



Newsletter

Colorado, New Mexico, Oklahoma, Arkansas, Texas, Kansas, Mexico

August 2017

FRIE NAMED TULSA PAC DIRECTOR



City of Tulsa Mayor G.T. Bynum has selected Tulsa native Mark W. Frie as the new Performing Arts Center Director for the City of Tulsa. Frie will lead the day-to-day operations for the Tulsa Performing Arts Center (PAC) and oversee the entertainment lineup and rental agreements for the PAC. Prior to accepting the Tulsa PAC Director position, Frie served as the Executive Director of the Broken Arrow Performing Arts Center for eight years and served as the Executive Director of Fine Arts for the Broken Arrow School District. Frie has a Bachelor of Fine Arts from the University of Oklahoma and is a licensed Certified Performing Arts Executive. He replaces John E. Scott, who served as director of the Tulsa PAC for 28 years.

Curtis Culwell Center welcomes new Event Coordinator



The Curtis Culwell Center is pleased to announce their newest Event Coordinator, Kiera Harris, who was brought on in July 2017. Harris comes to the CCC from Western Texas College in Snyder, TX where she functioned as the Event Coordinator at The Coliseum. She served on the Board of the Chamber of Commerce and made it her personal passion to support the community in which she lived.

Prior to her experience with Western Texas College she worked for Veritix®, *now partnered with AXS®*, as a Client Representative. She assisted many clients ranging from NCAA®, Detroit Lions, Texas A&M University®, and many more venues nation-wide. Harris studied Human Development and Family Studies at Texas Tech University and the University of North Texas.

Raney Stryk joins IAVM Class of 30 Under 30



Raney Stryk was honored as a member of IAVM's 2017 Class of 30 Under 30. Raney has excelled as an Event Coordinator at the CCC since June of 2012. In October of 2012, Raney coordinated the second highest grossing concert in the world for that month! That Shreya Ghoshal concert brought over 8,000 guests to the CCC in one night and remains a bright feather in Raney's cap. She also successfully coordinated the UIL State Wrestling Championships for two straight years. Raney continues to be an asset to the events industry and the CCC is proud to be part of her journey.

Joe Kelley named Midland County Horseshoe Arena, Pavilion and Amphitheater Executive Director



Above: Tammy Dooley, VP of Marketing for Dooley Management Company, visits with Joe Kelley, Executive Director of the Midland County Horseshoe Arena, Pavilion and Amphitheater.

Joe Kelley has been appointed Executive Director of the Midland County Horseshoe Arena, Pavilion and Amphitheater in Midland, Texas. Joe is a 33 year veteran of venue management with stints in Ft. Worth, TX as Assistant Director of Public Events and GM of the Will Rogers Memorial Center and in Reno, NV as Vice President of Facilities for the Reno Sparks Convention and Visitors Authority. Joe is a long time member of IAVM and has served in many elected and appointed capacities within the association.

Joe is also recognized as a venue management consultant and has performed studies on a regional and national platform.

The Midland County Horseshoe Arena, Pavilion and Amphitheater are owned by Midland County, Texas and managed by Dooley Management Company of Granbury, TX.

INTRUST BANK ARENA IMPLEMENTS SECURITY ENHANCEMENTS



The SMG-managed INTRUST Bank Arena announced today security enhancements that are being implemented immediately to increase the level of safety provided to its patrons and employees. These new enhancements include stricter guidelines and restrictions on the current bag policy. The new security measures will be in place beginning with the Neil Diamond concert this Friday, July 14.

The Arena's updated bag policy will only allow bags sized 14" long by 14" wide by 6" high or smaller inside the venue. Additionally, backpacks will no longer be permitted at INTRUST Bank Arena events. Diaper bags and medical bags will be permitted, but will be subject to search and a full security screening prior to entering.

The arena started the process of wand and bag searching, and also implemented a bag policy, in August of 2013 and further enhanced these security measures with the implementation of walk-through metal detectors in February of 2016. INTRUST Bank Arena's security measures are in line with industry standards and security enhancements will continue to be made as needed.

"Safety continues to be and will always be a top priority at INTRUST Bank Arena for both our guests and our employees," said SMG General Manager, A.J. Boleski. "We will continue to look for ways to further enhance our security measures and are always in-tune with industry trends in an effort to provide both a safe and enjoyable guest experience."

Additionally, INTRUST Bank Arena actively promotes and utilizes the 'If You See Something, Say Something' campaign to its guests and employees. 'If You See Something, Say Something' is a national campaign that is a simple and effective program to engage the public and key frontline employees to identify and report indicators of terrorism, crime and other threats to the proper law enforcement authorities. INTRUST Bank Arena respects the privacy of its guests and the enhanced security measures will only be used to prevent hazardous and prohibited items from entering the venue. For a full list of prohibited items, please visit www.intrustbankarena.com.

