



# Newsletter

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

September 2017

## Summary of Region 6 Meeting at VanueConnect in Nashville and Message From Our Region Director

On behalf of The Region 6 Board, I wish to send prayers and positive thoughts to our members who were in the path of Hurricane Harvey and experienced hardships on any level. As always we are here to offer assistance in any way possible as you work to rebuild your families, community and facilities. Do not hesitate to reach out. –Kerry Painter

### Happy Fall!

In case we missed seeing you in Nashville this year here are some of the highlights of our Region 6 meeting:

Approved 2017/2018 Board Members and committee representatives:

Kerry Painter- Director  
Jeff Davis – Vice-Director  
Nick Zazal- Secretary  
Sherman Bass- Past Director  
Kyle Baun- Treasurer  
Tim Seeberg- Newsletter  
Meredith Imes – Scholarship committee

South Padre Island will host the 2018 Region Meeting in April 2018. **Mark your calendars to watch for dates!** Fayetteville, AR will host the Region Meeting in Spring of 2020 (Dates TBD).

There will continue to be a two-year scholarship for Oglebay Venue Management School as well as a GI Scholarship available.

There will also be 7 new stipends available to those who attended this year's Future Leader's conference. These stipends will be for 500.00 each to attend the Regional Conference in Padre Island this coming spring.

It is going to be a great year for Region 6!  
Kindly, Kerry Painter

## Jeff Davis, Director of College Park Center, UTA, Earns Distinct Certified Designation *Certified Facilities Executive (CFE) designation received from the International Association of Venue Managers (IAVM)*



Jeff Davis, director of College Park Center, received the Certified Facilities Executive (CFE) designation from the International Association of Venue Managers (IAVM <http://iavm.org>) on Tuesday, August 8, 2017, at the annual IAVM VenueConnect Annual Conference. The CFE designation is the highest professional designation awarded by the Association for professionals in the venue management industry.  
(Continued, page 2...)

The Certified Facilities Executive (CFE) program began in 1976 to recognize excellence in the professional development and competence of managers of public assembly facilities. The certification process has multiple steps, including a demonstration of professional development and service, a written essay outlining one's knowledge of a wide range of industry topics, a written examination and an interview with the Association's certification board members. Davis is one of only 11 individuals to receive the international designation this year.

"Jeff is very deserving of the CFE designation. His professional commitment to UTA as well as the IAVM has been significant," says Sharon Carey, executive director of Special Events Facilities, at the University of Texas at Arlington. "He demonstrates the highest level of professional development and is integral to the growth of College Park Center."

"College Park Center staff are committed to delivering the very best in guest experience, safety and security," says Jeff Davis. "While receiving this designation is a highlight in my career, it also reflects the dedication our entire team has to being leaders in the venue management industry."

College Park Center, which opened in February of 2012, is home to the WNBA Dallas Wings and UTA Maverick's men's and women's basketball and volleyball teams, university commencements, high school graduations, concerts, boxing, conferences and numerous high-profile events, entertainment, and community activities. CPC is located in downtown Arlington in the College Park District, east of the main UTA campus, spanning more than 20 acres.

## **NEW COMMUNICATIONS MANAGER AT COX BUSINESS CENTER TULSA**



Cox Business Center Tulsa is pleased to announce and welcome Holly Beal as Communications Manager. Holly has over 17 years of communications experience and started her career in media before working in public relations with clients in the corporate, non-profit, and performing arts sectors. She will develop and implement marketing and public relations initiatives for the facility, while expanding media relations and digital marketing efforts.

"We're excited to have Holly join our team," said Kathy Tinker, CMP, Director of Sales and Marketing. "She knows how to take our communication efforts to the next level in order to better showcase our facility and team to clients and the public."

## **COX BUSINESS CENTER TULSA ONE OF FIVE VENUES IN NATION HONORED AT VENUECONNECT**



Above: Cox Business Center Tulsa staff accept the Venue Excellence Award at VenueConnect in Nashville. L to R: Event Services Manager Sarah Kate Rogers, Sales Manager Danielle Wright, Assistant General Manager Kerry Painter, CFE, CEM, CMP, and Director of Sales & Marketing Kathy Tinker, CMP.

Cox Business Center, managed by SMG, was awarded the 2017 Venue Excellence Award by the International Association of Venue Managers (IAVM) and presented with the award at the 92<sup>nd</sup> annual VenueConnect conference. The Venue Excellence Award recognizes five venues of any type within membership which demonstrate excellence in operation and management of public assembly venues. Cox Business Center—located in downtown Tulsa—was recognized for excelling in customer satisfaction, security, financial integrity, sustainability, professional development, sales and marketing, operational excellence, and service to the community.

