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#### Ray Painter

Publisher, Edible Jersey ediblejersey.com



### Digital Resources for Downtowns

June 12, 2020 www.DowntownNJ.com

# DOWNTOWN

### N E W J E R S E Y

#### Education

- Technical Assistance
- Quarterly Newsletters
- Quarterly Round Tables
- Webinars & ZOOM Exchanges
- Annual Conference

### Advocacy

- Quarterly Policy Watch
- Real Time Policy Advisories
- Legislative Testimony

### Recognition

- Annual Awards
- Quarterly Member Spotlights
- Social Media Shares

### www.downtownnj.com

Downtown New Jersey is a member-supported non-profit organization.



www.DowntownNJ.com

Save the Date! DNJ Virtual Conference – Friday, October 23rd

#### Upcoming Forums:

- June 19: Re-Entry for Retailers *(small businesses welcome)*
- June 26: Commercial District Recovery
- Send us your suggestions for future forums... info@downtownnj.com

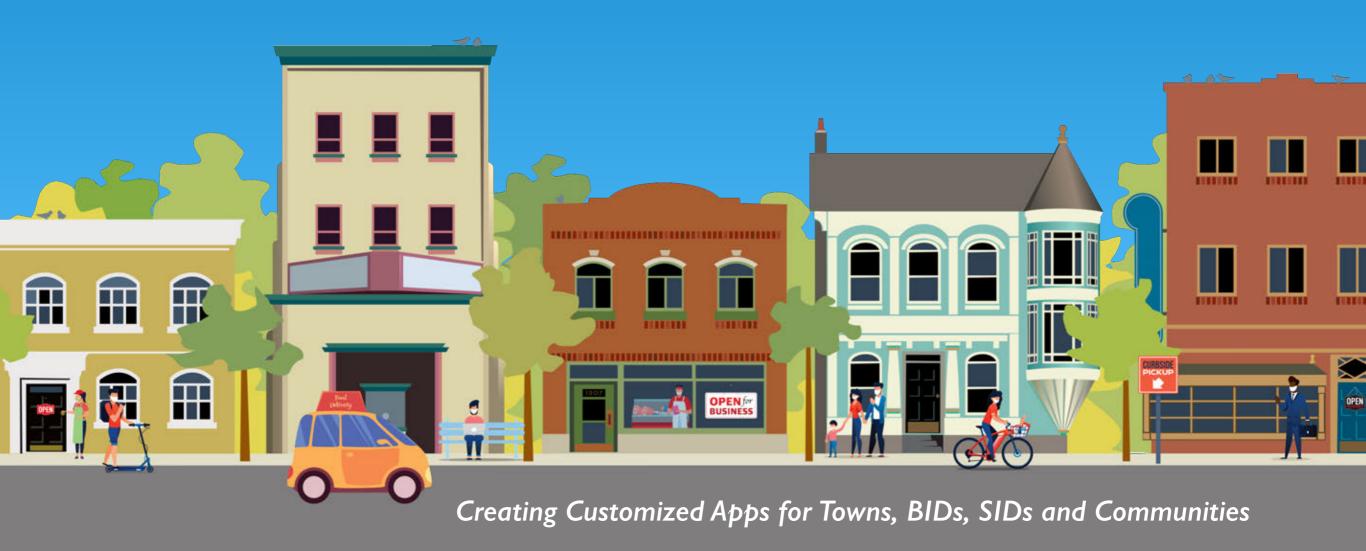
#### Past Forums:

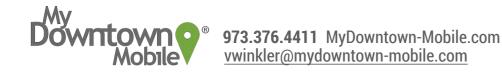
- May 29: NJEDA Phase 2 Small Business Assistance Grants
- May 22: Is Your Downtown Ready to Re-Open for Business?
- May 13: Farmers Markets in the New Normal
- May 8: Getting Back to Business Safely
- April 28: Supporting Local Economies Webinar
- April 24: Downtown Budgeting Now
- April 17: What's next for the Retail Real Estate Market?
- April 4: Survival Marketing Workshop
- March 27: State & Federal Relief Programs
- March 20: Downtown Manager Exchange

News since our last meeting

- Gov. Murphy signed Executive Order extending public health emergency, but lifts stay-at-home order
- Upcoming re-openings:
  - June 15: Outdoor dining, limited non-essential retail
  - June 22: Outdoor pools and additional recreational activities
  - July 6: Youth summer camps
- Outdoor gathering limit increased to 100 people
  - Anticipated to rise to 250 people on 6/22, 500 people on 7/3
- Indoor gathering limit increased to 50 people or 25% of capacity, whichever is lower
- Gov. Murphy announced recommendations for review of State long-term care facilities in wake of COVID

