

PO Box 1023, Kings Beach, CA 96143 | 530.546.9000 | NorthTahoeBusiness.org

Member Handbook

(Non-Profit, Artist, & Community Supporter)

NTBA STAFF

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Kerry Andras, Community Relations Manager kerry@northtahoebusiness.org

Chloe Marquardt, Event Coordinator chloe@northtahoebusiness.org

Please use info@northtahoebusiness.org to email all NTBA staff members

Updated 12/1/21 – subject to change without notice

NTBA Fast Facts & Ways to Get Involved

NTBA Mission

The North Tahoe Business Association improves economic vitality and quality of life in the communities of North Lake Tahoe.

NTBA Purpose

- To support businesses through communications, marketing, resources and business training.
- To market NTBA's District as a vibrant and unique sense of place.

Four Point Main Street Approach – It takes a Village!

**More info at www.preservationnation.org/main-street

- 1) Economic & Community Vitality
- 2) Events, Promotions and Marketing
- 3) Community Design
- 4) Administrative / Organizational Capacity

NTBA 2022 Vision

The NTBA district is a vibrant lakeside community where businesses thrive, visitors are welcome, and diversity and community are cherished.

NTBA History

- Founded in 1979 as an all-volunteer organization
- Annual contract with Placer County to implement the Main Street Approach in NTBA's District since 2004

NTBA by the Numbers

14-member volunteer Board of Directors

~220 Members

3 Paid Staff Members

~100 Volunteers

Many partners and event sponsors

14 Annual Community Events

- Kings Beach Snowfest Parade, annually the first or second Saturday in March
- Community Clean Up Days, annually the first Saturday in June and the last Saturday in September
- Music on the Beach, annually 9 concerts on Friday evenings in the summer
- July 3rd Fireworks & Beach Party, annually the day before Independence Day
- Passport to Dining, annually the first Thursday in November

Top 9 Ways to Get Involved with NTBA

- 1) Become a Member (3 Business Levels + Non-Profit, Artist, and Community Supporter levels)
- 2) Volunteer on one of three Main Street Committees
- 3) Volunteer on an Event Committees
- 4) Volunteer at event(s)
- 5) Serve on Board of Directors
- 6) Attend, support and spread the word about NTBA events
- 7) Donate to NTBA events and promotions
- 8) Sign up for e-Newsletter
- 9) Like and engage with us on Facebook and Instagram (Music on the Beach has a Facebook page too!)

NTBA COMMITTEES

Community and business members are needed to assist with fulfilling NTBA's mission and executing the wide variety and quantity of services NTBA provides to members and to the community as a whole. In order for NTBA to improve economic vitality and quality of life in North Lake Tahoe, volunteer involvement is vital.

Committee members are expected to attend meetings and take on tasks outside of meetings and event committee members are expected to help at the event as well.

Main Street Committee Economic & Community Vitality

Purpose:

- Advocate for business sustainability, expansion, recruitment, start-ups and infrastructure
- **Communicate**: serve business community as an information provider
- Support & Connect businesses with each other and information to strengthen community

Goals:

- Business Development & Advocacy
- Communicate, advocate and increase overall engagement
- Support and connect the businesses, members, community and visitors

Meets Monthly, 1st Monday, 3:30pm

Main Street Committee Community Design

Purpose:

- **Improve** and visually enhance the District from an aesthetic and cleanliness perspective
- Build on the good work already accomplished in Commercial Core Improvement Project

Goals:

- Improve aesthetics through beautification efforts, projects, and programs that enhance economic and social well-being
- Make the District easy to navigate

Meets Monthly, 4th Wednesday, 8:00am

Main Street Committee Promotions & Marketing

Purpose:

- Attract visitors and residents to District to improve economic vitality
- **Build** awareness of NTBA-produced events
- Promote attributes with marketing
- Publicize and engage people in positive ways on local issues impacting economic/social well-being

Goals:

- Implement strategic marketing plan and programs
- Produce and partner on a unique and fun lineup of events and promotions to attract people to the district
- Partner on promotions and marketing to build awareness and draw visitors

Meeting schedule varies

Other Committees

- Membership Committee
- Music on the Beach Event Committee
- Passport to Dining Event Committee

Meeting schedule varies

*Meeting locations may vary. Meeting dates & times are subject to change. Committees do not meet in July.

