



MONTHLY NEWSLETTER



IAVM Region 6 Future Leaders Conference Wrap-Up

After an incredibly tough year of career-pausing challenges, young professionals throughout several IAVM regions came together on May 24th & 25th for the Region 6 Future Leaders Conference. This virtual conference offered two days of comradery, education, networking, and reflection. Learning opportunities focused on the future, teaching valuable skills in the areas of professional development, leadership throughout all stages of career development, the urgency of focusing on mental health needs, self-care strategies, time management, changes in our digital world, and setting young professionals up on a path that ties personal expression to values-based leadership.

Additionally, the Region 6 leadership set it's sights on Fayetteville, AR, for the 2022 Biennial Conference. Keep an eye out for more information in the months to come!

The Region 6 Board would like to thank everyone who participated in this successful event.

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Zazal Named Walmart AMP General Manager



NORTHWEST AR– Nick Zazal, formerly director of events and patron services for [Walton Arts Center](#), has been named general manager of the Walmart AMP.

In his new role, Zazal will oversee operations for the Walmart AMP including front of house, food and beverage, production, facilities and security as well as event rentals at both Walton Arts Center and the Walmart AMP. Brian Crowne, vice president of the Walmart AMP, will continue his focus on managing and growing the organization's relationships with promoters, vendors and sponsors.

Zazal has been in his previous role with Walton Arts Center since 2013. He is a Certified Venue Professional by the International Association of Venue Managers, a graduate of the IAVM Venue Management School and currently serves as the assistant director for IAVM Region 6 which includes the South Central United States and Mexico.

Congrats, Polly Beller!

North Little Rock, AR - Polly Beller is joining Simmons Bank Arena as the new Non-Profit Coordinator. She will be working with non profit organizations to operate concessions stands as a means of raising funds for their activities. Polly has 25 years of experience in the hospitality industry that involves operations, sales, catering, and food and beverage roles in several full service hotels.





Night Ranger to Perform Free Friday Night Concert for the 2021 Larimer County Fair

(Loveland, CO) – The Larimer County Fair announces its Friday night headlining act with the legendary classic rock band, Night Ranger. Night Ranger will take center stage on Friday, August 6th, when they will perform a free outdoor concert. Make sure to come early for a craft beer at the Colorado Craft Cave and a

bite to eat from one of our many food vendor selections.

With more than 17 million albums sold worldwide, over 3,500 live performances, and a radio audience that exceeds 1 Billion, Night Ranger has epitomized and transcended the arena rock sound and style well beyond their era. With multiple songs that have significantly impacted popular culture, Night Ranger continues to expand their ever-growing fan base. The band is proof that powerful songs and accomplished musicians are the perfect formula for continued success.

Night Ranger has earned widespread acclaim, including multi-platinum and gold album status while leaving their indelible mark on the music charts with a string of best-selling albums (*Dawn Patrol*, *Midnight Madness*, *7 Wishes*, *Big Life*, and *Man In Motion*). Their popularity is fueled by an impressive string of instantly recognizable hit singles and signature album tracks, including legendary titles such as “Sister Christian,” “Don’t Tell Me You Love Me,” “When You Close Your Eyes,” the anthemic “(You Can Still) Rock In America,” along with “Sentimental Street,” “Goodbye,” “Sing Me Away,” and “Four in the Morning.”

Night Ranger is Jack Blades (bass, vocals), Kelly Keagy (drums, vocals), Brad Gillis (lead & rhythm guitars), Eric Levy (keyboards), and Keri Kelli (lead & rhythm guitars).

About The Ranch, Larimer County Fairgrounds and Events Complex

The Ranch, Larimer County Fairgrounds and Events Complex, located in Loveland, Colorado, opened in 2003 and is owned and operated by Larimer County. The Ranch consists of the Budweiser Events Center, the Mac Equipment Inc. Indoor Arena, the FNBO Exhibition Halls, and the Thomas M. McKee 4-H Youth & Community Building. The Ranch hosts hundreds of events annually and is home to the Larimer County Fair and PRCA Rodeo. For more information, visit www.TREventsComplex.com.

