GRAND RAPIDS-KENT COUNTY
CONVENTION / ARENA AUTHORITY
ENTERTAINMENT, CONVENTION, SHOW & SPORTS FACILITIES

Agenda

Joint Meeting of
Board of Directors & Committees

Friday | June 1, 2018 |
7:30 a.m. | Breakfast
8:00 a.m. | Business Meeting
DeVos Place® | Monroe Meeting Rooms
303 Monroe, NW | Grand Rapids | MI

1.	Call to Order	Steve Heacock
2.	Minutes of May 4, 2018	Action
3.	Hospice of Michigan Presentation – Barley, BBQ & Beats Barbara Anderson, Director of Philanthropy Roxanne Kiesling, Philanthropy Manager	Information
4.	Ticketmaster Update Angela Miles-Powell, Regional Vice President Nathan Buck, Client Development Director	Information
5.	Committee Reports	
	A. Operations Committee	
	i. Experience Grand Rapids Report	Tom Bennett
	B. Finance Committee	
	i. Acceptance of April 2018 Consolidated Financial Statements	Action
	ii. SMG – April 2018 Van Andel Arena® and DeVos Place® Financials	Information
6.	FY 2019 Budgets A. Consolidated CAA Budgets B. DeVos Place® and Van Andel Arena® Operating/Capital Budgets	Action
7.	DeVos Place® Rate Sheets: 2019-2023	Action
8.	SMG Report and Facilities Calendars	Rich MacKeigan
9.	Public Comment	
10.	Adjournment	

Next CAA Meeting Date: Friday, August 3, 2018

Item 2

MINUTES OF THE GRAND RAPIDS-KENT COUNTY CONVENTION/ARENA AUTHORITY MEETING OF BOARD OF DIRECTORS
Friday, May 4, 2018

Attendance

Members Present:	Steve Heacock, Chairperson	
	Rosalynn Bliss	
	Lew Chamberlin	
	Birgit Klohs	
	Charlie Secchia	
	Floyd Wilson, Jr.	
	Richard Winn	
Members Absent:	None	
Staff/Others:	Kathy Bart	SMG
	Wayman Britt	Kent County
	Eric DeLong	City of Grand Rapids
	Tim Gortsema	Grand Rapids Griffins
	Andy Kursch	SMG
	Chris Machuta	SMG
	Rich MacKeigan	SMG
	Mohnie Mang at	SMG
	Mary Manier	Experience Grand Rapids
	Doug Small	Experience Grand Rapids
	Eddie Tadlock	SMG
	Brad Thomas	Progressive AE
	John Van Houten	Progressive AE
	Susan Waddell	CAA
	Richard Wendt	Dickinson Wright
	Robert White	CAA

1. Call to Order

Chairperson, Steve Heacock, called the meeting to order at 9:15 a.m. Secretary/Treasurer, Richard Winn, recorded the meeting minutes.

2. SMG Corporate Operations Audit/Visit

Mohnie Mangat, Director of Operations at SMG Corporate, attended the meeting to provide an update on the assets and operational support that SMG has available for all of its staff worldwide. Mr. Magnat is in town for a buildings assessment and has been talking with staff and offering support. Before working for SMG corporate, Mr. Magnat worked in the UK and Asia, and was hired by Eddie Tadlock to be the facilities director at the Lynnwood Convention Center. SMG hosts an operations website O.S.C.A.R. (Operations Support Communications and Resources) that houses best practices, resources, surveys, vendor directories, links, and "ask OSCAR." Monthly calls with operations personnel introduce new products, provide OSHA updates, offer technical expertise, etc. SMG encourages operations staff to attend annual meetings, and this year's topics are venue security and energy management. ALTUM is SMG's computerized preventive maintenance and asset management system, which also includes OSHA training. SMG also offers technical services and energy savings protocols.

3. Minutes of Prior Meeting

Motion by Mr. Wilson, support by Mr. Winn, to approve the March 2, 2018, Minutes. Motion carried.

4. Committee Reports

A. Operations Committee

i. Experience Grand Rapids Report

Ms. Manier provided an overview of the CVB's recent bookings, sales activities, site visits, marketing efforts, and major bid presentations.

B. Finance Committee

i. Acceptance of March 2018 Consolidated Financial Statements

Motion: Mr. Winn, supported by Ms. Klohs, moved to accept the March 2018 Consolidated Financial Statements. Motion carried.

ii. SMG March 2018 Van Andel Arena® and DeVos Place® Financial Statements

The SMG financial statements were included in the agenda packet as information items.

5. Preliminary Review of FY 2019 Budgets

The proposed budgets were reviewed at the CAA Finance Committee and there was nothing additional to report. Ms. Bliss asked if SMG considered minority and women vendors in relation to procurement. Mr. MacKeigan responded that, while not required, purchasing from women and minority vendors is front of mind and intentional.

6. Preliminary Review of FY 2019 Rate Sheets

This item was reviewed by the CAA Finance Committee and there was nothing additional to include.

7. Extension of Financial Services Employment Agreement

Motion: Mr. Wilson, supported by Mr. Winn, moved to approve an Extension of Financial Services Employment Agreement with Robert J. White, as recommended. Motion carried.

8. SMG Report and Facilities Calendars

Mr. MacKeigan reported that both buildings are busy and representatives from the Sheriffs' Association are in town for a site visit. This is a big opportunity for Grand Rapids and our brand awareness is growing. Mr. Magnat is involved with the largest venue in the world, which is located in China. The building is 1.2 miles from one end to the other.

9. Public Comment

None.

10. Adjournment

The meeting adjourned at 9:38 a.m.

Richard A. Winn, Recording Secretary

Barley
BBQ & Beats
TO BENEFIT
Hospice of Michigan
A WHISKEY, BBQ & MUSIC FESTIVAL
Hospice of Michigan

Barley BBQ & Beats

Hospice of Michigan is the original

– *and largest* –

provider of hospice care in Michigan

Hospice of Michigan

Barley BBQ & Beats

Since 1980, Hospice of Michigan has supported more than 115,000 families, providing the peace, comfort and dignity that every person deserves.

Hospice of Michigan

Barley BBQ & Beats

Hospice of Michigan
cares for more than 1,300
patients and families
every day in 46 counties
throughout Michigan

Hospice of Michigan

2017 Hospice of Michigan Stats

Patients served: 5,098

Veteran patient days of service: 99,143

Charity patient days of service: 10,533

Pediatric patient days of service: 8,056

Average age: 79

Average length of stay: 81 days

Median length of stay: 21 days

Cancer: 34%, Cardiac 22%

Hospice of Michigan

Barley BBQ & Beats

Since 1995,

Hospice of Michigan

has cared for over

1,000 pediatric

patients and their families

Hospice of Michigan


Barley BBQ & Beats
Currently, less than 50%
of eligible Michiganders
utilize the hospice benefit.
Hospice of Michigan

Barley BBQ & Beats

Families can call our
toll-free Contact Center
24 hours a day,
7 days a week.

Hospice of Michigan

Barley BBQ & Beats

Serving Patients Wherever They Call Home

Family Home

Hospital

Nursing Home

Assisted Living Facility

Adult Foster Care

Hospice of Michigan

Barley BBQ & Beats

Hospice is a Health Care BENEFIT!

Hospice of Michigan

Barley BBQ & Beats

Patients are our priority…
No matter what the distance

Hospice of Michigan
Clinical Teams drove more than
3 million miles to care
for patients at the beside

Hospice of Michigan

Robust Grief Support Services

Support Groups

Memorial Services

Office Visits

Supportive Phone Calls

Resource Referrals

Education

Barley BBQ & Beats

Hospice of Michigan

Committed to the Community

Nearly 40% of those receiving grief support services from Hospice of Michigan did not receive patient/family care services from Hospice of Michigan.

Hospice of Michigan

Volunteers are the heart of Hospice of Michigan

Barley BBQ & Beats

425 Dedicated Volunteers

9,187 Patient Visits

25,000 hours helping patients and their families

Hospice of Michigan

Barley BBQ & Beats

Living our "Open Access" mission

Our commitment to Open Access means we will never turn anyone away, regardless of age, diagnosis or ability to pay.

Hospice of Michigan

Event Background

- Idea grew from longtime board member who holds
- annual BBQ lunch fundraiser
- 2016-Launch and sold-out at 1,200 attendees raising $221,000
- 2017-Grew to 1,700 attendees and raising $259,000
- 2018-1,500 attendees and record setting $288,000 raised

Barley BBQ & Beats

Hospice of Michigan

Barley BBQ & Beats

Event Info

$40 ticket gets attendees:

- 3 tokens for food and drink
- 4 bands
- Outdoor tent area with yard games
- Opportunity to purchase additional food/drink tokens
- Iron Bartender Competition
- Exposure to Hospice of Michigan and awareness of community services

Hospice of Michigan

New Successes in 2018

- CareLinc Medical matching gift
- T-shirt for $50 donations
- 5/3 Bank Partnership
- Mission video

Hospice of Michigan

Barley BBQ & Beats

2018 Photos

Hospice of Michigan

Barley BBQ & Beats

A WHISKEY, BBQ & MUSIC FESTIVAL

2018 Photos

Hospice of Michigan

2018 Photos

Barley BBQ & Beats

Hospice of Michigan

Barley BBQ & Beats

eightWest Recap Segment

Hospice of Michigan


Barley BBQ & Beats
Thank You for Supporting
Hospice of Michigan
Questions?
Hospice of Michigan

Grand Rapids-Kent County Convention/Arena Authority Consolidated Financial Report April 30, 2018

GRAND RAPIDS-KENT COUNTY
CONVENTION / ARENA AUTHORITY

Financial Dashboard
Year-To-Date (10 Months)
April 30, 2018

Van Andel Arena®	All Events			Concert		
	Prior Year	Budget	Actual	Prior Year	Budget	Actual
Events	102	95	105	22	20	23
Attendance	614,058	562,100	656,602	177,473	162,000	200,047
Event Income	$ 3,894,763	$ 3,196,269	$ 3,941,432	$ 2,150,936	$ 1,687,477	$ 2,253,348

DeVos Place®	All Events			Convention/Trade		
	Prior Year	Budget	Actual	Prior Year	Budget	Actual
Events	389	411	453	94	78	127
Attendance	535,411	509,200	626,127	102,346	78,000	123,217
Event Income	$ 5,210,977	$ 5,277,620	$ 6,081,411	$ 1,612,753	$ 1,485,900	$ 1,712,041

	Prior Year	Budget	Actual
Operating Income (Loss)	$ 2,932,883	$ 2,014,333	$ 3,866,408
Capital/Repair/Replacement	(1,762,480)	(2,440,775)	(1,784,613)
Net - To/(From) on Fund Balance	$ 1,170,403	$ (426,442)	$ 2,081,795 (1)

*NOTES: (1):

Unrestricted Fund Balance @ June 30, 2017 $ 23,411,454

Grand Rapids-Kent County Convention/Arena Authority
Summary by Facility/Other
Fiscal Year Ending June 30, 2018

	FY 2018				FY 2017
	7/1 - 3/31 Year-to-Date	Roll	Estimate*	Budget	Prior Year
Van Andel Arena					
Operating - Revenues	$ 5,945,355	$ 662,022	$ 6,607,377	$ 5,862,420	$ 7,215,161
- Expenses - Facilities	(3,617,463)	(903,857)	(4,521,320)	(4,417,724)	(4,384,253)
- Base Management Fees	(147,033)	(29,407)	(176,440)	(177,134)	(173,661)
- Incentive Fee	-	(125,069)	(125,069)	(101,780)	(178,902)
Net Operating Income (Loss)	2,180,859	(396,311)	1,784,548	1,165,782	2,478,345
Parking	314,875	127,125	442,000	384,987	314,180
Pedestrian Safety	(63,600)	(43,400)	(107,000)	(108,000)	(106,657)
Net Proceeds (Cost) of VAA	**2,432,134**	**(312,586)**	**2,119,548**	**1,442,769**	**2,685,868**
DeVos Place Convention Center					
Operating - Revenues	6,135,276	1,069,317	7,204,593	6,337,310	6,491,239
- Expenses - Facilities	(5,448,514)	(755,816)	(6,204,330)	(5,979,448)	(6,016,985)
- Base Management Fees	(147,033)	(29,407)	(176,440)	(177,134)	(173,661)
- Incentive Fee	-	(227,811)	(227,811)	(252,488)	(168,420)
Net Operating Income (Loss)	539,729	56,283	596,012	(71,760)	132,173
Parking	1,081,974	173,226	1,255,200	1,143,766	1,221,140
Pedestrian Safety	(34,722)	(22,278)	(57,000)	(51,000)	(56,179)
Net Proceeds (Cost) of DVP	**1,586,981**	**207,231**	**1,794,212**	**1,021,006**	**1,297,134**
Other					
Revenues	311,512	63,488	375,000	371,250	266,360
Expenses	(464,219)	(271,496)	(735,715)	(928,873)	(708,397)
Net Other	(152,707)	(208,008)	(360,715)	(557,623)	(442,037)
Total Net Proceeds/Operating	**3,866,408**	**(313,363)**	**3,553,045**	**1,906,152**	**3,540,965**
Capital Expenditures	(1,784,613)	(1,987,286)	(3,728,838)	(4,385,000)	(2,359,728)
Results Net of Capital Expenditures	**$ 2,081,795**	**$ (2,257,588)**	**$ (175,793)**	**$ (2,478,848)**	**$ 1,181,237**

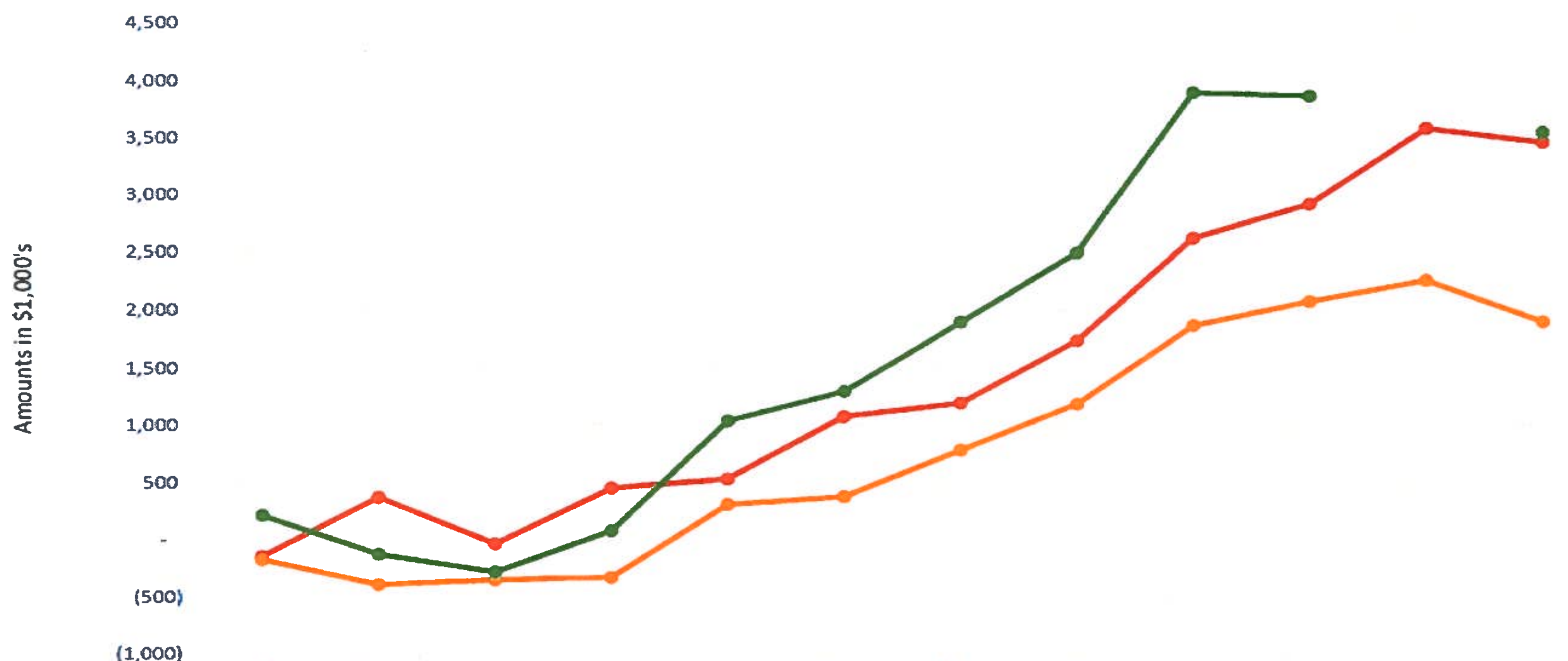
*Third quarter update provided with March financial report (5/4/18 Board meeting).
Year-end actual to be provided at August 3, 2018, Board meeting.