If you are planning to attend a committee meeting for the first time, please notify NTBA staff prior to the meeting

NTBA 2022 Strategic Plan Summary

adopted December 2020

Vision

The NTBA district is a vibrant lakeside community where businesses thrive, visitors are welcome, and diversity and community are cherished.

Focus Area "A" - Economic & Community Vitality

Goal 1:

Improve year-round business sustainability and supportive business infrastructure in the district

Goal 2:

Increase local knowledge and positive engagement in community and economic vitality issues and solutions **Goal 3:**

Increase business and community connections

Focus Area "B" – Events, Promotions, & Marketing

Goal 1:

Increase awareness of the region by implementing Strategic Marketing Plan and partnering on strategic communications and awareness building

Goal 2

Increase the number and enhance the quality of fun and unique events and promotions that attract people to District

Focus Area "C" - Community Design

Goal 1:

Improve the aesthetic appeal of the District through beautification projects and programs

Goal 2:

Improve district, walkability, transportation, and navigation

Focus Area "D" – Organizational Capacity & Administration

Goal 1:

Strengthen the operational effectiveness of the NTBA today and into the future

Goal 2

Increase membership, number of volunteers, and organizational partners

Goal 3:

Improve and strengthen financial foundation of NTBA while minimizing investment risk

NTBA Members by Industry

Anderson Cards Company Chilipepper's Paintings

Kings Beach Art Tour Phoenix K Art

Stirling Studios

ARTIST

BUSINESS & HOME SERVICES

Abode Box

Arbor Solutions Tree Care (Premier)

California Tile & Stone (Premier)

Caravelli Painting, Inc.

Chango Presents (Premier)

Duggan & Duggan

Fiberalass Specialties (Premier)

Glen Price Group

Hennessey Heating & Air (Premier)

Herrera's Blue Lake Cleaning (Premier)

Kelly Brothers Painting Inc. (Premier)

Ketshop, Inc.

Kings Beach Car Wash

Liberty (Premier)

MartisLabs

North Tahoe Public Utility District (Elite)

Placer County (Elite)

Print Art/Sierra Mail (Elite)

Rainbow Printing & Office Supply

Reliable Services

Rockwood Tree Service (Premier)

Sierra Boat Company

Summit Glass Company

Sustainable Community Advocates

Tahoe City Marina

Tahoe Sierra Transportation

Tahoe Tech Group

Tahoe Truckee Sierra Disposal (Premier)

Truckee Tahoe Airport District

CONSTRUCTION & DEVELOPMENT

Auerbach Engineering (Premier)

Bervid Custom Building, Inc.

Blue Basin Engineering

California Tahoe Conservancy Elise Fett & Associates (Premier)

J. R. Krauss LTD

JK Architecture Engineering (Premier)

Kings Beach Center (Premier)

Lazzareschi Construction Oailvv Consultina

Orlando Enterprises Tahoe

PR Design & Engineering (Premier)

Shobera Desian

Tahoe Regional Planning Agcy. (Premier)

TAPCO Construction

Taylor Builders (Premier)

Tieslau Civil Engineering, Inc.

EDUCATION

Tahoe Truckee Unified School District

FINANCE, INSURANCE & REAL ESTATE

Alex Min, Corcoran Global Living

Bank of the West (Premier)

Bruening Associates Real Estate (Premier)

Coldwell Banker Select (Premier)

Dave Westall, Corcoran Global Livina

Fidelity National Title Company (Premier)

Frank Mooney, CPA (Premier) Frushon Accounting & Business Services

Heffernan Insurance Brokers

Ludmila CPA

Nicole Bennett, Chase International

Pacaso (Elite)

Peyton Real Estate

Plumas Bank (Premier)

Tahoe Legacy Homes

TAHOE PRIME | eXp Luxury Collection

FOOD & BEVERAGE

Alibi Ale Works (Premier) Bear Belly Brewing Company

Brimm's, A Catering Co.

