

ANGEL ^{OF THE} WINDS ARENA

2019 ANNUAL REPORT



SPECTRA

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Statement of Purpose

The venue mission statement - "To consistently be the perfect partner, through the provision of flexible gathering spaces by an award-winning team dedicated to delivering extraordinary fan and client experiences."

Angel Of The Winds Arena is committed to offering a diverse range of first-class quality entertainment, while providing exceptional customer service and giving guests memories to last a lifetime.

Angel Of The Winds Arena is the premier live entertainment facility in Snohomish County. With annual events spanning all genres, from family shows and sporting events, to concerts and trade shows, the venue serves an integral role in attracting visitors to local restaurants and retail, in addition to making downtown Everett a vibrant place.

Angel Of The Winds Arena is managed by Spectra Venue Management, an industry leader in hosting and entertainment, partnering with clients to create memorable experiences for millions of visitors every year. Spectra's unmatched blend of integrated services delivers value for clients through several primary areas of expertise: Venue Management, Food Services & Hospitality, and Partnerships.

Angel Of The Winds Arena -
Your Sports and Entertainment Xperience

LETTER FROM THE GENERAL MANAGER

On behalf of Spectra Venue Management and the staff at Angel Of The Winds Arena, it is my pleasure to present our 2019 Annual Report.

Spectra Venue Management continues to be a proud partner of the Everett Public Facilities District, bringing quality entertainment to the City of Everett, Snohomish County and the entire region. 2019 delivered the District's best financial results in its history, with Spectra hosting 320 events throughout the facility on top of Community Ice Rink programming. This attracted almost 430,000 guests which equates to a 5% increase in attendance over the prior year which had also seen substantial growth.

During my first full year as General Manager, we further developed our staff including a new sales department, increased revenue generation and operational efficiencies, and focused on providing great experiences to all clients and guests of the facility. There was a strong event calendar including perennial favorites such as Feld Entertainment's Disney On Ice, plus Live Nation's return to our arena with a sold-out Backstreet Boys concert, and Cirque du Soleil's first production in our arena since 2011 with the show Crystal.

Our relationship with our naming partner, Angel Of The Winds Casino, continues to be positive and prosperous and we were pleased to work with them on a Toby Keith concert that they promoted. The synergies and benefits of working together on productions will lead to future collaborations as was envisioned when the partnership was formed.

Angel Of The Winds Arena welcomed the WNBA Seattle Storm in 2019, as it became the team's secondary temporary home while they are dislocated from their normal venue. The community support showed to the Storm was amazing and it was an exciting challenge for our entire staff to prepare for their arrival.

The Everett Silvertips, our primary tenant, continued to excel on the ice with a 1st place regular season finish in the US Division during the 2018-19 season and a continuation of their streak of earning a spot in the playoffs for every year of the franchise's existence. The on-ice success was coupled with strong marketing and sales initiatives which led to continued increases in paid tickets, gross sales and attendance.

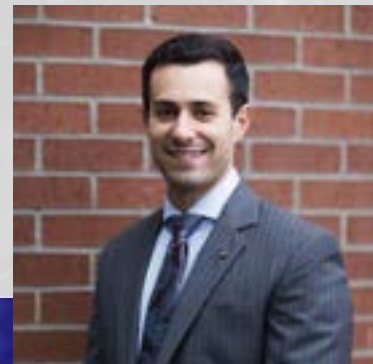
We made substantial investments into the facility to benefit our users, including the continuation of the retractable seating replacement project, a new Zamboni, and a new high-resolution outdoor marquee. These improvements added quality to the guest experience and ensure that the facility continues to operate at a high standard.

I would like to express my appreciation for all who have supported and promoted our efforts, including the Everett Public Facilities District, Mayor Franklin & the Everett City Council, Snohomish County, and local residents and organizations. The contributions and support of all parties was instrumental to the record success our facility had. The entire Spectra team looks forward to furthering the growth and success seen in 2019 at Angel Of The Winds Arena, the Edward D. Hansen Conference Center and the Everett Community Ice Rink in the years ahead.

Sincerely,



Corey Margolis
General Manager
Spectra Venue Management



LETTER FROM THE EVERETT PUBLIC FACILITIES DISTRICT

The Everett Public Facilities District is pleased to bring you the 2019 Annual Report. Once again working in partnership with Spectra Venue Management and Spectra Food Services, 2019 was our most profitable year to date. With his first full year as General Manager, Corey Margolis brought in a new fresh outlook to the building as well as new leadership.

There were many positive changes to staffing in 2019 which brought an energy we have been very pleased with. We have noticed an increase in ticket sales, revenue and client and customer experience. With Corey's leadership, we hosted quality entertainment bringing many new faces through the building in addition to our loyal patrons.

We continued partnerships with Angel Of The Winds Casino as well as our great tenant team, the Everett Silvertips.

Our commitment to Everett and Snohomish County is our top priority. With regular community partnerships and events from Taco Fest to hosting the Everett Police Department holiday party in the Everett Community Ice Rink to the many events we held in the Edward D. