

### 2000 Annual Report



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# FROM YOUR CHAIRMAN

Dear Members:

While preparing for our inaugural membership dinner, I had the opportunity to reflect upon what the Lake Superior Community Partnership has accomplished and the direction in which the organization is headed for the year 2000. It seems like just yesterday we were announcing the merger of the Partnership and Chambers of Commerce, and now we are celebrating the first year anniversary of that merger.

Our staff has gone through changes in both personnel and responsibilities. The office has been through a major renovation project to add much needed air conditioning along with an efficient, professional appearance. Partnership committees are active and strong. Membership numbers are at an all time high. Internally we are poised for a successful year.

As you will read in this report, the Lake Superior Community Partnership has had many accomplishments. These would not be possible without the cooperative efforts of our staff, board members, committee members, public and private partners and the community at large. These are successes in which we can all take pride and ownership.

Looking ahead in 2000, we will continue to tackle our mission of economic, community and tourism development through a cooperative effort within the community. In order to do this, we rely on the continued support of our entire membership. The future of Marquette County is the responsibility of everyone. By working together that future continues to shine brightly.

Sincerely,

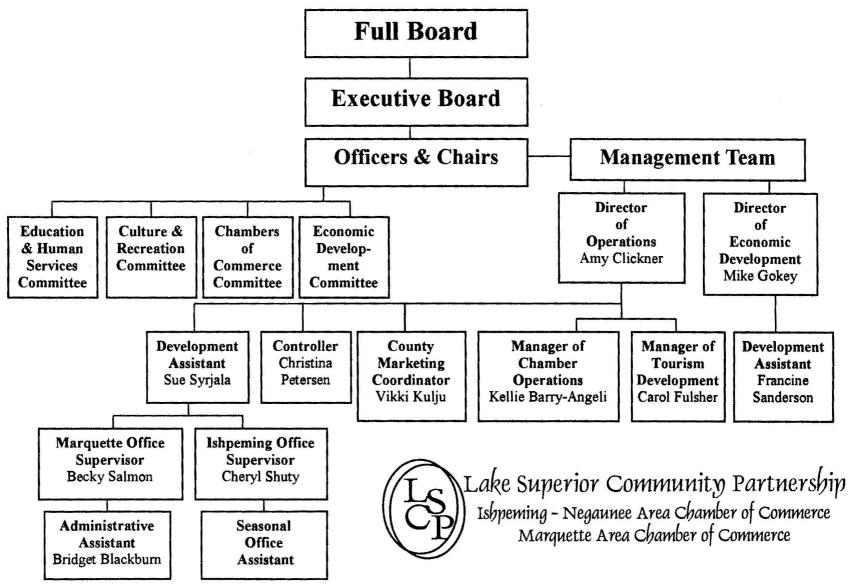
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Rev. Msgr. Louis Cappo Chairman

### MISSION STATEMENT

The Partnership is committed to long-term community improvement to build sustainable employment and increase opportunities for all people, including our Members are committed youth. to collaborative decision making and will make a strong and lasting commitment to serve our region by investing time and resources. The Partnership will be a place where dialogue and cooperative decision making between the private and public sectors results in positive change for a progressive community and economic development and connection with the global economy.

### **LSCP Organization Structure**



March 9, 2000

# BOARD OF DIRECTORS

**Richard Anderson** Paul Argall Barry Bahrman Judi Bailey **Orrin Bailey Charles Bergdahl** Stu Bradley **Rex Buettgenbach** Rev. Msgr. Louis Cappo James Collins Tom Edmark Sam Elder Scott Erbish Gary Erickson Ivan Fende Terry Garceau **Dennis** Girard Ken Godfrey Frank Guastella Karl Harmon Dale Hemmila **Rita Hodgins Ron Katers** Karen Kimar-Johnson John Korhonen Dan Landers Dan Larson Randy Larson Jon LaSalle Phyllis Maki Frank Malette John Marshall Ellwood Mattson Tom Mogush Jon Mommaerts

Larry Mosca Don Mourand **Bill Nemacheck** Ken Palmer **Deb Pellow** Gerald Peterson Kimme Peterson **Mike Phillips** Joe Pietro Steve Powers Michael Prokopowicz **Bob Raica** Karlyn Rapport Jim Reevs **Bill Rigby** Doug Riley (Alternate) **Rich Rossway** Don Ryan Ken Saari June Schaefer Mike Skytta Mike Smock Chuck Swanson Brian Syrjala Mary Tavernini Clelia Terzaghi Les Thatcher Ken Tuominen Dan Turvey Brad VanSluyters Judy Watson-Olson **Dennis West** Paul Wolfson Gwen Wood (Alternate)

## EXECUTIVE BOARD

Judi Bailey **Charles Bergdahl** Rev. Msgr. Louis Cappo Tom Edmark Gary Erickson **Rita Hodgins** Ron Katers Karen Kimar-Johnson John Korhonen Jon LaSalle Phyllis Maki John Marshall Ellwood Mattson Jon Mommaerts **Deb Pellow Gerald Peterson** Kimme Peterson **Mike Phillips Steve Powers** Michael Prokopowicz Don Ryan June Schaefer Mike Skytta Brian Syrjala Mary Tavernini Judy Watson-Olson Paul Wolfson

