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**Our Mission:** The Mission of the Chattanooga Area Chamber of Commerce is to champion our member businesses and promote regional economic growth.

**Overview by William B. Kilbride, Chamber President and CEO:**

In the simplest terms, the Chattanooga Chamber is comprised of local companies that come together to make our community better. We are more than 1,950+ businesses employing more than 80,000 people. In my mind, job opportunities are the cornerstone of success not only for individuals but for families, neighborhoods and our regional community as a whole (not to mention our nation).

We transform our home by providing and creating jobs within our businesses, but as Chamber members we take it a step further. We come together to address economic challenges and act on opportunities that no individual company could handle alone.

As Chamber members, we support each other by doing business together, and we leverage our shared numbers to negotiate deep discounts, training opportunities and political access. All of these benefits for our individual companies ultimately help our businesses succeed for the future benefit of everyone.

But, being a Chamber member is about much more than the bottom-line of any single company. Together we are thousands of businesspeople who support our schools by volunteering and fundraising. We also operate one of the largest and most successful business incubators in the country. When existing companies experience barriers to their growth, we’re the ones who answer their call for assistance. And when new companies are considering where to invest, we market Chattanooga and recruit them to come here.

Our strength and success arises from the number and quality of our connections to each other.

A national study commissioned by American Chamber of Commerce Executives shows that “consumers are 80% more likely to patronize a business that belongs to the Chamber”. With that in mind, we invite you to leverage and share the value of your Chamber membership by:

1) Displaying your Chattanooga Chamber membership proudly and prominently on your door, in your reception area, on your website, etc.
2) Making a point of patronizing Chamber members whenever you can, and telling them their Chamber membership makes a difference in your buying decisions.
3) Identifying one company that’s not currently a Chamber member and providing us with a warm introduction, so we can invite them to join.

Within the Member Resource Guide, you will find numerous ways your Chamber membership is making a difference for your company and our community. The Chattanooga Chamber is playing a decisive role in growing and transforming our local economy, and together we can accomplish even more.

**Contacts:**
- William B. Kilbride, President & CEO
- Lori Slatton, Executive Assistant to the President & CEO
Board of Directors

**Primary Function:** Oversees the Chattanooga Area Chamber of Commerce and meets every other month.
- For a list of Chamber Board of Directors, please [click here].

**Primary Function:** Oversees the Chattanooga Area Chamber Foundation and meets quarterly.

Organizational Overview

**Organizational Structure:** Two Companies with One Mission

<table>
<thead>
<tr>
<th>Chattanooga Area Chamber of Commerce (Business Association)</th>
<th>Chattanooga Chamber Foundation (Foundation)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overseen by the Chattanooga Area Chamber of Commerce Board</td>
<td>Overseen by the Chattanooga Chamber Foundation Board</td>
</tr>
<tr>
<td>Chartered in 1887</td>
<td>Chartered in 1969</td>
</tr>
<tr>
<td>501(c)6 Organization</td>
<td>501(c)3 Organization (1980 IRS letter)</td>
</tr>
<tr>
<td>Delivers services to 2,220 dues paying member-investors</td>
<td>Handles Economic Development &amp; Administrative functions</td>
</tr>
<tr>
<td>25% of overall budget</td>
<td>75% of overall budget</td>
</tr>
</tbody>
</table>

**Awards and Recognition:**
- Accredited as a Four-Star Chamber by the U.S. Chamber of Commerce. Four-Star Accreditation places the Chattanooga Chamber among the top 3% nationally.
- Green Plus Chamber Award for successfully recruiting Volkswagen to re-use a brownfield site.
- 2015 American Chamber of Commerce Executives (ACCE) – Chamber of the Year Finalist

Member & Investor Services

**Primary Function:** Provide and communicate highly-valued member benefits and opportunities.

**Member Orientations** are held the first Tuesday of each month from 8 – 9:30 a.m. at the Chattanooga Chamber Office, located downtown at 811 Broad Street. These orientations offer members and non-members an opportunity to learn more about how the Chamber can benefit you and your business. For more information, please contact Meredith Rivers, Member & Investors Relations Manager.
Get Involved!

