

SUCCESS STORY

Chenango County Historical Society

2018 proved to be an exciting year here at your local museum. We opened our exhibits year with honoring our World War I service men and women from Chenango County in our yearlong exhibit. Local American Legions assisted us in gaining information that led to a popular and thought-provoking exhibition.

Our events had greater numbers, including our indoor winter series Flea Markets at the V.F.W. in Norwich, the Summer at the Barn party, our 42nd annual Antiques Show and 7th annual Boat Derby at the fairgrounds, and of course, our holiday open house. Our permanent exhibit saw a total redesign, with new paint, lighting and exhibits. The room focuses on "The years between the wars" from the end of the Civil War to the beginning of World War I. The gallery focuses on the people of Chenango County who have made an impact with the wealth they gained while making a living in the early 20th century. We welcome visitors to come and check it out.

One of our biggest accomplishments was the redesign and expansion of our Bull Thistle Gift Shop. Relocating the gift shop space has given us more exposure on the books we sell. We have the largest selection of books on the history of Chenango County in the world! New publications include the history of the I. L. Richer Company and the "Journal volume 7," which consists of small articles on the history of Chenango County with various topics. Our gift shop has over 100 publications of local history and interest.

With all of this, we are very excited to announce what 2019 has in store. We received a grant from The RC Smith Foundation Inc. for new floors in our community gallery and main hallway. With a partnership from Golden Artist Colors, we will paint the walls and give the whole museum a new fresh look. Our main exhibit for 2019 will focus on the art and life of Danny McCarey, a cartoon artist for The Evening Sun. We continue to plan our annual events like the indoor winter series Flea Markets at the V.F.W. in Norwich, the Summer at the Barn party, our 43rd annual Antiques Show and 8th annual Boat Derby at the fairgrounds on Labor Day weekend, and of course, our holiday open house.

We also welcome our new executive director, Jessica Moquin, who brings us a great deal of new and fresh ideas.

As your community museum, we are always striving for the future and we encourage all of you to come check out our exhibits, browse our gift shop, and meet our new director. 2018 was a great year, but we know 2019 will be even better! If you have not been around to see us lately, we encourage you to come and take a visit.

Raymond Corporation finds success with changing technologies



By TYLER MURPHY
The Evening Sun

GREENE — One of Chenango County's oldest and most successful companies, The Raymond Corporation is continuing to excel, hiring dozens of new employees in 2018 as the company benefited from e-commerce and technological innovations.

Raymond is a part of Toyota Industries. It received about \$2 billion in revenue in 2018 and employs about 7,000 people world wide, roughly 1,850 of them locally. The largest of the company's facilities is the corporate headquarters in the Village of Greene, established there in 1922.

"The market has been very strong. We've added over 75 positions in manufacturing and in corporate functions here in Greene. It's been a good year, a lot of it driven by e-commerce," said Raymond CEO Michael G. Field.

The company is still seek-
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Raymond CEO Michael Field discusses plans with Jim O'Brien, vice president of telematics and leasing and Amber Westcott, associate at Raymond in Greene. (Photo by Tyler Murphy)

CSPCA thrives in 2018 as a no-kill shelter



CSPCA Shelter Manager Kathy Wider and Executive Director Annette Clarke have dedicated themselves towards improving the CSPCA and maintaining a safe and loving place for lost or unwanted cats and dogs seeking a home in Chenango County. (Zachary Meseck photo)

By ZACHARY MESECK
The Evening Sun

NORWICH — The Chenango County Society for the Prevention of Cruelty to Animals (CSPCA) celebrated 2018 as a year of incredible

change, with 90 percent of the animals that came through its doors finding a new home throughout the year.

According to the CSPCA Executive Director Annette Clarke, after making great

strides in management and fundraising, the CSPCA has met the requirements to become a no-kill shelter.

"We brought in 748 animals in 2018, and 558 animals, or 75 percent of those animals

were adopted," said Clarke. "114 animals or 15 percent of our total intake of animals were returned to their owners."

Clarke said in 2018, the CSPCA managed to find or return 90 percent of their ani-
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CSPCA —



Beatle is a two-year-old cat that's been in Chenango County SPCA's kennels since July of 2017 and is still looking for a home. (CSPCA photo)

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mals to their homes, which is an incredible leap from years prior.

