

# Finger Lakes Works

**January 2006**

**Inside this**

BUSINYS Grant	1
Victor Central School	1
Unemployment Rates	1
Tax Return Assistance	2
100 Best Companies	2
Entrepreneur Class	3
Making Connections	3
Top Jobs 2006	4
Have you met	4
Info Directions	5
Tractor Supply Co.	6
Meet Our Board	6
FLCC	7
Need a HS Diploma?	7
Truck Drivers	8
Contact Us	10

## BUILDING SKILLS IN NEW YORK STATE GRANTS ARE NOW AVAILABLE FOR QUALIFIED LOCAL COMPANIES

*Finger Lakes Workforce Investment Board offers link to workforce grant application on their website*

The Finger Lakes Workforce Investment Board (FL WIB) announces that Building Skills in New York State (BUSINYS) grants are available on an ongoing acceptance of application process for all qualified companies. To make the application process easier, the FL WIB has established an online link to the grant application on the organization's web-site ([www.fingerlakesworks.com](http://www.fingerlakesworks.com)) and is available to assist companies interested in applying for a BUSINYS.

BUSINYS grants are offered by the New York State Department of Labor and are designed to support employer strategies and local efforts for lifelong learning for the development of the incumbent (employed) worker by providing funds for upgrading the skills of those workers. BUSINYS uses Workforce Investment Act (WIA) monies to address employer demands for skilled workers. The grant program funds projects that solve workforce problems by addressing identified skilled worker

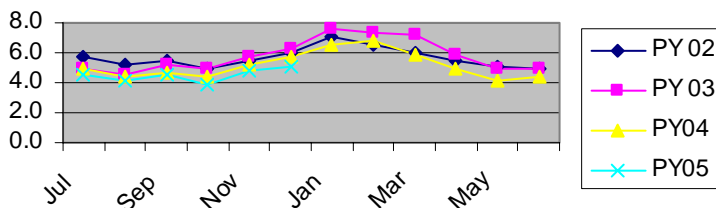
**Grants—continued from page 9**

Tim McElheran (ctr) and Dawn Santiago-Marullo (r) discuss their presentation with FLWIB member Sally Stapley.



Tim McElheran, superintendent of Victor Central School District, and Dawn Santiago-Marullo were the featured presenters at the Finger Lakes WIB meeting at the Ramada Inn on January 18, 2006. The presentation focused on Thomas L. Friedman's book, *The World Is Flat: A Brief History of the 21st Century*. McElheran and the Victor school district are hosting *Educating Students for Life in a Global Economy* on February 15, 2006 at 7:00pm in the Victor Education Center on the VCS Campus. The keynote speaker is David R. Smith, CEO of Infotonics. Featured panelists include Senator Michael Nozzolio; Donald Culeton, president of Info Directions, Inc.; R. Randall Farnsworth, president of Randall Farnsworth Auto Group; Michael Manikowski, executive director Ontario County Office of Economic Development; and Sandy Roberts, executive vice president IT at Canandaigua National Bank. Registration is required. For more information log on to our website at [www.fingerlakesworks.com](http://www.fingerlakesworks.com).

### Finger Lakes Unemployment Rate



Log on to our website for the latest information on employer training opportunities, grants and news.

[www.fingerlakesworks.com](http://www.fingerlakesworks.com)

or call  
 1-877-6 NEW JOB

# Issues, Trends & Solutions

One Stop Centers provide assistance with Income Tax preparation

Finger Lakes Works—Ontario

C.A.S.H.

[Creating Assets, Savings & Hope]

**C.A.S.H. (Creating Assets, Savings & Hope)** is a Volunteer Income Tax Assistance Program coordinated by a coalition of organizations and businesses in Ontario County. The coalition was established to help low-income households make the most of their money and build stronger financial futures. Specifically, **C.A.S.H.** lifts families above the poverty line by increasing incomes through greater use of the Earned Income Credit (EIC) and other credits/benefits. Volunteer Income Tax Preparers will complete standard tax returns for families that earned less than \$50,000 in 2005 at no cost. Their returns are electronically filed to expedite refunds and to avoid costly fees and loans. This service will be available beginning February 1st on Wednesday afternoons and Thursday afternoons and evenings. A Geneva location will be available but not on a recurring basis. To schedule an appointment please call 1.800.881.5786 ext 201.

