

Program Updates

- General Consumer Update
- 18.19 Marketing Coop Budget
 Breakout
- Media Flowcharts
- Events
- Leisure Sales
- Conference Sales
- Visitor Service and Membership

Tourism Development Consumer Updates

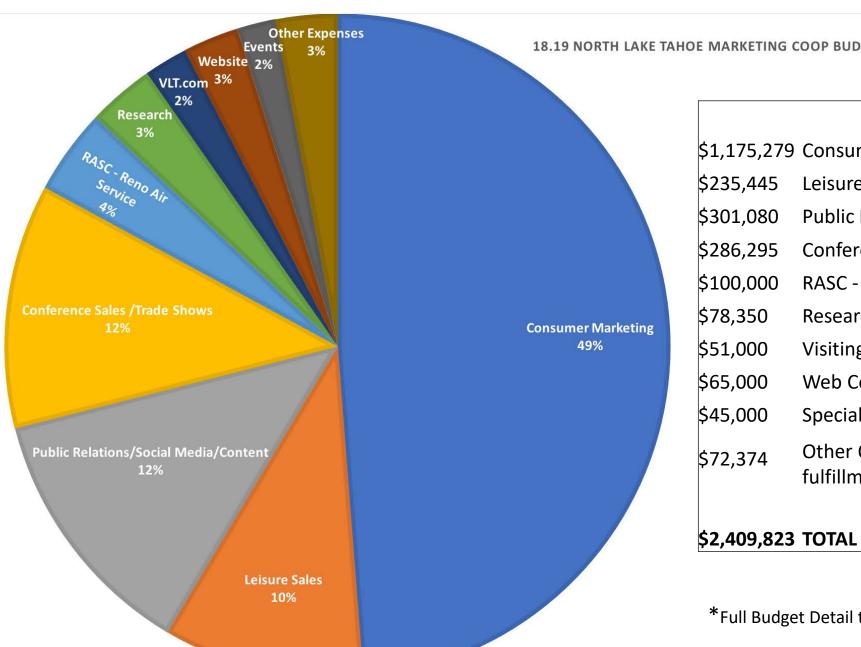
- SMARI Research wrapping up data to be finalized early August
- Summer Consumer efforts underway- Targeting Flight Markets – NY, LA, Austin
- Noteworthy Publication Placements Average Advertising Equivalency \$112,759
 - NCGA Golf Magazine
 - RGJ: Reno-Tahoe's Top 12 annual big events and festivals
 - Red Tricycle: No Snow Needed: Tahoe in the Summer
 - SacBee: <u>Fireworks</u>, <u>parades and more fireworks!</u>
 - Tahoe Weekly: 4th of July celebrations
 - VIA: The Best Lakes for Summer Fun in the West
 - Craft Beer Connoisseur 15 Unique Ale Trails
 - The Mercury News <u>5 fab Lake Tahoe restaurants for lakeside dining</u>

Social Media

- 1,950 New Fans across all platforms FB, Twitter, Instagram
- Two Influencer Visits
 - Elisabeth Brentano Followers: 87.5k followers
 Location: Palm Springs, CA
 - Naude Heunis -Followers: 21.8k followers
 Location: South Africa

Events

Wanderlust At Squaw Valley July 19-22



18.19 NORTH LAKE TAHOE MARKETING COOP BUDGET

\$1,175,279	Consumer Marketing
\$235,445	Leisure Sales
\$301,080	Public Relations/Content
\$286,295	Conference Sales/Trade Shows
\$100,000	RASC - Reno Air Service
\$78,350	Research/Destimetrics
\$51,000	VisitingLakeTahoe.com
\$65,000	Web Content Manager/Web Maintenance
\$45,000	Special Events
\$72,374	Other Operational Expense - ex) fulfillment/mileage, weather cams