Cable Car Ice Cream

Caliente (Premier)

California Gold Kettle Corn

CB's Bistro

D'Lish Catering & Burrito Window

Fat Cat Bar & Grill (Premier)

Fat Cat Kitchen (Premier)

Gar Woods Grill & Pier (Premier)

Golden Brands

Jason's Beachside Grille

La Mexicana Meat Market & Taqueria

Lanza's Restaurant

Las Panchitas (Premier)

Little Truckee Ice Creamery

MOGROG Rotisserie

Pep's Place (Premier)

Produce Plus (Premier)

Safeway (Premier) Spindleshanks American Bistro

Susie Scoops Ice Cream & Frozen Yogurt

Sweet Tahoe Time (Premier)

Tacos Herrera

Tahoe Central Market (Premier)

Tahoe Empanadas

Tahoe Fuller's

The Grid Bar & Grill (Premier) The Soule Domain

Truckee River Winery (Premier) Whitecaps Pizza

Wine Tahoe (Premier)

SHOPPING

Chickadee Art Collective

Lake Tahoe Photo Gallery (Premier) Lake Tahoe Specialty Stove & Fireplace

Lucky 7 Tattoo & Piercina

Perennial Landscape & Nursery (Premier)

Tahoe Backvard (Premier)

Tahoe Dave's Skis & Boards (Elite)

Tahoe Paddle & Oar (Premier)

Tahoe Vista Sports (Premier)

The Robin's Nest

HEALTH, WELLNESS & BEAUTY

Fifth Element Healing Center (Premier)

NL Massage & Skin Care (Premier) Lake Tahoe Wellness Center (Premier)

Reiki Tahoe (Premier)

Tahoe Core Pilates Tahoe Flow Arts & Fitness

Tahoe Forest Health System

Well Being

COMMUNITY SUPPORTERS

Barbara Mertz

Bernard Ash

Bob McCormick

Carolyn Pretzer

Cathy Strand Dick & Nileta Morton

Emilio Vaca

Fric Lannes

Jessica VanPernis Weaver

John Hassenplug

Kim Vail & Scott Meyer

Maggie Steakley

Sarah Coolidge

Todd & Linda Willard

LODGING & HOUSING

Agate Bay Realty (Premier)

Brockway Springs of Tahoe POA

Cedar Glen Lodae Crown Motel & Family Resort (Elite)

Firelite Lodge

Franciscan Lakeside Lodge

Incline Village Timeshares

Mourelatos Lakeshore Resort (Elite)

Red Wolf Lakeside Lodge (Elite) Rustic Cottage Resorts

Natural Retreats

Ta-Tel Lodge

Tahoe Moon Properties

Tahoe Sands Resort (Premier)

Tahoe Vistana Inn (Premier)

Tonopalo PRC (Premier)

Vacasa Waters of Tahoe Properties (Premier)

MARKETING & MEDIA

101.5 FM-Truckee Tahoe Radio (Premier)

East River Public Relations

Moonshine Ink (Premier) Reno Tahoe Promotions

Tahoe Production House

Tahoe Quarterly (Elite)

Tahoe Weekly (Premier)

Tahoe.com Tahoetopia.com

LT Marketing Wend (Elite)

NIGHTLIFE

Crystal Bay Casino Tahoe Biltmore (Premier)

NON-PROFIT

Arts For The Schools

Barracuda Championship

Boys & Girls Club of North Lake Tahoe

Clean Tahoe

Contractors Association of TT

Community House of TTCF

Drink Tahoe Tan

Friends of Kings Beach Library

Humane Society of Truckee-Tahoe

Incline Village Crystal Bay Association

Kiwanis Club of North Lake Tahoe

Lake Tahoe United Methodist Church & Retreat Center

League to Save Lake Tahoe

Mountain Area Preservation

North Lake Tahoe Historical Society North Lake Tahoe Resort Association (Elite)

North Lake Tahoe-Truckee Leadership Program

North Tahoe Arts

Pet Network Humane Society Rotary Club of Tahoe City

Sierra Business Council

Sierra Communty House

Sierra Nevada University Sierra Senior Services

Sierra State Parks Foundation Snowfest

SOS Outreach

Ta-Hoe Nalu

Tahoe City Downtown Association

Tahoe Food Hub Tahoe Fund

Tahoe Prosperity Center

Tahoe Regional Arts Foundation

Tahoe Rim Riders 4H Club Tahoe Rim Trail Association

Tahoe Training Partners

Excellence in Education Foundation Tahoe Truckee School of Music

Trails and Vistas Truckee NT Transportation Mamt Assoc.

