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ASSOCIATION NEWS

INTIX Launches New Bulletin Board and Member Forum

We are pleased to announce that the INTIX online bulletin board and member forum is now available for posting. The forum is a place for members to share their thoughts, discuss current issues, and ask for assistance on a full range of topics. We hope that you will visit the bulletin board often and that it will be a useful benefit of your INTIX membership. Get started today by logging in and joining a thought-provoking conversation with your fellow ticketing professionals!

To enter the INTIX forum, click on the link on the INTIX homepage or go directly to <http://lists.intix.org:8080/read/login/>. **To log in** simply enter your e-mail address and INTIX password when prompted. You can then read current messages and post responses that will be visible to all INTIX members. When replying to a post, be sure to leave the subject line unchanged or else your message will be posted as a new topic.

If you wish to activate the option of "Single Subscribe", which emails messages directly to your inbox as they are posted, click on "My Account" while in the forums (found on the left-hand toolbar) and follow these simple steps:

At the next screen, click on the link "Enter your INTIX user name and password". (Please note that your INTIX user name that you use to log into the website may be different than the email address that you use to log into the forums.)

Next, in the choose dropdown menu, select "Email Discussion Lists" and change the default setting to "Single Subscribe." You can also select "Subscribe Digest", where all posts are combined into a single email sent at the end of the day. You can unsubscribe from these email options at any time.

Please take a moment to read the **Terms of Use** prior to your first visit by clicking here:

<http://www.intix.org/showPage.php?pageID=0248&idmenu=6&idsubmenu=5>.

If you have any questions about the forums or require assistance, you can contact us by e-mail at <mailto:forums@intix.org> or by telephone at 212-629-4036.

Time is Running Out to Submit a Professional Development Grant Application!

Last Day to Apply for the Summer Conference is May 23, 2007

If you or your organization is having difficulty raising the funds to attend the 2007 Summer Conference in San Diego, we encourage you to apply for an INTIX Professional Development Grant today. The Professional Development Grant program is designed to assist organizations that do not have sufficient funding to cover travel and registration fees associated with continuing professional education. Grants are available to cover various combinations of registration fees, accommodation costs, and travel expenses. Applicants must be full-time ticketing professionals with a minimum of three years paid experience, and are only eligible for one grant within a five-year period. INTIX membership is not required to apply for a grant, so please share this information with any deserving industry professionals who would benefit from participating.

The deadline to submit a Professional Development Grant application for the 23rd Annual Summer Conference is **Wednesday, May 23**.

Apply online by clicking here:

<http://intix.org/showPage.php?pageID=0133&idmenu=5>

Or contact Laura Shwed-Fant at <mailto:lshwed@intix.org> for more information.

Send Us Your News

Do you have any news to share with the INTIX Membership? Have you changed any of your personal or professional information? Have you gotten married, had a baby, or moved to a new position?

Do you have an anecdote or a box office experience that would be of interest to INTIX members? We would love to receive contributions from our members to be included in the e-bulletin. Please contact Ann Marie Gennardo at info@intix.org with any news or questions.

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ABOUT PEOPLE

In Memory of

Mark A. Brozovich

Feb 7, 1970 to May 1, 2007

Mark, a member of INTIX, was employed by Pittsburg Trust, Miami City Ballet and MaxTix. His smile, wit, knowledge and friendship will be missed by many.

A memorial service was held at Miami City Ballet on Wednesday, May 9.

To offer your condolences, contact his family:

Randy Brozovich (Brother) <mailto:rbrozovich@alcatel-lucent.com>

Donna Brozovich (sister-in-law) <mailto:cricket2@sbcglobal.net>

Nedra Simpson <mailto:nsimpson@carnivalcenter.org>

Click below to sign his guest book:

<http://www.miamiherald.com/obituaries>

Appointments and Replacements

Karen Mosley recently left the Australian Open at Melbourne Park where she was Ticketing & Tourism Manager for 6 years. She is now based in Macau, China having recently been appointed as Director of Ticketing for Venetian Macau Ltd. This new position will cover various venues across 7-8 Casino properties in Macau, including the 15,000 seat Venetian Arena and a 1,800 seat Cirque du Soliel Theatre. Replacing Karen at the Australian Open is **Frances Travers**, Ticketing Manager.