Finger Lakes Works—Seneca

VITA

[Volunteer Income Tax Assistance]

**FREE Tax Help  
for Your Employees and the Community**

Finger Lakes Works-Seneca is preparing for their third season offering Volunteer Income Tax Assistance (VITA) for the community. VITA is a critical part of the IRS *Volunteer Return Preparation Program*. This program offers **free** tax preparation and e-filing to individuals and families with low to moderate incomes.

Last year our team of trained volunteers completed 227 Federal and New York State tax returns. Earned Income Tax Credit (EITC) brought in an estimated \$505,529 federal and state dollars into Seneca County and saved the community over \$29,510 in tax preparation fees.

Finger Lakes Works Seneca will offer VITA services by appointment from January 17<sup>th</sup> through April 12<sup>th</sup>. Evening and Saturday hours will also be available to accommodate the community's needs. Flyers and circulars are available by request.

To schedule an appointment or to obtain additional information about this program, please call 315.539.1905 or toll free 1-877-6 NEW JOB.

Thank you for notifying your employees of this invaluable service.

*"A penny saved is a penny earned."* -- **Benjamin Franklin.**

## FORTUNE 100 BEST COMPANIES TO WORK FOR 2006

Our annual ranking of companies that rate high with employees



And the winners are...

1. Genentech
2. Wegmans
3. Valero Energy
4. Griffin Hospital
5. W.L. Gore
6. Container Store
7. Vision Service Plan
8. J.M. Smucker
9. REI
10. S.C. Johnson & Son

See the full list of America's top 100 employers, including detailed company profiles and contact information at [http://money.cnn.com/magazines/fortune/bestcompanies/full\\_list/](http://money.cnn.com/magazines/fortune/bestcompanies/full_list/)

# Issues, Trends & Solutions

## Free class at Keuka will give tips to entrepreneurs

By GINA MUSCATO  
Finger Lakes Times [gmuscato@fimes.com](mailto:gmuscato@fimes.com)

KEUKA PARK - Ready to think outside the box?

A new class offered through the Finger Lakes Microenterprise Assistance Program is designed to give entrepreneurs - and would-be entrepreneurs - the skills to do just that. With funding from the Bank of America, Rural Opportunities Inc. is offering a free class at Keuka College to assist people who want to start a business or who have an existing business.

Program coordinator Kathy English said the class will focus on education, technical assistance and loan sources. "It's designed to help people with their business plan to determine what their target market is, the niche market and how to price their product," said English. The 12-week program is a duplicate of one already successful in Livingston and Wyoming counties that has assisted more than 225 entrepreneurs. Each week, a different aspect of business - including management, financing and marketing - will be covered and a homework assignment given, English said. By the course's end, participants will have a rough draft of a business plan, she added. Jim Grillo, professor of business and accounting at State University College at Alfred, will teach the course, offering real life examples from his experience in the business world. Grillo, who has owned several businesses and currently owns a consulting firm, also teaches the Livingston/ Wyoming Microenterprise Assistance Program class.

Those who enroll in the local program will be assisted by Keuka College's Students In Free Enterprise team. "It's a way of giving back," said Jessica Bryant, a Keuka senior and SIFE president. "At Keuka, we hear so much about hands-on experience, so this is an opportunity to be able to take our knowledge and put it to good use." Bryant said the team has the ability to help entrepreneurs gain resources that wouldn't be available to them otherwise.

"We can give them ideas and a different perspective on what consumers might want," said Bryant, an organizational communications major from Newark. In return, SIFE members gain ex-

perience and knowledge of the inner workings - and frustrations - of owning a business, Bryant said. "It's great to be able to help Yates County grow," said Bryant. "Seeing the county flourish is important to us because we've considered it our home for four years."

At the end of the program, entrepreneurs will have access to loan funds, which English said is particularly beneficial to small business owners. Students also will be able to contact English for ongoing support. "It's hard for start-up businesses to get funding. Usually, they need three years in business before banks will even look at them," said English. "With small businesses, it's kind of isolating and you feel that there's no one to turn to for help. This way, there's a network of people that you can draw on."

For more information, contact English at (585) 967-3879. Applicants will be interviewed to determine their needs. The first class will be from 6 to 9 p.m. Feb. 16 at Keuka College.

