungalow

Address:

937 NW Wall St., Bend **Phone:** 541-383-2992

Website: lonecrowbungalow.com

**Contact Email:** 

hello@lonecrowbungalow.com

CEO/owners, background: Rebecca Chase bringing over 30 years wholesale/retail and design expertise to the business.

**Number of Employees:** 5

Year Established in Central Oregon: 2000

**Product/Services Offered:** Mountain-rustic gifts and home accessories from the Pacific Northwest, across the U.S. and beyond.

Hot News: Lone Crow Bungalow (LCB) has brought on-board new products with great craftsmanship. Northern Toboggan Co. of Minnesota toboggans are currently on display and these items promise to bring joy to families and their future generations. This is the second year that we have Bend Ornaments back in the store. These are the ornaments Rebecca had made in Poland to replicate the classic stained glass Bend icon. Original metal art out of Idaho featuring National Forest and Big Foot signs that light up and look perfect in a mountain cabin.

Outlook for Growth: Lone Crow Bungalow marked its 21st Anniversary in 2021 and its third Anniversary under the ownership of Rebecca Chase. From the very beginning, Rebecca has had a vision to make LCB a joyful place where customers harken back to a time when walking into a retail store became a memorable experience, and the products sold where made with quality.

An exciting place to visit during the holidays, word has spread and customers are returning each year to see the store decorated for Christmas and take family pictures in front of the display windows.

Artisans and suppliers have recognized the effort that LCB puts into displaying their products and telling their stories, making LCB a well sought after retail outlet.

What do you attribute your rapid growth to? Rebecca leverages her decades of wholesale, retail and design experience to select and build stories about the merchandise.

To support the storytelling, her contractor husband Chris Chase has played a big role in developing and setting-up new display wares throughout the store which has increased the merchandise footprint by 30 percent.

Keeping seasonal displays fresh and exciting signals to the customer that there are new things to be discovered and LCB merchandiser Jennifer Nordby brings the display stories to life.

What is your vision for growth and/or expansion over the next five years? Work will continue on strengthen the brand and ensuring LCB adds new product lines that resonate with the mountain-rustic customer.

There are plans for evolving and perfecting the online presence which holds significant upside potential.

Future expansion of new concept stores are also on the horizon.



What is your philosophy to running a successful company? Stay focused on the vision, the customer and the community we are part of. Recognize that a strong talented team is what makes it all come to life. Give the customers a reason to come in, buy and return. Make the store a destination that the community is proud of, one that contributes to keeping downtown Bend vibrant — a Central Oregon destination that people want to explore and attend the many annual festivals and events again and again.

### #4 — Trangistics, Inc.



(L-R) PEGGY STEWART, DAVE MCGREW, JOEY HOUGHAM, ARLETTE WARNER, TESSA PAGE AND LAURALEE MANN | PHOTO BY CASCADE BUSINESS NEWS

Official Name of Business:

Trangistics, Inc. Address:

PO Box 1750, Sisters

**Phone:** 541-923-6309 Website: trangistics.com

Contact Email: info@trangistics.com

CEO/owners, background:

Joey Hougham

**Number of Employees:** 10

Year Established in Central Oregon:

**Product/Services Offered:** 

Transportation and warehouse/ inventory management services.

Outlook for Growth: We retooled our business about three years ago to focus on the high tech construction industry. Server farm and semiconductor fab construction industry has committed billions of dollars to develop facilities that will create the most advanced computer chips in the world. We added warehousing/ inventory management services that are integrated with transportation to provide the most efficient "just in time" solution for our customers.

What do you attribute your rapid **growth to?** Integrating warehouse/ inventory management solutions with our traditional transportation services, delivering an efficient and cost effective "just in time" solution.

What is your vision for growth and/ or expansion over the next five years? We are adding more warehousing/ inventory management contracts in several states outside of Oregon that will accelerate our growth.

What is your philosophy to running a successful company? Empowering people to make decisions. Employees feel more valued with this type of structure, and in turn, they typically produce better results.

Operate with integrity, which resonates with our customers and employees.

We also provide flexible work environment enabling a better work/ life balance.

# to the

FASTEST GROWING COMPANIES in Central Oregon



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L-R, T-B) JIM MOCKAITIS, GREG LAMONT, ALEX MOCKAITIS, ERIKA, PATTI, ALEC SACCO, AMY O'HANA, STACY SHARLET, CASEY LOPER, CLAIRE SCHIEMER, TYLER VLODICA, CHRIS UNTIEDT, CRYSTAL LEAVITT, LAREASA METTLER, LEAH WILLIAMSON, ANA MESINA, JORDAN RUNK, SHERRY MACIAS, JODI LAING, AMY WEALD, JONATHON SEABORN, STEPHANIE YENNE. MEREDITH THOMPSON. MORGAN MANSKER

2008

#### **Official Name of Business:**

JDM Counseling LLC dba Juniper Mountain Counseling Address: 1569 SW Nancy Way, Bend **Phone:** 541-617-0377 Website:

junipermountaincounseling.com **Contact Email:** 

iim@iunipermountaincounseling.com

**CEO/owners, background:** Jim Mockaitis, MS, MS, LPC

**Number of Employees:** 

24 and 3 student interns

# #5 — Juniper Mountain Counseling

assessment and counseling services that promote healing and healthy change without exclusion or discrimination, in the lives of those struggling with mental health challenges in our Central Oregon community. We provided services to children, teens, adults, families and couples.

The culture of Juniper Mountain is highly collaborative, warm, supportive, genuine, respectful, intentionally eclectic and open to creative therapy. We believe that the community spirit shared among our staff members positively impacts the therapeutic work we engage in with our clients. We are committed to helping in the best ways that we are able.

Mountain **Hot News:** Juniper Counseling has just purchased and will be remodeling a new facility that will virtually quadruple our current space. Project estimated to be completed by June, 2022.

**Outlook for Growth:** Despite the variety of excellent mental health providers in our community, there still remains a growing demand for mental health services. Juniper Mountain Counseling is very optimistic that we will continue to be able to do our part in responding to this need. We are expanding into a new facility that will provide approximately four times the amount of space we currently have. This new facility will enable us to grow our mental health services, adding programs that we are currently unable to accommodate. We will have a wing specifically devoted to child and family therapy, as well as group therapy, support groups, seminars, trainings, community outreach, as well as evolving services to Spanish speaking clients within our community.

We will also be able to enhance our student counselor internship program, with more training and experiential opportunities. This continues to provide us the opportunity to prepare new professional counselors in response to a workforce shortage within our community. Our mentorship program and other professional development opportunities for our own staff, and in collaboration with other mental health providers will also be enriched.

What do you attribute your rapid growth to? Ironically, our goal was never to grow this agency rapidly, but to simply be diligent and mindful of growth that would not compromise our mission or purpose, but advance it. Fortunately, our community and clients have recognized the quality of our services and our commitment to "always find a way" to help those in need. Our prime focus will always remain on our clients and fostering a genuine positive culture among our staff. This approach has been key to our growth and proven very beneficial to our agency.

What is your vision for growth and/or expansion over the next five years? See points above.

What is your philosophy to running a successful company? Be willing to make sacrifices and prudent compromises at every turn.

Be clear about your mission and cherish and protect that. It is the prime motivating factor informing the decisions you make, and brings clarity to the purpose of your work.

Be trustworthy and consistent in your words and actions with your staff and your clients.

# #6 — Rip Q Signs and Graphics, LLC

**Year Established in Central Oregon:** 

**Product/Services Offered:** Juniper

Mountain Counseling (JMtC) is a well-

respected and rapidly expanding mental

health counseling agency in Bend.

Established in 2008, we have earned and

maintained a Certificate of Approval from

the Oregon Health Authority. Hallmarks

of our reputation have been compassion,

accessibility, innovation and collaboration.

to provide appropriate mental health

The prime focus of our mission, is

### **Official Name of Business:**

Rip Q Signs and Graphics, LLC **Address:** 

43 NW Cherry Ln., Ste. 101, Madras **Phone:** 541-325-4506 Website: RipQ.net

Contact Email: info@ripq.net **CEO/owners, background:** 

Brandon Searcy (owner member) Amber Searcy (owner member)

Number of Employees: 3 **Year Established in Central Oregon:** 

**Product/Services Offered:** Grand format printing, vehicle graphics/wraps, signs, banners, stickers, decals, trade displays, outdoor displays, graphic design.

Hot News: Awarded The 2019 Jefferson County Chamber Business of

We are hiring a part time or full time graphic designer. (Must have experience designing for a sign/wrap company.)

Outlook for Growth: Our outlook

for growth is to bring on a couple of additional employees and upgrade and add a few machines. We want to grow some but stay small enough to ensure Quality of our products and services. Our goal is to remain a local business serving local Central Oregon customers. We want to remain a family owned and opperated company.

What do you attribute your rapid growth to? Everyone here is very passionate about our craft. We care more about high quality great looking products than the bottom line. Every customer that enters our doors poses a new challenge for us and we really enjoy finding the best looking and most durable solutions to each Idea that our customers present us with. It's always been about the art form for us and I think that shows in our products and customer satisfaction. We have an abundance of talent and skill here at Rip O, and that is what we believe has led to our local popularity.

What is your vision for growth and/or expansion over the next five years? We have experienced year to year growth since we opened our doors. Honestly it could stay right where it is at and that would be okay with us but it is always satisfying to see some level of growth every year. Our ultimate goal is to keep performing at our current level and not take any steps backward. If we keep

our current level of quality, customer satisfaction, employee satisfaction and continue to enjoy what we do every day then the growth will just be a symptom of our passions.

What is your philosophy to running a **successful company?** Communication! Communication with the customers and communication with employees. Not every project goes smoothly but if you are talking to the people then they will



understand. Putting them off, keeping them in the dark or assigning blame on issues can be a company's biggest mistake. This takes a passive approach and can mean swallowing pride and having awkward conversations but is key to running a successful small business. Quality, turnaround time and fair market value of products are right up there, but all take a back seat to personal relationships.



RELSON CONTRACTING, LLC CREW | PHOTO COURTESY OF RELSON CONTRACTING, LLC

## #7 — Relson Contracting, LLC

**Official Name of Business:** 

Relson Contracting, LLC

601 E Antler Ave., Redmond

**Phone:** 541-647-3782

Website:

relsonlandscapecontracting.com

**Contact Email:** 

relsoncontracting@gmail.com

CEO/owners, background:

Zack Nosler, Owner

**Number of Employees: 7 Year Established in Central Oregon:** 

2016 Product/Services Offered: service lawn care, spring and fall clean ups, irrigation installation and repair, paver patio, retaining walls, planting, dirt work, fencing and more.

Outlook for Growth: We are striving for continuous growth.

What do you attribute your rapid growth to? We contribute our rapid growth first to our employees who are always willing to go the extra mile, and secondly to all our local vendors that we can count on to have the materials and parts that we need to complete our jobs.

What is your vision for growth and/ or expansion over the next five years? My vision is to have continuous growth year over year.

What is your philosophy to running a successful company? Our philosophy is to always be honest, we do what we say we are going to do, have good communication and most importantly, do good work.

### #8 — Reynoso Jewelry Shoes & Clothing

### **Official Name of Business:**

Reynoso Jewelry Shoes & Clothing

Address:

212 SW Fifth St.

Phone:

541-475-5287

**Contact Email:** 

reynosojewelry@yahoo.com

Number of Employees: 3

Year Established in Central Oregon:

**Product/Services Offered:** 

14k jewelry, silver, clothing for all ages, shoes for all ages. Outlook for Growth: Keep up with changing trends, provide customer with answers as to what their needs are for merchandise.

What do you attribute your rapid growth to? We provide a variety of clothes, shoes and jewelry so we change all the styles as seasons change.

What is your vision for growth and/or expansion over the next five years? Our vision is to provide customer satisfaction. If they are satisfied, then we have customers come back — that makes our business grow, so that allows us to expand and grow customer-wise.

What is your philosophy to running a successful company? Having great attitude, care and listen to what customers' needs are and try to accommodate what they need.



COURTESY OF REYNOSO JEWELRY SHOES & CLOTHING



#### **Official Name of Business:**

Bunk+Brew

Address:

42 NW Hawthorne Ave., Bend **Phone:** 458-202-1090

Website: bunkandbrew.com **Contact Email:** 

management@bunkandbrew.com

### **CEO/owners, background:**

Frankie Maduzia (Medical Tech) and J. Charles Griggs (Tech Lawyer)

**Number of Employees: 14 Year Established in Central Oregon:** 

**Product/Services Offered:** 

Lodging and event venue.

Hot News: Guess what... There's a hostel in Bend. A lot of locals don't know. But this hostel doesn't just provide lodging for travelers, we have live entertainment every weekend from music to comedy to trivia to karaoke. We have the closest food carts to downtown. We offer beer, wine, cider and seltzer. And we now have a Finnish sauna! Ultimately, we are a basecamp for adventurers across Central Oregon.

Outlook for Growth: We've done well enough to be nominated for 2020 [Fastest 20], but we've already seen tells us we're still doing something right, and there's more to come. We've primarily targeted the short-term traveler, but research tells us there's a growing market of longer-term working "nomads" seeking stays of

#9 — Bunk+Brew

one-three months at a time. Our goal is to include this market.

What do you attribute your rapid growth to? We're a little surprised to be nominated for this award because, unlike fast-growth, investor-capitalized businesses, we "bootstrapped" — that is, we started by only spending what we earned. We didn't wanna compromise our vision, and we wanted that vision to evolve organically by our customers. The growth we've had is primarily a tribute to that principal: listening and responding to those customers.

What is your vision for growth and/ or expansion over the next five years? our biggest increase yet in 2021. That We just hit five years. In that time,

we restored the first and oldest brick building in Bend, we built an adjoining sauna bathhouse and we purchased and expanded into the property of our next-door neighbor. Our plan is to bulldoze that property and build up to create a modern structure that will complement our historic home and satisfy the demand of longer-term working nomads.

What is your philosophy to running a successful company? Even if you aren't as fortunate as Bunk+Brew, don't have two co-owners as polar opposites working like yin and yang in solidarity toward a shared ultimate vision. There's still a few principles of success any business can replicate, and these are: (1) listen closely, (2) adjust quickly and (3) document thoroughly. The more your managers understand these principles, the more sustainable your company will be (and the better you'll sleep at night).

### #10 — Premier Auto Body And Paint, Inc.

Official Name of Business: Premier Auto Body and Paint, Inc.

Address: 950 NE Fifth St., Redmond

Phone: 541-548-2299

Website: premierautobody.org

Contact Email: premier.ab@outlook.com

**CEO/owners, background:** 

Lisa, Troy Lindquist, Lisa-medical/surgical field. Troy-35+ years automotive.

**Number of Employees: 27** 

Year Established in Central Oregon: 2000

**Product/Services Offered:** Auto collision repair, auto glass replacement. Hot News: Two locations (Redmond, Bend), soon to open a third location (second in Bend)

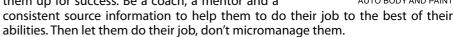
**Outlook for Growth:** We are very fortunate to have incredible staff. They are responsible for our tremendous growth over the last ten years. We continue to see increases in repair volume, the high mark today becomes the new normal within six months. Growth in the Central Oregon population will generate enormous opportunities for those who are prepared for them.

What do you attribute your rapid growth to? Staffing, 100 percent. We have

wonderful people, excellent technicians and great relationships with our vendors.

What is your vision for growth and/or expansion over the next five years? We are opening a third location in in Bend in January and expanding our Redmond location Q3-ish 2022. The available space will allow us to more than double our current capacity. Limitations will be staffing and qualified technicians.

What is your philosophy to running a successful company? Be a leader and never a boss. When you hire someone to do a job, set them up for success. Be a coach, a mentor and a



Treat the customer as you would like to be treated. If an issue arises, fix it. Don't argue, just take care of their concerns. Be nice, if everyone treated each other with respect and was as nice as they could be, the world would be much different.



AUTO BODY AND PAINT

DAVE MCMURRAY JR | PHOTO COURTESY OF MCMURRAY AND SONS ROOFING

### **Official Name of Business:**

McMurray and Sons Roofing Address: 920 SE Ninth St., Bend **Phone:** 541-385-0695

Website: www.mcmurrayandsons.com **Contact Email:** 

dave@mcmurrayandsons.com

**CEO/owners, background:** David McMurray II, third generation in

the company.

## #11 — McMurray and Sons Roofing

**Number of Employees: 60 Year Established in Central Oregon:** 

Product/Services Offered: All types of commercial and residential roofing. waterproofing, sheet metal and gutters.

Hot News: Being certified installers with most manufacturers, we have the ability to offer the best warranties available in the industry. Also, supply chain issues have created material shortages, but we have multiple manufacturers, distributors and products to choose from.

Outlook for Growth: The industry is changing rapidly. It will fall on the companies with the experienced staff, certified installers and the heavy equipment to obtain materials and deliver the product. McMurray and Sons is poised to take advantage of those opportunities in the coming months and years.

What do you attribute your rapid growth to? I think our ability to attract good people is the biggest factor. We're a 100 year-old, family-owned company with experienced managers and great working relationships in our communities. is essential to any company in the trades. We have been fortunate to be in the position to maximize the opportunities available to us.

What is your vision for growth and/ or expansion over the next five years? I believe the construction industry is facing the biggest challenges we've ever experienced, due to labor and material shortages. With challenges, there are always opportunities and I believed we are uniquely positioned to continue our growth and expansion with a larger share of the market. We have the qualified people and access to more options for materials than most companies. We will be able to provide options moving forward when others may not have the capability to do the job. I expect to see our numbers consistently grow over the next five years for both sales and employees.

What is your philosophy to running a successful company? Having access to the materials and labor Honesty and integrity at all levels are essential components to running a successful company. Having the people in your organization at all levels that are committed to those principles is the only way to make that happen. Operating above board in every way is often lacking in the trades. We pride ourselves on doing everything the right way from the start. Having the difficult conversations with the customer up front regarding scopes of work and potential issues sets the expectation from the beginning, as opposed to starting the relationship with a low-ball number and then turning around with a bunch of extras and change orders. We strive to foresee the issues from the beginning to limit surprises and maintain trust in our relationships in the community.

### **Official Name of Business:**

**Budget Blinds of Central Oregon** (Hughes Interiors, LLC)

1155 SW Division St., Suite A4, Bend **Phone:** 541-788-8444 Website: budgetblinds.com

**Contact Email:** 

MHughes@budgetblinds.com

CEO/owners, background: Mike and Stacy Hughes, Bob and Clara Hughes

**Number of Employees: 20 Year Established in Central Oregon:** 

Product/Services Offered: Local window coverings design experts. We have a showroom in Bend or we can bring the showroom to our customer. We expertly measure the windows, recommend designs, install beautiful window treatments and back it up with the best warranty in the business.

### #12 — Budget Blinds of Central Oregon

**Hot News:** The latest trend is motorization. We are the local window coverings experts and we are backed by the number one provider of custom window coverings in North America, Budget Blinds. Our expert design team, paired with an array of stunning blinds, shades, shutters, drapery and more, creates the ideal home interior that complements any room, or an entire home. From the latest styles and innovative fabrics, to a host of ontrend colors, we show the home owner how fun and affordable it can be to upgrade their décor.

Outlook for Growth: Strong growth opportunity in the future. Budget Blinds has the largest selection of blinds, shades, shutters, draperies and we work with 25 manufacturers; offering window coverings for every budget. We have high end brands like Hunter Douglas and more affordable brands for customers who want quality at an affordable price. We work with many of the top local builders and designers in Deschutes County to provide window coverings in their homes. As Deschutes County continues to be a fast growing community, we will continue to see our growth expand.

What do you attribute your rapid growth to? The Budget Blinds franchise network has a formula for success and processes in place enabling us to succeed. Budget Blinds partners with the top 25 brands in the industry allowing our customers to have many choices. Our consultative process is designed around caring about the customer and their home. We make the entire experience easy and convenient as we bring the showroom to their home with our FREE in-home design consultation. From those unique shaped windows, to energy efficient treatments and more, Budget Blinds does it all, with

style and service for any budget! We're local and here to stay to ensure you have peace of mind.

What is your vision for growth and/ or expansion over the next five years? We grow as our customer base grows. We focus our time and talents to maintain our expertise in window coverings. We sell what we know and that is window coverings. Both our sales staff and installation staff receive on-going training.

What is your philosophy to running a successful company? It is all about taking care of your customer. Sixty percent of our sales come from repeat customers and referrals from our customers. We have the best warranties in the industries to always ensure our customers are happy with their purchase. For the employees, each person is an expert at what they do, and we strive to create an atmosphere of enjoyment while performing their duties.



### **Official Name of Business:**

Wintertime Forest Products, Inc. **DBA Instant Landscaping Company** Address: 63160 Nels Andersen Rd., Bend Website: instantlandscaping.com offseason: cigarboxrock.com Contact Email: tal@bendnet.com

### #13 — Instant Landscaping Company

CEO/owners, background:

Tim and Julie Larocco. Moved to Bend in 1977. Previously resided in Columbia River Gorge and Chico, California. Tim graduated from Chico State and worked in Central Oregon Resort Management. Julie worked 30 years for Macy's.