(Continued, page 3...)

“The team at the Cox Business Center has worked hard to incorporate ‘best practices’ in all areas of our operation, guest engagement, and staff activities,” said SMG Tulsa Assistant General Manager Kerry Painter, CFE, CEM, CMP. “We are thrilled to win this award and represent Tulsa on a national level with our outrageously excellent services and venue.”

Cox Business Center was recognized for supporting its local community, creating raving fans, seeking and implementing client feedback, and creating economic impact for the City of Tulsa. The venue joins the BOK Center –its SMG Tulsa partner and the selected 2016 Arena of the Year by International Entertainment Buyers Association–in national recognition.

The four other 2017 Venue Excellence Award winners are Nashville’s Music City Center, the Georgia World Congress Center, the Amway Center in Orlando, and the San Diego Convention Center.

“The Venue Excellence Award puts Cox Business Center in an elite national group,” said Jeff Nickler, SMG Tulsa General Manager. “It is further recognition of the superior work of our team and the standards we uphold and adhere to. I’m proud of the entire staff for this deserved achievement.”

## **SMG, the leader in privately managed public assembly facilities, has an opening for Operations Manager at INTRUST Bank Arena.**

The Operations Manager is responsible for the daily activities required to run, maintain, and service the facility’s events by performing the essential duties personally and through supervisors and subordinates. Assists the director in directing, supervising and scheduling all aspects of operations, including; event conversions; building and grounds; technical services; event services, including ADA compliance; public safety; security; custodial services and parking departments.

Coordinates the operations activities with other building departments and show-related contractors. High school diploma/GED, Bachelor's Degree or Technical College Degree or a combination of school and work experience, some college preferred. Minimum of 2 years’ experience in Supervising or Managing within a venue. Zamboni and ice-knowledge a plus.

SMG is an Equal Opportunity/Affirmative Action employer, and encourages Women, Minorities, Individuals with Disabilities, and protected Veterans to apply. VEVRAA Federal Contractor.

See our website to apply at [www.intrustbankarena.com](http://www.intrustbankarena.com).

External applicants may apply at :

<https://recruiting.adp.com/srccar/public/RTI.home?c=1152751&d=ExternalCareerSite&r=5000244526806#/>

Internal applicants may apply at:

<https://recruiting.adp.com/srccar/nghome.guid?c=1152751&d=InternalCareerSite&r=5000244526806#/>

All submissions of interest must apply online.

## **New Staff Hired at The BRO<sup>A</sup>DMOOR World Arena**



**Kyle Hamman**  
**Director of**  
**Ticketing**

Kyle is the new Director of Ticketing. In this role, Kyle will oversee all ticketing operations of the organization. His responsibilities include implementing new ticketing technology, ticket system administration, compiling and updating various reports, ensuring all event pre-sales and on-sales roll out accurately and efficiently, along with oversight of all day-to-day box office operations. Previously, he lived in Las Vegas, NV for three years working with MGM Resorts International as a Ticketing Manager (Corporate). Prior to MGMRI, he held a similar position with the Albuquerque Isotopes, former Triple-A affiliate of the Los Angeles Dodgers, as the Assistant Director of Box Office Operations. Kyle hails from Idaho Falls, ID. He has earned two undergraduate degrees from Southern Utah University (Physical Education and Human Performance along with Hotel/Resort and Hospitality Management) and a graduate degree from the University of New Mexico (Sport Administration).



**Denise Abbott, Director of Sales, Marketing & Promotions**

Denise brings more than 20 years of experience in the sports and entertainment industry to the position, working alongside sports agent Leigh Steinberg, in Programming and Production at Fox Sports Net in Los Angeles, with the United States Olympic Committee in Colorado Springs and INDYCAR in Indianapolis before spending a collective 10 years with the Professional Bull Riders during which time she headed both its marketing and public relations departments. After graduating from Widefield High School in Colorado Springs, Abbott accepted an appointment to the United States Naval Academy and lived in Los Angeles and Indianapolis before recently settling in Colorado Springs.

(Continued, page 4...)



Mike was originally born in Providence, Rhode Island and relocated to Denver in 2000. After attending Johnson & Wales University in Denver he started as an Intern in the Events Department at The Broadmoor World Arena in March of 2016. After completing his internship, he was offered the Event Services Coordinator position. In this role I manage the Guest Services Staff (Ushers, Ticket Takers, Door Guards) and work with Promoters & Production Managers on assigned events to make sure that their logistical needs are met. (Lights, Sound, Catering, Stagehands, Artist Hospitality). In my free time I enjoy photography, gardening, and watching hockey. Go Tigers!!