## Making Connections

Finger Lakes Works-Making Connections is back for a third season on Finger Lakes Cable Channel 12. This 30-minute talk show highlighting workforce issues, trends and solutions is co-hosted by Karen Springmeier and Carol Ann Joki. Recent shows have featured Contemporary Workforce Skills: Internal Training Programs and Developing Workforce through GED and Literacy Volunteers Program. The show airs Mondays at 7:30pm and Saturdays at 7:00pm..



# Small Business News

## 25 Top Jobs for 2006

By: Katie Lorenz, CareerBuilder.com Editor

What's in store for the millions of professionals -- new and old -- who will be putting on their job searching hats in 2006? Will unemployment rates remain around the current 5 percent range? Will employment numbers continue to trend upward, as they did for most of 2005?

Many sources note the job market landscape will continue to improve in a number of areas. Coming in at No. 1 is retail salesperson -- which is projected to increase by 736,000 jobs from now through 2014, according to the Bureau of Labor Statistics (BLS).

These 25 occupations account for 8 million new jobs and about 40 percent of total job growth over the next decade. They are from a broad range of industries requiring varying degrees of training and salaries. Here are the top 25 jobs for 2006, as reported by the BLS:

1. **Retail Salesperson**- Pays \$55,880  
Minimum training needed: Short-term on-the-job training. New Jobs by 2014: 736,000
2. **Registered Nurse**– Pays \$55,680  
Minimum training needed: Associate degree. New Jobs

by 2014: 703,000

3. **Postsecondary Teacher**– Pays \$62,032  
Minimum training needed: Doctoral degree. New jobs by 2014: 524,000
4. **Customer Service Rep**– Pays \$29,350  
Minimum training needed: Moderate-term on-the-job training. New jobs by 2014: 471,000
5. **Janitor or Cleaner (except maids and housekeeping cleaners)**- Pays \$20,800  
Minimum training needed: Short-term on-the-job training. New jobs by 2014: 440,000
6. **Waiter/Waitress**– Pays \$15,980  
Minimum training needed: Short-term on-the-job training. New jobs by 2014: 376,000
7. **Combination Food Preparation and Serving Worker**– Pays \$17,850  
Minimum training needed: Short-term on-the-job

*Top 25 Jobs—Continued on page 9*

## Have you met...



Ron Roth began his career with the New York State Department of Labor in an hourly position in the Kingston "Farm Office" back in the early 1990s with a year wedged in between at Pitney Bowes in Albany. He worked in Ithaca as a Job Developer for a few years, a few years in Elmira and then in 2001 came to the Finger Lakes Works Newark Center where he now works as a Rural Labor Services Representative. Ron works in the Rural Employment Program which provides services to the area's farm growers and farm workers. Ron has worked with the public in one way or another for over 10 years.

Ron enjoys dealing with different people, from farmworkers to growers in all "fields." In his position he gets to meet folks from all over the county and beyond.

The best part of the job is the appreciation he receives when he helps someone, whether assisting in obtaining back wages or providing posters to farmers.

When not at work, Ron enjoys hiking in the Adirondacks and is three mountains away from his goal of hiking the Adirondack 46 (mountains). Those who know Ron are well aware of his allegiance and fondness for the 2004 World Champion Boston Red Sox.

If you would like to learn more about the Rural Employment Program, Ron can be reached at 315-331-2011 x 21 or toll free at 1-877-6 NEW JOB.

## Ron Roth

Rural Labor Services Representative  
Finger Lakes Works - Newark

*News from our Board  
Members...*

## *Local News and Events*

### Info Directions Celebrates 10 Years of Service to Forward-Thinking Telecom Service Providers

*A decade after Congress opened up the competitive market, Info Directions continues to leverage new opportunities to serve wireline, wireless and IP providers*



VICTOR, NY (Jan. 19)—**Info Directions**, leading developer of net-centric billing, rating, order management, workflow and selling solutions for the telecommunications industry, is pleased to announce it has reached a significant benchmark this week – the company's 10-year anniversary.

When the Telecommunications Act of 1996 was signed into law on Feb. 8, 1996, Info Directions had a mere three-week jump on the sweeping reforms that would launch a new industry segment revolving around innovative services in telecommunications, cable and IP. In the years that followed, Info Directions exercised a commitment to research and development that brought the company growth and profitability and kept its clients ahead of the technology curve.

