

Salt Palace Retires Its First Solar Renewable Energy Credit



Program now offers sustainable energy option to events

It took over six months of diligent investigative work to figure out the process necessary to claim our Solar Renewable Energy Credits (SREC), but new Guest Relations Manager Chance Thompson took



on this project because sustainability is important to him and he recognizes the powerful marketing advantage of offering this energy option to clients.

In May of 2012, the “switch was flipped” on the solar panel array that covers nearly all of the Salt Palace’s roof. Now, almost four years later, the array has generated over 4,000 renewable energy credits, which have been deposited into a “bank account,” ready to be withdrawn. The retirement of a Solar REC

represents the use of one megawatt hour of power generation using solar power. The Salt Palace has the option to sell or gift the credits.

American Society of Association Executives Receives First Credit

In advance of the ASAE conference in August, the Salt Palace retired its first SREC on behalf of this important organization. General Manager Dan Hayes presented the certificate (printed on rice paper!) to ASAE during a site visit luncheon on March 28th. The lunch featured beverages served on small solar panel trays — courtesy of Utah Food Services — and a large solar panel was displayed. The one credit SREC covered the cost of power used during their visit. Hayes announced at the luncheon the Salt Palace will donate enough SRECs to power their five day convention.





USA Fencing Returned to the Salt Palace in March for Competitive Trials

Sporting Events Becoming Regular Feature at Facility

An increasing number of national and regional sports organizations continue to choose the Salt Palace over other event venues, thanks to the successful sales efforts of Visit Salt Lake. In addition to the **USA Fencing** competition, the facility played host to the **Utah State Women's Gymnastics Championships**, the **Intermountain Volleyball Championships**, **Missy Marlow Gymnastics**, **Triple Crown Sports Volleyball** and several dance and cheer competitions, including **Varsity Spirit Cheer** competition, **Velocity Dance**, **24/7 Dance** and **American Championships**. Plus, the **American Youth Soccer Organization** held an exposition.

Salt Lake Comic Con's **FanXperience** made another appearance, drawing over 20,000 attendees to see fictional and real-life superheroes, such as astronaut Buzz Aldrin. Other big consumer shows included **Western Hunting and Conservation Expo** and the **Salt Lake International Tattoo Convention**. (See *Events*, next page.)

Employees of the Month

January



Scott White
Security Manager

February



Nikki Taylor
Sr. Sales Manager

March



Raquel Martinez
Security/Dock
Gate Attendant

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50 Events on the Books in First Quarter

January

- UFS Employee Seminar
- Abravanel Hall Holding Area
- QS World MBA Tour
- dōTerra Annual Meeting 2017
- Boy Scout Holiday Auction
- TURN Community Services Pastabilities
- Helix Education: All Hands Meeting
- BOMA Utah Tradeshow
- AMS Channel Leadership Meeting
- USA Weightlifting Olympic Trials & National Championships
- Soul Pose
- 1-800 Contacts Lensy Awards
- Birthday Celebration
- Utah State Women's Gymnastics Championships
- Spillman Technologies 2017
- BLM Oil and Gas Lease Sale

February

- Varsity Spirit Championships 2017
- Confidential Event for 2017
- Young Living Fall Silver Retreat 2017
- AmCon Design & Manufacturing Expo
- Institute for Brain Potential Seminar
- USA Judo Scholastics 2017
- Rotary Club of Salt Lake
- Solution Tree PLC Slate 2017
- 3 Key Elements: Queen of the Kingdom
- Acoustical Society of America Luncheon & Meeting
- Photo Shoot

Events (continued)

The annual **Outdoor Retailer Winter Market** returned in January, attracting nearly 25,000 attendees.



Rootstech, where technology meets genealogy, continues to grow in attendance every year. Other large events included the **US Institute for Theater Technology**, the **Modere Annual Convention** and **Associated Foods Annual Product Expo**.

There were many meetings, seminars and trainings, including: **One Team, One Mission; Utah Food Services Employee Training; University of Utah Health Care Leadership Institute; Salt Lake County Winter Innovation Symposium; Utah League of Cities and Towns; 3 Key Elements: Art of Mentoring; Helix Education: All Hands Meeting; AMS Channel Leadership Meeting; the Prosper Show; 3 Key Elements: Queen of the Kingdom; 3 Key Elements: Master Your Influence; Jacobsen Construction Meeting; LDSBC Learn 2 Earn Conference; a confidential meeting of executives; CITES: The Literary Promise; BSides SLC; Conference on Protecting Children & Families from Pornography; Soul Pose; 3 Key Elements: Royalty & Romance; and ESI Generations Conference.**

A Valentine's Day **speed dating** event, a **wedding reception, birthday party, memorial service, Hispanic dance, photo shoot** and **BLM's oil and gas lease sale** rounded out the potpourri of first quarter activities.