# Mobile Apps Keep Downtowns Open & Connect the Community





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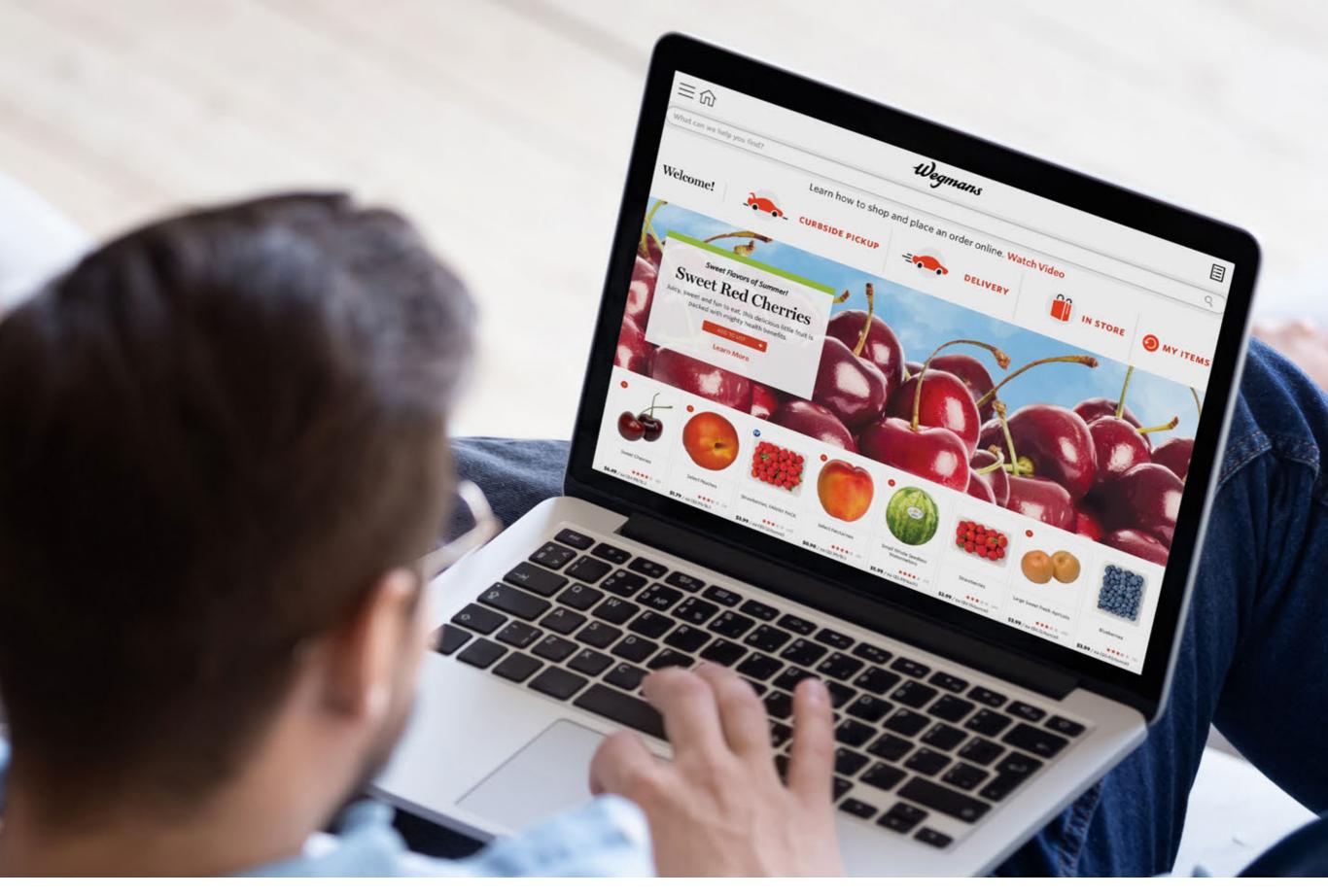
















# Placemaking Challenges in the COVID-19 Environment



973.376.4411 MyDowntown-Mobile.com vwinkler@mydowntown-mobile.com







973.376.4411 MyDowntown-Mobile.com <a href="http://www.wowntown-mobile.com">www.wowntown-Mobile.com</a> A branded service offering of **(S) GRUSKIN GROUP**<sup>™</sup>

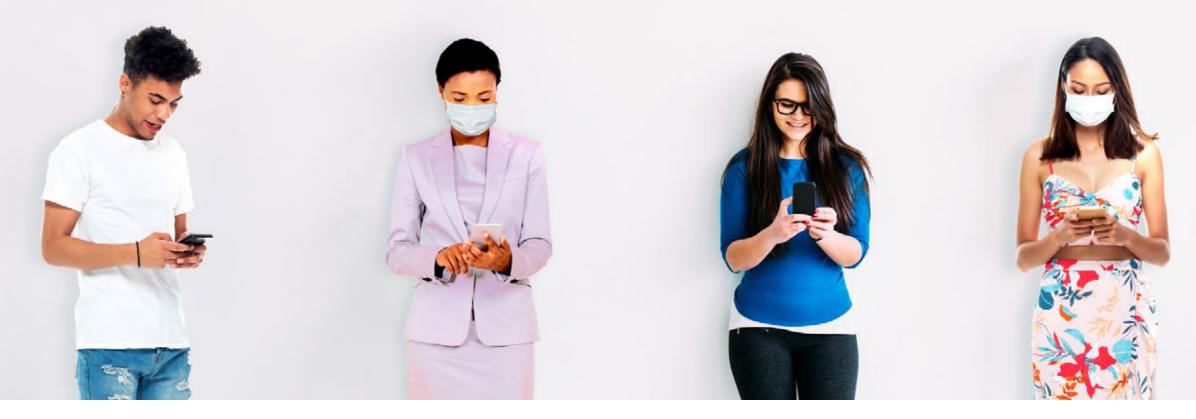




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- US Smartphone Users: 269 Million in 2019
- 96% of Americans Own a Cellphone
- 81% of US Population Owns Smartphones (2019)
- Smartphone Household Penetration in the US 91%
- 80% Have a Smartphone in NJ

Sources: I - Statista; 2&3 - Pew Research Center; 4 - Consumer Technology Associates; 5 - NJ Advance Media





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## **Popularity is rising for:**

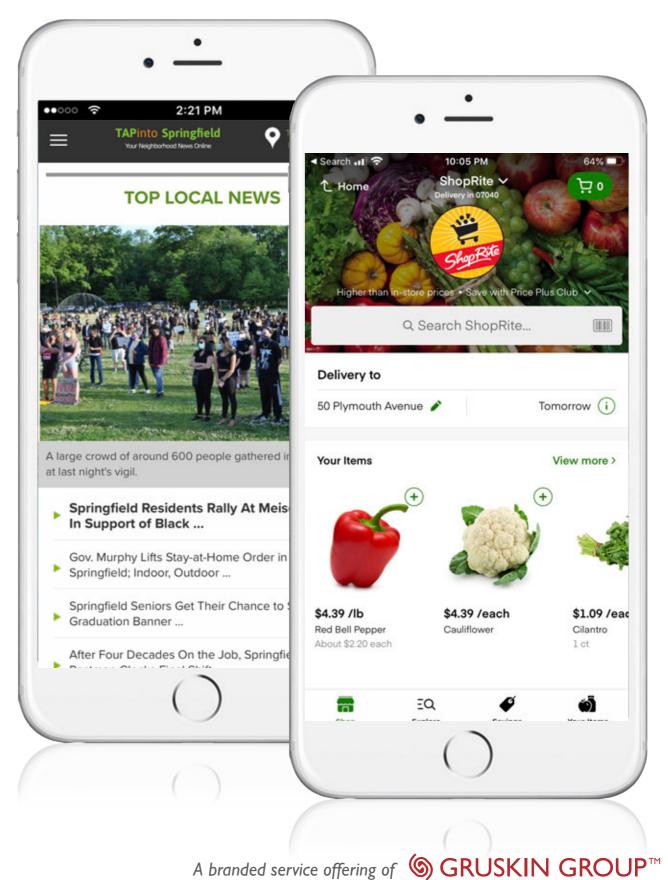
#### Local News Sites are receiving huge jumps in traffic

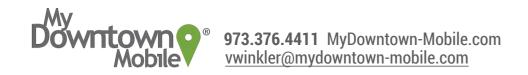
• People seeking local info during the pandemic.