**Councils:** The quickest way to get involved and build relationships is by attending council meetings. For more information please contact [Honor Hostetler](mailto:community@cityof chattanooga.com), Community Outreach Director.

<table>
<thead>
<tr>
<th>Council</th>
<th>When</th>
<th>Link to Council Website</th>
<th>Connect</th>
</tr>
</thead>
<tbody>
<tr>
<td>Downtown</td>
<td>1st Thursday of each month @ 7:30am - networking, 8:00am program</td>
<td>Downtown Council</td>
<td>Facebook, Twitter, LinkedIn</td>
</tr>
<tr>
<td>East Brainerd</td>
<td>4th Tuesday of each month @ 11:30</td>
<td>East Brainerd Council</td>
<td>Facebook, LinkedIn</td>
</tr>
<tr>
<td>East Ridge</td>
<td>1st Thursday of each month @ 11:45</td>
<td>East Ridge Council</td>
<td>Facebook, Twitter, LinkedIn</td>
</tr>
<tr>
<td>Enterprise Gateway</td>
<td>4th Thursday of each month @ 8:30am</td>
<td>Enterprise Gateway Council</td>
<td>Facebook, LinkedIn</td>
</tr>
<tr>
<td>Hixson</td>
<td>3rd Wednesday of each month @ 11:45</td>
<td>Hixson Council</td>
<td>Facebook, LinkedIn</td>
</tr>
<tr>
<td>International</td>
<td>4th Friday of each month @ 8:00am</td>
<td>International Council</td>
<td>Facebook, Twitter, LinkedIn</td>
</tr>
<tr>
<td>MidTown</td>
<td>2nd Wednesday of each month @ 11:45</td>
<td>MidTown Council</td>
<td>Facebook, LinkedIn</td>
</tr>
<tr>
<td>North Chattanooga</td>
<td>1st Tuesday of each month @ 11:30</td>
<td>North Chattanooga Council</td>
<td>Facebook, LinkedIn</td>
</tr>
<tr>
<td>North Hamilton County</td>
<td>3rd Thursday of each month @ noon</td>
<td>North Hamilton County Council</td>
<td>Facebook, LinkedIn</td>
</tr>
<tr>
<td>Ooltewah/Collegedale</td>
<td>3rd Wednesday of each month @ 9:30am</td>
<td>Ooltewah/Collegedale Council</td>
<td>Facebook, LinkedIn</td>
</tr>
<tr>
<td>Red Bank</td>
<td>3rd Tuesday of each month @ noon</td>
<td>Red Bank Council</td>
<td>Facebook, LinkedIn</td>
</tr>
<tr>
<td>Southside</td>
<td>2nd Thursday of each month @ noon</td>
<td>Southside Council</td>
<td>Facebook, LinkedIn</td>
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</table>
**Ambassadors:** The Chamber Ambassadors consist of Chamber volunteers who serve as the public relations team for the Chamber. These volunteers call on existing members throughout the year. Ambassadors also represent the Chamber at grand openings, ribbon cuttings, and annual events. The Ambassadors take active roles in Chamber council activities.

- **Monthly Meeting:** The Ambassadors meet on the 2nd Tuesday of each month at 11:30am and is hosted by a member business.
- If you are interested in joining the Ambassadors and would like to see the requirements, please [click here](#). For additional information, please contact Meredith Rivers, Member & Investors Relations Manager.

**Ribbon Cutting:** The Chattanooga Area Chamber host and supports ribbon cuttings for business grand openings or major milestones.
- For a list of upcoming Ribbon Cuttings please see the [events calendar](#) on the Chamber’s website.
- If interested in scheduling a Ribbon Cutting for your business [click here](#) for more information.
- Fee based on membership level. ($100 for Business Level, free for Premiere and Executive Level)

**Major Events:** For additional information on Chamber events please email the [Events Coordinator](#). Individuals may register for events by contacting the Chamber Events Coordinator at 423.763.4372.