Number of Employees: 13 **Year Established in Central Oregon:** 1980

Product/Services Offered: Landscaping Materials. Bark, soil, hardscape, rock/gravel, fire logs, landscape rock and country wide lapidary equipment dealer.

Hot News: Instant Landscaping's historical landmark office and homestead property is in the right-of-way path of the soon to be North Hwy. 97 Parkway

realignment. We will be relocating, but remaining in the North Bend area.

What is your philosophy to running a successful company? Tim and Julie have long owned a small timber farm along the White Salmon River in Washington State. For 20 years we were major firewood bundle distributors for grocery stores. Thirty years ago we established a relationship with McPheeters Turf and to this day we are very proud to market and transport their fine products all over Central Oregon. Forest products and agricultural byproducts is what we do. Our philosophy and goas have always been to bring the best of Northwest natural treasures to our Central Oregon friends. The last decade, with the help of OSU and our many Master Gardener customers, we produce the finest blended soils available in Central Oregon. For offseason income and fun we honed our skills in our truck shop. Our lapidary division is strong and growing, and we have successfully carved out a side business servicing and renewing diamond saws for rock hounds all over the country.

Tim, Julie and our crew are like family. We rely on employees that have learned to get up early, put their boots on, work hard, be safe and strive to help customers and employees. Our whole crew has embraced the history of the Nels Anderson homestead where we work and greet our customers. Our community business vendors, support partners and the City of Bend add much expertise to our old ways, and have been good to us.

### #14 — Big Pines RV Park

**Official Name of Business:** 

Big Pines RV Park

Address: 135151 Hwy. 97 N, Crescent

**Phone:** 541-433-2785 Website: bigpinesrvpark.com

**Contact Email:** 

camp@bigpinesrvpark.com

CEO/owners, background: Bruce Hall / Donna Hall

Number of Employees: 3 **Year Established in Central Oregon:** 

2003

**Product/Services Offered:** 

Full hookup RV sites for tourism.

Hot News: Completed connection to community sewer system in May 2021. Working to complete expansion project in 2022.

Outlook for Growth: As more RV park limit opportunities for transient guests in the Central Oregon market, we expect our occupancy to continue to grow.

What do you attribute your rapid **growth to?** Doubling the size of our facility.

What is your vision for growth and/or expansion over the next five years? Our growth this year was limited to 15 percent due to the early wildfires. Growth of 15-20 percent is realistic for 2022 and then will begin to stabilize for our facility.

What is your philosophy to running a successful company? Understand your product/service and your position in the market. Be open to the opportunities that are present in your area. Show up and work at what you want to accomplish.



PHOTO | COURTESY OF BIG PINES RV PARK



#15 — NB Inc.

Official Name of Business: NB Inc. Address: 17045 Farthing Lane, Sisters Website: maryannasyourstores.com Contact Email: rags.nbinc@gmail.com CEO/owners, background: Bonnie Jacobs-Halousek and Neal Halousek.

**Number of Employees:** 2018: 17, 2019: 22, 2020: 24

Year Established in Central Oregon:

**Product/Services Offered:** Souvenir

apparel and accessories for the whole family.

We are a family owned and operated business. This is our 36th year in business in Sisters, Sunriver and Seaside.

**Outlook for Growth:** 

We plan to expand our on-line business. What do you attribute your rapid growth to? Larger warehouse and manufacturing (printing) our products, employee input, location of retail.

What is your vision for growth and/or expansion over the next five years? We do not want to rest on our laurels, and we will continue to adapt our products to the tastes and trends of our community.

What is your philosophy to running a successful company? Our employees are the backbone of our company. Bonuses, insurance, retirement, vacation and sick pay are benefits each employee receives. We have also began a profit sharing program.

## – Eurosports Bikes, Beer, Skis & Food Carts

Official Name of Business:

Eurosports Bikes, Beer, Skis & Food Carts Address: 223 E Hood Ave., Sisters; mailing PO Box 1421. Sisters.

Phone: 541-549-2471 Website: eurosports.us **Contact Email:** 

eurosports@bendbroadband.com

CEO/owners, background: Brad Boyd: 32 years own Eurosports; co-founder Peterson Ridge Tr. System; Sisters Trail Alliance Lifetime Member; COTA founding member. Brad was also Sisters City Councilor 2005-06; Mayor 07-08; Mayor 2013-14.

Number of Employees: 3

**Year Established in Central Oregon: 1989** Product/Services Offered: Bikes, skis, repair, rentals, beer/wine/cider/bottle shop, food cart garden, outdoor beer garden, music venue/trivia night/community events/

weekly car show, etc.

**Hot News:** During the pandemic, morphed business outdoor space so people felt safe to gather, eat, drink and experience community. Innovations included flag system for table cleaning, multiple fire pits, etc. Resulted in growth of business and increased usage as a center of community.

Outlook for Growth: Positive due to increase in visibility, inclusiveness, population growth, friendly and serviceoriented atmosphere, reputation and closeby availability of many outdoor activities. Eurosports is seen as an information center to help people have fun. We've made a conscious, intentional decision to be a community center and offer broad and welcoming experiences instead of being just a place that sells and rents gear. We love that people love to come here and be with people they love, creating

memories. People enjoy our experiencedbased business and reward us with loyalty: wanting to shop local instead of the internet.

What do you attribute your rapid growth to? Thirty-two years in business with a reputation for integrity, value, dependability, inclusiveness and morphing the business model over the years to meet customers' and community needs. Additionally, the pandemic created a greater need for safe, outdoor gathering spaces and increased interest in outdoor recreation and activities.

What is your vision for growth and/ or expansion over the next five years? Continue to meet the needs of the community as it grows and changes by listening and observing. Volunteer and help where needed.

Strengthening our balance sheet; continuing offer to cutting-edge continued equipment; focus

sustainability for buildings and outdoor space, green energy and recycling; and meeting the needs of all generations

Open to transitioning business with fresh ideas either from a new manager or new owner(s) who understand that this is a community resource, not just a retail shop.

What is your philosophy to running a successful company? Show up, pay attention, change with the needs of customers and community.

Diversified revenue streams!

Give where needed, for example: the Peterson Ridge Trail System, which Brad cofounded, now brings in more than several million dollars a year to the Sisters community (per Sisters Trail Alliance research).

Treat everyone (customers, vendors, with honesty, employees) and respect.



#### **Official Name of Business:**

Sampson Physical Therapy Inc, d/b/a Southside Physical Therapy Inc **Address:** 

121 NW Greenwood Ave., Ste. 101, Bend

Phone: 541-388-2681 Website: southsidept.com **Contact Email:** 

office.sspt@gmail.com

Jonathan Sampson. Physical therapists for over 30 years.

**Number of Employees: 8 Year Established in Central Oregon:** 

**Product/Services Offered:** Physical therapy and hand therapy.

Hot News: We offer individualized treatment from one of our six physical **CEO/owners, background:** Morag and therapists, each with their own specialty

### #17 — Southside Physical Therapy Inc

from spine pain to hand injuries, sports injuries to geriatric gait and balance training. Special interests are golf Injuries and bike related in juries related to incorrect form or incorrect bike fit. Our certified hand therapist can provide splinting and patient specific exercises and treatment to quickly improve function and recovery. We have recently been joined by our sixth physical therapist; Hannah Carlsen PT. DPT, GCS, CEEAA. We are excited to have her as part of our team.

Outlook for Growth: Our growth is intentionally being controlled so that we can focus on providing the highest level of care to our patients while maintaining a stable business model.

What do you attribute your rapid growth to? Our initial growth was due to our desire to bring well trained physical therapists together to provide an individualized, professional and caring environment for our patients. Our philosophy remains unchanged.

What is your vision for growth and/or expansion over the next five years? We will be adding 50 percent more space to the clinic to provide our physical therapists and patients with additional treatment rooms and larger reception/lobby plus an increased gym space. This will improve our ability to treat more sports related injuries and work more with our aging population to enable them to maintain a high level of function and continue enjoying their sporting/fitness activities.

What is your philosophy to running a successful company? We try hard to listen to each employees' ideas and or concerns to help them perform to the maximum of their abilities and to improve how we provide the services we offer. This is a strong factor in the success of our company.

We think that every employee is important and has an impact on the company.

## #18 —Prineville Insurance Agency

### **Official Name of Business:**

Insure Pacific Inc.

Address: 297 NW Third St., Prineville

**Phone:** 541-447-6372 Website: insurepacific.com,

prinevilleins.com

**Contact Email:** monica@prinevilleins.com CEO/owners, background: Monica owns two agencies in Oregon. We are licensed and sell in ten states. Have built an amazing team of women to sell and service our clients. Have two kids, a senior in high school and a sophomore in college.

**Number of Employees: 12 Year Established in Central Oregon:** 1935

### **Product/Services Offered:**

Homeowners, condo and renters, automobile, boat, motorcycle, RV, ATV, umbrella, business owners, commercial property, professional liability, commercial auto, workers compensation, bonds, life, disability, group health, MASA and more!

Hot News: We are growing and have two new team members!

Outlook for Growth: We are seeing new business in all directions. Our residential communities are growing. and new businesses are opening every day. Unfortunately, we are also seeing businesses shut down from the pandemic. It will be interesting to see where we end up this year. We will keep pushing forward and make sure we take care of our customers as we streamline our processes and provide new avenues for our customers to manage their insurance needs, like our new phone app!

What do you attribute your rapid growth to? We have a great team and take care of any insurance need our customers have. We like to be the one stop shop! Our customers should not have to run around trying to get the coverage they need. From their home, health or business, we can cover them. Our customers appreciate this and we get referrals from them.

What is your vision for growth and/ or expansion over the next five years? We are expanding our team to prepare for more growth. We are hoping to purchase agencies in the surrounding areas to build on our success as well as provide more options for our customers. We strongly hope that people will want the local connection to an independent agent instead of the big corporations!

What is your philosophy to running a successful company? It takes a team to succeed. Recognizing the strengths



MONICA ELSOM | PHOTO COURTESY OF PRINEVILE INSURANCE AGENCY

of each team member and what role they should have. Each team member is trusted to manage their position and know who to go to guidance. Education and collaboration is key. A good attitude is a must!

## #19 — Diversified Heating & Cooling, Inc



DIVERSIFIED HEATING & COOLING, INC | PHOTO COURTESY OF DIVERSIFIED HEATING 8

Official Name of Business: Diversified Heating & Cooling, Inc

Address: 61511 American Lane, Bend **Phone:** 541-323-1840

Website: diversifiedheating.com **Contact Email:** rita@diversifiedheating.com

CEO/owners, background: Kenny Ledbetter (business & HVAC), Tanya Ledbetter (business and accounting).

Number of Employees: 40 Year Established in Central Oregon:

Product/Services Offered: Furnaces,

A/C's, heat pumps, mini splits, fireplaces, service. Gas piping, humidifier, air filtration and annual maintenance.

Outlook for Growth: We anticipate future annual growth to continue at 10-15 percent as long as the economic trends continue to hold.

What do you attribute your rapid growth to? We have a great team, amazing management and a great reputation with customers in the Central Oregon community. A company is only as good as the team that stands

What is your vision for growth and/ or expansion over the next five years? Our vision is to continue our growth and train the next generation to take the torch over in the next five years. We think Bend and the Central Oregon area will always be a desirable place to live and travel to.

What is your philosophy to running a successful company? Hiring, developing and retaining team members who are committed to our growth and customer satisfaction. Cultivating trust and loyalty among team members and customers alike.

# #20 — Premier Printing Solutions

### Official Name of Business:

Total Document Company, Inc., **Premiere Printing Solutions** 

Address:

63052 Layton Ave., Ste. 170, Bend **Phone:** 541-617-9899 Website: ppsbend.com

Contact Email: brett@ppsbend.com **CEO/owners, background:** Brett & Rick Davis.

**Number of Employees: 5 Year Established in Central Oregon:** 1998

Offered: Product/Services offer a wide range of print and graphic products including custom packaging, labels, trade show graphics, posters, fine art and photo reproduction, marketing products and more.

Hot News: Recently Premiere Printing Solutions (PPS) has added in-house roll label printing which allows us more flexibility with our custom label products.

Outlook for Growth: For the last 22 years we have been working with local businesses and brands of all sizes. As Central Oregon continues to grow, we will continue to offer the best products and services we can for our business community. As we help our clients grow, we grow too — it's a very symbiotic relationship.

What do you attribute your rapid growth to? There are several factors that I attribute our growth to. Having the right people has helped us a great deal. Our team has decades of experience and every day they bring that experience and share it with myself, each other and our clients. I owe a great deal of thanks to them for getting us to where we are today. In addition we have also continued to innovate with new technology and services that have filled gaps in the local print industry.

What is your vision for growth and/



or expansion over the next five years? We will continue to scale our current offerings and look for new innovative ways for brands to utilize print to

showcase their products and services.

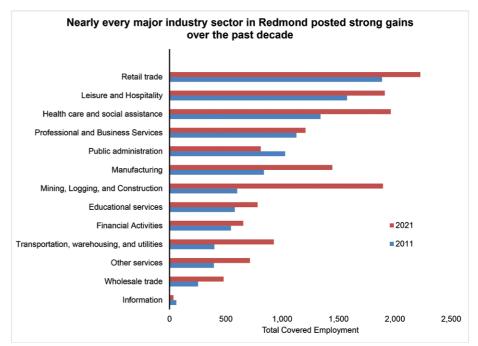
What is your philosophy to running a successful company? | strongly believe in empowering team members to do their best work and not allowing complacency.

# Redmond Continued from page 1

As the pandemic has marched on, individuals and business owners alike have relocated to Redmond and other Central Oregon cities to escape bigger metropolitan areas, finding the space needed to grow and blossom while still enjoying the plethora of benefits the region has to offer. "Looking at employment growth over the last decade, there was very fast growth in construction," says Runberg. "This is to be expected, as the construction sector was in the depths of a burst housing bubble ten years ago." He says non-discretionary industries such as health care, retail trade, leisure and hospitality and other services — saw large employment gains to serve the growing population. "However, the real economic development wins are the impressive gains in manufacturing, up a whopping 72.5 percent from levels in 2011, as well as transportation, warehousing and utilities, up 132.45 percent." He continues, "These traded-sector industries bring outside dollars into the community, resulting in broader economic gains."

Redmond isn't just adding jobs, it is also adding higher-paying jobs, Runberg says. "When accounting for inflation, or increased costs of goods and services, wages for Redmond workers in 2021 were up 26 percent — more than \$10,000 annually — from levels in 2011. This is more disposable income for families and households throughout the community."

John Roberts, AICP, Redmond deputy city manager, says that the city conducts "pre-development" meetings on a weekly basis with developers, and demand for those meetings, particularly for bigger projects, continues to grow. "The interest



CHARTS AND GRAPHS | COURTESY OF DAMON RUNBERG, EAST CASCADES REGIONAL ECONOMIST WITH THE OREGON EMPLOYMENT DEPARTMENT

Significant gains in pay for Redmond workers across most industries over the past decade

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in doing business in Redmond remains significant," he says. "When we updated our Comprehensive Plan 2040, we projected growing at 1,000 new residents per year; that growth rate the last two years has been accelerated at 2,000 people per year." He adds, "The tempo for planning applications and building permits remains robust — an indication of the interest in doing business or living in Redmond."

Roberts says there are three things that likely set Redmond apart from its surrounding Central Oregon sister cities: The available land to develop within its Urban Growth Boundary; having the diversity of 11 effective committees or commissions for the city that spur community engagement; and having relatively modest and quick review times for development-related permits. To keep up with the pace of growth and activity in Redmond, the city has created a "Keeping

Your Eye on 2025" list of projects; those in progress anticipated to be completed by 2025, and others the city expects to start in 2025 (See *Redmond 2025* sidebar story).

As with any quickly growing area, transportation is a topic Redmond city officials are addressing. "We continue to talk with legislators about transportation, as we continue to have some choke points," says Endicott. "I have been pushing a new interchange and truck route on the east side of town into the industrial area to try to relieve some of the traffic congestion. We are asking the feds to support that."

Part of what makes Redmond so desirable is its central location: It is highly accessible to surrounding ski areas and lakes, and boasts sweeping views of the Cascades from many parts of town. With Smith Rock located in neighboring

ontinued on Next Page



Along with providing a comprehensive list of Central Oregon Commercial Contractors, Cascade Business News will feature TOP PROJECTS COMPLETED in 2021 in our December 15 issue!

### **DEADLINE TO SUBMIT TOP PROJECTS IS DECEMBER 1**

Contact Jeff Martin at 541-388-5665 or jeff@cascadebusnews.com







# edmond Continued from previous page

Population Growth Chart

	Oregon	Bend	Redmond
2020	4,237,256	99,178	33,274
2010	3,831,074	76,639	26,215
Change	406,182	22,539	7,059
Percent Change	10.6%	29.4%	26.9%
Source: US Census Burea	ıu		

Terrabonne, Redmond is minutes away from a world-class rock-climbing venue, and the Crooked and Deschutes rivers amble through the region, providing abundant fishing and water sport activities. Dry Canyon, with its steep canyon walls and varied scenery, is a mecca of dirt and paved trails ideal for runners, hikers and mountain bikers right in the heart of town, and is home to a park that offers a pavilion, benches, picnic tables, water fountains, a dog park, tennis, pickle ball, softball and disk golf.

"We are getting ready to build a new \$2.5 million park on the south end of the canyon that is about 7 acres," says Endicott. "It's a good-sized park. We just approved some of the concepts for this, so we will be going through the planning process and hope to have it completed in about a year, though we still have to go through the approval process." He adds, "We have a goal of having a neighborhood park within walking distance of every resident. It's a lofty goal, but we continue to work on it. It is a priority. I'd like to see a family recreation center here similar to Sun Mountain Fun Center in Bend. It would give the kids a place to hang out."

While the geography of Redmond is impressive, the city is also home to the region's only commercial airport, Roberts Field, which was formerly the World War II-era Redmond Army Air Base. As Central Oregon continues to grow, new routes are being added to the roster regularly, including the addition of competitively priced flights from Avelo Airlines as of this spring. Endicott says the airport is another big area of focus for the city. "We are going

after federal dollars to double or triple the terminal, and to add jetways so we don't have to walk in the snow to get to the planes," he says.

In the entertainment and cultural arenas, Redmond has a nice mix of eateries and brewpubs, offering just about any type of culinary experience desired. Art galleries, a movie theater and the Expo Center also provide options for fun. According to the Redmond Urban Renewal Agency, six new businesses in the retail/restaurant/ service sectors have opened in Downtown Redmond since the beginning of 2021. Those businesses include Halo Donuts & Deli at 457 SW 6th Street, which provides morning sweets and midday sandwiches; High Desert Music Hall at 818 SW Forest Avenue, offering live music, food and drinks; Atomic Bazaar Vintage, which has opened at 615 SW Cascade Avenue and has retro furniture, clothing and home décor; and Tite Knot Craft Coffee at 706 SW 10th Street, which offers locally roasted coffee and goodies. Rounding out the new businesses in downtown are Shannon Leahh Home at 339 SW 6th Street, with new furniture, home décor and design services; and Axis Salon at 627 SW Deschutes Avenue, featuring Aveda hair care products and services.

"Partnering with new businesses coming to downtown is core to our mission and objectives to attract new business and catalyze future investment," says Kathryn Osbourne, chair of the Downtown Urban Renewal Advisory Committee. "Grants and loans from Urban Renewal are part of many of these projects and ultimately help continue to create a growing and attractive downtown in which to do business."

"We are proud of Redmond. We are quite a prosperous community, and we pride ourselves on being family friendly," says Endicott. "I have an old saying that you either prosper or you atrophy, and we continue to prosper. I'm glad to see it, and I hope it continues."

qualityinfo.org • ci.redmond.or.us redmondoregon.gov

# Redmond Keeps its Eye on 2025

Future planning is a priority for city officials in Redmond as the region continues to grow. Below is a listing that identifies current and future projects in Redmond, provided by Deputy City Manager John Roberts, AICP.

### Redmond 2025 / Redmond 2025 Crystal Ball

Successful Completion by 2025

New library downtown (Library District)

Redmond Wetland Complex Operational

New Well 9 in Dry Canyon

New Public Safety Facility

Skyline Village: 450-500 affordable and workforce housing units

Central Dry Canyon - Infrastructure Improvement Plan

Starting / Commencing 2025

Airport Terminal Expansion

Decommissioning of existing Police Station

Redevelopment of Water Pollution Control Facility

Develop Pershall Property / Park

UGB expansion initiated

South Hwy 97 improvements starting at Veterans Way

Aspirational and Cooperative Efforts

New 1 Megawatt Substation to address Power Capacity

RESTCC (Regional Training Facility)

First tenant for Large Lot Industrial (LLI) / South Redmond Tract

Quarry Interchange

Fairground Expansion

National Guard Armory Relocation

Family Fun Center

Master Planning Efforts

West Redmond Area Plan (WRAP)

Refinement of Eastside Area Framework Plan

Housing Needs Analysis / Housing Production Strategy Update

Parking Management Plan and Update

Urban Forestry Plan

Power Grid Study

Parks Plan and Regional Trails Planning update

CDBG Consolidate Plan update

CIP / Equity

Historic Preservation Plan update

System Development Charge updates

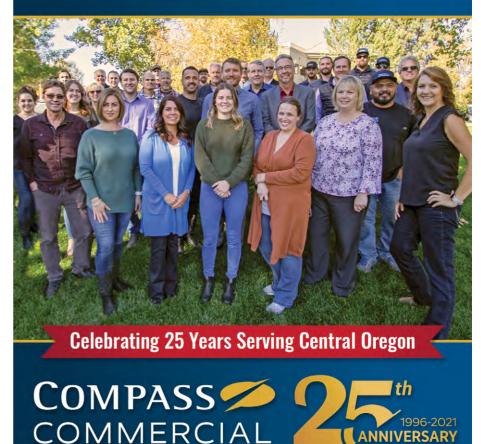
ci.redmond.or.us





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### Redmond Spotlight

asX
Continued from page 1

Massachusetts, and moved to San Diego, California, to earn his Ph.D. in structural engineering from the University of California, San Diego. Tobolski, 38, was the president and founder of Tobolski and Watkins structural engineering firm in San Diego.