Nikki Taylor Fills New Director of Event Sales Position

Promoted from Senior Sales Manager

Nikki Taylor steps into a leadership role at the Salt Palace Convention Center as the newly-named Director of Event Sales. Nikki will be responsible for overseeing client relations and developing the process of integrating the Sales and Events Departments into one. This new approach is designed to provide a high level of customer service, increase communications and build long-term relationships with national and local clientele.

General Manager Dan Hayes is eager to implement this innovative approach. "This new direction will greatly benefit the way we do business and creates a precedence within our corporate structure. I am confident in Nikki's ability to set new standards not only in our facility, but industry-wide," commented Dan.

Nikki has been with the Salt Palace Convention Center for over 10 years and has worked in a variety of departments, including the Business Center, Event Services, Events and Sales.

Her vast knowledge of facility operations and commitment to excellent customer service will help define this new department. "I'm very excited about taking on the challenge of integrating the Sales and Events departments. This will be a unique model for our company. It will give us an opportunity to really get to know our clients and be able to provide them a seamless experience, from the initial site visit through the event itself," Nikki said.

Nikki is a native of the Salt Lake City area. She graduated from the University of Utah with a Bachelor's degree in Sociology and has completed a number of corporate training classes. She lives in North Salt Lake with her husband and two children.

Osher Lifelong Learning Institute Features Class at Salt Palace

The sold-out class offered by the U of U's Osher Center visited the Salt Palace on March 28. Twenty participants toured Utah Food Services kitchen, hiked the stairs to see the roof's solar panel array and stopped by the Japanese Garden after walking through the entire facility to see all of the art installations. Class leader Steve Hudson wrote, "I want to thank you again for an outstanding tour of the Salt Palace. Our members attending the tour were overwhelmingly appreciative of what we call a 'Special Event.' And our tour of the Salt Palace was indeed a 'Special Event.' Everyone said they thoroughly enjoyed the experience." Hudson went on to say he will recommend adding another Salt Palace tour to the fall class schedule.

Sales (continued)

March

- Associated Food Stores Tradeshow & Annual Meeting 2018
- NPACC SLC Re-admission & Care Transitions Summit
- Hispanic Dances (x3)
- Rootstech Conference 2017
- Western Governors Bi-Annual Training Session & Graduation
- Xyngular Convention 2017
- Society of Human Resources Management Seminar Series
- Western Governors University Bi-Annual Graduation 2018
- Jamberry Annual Convention 2017
- Derek Israelsen Photography
- 3 Key Elements: Break Free Intensive
- Cobalt Analytics Banquet
- Life Leadership Seminar
- American Championships 2017
- IATSE 99 Training & Testing
- Utah Dental Association 2017
- Smith's Store Leader Immersion
- National Speech & Debate Association National Tournament
- Utah Coalition against Pornography Conference 2017
- Ancestry Holiday Banquet
- Salt Lake International Tattoo Convention 2017



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.

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SPOTLIGHT ON:

Emergency Text Alert System

A new system is now in place that will alert all Salt Palace Directors and Managers if there has been an incident in the facility that requires first responders. Event Producers can opt in on this system by providing their cell phone numbers and carrier information. Security Department personnel send out an initial “welcome” text to all parties. This new system has been well-received by Event Producers. Some of the comments we’ve received include:

“This service is wonderful!” - David Grindle, USITT

“Hopefully we won’t need to use it, but we appreciate this service being offered.” Natalie Fleet, AAAE

Thank you very much for this service.” - “Vauna Davis, UCCAP

Facility Updates

Capital Projects -

- **Partial Re-roof of the Ballroom** — Project is eligible for the Utah Department of Corrections Industries roofing program. Using this resource could save approximately 40% on total cost. We are waiting for the bid.
- **Upgrade to Cooling Towers 1-4** — Project will go out for bid the first week of April.
- **Air Wall Realignment** — Some work has already been completed (see Crafts report). This will be an on-going project throughout the year as work can only be completed when the rooms are unoccupied.

Event Services—Mike Garcia reports that Alders completed the air wall maintenance in the Grand Ballroom. All panels were lubricated, end caps repaired and made functional again; and the bottom seals have been inspected. The air walls between Halls A & B have been leveled, the tracks lubricated and the bottom sweeps have been reattached.