### MANAGEMENT TEAM AND OFFICERS & CHAIRS

**Management** Team

Don Ryan—Chair

Rev. Msgr. Louis Cappo Amy Clickner Tom Edmark Mike Gokey John Marshall Ken Palmer Mike Skytta

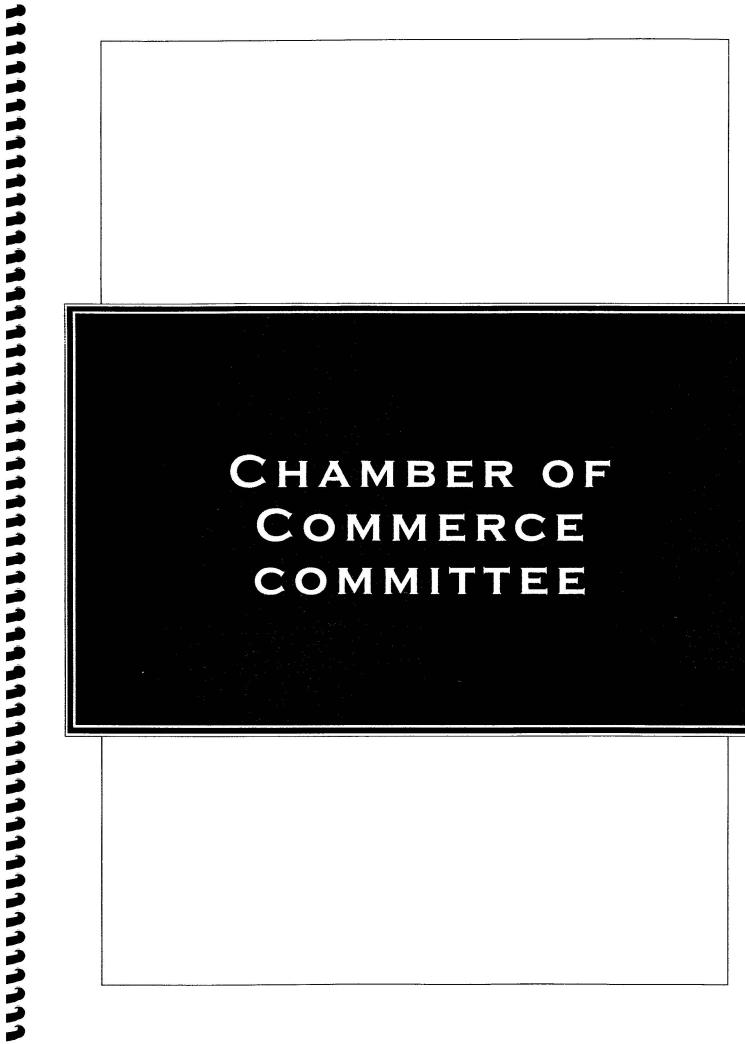
**Officers & Chairs** 

Rev. Msgr. Louis Cappo – Chair Judi Bailey – Co-Vice Chair John Marshall – Co-Vice Chair Don Ryan – Co-Vice Chair of Operations Karen Kimar-Johnson – Secretary Phyllis Maki – Treasurer Charles Bergdahl Rita Hodgins Jon Mommaerts Mike Phillips June Schaefer Mike Skytta Judy Watson-Olson Paul Wolfson

## STAFF

**Director of Operations** Amy Clickner **Director of Economic Development** Mike Gokey **Manager of Chamber Operations** Kellie Barry-Angeli **Manager of Tourism Development Carol Fulsher** Controller **Christina** Petersen **Economic Development Assistant** Francine Sanderson **Tourism/Community Development Assistant** Sue Syrjala **Ishpeming Office Supervisor Cheryl Shuty Marquette Office Supervisor** Rebecca Salmon **Office Assistants** Bridget Blackburn Hannah Mongiat

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# COMMITTEE MEMBERS

Mike Phillips Committee Co-chair

Paul Wolfson Committee Co-chair

Rachel Asgaard Co-chair Tourism Committee

Randy Larson Co-chair Tourism Committee

Betty Jo LoCicero Co-chair Business Development & Recognition Committee

Brian Syrjala 2001 Committee Co-chair Co-chair Business Development & Recognition Committee

Mary Tavernini 2001 Committee Co-chair

#### **Kevin Royea**

Co-chair Voice of Business Committee Chair Lake Superior Leadership Academy

Tom Tourville Co-chair Voice of Business Committee

Tom Edmark Ex Officio

### GOALS

#### Foster Commercial Development in Marquette County

Support of Small Business Administration and First Step Business Services

#### **Expand Tourism Marketing and Development**

See Tourism Section

#### Coordinate special events marketing and planning to bring more visitors to Marquette County

See Tourism Section

### Serve as the community's primary contact point for people seeking information about the area

- Branch offices equipped with resources to handle information requests
- Staff trained to provide top-notch customer care