Grand Rapids-Kent County Convention/Arena Authority
Budget Summary by Facility/Other
Financial Trends for Year Ending June 30, 2018

	Annual			Year-To-Date		
	FY 2017 Final	**FY 2018 Budget**	**Percentage Change**	**FY 2017 7/1 - 4/30**	**FY 2018 7/1 - 4/30**	**Percentage Change**
Van Andel Arena						
Operating - Revenues	$ 7,215,161	$ 5,862,420	(18.7)	$5,856,846	$ 5,945,355	1.5
- Expenses - Facilities	(4,384,253)	(4,417,724)	(0.8)	(3,564,430)	(3,617,463)	(1.5)
- Base Management Fees	(173,661)	(177,134)	(2.0)	(144,718)	(147,033)	(1.6)
- Incentive Fee	(178,902)	(101,780)	43.1	-	-	-
Net Operating Income (Loss)	2,478,345	1,165,782	(53.0)	2,147,698	2,180,859	1.5
Parking	314,180	384,987	22.5	209,719	314,875	50.1
Pedestrian Safety	(106,657)	(108,000)	(1.3)	(56,120)	(63,600)	(13.3)
Net Proceeds (Cost) of VAA	**2,685,868**	**1,442,769**	**(53.7)**	**2,301,297**	**2,432,134**	**5.7**
DeVos Place Convention Center						
Operating - Revenues	6,491,239	6,337,310	(2.4)	5,247,624	6,135,276	16.9
- Expenses - Facilities	(6,016,985)	(5,979,448)	0.6	(4,895,973)	(5,448,514)	(11.3)
- Base Management Fees	(173,661)	(177,134)	(2.0)	(144,718)	(147,033)	(1.6)
- Incentive Fee	(168,420)	(252,488)	(49.9)	-	-	-
Net Operating Income (Loss)	132,173	(71,760)	(154.3)	206,933	539,729	160.8
Parking	1,221,140	1,143,766	(6.3)	732,716	1,081,974	47.7
Pedestrian Safety	(56,179)	(51,000)	9.2	(25,131)	(34,722)	(38.2)
Net Proceeds (Cost) of DVP	**1,297,134**	**1,021,006**	**(21.3)**	**914,518**	**1,586,981**	**73.5**
Other						
Revenues	266,360	371,250	39.4	206,763	311,512	50.7
Expenses	(708,397)	(928,873)	(31.1)	(489,695)	(464,219)	5.2
Net Other	(442,037)	(557,623)	(26.1)	(282,932)	(152,707)	40.6
Total Net Proceeds/Operating	**3,540,965**	**1,906,152**	**(46.2)**	**2,932,883**	**3,866,408**	**31.8**
Capital/Repair Expenditures	(2,359,728)	(4,385,000) [1]	(85.8)	(1,762,480)	(1,784,613)	(1.3)
Results Net of Capital Expenditures	**$ 1,181,237**	**$ (2,478,848)**	**(209.9)**	**$ 1,170,403**	**$ 2,081,795**	**77.9**

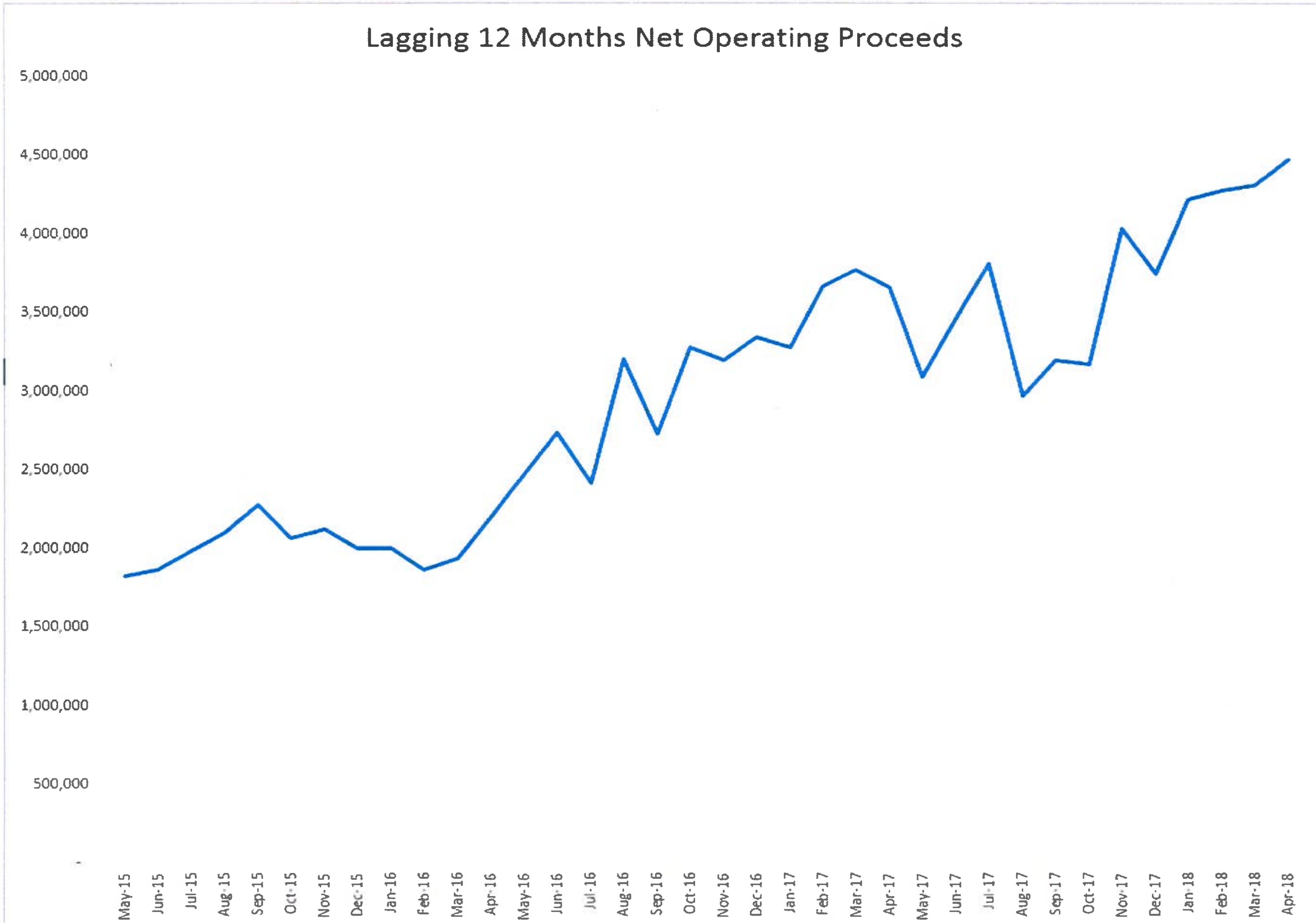
[1] Includes a budget amendment, adpoted on February 5th, adding $500,000 to the DVP Door Replacement Project.

CAA Trends
Monthly Net Operating Proceeds through April 30, 2018



	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY17 Actual	(140)	370	(30)	450	530	1,070	1,190	1,740	2,620	2,915	3,585	3,465
FY18 Budget	(166)	(384)	(341)	(319)	311	378	778	1,181	1,870	2,079	2,260	1,906
FY18 Actual	213	(121)	(274)	85	1,033	1,290	1,899	2,494	3,895	3,866		3,553

Accumulative Net Proceeds by Month


Lagging 12 Months Net Operating Proceeds
5,000,000
4,500,000
4,000,000
3,500,000
3,000,000
2,500,000
2,000,000
1,500,000
1,000,000
500,000
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May-15
Jun-15
Jul-15
Aug-15
Sep-15
Oct-15
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Jul-17
Aug-17
Sep-17
Oct-17
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Dec-17
Jan-18
Feb-18
Mar-18
Apr-18

Significant Notes

Van Andel Arena®

- Page 1 - Twenty-three concerts generated $2,253,348 in event revenue, an increase of 4.8% from prior year (22 concerts) of $2,150,936.
- Page 3 - Net proceeds of $2,432,134 increased by +5.7% from prior year of $2,301,297.

DeVos Place®

- Page 1 - Convention/trade show business generated $1,712,041 in event revenue, an increase of +6.2% from prior year (attendance increased from 102,346 to 123,217) of $1,612,753.
- Page 3 - Net "proceeds" of +$1,586,981 increased by +73.5% from prior year Net Proceeds of $914,518.

Grand Rapids-Kent County Convention/Arena Authority
Administrative Accounts
Net Other Detail
April 30, 2018

	Annual			Actual		
	FY 2017 Final	FY 2018 Budget	Percentage Change	FY 2017 7/1-4/30	FY 2018 7/1/-4/30	Percentage Change
Other						
Revenues						
Interest/Capital Contr.	$ 176,908	$ 286,250	61.8	$ 141,355	$ 192,981	36.5
Miscellaneous	89,452	135,000	50.9	65,408	118,531	81.2
	266,360	421,250	58.2	206,763	311,512	50.7
Expenses						
Marketing (CVB/Sports)	125,000	200,000	60.0	125,000	75,000	(40.0)
Diversity Initiative	68,077	150,000	120.3	42,350	44,289	4.6
Wages/Benefits	129,780	131,468	1.3	97,281	100,852	3.7
Professional Services	61,715	65,500	6.1	34,898	55,717	60.0
DID Assessment	38,405	55,422	44.3	38,405	40,254	4.8
Food & Beverage Repairs	-	40,000	100.0+	-	-	-
Consulting Services	117,709	150,000 [1]	27.4	69,694	43,138	(38.1)
Landscaping	14,001	25,000	78.6	10,376	24,346	134.6
Procurement of Art	28,941	30,000	3.7	26,879	9,741	(63.8)
Insurance	17,238	21,483	24.6	21,062	25,084	19.1
Supplies/Other	107,531	60,000	(44.2)	23,750	45,798	92.8
	708,397	928,873	31.1	489,695	464,219	(5.2)
Net Proceeds - Operating	$ (442,037)	$ (507,623)	(19.3)	$ (282,932)	$ (152,707)	46.0

Notes:

[1] Includes SMG $33,355 and $116,645 for hotel study.

VAN ANDEL ARENA

FINANCIAL STATEMENT
FOR THE PERIOD ENDED APRIL 30, 2018

PROUD HOME OF THE GRAND RAPIDS GRIFFINS – TWO TIME CALDER CUPS CHAMPIONS

Distribution:

Grand Rapids – Kent County Convention / Arena Authority
Robert White
Harry Cann
Hope Parkin
Howard Feldman
Richard MacKeigan
Chris Machuta

An SMG Managed Facility

VAN ANDEL ARENA
ROLLING FORECAST
FISCAL YEAR ENDING JUNE 30, 2018

	YTD	ROLL	TOTAL FYE	BUDGET FYE	VARIANCE
NO. EVENTS	105	6	111	100	11
ATTENDANCE	657,605	33,900	691,505	612,100	79,405
DIRECT EVENT INCOME	1,238,431	49,200	1,287,631	1,517,650	(230,019)
ANCILLARY INCOME	1,799,449	111,000	1,910,449	1,397,670	512,779
OTHER EVENT INCOME	903,552	125,600	1,029,152	679,500	349,652
TOTAL EVENT INCOME	3,941,432	285,800	4,227,232	3,594,820	632,412
TOTAL OTHER INCOME	2,003,923	425,600	2,429,523	2,267,600	161,923
TOTAL INCOME	5,945,355	711,400	6,656,755	5,862,420	794,335
INDIRECT EXPENSES					
EXECUTIVE	162,625	52,035	214,660	216,712	2,052
FINANCE	176,680	61,857	238,537	256,576	18,039
MARKETING	294,783	45,957	340,740	260,906	(79,834)
OPERATIONS	1,614,462	453,784	2,068,246	2,047,399	(20,847)
BOX OFFICE	126,558	45,522	172,080	168,146	(3,934)
LUXURY SEATING	1,842	71,300	73,142	84,049	10,907
SKYWALK ADMIN	49,249	7,296	56,545	57,900	1,355
OVERHEAD	1,338,297	204,330	1,542,627	1,503,170	(39,457)
TOTAL INDIRECT EXP.	3,764,496	942,081	4,706,577	4,594,858	(111,719)
NET REVENUE ABOVE EXPENSES	2,180,859	(230,681)	1,950,178	1,267,562	682,616
LESS INCENTIVE FEE		126,882	126,882	101,780	(25,102)
NET REVENUE ABOVE EXPENSES AFTER INCENTIVE	2,180,859	(357,563)	1,823,296	1,165,782	657,514

Comments:

April performed well for the Arena as overall performance finished ahead of both budget and forecast as the Brad Paisley and Mercy Me concerts both did better than expected.

April also marks the unfortunate end to the Griffins season, however, a season that performed very well at the box office.

General Manager

Assistant General Manager

VAN ANDEL ARENA
FINANCIAL STATEMENT HIGHLIGHTS
FOR FISCAL YEAR ENDING JUNE 30, 2018

The following schedule summarizes operating results for both the current month and Year to Date as compared to budget and prior year:

MONTH	April Actual	April Budget	April FY 2017
Number of Events	10	8	13
Attendance	70,164	58,600	78,145
Direct Event Income	$83,408	$109,900	$126,271
Ancillary Income	125,110	102,352	175,309
Other Event Income	57,869	48,000	137,458
Other Operating Income	195,788	188,521	187,422
Indirect Expenses	(373,785)	(382,906)	(361,423)
Net Income	$88,390	$65,867	$265,037

YTD	YTD 2017 Actual	YTD 2017 Budget	YTD 2017 Prior Year
Number of Events	105	103	102
Attendance	657,605	562,100	614,058
Direct Event Income	$1,238,431	$1,327,650	$1,494,102
Ancillary Income	1,799,449	1,297,119	1,670,992
Other Event Income	903,552	571,500	729,669
Other Operating Income	2,003,923	1,888,559	1,962,083
Indirect Expenses	(3,764,496)	(3,829,060)	(3,709,148)
Net Income	$2,180,859	$1,255,768	$2,147,698

EVENT INCOME

Event income fell below budget for the month, however, consistent with forecasted expectations.

ANCILLARY INCOME

Ancillary income came in ahead of budget overall as per cap spending continues to be very strong.

INDIRECT EXPENSES

Indirect expenses came in consistent with budget overall and a little ahead of forecast (more due to timing).

Van Andel Arena
Income Statement
For the Ten Months Ending April 30, 2018

	Current Month Actual	Current Month Budget	Variance	Current Month Prior Year	Year to Date Actual	Year to Date Budget	Variance	Year to Date Prior Year
Event Income								
Direct Event Income								
Rental Income	$205,799	$140,900	$64,899	$207,563	$2,324,355	$1,944,150	$380,205	$2,361,057
Service Revenue	168,796	201,500	(32,704)	215,722	2,199,549	1,879,000	320,549	2,074,545
Service Expenses	(291,187)	(232,500)	(58,687)	(297,014)	(3,285,473)	(2,495,500)	(789,973)	(2,941,500)
Total Direct Event Income	**83,408**	**109,900**	**(26,492)**	**126,271**	**1,238,431**	**1,327,650**	**(89,219)**	**1,494,102**
Ancillary Income								
F&B Concession	105,313	88,979	16,334	154,472	1,521,768	1,143,210	378,558	1,414,931
F&B Catering	10,034	7,613	2,421	11,716	148,706	90,129	58,577	127,987
Novelty Sales	9,289	5,760	3,529	8,724	116,994	63,780	53,214	106,833
Booth Cleaning	429	0	429	397	3,087	0	3,087	1,783
Audio Visual	45	0	45	0	9,244	0	9,244	19,558
Other Ancillary	0	0	0	0	(350)	0	(350)	(100)
Total Ancillary Income	**125,110**	**102,352**	**22,758**	**175,309**	**1,799,449**	**1,297,119**	**502,330**	**1,670,992**
Other Event Income								
Ticket Rebates(Per Event)	57,869	48,000	9,869	137,458	903,552	571,500	332,052	729,669
Total Other Event Income	**57,869**	**48,000**	**9,869**	**137,458**	**903,552**	**571,500**	**332,052**	**729,669**
Total Event Income	**266,387**	**260,252**	**6,135**	**439,038**	**3,941,432**	**3,196,269**	**745,163**	**3,894,763**
Other Operating Income								
Luxury Box Agreements	129,064	132,438	(3,374)	126,936	1,401,688	1,327,729	73,959	1,372,302
Advertising	56,680	52,083	4,597	56,680	545,651	520,830	24,821	550,005
Other Income	10,044	4,000	6,044	3,806	56,584	40,000	16,584	39,776
Total Other Operating Income	**195,788**	**188,521**	**7,267**	**187,422**	**2,003,923**	**1,888,559**	**115,364**	**1,962,083**
Adjusted Gross Income	**462,175**	**448,773**	**13,402**	**626,460**	**5,945,355**	**5,084,828**	**860,527**	**5,856,846**
Operating Expenses								
Salaries and Wages	153,636	209,099	(55,463)	170,851	1,897,701	2,090,990	(193,289)	1,932,944
Payroll Taxes and Benefits	36,005	63,430	(27,425)	52,088	435,255	634,300	(199,045)	548,951
Labor Allocations to Events	(59,219)	(107,925)	48,706	(92,865)	(1,004,803)	(1,079,250)	74,447	(1,009,966)
Net Salaries and Benefits	**130,422**	**164,604**	**(34,182)**	**130,074**	**1,328,153**	**1,646,040**	**(317,887)**	**1,471,929**
Contracted Services	29,418	21,150	8,268	32,629	238,126	211,500	26,626	214,809
General and Administrative	48,602	25,823	22,779	31,531	449,908	258,230	191,678	378,831
Operations	5,149	8,065	(2,916)	4,555	43,440	80,650	(37,210)	36,595
Repair and Maintenance	27,042	30,258	(3,216)	30,903	328,912	302,580	26,332	279,794
Operational Supplies	22,766	20,792	1,974	17,906	210,102	207,920	2,182	156,662
Insurance	19,819	14,736	5,083	21,303	185,276	147,360	37,916	174,079
Utilities	75,864	82,717	(6,853)	78,050	833,546	827,170	6,376	851,731
SMG Management Fees	14,703	14,761	(58)	14,472	147,033	147,610	(577)	144,718
Total Operating Expenses	**373,785**	**382,906**	**(9,121)**	**361,423**	**3,764,496**	**3,829,060**	**(64,564)**	**3,709,148**
Net Income(Loss) From Operations	**88,390**	**65,867**	**22,523**	**265,037**	**2,180,859**	**1,255,768**	**925,091**	**2,147,698**
Other Non-Operating Expenses								
Adjusted Net Income(Loss)	**88,390**	**65,867**	**22,523**	**265,037**	**2,180,859**	**1,255,768**	**925,091**	**2,147,698**