**Mike Pasquarella, Event Services Coordinator**



Courtney Caton was born and raised in Colorado Springs. She graduated high school from Air Academy High School and was a competitive dancer all through high school. She then moved to Greeley, Colorado to attend University of Northern Colorado and recently graduated with her Bachelor of Arts degree in Recreation, Tourism & Hospitality with a minor in Media Studies. Courtney now works here at The Broadmoor World Arena and Pikes Peak Center as a Marketing Intern.

**Courtney Caton, Marketing Intern**



Kayla Maldonado is the Marketing Manager at the Broadmoor World Arena, a new position with a focus on maintaining and procuring sponsorships. A Colorado Springs native, she previously spent over three years working in School District 49 as a marketing and communications specialist. She received her undergraduate degree at the University of Colorado Colorado Springs, where she studied business, marketing and communications. When she's not working, Kayla enjoys spending time with her nephews and attending comic book conventions.

**Kayla Maldonado, Marketing Manager – Sponsorships**



Bekka is a Colorado Springs native. She is the new Event Services Coordinator at the Broadmoor World Arena and Pikes Peak Center. She will be assisting with managing and coordinating events, as well as acting as the main contact for Video Production needs for events such as CC Hockey, Harlem Globetrotters and high school/college graduations. Prior to this position, she worked as a Marketing Intern with The Broadmoor World Arena and as an Administrative Assistant with a Radiology company

**Bekka Michaels, Event Services Coordinator**

**American Airlines Center Introduces The Lofts Seating and Private Club**



(Dallas, TX – August 23, 2017) – American Airlines Center officials announced today a new and unique premium experience with private club access. The Lofts at American Airlines Center feature exclusive oversized seats sold in groups of four.

The Lofts are being sold on three-year contracts and include tickets to all Dallas Mavericks and Dallas Stars regular and preseason games. The Lofts feature an attached, stylish private club where members will have complimentary access to a premium buffet, all-inclusive beer and wine and a private VIP attendant and concierge service. Membership privileges also include in-seat wait service, VIP reserved parking in The Lexus Garage and the opportunity to purchase Platinum Premier tickets for concerts, family shows and special events.

“The Lofts offer a distinctive opportunity at American Airlines Center for businesses and individuals to entertain guests in an exclusive premium environment,” said Andrew Silverman, Chief Revenue Officer of American Airlines Center. “With great sightlines for the games and a luxurious all-inclusive club, members and their guests won’t miss one minute of the action.”

HKS, Inc., the architectural firm that originally designed American Airlines Center, crafted the sleek appearance of the lofts to create a modern speakeasy atmosphere by using polished concrete floors, high and open ceilings, upscale quartz bars and serving counters and premium stadium seating.



## BOK CENTER IS SMOKE FREE

In the interest of security and protecting customers and employees, BOK Center will be discontinuing the use of the exterior smoking terrace and guests will no longer be permitted to leave the building and re-enter in order to smoke. This is not a health initiative but rather a security initiative. The management team along with security professionals are constantly looking for ways to enhance security at the venue and this is one area that has been identified as an opportunity for improvement.

This new policy went into effect for every single event at the venue beginning August 10, 2017.

"Our primary objective as the management company of this venue is to protect our guests and employees and we have identified this area as an opportunity to enhance security. While we understand that this is an inconvenience for some, we are confident that all of our fans can agree that safety comes first," stated Jeff Nicker, BOK Center General Manager.

The new rule will be strictly enforced and also prohibits the use of electronic "e-cigarettes" anywhere inside the facility.

With this new policy, BOK Center joins other major concert and sports venues across the nation in becoming a smoke-free campus including Madison Square Garden in New York City, Philips Arena in Atlanta, Spectrum Center in Charlotte, AT&T Center in San Antonio and Chesapeake Energy Arena in Oklahoma City.

## Programs Allow Patrons to Be More Than an Audience Member

Walton Arts Center Offers New Opportunities to Engage with the Arts



[Walton Arts Center](#) is excited to debut Arts and Appetizers and the Broadway Book Club, two programs that give patrons new opportunities to engage with and explore the arts from different perspectives.

### Arts and Appetizers:

This program allows patrons to feed their appetite for theatrical insider information with conversations hosted by Walton Arts Center's Vice President of Programs & Executive Producer, Scott Galbraith. Along with occasional special guests, Galbraith will provide context, backstage stories and historical perspectives to enhance the theatergoing experience for patrons.

(Continued, page 5...)

The inaugural Arts and Appetizers is Monday, Sept. 25 at 7 pm in Walton Arts Center's Sudduth Garden Room.