#### Provide positive recognition and support for business and industry

- Review and add to member benefits package
- Increase two-way communication with organization members
- Create and support opportunities for business related informational seminars

#### Serve as an effective and unified voice for business and industry in Marquette County

- Research issues and legislation affecting business
- Communicate to membership and general public any positions taken
- Support legislation that positively impacts local business
- Provide a forum for legislators and dignitaries to share information with general membership

## ACCOMPLISHMENTS

#### Lake Superior Leadership Academy

- First in the Upper Peninsula
- Inaugural class of 22 graduated in May 1999
- Class of 2000 will graduate in May 2000

#### **Prime Time Expo**

- Mature Citizen Expo
- Event traffic doubled second year
- Includes the Diabetes Expo in cooperation with Upper Peninsula Diabetes Outreach Network

#### Researched and took stands on business issues affecting this area

- Support Cleveland-Cliffs' owner rights to Suicide Bowl
- Informed members on pro-business changes in "bad check law" Public Act 313
- Investigated various issues concerning business

#### **Membership directory**

- Directory of membership includes over 1,100 businesses
- Tool used for relocation requests
- Facilitates doing business locally

#### **Membership Communications**

- Developed customer service plan to facilitate communication and guarantee member satisfaction
- Put staff and volunteers in place to handle member issues
- Monthly newsletter
- Weekly radio show "Chamber Highlights"

#### **Membership Recognition**

- Citizen of the Year
- First Dollar of Profit presentations
- Grand Opening ribbon cutting ceremonies

# STRATEGIC PLANS

#### Member care

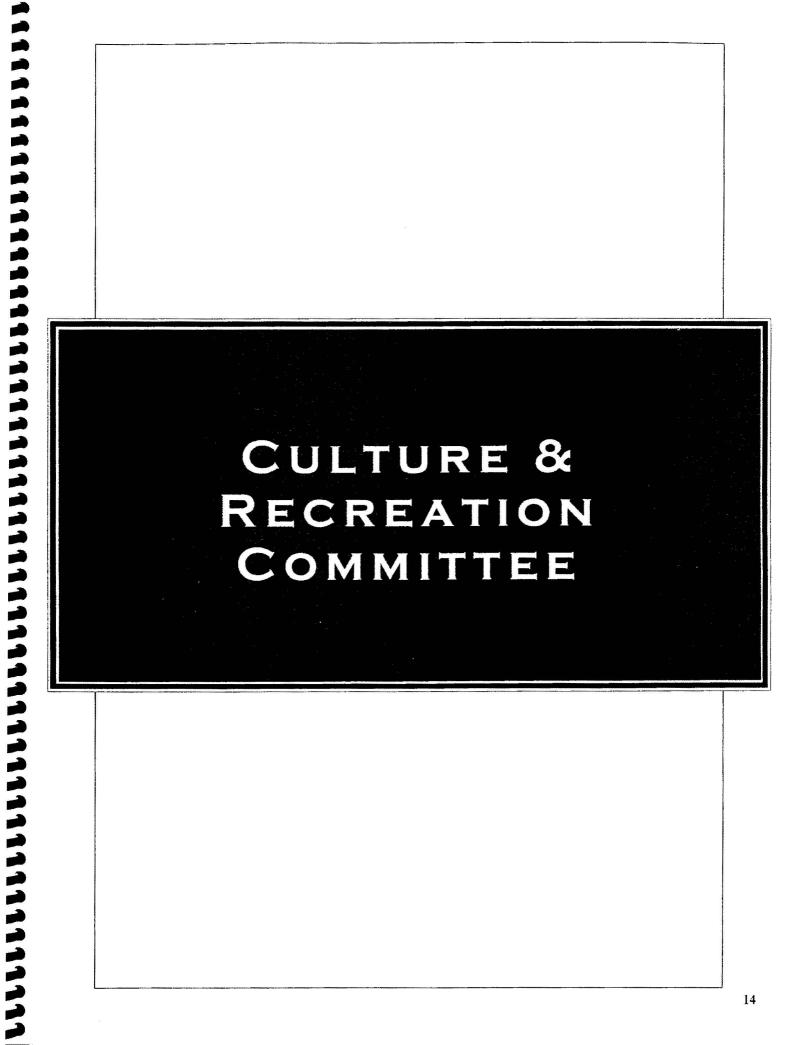
- Retention and attraction program
- Review and modify current benefit package
- Investigate seminar possibilities
- Institute "report card" program to report objective organization results

#### Refine gift certificate program

- County-wide program
- Market program
- Investigate options to expand use of the program

#### **Continue role of Voice of Business Committee**

#### **Continuation of Lake Superior Leadership Academy**



## COMMITTEE MEMBERS

#### Rita Hodgins – Co-Chair Jon Mommaerts – Co-Chair Ilona Anderson Mike Fields Frank Guastella Walt Lindala Roni Monteith Marilyn Mutch Rah Trost Reatha Tweedie Kathy Waters Scott Whitney Layla Wright

## GOALS

Emphasize livability, sense of place and quality of life throughout the County.