SMG ANNOUNCES HIRING OF LAUREN DUGAN AS DIRECTOR OF TICKETING AT INTRUST BANK ANREA

The SMG-managed INTRUST Bank Arena is excited to announce the hiring of Lauren Dugan as Director of Ticketing for Select-A-Seat. Lauren began her role in early July.

In her role as Director of Ticketing, Lauren will operate the Select-A-Seat ticketing agency, including day-to-day box office operations for INTRUST Bank Arena, Orpheum Theatre and other outside venues. The Director of Ticketing position coordinates event information between event promoters and facility personnel, builds and reviews ticketing event setups within the ticketing software and monitors daily ticket sales for all upcoming events. Additionally, Lauren will create and implement a strategy for growing the Select-A-Seat brand within the region through the addition of new clients.

“Lauren is a great addition to the INTRUST Bank Arena and Select-A-Seat teams,” said Chris Kibler, SMG Assistant General Manager / Director of Finance. “She brings with her a vast knowledge of ticketing software, passion for the live entertainment industry and experience in a multitude of venues and arenas. We’re pleased to have her join our SMG Wichita staff and to lead our ticketing efforts within Select-A-Seat.”

Prior to INTRUST Bank Arena, Lauren served as the Box Office Manager at the SMG-managed Save Mart Center at Fresno State University in Fresno, Calif. Prior to SMG, Lauren gained ticketing experience at a diverse range of venues where she worked with multiple different ticketing software programs. Lauren earned her B.S. in Sport Management from Old Dominion University in Norfolk, Va.

INTRUST BANK ARENA FINISHES FIRST HALF OF THE YEAR AS 43RD BUSIEST ARENA IN THE U.S.

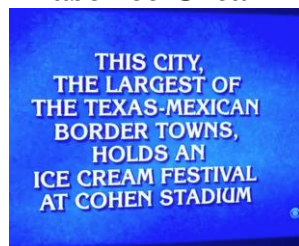
Through the mid-year of 2017, the SMG-managed INTRUST Bank Arena ranked as the 43rd busiest arena in the United States and 81st in the world according to *Pollstar Magazine’s* Top 200 Arena Rankings. INTRUST Bank Arena was also the fifth highest ranked arena in the continental United States managed by SMG, the Philadelphia-based venue operator that manages more than 230 facilities, nearly 70 arenas and over 1.75 million seats worldwide. This ranking is based on tickets sold worldwide for shows played between Jan. 1 to June 30, 2017. The totals do not include tenant sport team ticket counts, some family shows, or SMG-produced special events. *Pollstar* is a weekly trade publication covering the worldwide concert industry.

Additionally, the venue hosted 11 of the Top 100 Tours. These tours included Eric Church, Disney On Ice, Red Hot Chili Peppers, The Harlem Globetrotters, Winter Jam, WWE, Twenty One Pilots, Cirque du Soleil – Toruk, Dierks Bentley, Brantley Gilbert and Sesame Street Live.

“It’s been a great ride so far in 2017 and we’re pleased with the variety of acts and events we’ve been able to attract to Wichita and INTRUST Bank Arena,” said A.J. Boleski, SMG General Manager. “The second half of the year will be one for the record books as we kicked it off with a very successful second annual charity DodgeBrawl tournament, Neil Diamond’s 50 Year Anniversary World Tour and first appearance at INTRUST Bank Arena, and just last night, the record-breaking Paul McCartney concert which now holds the record for highest grossing performance in venue history.”

Upcoming events include Wingapalooza (Aug. 12), WWE Live (Sept. 1), Tim McGraw & Faith Hill (Sept. 21), Thomas Rhett (Oct. 20) and Foo Fighters (Nov. 13) For a full list of upcoming events, please visit www.intrustbankarena.com.

El Paso Ice Cream Festival on Jeopardy



Over 7,500 ice cream lovers enjoyed more than 75 flavors of sweet treats with over 20 types of toppings at this year’s El Paso Ice Cream Festival. However, El Paso Live and organizers could not have imagined that the two-year-old festival would become a question on the national television game show, *Jeopardy!* just weeks after the event. The category was “Ice Cream Cohens.” The answer was, “This city, the largest of the Texas-Mexican Border towns, holds an Ice Cream Festival at Cohen Stadium.” A professor correctly stated, “What is El Paso?” Viewers and local news stations quickly picked up the segment, posted and shared videos and photos online, and the story went viral, putting the perfect cherry on top.