Christopher Ward has replaced **Danel Verdugo** as Box Office Manager, Hawaii Theatre Center, Honolulu, HI.

Bonnie Tracy has replaced **Toni Hendrix** as Director, Ticketing Services at the

New Jersey Performing Arts Center, Newark, NJ.

Geoff Jones was recently appointed Chief Executive Officer of Ticketek, Australia. Jones will replace **Scott Lorson**, who was appointed Chief Executive Officer of ACP Magazines, Australia. Jones, with over 10 years experience in live entertainment, sport and consumer sales and marketing, has for the past 4 years been a senior executive with the Foster's Group. His most recent role was that of National Sales Director. Prior to that, Jones spent 6 years at the IMG group where he managed the Queensland business and was Director of Motorsport for Australia/New Zealand, which included responsibility for events such as the Gold Coast Indy and Bathurst.

Angelie Thomason has replaced **Glen Haab** as Ticket Office Manager at University of South Alabama, Mobile, AL.

Regional Ticketing Association News

BAPTA (Bay Area Professional Ticketing Association) announced its first ever INTIX Summer scholarship. Since the conference is being held in California the group thought it would be the perfect time to offer it. The deadline for members to apply was May 14.

The **Florida Regional Ticketing Group** will be holding its first meeting on Wednesday, June 13 from 11AM - 2:30PM in Sanford, FL. A panel discussion on group sales is being planned, and lunch will be provided by XOS Technologies. Registration is free, but required for attendance. Please contact Anna Zirbel at <mailto:annazirbel@sjrcc.edu> or call (904)276-6753 to sign up for this event.

GAPTA (Georgia Professional Ticketing Association) will hold its next meeting on May 16, at Spivey Hall, the acclaimed concert hall at Clayton State University. The lunch meeting will include a discussion entitled "Subscription and Premium Seats: How does it work at your facility?", and will be followed by a venue tour and short concert by the resident artist. For more information, please contact Chris Dreger at <mailto:chris.dreger@arts.gatech.edu> or visit the GAPTA website at <http://www.gapta.info>.

GHATA (Greater Houston Area Ticketing Association) held a meeting on Monday, May 14 at the Toyota Center. The meeting included a workshop entitled "Complimentary Tickets: Policies, Ethics and the IRS" hosted by Vivian L. Mora, SPHR, Vice President of Human Resources, Houston Rockets and Toyota Center and a representative from the IRS. The group also held a raffle for a \$150 gift card to Landry's restaurant. The next GHATA meeting will be held on Thursday, August 9, 2007 and is the annual membership meeting. Visit <http://www>.

ghata.org for more information.

ITP (Intermountain Ticketing Professionals Group) held their election for new officers at their April meeting. ITP's new President is Michael Fox, Hale Centre Theatre, West Valley City, UT; Vice President is Terry Shaw from Weber State University, Ogden, UT; and Colleen Lindstrom from Pioneer Theatre Company, Slat Lake City, UT was re-elected as secretary.

The **Las Vegas/Southern Nevada Regional Ticketing Association** held its inaugural meeting on Tuesday, May 8 at the MGM Grand Crazy Horse Paris Theatre. The meeting was hosted by Dana Longfield, Operations Manager for Crazy Horse Paris in Las Vegas, and refreshments were sponsored by Ticketmaster Las Vegas. Approximately 40 ticketing professionals turned out for the first meeting and it was decided that meetings will be held quarterly with different members to host at their venue. Other topics discussed were possible dues, electing a board, educating non-INTIX members about the organization and discussing the purpose/need for a group in Las Vegas. A survey to obtain additional information will be send by the end of May and the next meeting will be held in August (date and venue TBD). For more information, potential members can contact Meredith Delay at 702-352-0241 (mailto:meredith.delay@cirquedusoleil.com) or Bruce Bielenberg at 702-866-1408 (mailto:bbielenberg@concertswest.com).