"When Dave shared that he would like to locate the company in Central Oregon, I had to ask him where it was," Tobolski said with a chuckle. "I visited here with my wife and saw everything Central Oregon has to offer."

On a Monday morning in October, Tobolski toured the manufacturing plant where teams were busy



assembling HVAC to clean rooms, painting or powder coating materials and other tasks. The company's team includes electricians, welders, sheet metal fabricators, painters, plumbers, assembly technicians, architects and engineers along with support staff. "We are proud of our entire staff and how they have supported us and contributed to our growth," he said.

Tobolski said BasX's team designs and builds items from the size of a desk to 100 feet long. "We build everything on site and ship it to the customer so it's ready to be installed," he said. "Our goal is for there to be minimal work at the site to have the equipment be fully operational."

While everything the company builds is complicated, it's also simple because it's based on solid engineering practices. "We start by listening to what the customer wants built and how they want the product to work," he said. "Our responsibility is translating what the customer says and delivering the product the customer wants."

Tobolski continued to say that the supply chain shift due to the pandemic has created a demand for items such as computer chips manufactured in the United States. "Our goal is to support the needs of U.S. manufacturing companies who need clean rooms and more," he said.

Tobolski said he and his team are grateful for the support their company has received from the Redmond community, including Redmond Mayor George Endicott, Redmond Economic Development Inc. (REDI), the Redmond Chamber of Commerce, the city of Redmond and Economic Development for Central Oregon, or EDCO.

REDI Senior Director Jon Stark said BasX Solutions is one of the largest employers in Redmond who pays good wages, makes philanthropic investments and purchases items from local suppliers in Redmond.

Stark said BasX Solutions is a good fit for Redmond's economic development goals because it is "exactly the type of gazelle company we look to locate in Redmond. Their hockey stick growth curve helps strengthen our tax base and the wealth of our community."

Stark continued, saying that BasX is a proven example of how a company can move, start and grow in Redmond, being one of the fastest growing companies in Oregon, according to the Portland



REDMOND BASED BASX SOLUTIONS DESIGNS AND MANUFACTURES HIGH-EFFICIENCY DATA CENTER COOLING SOLUTIONS, CLEANROOM SYSTEMS, CUSTOM HVAC SOLUTIONS AND MODULAR PRODUCTS FOR DATA CENTER, MEDICAL, BIOSCIENCE, MILITARY AND SEMICONDUCTOR COMPANIES | PHOTS BY KRISTINE THOMAS

Business Journal in 2016. "The innovative talent of their team gives us great confidence on what lies ahead for this company here in Redmond," Stark said.

Redmond Mayor George Endicott recently attended the celebration of BasX installing an 80-foot American flag. "I am really proud to have BasX in Redmond because they make great products, have great employees and great community members," Endicott said. "I am impressed with the state-of-the-art science they use and the science behind what they do and why they do it. The products they are building are state-of-the art."

Mayor Endicott said BasX is a first-class business, from start to finish. "The company is highly respected within its industry and that's a reputation well-deserved and well-earned," Mayor Endicott said.

basxsolutions.com



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# Redmond Readies for a New Public Safety Facility

by RONNI WILDE — CBN Reporter

A swith any city that is growing, its infrastructure must grow along with it. Services need to expand to keep up with the demands of a budding population.

As part of its "Keeping Your Eye on 2025" goals, Redmond city officials are launching plans for a new Public Safety Facility. "We are looking at building a new facility for Redmond on the north end of town at 2983 NW Canal," says Captain Devin Lewis of the Redmond Police Department, who will assume the role of Redmond Chief of Police on January 1, 2022, following Chief Dave Tarbet's retirement. "We just closed on the property, which is about eight acres. It's super exciting."

With a target completion date of Spring 2024, Lewis says the project is in the early stages. "The next step will be to try to get a firm to come in and do a needs

REDMOND POLICE DEPARTMENT Administration and Records

Administration and Records

CAPTAIN DEVIN LEWIS OF THE REDMOND POLICE DEPARTMENT, FAR RIGHT, WITH VISITORS TO THE POLICE STATION

assessment and a design phase," he says. "They'll look at the land and talk to people across the city including stakeholders and within the police department to get ideas. We hope to have this step done by the end of January 2022." He adds, "We want to be able to show voters what we are looking for with this facility and hope to get it onto the May 2022 ballot."

Lewis says the goal for the facility is to have a large enough property to be able to expand and grow along with the city. "It's a big investment, so we don't want to build something we will outgrow in ten to 20 years. That's one of our main goals. We are looking at this project in the 40- to 50-year range, with the ability to expand, whether outward or upward." Inability to expand is one of the issues with the current building, he says. "It's great, but we are surrounded on all sides, so we can't expand out, and we can't expand up due



PLANS ARE IN THE WORKS FOR A NEW PUBLIC SAFETY FACILITY
IN REDMOND

to the building. We are really past-due for new facility."

At the new Redmond Public Safety Facility, there are a number of features that the police department hopes to implement. "What we are trying to do is really look into improving the level of services we are offering the public," says Lewis. Those hoped-for services include increased parking for anyone coming to the police department; a much larger and secure lobby; secure rooms where police staff can meet with the public; and a large multipurpose room that would serve as an emergency incident center and



REDMOND COMMUNITY SERVICE OFFICER SARA FENNO WITH A FURRY FRIEND | PHOTOS COURTESY OF THE REDMOND POLICE DEPARTMENT

where gatherings such as community meetings or trainings, town halls or Citizen Academy meetings could be held. "We have lots of other ideas and want to get input from members of the community." Other possibilities include a safe parking/meeting area that would be appropriate for child custody drop-offs or where online purchase transactions could take place, and a community park on the property.

At the end of the needs assessment, Lewis says the department hopes to have some good visuals to share with the community, but at this stage, it's too early for that. "If we can beat our target completion date, that would be outstanding. But these things take time, and this is a big project." He adds, "We are kind of open to everything right now. That's one of things that's so exciting about a project like this: The sky's the limit."

redmondoregon.gov/government/departments/police



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# Redmond as an Industrial Hub Has a Bright Future

by BRUCE BARRETT, Commercial Broker — Windermere Commercial Real Estate

A t the turn of the 20th Century, pioneer farmers, irrigation companies, railroads and entrepreneurs carved Redmond from the rocks, sagebrush and juniper trees of Central Oregon's High Desert. It took a few years for the hardy residents to realize that

the short growing season, shallow soil and open, flat topography, were better suited to industry than agriculture and recreation. Industrial and commercial activities have been the backbone of Redmond's growth since those early days.

#### Redmond Grows to an Industrial Hub

Redmond's growth as Central Oregon's industrial hub was detailed in a June, 2021 progress report, given by Jon Stark of Redmond Economic Development, when he noted, "Industrial development square footage in Redmond grew by 700,000 in just three years. We built 1.5 million square feet over the last 100 years of being a city, yet we've added nearly 50 percent in just three years." According to Stark, 2020 was the strongest year in REDI's 34-year history

in terms of number of projects and tied for the best year ever in capital investment. The existing projects planned or permitted indicates even stronger years ahead with a planned 546 jobs and capital investment of \$133.5 million.

REDI provided the following

chart showing the total square feet of industrial space delivered to the market from 2018 to present and

to the market from 2018 to present and documented the space development planned in the near future:

### **Growth is a Result of Planning**

The growth of Redmond's industrial sector would not have happened without the foresight of its citizens, economic development city and regional government. For decades, Redmond has been praised by business owners and developers for its business friendly environment. A strong economic development organization, permitting process, infrastructure development and core business area planning have been designed to be business and growth friendly. An indicator of this strategy's success was reported by John Roberts,

Building Permit Data: Permits Issued; New Commerical Buildings															
Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total New Bldgs	Total Square Ft	Total Valuation
2016	0	1	0	1	2	0	0	9	2	1	5	0	21	143,829	\$11,590,884
2017	0	0	2	2	0	8	0	4	0	14	0	0	30	257,287	\$24,830,150
2018	6	0	3	0	2	1	4	8	4	2	0	2	32	151,817	\$11,422,058
2019	0	2	4	3	0	0	6	1	0	6	0	1	23	196,605	\$29,927,221
2020	3	0	7	1	5	1	2	0	16	5	1	1	42	164,621	\$16,604,575
2021	1	1	2	0	1	0	2	3	3	0	0	0	13	164,723	\$22,280,312

Deputy City Administrator who provided details showing consistent growth of commercial buildings added to Redmond over the last six years with more than one billion dollars in total valuation.

### Redmond is a Resilient Community for Jobs

One way to evaluate a City's economic stability is through employment resilience during an economic downturn. During the recent pandemic, Redmond had only two manufacturing companies that reported layoffs. For business as a whole, Damon Runberg, regional economist, Oregon Department of Employment recently commented that, "The recovery has been relatively brisk in Redmond with payroll employment in the city exceeding pre-pandemic levels of 2019 by winter 2021. The most recent city data is through June 2021 where employment in the city was roughly one percent above those 2019 levels (See graph). Statewide, June employment levels still remained down by over four percent compared to those 2019 levels."

## Redmond has a Growing Commercial Support sector

It makes sense that all sectors of the community must grow to create livability. One of the five key factors in urban planning is that areas in need of renewal need special consideration. Chuck Arnold, Redmond's Economic Development / Urban Renewal Project program coordinator, is one of the community leaders tasked with helping make this a reality. For Redmond's Urban Renewal District, he reports that, "In the last year we are seeing more buildings sell, receive new investment and get occupied with new businesses than we've seen in any of the last five years. The Downtown Redmond Urban Renewal District is likely to continue to see more building improvements and a variety of new businesses as our City continues to grow."

## Rapid Growth Requires Leadership with Clear Priorities

Rapid growth can be uncomfortable and requires steady leadership with clear priorities. Redmond has detailed those priorities in its various comprehensive plans. Mayor George Endicott, in a statement on the city website, summed up those priorities for a growing city by saying, "Specifically, we must attract living wage jobs, both commercial and industrial; build an adequate transportation, water

2018-Present	
Delivered to Market	124,836
Portion Delivered/Additional Coming	18,000
Permitted or Under Construction	169,982
Planned	97,460
	410,278

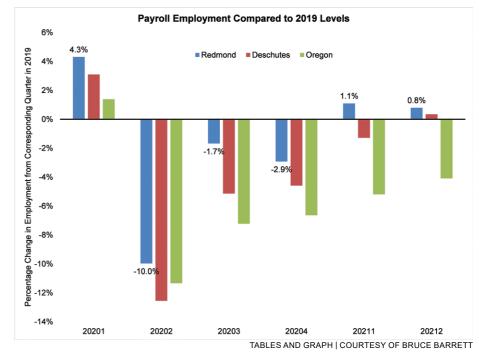


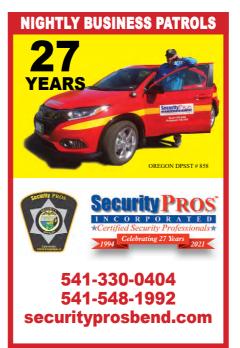
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and wastewater infrastructure; ensure we build family friendly neighborhoods and parks; make sure we do everything we can to ensure schools are built as we need them; properly manage our funds and resources; and make certain our land use policies and supporting documents are kept current with and support our goals."

Economic development and commercial activity in general has a bright future in Redmond. Challenges ahead include the need for more commercial and industrial buildings. Most commercial real estate brokers have a list of business clients of all types waiting for the next available space. A building materials price drop might be the signal for developers to start a new era of growth in Redmond.

Bruce Barrett is a Commercial Broker with Windermere Commercial Real Estate and can be reached at barrett@windermere.com.

windermere.com

# Shannon Leahh Home in Redmond: An Eclectic Mix of Products, Design & Inspiration

by RONNI WILDE — CBN Reporter

Shannon Leah Hawkins, owner of Shannon Leahh Home in Redmond, has always had a passion for interior design. She says her mom teases her that if she was locked in a closet, she'd decorate it.

"Interior design has always been my first love," says Hawkins, sole proprietor of Shannon Leahh Home, LLC,

which opened in December 2020 in Redmond and offers new furniture, home décor and design services. "I was doing fashion styling for women, some of it online, and when COVID hit, it became all online," she explains. "I didn't want to do that, and I love interior design, so I opened the store." The name of her store, she explains, comes from her first and middle names, with an added "h" at the end of "Leah" that is derived from a nickname. The double "h," she says, is for the end of her middle name and the beginning of her last name. "It's usually in reference to double trouble," she says with a laugh. "Someday, when I have a ranch, it will be called 'The Double HH Ranch.'"

Hawkins is a true local; she grew up in Alfalfa and graduated from Redmond High School. But she has traveled extensively, living in Europe for three years and also in Los Angeles, and says Shannon Leahh Home reflects her travels. "The store offers all styles and all eras of design, with some European influence," she says. "I like to combine styles and eras, so you'll see modern and vintage." She adds, "I love art and design, and color. I don't produce



Shannon Leah Hawkins

art, but I can put it together. And I love helping people do the same."

While Shannon Leahh Home offers an array of décor in the brick-and-mortar store at 339 SW 6th Street, Hawkins says she offers design services as well, and will go into clients' homes to help them create their spaces. "I take what they have and add some new to

it. Or I can create from scratch." Her goal, she says, is to grow the design service side of her business. "Because everything is hard to get right now, I like to source items you can get right away. My goal is really to expand my design services, and to continue to have unique items."

So far, Hawkins says her business has been well received. "People have been very excited about it. They tell me there is nothing like this around here, and that it is a unique place. That's always nice to hear." As she nears her one-year anniversary in business, Hawkins says the past year has been a learning experience. "Summer was interesting. I learned that people don't really buy furniture in the summer; they are outdoors. But it has really picked up now." She adds, "This is a learning process. Next summer, I will offer outdoor furniture, pots and garden accessories."

Because of the pandemic, Hawkins says this is an interesting time to do business. "People are spending more time at home, and entertaining more at home, so I go through a lot of bar accessories." She says she is also selling lots of couches. "Clients are doing a lot of shopping for items to



SHANNON LEAHH HOME IN REDMOND OFFERS NEW FURNITURE, HOME DÉCOR AND DESIGN SERVICES | PHOTO COURTESY OF SHANNON LEAH HAWKINS

cozy up their spaces, like pillows, throws, pictures, pottery and end tables; lots and lots of end tables."

Hawkins resides in the old downtown neighborhood of Redmond, and says many locals know where she lives because she drives a 1978 Volkswagen bus. She decorates the outside of her home and the store, so people have come to appreciate her personal touches in the area. "People watch for my outside decorations. When I get behind on that, I get texts from people," she says with a laugh. "And when I do decorate, I get texts with compliments."

In the store, Hawkins says she has two friendly employees: McKenzie McMahon, 17, who is a Ridgeview High School student, and Linda Westeren, who was a designer in Bend. "People come into the store to get inspiration on how to decorate their own homes, she says. "Offering something very different from anything else in Redmond has been great. And being invited into peoples' homes to help them style their homes, using what they have and adding some different pieces, has also been great."

Her next goal, she says, is to launch her website, which will go live this month (shannonleahhome.com). "People will be able to purchase furniture on the site. We are very excited for the site to go live."

facebook.com/shannonleahhome 541-527-1440



# St. Vincent de Paul in Redmond

t. Vincent de Paul is a nonprofit, charitable organization committed to serving at risk and disadvantaged persons in the Redmond community. We are dedicated to serving those in need and providing others with the opportunity to service. The proceeds from our thrift store, along with community donations, volunteers and employee efforts provides the opportunity offer encouragement and hope to individuals through outreach programs that provide rent/mortgage assistance, utility assistance, food programs, referral services and a giving closet. An essential precept of our work is to provide help while conscientiously maintaining the confidentiality and dignity of those who are served. Our motto is "We Help People."

#### **SOCIAL SERVICES**

The St. Vincent de Paul staff and a team of dedicated volunteers devote their time to helping those in need in our community. Our Social Services programs are provided free of charge to eligible persons and no identification is required. We are located at 651 SW Veterans Way and are open Wednesdays and Thursdays from 10am-2pm. Together our services serve the following on average every month:

- Adults: 855
- · Children: 308
- · Households: 374
- New Clients: 99
- Homeless: 275

#### **FOOD PANTRY**

St. Vincent de Paul Food Pantry provides food boxes to local community





#### **GIVING CLOSET**

The Giving Closet is available, providing clothing, household items and outdoor living gear.

#### **FINANCIAL ASSISTANCE**

Rent, mortgage and utility assistance is available. Eligibility is determined by not having received financial assistance from St. Vincent de Paul Redmond in the past 12 months, residing within the Redmond School District, and ability to provide documentation, such as a rental agreement or utility bill.

### **LAUNDRY LOVE**

Where: Cathy's Eco-Laundry, Redmond

What: St Vincent de Paul volunteers helping our struggling neighbors through conversation and by providing for all the costs of laundry — washers,

dryers, soap and dryer sheets When: The 20th of each month, 4-6pm

The Social Services Program is run entirely by donations, grants and contributions through the St. Vincent de Paul Redmond Thrift Store. As a collaborative agency, SVDP Redmond works as a partner with Neighbor Impact, Oregon Food Bank, United Way, Hunger Prevention Coalition and several other referral agencies.

#### **KEY GOALS**

St. Vincent de Paul has established some key goals to accomplish in the upcoming years:

Program Development — Increase financial assistance to at-risk or disadvantaged persons in the Redmond community and improve the quality of services provided with the aim of helping clients become more self-sufficient.

Marketing/Promotion — Promote our services to potential clients, volunteers and donors. Reach out to Spanish speaking community.

**Facilities/Resources** — Upgrade the building where appropriate to improve the client experience, as well as assure the safety of staff, volunteers and clients. stvincentdepaulredmond.com

# Affordable Housing Community for Foster Kids, Adoptive Families & Elders Comes to Redmond

by LINDSAY MAGNUSON, Communications Director — Bridge Meadows

ridge Meadows, a Portland-based affordable housing community that brings together older adults and families adopting children out of foster care, will open its third location in Redmond this November. The site, which includes ten family units, 34 elder units and a large community room, will be located within Maple Meadows, a Hayden Homes single-family development. Bridge Meadows Redmond responds to Central Oregon's critical need for safe, affordable housing and permanencyfocused alternatives to foster care.

Bridge Meadows was founded in 2005 to address the need for alternatives to the current foster care system. Based on an intergenerational concept, it brings together adults 55+ and adoptive families to form a village model of support and for children formerly in foster care. Built on approximately two acres, each community includes townhomes large enough to accommodate three-four children. Many adoptive parents cannot find adequate housing for multiple children, putting siblings at risk of separation. Bridge Meadows Executive Director Dr. Derenda Schubert says, "Our priority is reducing the trauma that kids have to go through, so keeping siblings together is key. That's why we build our townhomes to be big enough for larger families."

Adults 55+, called 'elders' to honor their life experience, make up approximately one-third of the Bridge Meadows community. Elders play the role of mentors to the children and families, becoming honorary grandparents over time. Similar models that give older adults an important community role address rapidly shifting demographics. With an estimated increase of the 65 + population growing to 90 million by 2050 according to the U.S. Census Bureau, many older adults are interested in an new vision of retirement; less leisure, more contribution. This older generation is expected to live longer, and trends show interest in giving back through volunteerism, late-life career changes and mentoring.

Though the community is encouraged to create interdependence among residents, Bridge Meadows licensed clinical staff will be onsite to provide expertise



BRIDGE MEADOWS, REDMOND | RENDERING COURTESY OF BRIDGE MEADOWS

in working with trauma, aging and community mental health. Staff serve as community facilitators, as well as overseeing trainings, running therapeutic support groups and providing 1:1 support.

The local Redmond community has been supportive, welcoming the new organization into the Maple Meadows neighborhood. "We are so grateful that Hayden Homes introduced us to Central Oregon, paving the way for a great partnership," Schubert said. Bridge Meadows Redmond will feature a community room available for use by Maple Meadows neighbors, as well as a courtyard with multiple connection points for neighbors to congregate and eniov the mountain views.

bridgemeadows.org

# Mosaic Medical Highlights Redmond Provider Leif Petterson, APRN, FNP-C

by BRIDGET McGINN, Communications Manager — Mosaic Medical

ounded in Prineville in 2002, Mosaic Medical — then known as Ochoco Health Systems — has expanded throughout the region over the last two decades. The first of three Redmond locations, Lynch Elementary School-Based Health Center, opened in 2012, followed by Redmond Clinic in 2013 and Redmond High School-Based Health Center in 2015.