September's Arts and Appetizers will focus largely on the first show in the P&G Broadway Series, *Rodgers and Hammerstein's The King and I*, with Galbraith providing historical context around the show, Rodgers and Hammerstein and the real Anna Leonowens. Galbraith will also highlight two additional October shows: *Symphonie Dramatique*, a Romeo and Juliet-inspired evening of dance by Cas Public; and Ballet Arkansas' *Emergence*, which includes a world premiere of Marianna Oliveira's winning entry from the 2017 VISIONS choreographic competition. Galbraith will be joined by Ballet Arkansas' new Artistic Director Michael Fothergill for the dance discussions.

Additional Arts and Appetizers are scheduled for 7 pm on Oct. 30, Dec. 11, Jan. 8, Jan. 29, Feb. 19, April 16 and May 7. Registration is required, but the event is free. Additional information can be found at [waltonartscenter.org/arts-and-apps](http://waltonartscenter.org/arts-and-apps).

### Broadway Book Club:

Throughout the 2017-18 season, members of the Broadway Book Club will read books that directly relate to the shows in the P&G Broadway Series, see the corresponding show and attend a moderated discussion of both works.

Patrons must register to participate and then pick the books they want to read. By joining Broadway Book Club, patrons have access to discounted tickets to the corresponding show and the opportunity to join a discussion group on the surrounding themes, time periods and social contexts of the book and theatrical production. For a list of books and corresponding shows, go to [waltonartscenter.org/engage](http://waltonartscenter.org/engage).

Broadway Book Club members:

- May participate in every book club or just choose one or two. Registration is required for each book that you want to read in order to receive the discount on tickets.
- Meet for discussion the Monday following the Broadway performance, unless noted otherwise.
- Can purchase the book at a discounted price at Fayetteville's Barnes & Noble store.

(Continued, page 6...)

Contact Walton Arts Center's Group Sales Coordinator, Kimberly Jones, at 479-571-2719 to register. It is free to join Broadway Book Club. Members will receive a discount code for 10% off regular ticket prices for up to four tickets to the corresponding show. Discounts are only available for Wednesday evening, Thursday matinee and Thursday evening performances. Additional information can be found at [www.waltonartscenter.org/broadway-book-club](http://www.waltonartscenter.org/broadway-book-club). For an overview of additional programs and enrichment opportunities provided by Walton Arts Center, visit [waltonartscenter.org/engage](http://waltonartscenter.org/engage).

## Curtis Culwell Center Snippet of Special Events



The 15<sup>th</sup> annual Community Health Fair and Back-to-School Rally, hosted by the NAACP Garland Unit, brought out 3,900 people to the Curtis Culwell Center on August 19<sup>th</sup>. Garland families were able to obtain information for the start of the school year and pick up FREE school supplies. 2017 was the second year the event was hosted at the CCC which saw the attendance double from 2016.



Popular Bollywood artists Salim & Sulaiman played their half-house Jubilee Concert to a sold out crowd on August 26<sup>th</sup>. Over 4,000 fans cheered on the live music duo on Saturday night.

## Curtis Culwell Center seeks motivated Sales Representative

Job Title: **Sales Representative**

Reports to: Sales Manager

### Qualifications:

**Education/Certification:**

Bachelor's degree

**Special Knowledge/Skills:**

Knowledge of Ungerboeck Systems International (EBMS) booking software, and Microsoft Office preferred.

Knowledge of customer relationship management techniques.

**Experience:**

At least 2 years' experience in sales in the hospitality or venue sector

### Major Responsibilities and Duties:

- Attend and contribute at weekly staff meetings.
- Assist the Sales Manager in researching potential Events/Shows for future consideration.
- Develop marketing plans, negotiate and book events for both conference center and arena
- Continuously pursue sponsorship opportunities for the building.
- Meets specified goals and objectives of the sales plan.
- Submits regular activity reports and performs other related duties as required by the Sales Manager.
- Must be available for evening and weekend work as required.

### For Information:

Kevin Welch, Sales Manager

Phone: 972-487-4705

Email: [KSWelch@garlandisd.net](mailto:KSWelch@garlandisd.net)

Applications can be submitted online at <http://www.garlandisd.net/content/jobs>

## SPECTRA BY COMCAST SPECTACOR NAMES STEVE LUCCI GENERAL MANAGER OF THE TONY'S PIZZA EVENTS CENTER



Spectra by Comcast Spectacor, the providers of Venue Management & Hospitality to the **Tony's** Pizza Events Center in Salina, KS have officially named Steve Lucci as the facility's new General Manager. Lucci is relocating from Phoenix, AZ where is spent over 14 years as the Director of Booking for The Harlem Globetrotters. He replaces Ron Rideout, who is relocating to the Donald L. Tucker Center in Tallahassee, FL at Florida State University.