Participate in public issue discussions as it relates to support for natural recreational and cultural resources

Support the development of additional cultural and recreational facilities

#### Create a series of workshops aimed at

- developing audiences for existing cultural and recreational events
- strengthening the boards of sponsoring organizations

Be inclusive of the entire county

Support new and existing activities

Consider effects of dual population

- Year round residents
- Seasonal residents

### ACCOMPLISHMENTS

#### **Workshops and Presentations**

- Sponsored Audience Development Workshops
- Sponsored two coffees and the reading of local author Ragene Henry's children's book <u>An Enduring Christmas</u>

#### Provided volunteer support for area events

- Assisted the USOEC with the Jr. National Short Track Speedskating event
- Assisted the Superiorland Ski Club with the Noquemanon Ski Marathon
- Conducted an economic impact study for the Noquemanon Ski Marathon

#### Continue to update the cultural/recreational database

Provide technical assistance to cultural and recreational groups

Continue to pursue grant monies for use as seed funding for cultural and recreational facilities/events

# STRATEGIC PLANS

#### Create a county-wide, non-motorized trail council

- Host a non-motorized trail summit
- Explore models from around the Country (rural areas)
- Seek support for the organization of a council to work toward a goal of nonmotorized trail system throughout the county that is well signed, mapped and promoted

#### **Audience Development**

 Explore a way to provide up-to-date information on countywide cultural/recreational events/activities/opportunities

#### Board Development-Host a series of workshops on board development

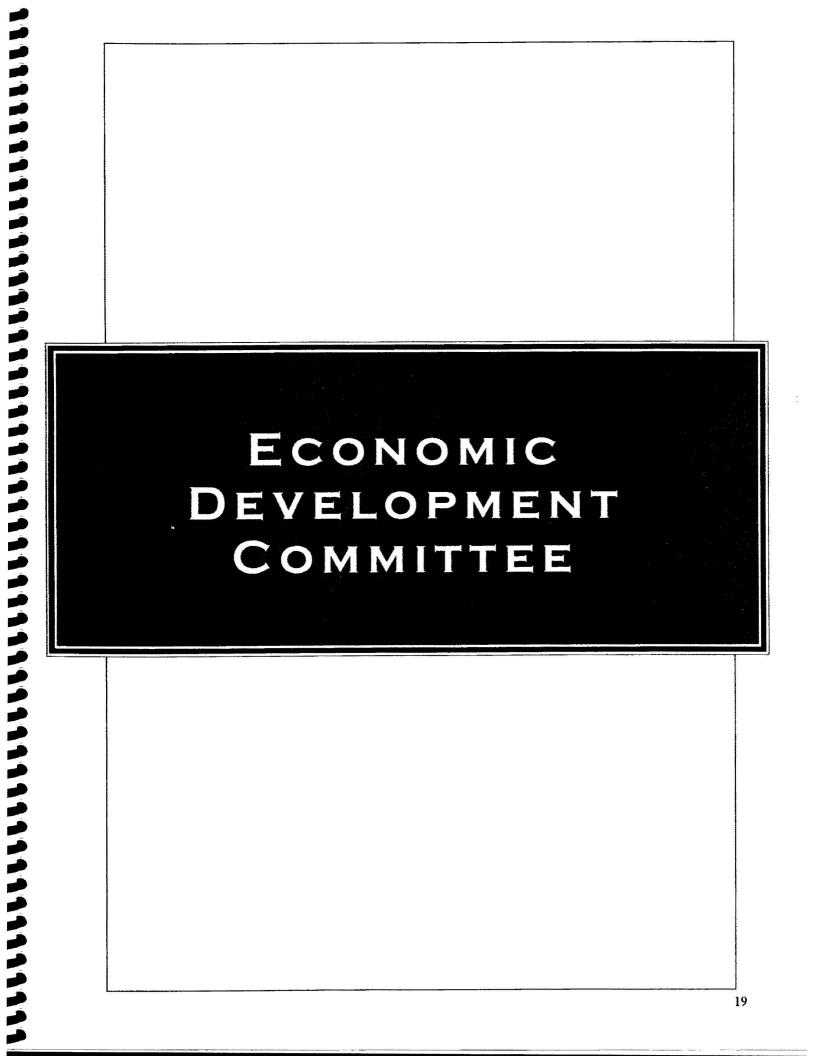
- Recruitment and orientation of Board members and Board responsibilities
- Strategic planning/problem solving/participatory decision making
- Teamwork and Conflict resolution
- Assessing the Economic Impact of events

#### **Sponsorship of Receptions for Planners**

Host receptions for planners looking to bring cultural/recreational events to the county

### Develop a process to award seed money for Innovative/New Cultural & Recrea tional Events

- Provide seed money through an application process for first time/innovative events in the county
- Provide technical assistance with the promotion of events