### **Online Grocery Shopping Surged**

• From 3% – 4% to 10% – 15%

Sources: I - The New York Times; 2 - The Atlantic / Bain & Company



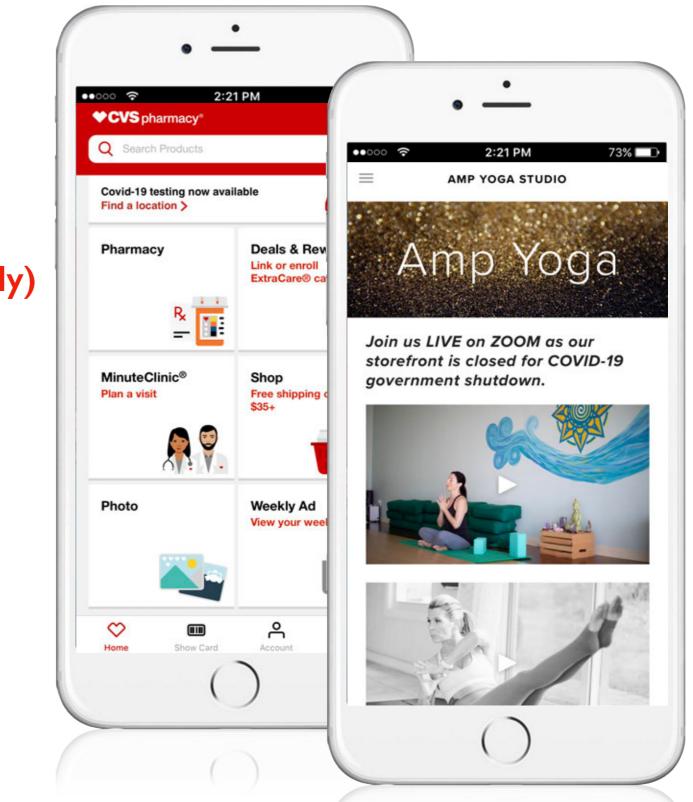


## **Popularity is rising for:**

#### The Industries with the Biggest Spikes in Traffic and Online Search.

- Online Pharmacies (+100% globally)
- "New Home" Searches (+75%)
- Online Yoga Classes (+60%)
- Books & Literature (+|6%)
- Health eCommerce (+9%)
- Home Decor (+7%)
- Retail (+6%)
- Fashion (+5%)

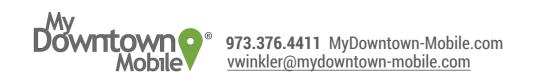
Sources: I - <u>Search Engine Journal</u> (Google); 2 & 3 - Noble Studios; 4 through 8 - SEMrush