"We're pleased to welcome Steve Lucci to the Tony's Pizza Events Center," said TPEC Director of Sales and Marketing Susan Trafton-Evers. "The Harlem Globetrotters organization has been a great partner to TPEC over the past several years and Steve will bring their professionalism, enthusiasm, and experience with him." I expect the Tony's Pizza Events Center to continue to thrive under Steve's leadership as General Manager as he has over 30 years' experience in the entertainment industry. Steve will also benefit from the efforts of his predecessor, Ron Rideout, who helped make the Tony's Pizza Events Center the outstanding facility it is today, and I thank Ron for his all his hard work."

As General Manager, Lucci will be responsible for all facility operations and booking, as well as overseeing marketing, public relations, corporate partnerships, event management, ticketing operations, and food & beverage operations.

In addition to experience with the Harlem Globetrotters, Lucci's accomplishments include his position an event manager during the 1996 Summer Olympics in Atlanta, GA. Steve has a BFA from University of Arizona and a MFA from Florida State.

## Dickies Arena to host 2020-22 American Athletic Conference Men's Basketball Championship



American Athletic Conference Commissioner Mike Aresco announced that Dickies Arena in Fort Worth, Texas, has been selected to host the 2020-22 American Athletic Conference Men's Basketball Championships. The dates of the championship will be March 12-15, 2020; March 11-14, 2021; and March 10-13, 2022.

All 12 American Athletic Conference schools will participate in the 2019 championship. The format calls for four first-round games on the first day, followed by four quarterfinal matchups, two semifinal contests and the championship game.

Scheduled to open in November 2019, Dickies Arena has been announced as the host of other national events. In addition to becoming the new home of the Fort Worth Stock Show rodeo performances, Dickies Arena will host the NCAA Men's Basketball First and Second Round games in 2022 and the NCAA Women's Gymnastics Championships in 2020-2022.

## New Video Displays in Reed Arena

Reed Arena is now home to the largest on-campus video board in all of collegiate athletics.



Photo credit: Sam Craft/Texas A&M Athletics

Texas A&M Athletics has partnered with Daktronics to bring the first true 1080 HD video displays in a college basketball venue with new centerhung videoboards. The two true HD displays are part of a four-display centerhung configuration and accompanied by a large end wall video display as well as a 360-degree ribbon display circling the arena's interior.

Two true HD displays face the sides of the arena and measure roughly 24 feet high by 42 feet wide. The two end displays on the rectangular centerhung system measure approximately 12.5 feet high by 21 feet wide. All four displays feature full black package LEDs on a tight 6-millimeter line spacing to bring crisp, clear imagery to fans throughout Reed Arena, the home of Texas A&M's men's basketball, women's basketball and volleyball teams.

An end wall display supplements the video experience provided by the main displays by providing fans with an additional source of video and content. It also provides flexibility for multiple other events to be held at the venue. The display measures approximately 17 feet high by 37 feet wide and features 10-millimeter line spacing.

The five video displays are capable of variable content zoning, which allows them each to show one large image or to be divided into multiple zones to showcase any combination of live video, instant replays, up-to-the-minute statistics, graphics and animations and sponsorship messages.

A full 360-degree ribbon display circles the arena's seating fascia to enhance the overall experience by providing additional statistics and graphics. It also provides the opportunity to highlight sponsors throughout events. It will measure approximately 2.5 feet high by 617 wide and feature 10-millimeter line spacing.



## **AT&T Performing Arts Center Announces Immediate Opening for Event Manager**

Reporting to the Senior Event Manager, the Event Manager will be responsible for the coordination of multi-faceted, high profile events, serving as the liaison to the Center's internal, external, and resident clients. The Events Department is responsible for the supervision of all meetings, receptions, dinners, private rentals, ticketed performances, community gatherings, and other events held at the Center. In addition to event management, the Event Manager will also assist the department's signature Plus1 Customer Service Program, and the customer resource management system for gathering client feedback. The Event Manager will also assist with overseeing the department's inventory management system.

Applicants may visit this site for additional information on the position and instructions on how to apply:

<http://www.attpac.org/about/careers-at-the-center/>



## Allen Event Center Upgrades Equipment, Hires New Chef



Since opening in 2009, Allen Event Center has been home to professional sports franchises, international events, high-profile concerts, family shows and tradeshows. The arena seats over 7,000 and averages 300,000 visitors annually.

Allen Event Center has upgraded its video equipment with eight new high-definition cameras to broadcast Allen Americans hockey games. Also, there is now less of a delay between broadcasts on the arena's large video board and the live action.

To review gameplay, instead of just two, there's now a four-camera replay system, allowing for more accuracy. An enhanced microphone inventory captures all of the true sounds at events. The Wi-Fi has been upgraded throughout the arena and new electronic menu boards have been added to concession stands, along with a new touchscreen point-of-sale system.