^{*}Full Budget Detail to be handed out

18.19 Consumer Media Flowchart

n north lake tahoe

2018-19 MEDIA FLOWCHART			3Q						4	Q 2						2 2 ()19					2Q		L9			RICHT	Total Assessment
CAMPAIGN: CONSUMER	3 tuh			usi 12 2	_	ptember	74	October	22 20	November	_	December 26 3 10 1	_	Juneary	_	cbruary	19 7	Mur		1 8		70 G		27 .	June 10 1	17 74	Impressions	2018-19 No
	2 9	SUM		15 2	5 27 3	10 17	FAL		22 29	3 12	19	26 3 10 1	7 24 3	WINTER		4 11	18 2	3 4 11	18 2	1 8	SPRING		15 20		JMMER	17 24		1
RADIO		JOIN	WILL C				IAC							WINTER							JEKING				JUNIOLEK		Impressions	
Radio (High Notes)																											Impressions	\$20,00
DIGITAL ADVERTISING																												\$20,0
Search Marketing	550	m	33	000		3300		2500		1500		3700		8000		6500		250	10	330	n	150	n		8000		4,500,000	\$50,0
Retargeting Display	306			50		1688		1313	_	750	-	1750	_	3938		3063		131		168		74			3938		25,000	\$25,0
Retargeting Video	980		5			540		420	_	240		560		1260		980	_	42		54		24			1260		8,000	\$10,0
	300					4000	-	420		4500		5250		8000		6500		525		450		4000	,		8000			
Native	1200	200	-								+																50,000	\$50,0
Programmatic Display (weather targeting)	1200					6100	_	5650		4950	<u> </u>	6300		15000		12000		565	1	610		4950			15000		100,000	\$90,0
Video (Youtube)		###	3000			3000				7500		7500				5000				300					5000	J	35,000	\$25,0
Rich Media														12500		12500					\perp	125	00		12500		50,000	\$50,0
Digital Total																											4,768,000	\$300,0
PAID SOCIAL																												
FB/Insta Retargeting	245			100		1350		1050		600		1400		3150		2450		105		135		60)		3150		20,000	\$20,0
FB/Insta Dynamic Carousel	490			100		2700		2100		1200		2800		6300		4900		210		270		1200			6300		40,000	\$40,0
FB/Insta V ide o	180			50		1300		750		300		1350		2400		1800		50		75		300			2400		15,000	\$15,0
FB/Insta Boosts/Live	120	00	9			800		500		150	-	900		1600		1200		50		50		150			1600		10,000	\$10,0
FB/Insta Conquesting			4	50		400		250		150		450		1200		600		25	0	30		150			800		5,000	\$5,0
Instagram Stories	250	00				1000						2500		5000		3000				100	00				5000		20,000	\$20,0
Snapchat			40	000				2250	75	0			###	4800							2250	750			4000		20,000	\$20,0
Twitter					1	000								1500						100	XO O			1500			5,000	\$5,00
Paid Social Total																											135,000	\$135,0
TRIPADVISOR																												
Desktop Display																												
Mobile Display																												
Winter Conquesting									-ЦС	3H []	N	3 TBD																
Spring/Summer Conquesting																												
Audience Segments (Outdoor/Ski/etc)																												
Trip Advisor Total																												\$95,0
EMAIL																												
Prospecting Email			2550		2550	###	П	###	###	#			34	75 2550	2550	2550				###	###			3475	2	2550		\$35,0
Vendor #2																												\$5,0
Vendor #3																												\$5,0
Print Total		,			1 '																						\$0	\$45,0
OTHER																												
Digital Outdoor (LA)																												\$95,0
Expedia (2x)							1500	00													15000							\$30,0
Sunset Magazine																												\$40,0
SF Gate and SF Chronicle																												\$3,5
Ad Serving Fee's																												Belo
Other Total																											\$0	\$165,
Total Media Investment	\$0	0		0		\$0		\$0		\$0		\$0		\$0		\$0		\$0) _	\$0		\$0			\$0		\$4,903,000	\$760,
				Can Can		: Shou : Peak	Sea	r Season ason (Fi																			Net Media Investment Media Commissoin Digital Ad Serving Total Spend	\$760, \$98,7 \$7,5 \$866,

18.19 Meetings/Conference Media Flowchart

n north lake tahoe



2018-19 MEDIA FLOVICHART				4Q2018 1Q2019 2Q2019																						
TO LOCAL COMPANY OF THE PARTY O		_	AAY	_	AUGUST		SEPTEMBER		CTOBER		VEMBER		DECEMBER	JANUARY		BRUARY		MARCH	APRIL.		MAY	\Box		A.REE		
PAY GN: MCC		2 !	16 :	3 30	6 13 2	0 27	3 10 17 2	1 1	8 15 2	22 29 5	12 19	26	3 10 17 24	31 7 14	21 25	4 11	18 25 4	11 18 25	1 8 15	22 2	9 6 13	20	27 3	10 17		
PRINT	Accounting#																								Circulation	2018-19 Net
NORTHSTAR																							\perp			
M&C: California Focus Issue														3500											50,000	\$3,500
M&C: California Focus Issue - Advertorial														AV												AV
Successful Meetings: California Focus Issue										:	3500														50,000	\$3,500
Successful Meetings: California Focus Issue - Advetorial											AV															AV
Destination California M&C/SM																					6000				100,000	\$6,000
Destination California M&C/SM Advetorial																					AV		\neg			AV
MEETINGS TODAY																							\neg			
October Issue: California Supplement									2500														\neg		55,000	\$2,500
October Issue: Additional Distribution at IMEX									AV														\rightarrow			AV
November Issue: CVB Update Issue									\top		2500												\rightarrow		55,000	\$2,500
November Issue: CVB Update Issue - Matching Advertorial											AV										+++		\rightarrow			AV
Bonus Spotlight e-Newsletter		-															AV						+			AV
April Issue: Lake Tahoe Focus																			2500				+		55,000	\$2,500
April Issue: Additional Distribution at CAISAE																			AV				+		33,000	AV
Print Total					\$0		SO		\$2,500		6,000		SO	\$3,500		\$0		SO.	\$2,500		\$6,000		\perp	\$0	365,000	\$20,500
DIGITAL					J0				\$2,500	·	10,000			\$5,500		-			\$2,500		50,000			70	Impressions	2018-19 Net
NORTHSTAR																							_		тиртеззияз	2010-13 (401
Meeting News Califorian Update eNewsletter			+												10	100						+	\rightarrow		25,000	\$1,000
MPI																							+		23,000	71,000
MPI News Brief Newsletter - Deployed 3x per Week		+	+++								1650							1650						1650	486.000	\$4,950
		+	+								1050							1050						1030	480,000	\$4,950
DIGITAL			392		392		392		392		392	-	392	392		392		392	392		392	4		392		
Social "Paid" Ads				_				+														_			480,000	\$4,704
Social "Paid" Video Ads			200		200		200	-	200		200		200	200	_	200		200	200		200	_		200	240,000	\$2,400
Social "Paid" Retargeting			200		200		200		200		200	-	200	200		200		200	200		200			200	240,000	\$2,400
Linked In Sponsored Ads			442				442				442			442				442			442		\perp		120,000	\$2,650
Geo-Fence "Event" Targeting & Retargeting: ASAE		\perp	\perp		200		500	3	00			\perp				\perp				Щ		Щ	\perp		330,000	\$1,000
Geo-Fence "Event" Targeting & Retargeting: Connect Marketplace					1	00	500		400														\perp		330,000	\$1,000
Geo-Fence "Event" Targeting & Retargeting: Connect California																		300	400		300				330,000	\$1,000
Email Marketing			850		850		850	8	150	85	0		850	850	8	50		850	850		850		850		260,000	\$10,200
CVENT																										
Digital Package			13196																							\$13,196
Digital Total		\$	15,280		\$1,942		\$3,084		\$2,342	\$	3,734		\$1,642	\$2,084		\$2,642		\$4,034	\$2,042		\$2,384		\$	3,292	2,841,000	\$44,500
EVENTS																										2018-19 Net
<u>Northstar</u>																							\Box			
Destination California Conference																					Date TBD		\Box		N/A	AV
Events Totals																									0	\$0
Net Media Investment		\$	15,280		\$1,942		\$3,084		\$4,842	\$	9,734		\$1,642	\$5,584	\$	2,642		\$4,034	\$4,542		\$8,384		\$	3,292	3,206,000	\$65,000
																								No	et Media Investment	\$65,000
																							- /		Media Commission	\$8,450
																							- /			
																							,		Digital Ad Serving	\$200



Program Overview

2015 Tourism Master Plan

Special events are an key objectives to achieving the Marketing & Sales primary goal set in the master plan.

