

Region 7 Newsletter

MESSAGE FROM JAMIE GALILEO, REGION 7 DIRECTOR

Dear Region 7 members,

Welcome to 2018!

We are looking forward to a great year.

In the next few months the IAVM has an extensive educational opportunity in Minneapolis, with AVSS, Academy of Venue Safety & Security, SWP , Sever Weather Preparedness and GuestX .

This summer, SES, Senior Executive Symposium in Ithaca New York , VMS, Venue Management School at the beloved Oglebay Resort in Wheeling West Virginia which is also the location for VMS graduate Institute. Rounding off with the 93rd Venue Connect in Toronto Canada.

These educational assets are brought to you by the IAVM in support of you the members. I would encourage each of you to reach out to your colleges for further information and confirmation on the benefits to you and your organization.

Take a look at the newsletter and drop us a line if you see something you like or would like to see more of. Shelley Ellis has done a great job and we are very appreciative for all her efforts and dedication on behalf of the Region.

Shout out to San Diego for their Chapter meeting at Del Mar Fairgrounds. Over (50) people in attendance with an amazing host venue and two sponsors, Spec Seating and Fortessa Tableware.

Many thanks to everyone for your continued support of our association, we as a region and association are here to server one another, please don't hesitate to drop me or one of our board member a note letting us know how we can serve you.

Sincerely,
Jamie Galileo
Director Region 7



UPCOMING EVENTS

1/30/18	LA Chapter Meeting – Los Angeles Convention Center
2/12/18	Arizona Chapter Meeting – ASU Gammage
2/15/18 to 2/19/08	Academy for Venue Safety & Security – Minneapolis, MN
2/20/18	Utah Chapter Meeting- Vivint Smart Home Arena, Club South
2/20/2018	Severe Weather Preparedness– Minneapolis, MN
2/20/18 to 2/22/18	GuestX: Guest Experience & Crowd Management– Minneapolis, MN
5/14/18 to 5/17/18	Senior Executive Symposium (SES) – Ithaca, NY
6/2/18-6/8/18	Venue Management School (VMS) – Wheeling, WV
6/2/18-6/8/18	Venue Management School Graduate Institute – Wheeling, WV
7/22/18-7/25/18	IAVM's 93 rd Annual Conference – Toronto, Canada



Registration Now Open for Members and Non-Members

Please Go to

<http://tickets.ticketforce.com/eventperformances.asp?evt=1594>

to Register!





IAVM UTAH CHAPTER

2018 Winter Workshop
Tuesday, February 20, 2018
vivint. SmartHome Arena

SAVE THE DATE

Final agenda will be sent out shortly.



vivint.
SmartHome
Arena



vivint. SmartHome Arena
301 S Temple Salt Lake City, UT 84101
Register at www.weberstatetickets.com





Greetings from Arizona!

The Arizona Chapter for IAVM continues our bi-annual meeting schedule offering education and networking opportunities to members, guests and students. We last met in August at the Kerr Cultural Center, an Arizona State University venue in Scottsdale, Arizona.

Attendance was excellent and our guests learned a lot about New Technologies in audio visual productions, “Mindfulness in the Workplace”, and a discussion of recent challenges and successes.

“Mindfulness” is being aware of one’s surroundings and the effect one’s words and actions have on social and business interactions. The practice can lead to stress reduction with physical and psychological benefits. Special thanks go out to Jaime Valderrama, M.A. and Maria Napoli Ph.D. from the ASU School of Social Work. Read their abstract on this topic at http://ifsweurope2017.yourhost.is/wp-content/uploads/2017/04/TUE_S3.Maria-Napoli-Jamie-Valderrama-Soffia-Palsdottir.USA_.pdf

Among the challenges venues faced in Arizona over the past year were an increase in the minimum wage and new requirements for paid sick time for part-time employees. The effect of these and other new legal requirements were discussed in depth as we explored the “fine print” of newly enacted voter initiatives. Special thanks go out to Sarah Shock from Talking Stick Resort Arena, J.D. Davenport from Goodyear Ballpark, and Mark Mettes of the Herberger Theater Center who joined yours truly in this panel discussion.