The arena has hired a new executive chef, Mark Turner, who is very accomplished in the North Texas culinary scene. Chef Mark's career includes The Adam's Mark and Omni hotels, corporate organizations and private events. Chef Mark likes to cook from scratch with fresh and local ingredients. Also, the arena has expanded the Taste of Premium program for suite and club levels, offering meals before select Allen Americans games by Chef Mark and area restaurants. More information can be found on [AllenEventCenter.com](http://AllenEventCenter.com).

## Allen Event Center Hires Two New AGMs

Allen Event Center welcomes two new Assistant General Managers! Bill Herman has been hired for operations and events, and Michael Martin will oversee community engagement.

---

### **Bill Herman**

Bill graduated from Canisius College in Buffalo, NY with a BS in Marketing and an MS in Sport Administration.

Bill has worked for the Center Operating Company at Reunion Arena as an Event Coordinator; Center Operating Company at American Airlines Center as an Event Coordinator; Dallas Stars Hockey Club as the Director of Event Operations, Assistant Vice President of Business Operations, and General Manager for Dr Pepper Arena.

"I'm extremely fortunate to be a part of the team at Allen Event Center. It's a terrific venue, but most importantly, we have a tremendous staff who make it all happen each and every event," Herman said. "I'm looking forward to building relationships with them, the City of Allen and certainly the clients and guests we welcome through our doors on a daily basis."

---

### **Michael Martin**

A graduate of Marian University of Fond du Lac, Wisconsin, with a BSBA in Sports & Recreation Management, Michael played four seasons of NCAA III Men's Ice Hockey while in college.

Michael's professional career includes working for Palace Sports & Entertainment as an Inside Sales Account Executive, Account Executive Sport Sales, and Account Manager Client Service & Retention; the NBA Dallas Mavericks as an Account Executive in Ticket Sales & Service; NHL Dallas Stars as Director of Client Service & Retention, and Director of Sales & Service; NHL Detroit Red Wings, training and managing Inside Sales Account Executives, and selling ticket plans; and the Allen Americans as Vice President of Ticket Sales & Service and then Executive Vice President.

While with the Allen Americans, the team achieved four championships in six seasons across two different leagues (CHL & ECHL).

"I am very happy to take on my new role, as I worked closely with so many great people in Allen Event Center and the City of Allen while with the Allen Americans," Martin said. "In addition, my wife Lisa and I are proud citizens of Allen. We love this community and are very happy to call Allen home with our two daughters, Kaitlyn (age 9) and Lauren (age 7)."

## Houston Strong An Update From Toyota Center

For the last week, Houston has been devastated by the effects of Hurricane Harvey. What sticks out to us though, is the amount of selfless acts that have been happening in our community. Volunteers could be seen lined up around shelters looking to lend a hand, many have donated to great causes, and an abundance of items have been donated to help Houstonians get back on their feet. While we know there is still work left to do, we look forward to helping Houston rebuild. This city is definitely “Houston Strong.”

Toyota Center was able to welcome evacuees into the arena for four days. The American Red Cross and the Toyota Center staff teamed up to serve warm meals to families, provided beds to sleep on, and assistance in applying for disaster aid.

If you are looking for ways to help those affected by Hurricane Harvey, you can visit [ghcf.org/hurricane-relief](http://ghcf.org/hurricane-relief) to donate to the Hurricane Harvey relief fund through the Greater Houston Community Foundation.

## Looking Back At A Successful Summer

Toyota Center has hosted 13 shows so far this summer. This is up from 8 this time last year. Over 105,000 people have watched shows that included Iron Maiden, Roger Waters, Kendrick Lamar, Shawn Mendes, Lionel Richie, J. Cole, and Ed Sheeran. With 6 sellouts, the energy and excitement from our fans has been amazing. We look forward to hosting Janet Jackson on September 9 as our first show since Hurricane Harvey.



Two August highlights included saying “Hello” to Lionel Richie with his favorite carrot cake cupcakes and presenting a donation in Ed Sheeran’s name to a local children’s hospice.

## New Additions at Toyota Center

Toyota Center is excited to announce the hires of Jessie Lantz and Matthew Destouet to the Event Services Department.



Jessie Lantz (pictured above) has been hired on as the Event Services Coordinator. Originally from Rockford, Illinois, Lantz moved to Houston after completing her M.S. in Sport Management at Western Illinois University. She has previously worked in events, marketing and promotions at the nonprofit, collegiate and professional levels.



Matthew Destouet (pictured above) has been hired on as the Event Manger. Destouet started as an Event Services Intern while at LSU and then transitioned into an Event Services Coordinator position at Raising Canes River Center in Baton Rouge after graduation. His favorite events he managed in Baton Rouge were Cirque De Soleil OVO and the Harlem Globetrotters.