SMG - Van Andel Arena
Grand Rapids - Kent County Convention/Arena Authority
Event Summary
For the Ten Months Ended April 30, 2018

Event Type	Events/Days Actual	Events/Days Budget	Attendance Actual	Attendance Budget	Total Event Income Actual	Total Event Income Budget
Family Show	14	15	64,356	58,000	266,566	268,009
Sporting Event	11	10	58,745	44,500	585,349	398,440
Concert	23	20	200,047	162,000	2,253,348	1,687,477
Team Home Games	41	38	254,581	254,600	424,712	604,808
Other	16	12	78,873	43,000	411,457	237,545
GRAND TOTALS	105	95	656,602	562,100	3,941,432	3,196,269

As Percentage of Overall

Event Type	Events/Days Actual	Events/Days Budget	Attendance Actual	Attendance Budget	Total Event Income Actual	Total Event Income Budget
Family Show	13.33%	15.79%	9.80%	10.32%	6.76%	8.39%
Sporting Event	10.48%	10.53%	8.95%	7.92%	14.85%	12.47%
Concert	21.90%	21.05%	30.47%	28.82%	57.17%	52.80%
Team Home Games	39.05%	40.00%	38.77%	45.29%	10.78%	18.92%
Other	15.24%	12.63%	12.01%	7.65%	10.44%	7.43%

Van Andel Arena
Balance Sheet
As of April 30, 2018

ASSETS

Current Assets		
Cash	8,635,817	
Account Receivable	1,851,501	
Prepaid Expenses	50,156	
Total Current Assets		**$10,537,474**
Total Assets		**$10,537,474**

LIABILITIES AND EQUITY

Current Liabilities		
Accounts Payable	177,378	
Accrued Expenses	247,697	
Deferred Income	1,549,262	
Advanced Ticket Sales & Deposits	9,027,277	
Total Current Liabilities		$11,001,613
Other Liabilities		
Equity		
Funds Remitted to CAA	(2,807,612)	
Expenses Paid Direct by CAA	736,756	
Beginning Balance Equity	(574,145)	
Current Year Equity	2,180,861	
Total Equity		($464,139)
Total Liabilities and Equity		**$10,537,474**

SMG - Van Andel Arena
Grand Rapids - Kent County Convention/Arena Authority
Summary of Accounts Receivable
As of April 30, 2018

Current - Under 30 Days		
	Food & Beverage	237,469
	Ticketing	828,619
	Merchandise	-
	Permanent Advertising	-
	DeVos Place	613,330
	Operating	124,049
Over 30 Days		34,718
Over 60 Days		13,316
Over 90 Days		
Total Accounts Receivable		1,851,501

SMG - Van Andel Arena & DeVos Place
Grand Rapids - Kent County Convention/Arena Authority
Management Fee Summary
Fiscal Year Ending June 30, 2018

MANAGEMENT FEE SUMMARY

	Arena Estimate	DeVos Place Estimate	Total Estimate	FY 2017 Actual
Net Revenue above Expenses	1,950,178	591,639	2,541,817	2,957,840
Benchmark ++			750,000	750,000
Excess	1,950,178	591,639	1,791,817	2,207,840

Incentive Fee Calculation (Only if above greater than zero)

	Arena Actual	DeVos Place Actual	Total Estimate	Total Actual
Base Fee	176,440	176,440	352,880	347,322
Incentive Fee				
Revenue	6,656,755	7,233,775	13,890,530	13,706,400
Benchmark Revenue	5,150,000	4,550,000	9,700,000	9,600,000
Revenue Excess	1,506,755	2,683,775	4,190,530	4,106,400
Incentive Fee **	126,882	225,998	352,880	347,322
Total SMG Management Fee	303,322	402,438	705,760	694,644

** Incentive fee is 25% of the first $500,000 in excess, 30% of remaining capped at base fee amount.

++ If net revenues above expenses exceeds $700,000, SMG is eligible for 75% of the incentive fee.

Item 5.B.ii.

DEVOS PLACE

DE VOS PLACE

FINANCIAL STATEMENT
FOR THE PERIOD ENDED APRIL 30, 2018

Distribution:

Grand Rapids – KentCounty Convention / Arena Authority
Robert White
Harry Cann
Hope Parkin
Howard Feldman
Richard MacKeigan
Chris Machuta

SMG

An SMG Managed Facility

DE VOS PLACE
ROLLING FORECAST
FISCAL YEAR ENDING JUNE 30, 2018

	YTD Actual	Roll	TOTAL FYE	BUDGET FYE	VARIANCE
NO. EVENTS	453	73	526	485	41
ATTENDANCE	626,127	58,470	684,597	579,000	105,597
DIRECT EVENT INCOME	3,079,407	548,025	3,627,432	3,195,900	431,532
ANCILLARY INCOME	2,308,690	471,902	2,780,592	2,533,410	247,182
OTHER EVENT INCOME	693,314	64,972	758,286	501,000	257,286
TOTAL EVENT REVENUE	6,081,411	1,084,899	7,166,310	6,230,310	936,000.00
TOTAL OTHER REVENUE	53,865	13,600	67,465	107,000	(39,535)
TOTAL OPERATING REVENUE	6,135,276	1,098,499	7,233,775	6,337,310	896,465
INDIRECT EXPENSES					
EXECUTIVE	177,991	45,514	223,505	212,411	(11,094)
FINANCE	201,926	63,330	265,256	280,881	15,625
MARKETING	124,106	21,803	145,909	175,259	29,350
OPERATIONS	986,589	430,016	1,416,605	1,581,754	165,149
EVENT SERVICES	1,321,826	206,185	1,528,011	1,174,280	(353,731)
BOX OFFICE	220,609	11,025	231,634	133,748	(97,886)
SALES	326,982	65,018	392,000	429,439	37,439
OVERHEAD	2,235,518	203,698	2,439,216	2,168,810	(270,406)
TOTAL OPERATING EXP.	5,595,547	1,046,589	6,642,136	6,156,582	(485,554)
NET REVENUE ABOVE EXPENSES	539,729	51,910	591,639	180,728	410,911
INCENTIVE FEE		225,998	225,998	252,488	26,490
NET OPERATING REVENUE OVER OPERATING EXPENSES	539,729	(174,088)	365,641	(71,760)	437,401

Comments:

DeVos Place fell below budget for the month, however, consistent with forecast overall. The final two months of the fiscal year continue to look as though the fiscal year as a whole should finish well ahead of break even operationally.

General Manager

Assistant General Manager

DE VOS PLACE
FINANCIAL STATEMENT HIGHLIGHTS
FISCAL YEAR ENDING JUNE 30, 2018

The following schedule summarizes operating results for both the current month and Year to Date as compared to budget and prior year:

MONTH	April Actual	April Budget	April FY 2017
Number of Events	42	39	35
Attendance	40,120	38,100	36,585
Direct Event Income	$217,915	$231,100	$187,848
Ancillary Income	174,632	230,581	250,145
Other Event Income	51,462	40,000	46,288
Other Operating Income	3,917	2,666	3,436
Indirect Expenses	(538,433)	(513,049)	(479,616)
Net Income	($90,507)	($8,702)	$8,101

YTD	YTD 2017 Actual	YTD 2017 Budget	YTD 2017 Prior Year
Number of Events	453	411	389
Attendance	626,127	509,200	535,411
Direct Event Income	$3,079,407	$2,745,600	$2,665,431
Ancillary Income	2,308,690	2,092,320	2,078,907
Other Event Income	693,314	439,700	466,639
Other Operating Income	53,865	26,660	36,647
Indirect Expenses	(5,595,547)	(5,130,490)	(5,040,691)
Net Income	$539,729	$173,790	$206,933

EVENT INCOME

Event income came in consistent with budget and a little ahead of forecast.

ANCILLARY INCOME

Ancillary income came in well behind budget, however, consistent with forecast.

INDIRECT EXPENSES

Indirect expenses came in consistent with budget and a little ahead of forecast, however, much of that due to timing as we are hopeful to complete some "summer projects" before the end of the fiscal year.

DeVos Place
Income Statement
For the Ten Months Ending April 30, 2018

	Current Month Actual	Current Month Budget	Variance	Current Month Prior Year	Year to Date Actual	Year to Date Budget	Variance	Year to Date Prior Year
Event Income								
Direct Event Income								
Rental Income	$259,899	$251,500	$8,399	$215,715	$3,293,409	$2,878,100	$415,309	$2,886,607
Service Revenue	261,090	216,900	44,190	194,745	2,744,793	2,540,200	204,593	2,363,184
Service Expenses	(303,074)	(237,300)	(65,774)	(222,612)	(2,958,795)	(2,672,700)	(286,095)	(2,584,360)
Total Direct Event Income	217,915	231,100	(13,185)	187,848	3,079,407	2,745,600	333,807	2,665,431
Ancillary Income								
F&B Concession	23,344	13,525	9,819	11,979	268,621	181,625	86,996	194,438
F&B Catering	55,371	89,100	(33,729)	79,417	701,158	712,725	(11,567)	604,847
Novelty Sales	1,405	2,500	(1,095)	5,756	41,352	16,016	25,336	30,191
Booth Cleaning	15,728	25,466	(9,738)	35,414	289,507	276,624	12,883	305,244
Telephone/Long Distance	0	0	0	0	8,771	0	8,771	1,463
Electrical Services	24,530	35,750	(11,220)	44,515	376,534	342,900	33,634	390,409
Audio Visual	33,724	33,390	334	41,129	312,747	276,180	36,567	285,958
Internet Services	7,253	10,350	(3,097)	14,384	99,702	100,300	(598)	96,165
Equipment Rental	13,277	20,500	(7,223)	17,551	210,298	185,950	24,348	170,192
Total Ancillary Income	174,632	230,581	(55,949)	250,145	2,308,690	2,092,320	216,370	2,078,907
Other Event Income								
Ticket Rebates(Per Event)	51,462	40,000	11,462	46,288	693,314	439,700	253,614	466,639
Total Other Event Income	51,462	40,000	11,462	46,288	693,314	439,700	253,614	466,639
Total Event Income	444,009	501,681	(57,672)	484,281	6,081,411	5,277,620	803,791	5,210,977
Other Operating Income								
Luxury Box Agreements	1,071	1,333	(262)	1,475	13,143	13,330	(187)	13,768
Advertising	1,000	0	1,000	2,000	25,000	0	25,000	6,000
Other Income	1,846	1,333	513	(39)	15,722	13,330	2,392	16,879
Total Other Operating Income	3,917	2,666	1,251	3,436	53,865	26,660	27,205	36,647
Adjusted Gross Income	447,926	504,347	(56,421)	487,717	6,135,276	5,304,280	830,996	5,247,624
Operating Expenses								
Salaries and Wages	340,785	298,949	41,836	231,909	3,879,039	2,989,490	889,549	2,603,344
Payroll Taxes and Benefits	83,440	99,063	(15,623)	87,425	900,071	990,630	(90,559)	818,328
Labor Allocations to Events	(224,083)	(189,839)	(34,244)	(129,712)	(2,670,516)	(1,898,390)	(772,126)	(1,448,932)
Net Salaries and Benefits	200,142	208,173	(8,031)	189,622	2,108,594	2,081,730	26,864	1,972,740
Contracted Services	33,128	23,692	9,436	28,271	327,643	236,920	90,723	311,117
General and Administrative	37,828	33,156	4,672	42,261	353,035	331,560	21,475	299,322
Operations	6,234	11,571	(5,337)	9,264	106,197	115,710	(9,513)	91,942
Repair and Maintenance	64,903	48,100	16,803	44,712	581,229	481,000	100,229	416,734
Operational Supplies	13,241	24,225	(10,984)	15,737	230,704	242,250	(11,546)	160,070
Insurance	17,636	20,804	(3,168)	17,002	229,309	208,040	21,269	194,007
Utilities	150,618	128,567	22,051	118,275	1,511,803	1,285,670	226,133	1,450,041
SMG Management Fees	14,703	14,761	(58)	14,472	147,033	147,610	(577)	144,718
Total Operating Expenses	538,433	513,049	25,384	479,616	5,595,547	5,130,490	465,057	5,040,691
Net Income(Loss) From Operatic	(90,507)	(8,702)	(81,805)	8,101	539,729	173,790	365,939	206,933
Other Non-Operating Expenses								
Adjusted Net Income(Loss)	(90,507)	(8,702)	(81,805)	8,101	539,729	173,790	365,939	206,933

SMG DeVos Place
Grand Rapids - Kent County Convention/Arena Authority
Year to Date Event Summary Report
For the Ten Months Ended April 30, 2018

Event Type	Events/Days Actual	Events/Days Budget	Attendance Actual	Attendance Budget	Total Event Income Actual	Total Event Income Budget
Convention/Trade Shows	127	78	123,217	78,000	1,712,041	1,485,900
Consumer/Gated Shows	50	48	192,079	157,000	1,287,421	1,124,130
DeVos Performance Hall	145	142	235,844	184,600	1,935,592	1,520,016
Banquets	32	34	28,555	27,200	355,105	371,790
Meetings	70	76	27,933	22,800	634,384	534,356
Other	29	33	18,499	39,600	156,867	241,428
GRAND TOTALS	453	411	626,127	509,200	6,081,411	5,277,620

As Percentage of Overall

Event Type	Events/Days Actual	Events/Days Budget	Attendance Actual	Attendance Budget	Total Event Income Actual	Total Event Income Budget
Convention/Trade Shows	28.04%	18.98%	19.68%	15.32%	28.15%	28.15%
Consumer/Gated Shows	11.04%	11.68%	30.68%	30.83%	21.17%	21.30%
Devos Performance Hall	32.01%	34.55%	37.67%	36.25%	31.83%	28.80%
Ballroom Exclusive	7.06%	8.27%	4.56%	5.34%	5.84%	7.04%
Meetings	15.45%	18.49%	4.46%	4.48%	10.43%	10.12%
Other	6.40%	8.03%	2.95%	7.78%	2.58%	4.57%

DeVos Place
Balance Sheet
As of April 30, 2018

ASSETS

Current Assets		
Cash	2,743,517	
Account Receivable	276,895	
Prepaid Expenses	115,406	
Total Current Assets		**$3,135,818**
Total Assets		**$3,135,818**

LIABILITIES AND EQUITY

Current Liabilities		
Accounts Payable	386,123	
Accrued Expenses	176,237	
Deferred Income	128,489	
Advanced Ticket Sales & Deposits	1,883,820	
Total Current Liabilities		$2,574,670
Other Liabilities		
Equity		
Funds Remitted to CAA	(2,383,489)	
Expenses Paid Direct by CAA	1,340,260	
Beginning Balance Equity	1,064,649	
Current Year Equity	539,727	
Total Equity		$561,148
Total Liabilities and Equity		**$3,135,818**

SMG - DeVos Place
Grand Rapids - Kent County Convention/Arena Authority
Summary of Accounts Receivable
As of April 30, 2018

Current - Under 30 Days		
	Food & Beverage	214,908
	Ticketing	67,985
	Merchandise	348
	Decorating	15,727
	Audio/Visual	33,769
	Van Andel Arena	(613,330)
	Operating	304,844
Over 30 Days		210,770
Over 60 Days		41,874
Over 90 Days		
Total Accounts Receivable		276,895

SMG - Van Andel Arena & DeVos Place
Grand Rapids - Kent County Convention/Arena Authority
Management Fee Summary
Fiscal Year Ending June 30, 2018

MANAGEMENT FEE SUMMARY

	Arena Estimate	DeVos Place Estimate	Total Estimate	FY 2017 Actual
Net Revenue above Expenses	1,950,178	591,639	2,541,817	2,957,840
Benchmark ++			750,000	750,000
Excess	1,950,178	591,639	1,791,817	2,207,840

Incentive Fee Calculation (Only if above greater than zero)

	Arena Actual	DeVos Place Actual	Total Estimate	Total Actual
Base Fee	176,440	176,440	352,880	347,322
Incentive Fee				
Revenue	6,656,755	7,233,775	13,890,530	13,706,400
Benchmark Revenue	5,150,000	4,550,000	9,700,000	9,600,000
Revenue Excess	1,506,755	2,683,775	4,190,530	4,106,400
Incentive Fee **	126,882	225,998	352,880	347,322
Total SMG Management Fee	303,322	402,438	705,760	694,644

** Incentive fee is 25% of the first $500,000 in excess, 30% of remaining capped at base fee amount.

++ If net revenues above expenses exceeds $700,000, SMG is eligible for 75% of the incentive fee.