"This has been an incredible journey. Telecommunications is a dynamic industry that can bring, in equal measure, opportunities and challenges," said Don Culeton, founder and president of Info Directions. "We are grateful to our clients, employees, partners and suppliers for helping us stay on the upside of the opportunities."

In 1996, Info Directions was an innovator; deploying a rating, billing and customer care system on the desktop. Two years later, the company broke new ground with the launch of a benchmark billing system and online bill payment and presentment product capitalizing the benefits of Web technology. In 2003, while most OSS/BSS providers were just beginning to explore development on the Microsoft .NET platform, Info Directions strengthened its position as a technology leader by delivering and implementing the industry's first .NET-architected solutions with CostGuard®.NET and CostGuard® XG.

After establishing its beachhead in the CLEC market, Info Directions continued its mission of delivering innovative solutions for the developing communications market. The

company now offers comprehensive operations and billing solutions that include support for facilities-based wireline and wireless providers, a point of sale system for telecom retailers, a Web-based product for resellers, and unique capabilities for next-generation IP-based service providers. Info Directions has also been honored with dozens of industry and business awards from *Inc. Magazine*, Cisco Systems, Microsoft Corporation and TeleStrategies.

"While it is certainly satisfying to look back at our accomplishments, it is the future that continues to inspire us at Info Directions," said Culeton. "We remain focused on bringing our clients innovative solutions that help them enhance productivity, reduce costs and increase their bottom line. We understand the challenges that face service providers today and it is our goal to give them the tools they need to remain competitive and profitable. We look forward to supporting them in the next decade and beyond."

**About Info Directions, Inc.:** Info Directions is a software engineering company that designs, hosts and installs net-centric billing, rating, order management, workflow and selling solutions for progressive communications service providers. Info Directions' benchmark CostGuard® line of installed and ASP OSS/BSS products deliver convergent, web-enabled solutions to ICPs, wireless operators, ASPs, CLECs and ISPs offering local, long distance, broadband, content, data, IP, ASP usage, VoIP, utility, frame relay, wireless and xDSL services. The company also provides the Lexys Point-of-Sale product to wireless operators throughout the U.S. and around the world. Info Directions is a Microsoft Gold Certified Partner and a member of the MSDN ISV Program. To learn more about Info Directions, please call 1.888.924.4110 or visit [www.infodirections.com](http://www.infodirections.com).

# Local News and Events

## TSC Tractor Supply Co. now open in Geneva



Katie Porta, Assistant Manager, in front of the new TSC on Hamilton Street in Geneva.

Tractor Supply Company (TSC), a leading retail farm and ranch store opened a new store in November at 885 Pre Emption Road in Geneva. TSC operates more than 550 stores in 34 states and has been in operation since 1938 when it started as a mail order business. TSC used the Finger Lakes Works Geneva Center as its recruitment base. Services provided to this new Geneva business were listing job openings, canvassing the labor supply, screening suitable applicants and providing the business with interviewing and orientation space and rooms. With a ready labor pool, the business was able to fully staff its seven day operation and opened as scheduled on November 16<sup>th</sup>. The Grand Opening was December 10<sup>th</sup>.

The Store Manager states he could not be more appreciative of all the assistance that was provided to him and his business.

If interested in customized recruitment for your business or have questions about other services, please call any One Stop Center at 1 877 6NEWJOB.

## Meet our Board Members . . .

### HAL SMITH

Joining the Finger Lakes WIB in 2003, Hal Smith is an active Board Member serving on the Planning Committee.

Smith is President of Halco Plumbing and Heating in Phelps. Founded in 1984, Halco Plumbing and Heating specializes in the installation and servicing of all residential, commercial and industrial plumbing, heating, and air conditioning. Halco employs 120 and has sister companies located in Lyons—PBS Supply and Homer—Halco Electric.



# Updates and Events

## FLCC to Lease Part of Silver Hill Technology Park for Extension Center

Alison N. Hayes

Canandaigua, NY—The Finger Lakes Community College Board of Trustees authorized the College to enter into an agreement with Silver Hill Associates, LLC. Under such an agreement, the College will lease a portion of the north side of the Technology Park on Route 88 for an FLCC Newark Extension Center. The new site will replace the current Newark location at 111 Drumlin Ct. as the primary FLCC Extension Center in Wayne County.