- **Annual Meeting – August**
  The Chamber’s Annual Meeting is an opportunity for our members to gather and reflect on our accomplishments of the past year and plan for the future. Over 1200 people attend this event each year.
- **Chamber Open House & After Hours- September**
  The purpose of this event is to engage membership, introduce staff to investors, highlight Chamber members, and promote active volunteerism. This event is a great way to highlight your business, network and enter to win a few grand prizes!
- **Spirit of Innovation – October**
  This awards luncheon is held every year to celebrate the most innovative and forward thinking companies in our area. Nominations are accepted each year during the month of August and applications may be submitted during the month of September.
- **Mayor’s Business Breakfast- January**
  Held in conjunction with the city and county mayor’s offices, this breakfast is a chance for the mayors to recognize the importance of local business and industry.
- **Small Business Luncheon & EXPO – March**
  - **EXPO Chattanooga** is the area’s largest business trade show and an excellent opportunity to make contact with thousands of potential customers. Booth sales begin in September of each year. Please contact Taylor Belcher for more information.
  - **The Small Business Luncheon** is an award ceremony held by the Chamber each year to recognize the small business owners who make up the backbone of our local economy. Nominations are accepted each year during the month of October and applications may be submitted during November and December.
- **Community Leadership Luncheon – May**
  The Chamber believes in fostering local leaders through its Leadership Chattanooga program. This luncheon provides a speaker on leadership and recognizes those who have completed the program that year.
- **Diversify (Diversity & Inclusion) - June**
  This event will feature a luncheon and speaker, business match-making, seminars and a showcase of minority enterprises.
Sponsorship opportunities for these events are available through our Chamber Champion program. Become a Chamber Champion and enjoy the benefits of communicating your brand at Chamber events throughout the year. This affordable sponsorship program allows you to choose a recognition tier with a menu of options to fit your marketing needs and budget. Please contact our Events Coordinator to learn more about the Chamber Champions program.

Networking Events:

- **AM Networking** - Held the first Wednesday of each month, AM Networking brings an average of more than 80+ area businesspeople together for an hour of networking and refreshments held in a different area business each month.

- **Business After Hours** - Held the third Thursday of every month, Business After-Hours offers local professionals the opportunity to network and socialize in a different area business each month.

- For additional information on these events or to learn more about hosting an event at your business, please contact our Events Coordinator.

Membership Benefits

These opportunities apply to each of the three membership levels (Business, Premiere, and Executive Circle).

- **Business Promotion**

- **Membership Plaque & Decal** - Once a member, you will receive a new member packet containing the membership decal, plaque and discount information from our Chamber partners. If you have any questions, please contact Meredith Rivers, Member & Investor Relations Manager.

- **Membership Web Plaque** - the Chattanooga Chamber offers a Web plaque that can be posted on your website or social media page. Download the Chattanooga Chamber 2015-2016 ePlaque by logging into the Member Portal and selecting FREE! ePlaque located on the members only home page. If you have any questions, please contact Jeremy Henderson, Creative Projects Manager.
  o Please note that when business decision makers believe a business is a chamber member, favorability increases by 42% (37% in 2007), perceived awareness and reputation grows to 78% and 65%, respectively, (51% and 58% in 2007), plus the likelihood of future patronage increases by 74% (59% in 2007).

- **New Member Benefits** – if you are a new member, you will receive a packet of information when you join the Chamber. This packet includes coupons that are time sensitive so please make sure to review thoroughly. For more information, please contact Meredith Rivers.

- **E-Mail Updates** – membership dues are based on number of employees; therefore, you can sign up as many people as you would like to receive our weekly newsletter called BottomLines and our weekly calendar of events. Other opportunities are also sent to our members on an as needed basis. To add or delete employees from our database, please contact Eric Lisica.
• **Access to market research and statistics** - Annual data on the Chattanooga area, reports on economic indicators, and demographic market analyses are available [here](#).

• **Business Resources** - the Chamber’s Economic Development department provides assistance for existing business. To learn more about existing business support offered, please [click here](#).