GRAND RAPIDS-KENT COUNTY
CONVENTION / ARENA AUTHORITY
ENTERTAINMENT, CONVENTION, SHOW & SPORTS FACILITIES

Memorandum

To: **Grand Rapids – Kent County Convention/Arena Authority**

From: **Robert J. White**

Date: **May 23, 2018**

Re: **Convention/Arena Authority (CAA)**
FY 2019 Budget Request
Updates to Memorandum Dated May 2, 2018

On May 4th, the CAA Finance Committee reviewed a preliminary draft of the consolidated Fiscal Year 2019 budget request. It had forecast "estimated" revenues totaling $14,730,002 with an operating/capital budget request of $19,137,206. The estimated draw on fund balance amounted to $4,407,204. The budget recommendation remains unchanged from the May 4th presentation.

In the interim, the Fiscal Year 2019 recommended budget has been amended in the following manner:

FY 2019 Revenues:

- Table A - Increase SMG revenues by +$120,873.

FY 2019 Eligible Projects:

- Table B - VAA "Lockerroom Upgrades" – allocate $2M project over two years (FY19/20).
  - Defer "Skywalk Carpet" replacement project ($115,230) until, at least, FY20.

It is the staff recommendation to adopt the Fiscal Year 2019 budget, as revised, with the modifications as noted above. This budget will take effect on July 1, 2018.

Attachments: FY 2019 Recommended Budget

GRAND RAPIDS-KENT COUNTY
CONVENTION / ARENA AUTHORITY
ENTERTAINMENT, CONVENTION, SHOW & SPORTS FACILITIES

Memorandum

To: **CAA Finance Committee**

Grand Rapids – Kent County
Convention/Arena Authority

From: **Robert J. White**

Date: **May 2, 2018**

Re: **Convention/Arena Authority (CAA)**
Fiscal Year 2019 Budget Recommendation

The attached material summarizes a requested CAA Administrative Operating Budget and Consolidated Income Statement for the Fiscal Year beginning July 1, 2018 (Fiscal Year 2019). The format of the report provides the Board with an overview of Fiscal Year 2017 actual, Fiscal Year 2018 estimate, and Fiscal Year 2019 preliminary recommendations. Preliminary Finance Committee review will be held on May 4th, with final Board review scheduled for June 1st.

Table A provides a summary of the facility manager (SMG) budget documents submitted under separate cover. Based on SMG's most recent "budget roll," the current year forecast has been updated to a net operating income balance of $2,380,560. Funding, requested for FY 2019, would generate a net operating income of $997,548.

The Fiscal Year 2019 consolidated income statement (Table C) forecasts a net operating income totaling $1,566,899. This income will be applied to finance, in part, a capital outlay request totaling $5,130,000. The balance of the funds required will be supported by interest earnings and a drawdown from the capital reserve account.

Table B provides a summary of the CAA administrative budget. Revenues in this account include regularly scheduled transfers from the facility manager, parking, interest and other miscellaneous contributions to the organization. Expenditures from this account include provision for utilities, capital repair/replacement/improvement (as defined in the SMG management contract), parking management fees, landscape plantings, and other administrative expenses. Table B-1, attached hereto, provides additional details concerning utility and miscellaneous administrative expenditure accounts.

On the basis of these initial budgetary estimates, it is expected that the CAA will close its Fiscal Year 2018 activities with a "fund balance" approximating $23.2 million. This would include a recommended minimum operating reserve balance of $3.9 million and a capital repair/replacement/improvement reserve of $19.3 million.

The current Table D has been included along with the original Fiscal Year 2019 budget materials. This report provides a "Budget Summary by Facility/Other" formatted report. It organizes revenues and expenses in three activity areas including Van Andel Arena®, DeVos Place® Convention Center, and other. This report provides all of the same information contained in Table C, but also allows the reader to view the overall operations of each facility incorporating therein the revenues generated by the parking facilities attached or adjacent to the buildings and police-pedestrian safety services.

Richard MacKeigan, Chris Machuta, Sue Waddell, and I participated in preparation of the attached recommended budget. We would expect to present this to the Finance Committee, at its May meeting, and be prepared to answer any additional questions which may arise from a review of this material.

Attachments:

Table A – SMG Operating Budgets (Summary)
Table B – CAA Administrative Budget
Table C – Consolidated Income Statement
Table D – Budget Summary by Facility
Table E – Ten-Year History of a Consolidated Income Statement
Table F – Fifteen-Year Projection of Fund Balance (Reserves)

Table A
Grand Rapids-Kent County Convention/Arena Authority
SMG Facilities Budget
Fiscal Years Ending June 30, 2017 - 2019

	FY 2017	FY 2018		FY 2019
	Actual	**Budget**	**Estimate**	**Recommendation**
Van Andel Arena				
Operating - Revenues	$ 7,215,161	$ 5,862,420	$ 6,607,377	$ 5,847,699
- Expenses - Facilities	(4,384,253)	(4,417,724)	(4,521,320)	(4,302,641)
- Management Fees	(173,661)	(177,134)	(176,440)	(176,440)
- Incentive Fees	**(178,902)**	**(101,780)**	**(125,069)**	**(92,319)**
Net Operating Income	$ 2,478,345	$ 1,165,782	1,784,548	1,276,299
DeVos Place				
Operating - Revenues	$ 6,491,239	$ 6,337,310	$ 7,204,593	$ 6,519,176
- Expenses - Facilities	(6,016,985)	(5,979,448)	(6,204,330)	(6,360,926)
- Management Fees	(173,661)	(177,134)	(176,440)	(176,440)
- Incentive Fees	**(168,420)**	**(252,488)**	**(227,811)**	**(260,561)**
Net Operating Income/(Loss)	$ 132,173	$ (71,760)	$ 596,012	$ (278,751)
Net Available to CAA:				
Van Andel Arena	$ 2,478,345	$ 1,165,782	$ 1,784,548	$ 1,276,299
DeVos Place	132,173	(71,760)	596,012	(278,751)
	$ 2,610,518	**$ 1,094,022**	**$ 2,380,560**	**$ 997,548**

Table B
Grand Rapids-Kent County Convention/Arena Authority
Administrative - Operating / Capital Replacement Budget
FY 2017-2019

		FY2017	FY 2018		FY 2019
		Actual	Budget	Estimate	Recommendation
Revenues:					
Facility Operations		$ 2,610,518	$ 1,094,022	$ 2,380,560	$ 997,548
Utility Reimbursement		2,483,975	2,396,200	2,513,537	2,488,200
Transfers from SMG		5,094,493	3,490,222	4,894,097	3,485,748
DeVos Place Parking	(1)	1,411,690	1,361,766	1,500,000	1,518,000
VanAndel Parking	(1)	314,180	384,987	442,000	454,000
Interest	(2)	176,908	286,250	258,000	392,000
Miscellaneous	(7)	89,452	85,000	117,000	120,000
Total Revenues		7,086,723	5,608,225	7,211,097	5,969,748
Expenditures:					
Utilities	(4)	2,483,975	2,396,200	2,513,537	2,488,200
Other Operating	(5)	367,387	442,000	433,146	504,031
Administration/Other	(6)	694,396	863,873	711,369	1,018,618
Facility Maintenance		1,555,325	-	-	-
Capital		804,403	4,385,000	3,728,838	5,130,000 (3)
Total Expenditures		5,905,486	8,087,073	7,386,890	9,140,849
Net Excess (Deficit)		$ 1,181,237	$ (2,478,848)	$ (175,793)	$ (3,171,101)

Notes: See Following Pages

Table B-1
Grand Rapids-Kent County Convention/Arena Authority
Administrative - Operating / Capital Replacement Budget
FY 2019 Recommendation

Notes:

(1) DeVos Place Parking Rates:	FY 2017		FY 2018	FY 2019 ***
30 Minutes	$ 1.50		$ 1.50	$ 1.50
Daily Maximum	15.00		15.00	15.00
Event	10.00	*	10.00	10.00
Monthly -Public	154.00		154.00	154.00
-Reserved Premium	58.00		58.00	58.00
-County/SMG (O+M)	41.00		60.77	66.25 **
Van Andel Arena Parking Rates:				
Event	$ 12.00	*	$ 12.00	$ 12.00
Non-Event Coin Unit	10.00	*	10.00	10.00
Monthly -Public	112.00	*	112.00	112.00

* Rate Effective 9/1/2016.
** Preliminary; calculated based on recommended budget.
*** No rate changes recommended for FY19. City-APS will begin rate study in fall.

(2) $24.5 million (3/31/18 pool balance) in invested funds at 1.6%.

(3) FY 2019 Eligible Projects:

Van Andel Arena®	
Aisle lighters to LED and programming to ION board	$ 80,000
Compressor rebuilds (3) (phase 4 of 4)	90,000
New roof cost - phase 1 Main roof	1,000,000
South end concrete repair	70,000
Food and beverage	35,000
Suite refresher - furniture/paint/flooring (year 1 of 2)	200,000
Lockerroom upgrades ($2M total project cost)	1,000,000
Landscaping	500,000
Savor - point-of-sale system	200,000
Total VAA	3,175,000
DeVos Place®	
Loading dock/ramps/Ehall truss to LED lighting	60,000
Security office and lobby changes double doors and magloks	30,000
Airwall fabric replacements (year 1 of 2)	70,000
Elevator modernization program	100,000
Camera additions	50,000
Snake light work and/or replacement	250,000
Theater bathrooms - Keeler all women's and men's on 1st floor sides	620,000
OSHA safety changes (year 1 of 2)	75,000
Performance hall LED lighting	100,000
Lyon Street landscaping (year 1 of 3)	200,000
Total DVP	1,555,000
Both Venues:	
New computers	150,000
New phone systems	250,000
Total Both Venues	400,000
Total FY 2019 Capital Budget	**$ 5,130,000**

Table B-1
Grand Rapids-Kent County Convention/Arena Authority
Detail of Expenditure Estimates
FY 2017-2019

	FY 2017	FY 2018		FY 2019	
	Actual	**Budget**	**Estimate**	**Recommendation**	
Utilities[4]:					
Electricity	$ 1,714,264	$ 1,680,000	$ 1,654,364	$ 1,657,000	
Steam/Gas	608,118	591,600	700,252	671,600	
Water/Sewer	161,593	124,600	158,921	159,600	
	$ 2,483,975	$ 2,396,200	$ 2,513,537	$ 2,488,200	
Other Operating[5]:					
Parking Management	$ 190,550	$ 218,000	$ 244,800	$ 270,931	
Pedestrian Safety	162,836	159,000	164,000	168,100	
Repairs - F&B	-	40,000	-	40,000	
Landscaping	14,001	25,000	24,346	25,000	
	$ 367,387	$ 442,000	$ 433,146	$ 504,031	
Administration/Other[6]:					
Wages	$ 94,973	$ 102,200	$ 101,803	$ 104,606	
Benefits	34,807	29,268	33,710	35,712	
Accounting/Audit	46,882	27,000	57,262	48,000	
Legal Services	14,833	38,500	22,000	30,000	
DID Assessment[A]	38,405	55,422	40,254	58,200	
Consulting Services	117,709	150,000 *	98,200 **	150,000	***
Insurance	17,238	21,483	25,084	27,100	
Marketing - CVB/WMSC	125,000	200,000	200,000	200,000	
Diversity Initiative	68,077	150,000	90,000	75,000	
Diversity - African-American Series	-	-	-	200,000	
Procurement of Art (ArtPrize)	28,941	30,000	8,056	30,000	
Other	107,531	60,000	35,000	60,000	
	$ 694,396	$ 863,873	$ 711,369	$ 1,018,618	

Notes:

[A]Downtown Improvement District special assessment contribution from CAA based on benefit allocation formula.

*SMG-$33,355 and $116,645 for hotel study.
**SMG-$32,573, $63,200 for hotel study, and $2,427 for "facility life opinion."
***SMG-$53,225 and $96,775 for "destination asset study follow-up work."

Table C
Grand Rapids-Kent County Convention/Arena Authority
Consolidated Income Statement
Fiscal Years Ending June 30, 2017-2019

		FY 2017	FY 2018		FY 2019
		Actual	Budget	Estimate	Recommendation
Operating Revenue:					
Event	- VanAndel Arena	$ 1,751,734	$ 1,517,650	$ 1,331,923	$ 1,092,450
	- DeVos Place	3,196,369	3,195,900	3,697,886	3,208,133
Ancillary	- VanAndel Arena	2,037,715	1,397,670	1,879,821	1,488,399
	- DeVos Place	2,675,613	2,533,410	2,697,725	2,631,492
Other	- VanAndel Arena	3,425,712	2,947,100	3,395,633	3,266,850
	- DeVos Place	619,257	608,000	808,982	679,551
	-Administration	89,452	85,000	117,000	120,000
Parking	- VanAndel Arena	314,180	384,987	442,000	454,000
	- DeVos Place	1,411,690	1,361,766	1,500,000	1,518,000
		15,521,722	14,031,483	15,870,970	14,458,875
Operating Expense / Appropriations:					
Facility Operations					
	- VanAndel Arena	4,384,253	4,417,724	4,521,320	4,302,641
	- DeVos Place	6,016,985	5,979,448	6,204,330	6,360,926
	- Management	347,322	354,268	352,880	352,880
	- Incentive	347,322	354,268	352,880	352,880
	- Parking/Maintenance	367,387	442,000	433,146	504,031
Other Operating		1,555,325	-	-	-
Administration/Other		694,396	863,873	711,369	1,018,618
		13,712,990	12,411,581	12,575,925	12,891,976
Operating Income		1,808,732	1,619,902	3,295,045	1,566,899
Non-Operating Revenue:					
Interest/Capital Contribution		176,908	286,250	258,000	392,000
Transfer (to) from Capital Acct.		(804,403)	(3,885,000)	(3,728,838)	(5,130,000)
		(627,495)	(3,598,750)	(3,470,838)	(4,738,000)
Net Income (Loss)		**1,181,237**	**(1,978,848)**	**(175,793)**	**(3,171,101)**
Fund Balance, beg. of yr.		**22,230,217**	**23,411,454**	**23,411,454**	**23,235,661**
Fund Balance, end of yr.		**$ 23,411,454**	**$ 21,432,606**	**$ 23,235,661**	**$ 20,064,560**

Table D
Grand Rapids-Kent County Convention/Arena Authority
Budget Summary by Facility/Other
FY 2017-2019 Actual/Estimate
FY 2019 Recommendation

	FY 2017	FY 2018		FY 2019
	Actual	Budget	Estimate	Recommendation
Van Andel Arena				
Operating - Revenues	$ 7,215,161	$ 5,862,420	$ 6,607,377	$ 5,847,699
- Expenses - Facilities	(4,384,253)	(4,417,724)	(4,521,320)	(4,302,641)
- Management Fees	(173,661)	(177,134)	(176,440)	(176,440)
- Incentive Fee	(178,902)	(101,780)	(125,069)	(92,319)
Net Operating Income (Loss)	2,478,345	1,165,782	1,784,548	1,276,299
Parking	314,180	384,987	442,000	454,000
Pedestrian Safety	(106,657)	(108,000)	(107,000)	(110,000)
Net Proceeds (Cost) of VAA	**2,685,868**	**1,442,769**	**2,119,548**	**1,620,299**
DeVos Place Convention Center				
Operating - Revenues	6,491,239	6,337,310	7,204,593	6,519,176
- Expenses - Facilities	(6,016,985)	(5,979,448)	(6,204,330)	(6,360,926)
- Management Fees	(173,661)	(177,134)	(176,440)	(176,440)
- Incentive Fee	(168,420)	(252,488)	(227,811)	(260,561)
Net Operating Loss	132,173	(71,760)	596,012	(278,751)
Parking	1,221,140	1,143,766	1,255,200	1,247,069
Pedestrian Safety	(56,179)	(51,000)	(57,000)	(58,100)
Net Proceeds (Cost) of DVP	**1,297,134**	**1,021,006**	**1,794,212**	**910,218**
Other				
Revenues				
Interest	176,908	286,250	258,000	392,000
Miscellaneous	89,452	85,000	117,000	120,000
	266,360	371,250	375,000	512,000
Expenses				
Administration	(694,396)	(863,873)	(711,369)	(1,018,618)
Other Operating	(14,001)	(65,000)	(24,346)	(65,000)
	(708,397)	(928,873)	(735,715)	(1,083,618)
Net Other	(442,037)	(557,623)	(360,715)	(571,618)
Total Net Proceeds/Operating	**3,540,965**	**1,906,152**	**3,553,045**	**1,958,899**
Capital Expenditures	(2,359,728)	(3,885,000)	(3,728,838)	(5,130,000)
Results Net of Capital Expenditures	$ 1,181,237	$ (1,978,848)	$ (175,793)	$ (3,171,101)

Table E
Grand Rapids-Kent County Convention/Arena Authority
Summary of Consolidated Income Statement - By Facility
Fiscal Years 2010 through 2019
May 1, 2018
(In Thousands)

									Est.	Rec.
	FY 2010	FY 2011	FY 2012	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019
VAA - Net Proceeds	$ 1,612	$ 925	$ 976	$ 1,793	$ 532	$ 1,610	$ 1,980	$ 2,865	$ 2,245	$ 1,712
DVP - Net Proceeds	36	125	280	784	445	908	1,625	1,465	2,022	1,171
SMG Incentive Fees	(238)	-	-	(331)	-	(344)	(344)	(347)	(353)	(353)
Other-Net Proceeds	(126) [1]	(276)	(425)	(313) [1]	(456)	(308)	(565)	(442)	(361)	(571)
Total Net Operating	1,284	774	831	1,933	521	1,866	2,696	3,541	3,553	1,959
Capital	(675)	(3,416)	(662)	(962)	(2,565)	(1,130)	(2,361)	(2,360)	(3,729)	(5,130)
Transfer To/(From) Fund Balance	609	(2,642)	169	971	(2,044)	736	335	1,181	(176)	(3,171)
Fund Balance, End of Year	$ 24,728	$ 22,066	$ 22,234	$ 23,204	$ 21,160	$ 21,896	$ 22,230	$ 23,411	$ 23,235	$ 20,064

NOTES:
(1) Interest - $322K in FY 2010, and declining further to $93K in FY 2013.