"We've outgrown our current facility in Wayne County," said Dr. Daniel T. Hayes, FLCC President. "We are excited to configure the new space to better serve our current instructional needs. This affords us the opportunity to expand our course offerings in the region. We are very pleased that we can continue our long-standing relationship with Newark and the surrounding communities."

Since 1972, the College has offered courses in Wayne County, most recently at the former Newark Developmental Center, which provides approximately 7,500 square feet of usable space. The 15-year lease of the new Newark site will provide more than double the square footage of usable space. With a cost to the College of approximately

\$234,000 for the first two years, the lease will take effect August 1, 2006. The College anticipates offering classes at the new Newark Extension Center in the fall 2006 semester.

Currently, the Newark Extension Center offers primarily introductory courses for most academic programs. Approximately 350 students, including full- and part-time as well as traditional and non-traditional-aged students, take courses at that location.

"Our Board of Trustees believes that the new location will serve a wider population of students," said Robert Griswold, Chair of the FLCC Board of Trustees. "Coupled with the recent Geneva Extension Center relocation, this move marks a major effort in the College's continued commitment to providing educational opportunities for the people in our service area.

Students may start certain degree programs or take classes without a specific degree in mind at the Newark Extension Center. The Center will house approximately 10 classrooms, one computer lab, office space, an academic support center, student common space and includes additional space for future expansion.

## Need a high school diploma?

Vietnam Veterans...are you without a high school diploma or possess a high school equivalency diploma?

The New York State Department of Education law has been amended to provide veterans of the Armed Forces who served in the Vietnam War who were unable, for any reason, to complete a secondary education, be awarded a high school diploma based on knowledge and experience gained while in the service.

If you possess a GED, you are eligible for a high school diploma.

Call Wayne-Finger Lakes BOCES Adult Literacy Department at 1-800-527-1765 for details of the program.

Over 21 and need a high school diploma?

The External Diploma Program (EDP) offered by Wayne-Finger Lakes BOCES is a way for adults over the age of 21 to obtain a local high school diploma without having to sit for the GED exam. The EDP program assesses and gives credit for knowledge and skills already possessed by the student candidate. Candidates must be at a specific proficiency level in math and reading before they can enter the program.

For more information and to enroll in the program, call WFL BOCES at 1-800-527-1765.

# Issues, Trends & Solutions

## Businesses are feeling the pinch of growing shortage of long-haul truck drivers

Eric Durr, The Business Review

Peter Bennison, vice president of Waste Management & Recycling Products Inc., has been having a problem.

Lately it's been a challenge to get his Scotia company's products picked up by trucking companies. He doesn't know why, but the end result is inefficiency. Equipment that should have been moved out of the warehouse is on the floor. It takes up space that should be used for getting the next shipment ready.

Bennison's problem could become more common if a shortage of truck drivers the American Trucking Association (ATA) documented gets worse.

Eighty-five percent of American products move by truck, according to industry figures. When trucks don't move, production bottlenecks and costs increase.

The ATA estimates annual demand for truck drivers outpaces supply by about 20,000 drivers, or 1.5 percent of the 1.3 million long-haul truck drivers working in the United States.

The number of long-haul truckers needed in the United States will hit 1.62 million by 2014, the same time 219,000 drivers hit retirement age. The industry says it will need 539,000 new truck drivers over the next nine years.

New York—where 1997 federal figures say 40,674 people work for 3,929 trucking businesses—shares in this shortage, said William Joyce, president of the New York Motor Truck Association. He can't put numbers on the New York trucker deficit, but anecdotal information says it is there.

"There is definitely a shortage. There's no question about it," said Paul Montarello, president of Priority Transport in Schenectady.

Montarello said that when he started in the business 33 years ago, it was easier to find drivers. Today there are other options for young workers.

Saratoga Transportation, Inc. works hard to keep driver turnover to a minimum and aggressively hires new drivers, said Bob Farley, the firm's vice president of operations.

"Our turnover rate as of May of this year was about 70%, which is about 30% below the industry standard," Farley said. "We have now gotten our turnover rate down to 40% and we feel pretty comfortable it is going to go lower."