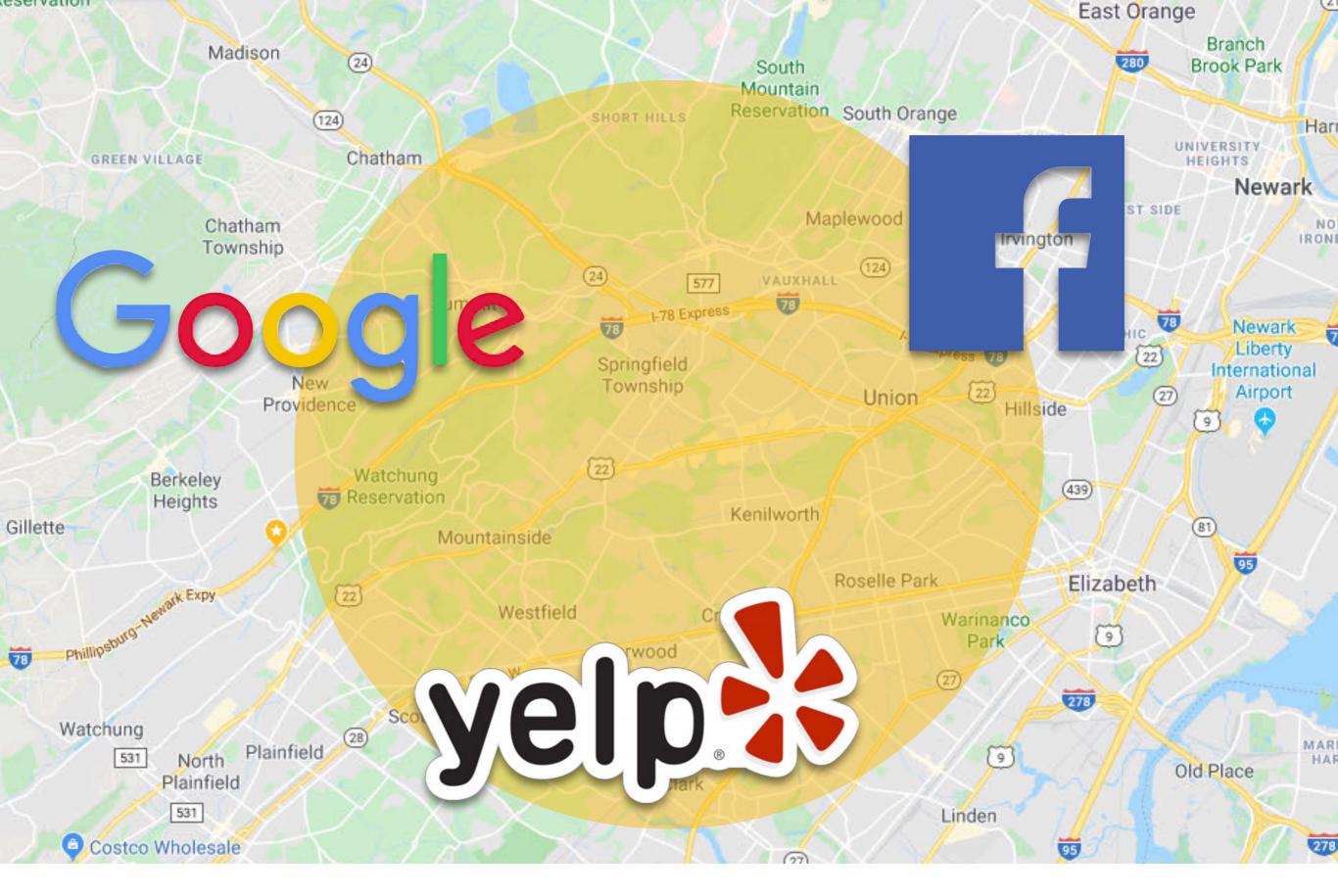


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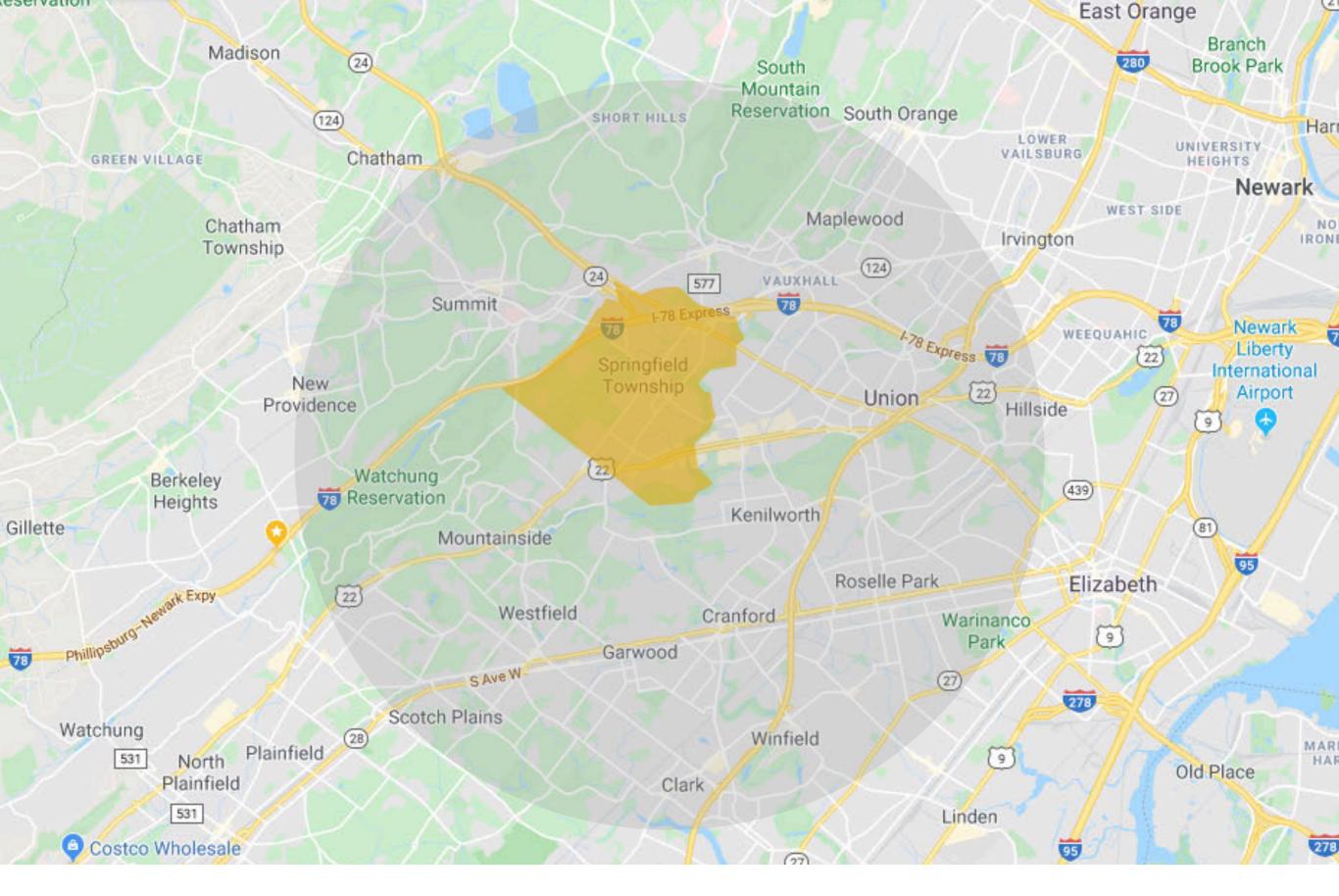