### COMMITTEE MEMBERS

#### Chuck Bergdahl - Co-Chair

Mike Skytta - Co-Chair Ron Adams Paul Arsenault Lloyd Bushong Laurie Dhondt Gary Erickson Larry Huebner Scott Jagger Karen Kimar-Johnson John Korhonen Fran Larson Jon LaSalle Larry Mosca Marilyn Mutch Todd Nagel Ken Palmer Gerald Peterson Joe Pietro **Steve Powers** Karlyn Rapport Scott Reilly Tom Rumora Ken Saari Jim Scullion Mike Smock **Bill Stream** Peter Treml Ken Tuominen **Dennis West** Karen Williams

# GOALS

#### Create new jobs

- Through business development
- Start-ups or expansion
- Assess the possibility and offer assistance for the expansion of local businesses

#### Provide economic development training and education

Coordinate the development of a county-wide database of existing resources

#### Workforce Development

- Complete a workforce assessment
- Encourage proper educational and technical training of the workforce

Assist with funding for product marketing and the development of new products

Support and encourage international sales

Enhance relationship with the State and improve State business climate

## ACCOMPLISHMENTS

#### **State of Michigan Partnership**

- Michigan Economic Development Corporation (MEDC)
- Inter-local Partnership Agreement
- Member of Advisory Board
- Attended two site consultant conferences

#### **Technology Parks**

- Participated in the submission of MEDC Smart Park Application
- Assisted in plans for location of Internet Technology facility

#### **Renaissance** Zone

Facilitated discussions that led to Renaissance Zone for Sawyer

#### **Airline Study**

- Initiated Air Service Study through Michigan Aeronautics Commission and the Boyd Group/ASRC, Inc.
- Hosted presentation to report on the results of Air Service Study
- · Continuing follow-up for improved air service in Marquette

#### Web Site Development

 Worked with the Marketing Coordinator to enhance the Economic Development section of the www.marquette.org web site

#### **Economic Development Corporation Revolving Loan Fund Loans**

- Two loans issued
- Two prospects pending
- Seven applications extended

#### **Economic Development Brochure**

 Worked with Marketing Coordinator to develop the Economic Development Brochure and enhance inserts

#### Interviews

• Feature articles for U.P. Business Today on economic development

#### **New Business Development**

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- Facilitate the start-up of three new value added businesses
- Create, through expansion or attraction, 100 new jobs

#### Develop a comprehensive economic development plan/model

- Contract with development consultant
- Involve County, City and Township municipalities
- Plan will include quantifiable and measurable goals

#### Complete the Economic Development piece of the Global Information System (GIS)

- Compile a database of development sites, including photos and descriptions
- Profile regions within the county gathering information on industry, workforce and opportunities
- Maintain and update the GIS database development information once completed

#### Expand on the Airline Service Study from the State Bureau of Aeronautics

- Publicize results
- Research possible service enhancements with existing and new carriers

### Work closely with the County Economic Development Corporation to enhance financing and funding options

- Exercise Act 338 powers where appropriate
  - · Bonding
  - Asset sales and development
  - Alternative financing arrangements
- Revolving Loan Fund
  - Actively solicit \$500,000 in new loans
  - Maintain relationships with existing borrowers
  - Re-capitalize funds as needed

#### Provide support when requested to K.I. Sawyer Economic Department activities

- Enhance existing relationships to provide for free exchange of information
- Meet monthly with development staff

#### **Develop Economic Development Workgroup within the County**

- · Representation from several communities and entities
- Create clearinghouse and support structure for developers
- Develop library of structure/utility/real estate options for projects

Continued on page 24

## STRATEGIC PLANS

#### Update current website

- Current development site listings
- Revolving Loan Program criteria and applications
- MEDC program links

#### **Enhance State of Michigan Relationship**

- Serve on MEDC Advisory Board
- Attend Site Consultant Conferences

#### Continue to develop Business retention/attraction teams

- Identify and visit every value added employer, no less than annually
- Develop teams utilizing Ambassadors and Diplomats
- Develop relationships with S.C.O.R.E. group

#### Complete feasibility study for manufacturing incubator

#### **Address Workforce Issues**

- · Host and support conferences and seminars
- Participate in workforce assessments

#### **Support Upper Peninsula Economic Developers Association**

- Active Board member
- Assist in developing marketing plan

### Continue marketing efforts through Economic Development Administration (EDA) funded grant program

### Host commercial lenders meetings to identity local financial resources for project financing



# EDUCATION & HUMAN SERVICES COMMITTEE

### COMMITTEE MEMBERS

#### June Schaefer – Co-Chair Judy Watson-Olson – Co-Chair

Karen Anderson **Richard Anderson** Stu Bradley **Dennis Cairns** Sally Davis Deborah Doyle Jim Fegan **Bob Flood Dave Gilbert** Julia Hadas Lucy Harrington Kellie Holmstrom Penny Hubble **Randy Johnson** Dan Larson Vineta Miller Lisa Mongiat Don Mourand Karlyn Rapport Al Raymond **Bill Rigby Rich Rossway Dennis West** Kayla West