TOCCATA

Truckee Donner Chamber of Comm. Truckee Tahoe Community Chorus U.S. Marine Corps Toys for Tots

RECREATION

Adrift Tahoe (Premier) Big Blue Adventure

Kinas Beach Miniature Golf (Premier)

North Lake Tahoe Boat Rental (Premier)

North Tahoe Marina (Premier) North Tahoe Watersports (Premier)

Northstar California Resort (Premier)

Old Brockway Golf Course (Elite) Tahoe Adventure Company Tahoe Family Adventures

Truckee River Raftina

Watermans Landing

Members as of March 1, 2022

221



Mission: To improve economic vitality and quality of life in the communities of North Lake Tahoe.

Non-Profit, Artist, & Community Supporter Membership Benefits

In addition to the following direct benefits NTBA membership provides, annual membership dues also support the good work that NTBA is doing that positively impact "the greater good" and benefit all businesses and the entire North Lake Tahoe community.

NON-PROFIT (\$100/annual dues) & Artist (\$75/annual dues)

14 direct benefits

- Business Directory Listing up to 60-word description, logo, contact info, and URL link
- Facebook Post (upon joining) including write-up, photo or logo and URL link (3,000~ likes)
- e-Newsletter Listing (upon joining & renewal) business listed (4,800~ subscribers, clickthru tracked)
- > Online Announcement (upon joining) listing with URL link (4,700~ avg. monthly visits, clickthru tracked)
- ➤ **e-Newsletter Article** (provided by member) up to one annually
- > Event Calendar Listing(s) (provided by member) unlimited submissions
- Online News Post(s) (provided by member) unlimited submissions: news, activities, events, deals & tips
- ➤ Job Listings with Link (provided by member) unlimited submissions
- Online Member Portal access to resources and news including local and regional topics & opportunities
- > Local Advertising Discounts radio, print and online
- > Expanded Marketing Benefits for a fee email broadcast(s) to NTBA database(s), event banner advertising on Kings Beach streetlights, material distribution/presence at NTBA events, and sponsorship of NTBA event(s)
- NTBA Marketing Assets & Content repurpose for your benefit
- Board of Directors & Committees opportunity to serve
- Networking leverage NTBA member network by doing business with and referring each other

COMMUNITY SUPPORTER - for individuals

\$50/annual dues

- > e-Newsletter Listing (upon joining & renewal) individual's name listed
- e-Newsletter Subscription access to valuable information
- Online Member Portal access to resources and news including local and regional topics & opportunities
- Recognition seen as community involved and supportive



Membership Dollars at Work "Greater Good" Benefits & Impacts

Events, Marketing & Promotions

- 14 Annual Community Events
- Maintain online calendar of events to draw visitors, market the district and attract customers into businesses
- Manage and grow traffic to "Visit North Lake Tahoe" Website & Online Business Directory to promote district and members
- Distribute effective e-Newsletters to visitors/residents (database of 4,800 with 30.5% average open rate) drawing visitors and marketing the district and members and maintain Member web portal providing business support and relevant topics/issues
- Increased marketing through Facebook and Instagram to keep district and members top of mind
- Participate in Business Association Chamber Collaborative focused on in-market marketing and to
 encourage shopping and thinking locally

Economic & Community Vitality

Business & Community Revitalization Business Support, Networking, Communications, Training

- Helped with the education and petition drive for the **Tourism Business Improvement District (TBID)**. The TBID was adopted and implemented July 1, 2021.
- Conducted outreach and provided input into Kings Beach State Recreation Area General Plan Update & Pier Project planning process, 2016-2018
- Conducted outreach and engaged in North Tahoe Event Center public/private partnership, 2016-2017
- Positively influenced Tahoe Basin Area Plans for town center development, 2016
- Co-produce Small Business Seminars (typically 3 annually) to provide business owners with relevant training at no/little cost, since 2012
- Created and executed KBCCIP Open for Business Marketing Campaigns and effectively communicated
 positive marketing messages and helped businesses during construction, 2013-2016