Bring more visitors to NLT who stay longer, return often and travel during the off-peak periods, while maintaining affinity with the NorCal/Bay Area consumer and continuing to expand group business.

Key Trend Insight

Since 2008, comparable destinations have increasingly focused on special events to motivate visitation.

Purpose of Event Sponsorships

- Drive overnight visitation
- Enhance visitation in "strike" zone periods seasonal, mid-week, regional (lake vs. mountain resorts)
- Capitalize on events that provide a marketing and/or PR reach to NLT targeted audiences
- Enhance the NLT brand

Measurements of Success

- ROI Calculations
- Survey Results
- Tracked Lodging & TOT Generation
- Marketing & PR Exposure
- Community Impact
- Collaboration & Transparency with Regional Partners During Negotiation Process

ROI Measurements

Return on Investment (ROI) = <u>Average Economic Impact</u> Sponsorship Funds

Average Economic Impact = (Visitors Contributing to TOT x Average Night Stay) x Average Spend Per Person Per Day

Visitors Contributing to TOT = ((Total Event Attendance x % Out of Town Visitors) x % Lodged in TOT Generators) x % in Placer County

Information is collected via participant survey

Total Event Spend

2016/2017 FY

• NLTRA: \$481,017

• NLT Coop: \$15,000

2017/2018 FY

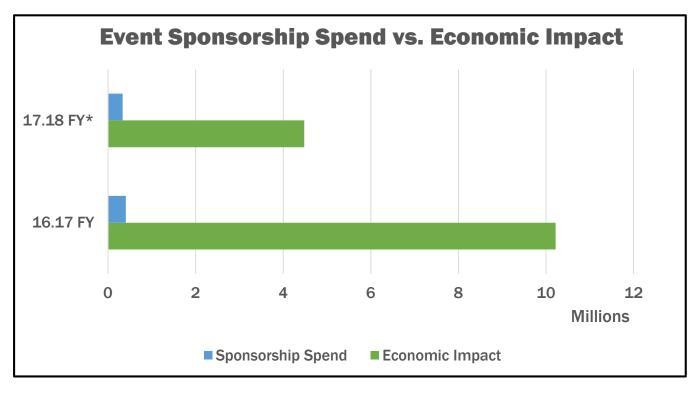
• NLTRA: \$502,395

• NLT Coop: \$50,000

2018/2019 FY

• NLTRA: \$563,225 (Forecast)

• NLT Coop: \$50,000 (Forecast)



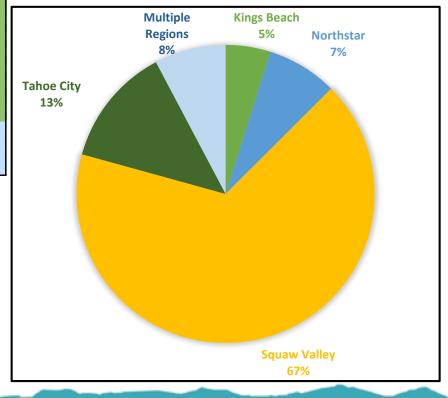
^{*} Includes completed events with a post event report as of 7/27/18.

Event Support by Region – 2016/2017 Fiscal Year

Sponsorships - FY 16.17 RA Budget		
2016 Kings Beach Fireworks	Kings Beach	\$10,000
2017 Kings Beach Fireworks	Kings Beach	\$10,000
Kings Beach	-	\$20,000
2016 Autumn Food & Wine Festival	Northstar	\$32,793
2017 Tahoe Trail 100	Northstar	\$5,000
Northstar		\$37,793
2016 Spartan World Championships	Squaw Valley	\$198,550
2017 WinterWonderGrass	Squaw Valley	\$15,400
2017 Broken Arrow Skyrace	Squaw Valley	\$20,000
2017 Wanderlust	Squaw Valley	\$35,368
2107 FIS Audi World Cup	Squaw Valley	\$39,564
2017 Squaw Valley Half Marathon	Squaw Valley	\$6,500
2017 No Barriers	Squaw Valley	\$9,944
Squaw Valley		\$325,326
2016 Tahoe City Fireworks	Tahoe City	\$10,000
2017 Tahoe City Fireworks	Tahoe City	\$10,000
2017 Burton Creek Trial Run	Tahoe City	\$6,500
2017 XTERRA Tahoe City	Tahoe City	\$6,500
2017 Lake Tahoe Dance Collective	Tahoe City	\$5,000
Tahoe City		\$38,000
2017 AMGEN Tour of CA Women's Race	Lake Tahoe	\$19,165
2017 Tahoe Lacrosse Tournament	SV, NS, TV	\$5,000
2017 Barcelona Soccer Tournament	SV, TC, Truckee	\$3,000
Multiple Regions		\$27,165
Sponsorships - FY 16.17 Coop Budge	et	
2016 Tahoe Film Fest	NS, KB, IV/CB	\$5,000