OPTA (Ontario Professional Ticketing Association) welcomes Bert Picot, a well known INTIX speaker, to their May 17 meeting. Bert will present a workshop on Data Mining, generously hosted by the Toronto Centre for the Arts (<http://www.tocentre.com>). On June 5, Robert W. Beggs will be present a workshop on Canada's new privacy law. During the meeting OPTA will hold their annual general meeting and voting for next year's Board members. The meeting will be held at the Toronto Zoo in the Atrium meeting room. Following the meeting, interested attendees can enjoy a "Behind the Scenes Tour" via ZOO mobile. Admission is free for both events to members, guests pay \$5.00.

Toronto will host INTIX 2010, and we are looking for volunteers to help with the planning and execution of the conference. If interested, please contact Richard Carter at <mailto:tickets@interlog.com>.

Portland Intix is having its first Interim Board meeting on May 30. A group of 12 to 14 members will be discussing the future of Portland Intix and making plans to grow the group! Thanks to Dereth Salchak, Portland Intix has a Yahoo group page - http://groups.yahoo.com/group/pdx_tix_pros. Feel free to stop by, join up and meet the other members.

TSG (Ticketing Services Group of the Upper Midwest) will hold their annual meeting, hosted by the Guthrie Theater, on May 21.

INDUSTRY CLIPS

According to the *Chicago Tribune*, **Broadway in Chicago** has run into a unique situation due to long-running shows. Since its creation, the organization has run two subscription seasons a year. But that requires moving shows in and out with sufficient rapidity to create multishow seasons for regular patrons to buy. When you have a limited number of theaters, and when those theaters are full of the same shows for months or years, that becomes very difficult to do. In the last couple of weeks, Broadway in Chicago has irritated many of its longtime subscribers. The fracas involves the new spring "season." Made up of only two shows, the season includes Disney's "High School Musical" (arguably of limited interest to those without tween offspring) and tickets to one of the existing long-running shows such as "Spelling Bee," "Wicked" and "Jersey Boys." The problem with that second choice is that the titles already have appeared on previous seasons. So, in essence, subscribers get one new show and a chance to buy additional tickets to shows they've likely seen. You would think most subscribers would pass and wait for the next slate in early 2008, but if they do, they stand to lose their guaranteed seats. Eileen LaCario, a vice president at Broadway in Chicago, acknowledged that there had been complaints, but she also said that the current two-show season represents a "reduced commitment" on the part of subscribers. "A lot of people like the chance to buy additional tickets for friends or family to a hit show such as Jersey Boys," she said. LaCario also said that unhappy subscribers who call the office are being offered the chance to pass on any show they've already seen, and yet still keep their seats.

Nokia Corp. is teaming up with **Live Nation** to give mobile phone users access to concert tickets before they are available at the box office. The handset manufacturer said registered users will receive exclusive ticket offers via e-mail or text message, and can access current offers from Internet-enabled devices. Music lovers then call a toll-free number or visit a Web site to purchase the tickets.

In response to complaints from thousands of students, **Penn State** reversed its new policy for student football tickets, scrapping a plan to distribute the nearly 22,000 tickets by lottery. Instead, they'll return to the old first-come, first-serve policy. The new plan was formulated to try and prevent students from scalping their tickets, but Associate Athletic Director Greg Myford says it quickly became apparent that most students preferred the first-come-first-served system.