We are excited to have Jessie and Matthew on our team!

## Promotions at Toyota Center

We would like to congratulate Hillary Thomas and Rebecca Traylor on their recent promotions.



Toyota Center is pleased to announce the promotion of Hillary Thomas (pictured above) to Sr. Director of Booking and Event Operations. Hillary has recently hit her 12-year anniversary as part of the Toyota Center team. In addition to continuing to oversee event operations for the building, she will now handle all concert and event bookings inside the arena.



Toyota Center is also excited to announce the promotion of Rebecca Traylor (pictured above) to Sr. Event Manager. Rebecca enters her fifth year with the organization after holding the positions of Event Coordinator and Sr. Event Coordinator. A native Houstonian, Traylor is a graduate of the University of Houston with a bachelor's degree in Sports Administration.

Congrats to two very deserving employees!

**Hurricane Harvey Stories Next Two Pages**

# Hurricane Harvey

## Stories from the Inside

by JC Hrubetz, General Manager / Controller, Freeman Coliseum & Expo Halls, San Antonio, Texas

Hurricane Harvey continues to drop damaging rains on the Houston area and the devastation is unfathomable. I'm not sure what type of coverage this storm is getting nationwide, but legions of everyday Joe's have headed to the area with their boats to rescue citizens from rising waters. They have not begun to report numbers on fatalities, but there will likely be many.

The George R Brown Convention Center in Houston is taking people in and it seems to have a lot of takers. Those helping the displaced are tasked with comforting these folks and providing a strong shoulder and warm bed. It's an emotionally exhausting chore. They all need our prayers.

Our complex in San Antonio is housing first responders in our Coliseum and one of our expo halls, housing evacuee's dogs in another building and providing space to feed these fine folks. There is a massive Emergency Operations Center on the property. I've met first responders from all over the country; yesterday young firefighters from Los Angeles tiresomely came through our doors. These folks are simply amazing.

I would beg all of our fellow Public Assembly Facility community members to say a quick prayer for the millions displaced by the storm, and for our PAF family who is housing so many traumatized people in Houston and across the state of Texas. Spirits are upbeat; but bodies and minds are tired. Prayers are helpful and appreciated.



Kathy Dyer Tinker added 6 new photos —  
at **NRG Park**.

Yesterday at 10:12 PM · Houston, TX · 🧑🏻

Spent my first day here and was thoroughly impressed. The whole shelter operation is very orderly with places for meals, pets, haircuts and other services. I was told the first day it opened to the public there were more volunteers than those needing help! At their peak they have housed more than 5,000 and today that's about half. Kudos to SMG's NRG Park, volunteers from numerous organizations and the resilient and giving people of Texas!

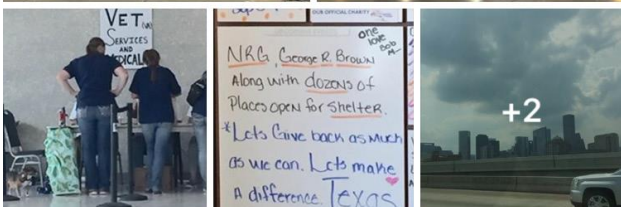


Kathy Dyer Tinker

45 mins · 🧑🏻

These astronauts came to the shelter to visit the displaced, pose for lots of pictures with them and play in the kid zone. They brightened the day for a lot of folks.

#overthemoon #kindwords #nasa





# Hurricane Harvey

## Stories from the Inside

by Beth Wade

I moved into the Berry Center yesterday when we decided people needed a place to go after being rescued, sort of a bus station thought. People would arrive with their pets and whatever belongings they could carry. We met them with a towel, offered them dry clothes, a shower and something to eat. Some stayed an hour some stay 12 hours until we could find them a shelter. What was so amazing is that the decision was made to open at 2:00 p.m. and by 4:30 p.m. we had set a basic layout and people started arriving because they needed help or wanted to help with bags and bags of towels, blankets, clothes, hygiene products, etc. A couple of hours later I walked out to the area and volunteers had sorted by type and size - it was amazing.

By 6:00 p.m. this morning we had 615 people through our doors, 215 of which spent the night. Tonight we only have nine overnight guests.

The building is pretty beat up by the water. Yesterday morning (Monday) I came in with a crew to start the water clean up. The prediction of the water rising and more street closures sent us home after four hours...only to come back four hours later for this purpose.

The south part of town continues to have water rising, because the water in this area (NW) corner is going down. NRG is opening as a shelter, George R Brown CC is at capacity, and both local airports remain closed.