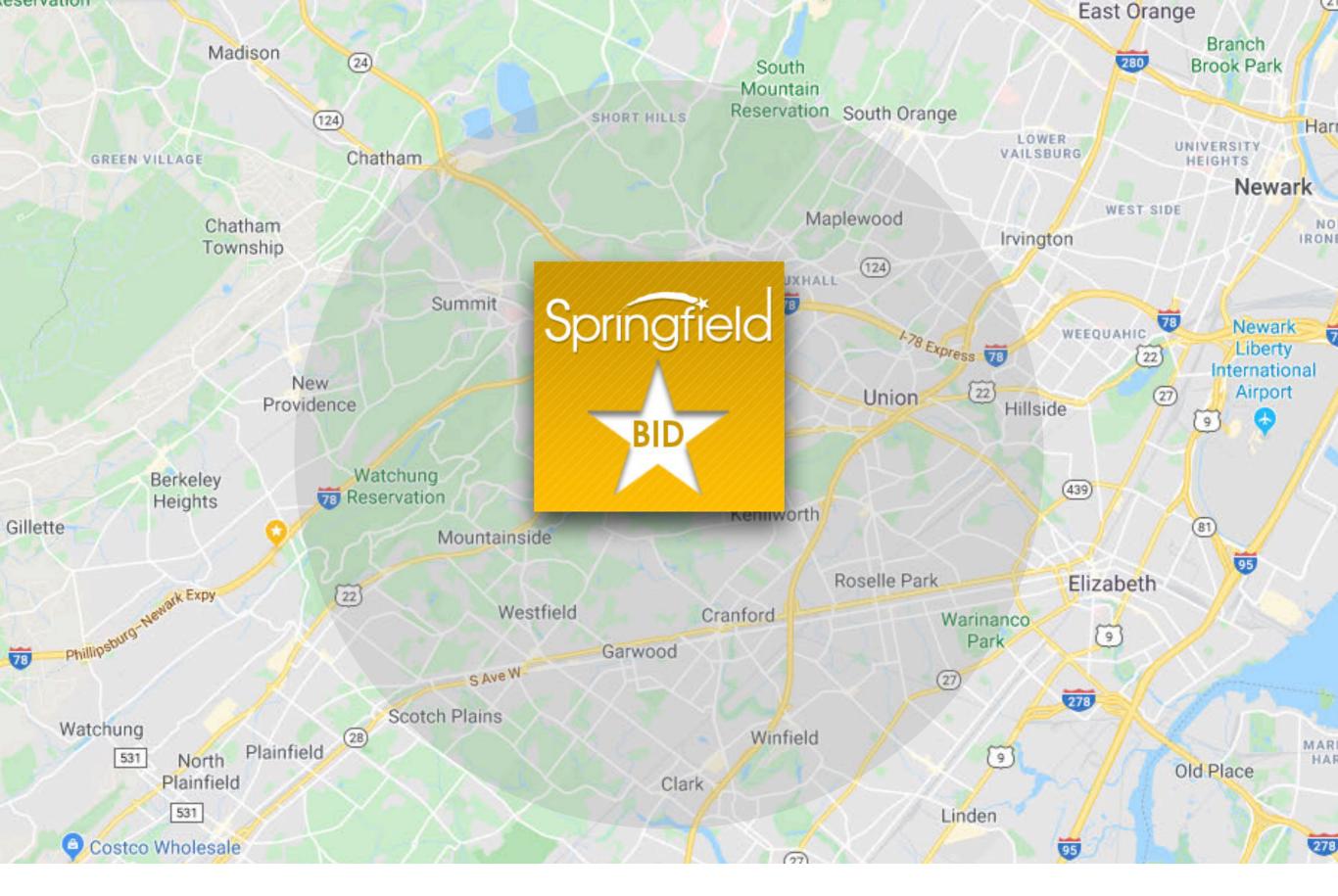


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## **The Digital Expression of Your Town**









POINT

BEACH

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## **Aggregate Local Information & Commerce**

Directory:

Updated COVID-19 Business Operations and Hours

**Events:** 

Promote digital and social distancing events



notices and policies



Deals: Support local commerce – post incentives and promos

#### News:



Latest localized news – what's most relevant to your residents

#### **Downtown:**

in

Help small businesses get their word out & keeping customers safe.



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## **Aggregate Local Information & Commerce**



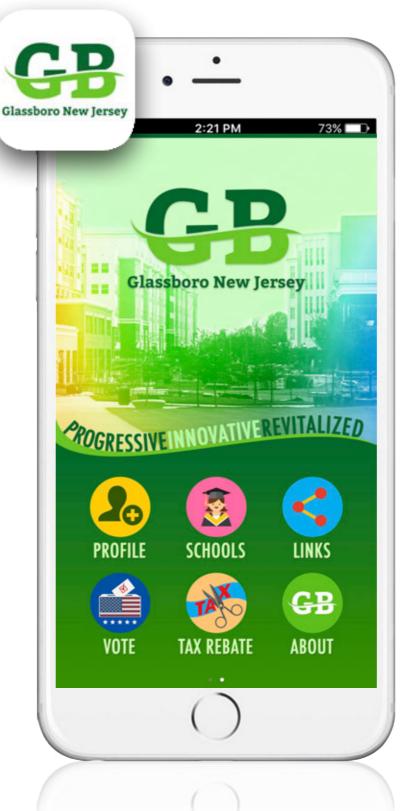
#### **Schools:**

Inform residents of new procedures and online learning tools

**Profile:** 

Personalize the App,

decide which Push Notifications you want to receive.



Links:

Update links with vital municipal and community information

#### **About:**



Up-to-date latest summary on what is being done to keep residents safe



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### Key Mobile App Features Addressing the New Normal after COVID-19



**Branding:** Present Town Image that Reflects your Town Identity and Personality **Push Notifications:** Send Important Updates (COVID-19), Resources (Assistance/ Aid), Community Info (Activities/Ideas)



**Directory:** Easily Update Business Listing Info with New Hours and Operating Procedures, Online Ordering Tools, Support Local Business **Links:** Pull Valuable Links into App, Mayor's Updates, Community Links, State Info, Etc. Local News: Provide latest News/Info/Updates, Use RSS Feed Social Media: Community Posts, Check-in, Share (Deals, News, Events) on FB, Etc. **App Management:** Content Management System, Multi-user Access, Etc. **Events:** Promote Local In-Person & Virtual Events, Link to Video Feeds & Calendars **Local Incentives:** Post Local Deals, Coupons/Discounts with Push Notifications **Photos/Videos:** Post Photos/Videos to Showcase Community Multi-Location Loyalty Program: Customer Retention for Local Businesses



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# Keep App Up-to-Date

#### Keep People Coming Back to the App, for the Latest Fresh and Relevant Content

#### **Content Examples:**



Schedule and use **push notifications** to inform people of **town alerts** (COVID-19 Related Updates, School/Retail/Road opening, etc.) deals, events, etc.



Request **business owners** to provide updates about **Re-Open Status, Contactless Delivery/Pick-Up, Deals** to be included In-App and/or Push Notifications.



Add **local events** from the town, library, farmers' market, civic organizations' meetings, township committee & BOE meetings. Key community days (Earth Day, Pride Day, Etc. )

#### How to Get Information into the App:

Your organization aggregates and posts content in the App



Hire part-time or full-time staff to update App, social media and marketing

**Retain your App vendor** to post updates and pushes – Allot at least 3-7 hours per month (or more), depending on local needs



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## **Budget: Custom and Templated App**



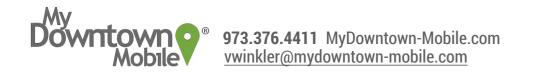
Semi-Custom/Branded/Templated: \$6,000 to \$12,000\* (Final cost depending on platform and the amount of customization) Timeframe to Launch: 1 to 2 Months Monthly Maintenance: \$250 - \$400