With doors open to all regardless of age, race, religion, country of origin, language, gender, ability, sexual orientation, income or insurance status, Mosaic's Redmond Clinic offers a complete range of healthcare including medical, dental, behavioral health, nutrition, clinical pharmacy and support with connecting to community services.

New additions to the team, Nichole Petterson, APRN, FNP and Leif Petterson, APRN, FNP-C moved with their two young daughters to Central Oregon to join the dedicated Redmond staff. Both bring compassion and valuable skills as providers to Mosaic.

Please read the following short Q & A with Leif below to learn a bit more about how he views Redmond, Mosaic and his work.

## Q: What drew you and your family to Central Oregon?

A: Family and lifestyle. We are happy to now be



THE PETTERSON FAMILY ENJOYS SPENDING TIME TOGETHER

close to a wonderful set of grandparents which has been a joy with a young family. Of course, the outdoor recreation opportunities in the area were a huge draw for us. Having lived in mountain towns in the past we just prefer to be outside and active. It is so nice to be in Central Oregon where everyone shares the love for the mountains and open spaces.

# Q: What has surprised you most about the Redmond community?

**A:** The diversity of people we encounter on a day-to-day basis is surprising. From rural

ranchers and multi-generational Central Oregon families to newcomers from all across the country and abroad — Redmond, as a growing community, has something for everyone.

### Q: What inspired you to practice medicine?

**A:** While I enjoyed studying economics and philosophy as an undergraduate and thought I

would move towards academia, I found myself wanting to make a more measurable positive impact on people's lives. Medicine offers this in a way that few other professions can. Turns out it is a good fit for me because I love what I do.

### Q: What do you find most rewarding about your work at Mosaic?

**A:** Finding a way to build trust with my patients by meeting them where they are and getting some good work done to improve their health and overall well-being. Sometimes patients have been alienated by the medical establishment in the past (be it from lack of insurance, immigration



NICHOLE PETTERSON, APRN, FNP AND LEIF PETTERSON, APRN, FNP — CARE FAMILY MEDICINE PROVIDERS AT MOSAIC MEDICAL IN REDMOND | PHOTOS COURTESY OF MOSAIC MEDICAL

status, distrust or negative stigma), and finding a way to connect and make meaningful changes is very rewarding to me.

# Q: If there was one thing about Mosaic in Redmond that you would like everyone to know, what would that be?

**A:** No matter who you are or what you need, we are in a position to help you.

Mosaic Redmond locations:

- Mosaic Redmond Clinic: 1250 SW Veterans Way, Suite 120
- Redmond High School-Based Health Center: 657 SW Rimrock Way
- Lynch Elementary School-Based Health Center: 1314 SW Kalama Ave, Room B

Note: All Mosaic School-Based Health Centers are open to any youth up to age 18. You do not need to be a student at the school to access Mosaic pediatric services there.

mosaicmedical.org 541-383-3005

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3) Enjoy being a part of a vibrant community of fellow business leaders and know you're making Redmond a better place to live!



# November is National Diabetes Awareness Month

Q & A with Kacey Conyers, MS, RDN, LD, CDCES & RanDee Anshutz, RDN, LD, LMT from Synergy Health & Wellness, Certified American Association of Diabetes Care & Education Specialists in Redmond & Bend

### by ANDREA WASILEW LARSON

ational Diabetes Awareness Month is a time when communities across the country come together to raise awareness about diabetes and support those living with the disease. With over 306,000 Oregonians diagnosed with diabetes (9.5 percent of the adult population), and an estimated 1,097,000 (33.5 percent) adults with prediabetes, the need for support and education as at an all-time high.

### Q: Tell us what drew you to diabetes care?

**RANDEE:** I first experienced diabetes care while working in hospital settings; I got to work with really lovely clients and noticed that there was a lot of shame around receiving the diagnosis of diabetes. I became really determined to remove shame and help people realize that diabetes can fit into their current life. I've gotten to work alongside some brilliant diabetes educators and am inspired to share knowledge with clients that helps them understand the condition and make small adjustments that can have a big impact to their lives.

KACEY: Diabetes is a very prevalent and complex disease that affects so many people and their loved ones. I had been working with people on the nutrition side of diabetes for a while, and I really wanted to help them with the rest of their diabetes care, so I pursued advanced certification as a diabetes care and education specialist (CDCES). I've seen too many people view Diabetes as a life-threatening diagnosis and that is really disheartening. It can feel like an overwhelming thing to manage as there are many layers to it, but empowering people to simplify and live a full life with diabetes is where I find joy. I love helping people understand what's going on with their bodies and creating a lifestyle plan that will help them thrive with diabetes.

Q: Why did you choose Redmond as a location for Synergy?

**RANDEE:** When I moved to Central Oregon 20 years ago Redmond was my first home. The community is really special, even as it's grown it still has the smalltown charm in many ways. Our main clinic is in Bend, and we've had many folks driving from Madras, Sisters, Prineville and Redmond to visits with us. Adding the Redmond location has made our care much more accessible and convenient for a lot of people.

KACEY: Redmond has such a great small-town community feel to it. The people in Redmond are very friendly, it's always a joy to chat with patients from here. A bonus, you certainly can't beat the location and scenery!

### Q: Which diabetes treatment advances are you currently excited about?

RANDEE: I'm really excited about Continuous Glucose Monitors (CGM) technology. It's so helpful to get to see the impact that things like food, movement, medications, stress, etc. have on our blood sugars in real-time. We recently completed a session of our Thriving with Diabetes classes, and during that class all participants had the opportunity to wear a CGM for two weeks. The feedback we received on how helpful it is to have the insight that a CGM provides is very affirming. CGM have come a long way in their functionality, connectivity and luckily - insurance coverage. I'm excited to get to introduce this technology to more people.

**KACEY:** It's encouraging to see continual advances in technology and medications to help patients battle the disease and live with less fear. CGMs have come a long way and I'm looking forward to the day they are mainstream and more easily accessible to all people living with diabetes. I believe they are the future of



diabetes care. Insulin delivery systems like pumps and insulin pens also assist patients with managing blood sugars and diabetes care, therefore, much easier for people who require insulin to stay on track.

#### **Local Resources:**

Thriving with Diabetes classes begin January 15, 2022 and held every Saturday 9-11am for four weeks. Participants can choose to attend in person or virtually. Register at synergyhealthbend.com/diabeteseducation-program.html.

Schedule a one-on-one pre-class appointment to get individualized plan of care and get prepped for class. Call 541-323-3488 for an appointment at Synergy in Redmond or Bend.

Sign up a local community support group, visit facebook.com/groups/COType2DMCommunity.

Synergy Health & Wellness Blog for information and articles at synergyhealthbend.com.

**Deschutes County Diabetes Prevention** Program (DPP). Call 541-322-7446 or visit deschutes .org/preventdiabetes.

synergyhealthbend.com

# City Seeks Applications for Open City Committee & Commission Positions

he City of Redmond is seeking applications to fill current and upcoming vacancies on city committees and commissions. Applications for youth exofficio positions are also being accepted. Youth ex-officio positions were to encourage youth involvement in city business and to create an opportunity for them to voice their concerns and ideas on community issues.

The following committees and commissions are seeking to fill open seats:

### **Airport Committee**

1 youth ex-officio position w/term expiring 2022

### **Bicycle and Pedestrian Advisory Committee**

Residency: Urban Growth Boundary (UGB)

2 positions w/terms expiring 2024

1 youth ex-officio position w/term expiring 2022

### **Budget Committee**

Residency: City Limits & Elector

2 positions w/terms expiring 2024

1 youth ex-officio position w/term expiring 2022

### **Downtown Urban Renewal Advisory Committee**

Residency: None

1 position w/terms expiring 2022

1 position w/terms expiring 2024

2 positions w/terms expiring 2025

1 youth ex-officio position w/term expiring 2022

### **Historic Landmarks Commission**

Residency: Majority within the UGB

1 position w/terms expiring 2023

1 position w/terms expiring 2025

1 youth ex-officio position w/term expiring 2022

### **Housing and Community Development Committee**

Residency: Urban Growth Boundary (UGB) w/Specific Seat Requirements

1 position w/terms expiring 2022

1 position w/terms expiring 2024

1 youth ex-officio position w/term expiring 2022

### **Juniper Golf Committee**

Residency: None

1 position w/terms expiring 2025

1 youth ex-officio position w/term expiring 2022

### Nuisance Appeals Board — Application

Residency: UGB

2 positions (Full-Term) w/terms expiring 2023

1 position (Alternate Member) w/terms expiring 2023

### **Parks Committee**

Residency: Redmond School District w/majority within the UGB

2 positions w/terms expiring 2024

1 youth ex-officio position w/term expiring 2022

### **Redmond Committee for Art in Public Places**

Residency: Redmond School District w/majority within the UGB

2 positions w/terms expiring 2024

1 youth ex-officio position w/term expiring 2022

### **Urban Area Planning Commission**

Residency: UGB

1 position w/terms expiring 2022

1 position w/terms expiring 2024

1 youth ex-officio position w/term expiring 2022

To learn more about the City of Redmond's commissions and committees please visit our website at redmondoregon.gov/government/commissions-committees. Applications are available online (at website above), via email or may be obtained by contacting Redmond City Hall at 541-923-7710.

All applications will be accepted until positions are filled.

If you have any questions regarding the application process or serving on a city committee or commission, please contact Kelly Morse, City Recorder at

redmondoregon.gov

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# Utility Companies (Listed Alphabetically)

Company / Address	Phone	Fax	WebSite/Email	Contact	Staff	CO Year Est.	Number of Customers	Service Area	Services
Avion Water Co. Inc. 60813 Parrell Rd. Bend, OR 97702	541-382-5342	541-382-5390	avionwater.com avion@avionwater.com	Jan Wick, Jason M. Wick			13,000	From Bend to Powell Butte, to north of Redmond & south to Wild River.	Domestic water, deep well water.
Cascade Natural Gas Bend, OR 97701	888-522-1130	888-649-9912	www.cngc.com service@cngc.com	Jeff Staudenmaier, Sue Potje	32	1955	60,000	Bend, Chemult, Crescent, Gilchrist, La Pine, Metolius, Madras, Prineville, Red- mond & Sunniver.	Gas utility services & after-hour emergency services available.
Central Electric Cooperative 2098 NW Sixth St. PO Box 846 Redmond, OR 97756	541-548-2144	541-548-0366	www.cec.coop ceccustomerservice@cec.coop	Brent ten Pas	80	1940	28,722	Deschutes, Crook, Jefferson, Grant, Linn, Wasco & Lake Counties.	Electric distribution cooperative.
Central Oregon Irrigation District 1055 SW Lake Ct. Redmond, OR 97756	541-548-6047	541-548-0243	www.coid.org info@coid.org	Craig Horrell	30	1918	3,700	Central Oregon canal & Pilot Butte canal & laterals.	Delivery of irrigation water, maintenance of district ease- ments & canal systems.
Cimmarron City Water Co. PO Box 5441 Bend, OR 97708	541-389-7480	541-610-1640	ccwc@bendbroadband.com	Board of Directors	3	1967	155	Cimmarron City.	Domestic water.
CoEnergy Propane 1818 Hwy. South 97 Redmond, OR 97756	800-510-5886	541-504-1024	www.coengergy.net info@coenergy.net	Darcie Vanderyacht	9	2001	3,800	All of Central Oregon.	Providing your home, business or construction project with propane gas & accessories.
Crooked River Ranch Water 13845 SW Commercial Loop, PO Box 2319 Terrebonne, OR 97760	541-923-1041	541-923-5936	www.crrwater.com frank@crrwater.com	Frank Day	6	1977	1,588	Crooked River Ranch.	Water.
Ferrellgas 900 NE First St. Bend, OR 97701	541-382-1161	541-382-1744	www.ferrellgas.com ericnelson@ferrellgas.com	Eric Nelson	10	1963	4,000	All of Central Oregon.	Propane gas.
Indian Meadow Water Co. 14833 Schooner Sisters, OR 97759	541-383-5044	N/A	N/A	Sharon Wonderly	2	1985	288	Indian Ford area.	Water.

Continued on Page 24

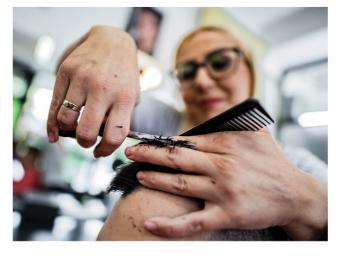






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CONTINUED FROM PAGE 23

Bend, OR 97702

Sun Country Water

Sun Mt. Water Systems, Inc.

22648 Nelson Rd. Bend, OR 97701

18075 Second Ave Bend, OR 97703

# Utility Companies (Listed Alphabetically)

CO Year Number of Company / Address Phone Fax WebSite/Email Contact Staff Service Area Services Customers Est. Laid Law Water District 541-389-1255 N/A 0 130 64619 Hwy. 20, Unit C www.laidlawwaterdistrict.com Dale Peer 1982 Tumalo Water. Bend, OR 97703 Midstate Electric Cooperative 16755 Finley Butte Rd. PO Box 127 La Pine, OR 97739 Lava Butte South to Thunder Beast Park, Cascades to Willamette Pass West & Silver Electricity & energy www.midstateelectric.coop 541-536-2126 541-536-1423 Ned Ratterman 1948 19,000 Lake Christmas Valley East. Miller Oil Inc. 2158 NW O'Neil Hwy. PO Box 1751 Prineville, OR 97754 www.milleroilinc.com 541-416-1078 N/A Cheri Miller 4 N/A Prineville & surrounding areas 2003 Petroleum distributor Sales@Milleroilinc.com Northern Energy Propane 799 NE Jackpine Ct. Redmond, OR 97756 www.northernenergy.com northern\_energy-1830@ Propane gas. 541-548-7449 541-548-0613 N/A 4,000 All of Central Oregon amerigas.com Pacific Power efficiently delivers reliable, Electricity, energy efficiency safe & environmentally responsible energy 888-221-7070 N/A Stefan Bird 1926 756,000 www.pacificpower.net management & renewable Central Oregon to 243 communities across Oregon, Washenergy options. ington & northern California. Roats Water System 61147 Hamilton Ln. South, East & West of Hwy. 97, beginning www.roatswater.com 541-382-2292 5 541-382-3029 W.K. Roats 1962 2,200 Water. at Reed (including Woodside Ranch) to contact@roatswater.com

CBN has made every effort to ensure that all information is accurate and up-to-date. We cannot, however, guarantee it. Please contact us immediately if you know that certain information is not correct or you would like to be added to a list, 541-388-5665 or email cbn@cascadebusnews.com.

Butch Rogers

Butch Rodgers

1

2

1972

1960

100

285



541-382-5103

541-382-7309

541-385-1115

N/A

suncountrywater@msn.com

N/A

16755 Finley Butte Rd., La Pine, Oregon • 800-722-7219 or 541-536-2126 www.midstateelectric.coop



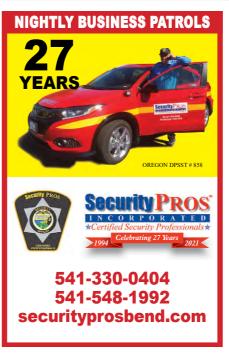
South end of Parkway.

Saddle Back Subdivision & vicinity

Between Tumalo & Sisters

Water.

Water.





# High Tech Companies (Listed Alphabetically)

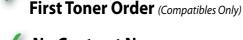
Company / Address	Phone	Fax	WebSite/Email	Contact Staff CO Year Est.			Services
Amplion, Inc. PO Box 2413 Bend, OR 97709	541-241-8734	N/A	www.amplion.com support@amplion.com	Chris Capdevila	20	2013	Software company that has built a novel intelligence platform that leverages proprietary machine learning to deliver very deep, tailored insights into pharma & test developer activities to help accelerate precision medicine initiatives & improve patient outcomes.
Aristocat Development Corp. 423 NE Clay Ave. Bend, OR 97701	541-389-8145	N/A	www.aristocat.com aristocat@aristocat.com	Larry Hunt	1	1985	Specialized vertical marketing software development.
Audio Visual Bend 20585 Brinson Blvd. Bend, OR 97701	541-388-1732	800-660-9677	www.avbend.com tony@avbend.com	Tony Sprando	4	1999	Audio video design & integration, turnkey solutions for all types of commercial projects. Video projectors, large screens, control systems, video conferencing, mobile presentations solutions, consulting, sales, design & installation.
Bellatrix 2437 NE Twin Knolls Dr., Ste. 1 Bend, OR 97701	541-382-2208	N/A	www.bellatrix.com rlundy@bellatrix.com	Ray Lundy, Steve Morris	19	1986	Bellatrix products combine electronic, mechanical & computer technologies to create unique, advanced control systems. These systems provide data acquisition, perform complex electromechanical functions & transmit information using optical or high frequency radio channels.
Bend Cloud 1008 SW Emkay Dr. Bend, OR 97702	541-526-7266	N/A	www.bendcloud.com info@bendcloud.com	N/A	N/A	N/A	Own & operate a local private tier IV data center, specializing in Open Source software development & & data encryption. Cloud products, cloud hosting, web services, internet service, management.
Binary Star Systems Bend, OR 97701	541-316-8027	N/A	www.BinaryStarSystems.com hello@binarystarsystems.com	Jim Sipe, Lisa Sipe	2	2003	Website design, software development, mobile app development, email marketing, branding & graphic design.
Bird Gard 270 E Sun Ranch Dr., PO Box 1690 Sisters, OR 97759	541-549-0205	541-549-5286	www.birdgard.com info@BirdGard.com	Todd Weitzman	13	1989	Digital bird repellers.
Cascade Chips Technical Services 19417 Seminole Cir. Bend, OR 97702	541-382-6650	N/A	www.cascadechips.com rick@cascadechips.com	Rick Olson	1	1992	Network design, installation & troubleshooting Broadcast & studio engineering. Computer sales, service, upgrades, data recovery & virus/spyware removal. PC repair, upgrades, virus & spyware removal, data backup, wireless & wired networking.
Cascade Divide Data Centers 207 SW Columbia St. Bend, OR 97702	877-919-7642	N/A	www.cascadedivide.com support@cascadedivide.com	sales@cascadedivide.com	5	2014	Data centers, colocation, managed services & business recovery.
CCI Tec, Inc. PO Box 1876 Bend, OR 97709	541-241-1900	541-201-1901	www.CClTec.com sales@ccitec.com	Devon Cochenour	16	2004	Microsoft Certified Partner providing innovation through integration for healthcare organizations. Provides Microsoft-based healthcare solutions that allow health organizations to offer enhanced patient services while reducing costs.
Current Conceptions, Inc. 8045 NW Grubstake Way Redmond, OR 97756	541-526-5803	541-316-1653	www.currentconceptions.com CCIadmin@currentconceptions.com	Dr. P. L. Senger, Dr. Angela Oki	2	2011	Specializing in on-line curriculum development & global distribution to academic programs at the university level in the field of reproductive physiology.
DENT Instruments, Inc. 925 SW Emkay Dr. Bend, OR 97702	800-388-0770	541-385-9333	www.dentinstruments.com sales@dentinstruments.com	Christopher L. Dent	22	1988	DENT Instruments is a supplier of an array of precision measurement instrumentation & analytical software in the field of energy management.
E2 Solar, Inc. 20784 NE High Desert Lane PO Box 6663 Bend, OR 97701	541-388-1151	541-388-1165	www.e2.solar sales@e2.solar	Kelli Hewitt	9	2005	Installing custom-designed solar electric systems, a reliable & affordable energy solution for homes & businesses.
E::SPACE Labs LLC 48 Bridgeford Blvd., Ste. 180 Bend, OR 97702	541-241-8801	N/A	www.espacelabs.com david@espacelabs.com	David V. Robson, Rick Silver	2	2015	Affordable local prototype development lab to inventors, entrepreneurs, startups & corporations in the electronic & electromechanical space.
Effectual Inc. 2738 NW Potts Ct., Ste. 110 Bend, OR 97703	800-770-1868	N/A	www.Effectual.com info@Effectual.com	Robb Allen	350	2019	Build-to-suit custom applications such as enterprise web apps, mobile apps, IoT, AI/ML & responsive websites; content strategy & digital marketing; strategic consulting for digital product/service strategies & amazon web services (AWS) Premier Parnter.