Table F
Grand Rapids-Kent County Convention/Arena Authority
15 Year Fund Balance Projection
(In Thousands)
May 1, 2018

	Beginning Fund Balance	Revenues	Expenses	Net Income/ (Loss)	Capital	Ending Fund Balance
FY 2018	23,411	16,129	(12,576)	3,553	(3,729)	23,235
FY 2019	23,235	14,851	(12,892)	1,959	(5,130)	20,064
FY 2020	20,064	15,079	(13,134)	1,945	(8,560)	13,449
FY 2021	13,449	15,360	(13,382)	1,978	(2,093)	13,334
FY 2022	13,334	15,678	(13,634)	2,044	(2,250)	13,128
FY 2023	13,128	15,977	(13,891)	2,086	(3,312)	11,902
FY 2024	11,902	16,276	(14,153)	2,123	(3,378)	10,647
FY 2025	10,647	16,581	(14,420)	2,161	(3,446)	9,362
FY 2026	9,362	16,892	(14,663)	2,229	(3,515)	8,076
FY 2027	8,076	17,209	(14,970)	2,239	(3,585)	6,730
FY 2028	6,730	17,536	(15,253)	2,283	(1,715)	7,298
FY 2029	7,298	17,928	(15,541)	2,387	(1,749)	7,936
FY 2030	7,936	18,328	(15,835)	2,493	(1,784)	8,645
FY 2031	8,645	18,721	(16,135)	2,586	(1,820)	9,411
FY 2032*	9,411	19,163	(16,440)	2,723	(1,856)	10,278

NOTES:
Revenues - Facilities increase by 2% per annum, parking facilities increase by 3% per annum and interest at 1.6% (FY19) to 3.00% (FY21) on beginning fund balance each year.

Expense (Operating) - Facilities increase by 2% per annum, parking/administration increase by 1% per annum.

Capital - Indexed at 2% per annum.

*Final bond maturity - December 1, 2031.

Item 6.B.

DEVOS PLACE

DE VOS PLACE

OPERATING BUDGET
FISCAL YEAR ENDING JUNE 30, 2019

INCLUDES MARCH ROLLING FORECAST

Distribution:

Grand Rapids – Kent County Convention / Arena Authority
Robert White
Harry Cann
Hope Parkin
Howard Feldman
Richard MacKeigan
Chris Machuta

SMG

An SMG Managed Facility

DevOs Place
Fiscal Year Ending June 30, 2019
Lead Income Statement

	FY 2019 Budget	Prior Year FY 2018 Rolling Forecast	Variance More / (Less)	Percentage Change Increase (Decrease)
Event Income				
Direct Event Income				
Rental Income	3,409,999	3,863,756	(453,757)	-11.74%
Service Income	3,249,600	3,433,703	(184,103)	-5.36%
Service Expenses	(3,451,466)	(3,599,573)	148,107	-4.11%
Total Direct Event Income	3,208,133	3,697,886	(489,753)	-13.24%
Ancillary Income				
F & B Concessions	234,972	268,143	(33,171)	-12.37%
F & B Catering	870,788	929,726	(58,938)	-6.34%
Novelty Sales	42,560	45,067	(2,507)	-5.56%
Booth Cleaning	328,224	308,676	19,548	6.33%
Telephone/Long Distance	2,145	8,771	(6,626)	-75.54%
Electrical Services	452,552	403,634	48,918	12.12%
Audio Visual	344,509	358,383	(13,874)	-3.87%
Internet Services	136,635	131,099	5,536	4.22%
Equipment Rental	219,107	244,226	(25,119)	-10.29%
Total Ancillary Income	2,631,492	2,697,725	(66,233)	-2.46%
Other Event Income				
Ticket Rebates (Per Event)	587,551	736,344	(148,793)	-20.21%
Total Other Event Income	587,551	736,344	(148,793)	-20.21%
Total Event Income	6,427,176	7,131,955	(704,779)	-9.88%
Other Operating Income	92,000	72,638	19,362	26.66%
Adjusted Gross Income	6,519,176	7,204,593	(685,417)	-9.51%
Operating Expenses				
Employee Salaries and Wages	4,043,897	4,388,254	344,357	7.85%
Benefits	1,204,179	1,141,630	(62,549)	-5.48%
Less: Event Labor Allocations	(2,556,870)	(3,115,539)	(558,669)	17.93%
Net Employee Wages and Benefits	2,691,206	2,414,345	(276,861)	-11.47%
Contracted Services	284,300	368,851	84,551	22.92%
General and Administrative	383,323	407,807	24,484	6.00%
Operations	146,350	137,963	(8,387)	-6.08%
Repair & Maintenance	565,199	651,326	86,127	13.22%
Supplies	280,100	289,463	9,363	3.23%
Insurance	252,648	247,673	(4,975)	-2.01%
Utilities	1,757,800	1,686,902	(70,898)	-4.20%
SMG Management Fees	176,440	176,440	-	0.00%
Total Operating Expenses	6,537,366	6,380,770	(156,596)	-2.45%
Net Income (Loss) From Operations	(18,190)	823,823	(842,013)	-102.21%
Other Income (Expenses)				
Net Income After Other Income (Expenses)	(18,190)	823,823	(842,013)	-102.21%

VAN ANDEL ARENA

OPERATING BUDGET
FISCAL YEAR ENDING JUNE 30, 2019

INCLUDES MARCH ROLLING FORECAST

Distribution:

Grand Rapids – Kent County Convention / Arena Authority
Robert White
Harry Cann
Hope Parkin
Howard Feldman
Richard MacKeigan
Chris Machuta

An SMG Managed Facility

Van Andel Arena
Fiscal Year Ending June 30, 2019
Lead Income Statement

	FY 2019 Budget	Prior Year FY 2018 Rolling Forecast	Variance More / (Less)	Percentage Change Increase (Decrease)
Event Income				
Direct Event Income				
Rental Income	1,881,450	2,295,456	(414,006)	-18.04%
Service Income	2,292,000	2,455,753	(163,753)	-6.67%
Service Expenses	(3,081,000)	(3,419,286)	338,286	-9.89%
Total Direct Event Income	1,092,450	1,331,923	(239,473)	-17.98%
Ancillary Income				
F & B Concessions	1,276,864	1,561,837	(284,973)	-18.25%
F & B Catering	118,445	178,672	(60,228)	-33.71%
Novelty Sales	93,090	127,805	(34,715)	-27.16%
Booth Cleaning	-	2,658	(2,658)	
Other Ancillary	-	8,849	(8,849)	-100.00%
Total Ancillary Income	1,488,399	1,879,821	(391,423)	-20.82%
Other Event Income				
Ticket Rebates (Per Event)	875,500	996,283	(120,783)	-12.12%
Total Other Event Income	875,500	996,283	(120,783)	-12.12%
Total Event Income	3,456,349	4,208,027	(751,679)	-17.86%
Other Operating Income	2,391,350	2,399,350	(8,000)	-0.33%
Adjusted Gross Income	5,847,699	6,607,377	(759,679)	-11.50%
Operating Expenses				
Employee Salaries and Wages	2,270,279	2,369,065	98,786	4.17%
Benefits	694,358	629,250	(65,108)	-10.35%
Less: Event Labor Allocations	(1,090,475)	(1,125,193)	(34,718)	3.09%
Net Employee Wages and Benefits	1,874,162	1,873,122	(1,040)	-0.06%
Contracted Services	254,400	280,708	26,308	9.37%
General and Administrative	352,070	436,306	84,236	19.31%
Operations	91,184	110,291	19,107	17.32%
Repair & Maintenance	372,590	426,419	53,829	12.62%
Supplies	261,700	309,335	47,635	15.40%
Insurance	169,935	192,457	22,522	11.70%
Utilities	926,600	892,682	(33,918)	-3.80%
SMG Management Fees	176,440	176,440	-	0.00%
Total Operating Expenses	4,479,081	4,697,760	218,679	4.65%
Net Income (Loss) From Operations	1,368,618	1,909,617	(541,000)	-28.33%
Other Income (Expenses)	-	-	-	
Net Income After Other Income (Expenses)	1,368,618	1,909,617	(541,000)	-28.33%

SMG - Van Andel Arena / DeVos Place
Grand Rapids - Kent County Convention/Arena Authority
Full Time Employee Summary & Allocation
Fiscal Year Ending June 30, 2019

Position	F/Y 2018 VAA	F/Y 2018 DVP	F/Y 2018 Total	F/Y 2019 VAA	F/Y 2019 DVP	F/Y 2019 Total	Change
General Manager	0.50	0.50	1.00	0.50	0.50	1.00	-
Assistant General Manager	0.50	1.50	2.00	0.50	1.50	2.00	-
Administrative Assistant	0.50	0.50	1.00	0.50	0.50	1.00	-
Director of Finance (current AGM)	-	-	-	-	-	-	-
Accounting Manager	1.00	1.00	2.00	1.00	1.00	2.00	-
Accounting Support	1.50	1.50	3.00	1.50	1.50	3.00	-
Box Office Manager	0.80	0.20	1.00	0.80	0.20	1.00	-
Assistant Box Office Manager	1.00	1.00	2.00	1.00	1.00	2.00	-
Premium Seat/Suite	1.00	-	1.00	1.00	-	1.00	-
Group Sales Manager	1.00	-	1.00	1.00	-	1.00	-
Box Office Support	1.00	-	1.00	1.00	-	1.00	-
Director of Marketing	0.50	0.50	1.00	0.50	0.50	1.00	-
Marketing Manager	1.00	-	1.00	1.00	-	1.00	-
Promotions & Special Events Manage	0.50	0.50	1.00	0.50	0.50	1.00	-
Marketing Support	1.00	-	1.00	1.00	-	1.00	-
Director of Facilities	0.33	0.67	1.00	0.33	0.67	1.00	-
Facilities Engineer	0.50	0.50	1.00	0.50	0.50	1.00	-
Maintenance Assistant	0.33	0.67	1.00	0.33	0.67	1.00	-
Maintenance Support	4.00	6.00	10.00	4.00	6.00	10.00	-
Operations Manager	1.00	1.00	2.00	1.00	1.00	2.00	-
Operations Support	9.00	8.00	17.00	9.00	8.00	17.00	-
MIS/IT	-	1.00	1.00	-	1.00	1.00	-
Director of Sales	-	1.00	1.00	-	1.00	1.00	-
Sales Manager	-	1.00	1.00	-	1.00	1.00	-
Sales Support	-	1.00	1.00	-	1.00	1.00	-
Director of Event Services	-	1.00	1.00	-	1.00	1.00	-
Event Coordinators	1.00	4.00	5.00	1.00	4.00	5.00	-
House Manager	-	1.00	1.00	-	1.00	1.00	-
Receiptionist/Admin Support	1.00	1.00	2.00	1.00	1.00	2.00	-
Total	28.96	35.04	64.00	28.96	35.04	64.00	-

SMG - Van Andel Arena & DeVos Place
Grand Rapids - Kent County Convention/Arena Authority
Management Fee Summary
Fiscal Year Ending June 30, 2019

MANAGEMENT FEE SUMMARY

	Arena Estimate	DeVos Place Estimate	Total Estimate	FY 2018 Forecast
Net Revenue above Expenses	1,368,618	(18,190)	1,350,428	2,733,440
Benchmark++			1,050,000	750,000
Excess	1,368,618	(18,190)	300,428	1,983,440

Incentive Fee Calculation (Only if above greater than zero)

	Arena Estimate	DeVos Place Estimate	Total Estimate	Total Estimate
Base Fee	176,440	176,440	352,880	347,322
Incentive Fee				
Revenue	5,847,699	6,519,176	12,366,875	13,811,970
Benchmark Revenue	5,150,000	4,550,000	9,700,000	9,700,000
Revenue Excess	697,699	1,969,176	2,666,875	4,111,970
Incentive Fee **	92,319	260,561	352,880	347,322
Total SMG Management Fee	268,759	437,001	705,760	694,644

** Incentive fee is 25% of the first $500,000 in excess, 30% of remaining capped at base fee amount.

++ SMG will be eligible for an Incentive fee if Net Revenues exceed Expenses by the following amounts:
Equal to $850,000 and less than $950,000 shall be paid at 50% of calculated fee.
Equal to $950,000 and less than $1,050,000 shall be paid at 75% of calculated fee.
Equal to $1,050,000 and above shall be paid at 100% of calculated fee.

Van Andel Arena®

Aisle Lighters to LED - $80,000

This converts all aisle lights in the arena bowl to LED lighting. In addition, the project will tie these lights into the main lighting board for the Arena giving us/shows more flexibility to turn them on and off depending on what is needed for a particular event.

Compressor Rebuilds - $90,000 (phase 4 of 4)

The final year of a 4 year project to rebuild the compressors for the HVAC system in the Arena. This cycle of rebuilds should last between 15-20 years as the original equipment did post construction.

New Roof – Phase I (Upper Roof of Arena) - $1,000,000

The main roof is getting an increasing amount of gas bubbles that we have been repairing over the last few years. At some point in the future if the roof is not redone, it will lead to leaks inside of the facility. The current roof is made of a rolled shingle material and it will be replaced with either the same material or a membrane system. This comes with a 30 year warranty.

South End Concrete Repair - $70,000

The trees in this area has caused the concrete to buckle and create trip hazards. This project will redo the area for the safety of pedestrians.

Food and Beverage - $35,000

This would provide for a new pizza oven, replace coolers in 3 stands, and the food court area. This equipment is mostly original equipment that has reached is useful life.

Suite Refresher – Phase 1 of 2 - $200,000

Look at updating the carpet, walls, and countertops in a variety of suites. This project will also include some ambient lighting for those times when the shows are requesting the suite lighting to be turned off.

Locker Room Upgrades - $2,000,000 ($1 million per year for 2 years)

These areas have not been significantly upgraded since the facility opened. Both tenant and shows have identified that this is an area that needs to be address to keep current/desired.

Landscaping - $500,000

SMG has worked in conjunction with DGRI, as well as, GRPD to develop a plan for a park like/green atmosphere in the front of the Arena that also addresses security requirements. These dollars would receive a one to one match from DGRI for the project as a whole.

Point of Sale System - $200,000

The current point of sale system has reached the end of its useful life. The new system will provide additional features to enhance offerings for patrons of the facility.

DeVos Place®

LED Lighting – Loading Dock/Ramps/Exhibit Hall Truss - $60,000

This project is a continuation of "greening" of the facility by converting additional lighting to LED. Based on conservative estimates, the payback on this project in electric alone will be 4.5 years with additional savings in labor and less "downtime" when lights burn out in the exhibit as these lights are harder to get to during busy times of the season.

Security Office Changes - $30,000

This is to add one layer of secure access to the facility by way of the security office. During times that the building is dark, access will be through the main security office at the front of the venue and people will have to be granted access by security.

Meeting Room Wall Fabric Replacement – Phase 1 of 2 - $70,000

Replaces the bottom 8 feet of wall fabric in the meeting rooms of the facility. These areas are highly used and starting to show wear, tears, and something that has been identified on user reviews of the facility.

Elevator Modernization Program – Year 3 of 5

Continuation of existing project to bring the elevators of the facility up to date with current technologies.

Camera Additions - $50,000

Last phase of camera additions to give us better overall coverage.

Grand Gallery Lighting - $250,000

Refit of existing system per engineer's specifications.

Theater Bathrooms - $620,000

This is phase 2 of the project to increase the amount of bathrooms servicing the performance hall. While phase 1 helped with the lines during busy times, it has been determined that to best serve the patrons, that we need to proceed with phase 2.

OSHA Safety Changes – $75,000

New OSHA rules are requiring that we make changes in either how equipment is serviced, or updates to the physical facility itself.

Performance Hall LED Lighting - $100,000

This is to convert much of the back of house areas to LED lighting.

Lyon Street Landscaping (year 1 of 3) - $200,000

This is for the ongoing conversation as it relates to the Lyon Street beautification. This project which has been part of previous capital requests, however, no money has been previously spent. This in a new request for an old project. Once the total scope of this project is set, it will come back to the CAA for final approval.