Partnership Funding - Events that too	k place in FY 1	l 6.17
2016 Lake Tahoe Paddleboard Tahoe Cup Serie:	KB, TV	\$4,000
Kings Beach		\$4,000
2017 Squaw Valley Half Marathon	Squaw Valley	\$4,000
Squaw Valley		\$4,000
2016 UC Davis Environmental Science Day	Tahoe City	\$4,448
2016 North Tahoe Arts Art Workshops	Tahoe City	\$1,360
2016 Tahoe City Oktoberfest	Tahoe City	\$1,500
2016 Tahoe City Banner Program	Tahoe City	\$2,200
2017 Tahoe City Wine Walk	Tahoe City	\$2,000
2016 Lake Tahoe Dance Collective	Tahoe City	\$7,500
2016 Lake Tahoe Music Festival	Tahoe City	\$3,000
2016 Lake Tahoe Women's Wellness Weekend	Tahoe City	\$4,000
Tahoe City		\$26,008
2016.2017 Experience Our State Parks	WS, KB	\$3,000
2016 Barcelona Soccer Tournament	SV, TV, Truckee	\$3,000
Multiple Regions		\$6,000

Total Spend by	Region
Kings Beach	\$24,000
Northstar	\$37,793
Squaw Valley	\$329,326
Tahoe City	\$64,008
Multiple Regions	\$38,165
Total Spend	\$493,292

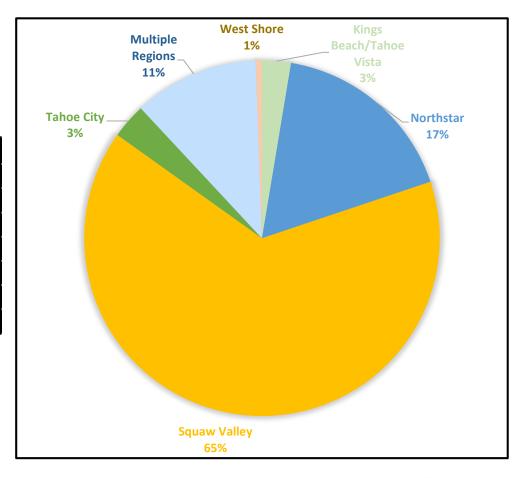




Event Support by Region – 2017/2018 Fiscal Year

Sponsorships - FY 17.18 RA Budget	
2018 Kings Beach Fireworks Kings Beach	\$10,000
Kings Beach/Tahoe Vista	\$10,000
2017 Autumn Food & Wine Festival Northstar	\$37,000
2018 Tough Mudder Northstar	\$40,000
Northstar	\$77,000
2017 Spartan World Championships Squaw Valley	\$254,000
2018 WinterWonderGrass Squaw Valley	\$20,154
2018 Broken Arrow Skyrace Squaw Valley	\$15,000
2018 Wanderlust Squaw Valley	\$38,000
2018 NASTAR National Championships Squaw Valley	\$5,000
Squaw Valley	\$332,154
2018 Tahoe City Fireworks Tahoe City	\$10,000
Tahoe City	\$10,000
2018 Tahoe Lacrosse Tournament SV, NS, TV	\$5,000
Multiple Regions	\$5,000
Partnership Funding - FY 17.18 Budget	
2018 Tahoe Cup Paddle Series Tahoe Vista	\$4,000
Kings Beach/Tahoe Vista	\$4,000
2018 Free-Ride Festival Northstar	\$15,000
Northstar	\$15,000
2018 Hot August Nights Show-N-Shine Squaw Valley	\$10,000
2018 Kid's Adventure Games Squaw Valley	\$5,000
Squaw Valley	\$15,000
2018 Tahoe City Food & Wine Classic Tahoe City	\$5,000
2016 Tahoe City Oktoberfest Tahoe City	\$2,000
Tahoe City	\$7,000
2018 BIG BLUEgrass Sugar Pine Park	\$1,000
2018 Tahoe Adventure Van Expo Homewood	\$2,000
West Shore	\$3,000
2018 Lake Tahoe Music Festival WS, TC	\$5,750
Multiple Regions	\$5,750
Sponsorships - FY 17.18 Coop Budget	
2018 Big Blue Adventure Series NLT	\$35,000
2017 Tahoe Film Fest NS, KB, IV/CB	\$15,000

Total Spend Per Regi	ion
Kings Beach/Tahoe Vista	\$14,000
Northstar	\$92,000
Squaw Valley	\$347,154
Tahoe City	\$17,000
West Shore	\$3,000
Multiple Regions	\$60,750
Total Spend	\$533,904





2018/2019 Special Event Budget

\$20,000 \$12,400
\$12.400
$\psi 12,400$
\$19,400
\$33,000
\$50,000
\$8,000

Total Budget: \$563,225

Marketing Sponsorships

Budget: \$485,225

Qualification Criteria

- Room Nights Generated greater than 100
- Average Night Stay at least/greater than 2.5
- Media/PR value greater than \$25,000
- Quality of Event and Producer Experience
- Built-In Audience Capabilities

- Target Audience Alignment

 –at least 2/category
 - Human Powered Sports
 - Cultural
 - Culinary
 - Health & Wellness

Funding

Review sponsorships annually to ensure continually beneficial to region. A general guideline of funding for a successful events is as follows:

- Years 1 3: 100% of original funding
- Years 4 5: 75% of original funding
- Years 6 7: 50% of original funding

Incubator Funding

- Startup events initially directed through Partnership Funding if don't confidently qualify for a Marketing Sponsorships.
 - After year one, if NLTRA Staff and BOD feel event has large potential, incubator funding can be utilized to support the event on a greater level
- Utilized to attract promoters of other successful events to replicate events in the NLT region

Reserve Funding

 Explore creating an Event Reserve to cover multi-year contracts. Currently the Marketing Reserve is relied upon in the case of reduced future funding.