The other 10 percent of the animals died, with the majority of the deaths being small kittens who were likely taken from their mothers when they were too young to survive on their own.

"People think they're doing the right thing because they've, 'rescued,' them, they're walking along and they see a bunch of tiny kittens without a mother so they pick them up and bring them here," said Clarke. "The reality is, there's a good chance the mother is off hunting, and they've just stolen her babies, which could be a death sen-

cence."

Clarke said she would suggest people leave kittens alone, unless they're functioning, walking around, and feeding themselves she said it's best they leave them because their mother is likely off getting food for herself so she can feed her babies.

She said the other deaths were a mixture of animals coming in dead on arrival, usually an animal hit by a vehicle and dropped off there afterwards, and euthanasias.

"As a no-kill shelter, we still euthanize, but we only euthanize for extremely aggressive temperament, or after already attempting to provide medical treatment to the animal but seeing no

results," said Clarke. "The four percent was comprised mostly of cats, and 10 of them were because they were too young to survive, 20 of them were due to medical emergencies."

She said four percent of euthanasias is great progress for the CSPCA, especially when considering its past.

"In 2010, we took in a little over 1,013 animals, we adopted 269 which is only 26 percent. We euthanized 657 animals, 64 percent," said Clarke. "We now have adopted 75 percent, we euthanized four percent, so it's amazing in the eight years, the transformation we've made."

It was an important change to make, she said, because the CSPCA needed to do everything that it could to help animals, and at that time it wasn't living up to that expectation.

"Our biggest achievement for 2018 is that we became a no-kill shelter," said Clarke. "We're really proud of those numbers, but we're hoping to continue to drop euthanasia numbers in the future."

She said being a no-kill shelter does come with its challenges, with animals staying in the shelter longer, which requires more food, more vaccines, more cleaning supplies, and more staff on hand.

"This year at one point we had 212 at the shelter, we're comfortable with a little over 100, so 212 was stretching us

pretty thin," said Clarke. "We had crates and cages all over the place, we took our education room and turned it into a cat room."

One of the tenants of a no-kill shelter is that the shelter must not euthanize for space, and the Chenango County SPCA met that qualification in 2018.

"People think that the only thing that we have to provide the animals with is food and shelter, but that's not true," said Clarke. "We have to take care of all of their cages, the dogs have to be walked two to three times a day, we give them their vaccines, we treat them for fleas, and if they're sick we take them to the vet and administer the medications they're on."

She said it's a lot for a small group of volunteers and part-time staff to handle on a daily basis, and added that it's no different then caring for the pets that many have at home— but they have over 200 to care for.

"We need to raise \$328,000 every year to stay operational," said Clarke. "To help cover costs we partnered with Hill's Science Diet Food Shelter and Love program, which gives us great rates on the food we feed our animals and send home with animals that have been adopted."

She said the trade-off is that the CSPCA is contractually obligated to only feed their animals Hill's food, and many times people will drop off other brands of food to help support the cause.

"We still love food donations though," said Clarke. "We use the food that is donated by individuals and businesses like Walmart to help support other local shelters and individuals on public assistance."

Those who are low income or on public assistance may receive free dog or cat food once a month from the CSPCA to ensure their animals remain fed.

"It's a big way that we like to give back to the community," said Clarke.

She said not only is the CSPCA now a no-kill shelter, but it's also trying to give back to this community that has been incredibly gener-

ous to it. She added that the CSPCA is also running other programs to help individuals in need throughout the community properly care for and treat their animals.

"We also have our spay and neuter program which is called SNOOP," said Clarke. "That's paid for by donation jars, along with bottle and can drop offs, and that goes towards helping people who need help with having their animals spayed or neutered."

She said the KERBY program, which is funded through donations from Jim

a Paw-It-Forward program which allows individuals to donate towards the adoption of a specific animal, covering the initial adoption fees for that animal, or the Second Chance program focused on providing animals another round of treatment.

"We had a cat that appeared to have been hit by a vehicle as she had a completely dead leg not too long ago, and they ended up providing her treatment and saving her life thanks to the



Boone is a 18 month old hound mix that has been looking for a home since June of 2018. (CSPCA photo)

and Carol Fish, is also available to individuals whose pets need flea treatment or emergency medical care but can't afford to provide it.