New Computers - $150,000

Many of the computers being used by either or equipment is getting to the end of its useful life. Recent changes in how Microsoft is supporting different systems will leave us vulnerable in certain areas and this project will update equipment and get us off soon to be outdated operating systems.

New Phone System - $250,000

The current phone system is getting to the end of its useful life. This project will convert more of the system to an IP based system giving us more flexibility and should provide operational savings in the future.

Item 6.B.

Capital

Project	FY19	FY20	FY21	FY22
DeVos Place				
Loading Dock/Ramps/Ehall Truss to LED Lighting	60,000			
Marquee Upgrades		1,200,000		
security office and lobby changes double doors and magloks	30,000			
more furniture areas to include outdoor		50,000		
Carpet: Keeler Lobby		54,300		
Carpet: DVPH		289,280		
Carpet: Skywalk		115,230		
Carpet: Ballroom			518,480	
Carpet: Chase Boardroom		26,020		
airwall fabric replacments	70,000	70,000		
VFD drive replacments in phases				250,000
Elevator modernization program	100,000			
camera additions per Todd and midstate	50,000			
V1 elevator jack replacment proactive			125,000	
overhead door replacment on Lyon dock 4 ramp door		50,000		
projection theater upgrades		200,000		
snake light work and or replacment	250,000			
theater bathrooms keeler all womens and mens on 1st floor sides	620,000			
OSHA safety changes	75,000	75,000		
Performance Hall LED lighting	100,000			
Fly Rail System		1,700,000		
Lyon Street Landscaping	200,000	200,000	200,000	
Roof Replacement - Exhibit Hall Section				2,000,000
Van Andel Arena				
Aisle lighters to LED and programming to ION board	80,000			
Compressor rebuilds (3) (phase 4 of 4)	90,000			
Exterior corrosion control/paint		1,000,000		
Elevator moderization program			250,000	
new roof cost - phase 1 Main roof	1,000,000			
South end concrete repair	70,000			
ribbon board front plaza over entry door overhangs		100,000		
Center Hung Scoreboard		2,000,000		
exterior box office		230,000		
ice plant refrigeration change			1,000,000	
Food and beverage	35,000			
suite refresher - furniture/paint/flooring	200,000	200,000		
Lockerroom Updgrades ($2M total project cost)	1,000,000	1,000,000		
Landscaping	500,000			
Savor - Point of Sale System	200,000			
Both Venues				
New Computers	150,000			
New Phone Systems	250,000			
Total	5,130,000	8,559,830	2,093,480	2,250,000

Item 7

GRAND RAPIDS-KENT COUNTY
CONVENTION / ARENA AUTHORITY
ENTERTAINMENT, CONVENTION, SHOW & SPORTS FACILITIES

May 30, 2018

TO: CAA Board of Directors

THROUGH: Rich MacKeigan, Regional General Manager
DeVos Place®/Van Andel Arena®

FROM: Eddie Tadlock, Assistant General Manager, DeVos Place®

RE: Rental Rates, DeVos Place®

I would like to take this opportunity to present SMG's recommendations for Room Rental Rates for DeVos Place®, effective FY July 2019 through FY June 2023. SMG has established a 5-year rate card for DeVos Place® to provide potential clients the option to secure rental rates in outlying years, and in some instances multiple years. Historically, while rental rates at DeVos Place® have not increased more than 3.25% each year over the past few years (averaging between 2.75% - 3%); our rates continue to hover in the mid-range on the regional average. Our current pricing schedules reflect current economic assumptions in the regional marketplace and knowledge of rental rates of comparable venues of similar size in the area.

We consider our current five year rate card to be a key marketing element for the facility. Given the flexibility to negotiate rental rates with clients (limited to an increase or reduction no greater than 20% of the approved rates) current rates afford us continued opportunities to be competitive in the bidding process for Regional and National Conventions. By keeping our current 5-year rental rate card, we position ourselves appropriately to deliver the most value for the quality of product we serve.

Within the current structure of the rental rate cards approved by the CAA last fiscal year, SMG is committed to providing the best services required in the marketing of the facilities.

Attachments: Rental Rate Schedules FY's, 2019, 2020, 2021, 2022, *2023

*Seeking Approval

ROOM RENTAL RATES

FY 2019 (July 1, 2018 – June 30, 2019)

ROOM	PERFORM	ARTS GROUPS	CONVENTION	CONSUMER	ONE DAY MEETING	BANQUET
DeVos Hall (Sun – Thurs)	$3,500 vs 12%	$3,500/1st Performance $1,750/2nd Performance	N/A	N/A	$4,000	N/A
DeVos Hall (Fri-Sat)	$4,000 vs 12%	$4,000/1st Performance $2,000/2nd Performance	N/A	N/A	$4,500	N/A
Hall A-C	$22,125 vs 12%	N/A	$18,750 or $.25 net sq. ft.	$22,125 or $.29 net sq. ft.	$22,125	$11,550
Hall A-B or B-C	$14,750 vs 12%	N/A	$12,500 or $.25 net sq. ft	$14,750 or $.29 net sq. ft.	$14,750	$7,700
Hall A, B, Or C	$7,375 vs 12%	N/A	$6,250 or $.25 net sq. ft.	$7,375 or $.29 net sq. ft.	$7,375	$3,850
Meeting Rooms Grand Gallery 1st or 2nd	$1,700 vs 12%	N/A	$1,450 or $.25 net sq. ft.	$1,700 or $.29 net sq. ft.	$1,700	$1,150
Meeting Rooms Grand Gallery Individual	$625 vs 12%	N/A	$625 or $.25 net sq. ft.	$625 or $.29 net sq. ft.	$625	$625
Ballroom	$6,500 vs 12%	N/A	$5,500 or $.25 net sq. ft.	$6,500 or $.29 net sq. ft.	$6,500	$3,900
Ballroom A,B,C-D	$2,250 vs 12%	N/A	$2,150 or $.25 net sq. ft.	$2,250 or $.29 net sq. ft.	$2,250	$1,800
Ballroom C or D	$1,400 vs 12%	N/A	$1,350 or $.25 net sq. ft.	$1,400 or $.29 net sq. ft.	$1,400	$1,300
River Overlook Meeting Rooms	$625 vs 12%	N/A	$625 per day	$625 per day	$625	$625
Board Room	N/A	N/A	$675 per day	$675 per day	$675	$675
Monroe Meeting Rooms A-D	$1,300 vs 12%	N/A	$1,250 per day	$1,300 per day	$1,300	$1,250
Monroe Meeting Room B, C, or D	N/A	N/A	$525 per day	$525 per day	$525	$525
Recital Hall or Monroe Meeting Room A	$925 vs 12%	N/A	$925 per day	$925 per day	$925	$925

As managers of DeVos Place, SMG has the right to negotiate rental rates with clients, but agrees that such negotiations will be limited to an increase or reduction no greater than 20% of approved rental rates. These fluctuations may be considered if it became the shared position of affected area businesses that mutual special consideration is necessary to attract the business. SMG also has the right to negotiate rates for labor and equipment in accordance with industry standards, including charging for items which may not be included on this rental rate sheet.

ROOM RENTAL RATES

FY 2020 (July 1, 2019 – June 30, 2020)

ROOM	PERFORM	ARTS GROUPS	CONVENTION	CONSUMER	ONE DAY MEETING	BANQUET
DeVos Hall (Sun – Thurs)	$3,600 vs 12%	$3,600/1st Performance $1,800/2nd Performance	N/A	N/A	$4,100	N/A
DeVos Hall (Fri-Sat)	$4,100 vs 12%	$4,100/1st Performance $2,050/2nd Performance	N/A	N/A	$4,600	N/A
Hall A-C	$22,650 vs 12%	N/A	$19,275 or $.25 net sq. ft.	$22,650 or $.29 net sq. ft.	$22,650	$11,850
Hall A-B or B-C	$15,100 vs 12%	N/A	$12,850 or $.25 net sq. ft	$15,100 or $.29 net sq. ft.	$15,100	$7,900
Hall A, B, Or C	$7,550 vs 12%	N/A	$6,425 or $.25 net sq. ft.	$7,550 or $.29 net sq. ft.	$7,550	$3,950
Meeting Rooms Grand Gallery 1st or 2nd	$1,750 vs 12%	N/A	$1,500 or $.25 net sq. ft.	$1,750 or $.29 net sq. ft.	$1,750	$1,175
Meeting Rooms Grand Gallery Individual	$650 vs 12%	N/A	$650 or $.25 net sq. ft.	$650 or $.29 net sq. ft.	$650	$650
Ballroom	$6,650 vs 12%	N/A	$5,650 or $.25 net sq. ft.	$6,650 or $.29 net sq. ft.	$6,650	$4,000
Ballroom A,B,C-D	$2,300 vs 12%	N/A	$2,200 or $.25 net sq. ft.	$2,300 or $.29 net sq. ft.	$2,300	$1,850
Ballroom C or D	$1,450 vs 12%	N/A	$1,400 or $.25 net sq. ft.	$1,450 or $.29 net sq. ft.	$1,450	$1,350
River Overlook Meeting Rooms	$650 vs 12%	N/A	$650 per day	$650 per day	$650	$650
Board Room	N/A	N/A	$700 per day	$700 per day	$700	$700
Monroe Meeting Rooms A-D	$1,350 vs 12%	N/A	$1,300 per day	$1,350 per day	$1,350	$1,300
Monroe Meeting Room B, C, or D	N/A	N/A	$550 per day	$550 per day	$550	$550
Recital Hall or Monroe Meeting Room A	$975 vs 12%	N/A	$975 per day	$975 per day	$975	$975

As managers of DeVos Place, SMG has the right to negotiate rental rates with clients, but agrees that such negotiations will be limited to an increase or reduction no greater than 20% of approved rental rates. These fluctuations may be considered if it became the shared position of affected area businesses that mutual special consideration is necessary to attract the business. SMG also has the right to negotiate rates for labor and equipment in accordance with industry standards, including charging for items which may not be included on this rental rate sheet.

ROOM RENTAL RATES

FY 2021(July 1, 2020 – June 30, 2021)

ROOM	PERFORM	ARTS GROUPS	CONVENTION	CONSUMER	ONE DAY MEETING	BANQUET
DeVos Hall (Sun – Thurs)	$3,700 vs 12%	$3,700/1st Performance $1,850/2nd Performance	N/A	N/A	$4,200	N/A
DeVos Hall (Fri-Sat)	$4,200 vs 12%	$4,200/1st Performance $2,100/2nd Performance	N/A	N/A	$4,700	N/A
Hall A-C	$23,175 vs 12%	N/A	$19,800 or $.25 net sq. ft.	$23,175 or $.29 net sq. ft.	$23,175	$12,150
Hall A-B or B-C	$15,450 vs 12%	N/A	$13,200 or $.25 net sq. ft	$15,450 or $.29 net sq. ft.	$15,450	$8,100
Hall A, B, Or C	$7,725 vs 12%	N/A	$6,600 or $.25 net sq. ft.	$7,725 or $.29 net sq. ft.	$7,725	$4,050
Meeting Rooms Grand Gallery 1st or 2nd	$1,800 vs 12%	N/A	$1,550 or $.25 net sq. ft.	$1,800 or $.29 net sq. ft.	$1,800	$1,200
Meeting Rooms Grand Gallery Individual	$675 vs 12%	N/A	$675 or $.25 net sq. ft.	$675 or $.29 net sq. ft.	$675	$675
Ballroom	$6,800 vs 12%	N/A	$5,800 or $.25 net sq. ft.	$6,800 or $.29 net sq. ft.	$6,800	$4,100
Ballroom A,B,C-D	$2,350 vs 12%	N/A	$2,250 or $.25 net sq. ft.	$2,350 or $.29 net sq. ft.	$2,350	$1,900
Ballroom C or D	$1,500 vs 12%	N/A	$1,450 or $.25 net sq. ft.	$1,500 or $.29 net sq. ft.	$1,500	$1,400
River Overlook Meeting Rooms	$675 vs 12%	N/A	$675 per day	$675 per day	$675	$675
Board Room	N/A	N/A	$725 per day	$725 per day	$725	$725
Monroe Meeting Rooms A-D	$1,400 vs 12%	N/A	$1,350 per day	$1,400 per day	$1,400	$1,350
Monroe Meeting Room B, C, or D	N/A	N/A	$575 per day	$575 per day	$575	$575
Recital Hall or Monroe Meeting Room A	$1,000 vs 12%	N/A	$1,000 per day	$1,000 per day	$1,000	$1,000

As managers of DeVos Place, SMG has the right to negotiate rental rates with clients, but agrees that such negotiations will be limited to an increase or reduction no greater than 20% of approved rental rates. These fluctuations may be considered if it became the shared position of affected area businesses that mutual special consideration is necessary to attract the business. SMG also has the right to negotiate rates for labor and equipment in accordance with industry standards, including charging for items which may not be included on this rental rate sheet.

ROOM RENTAL RATES

FY 2022(July 1, 2021 – June 30, 2022)

ROOM	PERFORM	ARTS GROUPS	CONVENTION	CONSUMER	ONE DAY MEETING	BANQUET
DeVos Hall (Sun – Thurs)	$3,800 vs 12%	$3,800/1st Performance $1,900/2nd Performance	N/A	N/A	$4,300	N/A
DeVos Hall (Fri-Sat)	$4,300 vs 12%	$4,300/1st Performance $2,150/2nd Performance	N/A	N/A	$4,800	N/A
Hall A-C	$23,700 vs 12%	N/A	$20,325 or $.25 net sq. ft.	$23,700 or $.29 net sq. ft.	$23,700	$12,450
Hall A-B or B-C	$15,800 vs 12%	N/A	$13,550 or $.25 net sq. ft	$15,800 or $.29 net sq. ft.	$15,800	$8,300
Hall A, B, Or C	$7,900 vs 12%	N/A	$6,775 or $.25 net sq. ft.	$7,900 or $.29 net sq. ft.	$7,900	$4,150
Meeting Rooms Grand Gallery 1st or 2nd	$1,850 vs 12%	N/A	$1,600 or $.25 net sq. ft.	$1,850 or $.29 net sq. ft.	$1,850	$1,225
Meeting Rooms Grand Gallery Individual	$700 vs 12%	N/A	$700 or $.25 net sq. ft.	$700` or $.29 net sq. ft.	$700	$700
Ballroom	$6,950 vs 12%	N/A	$5,950 or $.25 net sq. ft.	$6,950 or $.29 net sq. ft.	$6,950	$4,200
Ballroom A,B,C-D	$2,400 vs 12%	N/A	$2,300 or $.25 net sq. ft.	$2,400 or $.29 net sq. ft.	$2,400	$1,950
Ballroom C or D	$1,550 vs 12%	N/A	$1,500 or $.25 net sq. ft.	$1,550 or $.29 net sq. ft.	$1,550	$1,450
River Overlook Meeting Rooms	$700 vs 12%	N/A	$700 per day	$700 per day	$700	$700
Board Room	N/A	N/A	$750 per day	$750 per day	$750	$750
Monroe Meeting Rooms A-D	$1,450 vs 12%	N/A	$1,400 per day	$1,450 per day	$1,450	$1,400
Monroe Meeting Room B, C, or D	N/A	N/A	$600 per day	$600 per day	$600	$600
Recital Hall or Monroe Meeting Room A	$1,050 vs 12%	N/A	$1,050 per day	$1,050 per day	$1,050	$1,050

As managers of DeVos Place, SMG has the right to negotiate rental rates with clients, but agrees that such negotiations will be limited to an increase or reduction no greater than 20% of approved rental rates. These fluctuations may be considered if it became the shared position of affected area businesses that mutual special consideration is necessary to attract the business. SMG also has the right to negotiate rates for labor and equipment in accordance with industry standards, including charging for items which may not be included on this rental rate sheet.