Continued on Page 26

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# High Tech

# High Tech Companies (Listed Alphabetically)

CONTINUED FROM PAGE 25

Company / Address	Phone	Fax	WebSite/Email	Contact	Staff	CO Year Est.	Services			
Element 1 Corp. 63050 Plateau Dr., Ste. 100 Bend, OR 97701	541-728-3814	N/A	www.e1na.com robert@e1na.com	Robert Schluter, Dr. Dave Edlund Ph.D.	11	2010	Element 1 Corporation is a leading developer of clean energy technologies, including advanced hydrogen generation systems, flare gas refinement solutions & gas to liquid production technology.			
Endurance Product Design LLC 48 SE Bridgeford Blvd., Ste. 200 Bend, OR 97702	541-610-2882	N/A	www.EndurancePD.com info@EndurancePD.com	Steve Langenderfer	1	2015	Product development, mechanical design, prototyping, 3D CAD design, machine design, manufacturing equipment design.			
EnviroTech Services 3842 NW Bus Evans Rd. Prineville, OR 97754	970-346-3900	N/A	www.envirotechservices.com info@envirotechservices.com	Roger Knoph	90	1989	Specializes in road treatment products that improve natural & man-made environments.			
Facebook - Prineville Data Center 735 SW Connect Way Prineville, OR 97754	N/A	N/A	www.facebook.com/prinevilledatacenter	William Marks	350	2010	The data center directly supports 350 jobs			
Food4All 1001 SW Emkay Dr., Bend Tech Ste. 100 Bend, OR 97701	541-350-2652	N/A	www.food4all.com kamisemick@food4all.com	Kami Semick, Kristin Yurdin, Tyson Pardue	3	2017	Offering tools, technology & an online marketplace giving farmers, ranchers & food artisans everything they need to sell direct to their community. Shoppers can use a geolocation feature to discover who & where the food growers are in proximity to their location, make a purchase online & arrange for delivery.			
G5 Search Marketing 550 NW Franklin Ave., Ste. 200 Bend, OR 97703	541-306-3374	N/A	www.getg5.com business.development@getg5.com	Lisa Calvert	278	2005	Provider of vertical-specific local marketing solutions that help mid-market companies get found online, generate more qualified leads, convert more leads into new customers, track marketing performance — including offline & optimize to the marketing sources with the best return on investment.			
GeoEngineers 354 NE Greenwood Ave., Ste. 102 Bend, OR 97701	503-624-9274	541-389-2116	www.geoengineers.com rtobias@geoengineers.com	Ryan Tobias	4	2006	Integrated suite of services for companies looking to build communities, harness & manage the earth's resources & move both products & people.			
GL Solutions 856 NW Bond St., Ste. 200 PO Box 591, Bend, 97709 Bend, OR 97703	541-312-3662	503-374-9063	www.glsolutions.com sales@glsolutions.com	Bill Moseley	63	1999	Provides operational software for government licensing agencies, bringing expert knowledge of the challenges & opportunities for automation within government regulation. Continuing to grow its reach & further its mission in many states & industries, helping agencies succeed in protecting the public.			
Grace Bio-Labs 1015 SW Emkay Dr. Bend, OR 97702	541-318-1208	541-318-0242	www.gracebio.com Lhale@gracebio.com	Lisa Hale	85	1995	Global provider, local manufacturer. Developing laboratory products, services & custom solutions for research & diagnostics applications.			
ISCO Industrial Service Company 63055 Corporate Pl., Unit 1 Bend, OR 97701	541-382-1573	541-382-6902	www.iscomach.com charlenew@iscomach.com	Craig Gribskov	28	1973	Machinery & computer numerical control (CNC) machine shop; ISO 9001 certified, abrasive water- jet cutting; aircraft parts, job shop & prototype fabrication. TubeShark.com Hydraulic Tube Bender, Accu-Tapper.com Benchmount Tapping Machine. iscomach.com.			
Jump Start Technologies, LLC 34860 Rice Rd. Hereford, OR 97837	541-241-6180	N/A	www.MileageWiz.com MileageWIZ@msn.com	Dr. Phil Kochan	4	2004	Makers of MileageWiz, the solution for creating an IRS conforming mileage log			
Keith Manufacturing Company 401 NW Adler St. PO Box 1 Madras, OR 97741	541-475-3802	541-475-2169	www.keithwalkingfloor.com mediadept@keithwalkingfloor.com	Mark Foster	190	1950	Moving floor conveying systems.			
Laserline Manufacturing Inc. 1810 SE First St., Ste. H Redmond, OR 97756	541-548-0882	541-548-0892	www.laserlinemfg.com laserline@laserline.net	Bob Vanneman	14	1995	Lasers for wing plow/snow removal, guidance of paint striping, construction, tunneling, mining & dredging, grade rods.			
Leading Edge Aviation, Inc. 63048 Powell Butte Hwy. Bend, OR 97701	541-383-8825	541-317-0709	www.leadingedgeavn.com info@flybend.com	Abby Heller	80	1989	Flight school, avionics installation, repairs & service.			
Lonza - Formerly Bend Research 1201 NW Wall St., Ste. 200 Bend, OR 97703	541-382-4100	541-382-2713	www.bendresearch.com info@bendresearch.com	Phoenix Barringer	385	1975	Bend Research solves customers' most pressing product development challenges, including bio- availability enhancement, modified release, abuse deterrence, biotherapeutic processing & inhalation formulation.			
Manzama, A Diligent Brand 543 NW York Dr., Ste. 100 Bend, OR 97703	541-306 3271	N/A	www.manzama.com sales@manzama.com	Peter Ozolin, Mark Hinkle	30	2010	A provider of innovative listening/social monitoring platforms for businesses, especially those operating within the labyrinths of the law profession. SAS-based software listens for, sniffs out & retrieves information pertinent to its client needs relating to case information, client reputation & profile standing within the internet realm.			
Maretron of Redmond 2121 SW Deerhound Ave., Ste. 101 Redmond, OR 97756	541-504-7550	N/A	www.maretron.com sales@maretron.com	Kip Wasilewski	5	2007	Navigation, weather & Monitoring products to aid travel on the high seas. Marine electronic & networking equipment for commercial & recreational boats.			
Max Manufacturing 20651 High Desert Ln. Bend, OR 97701	541-382-2552	541-382-2556	mikeg@maxmfg.com	Mike Garoutte	6	1973	Laser cutting & processing, precision sheet metal fabrication & design, custom structural fabrication.			
MicroRidge Systems Inc. 56888 Enterprise Dr. PO Box 3249 Sunriver, OR 97707	541-593-1656	541-593-5652	www.microridge.com mary@microridge.com	Mary Chisholm	7	1983	MicroRidge designs & manufactures wired & wireless measurement collection solutions for industrial & manufacturing environments to monitor or improve their quality process.			
Microsemi Corporation 405 SW Columbia St. Bend, OR 97702	541-382-8028	541-389-1241	www.microsemi.com	Mark Gabler	130	1984	Manufacturer of power semiconductors.			
Mohr Solutions 251 W Barclay Dr. Sisters, OR 97759	541-549-2000	N/A	www.mohrsolutions.com	Doug Mohr	40	2001	Telecommunication infrastructure & integrations solutions.			
Mountain High Equipment & Supply Co. 2244 SE Airport Way, Ste. 100 Redmond, OR 97756	541-923-4100	541-923-4141	www.mhoxygen.com sales@mhoxygen.com	Eric Westeren, Brad Stankey, Patrick McLaughlin	15	1985	AIR, Inc. is a research, design & manufacturer of patented state-of-the-art digital aviation oxygen equipment. All products are manufactured on-site in Central Oregon. The company is known particularly in the general aviation, glider & homebuilt industry for the MH EDS electronic Pulse-Demand' adaptive oxygen delivery devices."			
n-Link Corporation 19525 Innes Market Rd. Bend, OR 97703	541-617-0011	425-696-0456	www.n-link.net sgreen@n-link.net	Sandra Green, Al Colombo	20	1995	Cyber security, intelligence centers, unmanned aerial systems, GIS, managing & operating network & security operations centers, information assurance policy, mobile applications development, program management, software development (J2EE, Ruby on Rails, .NET), enterprise architecture.			
NAVIS 389 SW Scalehouse Ct., Ste. 100 Bend, OR 97702	541-385-5255	N/A	www.TheNavisWay.com info@thenavisway.com	Kyle Buehner	199	1987	Reservation sales & marketing technology & services for the hospitality industry.			
Nine Peaks Solutions LLC 250 NW Franklin Ave., Ste. 103 Bend, OR 97703	541-797-7595	270-912-6554	NinePeaksSolutions.com EMailUs@NinePeaksSolutions.com	Eric D. Skidmore	5	2015	Technology consulting & services firm working with business solutions & Microsoft SQL Server software. Organization is an authorized gold level solution provider of Laserfiche — an enterprise content management & paperless workflow system; also partner with Microsoft, Dell EMC, Epson, Dropbox, DocuSign & SIGNiX. Extensive CORT & NuView payroll & human resources application experience.			
Onboard Dynamics, Inc. 62958 NE Layton, Ste. 2 Bend, OR 97701	541-550-3632	N/A	www.onboarddynamics.com info@onboarddynamics.com	Rita Hansen	14	2013	Develop & commercialize Compressed Natural Gas (CNG) - natural gas compression technology used for NGV refueling & mitigation of methane release during pipeline evacuation.			
OnTo Technology LLC 63221 Service Rd., Ste. F Bend, OR 97703	541-389-7897	N/A	www.onto-technology.com sales@onto-technology.com	Steve Sloop	3	2004	Lithium-ion battery recycling technology development.			
Paladin Data Corporation 3020 NW Merchant Way Bend, OR 97703	541-617-9955	541-383-3887	www.paladinpointofsale.com sales@paladinpos.com	Dan Nesmith, Mike Williamson, Charles Owen	65	1980	Technology company specializing in helping retail store owners accomplish more with less through its innovative point of sale software & integration with suppliers, credit card processors & equipment manufacturers. Paladin Data Corporation's primary market segments are hardware stores, independent pharmacies & general retail.			
PCC Schlosser 345 NE Hemlock Ave. Redmond, OR 97756	541-548-0766	541-548-6579	www.pccstructurals.com	Keith Covlin	465	1989	Titanium investment casting foundry for the aerospace & medical industries.			
Philips Respironics, Inc. 20300 Empire Blvd., Ste. B3 Bend, OR 97701	541-598-3800	541-322-7277	www.respironics.com	Mark Reed, Tim Murphy	19	1971	Designer of scientific research medical devices & equipment.			
Powers of Automation, Inc. 61533 American Lp., Ste. 1 Bend, OR 97702	541-330-1687	541-388-8273	poa-inc.com office@poa-inc.com	Steve Powers	35	1997	Mfg Service provider for regulated industries (FDA, EPA, ISO). Calibration services, automated system design - build - commission UL508A & UL698A control panels. Remote control & monitoring. ISO9001:2008 Certified Quality Management System.			

#### CONTINUED FROM PREVIOUS PAGE

# High Tech Companies (Listed Alphabetically)

Company / Address	Phone	Fax	WebSite/Email	Contact	Contact Staff CO Year Est.		Services
Precise Flight, Inc. 63354 Powell Butte Rd. PO Box 7168 Bend, OR 97701	541-382-8684	541-388-1105	www.preciseflight.com customerservice@preciseflight.com	Brad LeHuquet	24	1980	Supplier of advanced technology to the aviation industry including lighting, oxygen & electrome- chanical technologies.
Project Development PO Box 5582 Bend, OR 97708	541-382-5059	Call first	www.projectdevelop.com pcb@projectdevelop.com	Frank Langlois	5	1999	Printed circuit board design.
Qorvo, Inc 63140 Britta St., C106 Bend, OR 97703	541-640-8651	N/A	www.qorvo.com crystal.ferris@qorvo.com	541-640-8651	50	2005	Design & manufacture RF Solutions for mobile, defense & infrastructure markets.
RBD Instruments, Inc. 2437 NE Twin Knolls Dr., Ste. 2 Bend, OR 97701	541-330-0723	541-330-0991	www.rbdinstruments.com sales@rbdinstruments.com	Rena Bennett-Dellwo, Randy Dellwo	7	1990	Auger & Xray photoelectron spectrometers, sputter ion sources, picoammeters, viewport coatings & water vapor desorption systems.
Sat Pak Communications, Inc. 1950 SW Badger Ave., Ste. 106 Redmond, OR 97756	541-923-0467	541-923-5925	www.satpak.com info@satpak.com	Bill Park	9	1983	Electronic communications cable assemblies.
Shielding International 2150 NW Andrews Dr. PO Box Z Madras, OR 97741	541-475-7211	541-475-6628	www.shieldingintl.com sales@shieldingintl.com	N/A	1	1958	Manufactures x-ray protective garments & accessories.
Silipint 1375 SW Commerce Ave., Ste. 130 & 190 Bend, OR 97702	866-935-4831	541-728-0632	www.silipint.com info@silipint.com	Kira Kelley, Rick Fredland	25	2010	Silicone cups in various shapes & sizes, freezer, over, dishwasher & microwave safe, free of the chemical bisphenol. Made from the same 100 percent food grade silicone that make baby bottle nipples, containing no BPA toxins or off-gassing. Only legal manufacturers of silicone drinkware in the United States. Customization available.
Simply Mac 425 SW Powerhouse Dr., Ste. 307 Bend, OR 97702	541-647-2118	N/A	www.simplymac.com	AJ Uecker	6	2013	Warranty repair, hardware diagnostics, data recovery, software installation, iOS/iPod restore, onsite services, business solutions, onsite training.
Smartwaiver Inc. 606 Arizona Ave., Ste. 100 Bend, OR 97703	541-316-8530	N/A	www.smartwaiver.com info@smartwaiver.com	Daryl McCarl	10	2012	Online waiver solution for businesses large & small.
Sunlight Solar Energy, Inc. 50 SE Scott St., Bldg 13 Bend, OR 97702	541-322-1910	N/A	www.sunlightsolar.com sun@sunlightsolar.com	Sun Nguyen			Full-service, turn-key design & installation of grid-tied solar electric systems for homes & businesses throughout Oregon. Provides battery storage, EV chargers & solar pre-wire services.
Tech Soft 3D 1567 SW Chandler Ave., Ste. 100 Bend, OR 97702	541-385-3000	N/A	www.TechSoft3D.com info@techsoft3d.com	Ron Fritz	100	1996	Global provider of development tools that help software teams deliver successful applications. Headquartered in Bend with offices in California, Ohio, France, England & Japan. Toolkit products power nearly 500 unique applications running on hundreds of millions of computers worldwide.
VR Analytical 63020 NE Lower Meadow Dr., Ste. 3 Bend, OR 97701	541-388-1253	541-388-4953	www.vranalytical.com info@vranalytical.com	Teresa Catlow, Steve Goodger	42	2001	Offers customized analytical testing to assist in the development & validation of pharmaceutical products & processes. Has a distinctive focus on detecting & identifying trace chemicals whether they are extractables, leachables or impurities. VR Analytical is proud to be a part of The Element Materials Technology Group, one of the world's leading global providers of testing, inspection & certification services.
Weston Technology Solutions 2214 NE Division, Ste. 201 Bend, OR 97703	541-383-2340	541-383-2350	www.weston-tech.com sales@weston-tech.com	Jake Ortman, Brock McFarlane	16	2002	People-focused, SLA-driven, consistent & well-executed tech support & monitoring services, provided by a Microsoft Silver Partner. Provides proactive maintenance, monitoring, tech support, Office 365 & cloud solutions to reduce downtime & increase security & productivity.

CBN has made every effort to ensure that all information is accurate and up-to-date. We cannot, however, guarantee it. Please contact us immediately if you know that certain information is not correct or you would like to be added to a list, 541-388-5665 or email cbn@cascadebusnews.com.



Along with providing a comprehensive list of Central Oregon Commercial Contractors, Cascade Business News will feature TOP PROJECTS COMPLETED in 2021 in our December 15 issue!

### **DEADLINE TO SUBMIT TOP PROJECTS IS DECEMBER 1**

Contact Jeff Martin at 541-388-5665 or jeff@cascadebusnews.com



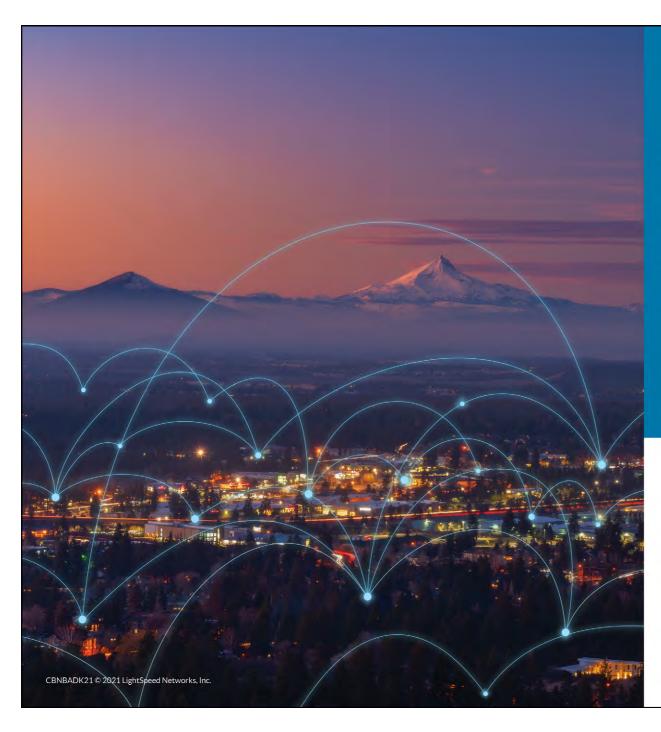




# Telecommunications Companies (Listed Alphabetically)

Company / Address	Phone	Fax	WebSite/Email	Contact	Staff	CO Year Est.	Services
AutoTel PO Box 1618 Bend, OR 97709	541-389-5286	N/A	www.westernradioservices.com info@westernradioservices.com	Richard Oberdorfer	3	1978	Radio phones, two-way radio, pagers, sales & service.
BendBroadband 63090 Sherman Rd. Bend, OR 97703	541-382-5551	541-317-9086	www.bendbroadband.com	Tyler Honzel	280	1955	Cable TV, high-speed internet, business & home phone, advanced business services, fiber transport, data center, colocation, business continuity/disaster recovery, managed services, hosted VOIP phone systems.
BendTel Inc. 130 NW Greenwood Ave. PO Box 356 Bend, OR 97703	541-389-4020	0-4020 N/A www.bendtel.com Tom Barrett, Doug Cox		26	2003	Get Real Fiber Fast Internet with BendTel. BendTel is Central Oregon's largest locally owned business telephone & Internet service provider. BendTel provides Gigabit fiber bandwidth with guaranteed speeds & uptime. Hosted & traditional telephone solutions, servicing all major phone systems, 24/7 local support, web & email hosting & more.	
Broad Sky Networks 745 NW Mt. Washington Dr., Ste. 300 Bend, OR 97703	541-550-7461	N/A	www.BroadSkyNetworks.net Info@BroadSkyNetworks.net	Ron Ireland	31	2003	Nationwide 4G LTE/ 5G wireless internet, AI, IoT solutions for public & private sector customers.
Cascade Tel 220 SE Davis Ave. Bend, OR 97702	541-388-5158	541-382-9186	www.cascadetel.com helpdesk@cascadetel.com	Allen Clack	5	1990	Telecommunications, IT Networks, VOIP Networks, IT Managed services, fiber optic, WAN & multi-site data cabling systems, pre-wire high speed data circuits.
Central Oregon Communications 857 SW Theater Dr. Bend, OR 97702	541-382-5563	N/A	Brittingham3771@msn.com	Eric Brittingham	2	1990	Telephone equipment sales & service, voice & data cabling, voicemail, VoIP solutions & integrated voicemail/phone systems, authorized dealer for ESI products.
Centratel 141 NW Greenwood Ave., Ste. 200 Bend, OR 97703	541-383-8383	541-388-2351	www.centratel.com info@centratel.com	Joanna Highet	49	1984	24-hour live telephone answering services.

Continued on Page 30



# **Building A Connected Central Oregon**

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To learn more, visit us at: www.LSNetworks.net



921 SW Washington Street, Suite 370 Portland, OR 97205

# Routers... What Are They & What Tasks do They Perform?

by ANTHONY BARTOLINI, Network/RF Engineer — Sureline Broadband

Your router is an essential part of your connection to the internet of things and the rest of the on-line world. Your router not only acts as a WiFi distribution unit to your home network devices, but also as a means of communicating with the rest of the world's devices.

At any given time of the day, your router is processing information coming in and out of your home, whether it be a stream for your favorite Netflix show, or maybe you're uploading a picture of your new puppy to Facebook! Using

a multitude of protocols and computer logic, your router takes this information and sends it on its way to the ultimate destination. Think of this functionality as a Police Officer directing traffic at an intersection — the officer would be the router itself, and the vehicles they are directing is your data being sent to the right spot.

You might ask yourself how do wireless internet service providers utilize

routers themselves? It's simple! Core routing units perform the same functions as your home router... but on a much, much larger scale. At any given time, network core units are being tasked with directing your internet traffic as well as determining destination. With over 750,000 different paths for your information to take to reach its destination, core routers must make these decisions of which path to send your traffic in order to get it there as quickly as possible. Mind you, the router must make these decisions on a millisecond basis. ("Milli" is base1000, meaning that 1 millisecond, is 1/1000th of a full second.) It's a very impressive feat!

With the ability to make decisions this quickly, routers enable us to reliably and quickly talk to relatives that may be next door... or on another continent! With reliable internet and home connectivity being more important than ever, educating yourself with information such as this may just enable you to resolve or expedite any home internet issues that may arise.

