

SALT PALACE



Calvin L. Rampton Salt Palace Convention Center 3rd Quarter Report

October 2015

Outdoor Retailer Summer Market Fills the Facility

The Outdoor Retailer Summer Market once again produced significant economic impact on Salt Lake City and surrounding areas. This year, the gathering generated nearly 53,000 room nights, with more than 22,000 attendees. It also erected three pavilions on South Temple, across from the Salt Palace, and had other displays and events outside the facility.

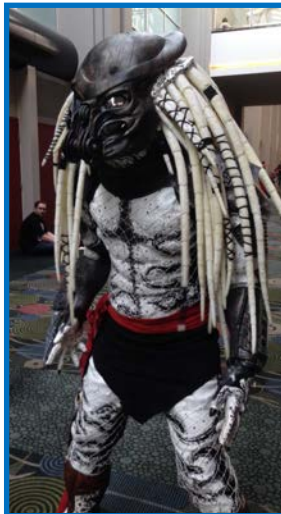
The Salt Lake Comic Con continues to attract over 100,000 attendees during its three-day run. Big name stars, special panels, photo ops and autograph opportunities fill the entire facility. People watching is at its best in and around the Salt Palace — especially those who dress up as their favorite Sci-Fi characters.

Several multi-level marketing groups held their annual conventions during third quarter, including **Stampin' Up**, **Yoli**, **USANA** and **dōTERRA**. **LifeVantage** held a distributor training meeting, as well.

The **League of United Latin American Citizens** held its national convention in July, bringing in participants from all over the US and Latin America. Other large conventions included the **School Nutrition Association**, **Nurse Anesthetists Association**, the **National Tactical Officers Association** and the **Association of Zoos & Aquariums Conference**.

Other conferences and meetings included: **Utah Global Forum**, **Utah Ops Conference**, **Saturday's Warrior SW Film Partners**, **3 Key Elements: Royalty & Romance**, **Spillman Technologies**, **Sierra Pacific Crafts** and **inContact Users Conference**.

Utah Food Services was a key partner for a **Quinceañera**, an alumni reunion for **Recovery Ways**, a **50th birthday celebration** and the **Great Salt Lake Chili Affair** fundraiser.



Year-to-Date Recycling Totals



Cardboard—106,340 lbs.

Single Stream—9,500 lbs.

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New Security Measures Help Curb Panhandling around the Facility.

In the past nine months, the Security Department has stopped nearly 170 people inside or on the grounds of the Salt Palace. Thirty-eight percent of these people had active warrants out for their arrest. Twenty-one percent of those stopped (35 total) were arrested by the Salt Lake Police Department. Causes for arrests included burglary, theft, trespass, intoxication and outstanding felony and misdemeanor warrants.



New C.O.P. Office to Open in October

Constable on Patrol or *Community Oriented Policing* are the words associated with the C.O.P. acronym. And now, the Salt Palace has created a C.O.P. office for Salt Lake City Police to use when on duty. Rather than going back to the precinct to file a report, officers can stop by the Salt Palace and use a dedicated room near Hall 1. They are also welcome to use the restrooms, grab a beverage or take their meal breaks here. This increases the police presence within the facility at no extra charge to the Salt Palace or events

DEPARTMENTAL UPDATES

Engineering: LED lighting was installed in the P-1 South Parking, Hall 5 dock, the hallway north of room 151, and 200 other LED bulbs were installed around the facility. This will result in a significant decrease of power usage. Engineers completed a number of repairs to the chillers, fans, steam pipes and pumps, as well. Installations included a new brine pump, ice machine in Hall D concessions, DX AC units in MDF and a new cooling fan on chiller 2. Engineers oversaw the work of Reaveley Engineering regarding the structural reinforcement project. Staff helped assemble the microwave dish for South Towne.

Human Resources: Eighteen individuals were hired to fill both full and part-time positions at all three SMG facilities. Three employees were also promoted. There were seven open positions for which applications were reviewed and individuals interviewed. The Department was charged with reminding all employees of the current dress code and grooming policy. The annual distribution of the 2015 Summary Plan Descriptions mandated by Corporate HR was completed at the end of July.

Specialty Crafts: New carpet was installed in meeting rooms 150 through 254. Ceiling tiles were replaced in meeting rooms 150 D/E/G. In September, Crafts had three large re-keying projects (one show had 107 lock changes). Painting projects included the lower walls of Halls A through E, walls from 260 to Hall 5, rooms 150, 151 and 251 and the 155 lobby walls. The planters near the windmills were replanted, as were the art museum planters.

(Updates continued back page.)

Employees of the Month Recognized

July



Margaret Summerhayes/Security Guard

August



Jim Peterson/Information Services

September



Liz Lavine/Security Guard

Employees of the Month are nominated by their peers and selected by members of the Employee Action Committee. They are recognized for their customer service values and strong work ethic.