Partnership Funding

Budget: \$50,000

Qualifications

- Marketing of regional events that generate overnight visitation to Placer County
- Intended for smaller-scale events that don't qualify for Marketing Sponsorships
- Funds allocated through an application process
- Program operates on a calendar year

Program Modifications

- New for the 18/19 FY, staff proposes funds be used to supply in-kind support versus a cash sponsorships
- Staff would work with agencies to create social, digital and PR ads/content to advertise the selected events
- Event producers would work with staff and agency contacts to determine appropriate audience and markets

Program Timeline

- Applications, Selection Panel Presentations & Funding Allocation Recommendations October 2018
- BOD Review & Possible Approval November 2018

Additional Event Funding

Visitor Services/Experience Funding

Budget: \$20,000

Qualifications

• Regional events that provide visitors services and experiences expected/necessary of the region

• Example: Tahoe City and Kings Beach 4th of July fireworks shows to ensure continuation

Presence at Out-of-Market Events

Budget: Included in the \$33,000 New Event Development Line Item

Program Details

- Earmarked to give NLT a presence at out-of-market events
 - Leverage current Marketing Sponsorship partnerships to secure booth space at targeted events
 - Explore other event options as necessary
- Goal is to bring an experiential marketing presence to at least 2 events/year, located in target markets that aligning with consumer brand pillars
 - When appropriate, NLTRA will invite partners to attend as well





Today's Overview

- Leisure Sales Areas of focus
- Leisure Sales Strategy
- Understanding the business models & companies within the leisure sales world
- Product Development in North Lake Tahoe
- How we track international visitation to North Lake Tahoe

Leisure Sales: Areas of Focus

International Media → PR Contract with Australia & Contract FAM work with Abbi Agency

Domestic Travel Trade → Online Tour Operators (OTAs), Domestic Wholesale and Receptive Tour Operators

International Travel Trade → Canada Office with Destination Counsellors International, UK/Ireland Office with Black Diamond, Australia office with Gate 7

Tier 1 Markets → USA, United Kingdom/Ireland, Australia/New Zealand, Canada, Mexico

Tier 2 Markets → China, France, Germany, Brazil

New Emerging Markets → India, South Korea, Argentina



Leisure Sales: Strategy

Press Trips → Work closely with industry partners to curate itineraries that highlight the destination. NLT's goal is to host qualified media FAMs from our Tier 1 & Tier 2 markets, up to twelve annually.

Trade Familiarization Tours → To bring influential travel sellers to NLT to education on the destination and products that can be promoted to consumers through travel agents and tour operators. This assists with influencing travel decision-making and shapes how the destination can be packaged.

Tradeshows & Sales Missions → Attend industry tradeshows and events, both internationally and domestically, to connect with key markets and expand NLT's brand awareness.

Product Development → Increase lodging and activity product available to travel agents and tour operators in order to increase sales to the destination during both non-peak and peak times.



Leisure Sales: Strategy

Partner Relationships → Build relationships with local and state partners; including, RSCVA, South Lake Tahoe, Visit California, Travel Nevada, Reno Tahoe Territory, High Sierra Territory and NLT partner resorts and activity providers.

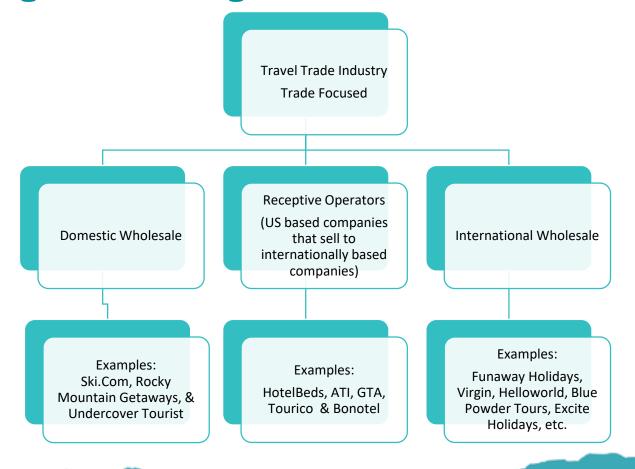
Marketing Collaboratives → Increase brand awareness and booking demand in key markets through marketing campaigns.

California Star Program → Visit California's travel trade digital platform to engage with travel trade audiences on a global scale. This tool is used for education and content distribution.

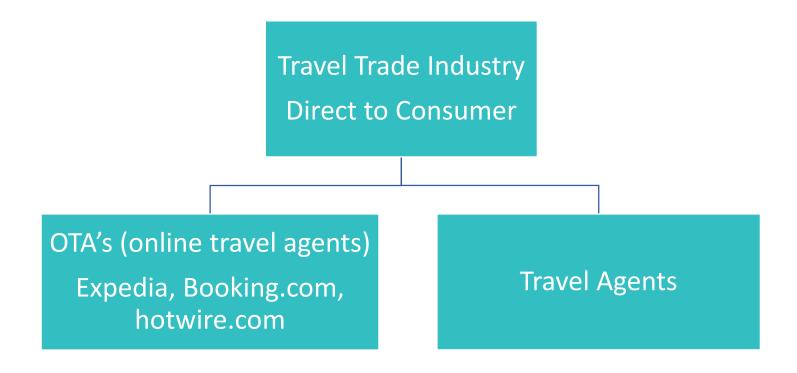
Data Tracking → VisaVue Tracking Program provides us reporting on international and domestic travelers to North Lake Tahoe.



Leisure Sales Understanding the Booking Channels



Leisure Sales Direct to Consumer



Product Development Increasing lodging & activities available for sale

Increased Product Placement:

HotelBeds: (2) hotels in 2015 to (7) hotels in 2017

Including small properties

GTA:(1) hotel in 2015 to (3) hotels in 2017

Tourico: (1) hotel in 2015 to (3) in 2017

Bonotel: (2) hotels in 2015 to (5) hotels in 2017

Increased activity product as well

Increased Brand Awareness in 2017:

Tradeshows/Sales Missions: 14

International PR Trips: 12

Travel Trade FAMS: 16

Site Inspections: 24

Tracking International Markets...