Seaside Music Theater in Daytona Beach, FL may be about to take its final bows due to a 2004 lawsuit filed in federal court by Cox Enterprises Inc., the

Atlanta-based media company that owns 47.5 percent of the News-Journal Corp. The action was sparked by The Daytona Beach News-Journal's \$13 million purchase of naming rights to the theater. The News-Journal Corp. elected to buy out the shares of its minority partner and, in 2006, the federal court set a valuation of \$129.2 million on Cox's shares of the local newspaper. That amount is currently under appeal. The decision had an immediate impact, however, on The News-Journal's support of Seaside and two other cultural organizations also founded by the late News-Journal patriarch and arts patron Tippen Davidson. The court ordered the newspaper April 13 to end all support of Seaside as well as **Central Florida Cultural Endeavors** and the **Lively Arts Center Inc.**, which operates the News-Journal Center.

For articles that keep you current on ticket pricing and other issues and trends in the admission service industry, read **INDUSTRY/PEOPLE NEWS** on <http://www.intix.org/> for fresh news each day.

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VENDOR UPDATES

Impact E-Solutions Corporation announced the completion of the acquisition of **Get Tickets E-Solutions Canada Inc.**. Get Tickets is a provider of online, transaction based event ticketing and event management solutions. Under the terms of the agreement, approved by The Boards of Directors of both companies, Impact E-Solutions will acquire 100% of the issued and outstanding shares of Get Tickets in an all-cash transaction. Additionally, the senior management of Get Tickets has agreed to long term employment contracts.

The **Buffalo Bills** have selected **Ticketmaster** as the team's exclusive authorized ticket resale provider and this season will launch the Bills TicketExchange site where Buffalo Bills ticket holders may post tickets to home games they are unable to attend for resale to other fans. In addition to serving as the Bills' exclusive resale provider, Ticketmaster will also continue to serve as the team's authorized ticketing company for all Buffalo Bills home games at Ralph Wilson Stadium.

The brand new **University of South Carolina Aiken Convocation Center** has selected **New Era Tickets** as their full-service ticketing system and marketing partner.

The Oakland A's, along with **Tickets.com** and **MLB Advanced Media**, launched Tickets@Phone, a mobile technology that sends a scannable ticket to fans' cell phones. Admission gate readers can scan the image directly from the

phone's screen at the gate. The A's were the first professional sports team in the country to test the technology last October and one of three teams using the software this season. A bar-coded ticket is delivered to a mobile phone via a multimedia message service or picture message.

StratBridge announced the StratTix Power Program. The program will provide clients with a forum to discuss the product and how they are using it to increase ticket sales and revenue. It will also allow clients to weigh in on and suggest enhancements to StratTix. StratBridge also announced that the **Milwaukee Brewers** will be using **StratBridge's StratTix** software to analyze ticket sales data. The Brewers are the first Major League Baseball (MLB) team to adopt StratTix.

Paciolan announced that the **University of Wyoming** has signed an agreement to license Paciolan's Fundraiser's Advantage. The partnership will empower Wyoming donors to fully manage their accounts online, provide Wyoming development officers with the tools needed to productively manage donor relationships and provide both the ticketing and development office with a complete 360-degree view of their donors' relationship with Wyoming Athletics. The University of Wyoming plans to launch Fundraiser's Advantage in August 2007.

For the most current vendor updates, click on <http://www.intix.org/> and look at **INDUSTRY/PEOPLE NEWS** on the Home Page.

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CONFERENCES AND EXHIBITIONS



Customer Trends Workshop Added To Summer Conference Schedule

The San Diego schedule has just been finalized with the addition of a sixth workshop: **Database Mining & Customer Relationship Management (CRM)**. The focus of the workshop is how technology can be used to acquire a better understanding of patron behavior by tracking trends and buying patterns, setting the foundation for developing solid customer relationships that will encourage loyal and repeat business. This workshop will show you how to achieve positive results through the integration of database mining and customer relationship management, as well as demonstrate methods of protecting customers' vital and personal information. Database Mining & Customer Relationship Management (CRM) is scheduled from 2-3:30 pm on Sunday, July 8.