\* Freemium Apps Available with Additional Cost for add-on Features



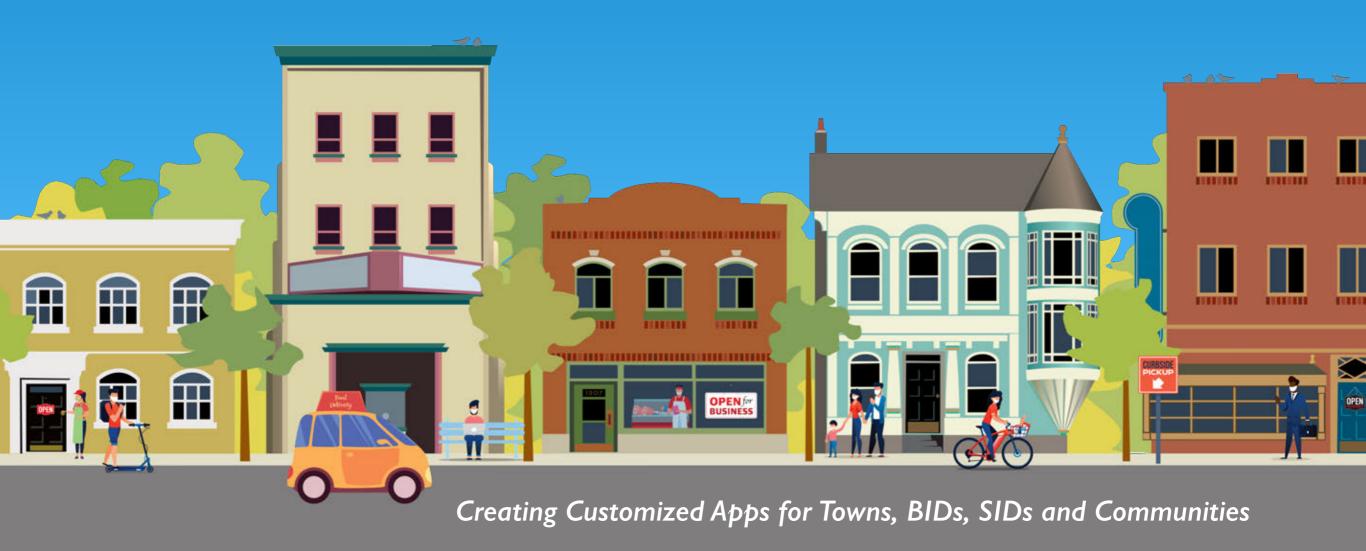
**Custom App Development:** \$30,000 to \$60,000+ (Final cost depending on complexity)

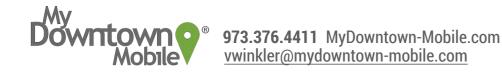
Timeframe to Launch: 6 to 12 Months Monthly Maintenance: \$1,000 - \$2,000



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"Bevond Main was created out of frustration in watching small struggle to compete with growing online sales. Many businesses I worked with had the key elements to be successful, except two key factors; aggregation for one easy online shopping experience, and convenience for searching and purchasing. I knew technology was the answer.

# THE TEAM



Kate Giovambattista Co-Founder | CEO





Co-Founder | COO

**Daniel Van Schaik** CTO



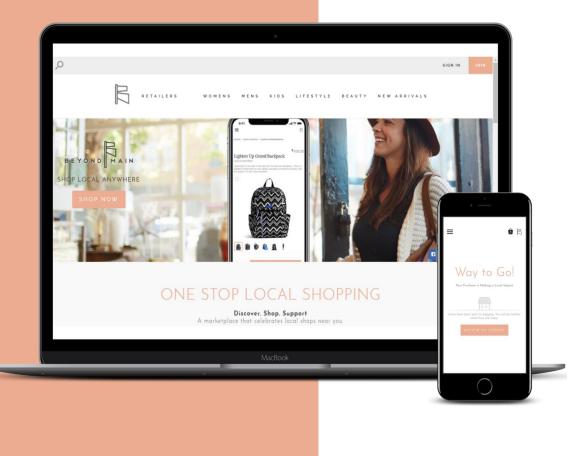
**Bridget Renzulli** CSO + Social Impact



#### **Our Story**

Together, we are on a mission to create a new operating system for neighborhoods, and a better way to shop and live locally. Both Kate and Kelly each have worked directly with Main Street small businesses for over a decade with Vera Bradley. They intimately understand the pain points communities and independent business owners face. Because a good solution did not exist, they set out to create one. Dan is a software engineer who graduated from Stevens Institute. Dan also spent time working for fortune 500 organizations. Dan specializes in web and software development products geared towards small and medium sized businesses. Bridget's background in corporate and social responsibility with Boeing has helped Beyond Main realize its purpose and mission to help communities grow and thrive through everyday commerce and activity.

# THE RETAIL RENAISSANCE



Online shopping has transformed the retail landscape.

Consumer behavior and expectations have shifted.

This behavior change is impacting communities and the ability for small businesses to sustain and grow.

Beyond Main has created a technology solution to help businesses adapt and communities thrive.

The Future of Shopping Local beyondmain.com

# SMALL BUSINESS IMPACT

The downtown of a city is the leading driver for the creation of a dynamic, efficient, resilient, and culturally diverse community

2017 IDA Study

		\$		
Employment	Community	Local Economy	Vibrancy	Tax Base
Support 48% of all private sector jobs	Give as much as 250% more to community non- profits	Recirculate profits at a higher rate than chain stores or remote online shops	Attracts and engages residents in the community	Contributes and enhances the overall tax yield of a city

# THE PROBLEM



#### **Local Business Access Online**

Two thirds of small businesses are not ecommerce enabled

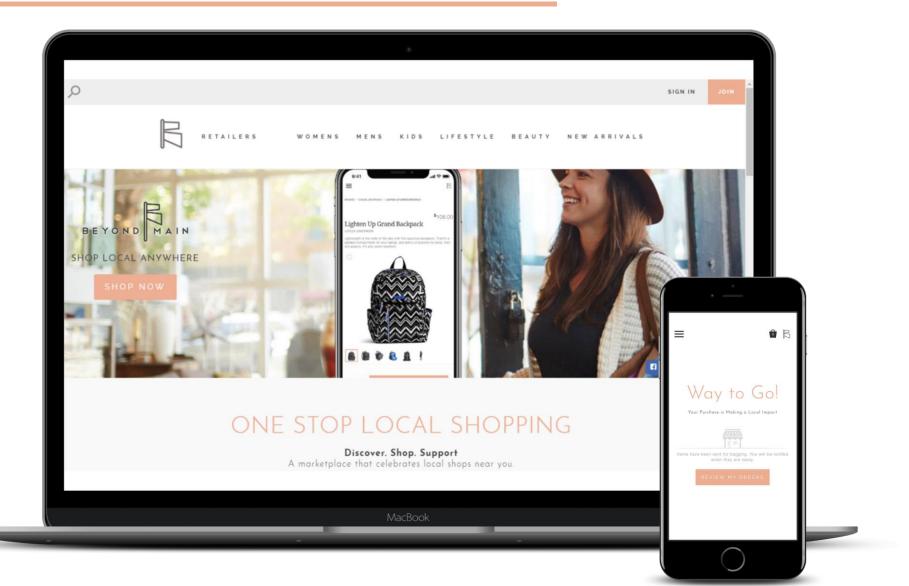
U.S. ecommerce sales penetration went from 16% in 2019 to 27% in April 2020

87% of customers are searching for local businesses online

# SOLVING THE PROBLEM

How can small businesses stay competitive?

This calls for deep integration across al channels, including websites, marketplaces, social media, and brick-and-mortar.