• **Certificates of Origin** - Please contact Brenda Harrison, Receptionist/Administrative Assistant

### Saving Money

Our discount programs with Office Depot, COS Business Solutions and Interiors, Ignite Payments and Constant Contact are based on joint buying power and offer real opportunities for savings. Office Depot also has a program that allows employees to receive discounts. Listed below is the contact name for these programs.

• **Office Depot** – Rick Love | 205-427-9328 | Ricky.Love@OfficeDepot.com
• **COS Business Products and Interiors** – Anne Losee – 423-624-0011 or A.Losee@cosonline.com
• **Ignite Payments** formerly First Data – Jason Banther – at chamber@fdis-chatt.com
• **Constant Contact** – Constant Contact is the leader in the Email and Social Media marketing for small business. We use Constant Contact for our online marketing and if you sign up through this [link](#) - we can offer you the same great program. Already have an account? No problem! Simply send an email to partnersupport@constantcontact.com from the email address associated with your account. Be sure to include your username and state and let them know you’d like to participate in the Affinity Management Partner Program.

• **Member Discounts** - For a complete list of member-only discounts, please [click here](#).
  o Other savings include discounts on seminars and educational programming offered by the Chamber and ticket pricing to events.
  o Members can also post discounts that they would like to offer to other members through the member portal. For more information, contact Eric Lisica.

• **Discounts on INCubator conference rooms** - To reserve a room please contact Tabitha Erickson with the BDC at 423-752-4301.

<table>
<thead>
<tr>
<th>Room</th>
<th>Training Room</th>
<th>Conference Room (8-10 people)</th>
<th>Board Room (14-16 people)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Length of Use</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chamber Member</td>
<td>Hourly (Per hour Up to 2 Hours)</td>
<td>Full Day (over 2 Hours)</td>
<td>Hourly (Per Hour Up to 2 Hours)</td>
</tr>
<tr>
<td></td>
<td>$75</td>
<td>$250</td>
<td>$35</td>
</tr>
<tr>
<td>Non-Chamber Member</td>
<td>$150</td>
<td>$450</td>
<td>$55</td>
</tr>
</tbody>
</table>
Opportunity to purchase Chamber membership list in Excel format - Business members may purchase the Chamber membership list for $327.50 (tax included). Premiere and Executive Circle members receive a complimentary Chamber membership list. Please note email addresses ARE NOT included in the Chamber membership list. For more information, please contact Meredith Rivers.

Promote Your Business

- **Chamber Champions** - Become a Chamber Champion and enjoy the benefits of communicating your brand at Chamber events throughout the year. This affordable sponsorship program allows you to choose a recognition tier with a menu of options to fit your marketing needs and budget. Please contact our Events Coordinator for more information or click here.
- **Chamber Council Meetings** - sponsorship opportunities are available at our monthly council meetings held throughout the community. For more information please contact Honor Hostetler, Community Outreach Director.
- **Enhanced listings on Chamber website** – please contact Eric Lisica for more information.
- **Press Releases & Coupons** - With the use of the member portal, Chamber members may post their own press releases and company coupons. For information about how to post your information, please contact Eric Lisica. These will then be featured in our weekly e-newsletter Bottom Lines.
- **Directory Key Words** – you may choose up to 25 key words to search your business in our Chamber website. Please send your list to Eric Lisica for inclusion.

Premiere Members

Premiere members receive all of the previously stated benefits plus additional benefits to further enhance their company’s presence within the community, Visit our website for a complete list of Premiere Members.

Executive Circle Members

Executive Circle members receive all of the previously stated benefits plus additional benefits which reflect increased access to resources and decision-makers. Those within the Executive Circle represent the top membership investors in the Chamber's business network. Please visit our website for a full listing of the Chamber’s Executive Circle Members.

HOW TO:

- **Make changes to your company’s listing in the online business directory** - Please contact Eric Lisica, Web Content Administrator.
- **Access the member portal** - Members should receive a welcome e-mail from the Chamber containing a member portal username and password. Log into your member portal here.
  - Your username and password may also be used to register for Chamber events.
• **Change or add keywords associated with your company’s listing in the online business directory** - Please contact Eric Lisica if you wish to change your current keywords. Please note that each company is allowed a maximum of 25 keywords.