### GOALS

#### Support more diversified and increased job opportunities

- Retain our youth
- Stabilize families

#### Strengthen and improve access to continuing education/job skills prògrams for workforce development

#### Increase youth understanding of how communities work including all facets of

- Economy
- Human Services
- Education

**UTULING CONTRACTOR CONT** 

Governance

### Develop school/business/community commitment to improve K-12 education and prepare young people for life roles

- Develop a strategic plan with UBEC
- Increase work-based learning experiences for teachers and students

Promote healthy lifestyles within the community

Increase public/private financial support for educational and family services

### ACCOMPLISHMENTS

#### Teacher-internship program

 Created program that allow educators to participate in real life work experiences (1st year – 10 educators at 11 sites)

#### Michigan Works! School to Work grant

• Provided evaluation services for School-to-Work Program in Marquette and Alger Counties

#### **Utility Business Education Coalition (UBEC) project**

 Selected as a 21st century learning site for school improvement (1 of 50 national sites)

#### **Ready to Learn Leadership Forum**

• Sponsor of two forums providing feedback to statewide 0 - 3 year old learning initiative

#### **Healthier Communities**

• Conducted a bookmark contest for children; distributed throughout the community for the Great American Smoke out

### STRATEGIC PLANS

#### Communication and relationship building

- To support stronger schools and healthier families
- Community building at Sawyer

#### **Utility Business Education Coalition**

- Establish Lake Superior Partners in Education Advisory Board
- Begin strategic planning

#### School - to - Work evaluation

Apply for additional evaluation opportunities

#### **Teacher Internship Program**

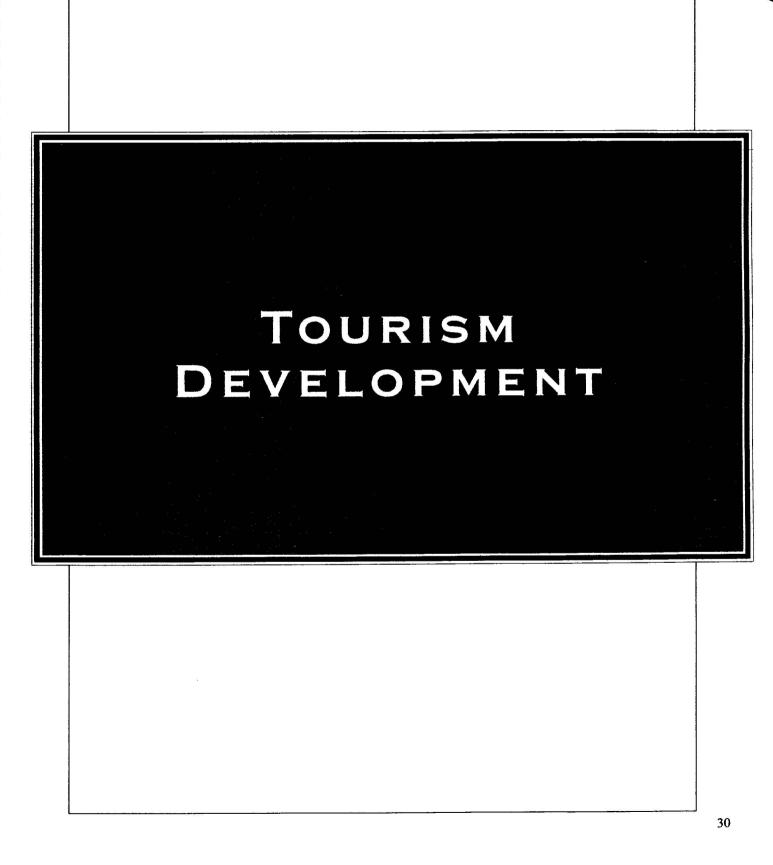
Evaluate and expand program

#### **Youth Economic Summit**

- Educate and involve youth in economic and workforce development
- Pilot project at Superior Central

#### **Healthy Community**

- Promote exercising with ACES (All Children Exercising Simultaneously) program
- Support increased access to health care



# COMMITTEE MEMBERS

#### Rachel Asgaard—Co-chair Randy Larson—Co-chair

Cindy Delongchamp Ken Godfrey Frank Guastella Joan Haara Jon Hayes Dale Hemmila Cheryl Kellow Joanne Kirchhoff Jeff Kleinschmidt Elizabeth Klemens Jan LaValley Tom Mogush Steve Piereson Mindy Sands Darryl Small Fred Stonehouse Clelia Terzaghi Chris VanAbel Kathy Weber Karen Widmar Stacey Willey Brian Zinser

### GOALS

#### Prepare and implement a marketing plan for tourism development

- Attract more conventions and meetings
- Attract more Midwest travelers
- Attract more Upper Peninsula trip nights