Sales Continue to Hold Strong

July

- 2017 Outdoor Retailer Summer Market
- 2018 Outdoor Retailer Summer Market
- 2017 Outdoor Retailer Winter Market
- 2018 Outdoor Retailer Winter Market
- Entry-level Firefighter Test
- PennWell EMS Today
- 2017 Confidential Event
- 2016 Bike Utah Summit
- 2016 Confidential Event
- 2016 American Youth Soccer Assoc. Expo
- America's Got Talent
- 2017 Campus Market Expo

August

- Hip Hop Utah
- Deloitte's CPE Day
- Ace Disposal Christmas Party
- 50th Birthday Celebration
- 2019 National Student Nurses Assoc.
- Boy Scouts of America Holiday Auction
- 2016 Send Out Cards
- Olympus Hospitality Reception
- SECU-CHEK Distributors Meeting
- NDT Exhibits-QSA
- LifeVantage Distributor Training (2x)
- 2016 American Dance Awards
- 2016 Utah Best of State Awards
- 2016 UniPro Fall Purchasing Conference
- USA Gymnastics, Tumbling & Trampoline Competition
- 2017 Associated Food Stores

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SMG Employees at South Valley Services Domestic Violence Shelter

Salt Palace Employees Help with Domestic Violence Shelter Make-over

South Valley Services Receives New Paint, Couches & Books in SMG/Paras Furniture Partnership

The West Jordan shelter for victims of domestic violence underwent a makeover with the help of employees from the Salt Palace, South Towne Expo Center and the Salt Lake Equestrian Park. South Valley Services provides a safe shelter and supportive services to women, men and their children who have been affected by domestic violence. www.svsutah.org

Over a dozen SMG employees turned out July 24th for the painting project that included the common area living room, the teen/computer room and the children's playroom. A crew from the Specialty Crafts Department brought all the necessary equipment and painting supplies. Teams tackled cleaning the walls, taping and painting. Two of the Salt Palace engineers designed and illustrated a mural for the children's playroom replete with drawings of undersea life.

Paras Furniture was a key partner in this project and delivered three new, bonded leather couches for the living area on Monday, August 31st.

The final part of the project included a book drive at the SMG facilities to help enhance the shelter's teen and adult library. Over 100 books were collected during the one-month drive. Utah Food Services also donated books for this effort.



Departmental Updates (cont.)

Security — See feature story previous page.

Communications & Public Relations — The Salt Palace and Utah Food Services' "green" efforts were featured in the September 14th edition of the *Enterprise*, Salt Lake's business newspaper. The department finalized content for the South Towne web site, issued three other press releases, coordinated the partnership with Parras Furniture to benefit South Valley Services, managed the Host program and attended various community meetings and events.



Sales — The department's email blast campaign continues; the latest edition promoting space for holiday events and parties at the facility. This quarter Nikki Taylor and Roseann Hernandez participated in SMG K'nekt Sales Training II in Charleston, SC, from August 10-13. The emphasis of the class was outgoing sales efforts.

Database Administration — Altum (our maintenance software) was updated with all of the Safety Programs and trainings so that we are compliant with SMG corporate. The department collaborated with HR to establish a safety training schedule in order to be up to date for SMG's monthly safety audits. Over 14,000 old work orders were archived in Altum. The controlled asset audit for SPCC was completed and the SMG Contact Management database for the Sales Department was fine-tuned.

Accounting — An upgrade to our accounting system to Sage 50 Quantum Accounting 2016 was installed, Dashboards were developed for Sales and booking activity. Personnel helped staff the Salt Lake County Fair. The annual audit was completed, as well as the fixed asset audit.

Telecom — The department completed the following projects: switched primary ISP from Integra Telecom to XO Communications and in doing so, had to make numerous network changes to the building, including assisting Utah Food Services, VSL and PSAV; upgraded switches in all Telecom rooms with 10Gb link; and ran cable for 100 Aruba Aps throughout the building (still in the process of bringing up the Aruba Wireless Network).

S.O.A.R.

Service for Success/Outreach to Our Community/Awareness of Safety/Responsibility to Our Environment

Sales (cont.)

September

- Saturday's Warrior SW Film Partners
- Danatronics & Sensor Networks Hospitality Suite
- 2016 Annual Governor's Energy Development Summit
- Solution Tree Associates' Retreat
- Flooring Conference
- PRAGMA
- Salt Lake County Winter Innovation Symposium
- 2016 Sierra Pacific Crafts Annual Meeting
- The Truth & the Glass Slipper
- 2017 Annual COSUGI Conference
- 2016 Modere Annual Convention
- All AXS presents Troy McClain

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SMG is a worldwide leader in public facility management and hospitality services. Since 1977, SMG has contracted with 230 facilities around the world. The Salt Palace has been part of the SMG family since 1990

www.smgworld.com