Down Syndrome Dancer Lives His Dream in “Viva! El Paso”



Andres Hernandez, wearing a red bandana, performs with fellow cast members in Viva! El Paso.



Andres signs an autograph for a fan after the performance.
Photos courtesy of the Hernandez family

It was a special year for the outdoor musical spectacular “Viva! El Paso,” which wrapped up its season in late July. A beloved summer tradition, the show celebrated its 40th year, showcasing the story of El Paso’s more than 400-year old history. However, this season became even more special when a cast member danced in the spotlight and into the hearts of audiences. Andres Hernandez, 24, who has Down syndrome, auditioned for the show and won parts in various ensemble roles such as a cowboy, a bartender and a Native American. His joy of performing was quickly noticed by spectators and news media. Andres was featured in print, television and online stories, bringing fans to performances with pens in hands for autographs. His mother said that Andres worked hard to learn the dances and to develop the characters he plays. She said it was “a dream come true” for him to perform on stage and hopes he can inspire others with disabilities to realize their dreams as well. Andres never missed a rehearsal or performance. “I’m very happy about the music,” Andres said. “The dancing and music (makes me happy), but also the people.”

SMG-DESTINATION EL PASO SEEKS DIRECTOR OF OPERATIONS & MANAGER OF OPERATIONS

SMG, the leader in privately managed public assembly facilities has an immediate opening for the following positions at Destination El Paso:

DIRECTOR OF OPERATIONS

Position Summary:

Responsible for scheduling and supervising personnel and subcontractors, implement daily activities for successful execution of events, and oversee maintenance of the facilities by performing a variety of duties personally, or through subordinate supervisors.

Education and Experience:

Bachelor’s degree required, Engineering degree preferred. Minimum of 5 – 8 years related experience in the public assembly industry in a supervisory position.

OPERATIONS MANAGER:

Position Summary:

Responsible for the overall management of the Safety and Security Department, Parking, Production, Shipping and Receiving, Engineering, Custodial Housekeeping and Changeover Departments, encompassing administrative functions, efficient daily operations, activities and maintenance for all SMG facilities. Oversees all administrative and management functions necessary to ensure efficient departmental operations by performing the following duties personally and through subordinate personnel.

Education and Experience:

Must have two or more years of college level work in business management or related field, three years of experience working in a business related field and knowledge of forecasting methods is preferred.

For the complete job description or to apply, visit: <http://www.elpasolive.com/contact/jobs> or contact Emilio Velez, Human Resources Manager at: HRecruiter@destinationelpaso.com

Two Erwin Center Staff Members Celebrate Remarkable Careers



This month, the Frank Erwin Center celebrates the retirement of two longtime employees who, combined, have completed 67 years of dedicated service with the venue. Kathy Toth began her career at the Frank Erwin Center in 1980, spending five years as a Box Office part-time employee before serving as the organization's Account Technician. Michael "Mike" Furtado will step down from his position as Business Manager after devoting 30 incredible years to the Erwin Center.

"Both of these individuals are institutions within the institution. They have been the go-to crew in the Business Office of the Erwin Center," said Executive Senior Associate Director, John M. Graham, "Kathy has been instrumental in providing a wide range of employee services to our part-time staff, processing paperwork year in and year out. Mike has been one of the most reliable workers in his field, his knowledge and experience has been a great benefit to the organization. They will certainly be missed!"

COX BUSINESS CENTER TULSA WILL FLOOR YOU!



Left to Right: Hall floor before, Hall floor after, Exhibit Hall flooring work in progress

Cox Business Center Tulsa has undergone a total floor refinishing in its 102,000 square foot Exhibit Hall and taken concrete floors from a matte protective epoxy to a polished, low sheen, original finish. The floor has a 400 grit texture sealed with a double coat of densifier; offering an easy to maintain finish that will last at least 15 years without additional finishing. The West Ballroom Meeting Rooms are being renovated with high grade commercial carpet. A unique feature of the project is using permanent tiles along the perimeter and removable carpet tiles in the center to preserve carpet when the rooms are used by Savor (for plating and bussing) during large ballroom events. The project was planned around summer events and will be completed at the end of August; giving fall clients a fresh, new look.

Chesapeake Energy Arena General Manager Recognized Among Nation's Top Facility Managers



Hugh Lombardi, the General Manager of Oklahoma City's Chesapeake Energy Arena and Cox Convention Center, was recently selected as one of the top 56 Power Players in the Sports Business by a national publication.

Street and Smith's Sports Business Journal recognized Lombardi among the industry's top leaders whose day-to-day leadership and innovation make it possible for millions of fans across North America to witness history being made on the field, court or ice.