Educate the public on economic impact of tourism

**Provide support for event organizers** 

Improve county-wide signage

Research and communicate information on issues affecting tourism

### ACCOMPLISHMENTS

#### Developed a marketing plan and began implementation for tourism development

- Midwest travelers identified as target markets
  - Advertising placed to reach this market included:
    - Booth Newspaper Fall Advertisement
    - AAA Michigan Living November advertisement and story
    - TV ads placed on Bresnan in Bay City, MI and Madison, WI during January and February
    - Proposal to Marquette Country Convention & Visitors Bureau (MCCVB) to cooperatively produce a new visitor guide
    - Redevelopment of County wide web site
  - Awarded bid for photography services to build a photo library
- UP Residents identified as target market during events weekends
  - Developed and aired TV ads in November on WLUC TV-6
- Michigan and Wisconsin convention and meeting planners targeted
  - Developed cooperatively with MCCVB and NMU a convention video
  - Sponsored cooperatively with MCCVB and NMU a Business After Hours highlighting the importance of bringing conventions to Marquette County
  - Developed a new four-color convention and meeting planner
- Co-chair of Tourism Committee and staff person from LSCP attended Disney Institute on customer service to bring back service standards to front line staff in Marquette County
- Created an "Anatomy of a Murder" brochure, 40th anniversary scrapbook, and several guided tours with Marquette Country Tours

#### Educate the Public on the Economic Impact of Tourism

- Developed a power point presentation with facts on tourism's economic impact. Presented at Lake Superior Leadership Academy Tourism Day, NMU American Marketing Association meeting, and NMU geography class
- Wrote several articles for U.P. Business Today on tourism's impact

#### Provide support for event and convention organizers

• Entered into contract with MCCVB to create two new events and enhance two events

Continued on page 34

# ACCOMPLISHMENTS

- Provide funding for a new event: Ore to Shore Mountain Bike Epic
- Provide funding for U.P. 200 Sled Dog Championship
- Provide administrative support for the Noquemanon Ski Marathon
- Completed bid for 2001 Logging Congress
- · Completed bid for 2001 U.S. Canoe & Kayak Sprint Championship
- Attended Olympic Congress to learn about and network with Olympic event organizers
- Provided funding support for 1999 Mountain Chase
- Committed to support 2001 U.S. Junior Olympic Cross Country Ski Championships
- Created and published events calendar in monthly Superior Newsletter
- Provided web site links for events
- Aided organizers of Michigan Association of Clerks Convention in August of 1999

#### Improve County-Wide Signage

• Research on rules and regulations

#### Research and communicate information on issues affecting tourism

- Sponsored a snowmobile forum to disseminate information
- Attended Travel Michigan Conference and published newsletter article on their 2000 tourism marketing plans

# STRATEGIC PLANS

#### Continue to implement the marketing plan

- Continually monitor and update web site
- Work with MCCVB to develop a new visitor guide by January 2001
- Continue research and placement of advertising
- Develop Press List and press release plan
- Work with area businesses to develop advertising plans together

#### Continue to work with event organizers

- Successfully complete contract with Superiorland Ski Club for administrative duties for the 2001 Noquemanon Ski Marathon
- Work with Ore to Shore organizers for successful first year event
- Develop and abide by the events criteria application for funding, in-kind support and contract for services

#### Develop a Marquette County attractions video

- Used for front line training
- Used for travel shows

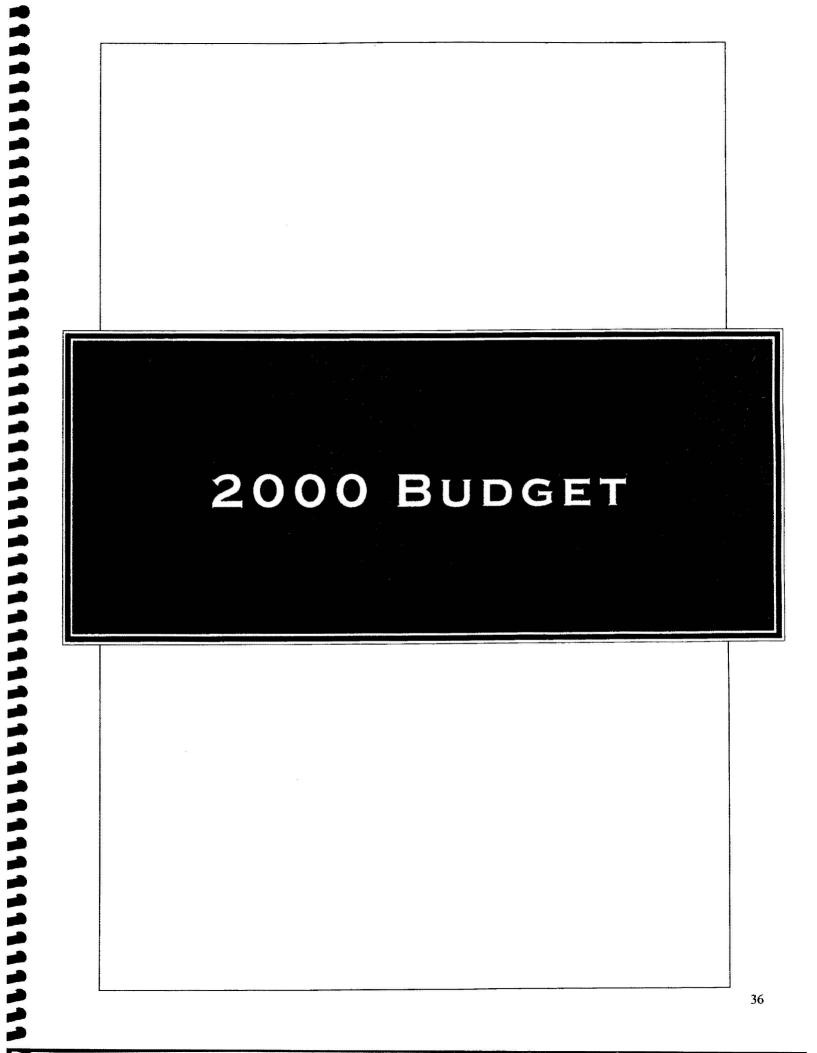
#### Upgrade tourism Power Point presentation and schedule service club presentations