Design

Aesthetics and Cleanliness

- Developed an Annual Lighting Program for our Kings Beach Commercial Core which included the yearround lighting of our Streetlight poles, as well as the creation and execution of Holiday Lighting Contest. Both programs developed and adopted November 2021.
- Roofline Lighting installed on commercial buildings in downtown Kings Beach, 2017-19
- Established **North Tahoe Clean Team** to reduce the amount of litter throughout Kings Beach, 2018 and ongoing
- Main Street Litter Free Program, 2018 and ongoing
- Kings Beach Art Walk, 2016 and ongoing
- Kings Beach **Streetlight Banners** creation of banners and administer 3rd party banner program, since 2015
- Incubated **Tahoe Public Art** with the goal of bringing public art to each of the Kings Beach roundabouts and more, since 2012
- Organize annual clean-up efforts, since ~1996

Other

- Developed and adopted Advocacy Policy, 2017
- Created and executing 2022 Strategic Plan, 2016-2020.
- Partner to produce the North Tahoe & Truckee Leadership Program, graduated over 400 since 2004



NTBA Website, e-Newsletter & Social Media Statistics

"Visit North Lake Tahoe" Website

- 49,704 total sessions per year / 4,142 average visits per month
 - 70,371 total pageviews per year / 5,864 per month
- 5,594 Online Business Directory average views per year / 466 per month
 - 5, 125 Event Calendar visits per year / 427 per month

<u>Tri-Weekly e-Newsletter</u>

- 4,767 Database including members, visitors, residents, and 2nd/3rd homeowners
 - 29.55% Average Open Rate | industry average 25.2%
 - 3.37% Average Click Through Rate | industry average 2.66%

<u>Facebook</u>

- 3,000+ followers of North Tahoe Business Association Page
- 3,700+ followers of Music on the Beach (Kings Beach) Page

<u>Instagram</u>

- 1,897 followers of @VisitNorthTahoe
- 689 followers of @musiconthebeachKB

Expanded Marketing Benefits for a Fee

Email Broadcast(s) to NTBA Database(s)

Database	Database Size	Single Cost	Non-Profit & Artist	3-Pack Cost*
Description			Single Cost	
Members Only	~300	\$70	\$50	\$180 \$60/email
*Main Database	~4,800	\$100	\$75	\$285 \$95/email
Customized List	TBD	\$80	\$60	\$225 \$75/email

^{*}All 3 broadcasts must be scheduled & paid upfront within 12 months. Best value, 1.5 cents per email.

<u>Click here</u> for reservation & content submission instructions.

Sponsor NTBA-Produced Event(s)

Event	Level 1	Level 2	Level 3
Kings Beach Snowfest Parade	\$150	\$300	\$500
Clean Up Days	\$150	\$250	\$500
July 3 rd Fireworks	\$150	\$250	\$500 + more
Music on the Beach	\$300	\$700 single /\$1000 co	\$1,600
Passport to Dining	\$500	N/A	N/A

Click Event Sponsorship Opportunities for benefits associated with each level

Market Your Business at NTBA-Produced Event(s)

Contact NTBA staff for more information and to reserve a minimum 45 days prior to event

Kings Beach Snowfest Parade	Elite	Premier	Basic/NP/Artist
Distribution of business materials /	Free	\$25	\$40
promo items at announcing area	1166	ΨΖΟ	ψ40

Takes place annually, typically the second Saturday in March. Estimated Attendance 1,000

Clean Up Days	Elite	Premier	Basic/NP/Artist
10x10 tent (provided and staffed by member)	Free	\$40	\$60
Distribution of business materials/promo items	Free	Free	\$25

Takes place annually, the first Saturday in June & last Saturday in Sept. Estimated volunteers 125

July 3 rd Fireworks & Beach Party	Elite	Premier	Basic/NP/Artist
Distribution of business materials/promo items	Free	\$40	\$60

Takes place annually on July 3rd. Estimated Attendance 500-750

Music on the Beach – 1 concert	Elite	Premier	Basic/NP/Artist
10x10 tent (provided and staffed by member)	\$100	\$125	\$150
adjacent to stage			
Distribution of business materials	Free	\$40	\$60

Takes place annually, most Fridays in summer.

Estimated Attendance 1,000 per concert. Limited availability. No sales or sampling allowed.

Expanded Marketing Benefits for a Fee (cont.)