Human Resources—During the first quarter, Lisa Timoteo and Brad Christensen processed two full-time positions, nine part-time new hires, three promotions and on-boarded 67 union laborers for the Events set-up department. They also processed two retirements and three separations. The applicant email address was updated (smg-saltlakejobs@saltpalace.com) to include an auto-response guiding applicants to complete a voluntary self-identification questionnaire for affirmative action tracking purposes. A new outreach partnership with the Salt Lake County Office of Diversity Affairs has been developed. All SMG positions are shared with their liaison and that information is then shared in a weekly email blast to their distribution list. The Company Property Policy was revised to include local initiatives, including our donation process. This was distributed company-wide and becomes part of the new hire orientation process. On behalf of ETS, HR has displayed seven LCA postings per their request. HR designees attended the 2016 AAP Webinar on tracking affirmative action processes. HR is looking forward to a new recruiting management service within the HRIS system.

(Continued on last page.)

Community Partners that
Have Benefited from the
Salt Palace Donation Pro-
gram this Quarter



TreeUtah



Salt Palace Featured in
*Hospitality & Leisure
International Magazine*

General Manager Dan Hayes was interviewed late last year for a feature article that appears in the spring edition of the destination, event and lifestyle magazine. The three-page article, titled “Ahead of the Curve,” mentions the facility’s commitment to customer service, facility improvements and innovation. <http://www.lhimagazine.com/>

DEPARTMENTAL UPDATES (cont.)

Facility Services — Heidi Baird, Facility Services Manager, reports the new Aruba system for Wi-Fi was up and running for the Outdoor Retailer event in January. In March, she attended the Aruba Atmosphere Conference and Training in Las Vegas to learn more about the system. In February, the complimentary Wi-Fi service in the facility was upgraded to 512Kbps and now extends into meeting rooms and lobby areas. The SP-Lite option was also upgraded from 512Kbps to 1.5Mbps. Revenue in 2015 for Facility Services showed a 12.5% increase over the previous year. The Business Center realized a 19% increase in color copy sales in the first quarter of this year, compared to last and a 21% increase in mobility equipment rentals. The Business Center now has online ordering capabilities through the web site for mobility rentals; shipping and receiving; account set-up; and printing services.

Security—Security Manager Scott White reports that 36 people were stopped on Salt Palace property during the first quarter and 25% of them were either cited or taken to jail on outstanding warrants. Numbers are down so far this year, which means Security is doing a good job of keeping unwanted visitors out of the facility. Salt Lake Police will continue their presence during move-in and move-out of VSL events.

Telecom—Staff installed additional cabling and jacks in Meeting Room 254 for events that require service on the south side. This eliminates the need to run 75 to 100 feet of cable from the north end jacks. Telecom Manager Darren Lee's staff also added additional cabling and jacks in the East Registration to accomplish the same thing. RevelTV equipment was upgraded with new PCs which can run content for the monitors throughout the building. The number of wireless access points in meeting rooms and exhibit halls were increased by 40% for high density coverage. Comcast fiber is now being used for network access between the Salt Palace and South Towne, replacing the microwave system. The process has begun to acquire a dedicated radio repeater system featuring new equipment and frequencies.

Events—Nikki Taylor was promoted to Director of Event Sales (see feature story on page 4). She and Jed Hansen are working on the processes to consolidate the Sales and Events departments. A Sales Manager will be hired to back-fill Nikki's position and the search is underway for two Event Managers.

Communications & Public Relations/Guest Services—The Solar Renewable Energy Credit program is up and running (see Page 1). Guest Relations Manager Chance Thompson reports that Social Media growth is occurring across all platforms — Facebook, Twitter and Instagram. 2016 has seen an additional 2,000 followers. The new Selfie Contest program for various events has shown great success, especially with FanX and Rootstech. In an effort to build relationships with our event partners and local community, social media has been used to highlight our product donation program. Over 5,000 people were reached concerning our donations from the USITT show to Habitat for Humanity's Re-Store. Department personnel continue to meet with Public Information Officers at the State, County and local level as we work towards developing a more detailed crisis communication plan that includes the use of social media.

Crafts — Detlef Preuer reports that his department replaced the ceiling tiles in Meeting Rooms 150, 151, 250 and 251, as well as in the hallway between Meeting Rooms 250/251. The curb was repainted in the bus loading zone and a new sound wall between Hall 1 and Room 155 was installed. The grounds are receiving extra attention with spring plantings and amendments to the grass. The building has been re-keyed and maintenance has begun on the air walls. The diesel tank was inspected by the State and passed inspection.

Engineering—The department is always busy fixing or replacing many things people rarely see. However, every light bulb in Halls 1 — 5 (3,472) and A — E (3,132) was recently replaced. Other miscellaneous bulbs were replaced inside and out of the facility. With warm weather approaching, Al Whitman's crew prepped the chillers and repaired the cooling towers. Contractors were called in to replace the exhaust fan in the main electrical vault and install a new fan shaft and bearings on AH-20. Six exit signs were replaced back of house. Various leaks were fixed, electrical repairs were made and other updates were completed.