About Spectra

Spectra is an industry leader in hosting and entertainment, partnering with clients to create memorable experiences for millions of visitors every year. Spectra’s unmatched blend of integrated services delivers incremental value for clients through several primary areas of expertise: Venue Management, Food Services & Hospitality, and Corporate Partnerships. All divisions are in place at the Budweiser Events Center at The Ranch, a 7,200 seat multi-purpose venue.

Venue Safety & Security Committee: Call To Action

Venue Safety and Security Committee (VSSC) hosted its first Zoom meeting of the 2020-2021 term on Thursday, August 20. There is a good mixture of new and returning committee members representing all venue Sectors (amphitheaters, arenas, convention centers, complexes, performing arts centers, stadiums, and universities) along with several Allied Members -- which is exactly what the committee needs to be successful.

VSSC had high hopes of a year full of productivity at the beginning of our 2019-2020 season. However, our year was quickly derailed by the pandemic. Soon our conversations revolved around the issues and challenges faced due to the spread of COVID-19. The aspirations of productivity took a back seat while we all tried to navigate a foggy future directly affecting everyone's safety and security.

Since then, there have been many COVID-19 IAVM committees dedicated to helping our industry rise back up in a safe manor. VSSC is ready to take on all safety and security matters and produce helpful tools and resources across all venue sectors.

Call To Action – Each sector has its separate subcommittee chaired by a member of VSSC that meets once a month. It's an informal setting where anyone who is interested in safety and security can be involved in the conversation whether you are an IAVM member or not. These calls are a great way to stay in the know on what VSSC is talking about regarding your sector and even more importantly, if there is a sector specific issue, it gives everyone a chance to talk it through or even push it up the chain to the VSSC to hopefully find solutions and resources. If you or a member of your team is interested, please email greg.wolfe@iavm.org to get added to your sector's monthly call.

It is an exciting time for all of us. We look forward to being a committee that creates and enhances the value of your IAVM membership.

AVSS Extension - Now Available for Purchase

To keep you current on venue safety and security, IAVM has expanded its safety and security offerings through AVSS to a virtual format, also known as AVSS Extension (AVSS/E). Our goal is to provide virtual training opportunities in 2021, with anticipation of returning to AVSS in-person training once the current health safety concerns are resolved.

With AVSS/E, you can explore topics regarding Situational Crime Prevention, Risk Mitigation, Preparing for the Inevitable - Liability Considerations, and so much more!

When you purchase access to AVSS/E, you will have access to the virtual site until April 2022, affording you the opportunity to work at your own pace!

Click [HERE](#) to purchase AVSS/E now! Venues can save by purchasing group access (up to 5 attendees) by clicking [HERE](#).

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GBAC in Mexico

HIR Expo Internacional (CIECWTC CDMX and Pepsi Center WTC):

In México City, both International Center for Exhibitions and Conventions CIECWTC CDMX and Pepsi Center WTC were officially accredited by the GBAC (Global Biorisk Advisory Council), a division of ISSA, as the first venue in Mexico to earn the GBAC STAR Accreditation.



Expo Guadalajara:



Recently, Expo Guadalajara also was officially accredited by the GBAC, and now México has two accredited venues.

This assure workers, customers, and key stakeholders that they have proven systems in place to deliver clean and healthy environments that are safe for business.

There're more venues in the way to get this certification, but all of them now already have procedures, protocols, and facilities improvements to operate safely.



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APCC Ends Semester with Classes, Hosts Several Events, Continues Podcast

College Station, TX – As the semester came to an end in May, the APCC hosted the last academic classes in the facility for the 2020 – 2021 academic semester and began getting the conference center ready to host events again. Several students & professors visited the APCC for the first time during the year, several of them complimenting the staff for the additional help provided during the classes in a non-traditional space. One professor wrote – *“I wanted to let you know that we had some technical issues early on, but everyone in your building has been super great and supportive. We (THEY) figured it out, and we have been smooth sailing. Awesome people in your building.”*

As the semester ended, the facility was used to hold a socially distant banquet, a video recording with the Texas A&M Transportation Institute, a graduation celebration with The Bush School of Government & Public Service, and the TAMU College of Nursing Sigma Theta Tau International Induction Ceremony.