Advertise Your Event(s) on KB Streetlight Banners

	Cost
Members	\$35 per banner
Non-Members	\$45 per banner

Click for <u>Kings Beach Streetlight Banner Information and Application</u>

How to Maximize Your Membership

The more you engage, the more value you'll receive!

Engage with NTBA

Show Others that You are Community Involved & Supportive

- 1. Proudly display your NTBA member decal at your business, in your car window, or on your laptop
- 2. Add NTBA (and NTBA logo) to your website partner/sponsor page and link to www.NorthTahoeBusiness.org

NEW Online Member Portal

- Visit <u>Member Portal</u> to access member resources, free or low-cost trainings, sponsorship opportunities, important local and regional topics, meetings and workshops that have the potential to impact you, your business and your community
- 2. Updates will be made weekly so check back often

Email

- 1. Read what is sent to you by NTBA staff members: Alyssa, Kerry, and Chloe, and respond in a timely fashion
- 2. If you are <u>not</u> receiving emails e-Newsletters at least once per month, check your spam and other filters and ask your IT professional for assistance. Notify NTBA staff if you continue to not receive emails from us
- 3. Share and submit your ideas, concerns and ask questions
- 4. Complete online surveys in a timely fashion so your opinion is counted and your point of view is heard

e-Newsletter

- 1. Read NTBA e-Newsletter for the latest on what's happening and what we have been up to lately
- 2. If you're in a tourism-related industry, request and/or repurpose NTBA e-News content through your marketing channels and to your audience

Social Media

- 1. "Like" North Tahoe Business Association and Music on the Beach Facebook pages
- 2. Follow @NTBA.NorthTahoe on Instagram
 - a. Use #KBTahoe hashtag in your social media posts; other hashtags available upon request
 - b. Download Repost APP to repost Instagram images
- 3. "Like", comment and share NTBA content in addition to other members' social media content

Attend Events

- Kings Beach Snowfest Parade, typically the first or second Saturday in March
- Community Clean Up Days, first Saturday in June and last Saturday in September
- Music on the Beach, 9 concerts, Friday evenings in the summer
- July 3rd Fireworks & Beach Party, the day before Independence Day
- Passport to Dining fundraiser, second Thursday in November
- Annual Membership Event, typically in February
- Member events announced in NTBA e-Newsletters

Attend Board of Directors & Main Street Committee Meetings

- 1. Visit Online Calendar for Board Meeting dates
- 2. Notify NTBA staff in advance if you plan to attend
- 3. Read board meeting minutes online to stay informed
- 4. Share and submit your ideas, concerns and ask questions
- 5. Consider volunteering as a director or committee member and notify staff

Submit Your Business Content for Distribution

Submit your events for promotion through NTBA's online event calendar, social media pages, event blog, and e-Newsletter

Email the following to <u>info@northtahoebusiness.org</u> with as much notice as possible, minimum 10 business days prior to the event:

• Event name, date, time, location and 1-2 sentence description, call to action, and photo and/or logo if you have one

Submit your content for promotion on NTBA website, social media pages, and e-Newsletter Content types: news, events, activities, deals, insider tips, business tips, important community topics, job openings

Email to <u>info@northtahoebusiness.org</u> 150-words including who, what, when, where and why and submit with as much lead-time as possible - minimum of 10 business days

Leverage Member Network

Refer, shop and do business locally – support and connect with each other

When looking for a product or service:

- Use one-page Members by Industry
- Use online Business Directory
- Ask NTBA staff and other members for referral(s)

When you connect with another member:

- Mention that you are a NTBA member and explain your business so that'll refer you
- Explain that NTBA or a NTBA member referred you
- If you're satisfied with a members' product(s)/service(s) refer them!

Network at NTBA events (advertised in e-Newsletters):

- When you arrive, ask for a member sticker & wear it so you're identifiable to other members
- Engage and network with other members

Request NTBA staff to introduce you and your business to member(s) of your choice

Take Advantage of Local Advertising Discounts

<u>Media Outlets</u> - 101.5FM Truckee Tahoe Radio, Moonshine Ink, Tahoe.com, Tahoe Quarterly, and Tahoe Weekly (<u>Click here</u> for offers and contact information)

Expanded Marketing Benefits for a Fee

Space is limited and on a first-come, first-served basis and requires NTBA staff approval. (<u>Click here</u> for opportunities, cost and instructions.)