We take into consideration data provided by both Visit California & Travel Nevada.

In 2016, we signed on to track international visitation through Visit California's VisaVue Data Tracking Program.

2016 Annual Data:

\$4,424,284

2.6% growth from 2015

Average cardholder spend: \$252.95

Top Countries

United Kingdom *

Canada

Australia *

China

Mexico *

France *

Germany

2017 Annual Data

\$5,297,706

19.7% growth from 2016

Average cardholder spend: \$264.51

Top Countries

United Kingdom *

Canada

Australia *

China

Mexico *

France *

Germany

Argentina



Conference Sales – Key Functions

- Generate group sales leads for hotel partners
- Act as a liaison between meeting planners and hotel partners during the sales process. (single point of contact)
- Assist hotels in converting leads into booked business
- Coordinate and execute client site visits
- Attend trade shows in key strategic markets
- Conduct sales calls/customer events in strategic markets

Conference Sales: Strategy

Strategic Markets→

California. Which historically generates roughly 70% of conference bookings. Primarily in Northern California but with significant efforts in southern California as well.

Cities with Significant Air Lift into Reno/Tahoe International Airport. Those destinations include San Francisco, Los Angeles, Portland, Dallas and Phoenix.

Washington DC and Chicago where the majority of national associations are headquartered.



Conference Sales: Strategy

Media Plan Annual media plan that includes print and digital advertising in various meeting industry outlets regionally and nationally. The plan also includes a small presence on social media.

Tradeshows & Sales Missions → Attend industry tradeshows and conduct sales calls in key markets. The current trend is away from the large national tradeshows which have generally been showing decreased response and towards smaller, regional appointment-based shows which have provided better results.

In Market Customer Events→ Host customer events in key strategic markets. These events are an excellent way to interact and build relationships with customers in a less formal but very memorable setting. FY 2018-2019 events will include a San Francisco Giants game, San Jose Sharks game, a cooking class and Topgolf in Sacramento.



Conference Sales: Strategy

Familiarization Trips → Bring customers with current or future business to North Lake Tahoe to experience the destination first hand with the goal of influencing them to bring their meetings to the area.

Strategic Partnerships with "Third Parties" → Continue to build on the strategic partnerships we have developed with HelmsBriscoe and HPN. This year staff will attend the HB Annual Business Conference, HPN Annual Partner Conference and ConferenceDirect CDX.

Create a Client Advisory Board (CAB) → The Board will consist of a representative group of professional meeting planners and industry leaders who will meet periodically to offer knowledge of the meeting and hospitality industry and advice on strategy and innovative programs for North Lake Tahoe group sales initiatives. The Advisory Board is intended to be a catalyst for the creation of market centric, client focused ideas with the intent of generating additional group bookings.