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Lombardi has been in Oklahoma City for just more than one year. In that time, he's played a vital role in bringing acts like Garth Brooks, Paul McCartney, Lady Gaga and more to the facility all the while making sure the building is ready for long playoff runs by the Oklahoma City Thunder.

Lombardi is employed by SMG, the company that manages both facilities for the City of Oklahoma City. He came to Oklahoma City after six years as the senior vice president and general manager at the TD Garden in Boston. He has also managed arenas in Detroit, Tampa and Nashville.

Paul McCartney Breaks Own Record With Chesapeake Energy Arena's Biggest Show



Paul McCartney made history again last night, when the Oklahoma City stop of his One On One Tour broke his own record for the biggest show in Chesapeake Energy Arena history.

"It's exciting to see Paul McCartney set the record for the biggest show ever at Chesapeake Energy Arena," said arena General Manager Hugh Lombardi. "And, it's special to see him break his own record. It says a lot about the support he has from the fans here in Oklahoma."

McCartney brought his sold out One On One tour to the SMG-managed facility 15 years after setting the original house record at the venue on his 2002 Driving World Tour.

"It speaks to his timelessness as an artist to see him set a record in the building's first year and then break it during the building's fifteenth anniversary," said Lombardi.

Garth Brooks Sets Attendance Record With Four Chesapeake Energy Arena Shows



Garth Brooks brought more than 60,000 people to the Chesapeake Energy Arena for four record setting shows last weekend. This marked the busiest two days in the arena's 15 year history.

"The crowds were amazing," said Hugh Lombardi, general manager of the Chesapeake Energy Arena. "It was incredible to see how Garth kept his energy up and gave every single person who attended a wonderful experience."

Brooks is the first artist to play a four-show run at the SMG-managed Chesapeake Energy Arena during its 15 year history and also broke his Oklahoma City sales record in June, when he sold over 50,000 tickets in just 57 minutes.

This is also the first time the Chesapeake Energy Arena has hosted multiple, major concerts in a single day. Start to finish, he played all four shows in 27 hours.

"Putting on four shows in just over a day created challenges, but our staff really stepped up to the challenge. I'm proud of their hard work," said Lombardi. "It's the arena's 15th anniversary and shows like these go to show that Oklahoma City and the Arena just keep getting more attractive to world-class artists and events."

Crowds started lining up for the first show on Friday afternoon and the final show did not end until almost midnight.

SMG Oklahoma City Employees Give Back Through Volunteering



More than 40 SMG Oklahoma City full-time associates volunteered their time to Regional Food Bank of Oklahoma to assist with the summer lunch program on June 30.

Volunteers packed more than 2,000 meals and made over 1,700 snacks for local families in need.

After a morning spent volunteering, the team was rewarded with lunch and a day at Oklahoma City Riversports Adventures. They enjoyed America's tallest dry high-speed slides, team building activities and getting on the water for some white water rapid action.

We are proud of our team who is dedicated to our facilities as well as our community.



Exciting Things Happening With Smart Financial Centre at Sugar Land Since Its Opening

After a two year construction period, Smart Financial Centre at Sugar Land opened its doors January 14th with Jerry Seinfeld christening the stage with two sold out performances. Since then, Smart Financial Centre has hosted 66 events (international recording acts such as Don Henley, Dave Matthews, Sting, Journey; top comedy acts such as Steve Martin/ Martin Short, Chris Rock, Billy Crystal; theatrical productions such as The Illusionists, Dirty Dancing; South Asian artists such as Mika Singh, Arijit Singh, Atif Aslam; Fort Bend ISD graduations and many more!) On July 28th, Smart Financial Centre welcomed the 275,000th customer through the doors during the Hank Williams Jr. concert. Jon Jolley and Brenda Luccioni came through the doors and were greeted by marketing director Andrew Huang and notified they represented the 275,000th patron. For their recognition, they were invited to meet Hank Williams Jr. and received tickets to Lynyrd Skynyrd.



Smart Financial Centre at Sugar Land is a state-of-the-art, indoor performance venue that is strategically-located 22 miles from downtown Houston and designed for flexibility with innovative moveable walls that can expand and contract to create four different seating capacities that range from an intimate setting of 1,950 seats to a maximum of 6,400. It also features 2,500 guest parking spaces, 14 luxury suites, corporate hospitality areas, and the latest sound, light and video technology. Having 275,000 patrons attending shows in the first six months has far exceeded expectations and established Smart Financial Centre at Sugar Land as a major player in the greater Houston area.



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Romina Jara – Frank Erwin Center
Christine Pileckas – INTRUST Bank Arena
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Kevin Welch – Curtis Culwell Center

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