



DENVER
THE MILE HIGH CITY

ARTS & VENUES

Presentation to BIZ Committee
February 24, 2021

Amendments

- SMG (21-1066): Colorado Convention Center (CCC) Management Agreement
- SMG (21-0167): Stagehand Staffing and Payroll
- AXS (21-0188): Ticketing Services

New

- Stadium Medical (21-0138): Medical Services at Red Rocks

Boettcher	Buell	Coliseum	Ellie	McNichols	Red Rocks	Sculpture Park
Activity with no audience	No Activity	Shelter	No Activity	No Activity	No Activity	No Activity
Unknown		No Activity		Unknown	Open with graduated increase in audience size.	
	Unknown	Unknown	Unknown	Unknown	Unknown	Unknown

All staff currently working FT for A&V or redeployed to DDPHE, DOF or HOST (through March 31, 2021)

LEVEL BLUE: CAUTIOUS



GUIDELINES AND RESTRICTIONS



P-12 Schools
In-person



Group Sports & Camps
50 person capacity per activity



Higher Education
In-person



Critical & Non Critical Retail
90% capacity



Restaurants
INDOORS: 50% capacity or 175 people indoors †
OUTDOORS: 6ft between parties outdoors, per local zoning



Personal Services
90% capacity or 50 people †



Offices
50% capacity



Indoor Events & Entertainment
50% capacity or 175 person capacity †



Bars
Closed



Outdoor Events & Entertainment
50% capacity or 250 people †



Gyms/Fitness
50% capacity or 175 people †



Outdoor Guided Services
50% capacity or 25 people †

INDOOR*

Seated & Unseated: 50% or up to 175 people

OUTDOOR*

Seated & Unseated:
50% or 250 people

*with 6'ft social distancing

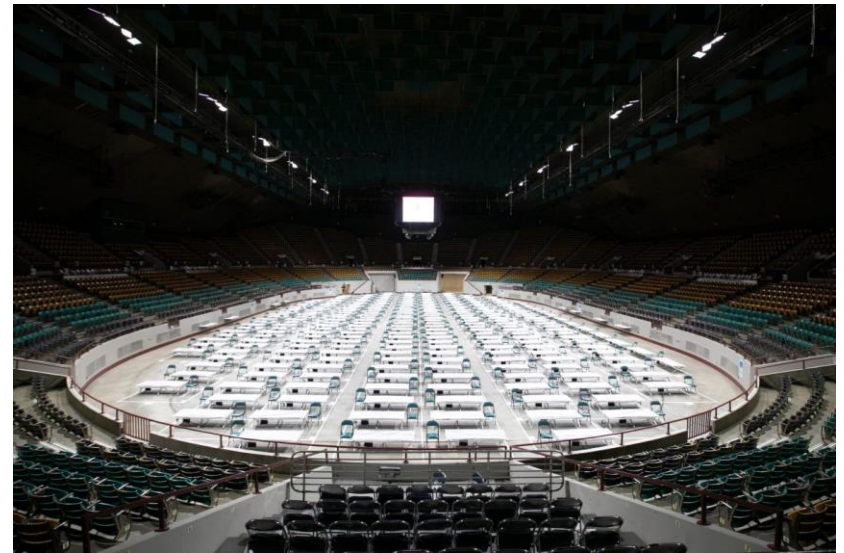


CONVENTION CENTER

- Decommissioning of the alternate care facility is underway
- Target completion: March 25

COLISEUM

Likely utilized by HOST as a shelter for people experiencing homelessness through Memorial Day.



CONVENTION CENTER

- Collaborating with Visit Denver
- Goal is to retain existing business



RED ROCKS

- Stage Roof Project Completion: April 2
- Variance Capacity Request: 2,500

CCC Management Agreement

Background

- SMG provides services including:
 - Administration and negotiation of licenses, occupancy agreements, booking commitments, vendor agreements and service contracts
 - Facility maintenance and approved facility improvements
 - Customer relations and service
- A&V and SMG experienced significant disruption to CCC activity levels in 2020 due to the COVID-19 pandemic and various state and local public health restrictions on mass gatherings.
- These effects have continued into 2021 due to factors generally outside of either DAV's or SMG's control.
- Term: 12/31/2023

Request: Amend contract to—

- Address business interruptions until the resumption of normal activities is possible at the CCC;
- Add an obligation to the agreement to pay the City Minimum Wage to workers;
- Address SMG's compensation for the 2020 and 2021 calendar years; and
- Clarify force majeure language related to Covid-19 impacts.

Background

- City can only hold Collective Bargaining Agreements with Safety personnel per Charter
- SMG supplies administrative personnel, management expertise and all equipment necessary for providing Stagehand staffing and payroll administration
- SMG holds the Collective Bargaining Agreement with IATSE Local 7
- All DAV venues experienced significant disruption to activity levels in 2020 due to the COVID-19 pandemic and various state and local public health restrictions on mass gatherings. These effects have continued in 2021 due to factors generally outside of either A&V or SMG's control.
- Contract value: \$63M
- Term: 12/31/2023

Request: Amend contract to—

- Address business interruptions until the resumption of normal activities is possible;
- Add an obligation to the contract to pay the City Minimum Wage to workers; and
- Clarify force majeure language related to Covid-19 impacts.

Background

- AXS Group, LLC. was awarded a five-year service contract from 1/1/2020 – 12/31/2024, with two city options for two-year extensions (if the city exercises both options-through 12/31/2028)
- Due to the ongoing COVID-19 pandemic, both A&V and AXS have experienced loss of business anticipated by the contract due to various health restrictions on mass gatherings.

Request: Amend contract to reflect current ticketing conditions related to the COVID-19 pandemic:

- Defines the resumption of “normal business activity” as determined by the Executive Director of Arts & Venues
- Identifies and controls costs prior to resumption of normal activity levels
- Prevents opportunistic cancellation of services pursuant to Force Majeure
- Temporarily suspends ticket sales-based guarantees to account for the pandemic
- Clarifies patron refund processes
- Minimum payment terms and other payments to the City shall resume in 2021
- The City shall be allowed to credit an overage of digital services expenses in 2020 against its 2021 allotment, without penalty

How did promoters handle 2020 cancellations?

- *When a show canceled, refunds were automatic*
- *When a show rescheduled, all tickets were still valid for the new show, or, refunds could be requested within 30 days and those requests were processed within a couple of days after promoters gave the direction.*

How will promoters/AXS handle 2021 cancellations and/or reduced audience sizes?

Promoters cancel or reschedule shows. AXS manages the ticketing processes.

- *Cancellation: Tickets are automatically refunded*
- *Reschedule: Shows moving to 2022 follow same process (30-day request option or tickets still valid) as before.*
- *Downsized: Shows downsized for capacity reasons are likely to be cancelled and put back on sale with previous buyers receiving priority access – this is not yet confirmed.*

Stadium Medical: Medical Services Provider

Provide Advanced and Basic Life Support (ALS/BLS) services at Red Rocks Amphitheatre

- Critical life, health and safety services in support of Red Rocks patrons:
 - Licensed, Colorado certified emergency medical technicians, as needed
 - Ambulances service
 - Medical equipment including equipment needed to support ALS and BLS services
 - Stocks and supplies medical materials
- Cost neutral service; all costs are billed to promoters in connection with events held at the venue

Contract value: \$3M

Contract term: April 1, 2021-December 31, 2025



DENVER
THE MILE HIGH CITY

Questions?

Ginger White Brunetti
Executive Director
Denver Arts & Venues
720-865-4314