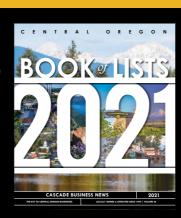
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# Telecommunication

### CONTINUED FROM PAGE 28

# Telecommunications Companies (Listed Alphabetically)

Company / Address	Phone	Fax	WebSite/Email	Contact	Staff	CO Year Est.	Services
Consumer Cellular 2999 SW Sixth St. Redmond, OR 97756	800-686-4460	541-693-8060	www.consumercellular.com	John Marick	400	1995	Cellular.
Day Wireless 63710 Paramount Dr. Bend, OR 97701	541-330-8807	541-330-9033	www.daywireless.com	Garret Winter	9	1996	2-way radio sales, service & rental, Sprint, Nextel, satellite sales, microwave installations, service, paging & wireless broadband.
Fatbeam, LLC 213 SW Columbia St. Bend, OR 97702	541-610-3936	509-344-1009	www.Fatbeam.com sales@fatbeam.com	Mary Hampton, Janie Moore	30	2010	Internet (Fiber), Dark Fiber, Lit Fiber, Ethernet.
Gowdy Bros. Electric, Inc 309 SW Pumice Ave. PO Box 459 Redmond, OR 97756	541-548-6495	541-548-5846	www.gowdybros.com accounting@gowdybros.com	Larry Gowdy, Reba Crise	6	1979	Business telephone & voicemail systems, voice, data & fiber optic cabling & termination. Security & fire alarms systems, access control, CCTV & wireless systems, paging & intercom. Wiring for commercial & residential buildings. Elevators & video surveillance systems. Trouble shooting & splicing. CAT 5E & Lan cable intallation & termination.
Ibex 501 SW Hill St. Bend, OR 97702	541-647-6670	N/A	www.ibex.co betsy.koch@trgworld.com	Bob Dechant	480	1984	Provides telemarketing, customer care & technical support services to FORTUNE 500 companies.
InfoStructure PO Box 4665 Medford, OR 97501	541-773-5000	541-858-4477	www.infostructure.net support@infostructure.net	Scott Hansen	23	1994	Internet & voice service
Little d Technology 16410 Third St., Ste. C PO Box 3054 La Pine, OR 97739	541-536-1079	541-536-1266	www.littledtech.com support@littledtech.com	Kathryn DeBone	5	2005	Computer sales & service.
LS Networks (Subsidiary: Quantum Communications) 258 SE Salmon Dr. Redmond, OR 97756	541-923-5599	541-504-5737	www.lsnetworks.net marketing@lsnetworks.net	LoriAnn Kuhn, Ron DiTullio	90	2005	Business network connectivity & communications services including: High-speed fiber Internet, Unified Communications & Ethernet transport. Fully redundant network backbone with 24/7 proactive support & network monitoring.
Reynolds Technical Services 65234 78Th St. Bend, OR 97703	541-389-9190	541-389-9190	N/A	Mark Reynolds	1	1993	Electrical, high-voltage power systems, wire systems control design, telecommunications & repair.
Sprint Store 63455 N Hwy. 97, Ste. 59 Bend, OR 97701	541-317-5100	909-421-7348	www.sprint.com	Joshua Hell	6	2001	Sprint wireless communication services.
TechLink Services 750 NW Charbonneau St., Ste. 201 Bend, OR 97701	828-348-0258	828-398-0428	www.techlinksvc.net Partners@TechLinkSVC.net	Mike Mudd	20	2007	Provides nationwide field service work for the installation of telecom, digital signage, cabling, electrical for the hospitality, retail & enterprise markets. Other services include RF engineering & VSAT installations.
Tomco Electric Inc. 850 NE First St. Bend, OR 97701	541-389-5424	541-317-0494	www.tomcoelectric.com info1@tomcoelectric.com	Colby Thompson	75	1973	Voice, data, fire alarm, security, fiber optics, closed circuit TV.
TRG Customer Solutions 501 SW Hill St. Bend, OR 97702	541-312-5237	N/A	www.trgworld.com contact@trgworld.com	Steve Newman	550	1984	Provides telemarketing, customer care & technical support services to Fortune 500 companies in the financial services, insurance, pharmaceutical, telecommunications & utility industries, among others.
U.S. Cellular 3197 N Hwy. 97, Ste. A-3 Bend, OR 97703	541-385-0853	541-389-9599	www.uscellular.com	Adrian Zamarrita	6	1983	Cellular services, cellular phones & accessories.
Webformix 67 NW Hawthorne Ave. Bend, OR 97703	541-385-8532	541-385-8643	www.webformix.com info@webformix.com	Eric Ozrelic	12	2004	Residential & apartment complex/hotel wireless high- speed internet.
Yellowknife Wireless Company, LLC 1259 NE Second St., Ste. 200 Bend, OR 97701	541-385-0111	541-323-2406	www.ykwc.com info@ykwc.com	Chris Cappuccio	14	2005	Business & residential high-speed internet. Unlimited local & long-distance phone service starting at \$27/month. Fully hosted & managed VOIP solutions. Consolidate your communications & bring the savings of IP telephone lines directly to your home, desk orPBX. Includes voice-mail, conference-calling, call-forwarding, call-roll-over & caller-ID.

# Heating & Cooling Companies (Listed Alphabetically)

Company / Address	Phone	Fax	WebSite/Email	Contact	Staff	CO Year Est.	Services
Acco Air Conditioning & Heating 123 NE Greenwood Ave. Bend, OR 97701	541-382-7918	N/A	N/A	Customer Service	1	N/A	Heating & air conditioning.
Accuair Heating & Cooling 555 NE Hemlock Ave., Ste. 102 Redmond, OR 97756	541-504-8400	N/A	www.accuairheat.com davidsale@accuairheat.com	David Sale	4	2007	Heating & air install, service, repair & maintenance.
Advanced Comfort 1748 SE Ironwood Ct. Bend, OR 97702	541-815-7941	541-317-9116	www.advancedcomfortheating.com	Stanley Strong	1	2005	Heating & air conditioning
Affordable Refrigeration & Heating 61177 Concho St. Bend, OR 97701	541-382-3994	N/A	N/A	Dave Tadlock	1	N/A	Heating & cooling
Air Tech HVAC/R Inc. 52322 Glenwood Dr. PO Box 1572 La Pine, OR 97739	541-536-2463	541-536-0845	pamc@airtechvac.com	Rocky Clevenger	8	1998	Heating & cooling, geothermal heat pumps, fireplaces & indoor air quality.
Air Temp Control 2729 NW Hemlock Ave. PO Box 1464 Redmond, OR 97756	541-598-6080	N/A	pilightz@yahoo.com	Scott Buehler	2	2009	Air conditioning, heating & maintenance, heat pumps, refrigeration.
Bend Heating & Sheet Metal Inc. 61540 American Ln. Bend, OR 97702	541-382-1231	541-382-2534	www.bendheating.com info@bendheating.com	Scott Zettle	40	1953	Ductless heat pump, custom sheet metal, radiant floor heating, heating & cooling.
Bobcat & Sun Inc. 65548 76th St. Bend, OR 97701	541-389-7365	N/A	www.bobcatsun.com bobcat@bendcable.com	Bob	1	1977	Infloor heating, solar heat, snowmelt systems.
Cascade Heating & Specialties, Inc. 1507 NE First St. Bend, OR 97701	541-382-8483	541-382-8314	www.cascadeheat.com sales@cascadeheat.com	Tiffany Cordano	60	1970	Commercial & residential heating & cooling, gas & wood fireplaces, building temperature control & energy management systems, sheet metal fabrication.
Central Oregon Heating, Cooling & Plumbing 2516 SW Glacier Place Redmond, OR 97756	541-923-1855	N/A	www.coheating.com clarissa@coheating.com	Clarissa Bonneru	75	1993	Heating & cooling, HVAC repair, furnaces, heat pumps, light commercial. Plumbing. Water heater repair & install.
Comfort Heating & Cooling 62032 Dean Swift Rd. Bend, OR 97701	541-390-7777	N/A	www.comfortheatingcooling.com larrygrech@gmail.com	Larry Grech	1	1993	Servicing all makes & models of furnaces, air conditioners, water heaters & gas & propane heating & cooling equipment.
Commercial Refrigeration Service 63378 Nels Anderson Rd., Ste. 210 Bend, OR 97701	541-389-3035	541-389-8392	www.centraloregonrefrigeration.com	Tim Berry	1	2001	Heating, air conditioning, refrigeration.

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# Heating & Cooling

### CONTINUED FROM PAGE 31

# Heating & Cooling Companies (Listed Alphabetically)

Company / Address	Phone	Fax	WebSite/Email	Contact	Staff	CO Year Est.	Services
Crown Heating LLC 1155 NW Division St., Ste. B Bend, OR 97702	541-420-3307	N/A	www.crownheating.net crownheating@bendbroadband.com	Steve Green	5	2007	Heating & air conditioning installation & service. Fire, gas, wood & built-in vacuums.
Custom Plus Heating & AC Inc. 106 SE Evergreen Ave., Ste. L PO Box 699 Redmond, OR 97756	541-350-6663	N/A	www.customplusheating.com customplusheating@gmail.com	Richard Wright	7	2007	Commercial, residential full service HVAC company.
Diversified Heating & Cooling 61511 American Ln., Ste. 1 Bend, OR 97702	541-323-1840	541-323-1842	www.diversifiedheating.com office4diversified@gmail.com	Margie Milliman	1	2011	Heating & cooling
Einstein Plumbing & Heating 671 NE Greenwood Av. Bend, OR 97701	541-420-8888	541-323-3744	www.einsteinplumbingandheating.com support@einsteinplumbing.com	Stephanie	4	1994	Commercial & residential plumbing, heating, air conditioning & drain cleaning
Fireside 424 NE Third St. Bend, OR 97701	541-382-2597	541-382-3017	www.bendfireside.com info@bendfireside.com	Roger & Mary Sanders	2	1979	Sales & service of fireplaces & stoves, also hot tubs, BBQs & patio furniture.
Four Stair Construction LLC 62860 Eagle Rd. Bend, OR 97701	541-948-6935	N/A	N/A	Rob	1	2006	Commercial & residential air conditioning & heating contractors.
Griffin Heating-Cooling-Refrigeration 12 NW Lake Place Bend, OR 97703	541-388-1472	541-388-4024	www.griffinheatingandcooling.com office@griffinheatingandcooling.com	Zeb Griffin	12	1985	Service, repair & retrofit company specializing in commercial & residential HVAC as well as commercial refrigeration.
Home Heating & Cooling 1044 SE Patute Way, Ste. 102 Bend, OR 97702	541-389-4663	541-306-4807	www.homeheatingbend.com info@homeheatingbend.com	Ric or Celia Secor	12	2010	Existing residential heating & cooling maintenance, repair & replacement, air duct cleaning, air purification.
JJC Engineering 70 SW Century Dr., Ste. 100-156 Bend, OR 97702	541-350-0835	N/A	www.jjceng.com jjc@jjceng.com	Jay Castino	1	2005	HVAC designs.
Ken Lea Heating & Air Inc PO Box 8 Prineville, OR 97754	541-550-6633	N/A	chatpeterson@inbox.com	Chad Peterson	1	2006	Residential heating & cooling/HVAC products & services.
Ken Lea Heating & Air Inc 23260 E Hwy. 20 Bend, OR 97701	541-390-6790	N/A	N/A	Ken Lea	1	2002	Heating, cooling, window installation.
Larson Mechanical 20689 NE Overton Pl. Bend, OR 97701	541-389-4404	N/A	www.larsonmechanical.com BrianLarson@BendBroadBand.com	Brian Larson	5	1987	Residential heating & cooling, commercial refrigeration.
Mountain View Heating 110 SE Ninth St. Bend, OR 97702	541-633-4505	541-389-7323	mtviewheating.com	Buffy Bunger	40	1981	Residential & commercial heating & cooling, HVAC, products & services.
Olson Heating & Air Sisters, OR 97759	541-701-9083	N/A	www.olsonheating.net	N/A	1	N/A	Heating & air conditioning repair & replacement, commercial HVAC services.
Oregon Mechanical Inc. PO Box 9639 Bend, OR 97708	541-389-6998	541-389-0102	ormech@bendcable.com	Randall Roy	3	1989	Commercial HVAC installation & repair.
Ponderosa Heating & Cooling 602 N Aylor Ct. Sisters, OR 97759	541-204-2775	N/A	www.ponderosaheating.com www.ponderosaheating.com/contact-us.htm	Bill Spezza	11	1988	Full service residential & commercial heating & cooling
Prineville Heating & Cooling 2166 NE Third Prineville, OR 97745	541-447-6160	541-447-8682	www.prinevilleheating.com dave@prinevilleheating.com	Dave Gagermeier	5	1982	Installation & service of heating & air conditioning products.
Professional Heating & Cooling Inc. 418 SW Black Butte Blvd. Redmond, OR 97756	541-923-3366	541-623-5180	www.proheat.org proheat@qwestoffice.net	N/A	1	N/A	Servicing heating & cooling systems & more.
Quality Heating 1130 SE Lake Rd. Redmond, OR 97756	541-923-4752	541-548-2147	www.qualityheat.com info@qualityheat.com	Terri Law, Tod LaFontaine	2	1982	Residential & commercial services & products.
Redmond Heating & Air LLC PO Box 1835 Redmond, OR 97756	541-923-9984	541-316-1449	www.redmondheatingandair.com redmondheating1@gmail.com	Joe Curci	5	2000	Heating & cooling/HVAC products & services.
Sonny's High Mountain Heating 15580 Federal Rd. La Pine, OR 97739	541-536-3905	541-536-4350	www.centraloregonstove.com jsrychard@crestviewcable.com	Sonny Rychard	1	1979	Residential heating services.
Superior Service Heating 827 NE Business Dr. Bend, OR 97701	541-388-8839	541-548-9559	www.bendoregonheating.com info@bendoregonheating.com	N/A	1	N/A	Residential & commercial heating & air conditioning products & services.
Team Air, LLC 62530 Eagle Rd. Bend, OR 97701	541-388-1030	541-382-5401	www.bendheat.com teamheating@bendbroadband.com	Kent Weible	2	1999	Residential & commercial heating & cooling products & services, HVAC.
Total Heating & Cooling LLC PO Box 8274 Bend, OR 97708	541-948-2666	541-382-6450	www.york.com totalhvac@webformixair.com	Rick Beasley	2	2005	Residential & light commercial.
Tri County Climate Control 132 NE Franklin Ave. Bend, OR 97701	541-323-2665	541-323-3443	www.tricountyclimate.com info@tricountyclimate.com	Bradley Sanchez	8	2003	Residential & commercial heating & cooling.

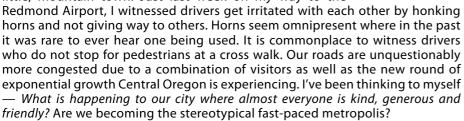
# Being a Local in Bend

### Let's Create Our Community by Design Rather than by Default

#### by DAVID ROSELL — Rosell Wealth Management

The hot, smoke-filled days of this past summer are behind us and we welcome the needed precipitation that has recently doused Central Oregon. It's also a time that our community's pace slows down now that summer visitors are gone, schools are open and our fireplaces are kindled.

It is in this shoulder season that we have the opportunity to reflect on all that has transpired in our little, yes still little, mountain town. Just last week on my way to the



This question reminds me of the story of a son and his dad. The dad always brought his briefcase home from the office and this confused the son. The son said: "Dad, why is it that when you come home from work you always bring your briefcase?" The father replied that it was because he could not get all his work done at the office. The little boy said: "Dad, can't they put you in a slower group?" The truth is that some of us probably need to be put into a 'slower' group. It's not easy for most of us to disconnect from our busy lives. But we can choose to slow down, smell the flowers and make a conscious decision to connect.

This leads me to the next big question: How are we going to keep Bend — Bend-like? Have you ever heard people say they wish they could build a wall around the city the day after they relocate here? Have you heard others complain how the endless tourists don't even know how to navigate our numerous roundabouts? I think we all have and yet we are all part of the problem as it can be easier to focus on the challenges rather than potential solutions. I believe being against something only weakens us and being for something empowers us. Rather than being against congestion and tourism maybe we can shift our thoughts to creating mindful growth. Instead of having little tolerance for people moving here, as most of us have had at one point, maybe it would benefit everyone if were more patient with newcomers as they acclimatize to our slower pace of life. Nothing good happens when we approach these challenges with aggression.

Back in 2008, when I was the Chairman of the Bend Chamber of Commerce, I would half kiddingly say when one moves to Bend, they must purchase a Subaru Outback, a Labrador Retriever, flip flops with a beer opener and take a half-day course titled: Bend Etiquette. This fictional course may be more relevant than ever before to help maintain our values and not slowly lose our unique "je ne sais quoi". However, I do believe we long-time locals should play our part.

About five years ago, I had an opportunity to meet Allison Barnard. Allison is a local life coach and business consultant who owns Larkspur Wellness. A native Oregonian, she moved to Bend about 15 years ago. She vividly remembers the negativity around the local's frustration for growth and tourism in Ashland, Oregon where she previously resided. She realized that wasn't an attitude she wanted to embrace and over the past few years she began feeling a similar local sentiment here in Bend. Rather than sit back in frustration and watch a similar scenario unfold, she decided to take action and committed to focusing on what she loves about living in Bend. She then created what I think was and still is a most appropriate and timely message. Maybe you have seen her posters that we scattered around town called: *BE A LOCAL! IN BEND*. Here are her words of wisdom:

### WARMTH. GENEROCITY. ACCEPTANCE. KEEP IT GOING.

- **WAG MORE. BARK LESS**: There are positives and negatives to every changing town. Continue the conversation. Participate.
- **DRIVE LIKE YOU LIVE HERE:** Let people in. Save your horn for important stuff. Be careful with your phone. Signal when exiting roundabouts.
- TURN THE MUSIC UP. TURN THE MUSIC DOWN: Know when to live it up and when to chill. Be mindful to those around you.
- **SAY HELLO BACK:** Being welcoming and aware of one another helps continue a tradition of kindness.
- **SEEK TO UNDERSTAND:** Seek perspective. Breathe in. Breathe out. Seek to learn from and give to those around you.
- MEET YOUR NEIGHBORS: Good things can happen when we get to know one another.
- **PAY ATTENTION:** Bend is a biking and walking community. Slow down a bit. See each other. We all benefit.
- TRY TO BUY LOCAL: Where we shop, eat and have fun makes our community home and strengthens our community.
- WALK MORE: This town reveals pretty amazing things when you walk it.
- **SAY THANKS:** Wave and say thanks when crossing. Acknowledge the little things kind people do. They're everywhere.
- YOUR VIBE ATTRACTS YOUR TRIBE: Evolve. Together. Be welcoming and feel welcomed.

As Bendites, we have a deep responsibility to participate in ways that make a positive difference in our community. Thank you, Allison, for making a profound

difference. For you readers out there, if you'd like a poster, please reach out and I will make sure you receive one. How can we spread these words? Wouldn't it be great if this message greeted every guest entering their hotel room, Airbnb or when they receive the bill at a restaurant?

We live in such an amazing place that it deserves to be created by design rather than by default. Most of us who have relocated here over the years have made a conscious decision that this is where we want to live more than any place else to raise our families, start our businesses, recreate, enjoy our retirement years or any combination of the four. I have never experienced another area where almost everyone is here because they have consciously chosen to be! Abraham Lincoln stated: "You are only as happy as you make up your mind to be."

Bend is so very busy. Life is so very busy. Working hard and having a strong work ethic is very important, but I find that one of the best ways to succeed in life and business—is to keep a reasonable pace in one's life. I hear people say that someday their life will settle down. I do not believe this will automatically happen. Settling life down is a choice. Author and Philosopher Wayne Dyer stated: *Remember yesterday, dream about tomorrow but live today*. These words can serve you—and your fellow Bendites—well as long as we can get out of our own way, connect with those around us and focus on solutions rather than challenges. In the meantime, lead by example. Smile, slow down just a bit and as Allison states: Evolve. Together. Be welcoming and feel welcomed.

David Rosell is president of Rosell Wealth Management in Bend. RosellWealthManagement.com. He is the host of the Recession-Proof Your Retirement Podcast and author of Failure is Not an Option — Creating Certainty in the Uncertainty of Retirement and Keep Climbing — A Millennial's Guide to Financial Planning. Find David's books on Audible and iBooks Amazon.com as well as the Redmond Airport.

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Nancy Francia
Dodge-Diaz Schlundt-Rojas



Bri Kiso

David Rivera

New staff at **Big Brothers Big Sisters Central Oregon** (BBBSCO) will support existing mentoring matches, reignite the program in Madras and Jefferson County and better serve the Latino community in all of Central Oregon.

Nancy Dodge-Diaz helped launch Big Brothers Big Sisters in Jefferson County in 2005 and continued until 2015. During that time, she was elected to the Culver City Council and then became Mayor, a position she held until 2020. Dodge-Diaz came out of retirement to relaunch BBBSCO in Jefferson County in May 2021. She has a passion for helping our youth reach their potential in life. For more than 20 years, Dodge-Diaz has been a volunteer with Jefferson County Fire District as an emergency medical responder. She enjoys spending time with family, and plans to travel with her husband when not working. She spends her spare time sewing baskets, bowls and making quilts.