#### OUR FOCUS

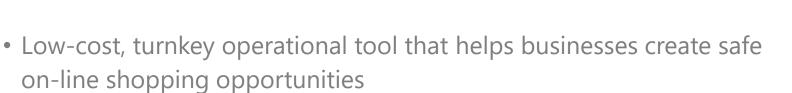
COMMUNITY CONVENIENCE CURATION CONSCIOUSNESS



THE NEW COMMUNITY BASED OPERATING SYTEM WHERE BUSINESSES CAN SURVIVE AND THRIVE

BEYOND MAIN

The Intersection of Mobile and Main Street



• Convenient way for consumers to search, discover, experience, and support local businesses nearby

• Community technology to strengthen local economies through online commerce



#### **How It Works**



Manage your business from anywhere through our low cost and cloud based software.



Sell more, make more.

Maintain margin through

our NO commission fees

ever policy!

Market your business and get found by more customers in your community and beyond.

SHOP

LOCAL

MOBILE

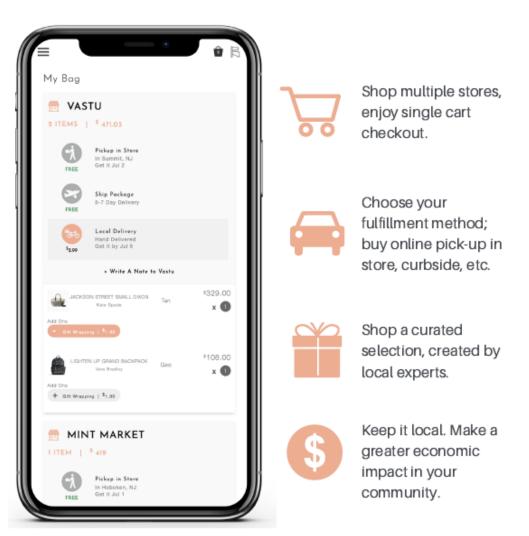


#### **Small Business Benefits**

- Save Time, Money, and Get More Out of an Online Presence
- Beyond Main Marketing Support
- The Virtual Main Street Network Effects
- Revolutionize Community Based Shopping

### **Shopper Benefits**

Search, discover, shop, and support local businesses conveniently online.



# **BRICKS TO CLICKS**

It's time to adapt and integrate the physical and online downtown experience



# **Pivots & Preparedness**

#### **Trends to Watch**

- Consumer Confidence and Spending
- Pandemic Models
- Real Estate Store Closures v. Openings
- Employment
- Leakage

#### **Digital First Mindset & Methodology**

- Agile Adaptable Experimental
  - Lean Startup
  - The Hard Thing About Hard Things
  - Zero to One
  - The Messy Middle
- Align Resources



# LEAD WITH LOCAL



**Collaborate** 



SUMMIT DOWNTOWN SUMMIT. NJ





tea&. oranges repherd





#### **Train & Educate**



METUCHEN DOWNTOWN METUCHEN, NJ



2

**Communicate & Market** 



# BEYOND MAIN

#### THE INTERSECTION OF MOBILE & MAIN ST.

A Convenient Way to Experience and Support Local Businesses



## Kate Giovambattista

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f in

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@BeyondMain

# edibleJERSEY

"My Community Market" + "Dining Destination Guide"



- About Edible Jersey
- "My Community Market" for NJ Farmers' Markets
- NJ Dining Destinations Guide, August 2020



## About Edible Jersey

- Who We Are
  - Mission
  - Summary
- Digital Edition Archives
- Website <u>ediblejersey.com</u>
- Other Digital: e-news, social media, e-Blasts <u>ray@ediblejersey.com</u>



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*Edible Jersey* celebrates love of food and passion for community. Our mission is to connect food lovers to the best resources they can find throughout the Garden State. We help them explore where their local food comes from, how it's produced, and who makes it. *Edible Jersey* believes that locally sourced, sustainably produced food matters to our health, to our lives, to our communities, and to the future of the world around us.





- Celebrating the local food of the Garden State
- Published 5x a year
- Reaching people who are passionate about food
- Launched in 2007
- Award-winning content



Proud member of Edible Communities, a network of more than 75 locally-focused media properties across the US and Canada.



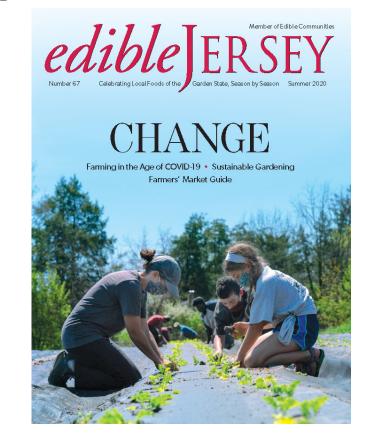
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#### Edible Jersey Summer 2020 Issue







- About Edible Jersey
- "My Community Market" for NJ Farmers' Markets
- NJ Dining Destinations Guide, August 2020





sponsored by edible JERSEY



#### Food + **Community**

- Farmers' Markets are at the heart of what Edible Jersey is all about
- Farmers' Market Promotional Program since 2010
- 2019 Farmers' Market Guide



### **Crisis confronting FM's this year** People should not gather in close proximity at FM's because of coronavirus.

- **Consumer** cannot get local food from their FM vendors
- Vendors loss of livelihood if cannot sell their products
- **Community** FM will lose its local identity as people find other ways to get their food



### **"My Community Market"** New Edible Jersey e-Commerce Site

- E-Commerce website for NJ food producers to sell their products
- Accelerated development and rollout for the coronavirus crisis to meet the special needs of Farmers' Markets
- Conducted pilot with Denville Farmers' Market
- <u>www.mycommunitymarketplace.com</u>



## Benefits of "My Community Market"

- Consumer
- Vendors
- Local Community



## Benefits of "My Community Market"

#### **Your Community:**

- Provide ongoing service to the community
- Can continue to offer a modified farmers' market until the crisis is over
- Positive promotion via Edible Jersey marketing
- Promotion may draw new customers from beyond your usual buyer community





#### www.mycommunitymarketplace.com





- About Edible Jersey
- "My Community Market" for NJ Farmers' Markets
- NJ Dining Destinations Guide, August 2020



#### Edible Jersey Eat Drink Local Guide

- Restaurants Featured in High Summer Issue
- 2019 Eat Drink Local Guide
  - <u>Print</u>
  - <u>Online</u>