#### **Convention and Meetings Attraction**

- Publish Marquette County Convention and Meeting Planner
- Develop target list
- Research

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#### Lake Superior Community Partnership 2000 Annual Budget

#### **Revenues:**

New Dues - Private	\$ 19,757.78
Dues - Private	\$ 270,242.22
New Dues - Government	\$ 22,615.50
Dues - Government	\$ 102,384.50
Counter Sales	\$ 700.00
Interest Revenue	\$ 10,000.00
OAUP Management Fee	\$ 9,000.00
MCCVB Contract	\$ 5,000.00
Cabins Listing	\$ 650.00
Annual Dinner	\$ 20,000.00
Labels	\$ 700.00
Golf Outing	\$ 20,000.00
Business After Hours	\$ 2,500.00
Miscellaneous Revenue	\$ 6,000.00
Mine Tour	\$ 6,500.00
State Fair Tickets	\$ 850.00
Membership Directory	\$ 11,000.00
Seminars	\$ 1,000.00
LSLA 1999-2000	\$ 20,000.00
Prime Time Expo	\$ 18,000.00
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#### **Total Revenues**

\$546,900.00

#### Expenses:

MCCVB Contract Expense	\$	5,000.00
Annual Dinner Expense	\$	12,000.00
Golf Outing Expense	\$	12,000.00
Business After Hours Expense	\$	3,700.00
Mine Tour Expense	\$	7,000.00
Membership Directory Expense	\$	9,200.00
Seminars Expense	\$	1,200.00
1999-2000 LSLA Expense	\$	12,000.00
Prime Time Expo Expenses	\$	14,000.00
Salaries	\$2	251,182.13
Overtime Wages	\$	3,000.00
Temporary Wages	\$	2,000.00
Payroll Taxes	\$	20,174.15
Health/Life/Disability Insurance	\$	33,078.52
Simple IRA	\$	7,535.46
Bad Debt	\$	10,000.00
Employee Recognition	\$	1,000.00
Business Recognition	\$	500.00
Professional Fees	\$	8,000.00
Depreciation Expense	\$	13,750.00
Professional Develop/Training	\$	2,500.00
Subscriptions	\$	1,000.00
Memberships	\$	4,700.00
First Dollar of Profit	\$	100.00

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#### Lake Superior Community Partnership 2000 Annual Budget

Sister City Program\$Van Expenses\$Annual Report\$Website\$Advertising & Promotion\$Maintenance - Building\$Maintenance - Janitorial\$Janitorial Supplies\$	100.00 500.00 1,000.00 14,500.00 1,500.00 5,000.00 500.00	
Annual Retreat\$Seminars & Conferences\$Telephone\$Answering Service\$Cellular Phones\$Travel\$Heat\$	1,000.00 8,000.00 13,800.00 1,200.00 2,400.00 11,500.00 1,500.00	
Water & Lights\$Snow Removal\$Tourism Committee\$Culture & Recreation Committee\$Economic Development Committee\$Education & Human Services\$Discounts\$Miscellaneous Expenses\$	4,000.00 1,400.00 8,000.00 14,500.00 6,000.00 11,700.00 (72.00) 2,000.00	
Total Expenses		\$ 596,639.26
Net Revenue		\$ (49,739.26)
Transfer from Cash Reserves		\$ 49,739.26

## LAKE SUPERIOR COMMUNITY PARTNERSHIP

#### **Marquette Office**

501 S Front Street Marquette, MI 49855 Phone: (906) 226-9658 Fax: (906) 226-2099

#### **Ishpeming Office**

661 Palms Avenue Ishpeming, MI 49849 Phone: (906) 486-4841 Fax: (906) 486-4850

### 888-57-UNITY www.marquette.org