Francia Schlundt-Rojas moved to Central Oregon from Venezuela seven years ago and pursued a career as a certified nursing assistant. She enjoyed this experience but felt the need to help more people in the Hispanic community; and took a position with Big Brothers Big Sisters of Central Oregon. She will be working with our Spanish-speaking mentors and families to help support their matches. She has three awesome kids, enjoys cooking and loves spending time with family and friends.

**Bri Kiso** grew up in the major Portland, Oregon area. She moved to Corvallis, Oregon where she achieved her bachelor of arts in sociology with a minor in criminal justice. She worked for a few years as a general administrator at a construction company before moving to Bend, where she worked as a peer support specialist with Intensive Youth Services for Deschutes County Behavioral Health. She now works part time with BBBSCO as one of our match support specialist. She enjoys gardening in her back yard, camping, hiking with her doggies and cooking delicious meals.

**David Rivera** moved to Redmond in 2007, and spent most of his childhood as a Redmond native. He started off working in retail and has over six years of customer service experience throughout his time in Central Oregon. He moved to Eugene, Oregon and completed his bachelor's degree in psychology in 2019 then returned to Central Oregon to start giving back to the community. He is currently a mentor with the Deschutes County Sheriff's department's Central Oregon Partnerships for Youth (COPY) program, providing support and assistance to the children of inmates, a research assistant with the University of Oregon's Stress Neurobiology and Prevention (SNAP) lab studying how early stressful experiences impact the development of key neurobiological regulatory systems and a crisis counselor with the crisis text line. He hopes to attend graduate school in the near future to obtain a degree either in clinical counseling or clinical psychology. He now works full-time as the enrollment and match specialist for BBBSCO. He enjoys reading, gaming with friends and the outdoors.

Local children in foster care now have 14 more **Court Appointed Special Advocates** (CASA) volunteers advocating for them. On October 28, 14 new CASA volunteers were sworn in remotely by Judge Bethany Flint.

The CASA volunteers represent the child's best interest in court and in the community during their time in foster care. All volunteers complete a thorough training process that includes 40 hours of trauma-informed training, a background check and an interview with a Judge before being sworn-in as an officer of the court and assigned a child or sibling group currently in foster care in Crook, Deschutes or Jefferson counties.

Last year, 407 children spent time in foster care in Central Oregon. More than 350 of these children were served by a CASA volunteer. The goal of CASA of Central Oregon is to recruit, train and support enough volunteers so that every child in foster care has a personally assigned CASA volunteer.

CASA of Central Oregon trains and supports volunteers to serve children in foster care in Crook, Deschutes and Jefferson counties. CASA volunteers are adults from many different backgrounds who are dedicated to advocating for abused and neglected children.

CASA of Central Oregon is currently accepting applications for anyone interested in becoming a volunteer advocate.



Craig Chenoweth

**Washington Trust Bank** has hired **Craig Chenoweth** to serve as vice president and relationship manager within the bank's commercial banking division in Bend. Chenoweth comes to Washington Trust Bank with experience in banking and a 17-year history in planning and development for the City of Bend.

Chenoweth joins Washington Trust Bank from H.A. McCoy Engineering & Surveying, where he spent the past year as a project manager. Before his time at H.A. McCoy Engineering & Surveying, Chenoweth worked for U.S. Bank as a commercial banking business relationship manager, specializing in commercial real estate, construction projects and investment portfolio management. Chenoweth also spent 17 years with the City of Bend as

a development services manager and planner, responsible for overseeing the local real estate entitlement process, city policy and operations and served as a liaison for the business community.

A graduate of the University of Oregon, where he earned a bachelor of science in political science, Chenoweth spends time volunteering within his community. Chenoweth serves as a board member for Building a Better Bend and is active on advisory boards for the City of Bend.

The bank is currently serving Bend and Central Oregon customers at a temporary office space in The Collective NWX, located at 2900 NW Clearwater Dr., Ste. 200, while our new financial center at 1203 NW 3rd St. is under construction.

AKS Engineering & Forestry, LLC (AKS) welcomes five new employees to the company: Tim Hollenbeck, Tyler Joki, Julie Marquis, Matt Steigleder and Paul Stull III.

Hollenbeck, PLS, is a Washington-registered professional land surveyor, drone specialist and FAA-certified Remote Pilot. He earned a bachelor of arts in geography at Western Washington University and brings 22 years of experience in traditional and high-tech surveying for residential and commercial land development to AKS' Vancouver office.

Joki comes to AKS with 13 years of experience in natural resources conservation and project management. He has worked for private engineering groups and local and federal agencies in the Portland, Oregon area with a focus on wetlands restoration, aquatic resources monitoring and feasibility assessment of environmentally sensitive projects. He is also a licensed landscape contractor and holds a BS in biology from Portland State University.

Marquis recently joined the AKS as marketing proposal manager. Marquis has broad experience across the architecture, engineering and construction industry. She has 13 years of marketing expertise under her belt, nine of which were acquired with engineering firms. Marquis brings strong leadership, strategic planning, communications and research abilities to the AKS marketing team.

Steigleder, PE, is a project manager and transportation engineer with nine years' experience designing and managing urban and rural roadway projects. Steigleder earned his bachelor of science in civil engineering at Oregon State University. He has extensive experience working on traffic engineering projects for the Oregon

Department of Transportation, working on every part of the process from conceptual design alternatives through construction support.

Stull, PE, has joined the AKS team in Tualatin as a project engineer. Stull holds a bachelor of science in civil engineering





Tim Hollenbeck

Tyler Joki





Julie Marquis

Matt Steigleder



Paal Stall III

More Who's Who Next Page ▶



CASA VOLUUNTEER SWEARING IN | PHOTO COURTESY OF CASA

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and an master's in environmental engineering from Oregon State University. He has nearly 30 years' combined experience managing commercial, industrial, private and public projects, with a focus on environmental and water resources. He is a licensed environmental engineer in Oregon, Washington and Alaska.

**Street Dog Hero** welcomes **Diana Fischetti** as its first executive director. Along with her lifelong commitment to nonprofit service, Fischetti brings 11 years of experience in executive leadership,15 years in marketing and communications and nine years in fundraising to her new role at Street Dog Hero, where she will provide strategic direction and operational oversight to the organization as it serves dogs in need around the world and their communities through rescue, adoption, wellness, spay-neuter and education.

Most recently, Fischetti served as the director of development and marketing at United Way of Central Oregon (2017-2021). Prior, she co-founded, co-owned and led the operations of Broken Top Bottle Shop (2010-2016). Currently, she volunteers on the Boards of Directors of Kôr Community Land Trust and OUT Central Oregon. As a lover of people, pets and the planet, Fischetti earned a master's of geography, a master's of environmental studies and a graduate certificate in nonprofit management from the University of Oregon in 2008. She moved to Bend in 2004 and continues to enjoy skiing, backpacking, hiking, camping, live music and extended dog walks with her spouse and three rescue pups.

The Board of Directors of the **Central Oregon Health Council** (COHC) has announced that Executive Director **Donna Mills** will step down by June 30, 2022. Mills has served as the executive director of COHC since 2015 when she relocated from Colorado, where she served as the CEO of Integrated Community Health Partners with extensive experience in finance and operations in the health care sector.

Mills took the helm of COHC at a time when the organization was beginning to expand its role as the community governing board of the coordinated care organization (CCO) for Central Oregon. Since then, Mills has:

- Overseen the disbursement of more than \$25 million in funding into community organizations, providers and projects to improve the quality and costs of providing health care and related social services in the region
- Pivoted the work of the COHC during the COVID-19 pandemic to support health care providers and nonprofit organizations, both financially and in helping to coordinate crisis response, including building a regional resource website
- Unveiled Central Oregon Health Data, a new community health data website, in partnership with the public health departments of Deschutes, Jefferson and Crook Counties and Oregon Health and Science University
- Managed an extensive investment portfolio and transitioned the organization to a grant management platform
- Served as a leader and resource in the State of Oregon to other regions establishing their own health councils
- Been invited to educate and share the benefits of the unique Central Oregon Health Council model at conferences around the country

Mills has been praised for her clear-sighted leadership, strategic guidance, innovative thinking, financial acumen and skill at bringing disparate

In our 25th Anniversary year, **STEELE Associates Architects** of Bend announces that **Chris Thome** has been promoted to principal.

partners to the table to recognize and achieve common goals.

Thome was born in Iowa and graduated from North Dakota State University with a bachelor of architecture and a bachekor of science in environmental design. He is a highly skilled architect who leads a team working on mixed-use, senior, medical, public, and commercial projects in multiple states. Thome is a registered architect in Oregon, Washington and Montana.



Chris Thome

# Applications Welcome for New Ten-Month Creative Writing Program

hree Central Oregon writers are accepting applications for The Forge Writing Program, an online creative writing program beginning January of 2022. The program is designed for people who want the rigor and community of a graduate creative writing program, but are looking for an accelerated pace and lower cost.

"In our 40 combined years of teaching, we've encountered many writers who want to take themselves seriously and really live the writer's life, but they don't necessarily want or need an academic credential, or the high cost of a master's program," said Michael Cooper, who founded the program with fellow writers and teachers Irene Cooper and Ellen Santasiero. "We like to say that we got our MFAs so our participants don't have to."

Through bi-weekly workshops, individual mentorships and feedback from instructors and peers, the program guides small cohorts of writers to generate writing, acquire and improve

craft skills and revise a body of work in fiction or creative nonfiction.

At the end of the program, each writer will experience a personal and in-depth conference during which the instructors will give their full intention to discussing the work, the writer's experience and future possibilities.

In the interest of inspiring ownership and authority in one's own work, as well as supporting a practice of ongoing literary citizenship, a public reading/sharing of each writer's work, in person or online, is a component of completion of the course.

### **About the Instructors**

The only thing Ellen Santasiero likes better than making essays, memoirs, collages, plays, fictions and safe spaces for learning is making them with others. Her work has appeared in The Stay Project, The Sun, and High Desert Journal, among others. She taught literature and writing at OSU-Cascades from 2007-2021, and memoir writing at The Bend Writers Workshop in 2019-2020. (ellensantasiero.com)

Irene Cooper writes poems, reviews, essays and fiction. She works and teaches in community in Central Oregon. Committal, a speculative spy-fy novel about family, was published in 2020. Her debut full-length book of poetry, spare change, came out with Finishing Line Press in March 2021. (irenecooperwrites.com)

Mike Cooper holds an MFA from Oregon State University Cascades in Bend, where he lives with his family. Mike is a writer of fiction and an editorial coach. His short stories have been finalists in Glimmer Train, The Lascaux Review, and Cutthroat. He is president of the Central Oregon Writers Guild and teaches writing at Central Oregon Community College and Oregon StateUniversity-Cascades, as well as creative writing workshops through Blank Pages Workshops, Deschutes Public Library and COCC Community Learning.

To register: theforgewriting.com/contact.

More information and free 15-minute conference: theforgewriting@gmail.com, or theforgewriting.com theforgewriting.com

# Businesses Serving Community



PHOTO | COURTESY OF RIMROCK TRAILS TREATMENT SERVICES

### RIMROCK TRAILS TREATMENT SERVICES

Rimrock Trails Treatment Services is tremendously grateful to receive \$12,000 in grant funds from the United Way of Central Oregon (UWCO). Funding from the UWCO ensures that individuals with little to no insurance covering the full cost of treatment or with a high deductible can still access mental health services.

Nearly 40 percent of folks in Central Oregon were living on the edge BEFORE the COVID-19 pandemic — that's more than 37,000 of our 97,000 households. Families living on the edge made up: 56 percent of Crook County, 35 percent of Deschutes County and 53 percent of Jefferson County's households. Over the last ten years, those identified as members of the poor and working poor classes were increasingly priced out of survival because the cost of essentials grew twice that of inflation, and at the same time, low-wage jobs were the jobs that were growing. The state of emergency created by COVID-19 pushed

already fragile households into even deeper financial stress. These are our community members who continue to face the greatest health and financial risks today.

### **CASCADE YOUTH & FAMILY CENTER**

Cow Creek Umpqua Indian Foundation is helping foster kids learn life skills for independent living. One of the difficulties as youth 'age out' of foster care is most suddenly find themselves on their own. Unprepared for self-sufficiency, 30-40 percent will experience homelessness within two years. This is a situation that many youth are never able to find their way out of and can end in chronic homelessness or incarceration.

Cascade Youth & Family Center (CYFC) offers an Independent Living Program, which works to help youth at this very vulnerable stage successfully make this transition. Their case managers help current and former foster kids age 16-20 prepare for adulthood. They offer mentoring and connect them with discretionary funds, housing programs and much more.

The Cow Creek Band of the Umpqua Tribe of Indians recently awarded CYFC's Independent Living Program \$12,000 through their foundation. With the goal of improving the communities in which they live and work, the Cow Creek Umpqua Indian Foundation makes grants to eligible non-profit organizations in communities in Coos, Deschutes, Douglas, Jackson, Josephine, Klamath and Lane counties. This grant will go far to help improve the futures of foster youth in our community.

Cascade Youth & Family Center provides shelter and services to runaway and homeless youth. CYFC programs include crisis intervention and family mediation, emergency shelter, transitional living shelter, independent living and street outreach. CYFC is a program of J Bar J Youth Services.

# Bend-Redmond Habitat Completes 11 Affordable Net Zero Cottages for Families in Need in Bend



PHOTO | COURTESY OF BEND-REDMOND HABITAT FOR HUMANITY

Bend-Redmond Habitat for Humanity is thrilled to announce the completion of their first-ever Net Zero cottage development for 11 families in need of affordable housing in Bend. Families moving into these homes work in our local community as hairstylists, educators, health care workers, small business owners, nonprofit staff, law and service professionals, and their children attend local schools.

These affordable, Pacific Northwest-style cottages are located on the west side of Bend and the homeowners will enjoy a sense of community living in this development. The homes were designed by Wooster Design Inspirations and the land donated by Dirk & Judy Van Houewling. Many other businesses, individuals and partners contributed to this incredible project including Les & Judy Alford, Aero Barrier, Bend-Redmond Habitat Board of Directors, Bend Foundation, Brian's Cabinets, Central OR Association of Realtors, The City of Bend, D&S Hydraulics, Energy Trust of Oregon, Estate of Shirley Ray, First Interstate Bank, Oregon Housing & Community Services, Maybelle Clark McDonald Fund, Sunset Plumbing, Taylor NW, US Bank, Wells Fargo, Weston Technology Solutions and Zero Energy Project.

Habitat is also thankful for the many individual and business volunteers who helped build these homes. Habitat is successfully providing affordable housing because of the support from donors, community members and volunteers.

Racheal Baker, The City of Bend Affordable Housing Coordinator, said, "The City of Bend values its partnership with Habitat for Humanity, which provides a chance for Bend's moderate-income community members to attain home ownership and greater financial stability. Bend's Affordable Housing Program appreciates Habitat

for developing these cottages where multiple neighborhood opportunities exist and with energy efficiencies for these homeowners. City staff look forward to working with Habitat on future home developments and creating greater financial stability for Bend's community members."

"We have seen the change that owning a Habitat home has made in people's lives. We want to see many others have that same opportunity," said donors Les and Judy Alford.

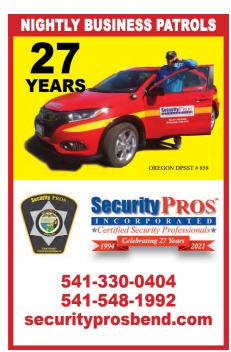
Bend-Redmond Habitat is one of the few affordable housing builders in Central Oregon providing opportunities for homeownership for low- to moderate-income people who are housing unstable and make 40 percent to 80 percent of the area median income. With their homeownership program, families and individuals are required to volunteer hundreds of hours as the down payment for the home, attend monthly financial education classes and participate in a matched savings program for the closing costs. When those requirements are fulfilled and the house is constructed, the families and individuals purchase it with a below-market rate loan for 30 years.

Habitat isn't building these homes on their own. In fact, it takes roughly 5,000 people, directly or indirectly, partnering with them on each home so that people have a chance at a different life. A home creates an opportunity to become stable, for security, a feeling of tranquility and empowers people to become better. To learn how you could help Habitat build and serve more, visit bendredmondhabitat.org. bendredmondhabitat.org • 541-385-5387









# Slip on the Ice? How About Chiropractic Care?

Learn the Difference between a Strain & a Sprain, plus Tips for Getting Back On Your Feet

### by ABIGAIL MORSE — Elk Ridge Chiropractic & Wellness Center

he temperature's dropping, which means we're out early, scraping our cars, walking the dogs, hoofing our kids to school over frosty blades of grass and ice-covered sidewalks. Maybe we're prepared. We've got our traction snow boots on. We're doing the 'slide walk,' never really taking one full step, all the while hanging on for dear life to our kids' hands, our spouse's arm or that large walking stick you bought five years ago for that hike through Alaska you never went on. You barely manage to stay upright, until at last, the inevitable happens.

Like all things in life, we fall. Sometimes it's a graceful recovery. Others times... not so much. We twist and turn, splaying out our feet in desperate attempts to stay vertical, but to no avail. We crash down hard. We land on our burns, our backs, our sides, our knees. We try to break the fall by throwing out our arms. That jarring bit of whiplash hits us.

Sometimes it's a little worse. We hit our heads, we tumble and turn and before we know it, we're flat on our faces with a mouth full of snow and everything hurts.

As we can imagine, this time of year can be treacherous to our bodies, which means we need to prepare ourselves for when these accidents happen. Because let's face it. They will happen. Whether it's you, a loved one, a friend, some stranger on the street, we need to have a plan when things get bent out of shape. But how do we know when we need help? How do we know that when we fall, or even partially fall, we've actually hurt ourselves?

We may think we've sprained something, but maybe it's a strain instead. In our attempts to stay upright, we feel like we've pulled something and things just don't feel right. Or, if worse comes to worse and the fall happens, we feel the twist of something unsavory going on and the sinking dread of knowing something bad has just happened. Either way, we're hurting. Maybe we don't feel it at first, but over time, the soreness starts to settle in and it won't go away.

With whatever the fall, whatever the injury and whatever the pain, it's going to be a good idea to get treatment as soon as possible. One of our recommendations is to invest in some chiropractic care, in addition to physical therapy, to help you get back on your feet.

Let's start with why chiropractic care and physical therapy are great ways to keep your body nimble from the get-go.

### What is Chiropractic Care?

Palmer College of Chiropractic tells us that chiropractic care "focuses on the spine and other joints of the body, and their connection to the nervous system. The word 'chiropractic' means 'to be done by hand.' Chiropractors use adjustments to restore joint function and support the nervous system. They help patients maintain optimal health while avoiding unnecessary drugs or surgery."

Just so, a chiropractic adjustment is "a very safe, specific, controlled force applied to a joint to restore proper function and mobility. Accidents, falls, stress or overexertion can negatively impact your spine or other joints. These changes impact tissues, the nervous system and other areas of the body. Left unresolved, this can make you more susceptible to chronic problems. Chiropractic adjustments reduce pain, increase movement and improve performance."

### How about Physical Therapy?

Olean Physical Therapy Professionals in Olean, New York, tell us that physical therapy is, "a non-invasive discipline that helps individuals develop, maintain and restore maximum body movement and physical function. Physical therapy can help clients recover from an injury, relieve pain, prevent future injury or deal with a chronic condition."

Utilizing a wide degree of modalities such as electrical stimulation, ultrasound, traction and many others, physical therapy helps to restore range of motion and improve quality of life, making this form of treatment a great go-to when that nasty fall hits us...literally.

So now that we understand what chiropractic care and physical therapy are, how do we know when we need them? The short answer is, all the time. Whether for a new injury, stress, aches and pains or chronic conditions, it's good to receive regular care. For standard maintenance to account for our daily lives, weekly or monthly visits are recommended to maintain proper alignment and range of motion.

Since we're focusing on new injuries, such as when we slip on the ice and have a world-class tumble, let's go a little bit deeper into what those injuries may look like, and how we can get them treated.

For example, when we fall, we can sometimes experience the instant feeling that we've sprained something. It could actually be that we strained something instead. But what's the difference? And how do we know to go to the doctor, a chiropractor or both? Let's take a closer look.

### What is a Sprain?

We're all familiar with this term. We had Elk Ridge Chiropractic & Wellness Center's very own Doctor of Chiropractic, David Juratovac, give us his take on what constitutes as a sprain.

Dr. Dave defines it as "a moderate to severe injury, in which the bone-to-bone connections are stretched or torn. Ankles and wrists are the most likely to be sprained due to the high mobility of those joints. Sprains typically happen after high impact, such as landing awkwardly from a jump, landing on an outstretched hand when falling or 'jamming' your finger on a basketball."

### What About a Strain?

Alternatively, Dr. Dave tells us that, "A strain, sometimes referred to as a 'pulled muscle,' is a mild to moderate injury in which either the muscle itself or the tendon where it attaches to bone is damaged. Strains can happen after a variety of events, but most commonly after failing to warm up and cool down, shortly after returning to sports from the off-season, overcompensating when falling or simply doing too much too soon."

### How do We Know if We Have a Sprain or a Strain?

Dr. Dave says, "Symptoms vary in severity, but are similar for both types of injury. These include pain, swelling, bruising, limited movement in the affected area, and/or hearing or feeling a 'pop."