Saratoga Transportation cut attrition by ensuring a minimum driver salary of \$42,000 plus benefits for the 130 full-time drivers, and increasing mileage drivers are eligible for. With more miles, some drivers are making \$80,000 annually.

The company also made management more accessible. That lets the drivers share frustrations such as safety issues and traffic in the New York metropolitan area. The goal is to make the drivers feel they're part of the company.

It's strictly supply and demand. These drivers know they can walk out of here tomorrow and get a job with any number of carriers that are supplying the Wal-Marts and Targets," Farley said.

At Con-Way Central Express in Albany, the local branch of Ann Arbor, MI based Con-Way Transportation Services, the goal is to get the 'right' truck drivers, said personnel supervisor Patrick Doran. The local terminal has 50 drivers.

The company runs an apprenticeship program to train new drivers, and encourages current drivers to recruit. Con-Way pays \$200 for every new driver.

Recruiting is easier because Con-Way focuses on pickup and delivery for the most part, along with some short line-haul runs.

"We pay very well, and our drivers are home on the weekends," Doran said.

Industry research indicates that the major reasons drivers leave the business, or get out of the long-haul trucking side of it, are the days, and sometimes weeks, away from home.

Nationally, Con-Way employs 20,000 drivers. Company policy is to get drivers home on weekends as a retention tool, said company spokesman Joseph DeLuca.



# Issues, Trends & Solutions

Top 25 Jobs—continued from page 4

**8. Home Health Aide-** Pays \$19,200

Minimum training needed: Short-term on-the-job training.  
New jobs by 2014: 325,000

**9. Nursing Aide, Orderly, Attendant–** Pays \$21,890

Minimum training needed: Postsecondary vocational award. New jobs by 2014: 325,000

**10. General and Operations Manager–** Pays \$93,580

Minimum training needed: Bachelor's degree plus work experience. New jobs by 2014: 308,000

**11. Personal and Home Care Aide-** Pays \$17,560

Minimum training needed: Short-term on-the-job training.  
New Jobs by 2001: 287,000

**12. Elementary School Teacher–** Pays \$46,350

Minimum training needed: Bachelor's degree. New jobs by 2014: 265,000

**13. Accountant and Auditor–** Pays \$57,160

Minimum training needed: Bachelor's degree. New jobs by 2014: 264,000

**14. Office Clerk–** Pays \$24,440

Minimum training needed: Short-term on-the-job training.  
New jobs by 2014: 263,000

**15. Hand Laborer and Freight, Stock and Material Mover–** Pays \$22,190

Minimum training needed: Short-term on-the-job training.  
New jobs by 2014: 248,000

**16. Receptionist and Information Clerk–** Pays \$22,900

Minimum training needed: Short-term on-the-job training.  
New jobs by 2014: 246,000

**17. Landscaping and Groundskeeping Worker–** Pays \$22,260

Minimum training needed: Short-term on-the-job training.  
New jobs by 2014: 230,000

**18. Truck Driver, Heavy and Tractor Trailer–** Pays \$34,920

Minimum training needed: Moderate-term on-the-job training. New jobs by 2014: 223,000

**19. Computer Applications Software Engineer–** Pays \$78,570

Minimum training needed: Bachelor's degree. New jobs by 2014: 222,000

**20. Maintenance and Repair Worker-** Pays \$32,290

Minimum training needed: Moderate-term on-the-job training. New jobs by 2014: 202,000

**21. Medical Assistant-** Pays \$25,860

Minimum training needed: Moderate-term on-the-job training. New Jobs by 2014: 202,000

**22. Executive Secretary and Administrative Assistant–** Pays \$37,500

Minimum training needed: Moderate-term on-the-job training. New Jobs by 2014: 192,000

**23. Sales Representative, Wholesale and Manufacturing–** Pays \$54,500

Minimum training needed: Moderate-term on-the-job training. New jobs by 2014: 187,000

**24. Carpenter–** Pays \$38,250

Minimum training needed: Long-term on-the-job training.  
New jobs by 2014: 186,000

**25. Teacher Assistant–** Pays \$20,750

Minimum training needed: Short-term on-the-job training.  
New jobs by 2014: 183,000

\*All earnings are averages from November 2005 BLS information.