Join us in San Diego for the INTIX Summer Conference featuring this and other valuable workshops along with networking opportunities and our table top trade show. For complete information and to register online, go to <http://www.intix.org>.

Make your hotel reservations now by calling the Omni Hotel directly at 619-231-6664 or toll-free at 800-THE-OMNI (843-6664). Ask for the International Ticketing Association (INTIX) group rate. The deadline for the reduced conference rate of \$169 single or double is Friday, June 15.

Sponsors

We would like to thank the following sponsors for their support of the 2007 Summer Conference:

ESPN
Paciolan
Tessitura Software-Impresario, L.L.C.
Ticketmaster
TicketsWest
Weldon, Williams & Lick, Inc.

Exhibitors

AudienceView Software
Barcodes West LLC
Blackbaud
Choice Ticketing Systems
SeatAdvisor, Inc.
Tessitura Network, Inc.
Tickets.com
Weldon, Williams, & Lick, Inc.
XOS Technologies

Additional exhibitors to be announced.

Important Dates to Remember

May 23, 2007 - the deadline to submit a Professional Development Grant application for the 23rd Annual Summer Conference.

June 15, 2007 - San Diego Omni Hotel deadline for discounted room rates

July 8 and 9, 2007 - the INTIX Summer Conference arrives in San Diego!

January 29-February 1, 2008 -INTIX Annual Conference and Exhibition, Chicago, Illinois.

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NEW MEMBERS

As of May 15, 2007

13 new members were welcomed to INTIX this month. We are very pleased to have these individuals join the more than 1,200 members of the International Ticketing Association. On behalf of the Board of Directors, staff and entire membership, we extend a warm welcome to the new members.

For a listing of new members, click on the link below.

[http://www.intix.org/showPage.php?
pageID=0182&idmenu=2&idsubmenu=3](http://www.intix.org/showPage.php?pageID=0182&idmenu=2&idsubmenu=3)

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INDUSTRY HOT TOPICS POLL

The ticketing industry is rapidly changing, and communication between members regarding your experiences with different aspects of ticketing is invaluable. To encourage this communication and sharing of experiences, INTIX is introducing a new feature to the monthly e-bulletin. Beginning in June, we will incorporate a new column called "Industry Hot Topics" and each month we will publish your comments and experiences regarding the Industry Hot Topic Poll of the previous month.

The June INDUSTRY HOT TOPIC POLL, introduced by INTIX Board member Maureen Andersen, is **BARCODE FRAUD**.

"Has your venue experienced barcode fraud? If so, how did you deal with it?"

Cast your vote and leave your comments by going to the INTIX homepage, or e-mail your vote and comments to mailto:hot_topics@intix.org. Results will appear in the June issue of the INTIX e-bulletin. In addition, feel free to suggest a topic that is of interest to you for future INDUSTRY HOT TOPICS columns.

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INTIX SEARCH and IN THE MARKET

INTIX/SEARCH

INTIX/SEARCH is a listing of the most recent jobs posted through INTIX. They remain on the site until the job is filled or until removed by the employing organization.

To see the most recent postings, go to: <http://www.intix.org/showPage.php?pageID=0175&idmenu=6&idsubmenu=4>

In The Market

Are you looking for that perfect person to fill a vacancy on your staff? Check out our listing of INTIX members who are searching for a new position or career opportunity.

A current listing of experienced INTIX members who are *In-the-Market* for a new job can be found at:

<http://www.intix.org/showPage.php?pageID=0183&idmenu=6&idsubmenu=4>.

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**International
Ticketing Association**

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The International Ticketing Association is a not-for-profit trade association committed to the advancement of admissions services as an industry and profession. INTIX programs include conferences and exhibitions; industry surveys; employment listings; opportunities for professional development; and a website providing current news and information and ticketing resources.