Sarah & TJ continued the [Coffee Talk](#) podcast and added a new bonus series, [“Where Are They Now”](#) where they followed up with former full-time and part-time employees; discussing what their role was at the facility, how long they worked for us, and what they are up to now!

As of June 1, the facility is back to 100% capacity and the staff is working on training new student employees, equipment maintenance, and booking for the summer and fall.



Hot Springs Convention Center & Bank OZK Arena is Hiring

If you're searching for a job that uses your management skills, your communication skills, your computer skills, but also ...

- Isn't the same routine every day
 - Involves meeting new people regularly
 - Has you working in a beautiful facility
 - Has you working with great team players and an amazing workforce
 - Keeps you involved in promoting Hot Springs
 - And offers incredible benefits
- ... then you are looking for this job.

The Event Coordinator (EC) for Visit Hot Springs serves as the Hot Springs Convention Center's Manager on Duty during events and is the liaison with clients after initial room/space sale is completed. The Event Coordinator meets with clients to determine room setup, equipment and audiovisual requirements, records those requirements and event details into the Center's meeting planning software program, and subsequently directs the work of others to meet the requirements and expectations of the client.

EC's oversee assigned events and work flexible schedules that may include early mornings, late nights, weekends and even holidays. They work closely with event planners/promoters in planning conventions, meetings, trade shows, concerts and other events scheduled in the convention center. An EC must possess a talent for making good decisions and for directing the work of others under pressure, and be a team player. Above average written and oral communication skills, plus above average computer skills are required.

Benefits include employer paid medical and dental insurance for employees, and retirement through the Arkansas Public Employees Retirement System.

Interested applicants can email your resume to Jennifer Wolcott at jwolcott@hotsprings.org.

Job Postings for OKC Convention Center

Job Title: Security Manager

**FLSA Status: Exempt/Salaried/
Full Time**

Position Summary

Under general supervision of the Director of Event Services, oversee and supervise all security efforts as they relate to the facility and surrounding grounds for the Oklahoma City Convention Center. Also coordinate and supervise specific event-related security on an as needed basis.

[Link to apply](#)

**Job Title: Operations
Supervisor**

**FLSA Status: Exempt/Salaried/
Full Time**

Position Summary

Under general supervision of the Operations Manager, direct facility personnel in the successful preparation and execution of events at the facility. Duties include skilled and semi-skilled tasks, which often require heavy lifting and a high degree of physical exertion.

[Link to Apply](#)



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Simmons Bank Arena Hosts First Live Event

North Little Rock, AR – Simmons Bank Arena hosted their first live event in 15 months with the In Real Life Comedy Tour featuring Mike Epps on Friday, June 6th! This event welcomed more than 6,000 guests between two socially distanced shows taking place throughout the evening. We are so excited to be able to engage with our community once again and look forward to a busy and prosperous remainder of 2021.



Venue Managers Mom's Affinity Group

Meetings on 3rd Tuesday at 2pm CST

IAVM HQ - The Venue Managers Mom's Affinity Group, created for networking and to support opportunities for women in the venue management profession who are mothers, will launch with its first meeting scheduled for May 18 at 3pm EST/2pm CST. Meetings will be held monthly on the third Tuesday. "The intent is to create space, virtually and eventually in-person, where ... [Continue Reading](#)

Curtis Culwell Center Hosts Graduations

The Curtis Culwell Center wrapped up a successful graduation season with twenty-seven graduations. After planning for several different scenarios according to the CDC and state of Texas guidelines, the CCC moved forward with graduation ceremonies without any restrictions and without a hitch.



College Park Center at UT Arlington is Certified Sensory Inclusive

College Park Center at The University of Texas at Arlington has partnered with KultureCity to make the arena and all its programs and events sensory inclusive. This new initiative will promote an accommodating and positive experience for all guests and fans with sensory needs. College Park Center is the first WNBA venue and first university venue in Texas to be certified sensory inclusive with KultureCity.

“Sporting and entertainment events are by nature high energy experiences, but in the moment, it is important we understand the excitement, noise level, and visual elements can be over stimulating for some,” states Jeff Davis, executive director of College Park Center. “I am thrilled that our entire staff has embraced this initiative with KultureCity, and they are committed to creating welcoming and inclusive experiences for all of our guests.”



College Park Center is now Sensory Inclusive certified through KultureCity

- Guests of all abilities are welcome, including those with sensory needs or invisible disabilities.
- Extensive training for staff to assist anyone with sensory needs.
- Sensory bags and a quiet space are available.
- First WNBA venue and first University venue in Texas to be certified with KultureCity.

Committed to creating memories for all.

 KultureCity.  COLLEGE PARK CENTER

The certification process entailed the staff at College Park Center being trained by leading medical professionals on how to recognize those guests and fans with sensory needs and how to handle a sensory overload situation. Sensory bags, equipped with noise canceling headphones (provided by Puro Sound Labs), fidget tools, verbal cue cards (produced in conjunction with Boardmaker) and weighted lap pads will be available for check

out for guests feeling overwhelmed by the environment.

Sensory sensitivities or challenges with sensory regulation are often experienced by individuals with autism, dementia, PTSD and other similar conditions. One of the major barriers for these individuals is sensitivity to over stimulation and noise, which is an enormous part of the environment in a venue hosting live concerts, sports and other events. With its new certification, College Park Center is now better prepared to assist guests with sensory sensitivities in having the most comfortable and accommodating experience possible.

“To know that you soon will be able to see families attend a basketball game, a true community binding experience, with their loved ones who have a sensory challenge and who were not able to previously attend, is truly a heartwarming moment. Our communities are what shapes our lives and to know that College Park Center is willing to go the extra mile to ensure that everyone, no matter their ability, is included in their community is amazing.” Dr. Julian Maha, Co-Founder, KultureCity.

Prior to attending an event, families can download the free KultureCity app where they can view what sensory features are available and where to access them. Guests can also use the app to view the Social Story which will provide a preview of what to expect while enjoying an event at College Park Center.

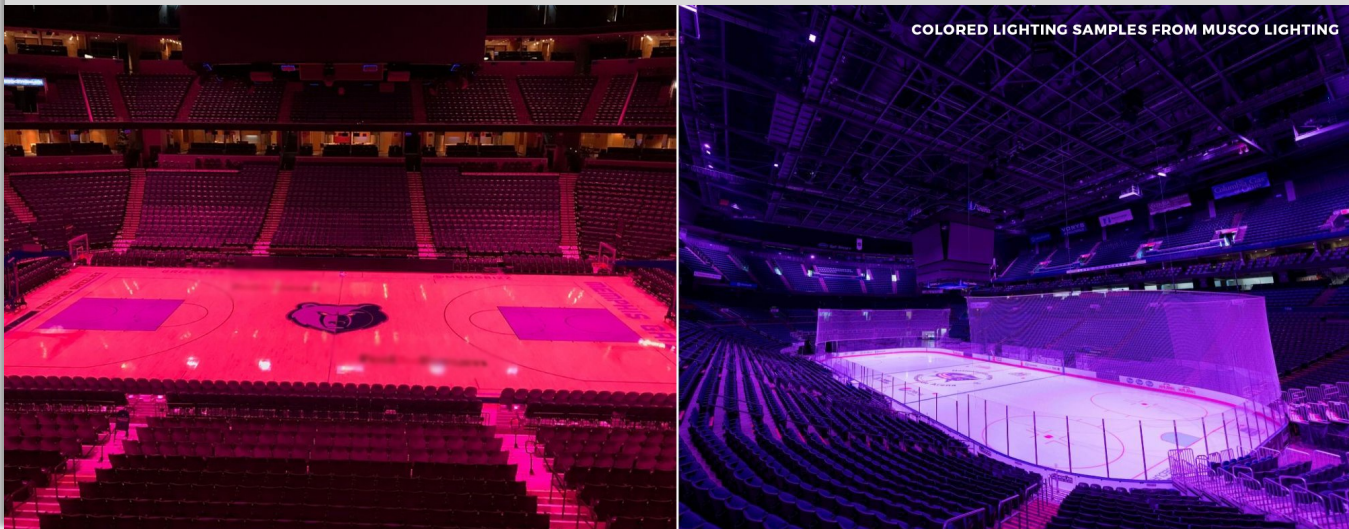
Allen Event Center to Install New Audio/Visual System, Cost-Efficient LED Lighting

Allen Event Center will undergo \$2.9 million in projects this August to replace its aging audio/visual and sport lighting components with all-new redesigned systems.

Highlights of Allen Event Center's new Daktronics audio/visual system include a much-enhanced Public Address (PA) system and the addition of four dynamic video boards (a total of six) placed throughout the arena bowl. The 5.9 mm pixel pitch LED displays will deliver true-to-source color reproduction and pristine image quality that will greatly enhance the spectator experience.

Allen Event Center will also work with Musco Lighting to replace its original metal halide lights with an up-to-date energy-efficient LED lighting system. The system will deliver a much cleaner, whiter light while enhancing effects capabilities with color-changing fixtures.

The new systems will be in place by early September.



Pomp and Circumstance to the Max at Allen Event Center

Allen Event Center recently hosted seven high school graduations, including three ceremonies in one day. Guests arrived early in the morning for the first of three McKinney Independent School District high school ceremonies, with the final event wrapping up close to 12 hours later. Allen Event Center welcomed nearly 13,000 guests for the three events, and close to 9,000 people watched the livestreams on the arena's website.





OKCCC Finds Itself as the Go-To Place for Cannabis Industry

Oklahoma City - The newly built Oklahoma City Convention Center has smartly positioned itself to capitalize on the rapidly growing cannabis industry in the state.

The OKCCC recently completed a successful two-day run as host of CannaCon, a Seattle-based event where industry professionals,

entrepreneurs and experts gather to talk about industry trends. The event was the first business-business trade show hosted since OKCCC's opening in January 2021.

Over 7,800 people entered the convention center's doors, which featured over 260 vendors and breakout sessions in many rooms. Signs are pointed to the continued growth of the Oklahoma cannabis boom since the legalization of medical cannabis in 2018. With this boom, Oklahoma cannabis events will become more and more common.

"The OKCCC Team executed the Canna Con logistical event plan perfectly," said Al Rojas, General Manager of the Oklahoma City Convention Center. "To get this level of execution there were many hours of preparation and planning sessions to ensure all team members knew their roles and responsibilities, but they knew their fellow team members as well. The next key factor, how to pivot when the logistical plan did not go as designed to still be on time and on task.

The convention center was widely praised for providing a state-of-the-art venue that kept social distance guidelines in place even with the large number of attendees.

"We had a fantastic experience. The new facility is gorgeous," said Angela Grelle, CannaCon Director of Marketing. "Everything was super easy. Everyone we've worked here has been wonderful and very responsive. The staff took care of any issues we had immediately. We are booked for 2022."

Future events such as the Lucky Leaf Expo in September and the Oklahoma Cannabis Convention in November are already booked with others already dotting the 2022 schedule.

"Destination OKC is breaking the ceiling and entering the next tier of the convention and meeting industry," said Rojas. "The Canna Con tradeshow set the stage for the industry people who produce and attend large-scale shows to experience OKC. The first experience is the Oklahoma City Convention Center – the state-of-the-art facility designed with the infrastructure and amenities that meet and exceed show requirements and a team committed to exceed our customer's expectations every day. The second and third experiences happen when show management, exhibitors and attendees step into all the attractions of OKC – the dining, shopping and entertainment."



Giving Back during COVID

Fayetteville, AR - When the pandemic halted large format shows and touring productions, sending everyone home for safety, Walton Arts Center and the Walmart AMP made a commitment to keep providing programming and services to Northwest Arkansas.

The programming over the last year was never designed to make money; that was impossible given the situation. Instead, it kept Walton Arts Center and the Walmart AMP connected to the community while filling needs and lifting spirits at a time when it was needed most.

We kept track of a few statistics, and they are pretty impressive. We hosted 135 shows or

events since April 2020, over half of which were free of charge. We hosted nine blood drives that collected 661 units of blood. We hired 323 artists to perform, including 279 local or regional artists. More than 30,000 people attended these events.

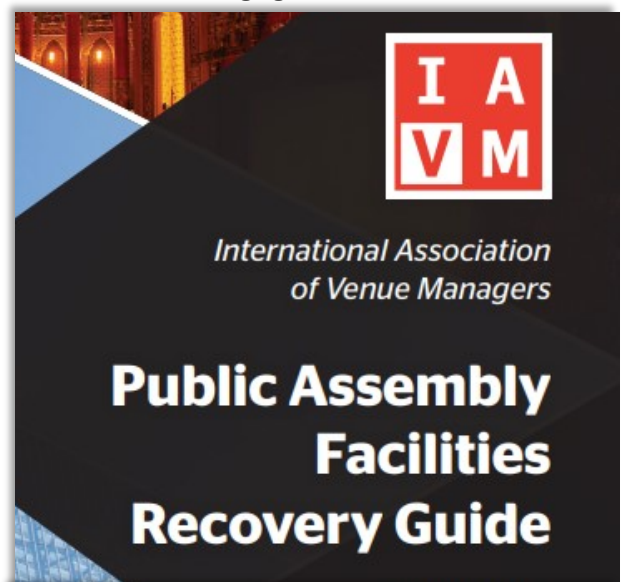
With the support of the Ghost Light Recovery Fund, the organization was able to keep the majority of our full-time staff employed, maintain our facilities, continue arts education initiatives and develop new programming for the community.

Procter & Gamble Ghost Light Programming featured many local and regional artists, providing income in a time when performance opportunities were scarce. The programming also filled some immediate and practical needs within the community while offering everyone a way to experience the arts in the midst of a challenging time.

This called for the creation of entirely new programming models for Walton Arts Center and the Walmart AMP – including a web series, Happy Hours at the AMP, an atrium concert series, blood drives with live performances and serving as the host location for Holidayze, a festive seasonal popup bar. In other instances, staff reimagined existing programming.

The VoiceJam A Cappella Festival and the Colgate Classroom Series transitioned to a virtual format. Artosphere, Arkansas' Arts and Nature Festival, was redesigned and featured an outdoor immersive theater experience. In addition to all this, we were able to host nine touring artists or productions. All programming was presented in COVID-19-friendly format with all in-person performances following state-approved health and safety protocols.

None of this would have been possible without the support of the Ghost Light Recovery Fund donors and a staff committed to bringing the arts to Northwest Arkansas.



[*Click here to download!*](#)



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Walton Arts Center & Walmart AMP Welcome New Staff

Fayetteville, AR - The Walton Arts Center and Walmart AMP filled four vacancies in May. Nate Young is the new beverage manager at the AMP. Maurie Edwards is the food and beverage manager for both Walton Arts Center and the Walmart AMP. Jorge Vazquez joined the AMP team as maintenance engineer and MacKenzie Stuart is the new artist hospitality manager.



Pictured left to right: Nate Young, Maurie Edwards, Jorge Vazquez. Not pictured: MacKenzie Stuart.

College Park Center/Texas Hall at UT Arlington is Hiring

Currently recruiting for the following full-time positions:

Director of Event Services

The Director of Event Services provides leadership and direction for the Event Services Team of College Park Center and Texas Hall. This person ensures the team operates with the highest level of professional standards and maximizes efficiencies of event operations to ensure the successful coordination of assigned events, including but not limited to, gathering event information from CPC/ TXH clients and client contractors prior to, during and following an event. They directly supervise full time event managers and part time event staff; provide leadership, direction and training for event staff and on-site follow up during events; and act as the lead coordinator for major special events. For full description or to apply, visit: <https://uta.peopleadmin.com/postings/14252>

Venue Operations Crew Leader

The Venue Operations (Facility Worker) Crew Leader oversees routine tasks related to venue conversions and event setups, including building stages, setting tables/ chairs and installing/removing portable basketball courts, in multi-purpose public assembly venues. This person provides direct supervision and lead operations crews in efficient venue turns, and provides general maintenance and care of facility equipment. For full description or to apply, visit: <https://uta.peopleadmin.com/postings/14294>



Toyota Center Hosts Record-Breaking UFC 262 In Houston

Toyota Center hosted UFC 262 in Houston on May 15th. The sold out pay-per-view event was the first full-capacity event in over a year for the venue. This monumental event ended the night as the highest grossing event in the venue's 18-year history. An incredible accomplishment for an event industry just coming out of a pandemic. With restaurants full during the weekend, a downtown buzzing around the UFC Fan Experience, fans safely being together again and a total economic output of over \$24 million; the city of Houston was excited to see live events back in action.



IAVM Region 6 Board

Jeff Davis, CVE, CMP – Region 6 Director

Executive Director
UT Arlington College Park Center & Texas Hall
jeff.davis@uta.edu

Sherman Bass, CVE – Past Region 6 Director

General Manager
Amarillo Civic Center Complex
sherman.bass@amarillo.gov

Kelly Graham – Region 6 Scholarship Chair

Facilities Operations Coordinator
Denver Performing Arts Complex, Arts & Venues
kelly.graham@denvergov.org

Chuck Rogers – Region 6 Allied Representative

Central South Regional Manager
Smith Protective Services
crogers090@hotmail.com

Nick Zazal, CVP – Region 6 Assistant Director

General Manager, Walmart AMP
Walton Arts Center & Walmart AMP
nzazal@waltonartscenter.org

Kyle Baun – Region 6 Treasurer

Vice President of Ticket Sales & Event Sales
Western Stock Show Association
kbaun@nationalwestern.com

Ashley Peacock, CVP – Region 6 Secretary

Senior Event Services Manager
Cox Business Convention Center
apeacock@asmtulsa.com

Melinda Landry – Region 6 Marketing Manager

Event Manager
Amarillo Civic Center Complex
Melinda.Landry@amarillo.gov

Thank you to this month's newsletter contributors!

- **Jamie Burns**, Marketing Manager, Annenberg Presidential Conference Center
- **Jonathan Paul Carroll**, Assistant Director, Event and Venue Marketing, UT Arlington College Park Center & Texas Hall
- **Jeff Davis, CVE, CMP**, Executive Director, UT Arlington College Park Center & Texas Hall
- **Jana DeGeorge**, Director of Marketing, Simmons Bank Arena
- **Ruben Hernandez**, Region 6 Mexico Representative, Consultor MIRRUB Soluciones
- **Christine Latch**, Assistant Box Office Coordinator, Curtis Culwell Center
- **Brian Nickerson**, Senior Marketing Coordinator, Allen Event Center
- **Melinda Landry**, Event Manager, Amarillo Civic Center Complex
- **Mariah Saffa**, Director of Marketing, Budweiser Events Center at the Ranch
- **Hunter Segesta**, Marketing Director, Houston Rockets
- **Justin Tinder**, Marketing Coordinator, ASM Global-OCCC
- **Jennifer Wolcott**, Director of Operations, Hot Springs Convention Center & Bank OZK Arena
- **Jennifer Wilson**, Public Relations Director, Walton Arts Center