**Grants—continued from page 1**

identified skilled worker shortages within an industry or within a single employer's establishment, and promoting skills upgrading for incumbent workers.

The grants also provide funds to businesses to train incumbent workers in specific skills needed by that business or industry and that lead to potential career growth and increased wages.

The FL WIB is also offering assistance to area companies that are interested in applying for BUSINYS grants. Companies that would like to apply and are not sure if they would qualify or lack the experience in applying for grants are welcome to attend a BUSINYS grant orientation at the FL WIB on February 9th or March 9th. Interested companies can call the FL WIB at 315-789-3131 or toll free 1-877-6 NEW JOB for more information and to reserve a spot.

Finger Lakes Workforce Investment Board, Inc.



Email: [fingerlakesworks@flwny.com](mailto:fingerlakesworks@flwny.com)

**1-877-6 NEW JOB**

We're on the Web!  
[www.fingerlakesworks.com](http://www.fingerlakesworks.com)

Contact Us:

Finger Lakes Workforce Investment Board  
41 Lewis Street, Suite 104  
Geneva, New York 14456  
Phone: 315.789.3131  
Email: [fingerlakesworks@flwny.com](mailto:fingerlakesworks@flwny.com)  
Executive Director: Karen Springmeier

Truck Drivers—continued from pg. 8

The company runs a driver's school in Boston to train drivers in the Northeast. While Con-Way faces a driver 'pinch' in some parts of its system, its benefit package and weekend-at-home policy means the Northeast isn't one of those places, DeLuca said.

Ken Downing, vice president of Albany Transport, a local hauling company, said his 45 truck drivers stick around because they are home every night. He also pays well.

"We have taken care of the people pretty well over the years," Downing said. "Our compensation package is as high as any in the Capital District."

New York's trucker recruitment situation is complicated by the idiosyncrasies of New York driving, Joyce said. Recruiting ads run by many firms often prominently display a notice that drivers will not be required to drive in New York City, he said.

Training drivers to fill the shortfalls in the job of Harry Kowalchuk, president of the National Tractor Trailer School in Syracuse. Kowalchuk's

## Visit any of our Finger Lakes Works One Stop Career Centers

**Finger Lakes Works—Geneva**  
70 Elizabeth Blackwell Street  
Geneva, New York 14456  
Phone: 315.789.1771  
Email: [DoES\\_geneva@labor.state.ny.us](mailto:DoES_geneva@labor.state.ny.us)

**Finger Lakes Works—Newark**  
105 North Main Street  
Newark, New York 14513  
Phone: 315.331.2011  
Email: [DoES\\_newark@labor.state.ny.us](mailto:DoES_newark@labor.state.ny.us)

**Finger Lakes Works—Ontario**  
3010 County Complex Drive  
Canandaigua, New York 14424  
Phone: 585.396.4020  
Email: [workforcedev@co.ontario.ny.us](mailto:workforcedev@co.ontario.ny.us)

**Finger Lakes Works—Seneca**  
One DiPronio Drive  
Waterloo, New York 13165  
Phone: 315.539.1905  
Email: [workforcedev@co.seneca.ny.us](mailto:workforcedev@co.seneca.ny.us)

**Finger Lakes Works—Yates**  
417 Liberty Street  
Suite 2021  
Penn Yan, New York 14527  
Phone: 315.536.5140  
Email: [yatesonestop@yatescounty.org](mailto:yatesonestop@yatescounty.org)

school feeds trucking companies across the Northeast.

There are hundreds of job openings for truck drivers, he said. Young people with families aren't attracted to the long periods away from home. However, a surprising number of older workers who have retired, or been displaced from another job, are taking up trucking.

"Who is today's typical driver? I don't think there really is one," Kowalchuk said.

One student holds a MBA and was president of his Keuka College class. Another student is a scientist formerly at Bristol Myers. IT Workers who lost jobs as their work was outsourced are learning to be truck drivers, Kowalchuk said.

Brute strength is no longer required, so trucking is open to women, although the dominant demographic is still white male.

The industry is aggressively going after ex-soldiers and Marines, Kowalchuk said. Somebody who muscled a supply truck along Iraqi highways is a perfect candidate, he said.

*2006 The Business Review (Albany)*