#### 2020 Eat Drink Local Guide

- Restaurant Survival Guide
- Dining Destinations Guide



#### 2020 Eat Drink Local Guide

- Restaurant Survival Guide
  - Complimentary Listing of any Restaurant Partner from last 2 years
  - Special Restaurant Discounts with lower entry point
  - Free enhanced listings for advertisers
  - Print + Online
  - Free Social Media Posts





#### 2020 Dining Destination Guide

- Support your local restaurants
- Promote Re-opening efforts
- Discount on Display Ads
- Tremendous Promotion for Local Communities



#### 2020 Dining Destination Guide Features

- Display Ad
- Dining Destination Guide Print and Online (includes 60 word writeup)
- Destination Map
- Edible Jersey Promotion
  - E-Blasts
  - Social Media

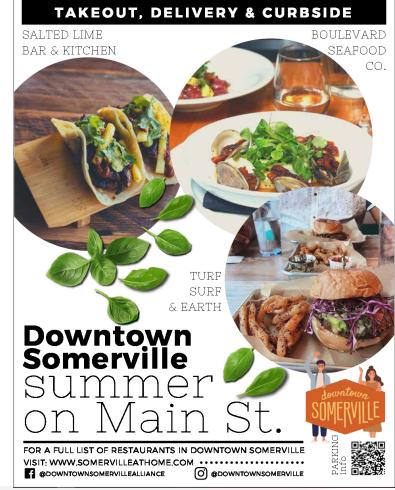


#### Many Local Community Advertising Partners

- Downtown Somerville
- Fort Lee
- East Orange
- Summit
- Westfield
- Newark Ironbound
- New Brunswick
- Jersey City
- South Orange
- Maplewood



#### Downtown Somerville – Back Cover Summer 2020



## edible JERSEY

#### Fort Lee: 2-Page Spread High Summer 2019



#### SHOP. EAT. DRINK. BE HAPPY. **Happy Hour Specials** in Fort Lee Town Center **JUNE 24 - AUGUST 30**

**MONDAY - FRIDAY** 

Visit EnjoyFortLee.com for the full list of businesses & specials!

**16 HANDLES** Self Service Froze 2010 Hudson St - 201-592-0635 Monday & Wednesday (4pm-6pm) Get 16% Off Your Order \*Must mention Happy Summer

AJAE BUDAE KOREAN RESTAURANT 1550 Lemoine Ave #201 - 201-461-0537 Monday thru Friday (11am-3pm) Lunch Special Menu



**BAGGIOS ITALIAN RESTAURANT** 212 Main St - 201-585-7979 Monday thru Thursday (2pm-4pm) 15% Off Your Bill \*Dine-in or pick-up only

**BATTEN RAMEN** 2024 Center Ave - 201-461-5465 Monday (11:30am-9:30pm) \$2 Off All Regular Size Ramen \*Only valid on Mondays.

BOOM BOOM CHICKEN 240 Main St - 201-592-9700 230 Main St - 201-947-4067 Monday thru Thursday (3pm-6pm Lg. Oven Chicken- Only \$16 (Save \$4)

CAP'T LOUI HAHA DON KATSU RESTAURANT 210 Main St - 201-461-7080 1630 Lemoine Ave - 201-242-4240 Monday thru Friday (11:30am-10:30pm) Tuesday & Thursday (2pm-4pm) "Pick 4 Combo" - Pick 4 Seafoods 10% Off Pork & Chicken Cutlets in a Bag with Sauce, and Get an Extra Order of Snow Crab MEDITERRANEAN GOURMET **OR Lobster for Free** \*Pick 4 deal valid Monday thru Friday Must be in same bag with same sauce \$1 Oysters On Tuesdays

Tuesdays only CITY PERCH 2023 Hudson St - 201-582-7100

Monday thru Thursday (4pm-7pm ted Drinks at the Bau

**Plus a Free Desser** (Rose Jello)



GATEAUX BAKERY

25% Off Olive Bar

\$5 Margaritas.

DAEGU CHICKEN

10% Off

\*Excludes online orders

DUMPLING DEN

Mon., Wed., Thurs. & Friday (3pm-5pm)

Impling Sampler Only \$7 (Regularly \$9)

EGGTY 8 CAFÉ 138 Main St - 201-947-6699 Monday thru Friday (4pm-9pm) 15% Off Your Bill

Tuesday (10am-11am) All Bubble Teas 20% Off

\$1 Off Any Crepe

490 Main St - 201-947-0075 Monday thru Friday (4pm-7pm)

NEW YORK WING FACTORY 1642 Schlosser St - 201-482-8456 Monday thru Friday (12noon-7pm) \$2 Off Domestic Pitchers. \$5 Jack, Jager, Jameson, Fireball

FORT LEE **COMING SOON** restaurant With celebrity chefs... WEEK 9/24 - 9/30

NOVA PIZZA 553 Main St - 201-302-0949 1605 Lemoine Ave - 201-346-0990 Monday thru Wednesday (2pm-4pm) Monday thru Thursday (11am-5pm) \$6.95 for Personal 12" Cheese Pie. \$9.95 for Personal 12" Specialty Pie. ORIGINAL PRESTO'S 249 Main St - 201-482-0905

RESTAURANT 440 Main St - 201-461-4400 Monday thru Friday (2pm-5pm) \$6.49 Frenzy Specials (12 inch pizza, pastas, sandwiche & gourmet salads)

PICNIC SUSH 239 Main St - 201-363-1889 Monday thru Friday (11am-9:30pm) All-You-Can-Eat Sushi Only \$25.00

PURELY JUICED 302 Main St - 201-482-4450 Monday thru Friday (2pm-4pm) Get 10% Off Any Juice, **Smoothie and/or Entrée** cludes CBD products & juice cleans

Q TEA TAPAS 242 Main St - 201-363-8833 Monday thru Thursday (3pm-5pm) **\$10 Poke Regular Bowl** With \$2 Bubble Tea

SPLASH POKE 1605 Lemoine Ave - 201-585-9900 Monday thru Thursday (3pm-5pm) 10% Off All Bowls ludes Snack Bowls, Burrito

T-SWIRL CREPE 244 Main St - 201-363-8838 Monday thru Thursday (3pm-5pm)

WOK BAD 200 Main St - 858-999-5555 Monday thru Friday (11am-4pm) **Anniversary Special Event!** 

**Order One Lunch Special Bento Box** Get One Skewer + One Soda Free. L = \$15.99 | M = \$9.99 ee Website for Schedule

www.rovaldanceschoolni.co

edible ERSEY



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