ROOM RENTAL RATES

FY 2023(July 1, 2022 – June 30, 2023)

ROOM	PERFORM	ARTS GROUPS	CONVENTION	CONSUMER	ONE DAY MEETING	BANQUET
DeVos Hall (Sun – Thurs)	$3,900 vs 12%	$3,900/1st Performance $1,950/2nd Performance	N/A	N/A	$4,400	N/A
DeVos Hall (Fri-Sat)	$4,400 vs 12%	$4,400/1st Performance $2,200/2nd Performance	N/A	N/A	$4,900	N/A
Hall A-C	$24,225 vs 12%	N/A	$20,850 or $.25 net sq. ft.	$24,225 or $.29 net sq. ft.	$24,225	$12,750
Hall A-B or B-C	$16,150 vs 12%	N/A	$13,900 or $.25 net sq. ft	$16,150 or $.29 net sq. ft.	$16,150	$8,500
Hall A, B, Or C	$8,075 vs 12%	N/A	$6,950 or $.25 net sq. ft.	$8,075 or $.29 net sq. ft.	$8,075	$4,250
Meeting Rooms Grand Gallery 1st or 2nd	$1,900 vs 12%	N/A	$1,650 or $.25 net sq. ft.	$1,900 or $.29 net sq. ft.	$1,900	$1,250
Meeting Rooms Grand Gallery Individual	$725 vs 12%	N/A	$725 or $.25 net sq. ft.	$725` or $.29 net sq. ft.	$725	$725
Ballroom	$7,100 vs 12%	N/A	$6,100 or $.25 net sq. ft.	$7,100 or $.29 net sq. ft.	$7,100	$4,300
Ballroom A,B,C-D	$2,450 vs 12%	N/A	$2,350 or $.25 net sq. ft.	$2,450 or $.29 net sq. ft.	$2,450	$2,000
Ballroom C or D	$1,600 vs 12%	N/A	$1,550 or $.25 net sq. ft.	$1,600 or $.29 net sq. ft.	$1,600	$1,500
River Overlook Meeting Rooms	$725 vs 12%	N/A	$725 per day	$725 per day	$725	$725
Board Room	N/A	N/A	$775 per day	$775 per day	$775	$775
Monroe Meeting Rooms A-D	$1,500 vs 12%	N/A	$1,450 per day	$1,500 per day	$1,500	$1,450
Monroe Meeting Room B, C, or D	N/A	N/A	$625 per day	$625 per day	$625	$625
Recital Hall or Monroe Meeting Room A	$1,075 vs 12%	N/A	$1,075 per day	$1,075 per day	$1,075	$1,075

As managers of DeVos Place, SMG has the right to negotiate rental rates with clients, but agrees that such negotiations will be limited to an increase or reduction no greater than 20% of approved rental rates. These fluctuations may be considered if it became the shared position of affected area businesses that mutual special consideration is necessary to attract the business. SMG also has the right to negotiate rates for labor and equipment in accordance with industry standards, including charging for items which may not be included on this rental rate sheet.

VAN ANDEL ARENA® WEEKLY

(Revised)

Item 8

DATE '18	EVENT	EC	MOD	ROOM	TIME	FUNCTION
Wed, May 23	Available					
Thur, May 24	Available					
Fri, May 25	Staffing, Inc.	AJ		The Intermission/ Banquet B	11A-1P	Retirement party for John and Deb Barrie
Sat, May 26	Available					
Sun, May 27	Available					
Mon, May 28	**SMG HOLIDAY**					
Tue, May 29	Available					
Wed, May 30	Available					
Thur, May 31	Available					
Fri, Jun 1	Available					
Sat, Jun 2	Available					
Sun, Jun 3	Available					
Mon, Jun 4	Available					
Tue, Jun 5	Available					
Wed, Jun 6	Available					
Thur, Jun 7	Tim McGraw & Faith Hill	TS		Arena	7:30 PM	Performance
Fri, Jun 8	Available					
Sat, Jun 9	Available					
Sun, Jun 10	Available					
Mon, Jun 11	Available					
Tue, Jun 12	Available					
Wed, Jun 13	Available					
Thur, Jun 14	Available					
Fri, Jun 15	Available					
Sat, Jun 16	Available					
Sun, Jun 17	Available					
Mon, Jun 18	World Wrestling Entertainment	TS		Arena	7:30 PM	Performance
Tue, Jun 19	Available					
Wed, Jun 20	Available					
Thur, Jun 21	United Way	TS		Arena	10:30A-1P	Food from the heart event
Fri, Jun 22	Available					
Sat, Jun 23	Available					
Sun, Jun 24	Available					
Mon, Jun 25	James Taylor/Bonnie Raitt	TS		Arena	7:30 PM	Performance
Tue, Jun 26	Available					
Wed, Jun 27	Available					
Thur, Jun 28	Available					
Fri, Jun 29	Available					
Sat, Jun 30	Available					
Sun, Jul 1	Available					

DEVOS PLACE

WEEKLY - Updated 5/25/18

Asian-Pacific Art Exhibition

On the
DeVos Place Skywalk

Hours of Operation

June 4 thru June 30, 2018
Monday through Sunday
8:00 AM– 5:00 PM

June 2018

DATE	EVENT	ROOM	TIME	FUNCTION	EC	APPROX
FRI, JUN 1	2018 MJVBA State Championships		7:30AM	Client Arrival	ST	NA
		Exhibit Hall ABC	8:00AM – 5:00PM	Set Up		
		Ballrooms A-D	8:00AM – 5:00PM	Set Up		
		Grand Gallery C-F	8:00AM – 5:00PM	Set Up		
		Exhibit Hall ABC	5:00PM – 9:00PM	Team Practices		
	CAA Board/Committee Meeting		6:30am	Client Arrival	ST	50
		Monroe Rooms ABCD	7:00 am	Attendee Arrival		
			7:30 am – 10:00 am	CAA Committee Meeting		
			10:00 am – 11:30 am	A/V Tear Down		
SAT, JUN 2	2018 MJVBA State Championships		6:00AM	Client Arrival	ST	6,000
		Exhibit Hall ABC	7:00AM	Doors Open to the public		
		Ballrooms A-D	8:00AM – 10:00PM	Tournament		
		Grand Gallery C	8:00AM – 10:00PM	Computer Central		
		Grand Gallery D	8:00AM – 10:00PM	ProShop/Storage		
		Grand Gallery E, F	8:00AM – 10:00PM	Staff / Officials Room		
		Exhibit Hall Show Offices A-C	8:00AM – 10:00PM	Staff Rooms		
			10:00PM	MJVBA Staff Departs		
SUN, JUN 3	2018 MJVBA State Championships		6:00AM	Client Arrival	ST	6,000
		Exhibit Hall ABC	7:00AM	Doors Open to the public		
		Ballrooms A-D	8:00AM – 7:00PM	Tournament		
		Grand Gallery C	8:00AM – 7:00PM	Computer Central		
		Grand Gallery D	8:00AM – 7:00PM	ProShop/Storage		
		Grand Gallery E, F	8:00AM – 7:00PM	Staff / Officials Room		
		Exhibit Hall Show Offices A-C	8:00AM – 7:00PM	Staff Rooms		
			4:00PM – to complete	Ballroom Court break down		
			5:00PM – to complete	Exhibit Hall Court break down		
			11:00PM	Client Departure		
MON, JUN 4	GVSU Enrichment Dinner	Business Center	All Day	Storage	LC	NA
		Lyon Dock		Daylily Floral (1st Delivery)		
		Lyon Dock	8:00 am	Lift Drop off		
		Ballroom A-D & Overlook Foyer	8:00 am – 6:00 pm	A/V Load-In & Set-Up		

EH A-C = Exhibit Halls A-C   GG A-F = Grand Gallery Meeting Rooms A-F   GG O A-H = Overlook Meeting Rooms A-H
BALL A-D = Ballroom A-D   RO A-F = River Overlook A-F   MON A-D = Monroe Meeting Rooms   DVPH = DeVos Performance Hall

DEVOS PLACE

WEEKLY - Updated 5/25/18

DATE	EVENT	ROOM	TIME	FUNCTION	EC	APPROX
		Grand Gallery Lobby	9:00 am – 2:00 pm	Set-Up		
		Grand Gallery A	10:30 am	GVSU deliveries		
		Ballroom A-D	3:00 pm	Set Stage		
		Ballroom A-D	3:00 pm	Client Arrival		
		Grand Gallery Lobby	3:00 pm – 6:00 pm	Set-Up Continued		
		Ballroom A-D	5:30 pm	Set remaining tables & chairs		
			8:00 pm	Client Departure		
	ASIAN-PACIFIC ART EXHIBITION-OPENING RECEPTION	SKYWALK	8:00AM-11:59PM	RECEPTION	ET	
	The King and I	DVPH/Lyon Dock (1 Truck Bays)	9:00am – 7:00pm	Load In – 6 semi's	AK	
TUE, JUN 5	GVSU Enrichment Dinner	Business Center	All Day	Storage	LC	1,230
		Grand Gallery A	All Day	Coat Check		
		Grand Gallery BC	All Day	Crew Meal		
		Grand Gallery D	All Day	Student Musician Room		
		Grand Gallery E	All Day	Band Room		
		Grand Gallery F	All Day	Amway Staging		
		Lyon Dock	8:30 am	Daylily Floral (2nd Delivery)		
		Ballroom A-D, Grand Gallery	8:30 am – 6:00 pm	AGPH Set-Up		
		Overlook Foyer	9:00 am – 1:00 pm	Set-Up		
		Lyon Dock	9:00 am	Chair Cover & Linens Delivered		
			10:00 am	Client Arrival		
		Ballroom A – D	10:30 am	Tech		
		Ballroom A – D	12:45 pm	Rehearsal		
		Overlook Foyer	1:00 pm	Rehearsal		
		Grand Gallery	4:45 pm	Trumpet Rehearsal		
		Grand Gallery BC	5:00 pm – 8:00 pm	Crew Meal Buffet		
		Grand Gallery Lobby	5:15 pm	Early Guests Arrive		
		Grand Gallery Overlook GH	5:30 pm	VIP Reception		
		Ballroom A-D	6:00 pm	Doors Open/Reception		
		Grand Gallery	6:40 pm	Trumpet Call		
		Grand Gallery	6:50 pm	Second Trumpet Call		
		Grand Gallery	**7:00 pm (EC to call)**	**Operations - Table Strike**		
		Ballroom A-D	7:35 pm	Dinner Served		
		Ballroom A-D	8:35 pm	Program		
		Grand Gallery	9:20 pm	Afterglow		
		Overlook Foyer	9:20 pm	Laker Lounge Reception		
		Ballroom A-D	10:00 pm	Strike begins		
		Grand Gallery	10:15 pm	Last Call		
		Grand Gallery	10:30 pm	Bar Closes		
		Overlook Foyer	10:30 pm	Last Call		
		Overlook Foyer	10:45 pm	Bar Closes		
		Overlook Foyer	11:00 pm	Strike may begin		
			11:59 pm	Client Departure		
Show Run Time: 2 hours and 55 minutes with 15 Minute Intermission. 85/15/70	*The King and I*	DVPH	8:00am – 5:00pm	Load In – 2 semi's	AK	1800 per show
		Lobby	TBD	Orchestra Rehearsal		
		DVPH	6:00pm	Outside Doors Open		
			6:30pm	Lobby Open		
			7:00pm	Seating Open		
			7:30pm – 10:30pm	**Performance**		

EH A-C = Exhibit Halls A-C GG A-F = Grand Gallery Meeting Rooms A-F GG O A-H = Overlook Meeting Rooms A-H
BALL A-D = Ballroom A-D RO A-F = River Overlook A-F MON A-D = Monroe Meeting Rooms DVPH = DeVos Performance Hall

DEVOS PLACE

WEEKLY - Updated 5/25/18

DATE	EVENT	ROOM	TIME	FUNCTION	EC	APPROX
WED, JUN 6	GVSU Enrichment Dinner	Lyon Dock/Grand Gallery A/Business Center	11:00 am	GVSU pick-up	LC	NA
	MI CPA'S CONFERENCE	EH B STORAGE EH C STORAGE	2:00PM-6:00PM 2:00PM-6:00PM	STORAGE STORAGE	ST	
	Amway New Platinum Spring Conference	Monroe A-D Monroe A-D Lyon Dock / Monroe B	7:00 am 8:00 am – 5:00 pm 9:00 am – 5:00 pm 6:00 pm	Client Arrival Staff Office Deliveries to Monroe Rooms Client Departure	ST	NA
Show Run Time: 2 hours and 55 minutes with 15 Minute Intermission. 85/15/70	*The King and I*	DVPH	6:00pm 6:00pm -7:30pm 7:00pm **7:30pm – 10:30pm**	Outside Doors/Lobby Open Family Activities Seating Open **Performance**	AK	1800 per show
THU, JUN 7	MI CPA'S CONFERENCE	EH B STORAGE EH C STORAGE GG AB GG C GG DEF GGO AB GGO CD GGO EF GGO GH	6:00AM-7:00PM 6:00AM-7:00PM 6:00AM-7:00PM 6:00AM-7:00PM 6:00AM-7:00PM 6:00AM-7:00PM 6:00AM-7:00PM 6:00AM-7:00PM 6:00AM-7:00PM	STORAGE STORAGE BREAKOUT FOR 130 BREAKOUT FOR 80 MEALS BREAKOUTS BREAKOUTS BREAKOUTS BREAKOUTS	ST	
	Amway New Platinum Spring Conference	Monroe A-D Monroe B Monroe A-D	7:00 am All Day 8:00 am – 5:00 pm 6:00 pm	Client Arrival Skid Storage Staff Office Client Departure	ST	NA
Show Run Time: 2 hours and 55 minutes with 15 Minute Intermission. 85/15/70	*The King and I*	DVPH	6:00pm 6:30pm 7:00pm **7:30pm – 10:30pm**	Outside Doors Open Lobby Open Seating Open **Performance**	AK	1800 per show
FRI, JUN 8	Amway New Platinum Spring Conference	Monroe A-D Monroe B Monroe A-D	7:00 am All Day 8:00 am – 5:00 pm 6:00 pm	Client Arrival Skid Storage Staff Office Client Departure	ST	NA
Show Run Time: 2 hours and 55 minutes with 15 Minute Intermission. 85/15/70	*The King and I*	DVPH	6:30pm 7:00pm 7:30pm **8:00pm – 11:00pm**	Outside Doors Open Lobby Open Seating Open **Performance**	AK	1800 per show

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5/25/2018 3:05:39 PM

DEVOS PLACE

WEEKLY - Updated 5/25/18

DATE	EVENT	ROOM	TIME	FUNCTION	EC	APPROX
SAT, JUN 9	Amway New Platinum Spring Conference	Monroe A-D Monroe B Monroe A-D Chase Boardroom	6:00 am All Day 8:00 am – 5:00 pm 4:00 pm 6:00 pm	Client Arrival Skid Storage Staff Office **OPS to set room by ??** Client Departure	ST	NA
	The King and I	DVPH	12:30pm 1:00pm 1:30pm **2:00pm – 5:00pm** 6:30pm 7:00pm 7:30pm **8:00pm – 11:00pm**	Outside Doors Open Lobby Open Seating Open **Performance** Outside Doors Open Lobby Open Seating Open **Performance**	AK	1800 per show
SUN, JUN 10	Amway New Platinum Spring Conference	Monroe A-D Monroe A-D Monroe B Chase Boardroom	5:00 am All Day All Day 5:00 am – 5:30 pm 6:00 pm	Client Arrival Staff Office Skid Storage Client Set-Up Client Departure	ST	NA
Show Run Time: 2 hours and 55 minutes with 15 Minute Intermission. 85/15/70	*The King and I*	DVPH TBD DVPH/Lyon Dock (2 Truck Bays)	11:30am 12:00pm 12:30pm **1:00pm – 4:00pm** 5:00pm 5:30pm 6:00pm **6:30pm –9:30pm** 8:00pm – 10:00pm 10:00pm – 4:00am	Outside Doors Open Lobby Open Seating Open **Performance** Outside Doors Open Lobby Open Seating Open **Performance** Crew meal Move Out	AK	1800 per show
MON, JUN 11	Amway New Platinum Spring Conference	Monroe A-D Monroe A-D Business Center Monroe B Lyon Dock / Ballroom AB GG, GGOL, ROL MI Dock / Secchia Lobby Ballroom AB	6:00 am All Day All Day All Day 7:00 am - 3:00 pm TBD pm – TBD pm 1:00 pm – 5:00 pm 3:00 pm – 5:00 pm 6:30 pm	Client Arrival Staff Office Staff Office Skid Storage A/V Load-In – CrossFire Productions A/V Load-In - Bluewater Expo Load-In Rehearsals Client Departure	ST	NA
TUE, JUN 12	NATIONAL YOUTH CHAMPIONSHIPS	EH C	8:00AM-11:59PM	MOVE-IN	MV	
	Amway New Platinum Spring Conference	Monroe A-D Monroe A-D Business Center Monroe B Ballroom AB Ballroom AB Grand Gallery AB, CD GG Overlook AB,CD, EF River Overlook AB, CD	6:00 am All Day All Day All Day 7:00 am 8:45 am – 9:45 pm 10:00 am – 12:00 pm 10:00 am – 12:00 pm 10:00 am – 12:00 pm	Client Arrival Staff Office Staff Office Skid Storage A/V Arrival Business Meeting Sales Meetings Sales Meetings Sales Meetings	ST	440

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BALL A-D = Ballroom A-D RO A-F = River Overlook A-F MON A-D = Monroe Meeting Rooms DVPH = DeVos Performance Hall