My neighborhood did not experience the devastating waters although around eight o'clock I received a text from a neighbor saying the water in the street was over the curb. It was a great relief to hear at 6:30 a.m. that it went down and we stayed dry.

It has been an amazing experience. I so appreciate all the IAVM family member notes of encouragement and support. I am proud that I was able to tap into all the years of IAVM training to help my neighbors.

I so appreciate each of you and your friendship.

Now, back to folding towels.

## by Toyota Center

For the last week, Houston has been devastated by the effects of Hurricane Harvey. What sticks out to us, though, is the amount of selfless acts that have occurred in our community. Volunteers could be seen lined up around shelters looking to lend a hand, many have donated to great causes, and an abundance of items have been donated to help Houstonians get back on their feet. While we know there is still work left to do, we look forward to helping Houston rebuild. This city is definitely "Houston Strong."

Toyota Center was able to welcome evacuees into the arena for four days. The American Red Cross and the Toyota Center staff teamed up to serve warm meals to families, provided beds to sleep on, and assistance in applying for disaster aid.

If you are looking for ways to help those affected by Hurricane Harvey, you can visit [ghcf.org/hurricane-relief](http://ghcf.org/hurricane-relief) to donate to the Hurricane Harvey relief fund through the Greater Houston Community Foundation.



Connie Lynn Bono is with Steven Binion.

Aug 29 at 5:11pm · 🌐

Please read the wonderful experience my friend Steven and his family received after being evacuated today ❤️🙏  
God Bless Texas!!!!

"Got to share our evacuation story. Boat arrives, they load my family and three dogs and hand me a beer. We get loaded immediately into a cargo truck, all the while I never touched our luggage. Once dropped off we were immediately escorted to a bus to drive us to the Berry Center. Once at the BC we had our own bellhop to take our luggage and dogs to be checked in. The dogs had their own dry area with fresh food and water. We then were taken into the BC, provided a dry towel, free food and sitting area. They had charging stations for our mobile phones so we could make accommodations. I have received smiles, handshakes and words of encouragement. What a city, what a community. I had better service running away from a Biblical event than any hotel that comes to mind."



Kerry Painter – CFE, CEM, CMP  
Region 6 Director  
Assistant General Manager  
Cox Business Center  
[KPainter@smgtulsa.com](mailto:KPainter@smgtulsa.com)

Jeff Davis, CFE – Region 6 Assistant/Vice-Director  
Director  
College Park Center, University of Texas at Arlington  
[jeff.davis@uta.edu](mailto:jeff.davis@uta.edu)

Sherman Bass, CFE – Past Region 6 Director  
General Manager  
Amarillo Civic Center Complex  
[sherman.bass@amarillo.gov](mailto:sherman.bass@amarillo.gov)

Kyle Baun – Region 6 Treasurer  
Vice President of Ticket Sales and Event Sales  
Western Stock Show Association  
[kbaun@nationalwestern.com](mailto:kbaun@nationalwestern.com)

Meredith Imes – Region 6 Scholarship Chair  
Assistant Director  
United Supermarkets Arena  
[meredith.imes@ttu.edu](mailto:meredith.imes@ttu.edu)

Nick Zazal - Region 6 Secretary  
Director, Events & Patron Services  
Walton Arts Center/Walmart AMP  
[nzazal@waltonartscenter.org](mailto:nzazal@waltonartscenter.org)

Tim Seeberg – Region 6 Newsletter Editor/Distribution ‘Guy’  
General Manager  
Fort Smith Convention Center  
[tseeberg@fortsmithar.gov](mailto:tseeberg@fortsmithar.gov)



### **Thank you to our newsletter contributors this month!**

Holly Beal – Cox Business Center  
Graeme Bice – AT&T Performing Arts Center  
Meghan Blood – BOK Center  
Alissa Cunningham – Dickies Arena/Multipurpose Arena Fort Worth  
Tuesday Heslop - The BRO<sup>A</sup>DMOOR World Arena, Pikes Peak Center for the Performing Arts, World Arena Ice Hall  
Kim Hillard – INTRUST Bank Arena  
Melissa Koehler – American Airlines Center  
Brian Nickerson – Allen Event Center  
Kerry Painter – Cox Business Center/Region 6 Director  
Cole Reed - Reed Arena Texas A&M University  
Hunter Segesta – Toyota Center  
Susan Trafton-Evers – Tony’s Pizza Event Center by Spectra Venue Management  
Pamela Webb – UTATickets/College Park Center/University of Texas at Arlington  
Kevin Welch – Curtis Culwell Center  
Jennifer Wilson – Walton Arts Center

**Past Region 6 Newsletters:** <https://www.iavm.org/regions/region-6-newsletters>