Total Conference Spend

2016/2017 FY

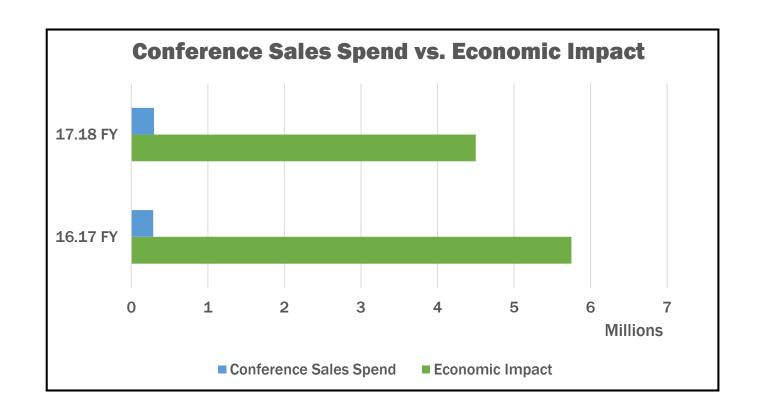
\$286,000

2017/2018 FY

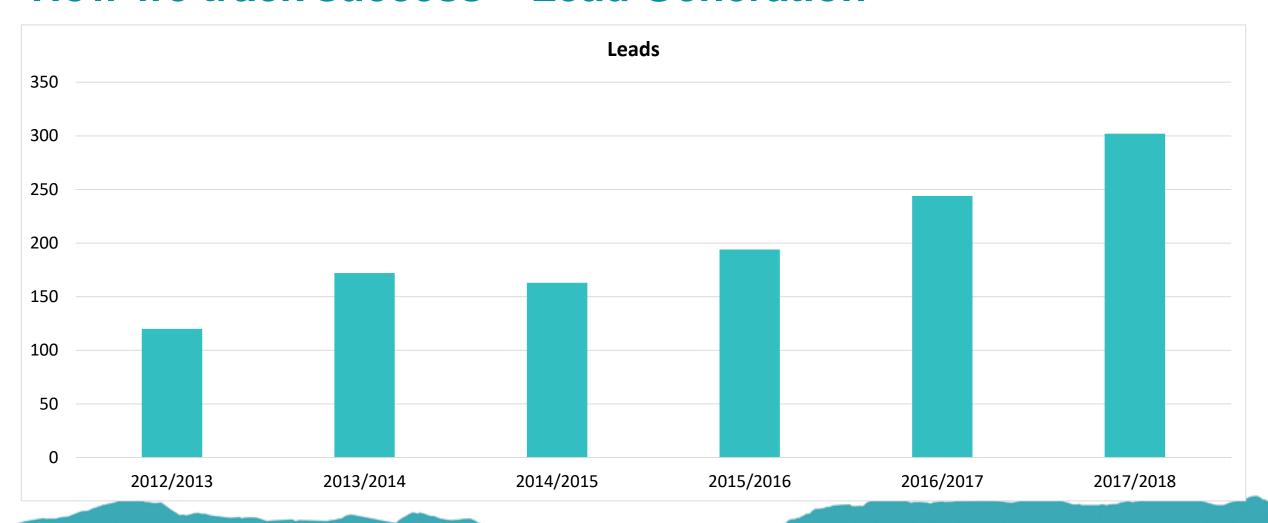
\$294,890

2018/2019 FY

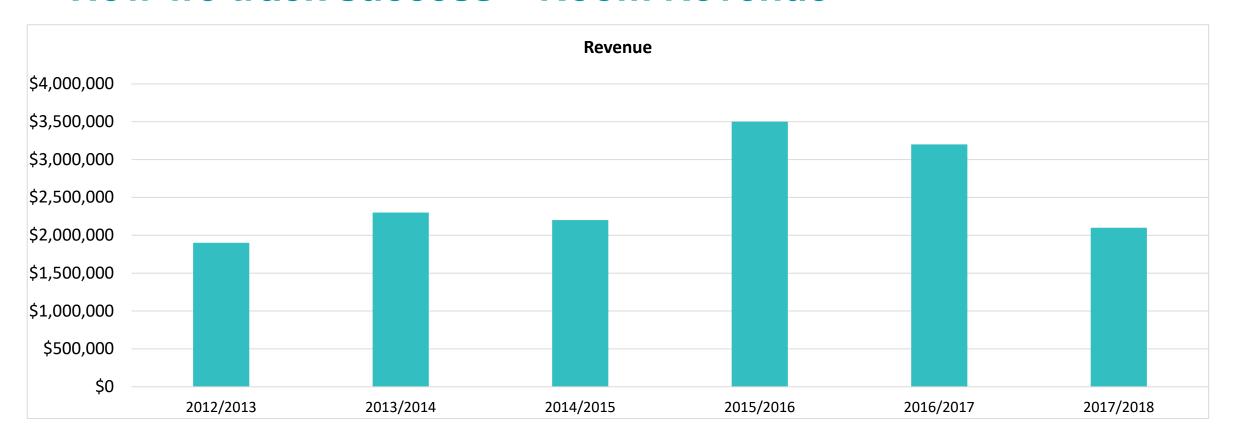
\$286,295

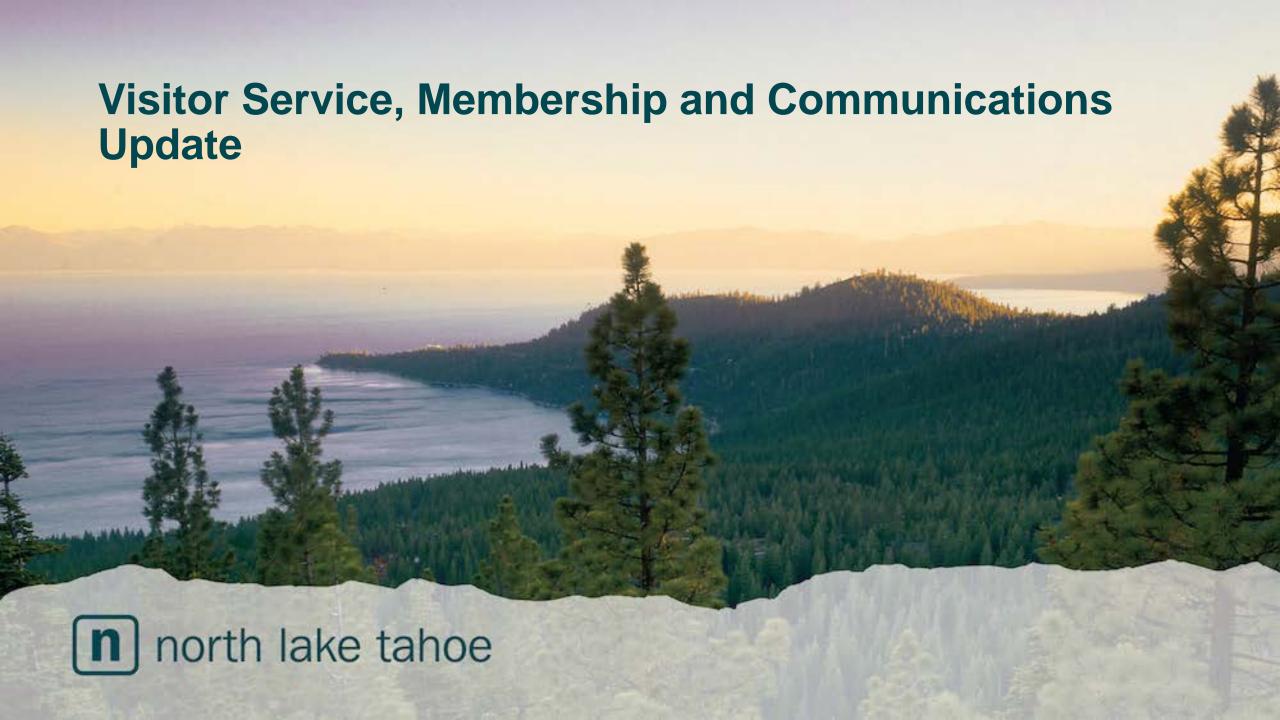


How we track success – Lead Generation



How we track success – Room Revenue





Visitor Information Services

Visitor Services

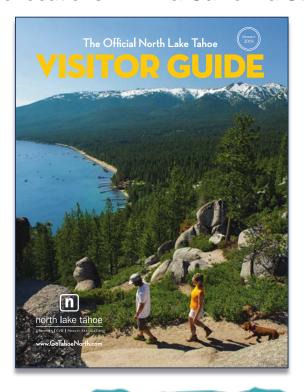
Visitors Served FY 17/18: 61,359 (up 12%)
Staffing Update
Driving visitation through a variety of methods
Implementation of Visitor Surveys & Referral Tracking