We also welcomed new leadership with Virginia Fairchild stepping up as our Chapter Representative. Virginia is the House Manager at Arizona State University’s Gammage Center and a graduate of Louisiana State University. Learn more about ASU Gammage at <https://www.asugammage.com/>

As always, we held our 50/50 raffle which helps us fund two scholarships to VMS for Arizona members.

Arizona IAVM meets again on February 12, 2018 at ASU Gammage to discuss Venue Security, Sustainability and Sexual Harassment.

Lastly, a huge shout out to Virginia Fairchild and everyone at ASU who had a hand in obtaining two tickets to “Hamilton” as an auction item for IAVM Arizona members and their friends. Imagine a chance to win the two of the hottest tickets in town for only \$50! Nice job ASU!

The Arizona Chapter appreciates the hard work of our District representatives and is grateful for the opportunity to communicate with all IAVM members in Region 7. Thanks to Jamie Galileo and Shelley Ellis for their role in bringing back the newsletter.



WANTED:

NORTHERN CALIFORNIA CHAPTER MEETING

IAVM brings enormous value into my life in two very clear ways: by providing me with up to date educational opportunities at conferences, meetings, webinars and Venue Management School, and by providing me opportunities to work as a volunteer alongside a great community of colleagues. The best career decision I ever made was to volunteer to assist with the planning of an IAVM gathering. If you have been looking for an opportunity to be more involved with IAVM this is an easy, finite task.

Chapter meetings give us a chance to meet and learn between conferences. They allow us to get to know our area venue colleagues. They give us an opportunity to share IAVM educational and networking opportunities with our colleagues who aren't able to travel to conferences. They are open to members and nonmembers alike. They are inexpensive to host and attend as travel is simpler and less costly.

Chapter meetings are much easier to plan with a group of people than alone. Many hands make light work. If you are someone who hasn't volunteered in the past, **now is your chance**. As we seek to diversify the leadership of our organization hearing from new voices is essential. Volunteers should be prepared to spend 2 hours a month on the phone for the next several months and then able to take on a single 2 hour task, such as creating the invitation or getting the mailing list from Headquarters. Volunteer with a friend if that makes it more fun and easier, but please volunteer, if you don't there may not be a meeting.

Chapter meeting TO-DO's: Pick a day and time, pick a venue, identify speaker(s) or education topic(s), make decisions about refreshments, make a budget which includes costs, and a goal amount you would like to be able to pass along to the Region to support scholarships etc., define the attendance fee, get email list from HQ, create and send invitations and have a great meeting!

[Here is the IAVM website info on Chapter Meetings](#) broken down into steps.

If you are interested in seeing a Northern California Chapter meeting come together – we need your help! Volunteers should contact Jennifer Norris at jennifer.norris@sfgov.org by January 24. If less than 6 people respond we likely won't have a chapter meeting this spring.

NETWORKING.EDUCATION.RESOURCES



HARD ROCK HOTEL AND CASINO'S THE JOINT NAMED CASINO OF THE YEAR

The Academy of Country Music® announced the Industry Award winners for the 52nd ACADEMY OF COUNTRY MUSIC AWARDS™ and has named The Joint as CASINO OF THE YEAR – MEDIUM CAPACITY. The ACM Industry Awards, voted on by the Academy's professional members, honor the behind-the-scenes industry professionals and venues who contribute so much to the artistry, success and longevity of country music.

The Hard Rock Hotel and Casino is hiring:

Box Office Supervisor – Full Time/Salary

The Box Office Supervisor responsibilities are to assist the Box Office Manager in the day-to-day operations of the Box Office and Usher departments. Duties include, but are not limited to: Training and supervision of Box Office and Joint Usher employees.

Apply Here: <https://recruiting.adp.com/srccar/public/RTI.home?c=1204601&d=HardRockExternalCareerSite>

Entertainment Operations Manager – Full Time/Salary

The Entertainment Operations Manager is responsible for the advancing of all production elements for all shows on Hard Rock Hotel & Casino property, Supervision of personnel, assisting in the balancing the monthly financial checkbook, scheduling of staff, ensuring that all production needs are executed without disruptions. It also ensures the efficient use of labor and all expenses adhere to the budget that is set forth.

Apply Here: <https://recruiting.adp.com/srccar/public/RTI.home?c=1204601&d=HardRockExternalCareerSite>



CONTRACTOR OF DEL MAR FAIRGROUNDS AWARDED 2018 BARHAM AWARD

A contractor of Del Mar Fairgrounds, WZ Productions was selected by the Western Fairs Association as their 2018 Barham Award recipient, which is a top honor in the Fair industry, for Out at the Fair® (OATF) is a family-friendly, all-day festival celebrating the Lesbian, Gay, Bisexual, Transgender, Queer/Questioning, Intersex, Asexual community (LGBTQ+), originating at the San Diego County Fair; it is one of the Fair's most successful and fastest-growing events, and the first of its kind in the Fair industry. OATF is a registered trademark of WZ Productions, LLC, which created and produces the event for the Fair.



THE MOST OUTDOOR ICE IN SAN DIEGO AT THE DEL MAR FAIRGROUNDS

This past December Del Mar Fairgrounds held the grand opening of the Frozen Fairgrounds at Del Mar. The Frozen Fairgrounds features a community (Holiday) ice rink and NHL ice hockey rink. The rink is the largest holiday ice skating rink in San Diego and the NHL hockey rink is the first full size outdoor ice hockey rink in the history of San Diego.



CONSTRUCTION IS UNDERWAY AT THE ALAMEDA COUNTY FAIRGROUNDS

Construction is now underway for the new Sky Ride Attraction set to debut at the Alameda County 2018 fair. Once completed, the gondola-style ride will transport guests between the Action Sports Arena and the Palm Pavilion with a spectacular, birds-eye view of the grounds. A new patio and outdoor bar will be added to the area just opposite Beers of the World, as well as a new outdoor concession window at the northeast corner. With the elimination of year-round horse training, the area previously occupied by caretakers was recently converted to a lovely, tree-shaded campground with full hook-ups and amenities.



VIVINT SMART HOME ARENA HAS BEGUN A \$125 MILLION RENOVATION

After more than 25 years as the premier sports and entertainment venue in Salt Lake City, a new era at Vivint Smart Home Arena has begun with a \$125 million renovation to enhance the guest experience on all six levels of the home of the Utah Jazz. As a community gathering place, the arena hosts more than 100 events annually with 1.8 million guests.

An illuminated navy, green and gold J-Note statue, measuring 14-feet high and 21-feet wide, welcomes visitors on the plaza before entering the 12,000-square-foot America First Atrium with an exclusive Jazz Team Store, redesigned lower and upper bowl concourses with new fully cushioned seats in the bowl, and destination dining restaurants.

While no events were held in the summer of 2017, the facility was still abuzz each day as more than 2,000 workers participated in the project, demolishing concrete walls, removing all the green plastic chairs and building new dining, club and social spaces. Salt Lake City-based Okland Construction served as the general contractor for the project with valuable work from 78 subcontractors.

The atrium is the location for the box office, Utah Jazz Team Store full of unique arena-only merchandise and memorabilia, and easy access to the Toyota Club on level two and the suites on level four. Concourse walls have been removed for the creation of a new porch that gives fans a full view of the lower bowl. What they're seeing is an ocean of blue with the iconic green plastic chairs being replaced by fully-cushioned seats in both the lower and upper bowls.



Fans are able to taste another change. A multitude of food selections – more than 30 restaurants and vendors – have created destination dining with a lineup of new culinary choices. The four corners of the main concourse at Vivint Smart Home Arena feature specialty menus with barbecue from R&R, hand-tossed pizzas from Maxwell's, Mexican food from El Chubasco, and gourmet hamburgers and signature beef sandwiches from Cubby's.

Technology has also been deployed to enhance the guest experience through a new mobile Jazz + Vivint app, high-speed public Wi-Fi, cloud-based technology and predictive analytics. More than 400 televisions are located throughout the arena, providing information, directions and a constant eye on what's happening on the stage or court.

Originally opened as the Delta Center on Oct. 7, 1991, the building was known as EnergySolutions Arena from Nov. 20, 2006 until being renamed Vivint Smart Home Arena as part of a 10-year agreement announced on Oct. 26, 2015.

Construction began on June 11, 1990 and was completed in record-time—15 months and 24 days later, at a cost of \$66 million.

The building has played host to the 1993 NBA All-Star Weekend, two NBA Finals, the 1999 U.S. Figuring Skating Championships, as well as figure skating and short track speed skating in the 2002 Olympic Winter Olympics. The arena has featured some of the biggest names in the music world, with the three largest concert draws in the arena's history multiple night sellouts for Garth Brooks, U2 and the Rolling Stones.



FOOD AND BEVERAGE MANAGER JOINS MESA ARTS CENTER

In February 2018, Mesa Arts Center will be transitioning from an outside vendor currently operating the Center's theater concessions to in-house management of food and beverage activities. Kerrie Gross has just joined Mesa Arts Center as the new Food and Beverage Manager. Kerrie has extensive experience in food and beverage management, strong administrative skills, and is very excited about the opportunity to enhance MAC experiences. Kerrie's first priority is a smooth transition of the concessions operation while retaining quality and customer service. After that is achieved, Kerrie will work to develop programs that are responsive to customer needs and opportunities.



SMART CITY NETWORKS HONORED AT LAS VEGAS METRO CHAMBER OF COMMERCE BUSINESS EXCELLENCE AWARDS

Smart City Networks was honored at the Las Vegas Metro Chamber of Commerce 2017 Business Excellence Awards as a Trendsetter in the Las Vegas business community.

The honor recognizes Smart City for its innovative event technology, industry leadership, and foresight in the business community in Las Vegas and nationwide. “We are excited to be honored by our local business community as a Trendsetter,” said Mark Haley, President of Smart City Networks. “I am proud of the work our team has done to position Smart City as an industry leader in providing cutting edge, innovative technology to convention centers across the country and the ongoing positive impact our efforts continue to have on a national scale.”

With over 200 employees nationwide, Smart City has solidified its role as an industry leader in not only telecommunications and event technology, but also in leading key initiatives within the meeting and convention industry. Most recently, Smart City led the charge with the International Association of Venue Managers to establish Common Sense Rules for WiFi usage in convention centers and other public venues. Smart City took a proactive stance on what wireless network management actions should be permitted and recommended strategies for promoting the enhanced security for networks and devices utilizing WiFi in industry venues.

“Being actively involved with industry issues on a national scale is an important initiative for Smart City,” Haley said. “As an industry leader, it is crucial for us to lead efforts in presenting resolutions to industry issues and eventually, establishing new standards that improve the entire convention and meeting industry.”

Smart City Networks is hiring: <https://workforcenow.adp.com/jobs/apply/posting.html?client=smacitynet>



THE DEJORIA CENTER CELEBRATED THE HOLIDAY SEASON WITH THE STARS

DeJoria Center, located in Kamas, Utah celebrated the holiday season on December 8 with their Christmas show: Dance to the Holidays. The show brought dancers and singers from So You Think You Can Dance, Dancing with the Stars and American Idol together for a night of fun. Hosts, Tony Dovolani and Karina Smirnoff had the crowd dazzled by their elaborate costumes and fast feet, while singers Ravon Owens and Adanna Duru melodies filled the arena with all your favorite heart-warming Christmas music.

Who else coming to DeJoria? LOCASH, January 26: Nominated as CMT's "Duo video of the year" LOCASH singer-songwriters Chris Lucas and Preston Brust, fuse modern Country and classic heartland Rock with an edgy vocal blend. John O'Hurley A Man With Standards, February 10: John O'Hurley delights his audiences with the colorful stories and songs of his youth as well as revisiting his unforgettable moments on "Seinfeld" and "Dancing with the Stars". Skid Row & Vixen, June 15: Their sound is rambunctious exuberance. They got older, but Skid Row never really grew up. United World Rebellion – Chapter Three is still the youth gone wild, their musical spark still burning gasoline. Clint Black, July 6: A Private Performance from legendary Artist Clint Black. Clint has sold over 20 million records, charted 22 #1 country singles, has 3 Grammy nominations and has won awards from the Country Music Association, Academy of Country Music, and American Music Awards. His many hits include: "A Better Man", "Killin Time" and "When I Say I Do".



BIG CHANGES AT THE PHEONIX RACEWAY

Phoenix Raceway is under major renovations/construction (\$178 million worth) and just announced a naming rights deal and will be known as ISM Raceway as of January 1st.

The first portion of the \$178 million renovation was completed just in time for November's Can-Am 500. This marks the first renovation since its opening more than 50 years ago.

The completed portions to date include 33 suites, which provide an open kitchen and bar area, and the "Curve" hospitality suite, where up to 300 tickets are available for individual sale. The Curve sits six stories above the track and provides guests with a panoramic view of the racing and the Valley.



Renovations will also add a brand new tunnel and midway in the center of the track. Sperber called the fan experience in center field “Disney meets NASCAR” and said he thinks it will give fans a behind-the-scenes look at race day operations in the garages and for the drivers.

Part of September’s renaming announcement was the introduction of ISM’s 360° Connect network, which “will provide the modernized venue with advanced, robust technology and data capabilities.”

This will make it the first motorsports facility with free wifi throughout the venue. Organizers plan to enhance the live experience through digital display screens, innovative social media and a raceway app which will include in-seat ordering.

The renovations and transition of the track to ISM Raceway are intended to provide benefits to fans, drivers and the surrounding community. For drivers, one of the main changes will be garage improvements.



GILA RIVER ARENA HAS SUCCESSFUL FIRST YEAR

Congratulations to the Gila River Arena for a successful first year, revenues exceeded the amount originally projected.

Major upcoming events and concerts include Ed Sheeran, Tim McGraw & Faith Hill, Red Hot Chili Peppers, WWE Smackdown Live, Queen & Adam Lambert, Kendrick Lamar. IN addition to much success this past year, the Gila River Arena will be adding a new and improved website coming soon! Upgrades to the CCTV camera system building wide and upgraded Lenel based card reader system will also be taking place. Way to go!



SMG/SALT LAKE WELCOMES THE MOUNTAIN AMERICA EXPOSITION CENTER

The SMG/Salt Lake-managed expo center in Sandy, UT, has a new name: The Mountain America Exposition Center. Salt Lake County recently announced a new, 10-year partnership with Mountain America Credit Union that includes naming rights, as well as other promotional considerations at the facility formerly known as the South Towne Exposition Center. The venue will remain a Salt Lake County-owned facility.

The name change will be visible throughout the facility, with Mountain America Expo Center signage prominent on the interior and exterior of the building, including a permanent lobby exhibit and new names for the exhibit halls and meeting rooms.

The partnership will allow Mountain America to host quarterly financial seminars, giving the local community more access to financial education resources. The first financial education event open to the public at this facility will be held in January 2018. Additionally, Mountain America members will receive promotional benefits for select events. The agreement will also provide visitors access to multiple ATMs that will be added throughout the venue.



CONGRATULATIONS TO THE RECENT CERTIFIED VENUE PROFESSIONALS (CVP)!

Robert Elliott III, Mesa Arts Center
Kimberly Forbes, Mesa Arts Center
Naz Sabripour, Pasadena Convention Center
Jake Whitcomb, AT&T Park – San Francisco Giants

THANK YOU TO THIS MONTHS NEWSLETTER CONTRIBUTORS!

Candice Browning, Alameda County Fairgrounds
Kimberly Forbes, Mesa Arts Center
Terry Funk, Smart City
Jamie Galileo, Vivint Smart Home Arena
Martha Henderson, Del Mar Fairgrounds
Gaylis Linville, SMG/Salt Lake
Kevin Mattingly, CFE, Phoenix Convention Center and Venue
Nihkole Morton, Hard Rock Hotel and Casino
Jennifer Norris, San Francisco Performing Arts Center
Erin O'Keefe, Dejoria Center
Gayle Powers, Phoenix Raceway
Aurora Rodriguez, Gila River Arena
Luis Valdivia, Del Mar Fairgrounds

NEXT ISSUE APRIL 2018

**PLEASE SEND YOUR INFORMATION AND CONTENT IDEAS TO
SHELLEY ELLIS AT shelley.ellis@visalia.city THANK YOU!**