• **Update company contact information** - If at any time your company’s contact information changes (individuals, e-mail addresses, phone numbers, address, etc.) please immediately contact Eric Lisica.

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**Chattanooga Chamber Foundation**

**Economic Development**

**Primary Function:** Support the creation of jobs by recruiting new companies and assisting existing companies as they expand.

**Chattanooga CAN DO Job Creation Campaign:** Chattanooga CAN DO (2015-2020) is a public-private partnership to fund the region's comprehensive job creation strategy. This proactive strategy is designed to market the Chattanooga region as a premiere business location.

- Chattanooga CAN DO is a public-private partnership with 40% of the funding coming from Hamilton County and the City of Chattanooga and the remaining 60% provided by area businesses and other private sources. For a complete list of CAN DO investors, please [click here](#).

**President’s Club:** Members of the President’s Club are taking the lead on job creation through a major investment in the Chattanooga Chamber Foundation and Chattanooga CAN DO. These community leaders have helped catapult Chattanooga from being an economic development non-entity in the early 2000’s to being a national leader in just a few years. For more information about Chattanooga CAN DO and joining the President’s Club, please call Sandra Brewer at (423) 763-4346.

**Public Strategies**

The Chattanooga Chamber serves as the voice of business and plays a particularly vital role in the policy arena, seeking to be a dynamic, constructive partner in the policy-making process.

Chattanooga Chamber staff organizes these activities with the leadership and support of Chattanooga Chamber members, including the Public Policy Committee, the Board of Directors, the Executive Board, and Chamber councils. Policy positions are frequently informed by input from Chamber members, through surveys, focus groups, committees and other input.

In addition, the Chattanooga Chamber maintains collaborative relationships with counterparts in Tennessee’s other urban areas. The Chattanooga, Knoxville, Memphis and Nashville chambers typically issue a joint policy agenda prior to each state legislative session and communicate regularly throughout the year. As circumstances warrant, the Chattanooga Chamber may also engage in policy-related activities with the Tennessee Chamber, the U.S. Chamber, and the Tennessee Business Roundtable, as well as various ad hoc coalitions.
The Chamber’s Board includes representation from all levels of government, including Hamilton County Mayor Jim Coppinger, Chattanooga Mayor Andy Berke, State Rep. Mike Carter, and U.S. Congressman Chuck Fleischmann. In addition, U.S. Senator Bob Corker’s office is typically represented at Chamber Board meetings by a senior staff member.

The Chattanooga Chamber does not endorse candidates or engage in partisan activity of any type.

To find out more about our Chattanooga Chamber’s public policy activities, please contact David Steele, Vice President of Policy and Education.

Workforce Development/Education:
- **Principal Leadership Academy:** This program teaches Assistant Principals in Hamilton County Schools the business and educational leadership skills they will need to become principals.
- **School-to-Work Programs:** Engages more than 1,000 volunteers each year to teach 15,000 Hamilton County 8th through 12th graders about the connection between academic performance and success in the workplace.
- **Support During Lay-offs:** Delivers in-person seminars to laid-off workers outlining local job search resources and opportunities.
- For more information on these programs, please contact Mattie Moran, Director of Workforce Development & Education.

Community Leadership:
- **Leadership Chattanooga:** Approximately 40 emerging leaders participate in this 9-month program designed to inform and engage.
- **Chattanooga Insight:** A mini-leadership session targeted to people who are new to the community or new to positions of leadership.
  - For additional information on both leadership programs, please visit the Leadership Chattanooga page.
- **Intercity Visit Coordination:** Coordinates the Chamber’s inter-city visits and provides support to other communities that are planning a visit to Chattanooga.

**Young Professionals Association of Chattanooga (YPAC)**

**Mission:** Bringing Young Professionals (21-40) in the Chattanooga area together to promote philanthropic initiatives, attend social events, raise political awareness, and leverage influence in the city’s future. We aim to improve the quality of life for the people of the greater Chattanooga area by connecting young, working people to the city civically, professionally and socially. We strive to attract and retain modern, innovative thinkers who will invest in the area, strengthen the local economy, care for the community, and define Chattanooga’s future with the next generation of leadership.