"Say you went to the vet with your animal, and your animal suddenly had to have surgery and it's going to cost you \$600 which you don't have, KERBY can help with that," said Clarke. "In extreme cases, vets will call us and say things like, 'This bill is going to be \$1,200 and they're not going to be able to afford the surgery. What can you do to help?' and sometimes we're able to donate upwards of \$600 from that program to help with their bill."

The CSPCA also offers

Second Chance program," said Clake. "The Second Chance Program paid for her treatment, and not long after she returned to the SPCA she was adopted to a loving home."

She said programs like these are often funded entirely by the Chenango County Community, and she is incredibly grateful to be a part of it.

"We plan on continuing the trend of taking care of as many animals that come through our doors as possible in 2019," said Clarke. "As our tagline says, we're giving animals a better tomorrow and I'm really proud of that."

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Raymond Corporation —



This simulator is a virtual reality headset that can plug into the newer Raymond forklift. When plugged into the forklift the headset automatically generates a simulation for the driver to train on. (Submitted photo)

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ing workers and was hoping to hire 100 employees altogether.

“In September we had 100 positions open, and we held a multi-day job fair. We were able to fill about 70 of those positions, but there’s still 30 or more still open,” said Field. “We’re always looking for new engineers, new people on the production floor, and new office talent as well.”

“We are also investing in

activities that support even higher levels of employee engagement. These include new interactive communication tools, work areas and other innovative programs that will keep Raymond as the employer of choice and a great place for a long-term career,” said Steve VanNostrand, Executive Vice President of Human Resources at Raymond.

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E-commerce boon

Electronic commerce, in particular the ever-increasing role of Amazon in retail, has been a boon for the material handling industry.

All those packages get shipped to customers from

massive warehouses, warehouses that rely heavily on forklifts and cutting edge software to keep efficient track of it all—products Raymond’s excels at offering. As e-commerce has grown so have the opportunities for Raymond.

“One of our larger customers is Amazon, and a lot of the movement of materials required by e-commerce requires a lot of our equipment to make that happen,” said Field.

He explained, “You know, you used to go to the store and pick out your toothbrush. Now if you want

a single toothbrush – and people do order that – someone has to do that picking, and then packaging, and then sending to you, and for nearly every one of those steps a Raymond piece of equipment could be used to aid in that material picking process.

“There’s more touches required by the e-commerce companies to deliver that product to you, and in many cases it requires a piece of material handling equipment, like Raymond produces, to do that. So it’s very good for us and for our business,” said Field.

According to Field the growing e-commerce market will continue to propel profits for Raymond.

“We plan to be front and center in that in many different ways, not just the forklift, but also all of the different things that enable a warehouse to be effective and improve their throughput performance. We think that’s a very positive thing and an opportunity for us,” he said.

Virtual reality forklifts

Raymond received several awards in 2018, many recognizing the firm’s con-

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“Let’s Work Together To Help Your Business Grow.”

Raymond Corporation —

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tinuing efforts improving its forklifts and the software needed to run a modern warehouse.

The company received the Frost & Sullivan Manufacturing Leadership Award for Operational Excellence. The Material Handling Institute awarded the Best New Innovation award to Raymond for a newly designed Raymond Virtual Reality Simulator.

The simulator is a virtual reality headset that can plug into the newer Raymond forklifts. When plugged into the forklift the headset automatically generates a simulation identical to that version of the forklift. The employee can use the controls on the actual forklift to control the simulation. A manager or trainer can monitor the performance from a computer.

“It’s a training device that allows you to plug into the actual forklift that you drive, and put on a headset and experience driving it without the truck moving,” said Field.