Looking Ahead

Hospitality Trainings
Distribution List Organization
Retail Training & Inventory Organization
Visitor Center Enhancements
Lodging Committee Reactivation

Visitor Guide

Distribution: regionally, 70,000 in print Added two locations: RTIA & California State Fair



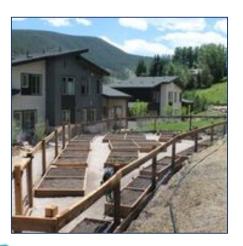
Communications Overview

New Website: www.NLTRA.org
Contract awarded to SDBX Studios

Projected launch: Monday, Oct. 1

FY 18/19 Tasks & Benchmarks

Newsletter Updates Social Media Growth Public Relations Outreach



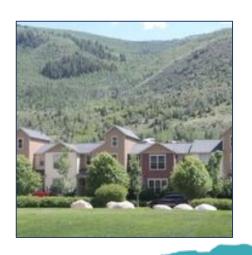


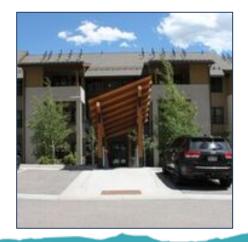
Local Achievable Housing Advocacy

Representation on Mountain Housing Council Attended TREK Seminar in Vail, CO Advocate for Placer County Project

Member Education

- 1. TOT Ordinance Revision
- 2. McClintock & Morse Debate





Membership Overview

Chamber Snapshot

386 Members

Membership Revenue: FY 17/18 = \$114,000 Membership Revenue: FY 18/19 = \$128,000 Goal: Increase awareness of Chamber services

Goal: Raise Chamber revenue by providing additional services

Goal: Increase Sponsorship Opportunities & Events (\$70,510)

Master Calendar

Mixers: monthly on Thursday

Breakfast Club: monthly on the first Tuesday

Community Awards (April)

Seasonal Recreation Luncheon (May)

Membership Luncheon (October)

Shop Tahoe: Small Business Saturday

Business Seminars & Training









Membership Overview

July 2018	August 2018	September 2018	October 2018	November 2018	December 2018	January 2019	February 2019	March 2019	April 2019	May 2019	June 2019
	Interactive Artist Collaborative	Service Learning / Back to School	Media: pitching & buying, geared towards winter	Ski/Winter Preview	Giving Back	Hot Topics for 2019					
Breakfast Club: N/A	Breakfast: Club: Aug. 7 (b 7-8:30am - Nevada Museum of Art (25 min) - eARTh Ambassadors (25 min) - Trails & Vistas (5 min) - Arts for the Schools (5 min) - Siren Arts // Lake Tahoe Dance Festival (5 min)	Breakfast Club: Sept. 4 - SNC (25 min) - TTUSD (25 min) - Positively Rolling (5 min) - Shane McConkey Foundation (5 min) - North Tahoe Family Resource Center (Susie Alexander) (10 min)	Breakfast Club: Tues., Oct. 2 Media Panel - the changing scape of journalism and how to reach local publications - Tahoe Weekly - Moonshine Ink - Sierra Sun - Tahoe Quarterly - KTKE {?}	Breakfast Club: 5 min updates from each ski resort	Breakfast Club: Community Foundation - Give Back Tahoe Panel of non-profits	Breakfast Club: - Chamber Update - Housing - Transportation	Breakfast Club:	Breakfast Club:	Breakfast Club:	Breakfast Club:	Breakfast Club:
Mixer: July 19, Tahoe Time Maza		Mixer: Sept.20 ⊕ 5-7pm Sierra Nevada College	Mixer: Thurs, Oct. 11 Media Meet & Greet Lucation: Granite Peak Management	Mixer: Joint with Truckee @ Northstar	Mixer: Toys for Tots	Mixer: Moe's	Mixer:	Mixer: VIC Squaw Dogs	Mixer:	Mixer:	Mixer:
			Membership Luncheon	Shap Local Event: November 24					Community Awards		
	BACC: August 9	BACC: September 13	BACC: October 11	BACC: November 8	BACC: December 6						
Business Training/Semin ar: N/A	Business Training/Seminar: N/A	Business Training/Seminar: Media Buying & Pitching	Biz Seminar: Octuber 9, social media (in conjunction with TCDA & NTBA)	Business Training: Hospitality	Business Seminar: Successful Non-Profits - Panel: - Shane McConkey Foundation - High Fives - Tahoe Fund - Professor from SNC	Business Training/Seminar:	Business Training/Seminar:	Business Training/Seminar:	Business Training/Seminar:	Business Training/Seminar:	Business Training/Seminar:
	,	Visitor Guide De	velopm ent	Visitor Guide in-mar	ket: Thursday, Nov. 15			Visitor Guide	e Development	Visitor Guide in-market: May 20	
			Memb	ership Drive		1					
		Website Launch				_					



Save the Date

AUGUST

Dollar Hill Local Housing Community Initiative at TCPUD Board Room: Wednesday, August 1 @ 3-5pm

Tuesday Morning Breakfast Club at Granlibakken: Tuesday, August 7 @ 7-8:30am Chamber Mixer at the Visitors Center in Tahoe City: Thursday, August 9 @ 5pm-7pm TOT Ordinance Revisions (location: TBD): Monday, August 20

SEPTEMBER

Tuesday Morning Breakfast Club at Granlibakken: Tuesday, September 4 @ 7-8:30am Chamber Mixer - at Sierra Nevada College in Incline Village: Thursday, September 20 @ 5pm-7pm Business Training: Media Buying & Pitching

OCTOBER

* Membership Drive *

Tuesday Morning Breakfast Club at Granlibakken: Tuesday, October 2 @ 7-8:30am Chamber Mixer - at Granite Peak Management in Alpine Meadows: Thursday, October 11 @ 4pm-6pm

Business Training: Social Media (in conjunction with TCDA + NTBA)