**Monthly Meeting:** YPAC meets on the last Friday of each month at 11:30am. The meeting is held in the Chamber Board Room, 811 Broad Street.
- For more information on YPAC or to visit the YPAC Chattanooga website, please click here.
Marketing and Communications

Primary Functions

- Builds and expands the Chamber’s reputation and visibility through branding, reaching key audiences with consistent information that supports and drives our strategic goals.

Programs & Tactics

- **Websites**
  - ChattanoogaChamber.com for members/community.
  - ChattanoogaCanDo.com for site selectors and business prospects, including promotional landing pages for the Chamber’s INCubator.
  - ChattanoogaTrend.com for economic development news, advice for working smarter, member news and more.

- **Online Content**
  - BottomLines – Bi-monthly member e-newsletter, reaches up to 9,000 members
  - Business Trend in Edge – First of the month online and print publication by the Chattanooga Times Free Press with a special section with exclusive Chamber news. Content appears online both on the CTFP EDGE website and the Chamber website.
  - Business Trend Online - Economic development and member news, mid-month – news designed for prospects and members that does not run in Edge; appears on Chamber site.
  - Business Climate Chattanooga Economic Profile – an annual print and online publication designed for site selection decision-makers and top investors, published by Chamber member Journal Communications.
  - Livability.com – Journal Communications also manages this site, which lists Chattanooga in the top 100 best places to live.

- **Digital Media**
  - Membership Directory App for smart phones
  - LinkedIn, including a discussion group
  - Twitter @CHAChamber
  - Instagram @CHAChamber
  - Facebook
  - YouTube

- **Chamber Advertising Placement Opportunities**
  - Trend in Edge
  - Trend Online

*Please contact Sybil Topel, Vice President of Marketing and Communications for more information.*
Primary Functions:
- Offers start-up businesses office or manufacturing space at below market rental rates
- Provide start-up businesses with a number of other resources such as INCubator clerical support, fax machine, copier and postage machine.
- The Tennessee Small Business Development Center, which has offices in the INCubator, also provides a business library, computer and video centers, and business counseling services.

Achievements:
- In the fall of 2011, Hamilton County completed a long-needed renovation of the Business Development Center (also known as The INCubator)
- Since it’s opening, the center has hosted 140-150 training and group meetings per month for a variety of organizations.
- Currently The INCubator houses:
  - 68 start-up companies providing employment for over 350 people
  - Approximately 35% minority/women-owned or co-owned businesses

General Information: Located at 100 Cherokee Boulevard, the INCubator is owned by the county and managed by the Chattanooga Area Chamber of Commerce. Please visit their website.
- If interested in becoming a tenant please contact INCubator staff at (423) 752-4301

*Contact the Entrepreneurial & Start Up Services

Diversity & Inclusion
Diversity & Inclusion at the Chattanooga Chamber supports the development and growth of businesses owned by minorities, women, veterans and other historically disadvantaged groups.

Purposeful economic inclusion efforts promote the success of the entire business community.

We strive to model diversity and inclusion strategies that advance productivity, encourage innovation and inspire growth.

For more information, contact Maria Noel, Director of Diversity & Inclusion at 423.763.4338.

Finance
Primary Functions: Maintain all financial transactions and for the Chamber and Chamber Foundation, including accounts payable, accounts receivable, payroll, and collections. Also responsible for general office management and human resources for Chamber staff.

*Contact Cheryl Millsaps, Vice President of Finance and Administration.
THRIVE 2055

THRIVE 2055 is a citizen-led, public-private endeavor to engage people from across the 16-county, tri-state Chattanooga region of Southeast Tennessee, Northwest Georgia and Northeast Alabama to make the most of our economic opportunities while preserving what we love about our home communities.

The objective is to identify regional values and goals along with a consensus on strategies related to regional economic development, the region's natural treasures, regional transportation, and education and training that can be implemented for the long-term prosperity of the region.

**Connect:** For more information or to get involved, please their [website](#).