While symptoms tend to be similar, there are things to look for that will help you differentiate which of the two is a more likely diagnosis for your pain. Dr. Dave identifies this for us.

"A strain will likely have associated muscle spasms, while a sprain will have pain with a lot of movement." Be on the lookout for these symptoms in particular, as they might be the determining factors in understanding which type of injury you may have.

#### **How Do We Treat Sprains & Strains?**

Now that we've got a pretty good idea of what types of injuries we might be looking at when we have that impromptu skate on the ice, let's see what Dr. Dave recommend in terms of care.

"Chiropractic care is essential for these injuries, as it helps to make sure the brain is communicating with the injured body parts." This means that a faster healing process can begin when chiropractic care is received.

Dr. Dave also says that at-home treatments are another beneficial tool to our recovery process. He tells us, "Home care for each injury is very similar. The 'old' method of treatment used to be RICE, which stands for rest, ice, compress and elevate, however this treatment actually slows the healing process by limiting blood



HOTO | BY JENNY ROLLO FROM FREEIMAGE

flow to the injured area. More effective treatment now follows the acronym CEM, which stands for compress, elevate and move. This is important for two reasons: 1) Swelling will continue to flush with this method without slowing blood flow to the area as ice does; and 2) it allows the brain to start rebuilding connections with the injured area faster, which will help prevent future injuries."

As we recommend chiropractic care, so also do we recommend a visit to your primary care physician. Dr. Dave recommends seeing your PCP in particular "if you can't move or bear any weight on the affected joint, have pain directly over the bone or if you have numbness in the injured area." These could be an indication that there's something more going on that needs extra care. Check with your doctor in these instances to see what type of additional care they recommend.

### **Booking Your First Appointment**

At Elk Ridge Chiropractic & Wellness Center, we are currently accepting new patients. To book your first appointment, where you'll receive your primary exam, initial adjustment and treatment plan set up with Dr. Dave, give us a call at 541-388-3588, or email us at elkridgechiropractic@gmail.com. Our hours of operation are Mondays and Wednesdays from 9:30am-6:30pm; Tuesdays and Thursday from 2:30-6:30pm; and Fridays from 9:30am-1pm. We hope to see you soon! In the meantime, stay safe out there!

Sources: Palmer School of Chiropractic: palmer.edu/about-us/what-is-chiropractic Olean Physical Therapy Professionals: oleanpt.com/library/4298/WhatIsPhysicalTherapy.html thebendchiropractor.com



Our mission is to build a conscious and civic minded community through dialog, education and research that results in responsible civic engagement. Tune in to our free virtual forums every month to hear from leaders in our community. Join the conversation on topics impacting Central Oregon. Be inspired to take action and get involved.

WILD FIRES
WATER RIGHTS
HOMELESSNESS
TRANSPORTATION
HEALTHCAPE





ELECTIONS DIVERSITY COVID-19 IMPACTS HUMAN RIGHTS CHILDCARE

www.cityclubco.org

### eschutes National Forest

Continued from page 3

Science Technician-Fisheries, Biological Science Technician-Plants, Biological Science Technician-Soils, Biological Science Technician-Wildlife, Engineering Equipment Operator, Engineer Technician-Civil, Forestry Technician-Recreation, Forestry Technician-Timber Sale Prep, Forestry Technician-Timber Stand Improvement, Forestry Technician-Trails, Forestry Technician-Wilderness/Trails, Laborer, Lead Visitor Information Assistant, Maintenance Worker, Visitor Services Information Assistant.

For questions about applications, vacancy announcements or positions please email SM.FS.Des\_TempHire@usda.gov.

USDA is an equal opportunity provider, employer and lender.

usajobs.gov

# aypoint Hotel Continued from page 3

two bed doubles, all the way through a two-room family suite. Each room includes high-quality bedding, work desk, complimentary Wi-Fi, refrigerator, microwave, Keurig coffee maker, premium cable/HBO, 55"TV, air conditioning, iron/iron board, hairdryer, alarm clock, ample electrical plugs in convenient locations, complimentary local calls, windows that open and eco-friendly bath amenities. A grab-and-go breakfast is complimentary with each night's stay.

Waypoint Hotel locally owned and operated and is conveniently located in Bend's Orchard District, just around the corner from several brewpubs and a distillery. The Deschutes River and Pioneer Park is a half-mile away, and Waypoint Hotel is a short walk or drive to Downtown Bend. For guests looking for a true adventure Waypoint Hotel is only minutes from the lakes, rivers, mountains and golf courses for which Bend is famous.

waypointhotel.com

### RECENT TRANSACTIONS

Continued from Page 3

Brokers Graham Dent and Dan Kemp, CCIM with Compass Commercial Real Estate Services represented the seller, 15th and Reed, in the sale of 1069 SE 15th Street in Bend. The 1.5 acre parcel sold for \$785,000.

Compass Commercial Real Estate Services broker Bruce Churchill represented the landlord, Three Sisters Holding, LLC, in the lease of a 13,878 SF industrial suite located at 3525 SW Empire Drive in Prineville.

Broker Robert Raimondi, CCIM with Compass Commercial Real Estate Services represented both the Seller, Aero Facilities, LLC, and the buyer, NJ2, LLC, in the acquisition of a 4,900 SF hangar located at 63205 Gibson Air Road in Bend.

emote Work Continued from page 5

small businesses in the U.S. were targets of cyberattacks in 2020, and that number will only increase until 2021. It's now part of the fabric of the small business, large business rule book that investment in cyber security is a must.

### Retrain, and Retool

With the repeated shutdowns, rule changes and

regulations that continue to change and shift due to the COVID-19 pandemic, your business needs to be proactive about retraining employees and vendors and offering opportunities to retool skillsets so that your team can stay abreast of the shifting regulatory and industry landscape. According to an article by McKinsky.com, 30 percent of the U.S. workforce will be going remote this year, and threequarters of workers are using digital channels for the first time in their careers. That makes the need for retraining imminent to the success of your team or organization in the long term.

Ultimately, your bottom line will thank you if you

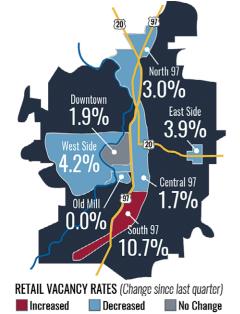
are proactive in responding to the new trends in corporate, food service, travel and tech.

At Northwest Key, we see a transformation occurring in many industries and companies, but this transformation does not need to negatively affect your investment or business. The opportunity to grow, shift and evolve has arrived. How will your company pivot?

Contact one of our brokers at Northwest Key for more information about available commercial properties and lease opportunities in Central Oregon.

nwkeypm.com





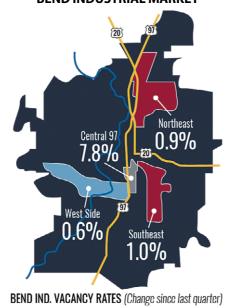
quarter, due to Ashley HomeStore relocating from their 15,515 SF suite to the 51,257 SF former JCPenney's space in Cascade Village Shopping Center. The Downtown submarket noted no change during the quarter, which was primarily due to the limited amount of space available.

**RENTS**: Asking rental rates for Bend retail space range between \$1.50 and \$3.33/SF/Mo. NNN\* with the highest rates in the Downtown and West Side submarkets.

**CONSTRUCTION**: Three construction projects are in the planning and permitting phase. Pioneer Marketplace at 1474 NW Wall Street is projected to house 6,000 SF of retail space. The former Sonic site at 61165 S Hwy. 97 is expected to be 4,793 SF in size. Reed South, an approximately 30,000 SF retail site located on the corner of Reed Market Road and 27th Street, is expected to begin construction imminently. Pahlisch Commercial is in the preleasing stages of Petrosa, a 21.2-acre, 231,301 SF retail development in NE Bend slated for development as early as Q4 2022.

**SALES**: There were three notable retail sales this quarter. 220 SW Scalehouse Loop was purchased for \$2,200,000 or \$310/SF. The mixed-use retail/residential building at 831 NW Wall Street was purchased for \$2,000,000 or \$467.51/ SF and 523 NW Colorado Avenue, another mixed-use retail/residential building was purchased for \$1,600,000 or \$466.20/SF.

**BEND INDUSTRIAL MARKET** 



Compass Commercial surveyed 320 industrial buildings in Bend, totaling 4.61 million square feet. The market recorded negative absorption of 4,572 SF resulting in a slight increase in the vacancy rate from 1.50 percent in Q2 to 1.60 percent in Q3. This marked the first increase in vacancy in the industrial market since Q2 2020. Year to date, a

Decreased No Change

Increased

total of 83,511 SF has been absorbed, leaving only 73,939 SF of industrial space currently available in the market.

**LEASING**: The slight increase in vacancy is not an indicator that demand has slowed whatsoever. The most notable leasing activity occurred in the West Side submarket, where approximately 18,000 SF of leasing occurred. A large lease transaction took place at the Quad at Skyline Ridge, totaling 11,170 SF, and a 6,739 SF deal was completed at District 2 in Northwest Crossing. Those transactions alone caused the vacancy rate on the West Side to drop from 6.47 percent in Q2 to 0.56 percent in Q3.

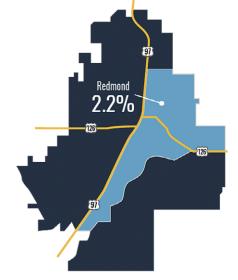
**RENTS**: Average asking rates on industrial space in Bend are between \$0.85 and \$1.25/SF/Mo. NNN\*. The rental rates on the high end are generally for new construction or highly improved spaces with office space or with quasiretail exposure. The ever-increasing cost of construction and tightened land supply are the primary reasons for increasing industrial rental rates.

**CONSTRUCTION**: There are two speculative industrial projects under construction in the market totaling 25,225 SF, of which only 20,480 SF is available.

**SALES**: There were three notable sales during the quarter. One property, located at 63830 Clausen Road sold to an investor for \$3,260,000 or \$124/ SF. A building located at 63049 Lower Meadow Drive sold to an owner/user for \$2,225,000 or \$203/SF. Another investor purchased a building at 63026 Plateau Drive for \$2,000,000 or \$199/ SF. Several other buildings are currently under contract in the \$200/SF range. Reporting for those buildings will be recorded in subsequent quarters.

### **REDMOND INDUSTRIAL MARKET**

88 buildings totaling 1.66 million square feet were surveyed in the third guarter of 2021. In this guarter, the Redmond industrial market recorded



RDM IND. VACANCY RATES (Change since last quarter) Increased Decreased GRAPHICS | COURTESY OF COMPASS COMMERCIAL

positive net absorption of 2,400 square feet. The entirety of this absorption was at 1480 NE Jackpine Avenue. The vacancy rate decreased as a result from 2.34 percent in Q2 to 2.19 percent in Q3. There is now 36,474 SF of industrial space available for lease.

**LEASING**: Activity in the Redmond industrial market continues to increase. Noteably, two 9,000 SF suites were leased at 494 SW Veterans Way. The minimum downtime on the market for this deal indicates the need for additional supply.

**RENTS**: Average asking lease rates in the Redmond industrial market are between \$0.75 and \$1.10/SF/Mo. NNN\*.

**CONSTRUCTION**: There is currently 90,000 to 100,000 SF of industrial space in the pipeline for 2022. Two industrial buildings at 2505 SE First Street totaling 58,568 SF is projected to be complete in spring of 2022. Another 40,000 SF industrial building located at 2502 SE 1st Street is also slated to break ground at the end of 2021.

compasscommercial.com

# Central Oregon Business Calendar

# Email Your Upcoming Business Events to CBN@CascadeBusNews.com Event Details at CascadeBusNews.com/Business-Events

### **BUSINESS EVENTS**



#### November 4

5-7pm The Environmental Center Virtual 2021 Sustainability Awards.

#### **November 8**

5:30pm City of Bend Virtual Planning Commission Meeting.

#### November 11

9am La Pine Rural Fire Protection District Regular Board Meeting at 51550 Huntington Road., La Pine.

### November 16

9am Visit Bend Virtual Board of Directors Meeting.

### **Building Permits**

#### **COMMERCIAL PERMITS WEEK ENDING 10-15-2021**

### **Deschutes County**

\$55,000.00 - Commercial (Tenant Improvement) 885 sf. at 63330 Powell Butte Hwy Bend 97701 OR Owner: City of Bend 710 NW Wall St. Bend, OR 97701 Builder: Rawhide Equities, LLC 541-410-1056 Permit # 247-21-006379

City of Bend

\$800,000.00 - Commercial (Alteration) 73 sf. at 1219 NE 3rd St. Ste. 120 Bend 97701 OR Builder: Associated Construction, Inc. 503-251-4487 Permit # PRRE202104200

\$65,000.00 - Commercial (Alteration) 1937 sf. at 70 SW Century Dr. Bend 97702 OR Builder: Kellcon, LLC 541-312-4034 Permit # PRRE202104600

\$65,000.00 - Commercial (Alteration) 1937 sf. at 70 SW Century Dr. Ste. 130 Bend 97702 OR Builder: Kellcon, LLC 541-312-4034 Permit # PRRE202104600

### **COMMERCIAL PERMITS WEEK ENDING 10-22-2021**

### **City of Redmond**

\$2,500,000.00 - Commercial (New) 24,375 sf. at 425 SW Tamarack Ct. Redmond 97756 OR

Owner: Performance Properties Redmond, LLC 13939 SW Tualatin Sherwood, Rd. Sherwood, OR 97140 503-707-6078 Permit # 711-21-002086

\$520,960.00 - Commercial (Multi Family) 5180 sf. at 1238 SW Obsidian Ave. Redmond 97756 OR Owner: Redmond Pacific Associates, LLC 430 E State St. #140 Eagle, ID 83616

Builder: R & H Residential Construction 503-228-7177 Permit # 711-19-002389

\$70,000.00 - Commercial (Tenant Improvement) 816 sf. at 300 NW Oak Tree Ln. Redmond 97756 OR Owner: Wal-Mart Stores, Inc. PO Box 8050 Bentonville, AR 72712

Builder: McClinton Home Finishes, LLC 541-990-6763 Permit #711-21-001837

\$20,500.00 - Commercial (New) 150 sf. at 1238 SW Obsidian Ave. Redmond 97756 OR Owner: Redmond Pacific Associates, LLC 430 E State St. #140 Eagle, ID 83616 Permit # 711-19-002390

\$18,000.00 - Commercial (New) 576 sf. at 932 SE 4th Ct. Redmond 97756 OR Owner: Lawrence Johnson 20920 Kachina Ave. Redmond, OR 97756 Permit # 711-21-002208

City of Bend

\$275,000.00 - Commercial (Tenant Improvement) 4860 sf. at 20312 Halfway Rd. Bend 97703 OR Builder: K & E Excavating, Inc. 503-399-4833 Permit # PRSIMP202104620

\$232,730.00 - Commercial (Alteration) 7367 sf. at 1120 SE 3rd St. Ste 300 Bend 97702 OR Builder: Preece Construction 360-261-3900 Permit # PRRE202105150

**Deschutes County** 

\$746,025.00 - Commercial (Addition) 7500 sf. at 51615 Huntington Rd. La Pine 97739 OR Owner: La Pine Building Supply Company PO Box 439 La Pine, OR 97739

Builder: Precise Construction, LLC 503-784-7466 Permit # 247-21-006940

TC

Continued from page 6

fresh paint. Upon stepping through the front door and into the lobby, visitors are greeted with what are arguably the most remarkable improvements to the theatre. What was once a primarily gray space has now been transformed into a colorful, welcoming area adorned with attractive photos from past performances and star-studded, blue carpet complete with the famous "red carpet" stripe that leads patrons to the show. Freshly painted walls, new lighting, two gorgeous gold and black stenciled accent walls and a German schmear brick finish behind the concession counters, these latter two of which are both by Julee Vadnaise, complete the lobby remodel. Many front-of-the-house renovations took place during the "COVID era," as Howard refers to it, so, at the very least, the pandemic did offer some possibilities for renewal.

In the hallway leading to the theatre proper, guests are greeted by a handsome display case featuring headshots of various actors who performed there. Patrons will also be thankful for the upgraded bathrooms with refinished floors, new toilets and sinks and repurposed vanities. And yes, Huskey reports, the women's restroom is lovelier than the men's, especially with its elegant, new mural.

The stage and seating area also have undergone a complete renovation. The entire stage, in fact, was replaced so that it no longer squeaks and creaks like the old one did. A new "house hang" lighting system shines brilliantly upon the actors, and the 130 chairs for audience members were removed so the floor could be recarpeted. The chairs were then cleaned and firmly reinstalled so theatre-goers no longer rock to and fro as they engage with the performance. Luxurious, deep red velvet curtains, courtesy of Board President Christine Mehner's friend James Allen, frame the stage and provide a professional presence for all to enjoy.

Speaking of Mehner, a multi-award-winning independent filmmaker with Master of Fine Arts degree in Motion Picture Production from UCLA, Howard shares that she has played a pivotal role in reshaping the theatre. "Her background is film and television, and she taught at Loyola Marymount University and California State University," Howard states. He continues, "Chris helped me put together the theatre and film curriculum for the teen program and has enrolled over 140 students in our classes and productions since we started last year. We received multiple grants for our Cascades Teen Theatre so we can keep the classes free for now. We're trying to keep it free for families who can't afford it. It's about giving back to the community."

Also providing essential support in myriad ways are the Board Members: Gloria Hegidio, board vice president; Dave Doyle, treasurer; Janelle Musson, secretary; Cricket Daniel; and Michael Fullerman who has served on the CTC Board since 2014. "We've got a great crew here — the best I've ever had!" Huskey



STAGE SET: THEORY OF RELATIVITY | PHOTO BY KENNETH MARUNOWSKI

proudly states. The current, stellar state of the theatre is a vivid testimonial to the success of this crew!

With such a monumental and detailed overhaul of the entire Cascades Theatrical Company (and I certainly haven't covered it all!), I felt compelled to ask Howard about his motivation to do so. "Years ago, my kids acted on this stage, and my wife at that time volunteered a lot here," he tells me. "My passion is to provide young people and people in general with a safe spot to be who they want to be. You can take a person that is so shy and timid, and once you put them on the stage they bloom; it's amazing how it works! There's so many people that need their own outlet, and this is the place to do that," Huskey concludes.

The day I toured the theatre was opening night for *Theory of Relativity*, one of two yearly productions by the Cascades Teen Theatre, a program started in 2019 that also features an annual Teen Theatre Showcase. This type of programming illustrates just one way CTC is reaching out to a wider community. Howard tells me. "We always did five to seven full-length theatrical plays a year, and it's basically for adults. Our patrons are generally 50-80 year olds. I'm trying to balance that and give the younger generation an opportunity here. We are a community theatre and that means the whole community!" Turns out *Theory of Relativity* not only was attended by a diverse audience ranging from six to ninety years old, but was also so very well received that the audience bestowed upon it a standing ovation on preview night! Such an enthusiastic reception bodes well for a more inclusive community theatre per the vision of Huskey and the entire Cascades Theatrical Company crew!

 $cascades the {\it atrical.org}$ 

# Town of Country

# Redmond Airport Mural Celebrates Oregon's Cultural Diversity

### by SIMON MATHER — CBN Feature Writer

colorful mural celebrating Oregon and its diverse cultures has been unveiled at Redmond Municipal Airport as part of a media event also featuring performances by Warm Springs drummer Carlos Calica and the Redmond High School Jazz Band.

Featuring artwork from the new Oregon Cultural Trust license plate, it is one of four full-scale murals being installed at airports in the state, including Medford, Eugene and Portland, through a partnership with GreenCars.com (a division of

Redmond Mayor George Endicott spoke at the event, emceed by Community Arts Coordinator for the Oregon Arts Commission Liora Sponko. Also in attendance was Bend resident and Cultural Trust board member Chris Van Dyke, who served with fellow board members ad hoc to oversee the creation of the artwork.

Dubbed "Celebrate Oregon!" the piece was created by Eugene-based artist Liza Burns and is a vibrant tapestry of Oregon geography into which are woven 127 symbols representing different aspects of our collective arts, heritage, history and cultural practices.

It is the result of a year-long, inclusive process that began with a group of statewide nominators sharing the creative brief with artists and designers. A

total of 36 artists submitted statements of interest and work samples, with the final selection approval being decided by a diverse jury.

"The new design, built on a panorama of Oregon geography, reflects and respects the diversity of our culture at a time we need it most," said Cultural Trust Board Chair Niki Price. "Cultural expression is how our communities define themselves — how they live their everyday lives, their traditions, their heritage, their creativity, their celebrations, their values and how they connect with one another. Our culture is the glue that can bind us together as Oregonians."

Cultural Trust Executive Director Brian Rogers added, "We knew that reflecting the breadth of Oregon culture, and how it brings us together, in one design was an extremely ambitious goal

"Liza's creation does that and so much more. It captures the spirit of Oregon and also serves as an educational tool for exploring our diversity. We are incredibly proud and excited to share it with Oregonians."

The license plate artwork is accompanied by an interactive visual key that explains each of the symbols and how they connect to Oregon culture, accessed via a QR code.

CulturalTrust.org