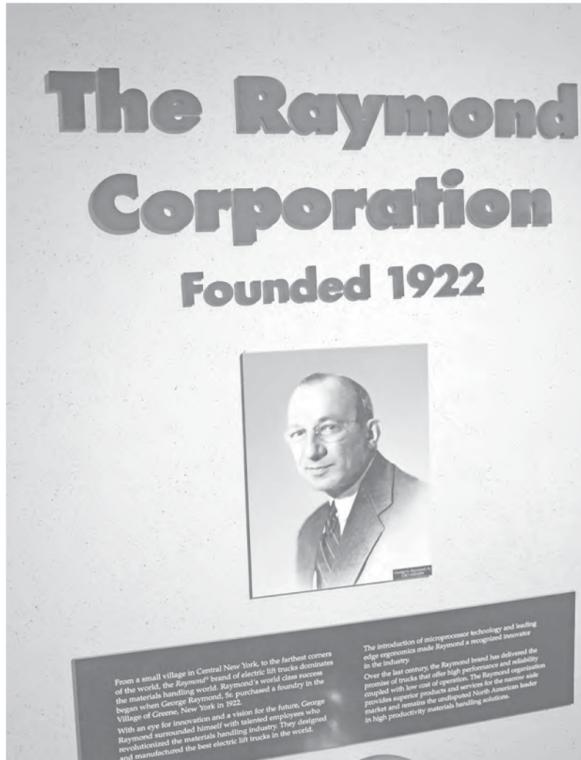
“So if you’re a new operator and you wanted to learn how to drive the truck, it used to be that someone would go with you and show you while the truck was switched off. Here’s what the handles do, all of these

different things. You might watch a video or something to know what to do, and then you get on this 7,000 lbs. truck and you start to move it without really knowing what you’re supposed to do,” he explained.

“Now we’re able to plug basically a single umbilical cord into the side of the truck, and all of the inputs from the handles and all the interfaces that the operator would have, work. And in 3D space, when you push the handle to go forward or to go backward, it shows you going forward and backward. So you’re basically inside of a video game of the actual truck you’re going to drive,” he said.

Almost every single forklift Raymond now produces has this capability. The company was launched to success by the clever use of patents during its formative years and the new virtual reality design has been patented by Raymond.

The simulator allows drivers to practice with no risk of property damage or harm. It also allows driver to practice things they never could before, like what to do in an emergency. Forklifts often weigh several thousand pounds, even smaller ones, to balance the heavy loads they must lift. It is not uncommon for them to weigh twice as much as a



A picture of George G. Raymond, Sr., CEO and founder of Raymond Corporation on the Wall of History inside the company's headquarters in Greene. (Photo by Tyler Murphy.)

car, meaning even a low velocity impact can easily cause serious damage and harm.

“So to train you what to do: if you’re going to the edge of a dock, what do you do? Do you jump off or do you stay on? What are the different things that you would do in an emergency situation which are obviously very hard to train in real life, but very important to

know. So it’s taking and blending that 3D space with the actual learning experience about how to drive a forklift,” said Field.

“We’re seeing a lot of our customers see high value in that because they can also then understand the individual’s aptitude to probably drive forklifts -- whether they’re going to be good at it or not, and whether they’re afraid of heights or

not, and those sort of things. So you get that whole initial process out of the way very quickly,” he said.

Intralogistic solutions

Besides virtual reality Raymond has invested in new products using lithium ion batteries and developed specialized software to help manage warehouses.

“We’ll have new products with lithium-ion batteries coming out. Technology has come a long way, and we’re continuing to push it hard. Both on just the pure energy side, but also on the interface side and the control structure for automation as well, so spending a lot of time in software and software technologies to allow us to help our customers manage their labor needs as best we can,” said Field.

“So it’s not just forklifts, you’re talking whole material handling.”

He said the software can be “tied into warehouse management systems as well. We have a suite of products that do nothing other than labor management systems that allow our customers to understand their labor needs and to improve them as best they can relative to the processes they have, and also give you insights in to how to improve the material movement within the warehouse and the facility,” he said.

Raymond is working on an even newer system that will allow companies to track forklifts and the work they are doing as they are actually doing it.

“We’ll be coming out with a new set of real-time locating solutions as well that allows you to see where the truck is and plan that path better throughout the warehouse,” said Field.

He said the company was dedicated to developing successful products beyond just manufacturing forklifts. Raymond is constantly examining the challenges its customers face and then attempting to innovate a solution for them.

“There’s developments within the energy piece, there’s lots of developments in the software to try and get higher throughput through warehouses and distribution centers. There’s a lot of changes in labor constraints that there didn’t used to be, so we have to help the customers manage through that somehow,” he said. “Those are different focuses that we didn’t have ten years ago.”

Field called this field of work Raymond’s was developing as, “intralogistic solutions.”

The company has continued to supply parts and forklifts though. The company employs more welders at

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