WEEKLY - Updated 5/25/18

DATE	EVENT	ROOM	TIME	FUNCTION	EC	APPROX
		Ballroom CD Ballroom AB Secchia Lobby Ballroom AB Secchia Lobby	12:00 pm – 1:30 pm 1:30 pm – 2:00 pm 2:00 pm – 3:30 pm 2:15 pm – 7:00 pm 4:00 pm – 7:00 pm 10:00 pm	Lunch Business & Product Experience Business & Product Experience cont. A/V Load-Out A/V Load-Out cont. Client Departure		
WED, JUN 13	NATIONAL YOUTH CHAMPIONSHIPS	EH C	8:00AM-11:59PM	MOVE-IN	MV	
	Amway New Platinum Spring Conference	Monroe A-D Monroe A-D Lyon Dock	6:00 am All Day 12:00 pm – 2:00 pm	Client Arrival Staff Office Tear-Down Skids Loaded Out	ST	NA
THU, JUN 14	NATIONAL YOUTH CHAMPIONSHIPS	EH C GG ABCDEF	8:00AM-11:59PM 8:00AM-11:59PM	COMPETITION BREAKOUTS	MV	
FRI, JUN 15	NATIONAL YOUTH CHAMPIONSHIPS	EH C GG ABCDEF	8:00AM-11:59PM 8:00AM-11:59PM	COMPETITION BREAKOUTS	MV	
SAT, JUN 16	NATIONAL YOUTH CHAMPIONSHIPS	EH C GG ABCDEF	8:00AM-11:59PM 8:00AM-11:59PM	COMPETITION BREAKOUTS	MV	
	C.S. LEWIS ONSTAGE: THE MOST RELUCTANT CONVERT	DVPH/LYON DOCK DVPH DVPH/LYON DOCK	8:00AM-3:00PM 4:00PM – 5:30PM 5:30PM – 9:30PM	MOVE IN PERFORMANCE MOVE OUT	AK	
SUN, JUN 17	NATIONAL YOUTH CHAMPIONSHIPS	EH C GG ABCDEF	8:00AM-11:59PM 8:00AM-11:59PM	COMPETITION BREAKOUTS	MV	
	ECON CLUB ANNUAL DINNER	BALL A COAT BALL A SHOW BALL ABCD BALL D COAT	8:00AM-11:59PM 8:00AM-11:59PM 8:00AM-11:59PM 8:00AM-11:59PM	STORAGE OFFICE SETUP DINNER	MV	
MON, JUN 18	NATIONAL YOUTH CHAMPIONSHIPS	EH C	8:00AM-11:59PM	;MOVE-OUT	MV	
	ECON CLUB ANNUAL DINNER	BALL A COAT BALL A SHOW BALL ABCD BALL D COAT BUSCTR GG GG ABCDEF PH DR A PH DR B SECCHIA WELSH	8:00AM-11:59PM 8:00AM-11:59PM 8:00AM-3:00PM 8:00AM-11:59PM 8:00AM-11:59PM 8:00AM-11:59PM 8:00AM-11:59PM 8:00AM-11:59PM 8:00AM-11:59PM 8:00AM-11:59PM 8:00AM-11:59PM	DINNER DINNER DINNER DINNER DINNER DINNER DINNER IF NEEDED IF NEEDED DINNER DINNER	MV	
TUE, JUN 19	ACTON UNIVERSITY	BALL D COAT BUSCTR BALL AB PREF	8:00AM-11:59PM 8:00AM-11:59PM 8:00AM-11:59PM	OFFICE/STORAGE OFFICE/STORAGE SET UP	LC	

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BALL A-D = Ballroom A-D RO A-F = River Overlook A-F MON A-D = Monroe Meeting Rooms DVPH = DeVos Performance Hall

5/25/2018 3:05:39 PM

DATE	EVENT	ROOM	TIME	FUNCTION	EC	APPROX
		BALL ABCD	8:00AM-11:59PM	SET UP		
		BALL CD PREF	8:00AM-11:59PM	SET UP		
		CHASE	8:00AM-11:59PM	SET UP		
		GG ABCDEF	8:00AM-11:59PM	SET UP		
		GGO AB	8:00AM-11:59PM	SET UP		
		GGO CD	8:00AM-11:59PM	SET UP		
		GGO EF	8:00AM-11:59PM	SET UP		
		GGO GH	8:00AM-11:59PM	SET UP		
		GGO LOBBY	8:00AM-11:59PM	SET UP		
		RO AB	8:00AM-11:59PM	SET UP		
		RO CD	8:00AM-11:59PM	SET UP		
		RO EF	8:00AM-11:59PM	SET UP		
		RO LOBBY	8:00AM-11:59PM	SET UP		
		SKYWALK	8:00AM-11:59PM	SET UP		
WED, JUN 20	ACTON UNIVERSITY	BALL A	8:00AM-11:59PM	AI- SETUP	LC	
		BALL A PRE	8:00AM-11:59PM	AI- SETUP		
		BALL B PRE	8:00AM-11:59PM	AI - SETUP		
		BALL BCD	8:00AM-11:59PM	AI - SETUP		
		BALL CD PRE	8:00AM-11:59PM	AI - SETUP		
		BALL D COAT	8:00AM-11:59PM	AI - SETUP		
		BUSCTR	8:00AM-11:59PM	AI - SETUP		
		CHASE	8:00AM-11:59PM	AI - SETUP		
		GG ABCDEF	8:00AM-11:59PM	AI - SETUP		
		GGO AB	8:00AM-11:59PM	AI - SETUP		
		GGO CD	8:00AM-11:59PM	AI - SETUP		
		GGO EF	8:00AM-11:59PM	AI - SETUP		
		GGO GH	8:00AM-11:59PM	AI - SETUP		
		RO AB	8:00AM-11:59PM	AI - SETUP		
		RO CD	8:00AM-11:59PM	AI - SETUP		
		RO EF	8:00AM-11:59PM	AI - SETUP		
		RO LOBBY	8:00AM-11:59PM	AI - SETUP		
		SKYWALK	8:00AM-11:59PM	AI- STAFF LOUNGE		
THU, JUN 21	ACTON UNIVERSITY	BALL AB PREF	8:00AM-11:59PM	AI - REGISTRATION	LC	
		BALL CD PREF	8:00AM-11:59PM	AI - REGISTRATION		
		CHASE	8:00AM-11:59PM	BREAKOUT ROOMS		
		GG ABCDEF	8:00AM-11:59PM	BREAKOUT ROOMS		
		GGO AB	8:00AM-11:59PM	BREAKOUT ROOMS		
		GGO CD	8:00AM-11:59PM	BREAKOUT ROOMS		
		GGO EF	8:00AM-11:59PM	BREAKOUT ROOMS		
		GGO GH	8:00AM-11:59PM	BREAKOUT ROOMS		
		GGO LOBBY	8:00AM-11:59PM	BREAKOUT ROOMS		
		RO AB	8:00AM-11:59PM	BREAKOUT ROOMS		
		RO CD	8:00AM-11:59PM	BREAKOUT ROOMS		
		RO EF	8:00AM-11:59PM	BREAKOUT ROOMS		
		RO LOBBY	8:00AM-11:59PM	BREAKOUT ROOMS		
		BALL D COAT	8:00AM-11:59PM	OFFICE/STORAGE		
		BUSCTR	8:00AM-11:59PM	OFFICE/STORAGE		
		BALL ABCD	8:00AM-11:59PM	SESSIONS/MEALS		
		SKYWALK	8:00AM-11:59PM	STAFF LOUNGE		

DEVOS PLACE

WEEKLY - Updated 5/25/18

DATE	EVENT	ROOM	TIME	FUNCTION	EC	APPROX
FRI, JUN 22	ACTON UNIVERSITY	BALL AB PREF	8:00AM-11:59PM	AI - REGISTRATION	LC	
		BALL CD PREF	8:00AM-11:59PM	AI - REGISTRATION		
		CHASE	8:00AM-11:59PM	BREAKOUT ROOMS		
		GG ABCDEF	8:00AM-11:59PM	BREAKOUT ROOMS		
		GGO AB	8:00AM-11:59PM	BREAKOUT ROOMS		
		GGO CD	8:00AM-11:59PM	BREAKOUT ROOMS		
		GGO EF	8:00AM-11:59PM	BREAKOUT ROOMS		
		GGO GH	8:00AM-11:59PM	BREAKOUT ROOMS		
		GGO LOBBY	8:00AM-11:59PM	BREAKOUT ROOMS		
		RO AB	8:00AM-11:59PM	BREAKOUT ROOMS		
		RO CD	8:00AM-11:59PM	BREAKOUT ROOMS		
		RO EF	8:00AM-11:59PM	BREAKOUT ROOMS		
		RO LOBBY	8:00AM-11:59PM	BREAKOUT ROOMS		
		BALL D COAT	8:00AM-11:59PM	OFFICE/STORAGE		
		BUSCTR	8:00AM-11:59PM	OFFICE/STORAGE		
		BALL ABCD	8:00AM-11:59PM	SESSIONS/MEALS		
		SKYWALK	8:00AM-11:59PM	STAFF LOUNGE		
	THIRD DAY	DVPH/LYON DOCK	8:00AM-5:00PM	MOVE IN	AK	
		DVPH	7:30PM-10:00PM	PERFORMANCE MOVE OUT		
		DVPH/LYON DOCK	10:00PM-1:00AM			
SAT, JUN 23	2018 NADONA/LTC NATIONAL CONFERENCE	BALL CD	8:00AM-11:59PM	MOVE-IN	LC	
		BUSCTR	8:00AM-11:59PM	MOVE-IN		
		GG ABCDE	8:00AM-11:59PM	MOVE-IN		
		GG F	8:00AM-11:59PM	MOVE-IN		
SUN, JUN 24	2018 NADONA/LTC NATIONAL CONFERENCE	BALL CD	8:00AM-11:59PM	GEN'L SESN	LC	
		BUSCTR	8:00AM-11:59PM	SPKR RDY RM		
		EH C	8:00AM-11:59PM	EXHIBITS MOVE-IN		
		GG ABCDE	8:00AM-11:59PM	BO & PROD WRKSHP		
		GG F	8:00AM-11:59PM	SPKR RDY RM		
MON, JUN 25	2018 NADONA/LTC NATIONAL CONFERENCE	BALL CD	8:00AM-11:59PM	GEN'L SESN	LC	
		BUSCTR	8:00AM-11:59PM	SPKR RDY RM		
		EH C	8:00AM-11:59PM	EXHIBITS		
		GG ABCDE	8:00AM-11:59PM	BO & PROD WRKSHP		
		GG F	8:00AM-11:59PM	SPKR RDY RM		
	CU*ANSWERS LEADERSHIP CONFERENCE	BALL A COAT	8:00AM-11:59PM	CONFERENCE	LC	
		BALL AB	8:00AM-11:59PM	SET UP		
		BALL AB PREF	8:00AM-11:59PM	CONFERENCE		
		WELSH	8:00AM-11:59PM	CONFERENCE		
TUE, JUN 26	2018 NADONA/LTC NATIONAL CONFERENCE	BALL CD	8:00AM-11:59PM	GEN'L SESN	LC	
		BUSCTR	8:00AM-11:59PM	SPKR RDY RM		
		EH C	8:00AM-11:59PM	EXHIBITS		
		GG ABCDE	8:00AM-11:59PM	BO & PROD WRKSHP		
		GG F	8:00AM-11:59PM	SPKR RDY RM		
	CU*ANSWERS LEADERSHIP	BALL A COAT	8:00AM-11:59PM	CONFERENCE	LC	

EH A-C = Exhibit Halls A-C GG A-F = Grand Gallery Meeting Rooms A-F GG O A-H = Overlook Meeting Rooms A-H
BALL A-D = Ballroom A-D RO A-F = River Overlook A-F MON A-D = Monroe Meeting Rooms DVPH = DeVos Performance Hall

5/25/2018 3:05:39 PM

DATE	EVENT	ROOM	TIME	FUNCTION	EC	APPROX
	CONFERENCE	BALL AB	8:00AM-11:59PM	REHEARSALS		
		BALL AB PREF	8:00AM-11:59PM	CONFERENCE		
		WELSH	8:00AM-11:59PM	CONFERENCE		
WED, JUN 27	2018 NADONA/LTC NATIONAL CONFERENCE	BALL CD	8:00AM-11:59PM	GEN'L SESN	LC	
		BUSCTR	8:00AM-11:59PM	SPKR RDY RM		
		GG ABCDE	8:00AM-11:59PM	BO & PROD WRKSHP		
		GG F	8:00AM-11:59PM	SPKR RDY RM		
	CU*ANSWERS LEADERSHIP CONFERENCE	BALL A	8:00AM-11:59PM	GENERAL SESSION	LC	
		BALL A COAT	8:00AM-11:59PM	CONFERENCE		
		BALL AB PREF	8:00AM-11:59PM	CONFERENCE		
		BALL B	8:00AM-11:59PM	MEALS		
		WELSH	8:00AM-11:59PM	CONFERENCE		
THU, JUN 28	THE RETAIL SUCCESS SUMMIT	BALL A COAT	8:00AM-11:59PM	SUCCESS SUMMIT	MV	
		BALL ABCD	8:00AM-11:59PM	SET UP		
		BALL D COAT	8:00AM-11:59PM	SUCCESS SUMMIT		
		BUSCTR	8:00AM-11:59PM	SUCCESS SUMMIT		
		SECCHIA	8:00AM-11:59PM	SUCCESS SUMMIT		
		WELSH	8:00AM-11:59PM	SUCCESS SUMMIT		
	JAFAX 22ND YEAR CONVENTION	EH C	5:00PM-11:59PM	JAFAX	ST	
		GGO AB	12:00PM-11:59PM	EARLY SET UP		
		GGO CD	12:00PM-11:59PM	EARLY SET UP		
		GGO EF	12:00PM-11:59PM	EARLY SET UP		
		GGO GH	11:00AM-11:59PM	LIB/OFC/SESSN		
		GGO LOBBY	12:00PM-11:59PM	EARLY SET UP		
		RO AB	12:00PM-11:59PM	EARLY SET UP		
		RO CD	12:00PM-11:59PM	EARLY SET UP		
		RO EF	12:00PM-11:59PM	EARLY SET UP		
		RO LOBBY	12:00PM-11:59PM	EARLY SET UP		
	GRAAAF BOARD MEETING	SMG BOARDROOM	1:00PM – 2:00PM	MEETING	ET	
FRI, JUN 29	THE RETAIL SUCCESS SUMMIT	BALL A COAT	8:00AM-11:59PM	SUCCESS SUMMIT	MV	
		BALL ABCD	8:00AM-11:59PM	SUCCESS SUMMIT		
		BALL D COAT	8:00AM-11:59PM	SUCCESS SUMMIT		
		BUSCTR	8:00AM-11:59PM	SUCCESS SUMMIT		
		SECCHIA	8:00AM-11:59PM	SUCCESS SUMMIT		
		WELSH	8:00AM-11:59PM	SUCCESS SUMMIT		
	JAFAX 22ND YEAR CONVENTION	CHASE	7:00AM-11:59PM	CONVENTION	ST	
		EH C	7:00AM-11:59PM	VENDOR HALL		
		EH C STORAGE	7:00AM-11:59PM	JAFAX		
		EH SHOW C	7:00AM-11:59PM	JAFAX		
		EHC PREF	7:00AM-11:59PM	JAFAX		
		GG ABCDEF	7:00AM-12:59PM	SESSIONS		
		GGO AB	7:00AM-11:59PM	LIB/OFC/SESSN		
		GGO CD	7:00AM-11:59PM	LIB/OFC/SESSN		
		GGO EF	7:00AM-11:59PM	LIB/OFC/SESSN		
		GGO GH	7:00AM-11:59PM	LIB/OFC/SESSN		
		GGO LOBBY	7:00AM-11:59PM	JAFAX		
		RO AB	7:00AM-1:59PM	GAMING ROOMS		

EH A-C = Exhibit Halls A-C GG A-F = Grand Gallery Meeting Rooms A-F GG O A-H = Overlook Meeting Rooms A-H
BALL A-D = Ballroom A-D RO A-F = River Overlook A-F MON A-D = Monroe Meeting Rooms DVPH = DeVos Performance Hall

DATE	EVENT	ROOM	TIME	FUNCTION	EC	APPROX
		RO CD	7:00AM-1:59PM	GAMING ROOMS		
		RO EF	7:00AM-1:59PM	GAMING ROOMS		
		RO LOBBY	7:00AM-11:59PM	JAFAX		
SAT, JUN 30	THE RETAIL SUCCESS SUMMIT	BALL A COAT	8:00AM-11:59PM	SUCCESS SUMMIT	MV	
		BALL ABCD	8:00AM-11:59PM	SUCCESS SUMMIT		
		BALL D COAT	8:00AM-11:59PM	SUCCESS SUMMIT		
		BUSCTR	8:00AM-11:59PM	SUCCESS SUMMIT		
		SECCHIA	8:00AM-11:59PM	SUCCESS SUMMIT		
		WELSH	8:00AM-11:59PM	SUCCESS SUMMIT		
	JAFAX 22ND YEAR CONVENTION	CHASE	7:00AM-11:59PM	CONVENTION	ST	
		EH C	8:00AM-11:59PM	VENDOR HALL		
		EH C STORAGE	8:00AM-11:59PM	JAFAX		
		EH SHOW C	8:00AM-11:59PM	JAFAX		
		EHC PREF	8:00AM-11:59PM	JAFAX		
		GG ABCDEF	8:00AM-1:59PM	SESSIONS		
		GGO AB	8:00AM-11:59PM	LIB/OFC/SESSN		
		GGO CD	8:00AM-11:59PM	LIB/OFC/SESSN		
		GGO EF	8:00AM-11:59PM	LIB/OFC/SESSN		
		GGO GH	8:00AM-11:59PM	LIB/OFC/SESSN		
		GGO LOBBY	8:00AM-11:59PM	JAFAX		
		RO AB	8:00AM-1:59PM	GAMING ROOMS		
		RO CD	8:00AM-1:59PM	GAMING ROOMS		
		RO EF	8:00AM-1:59PM	GAMING ROOMS		
		RO LOBBY	8:00AM-11:59PM	JAFAX		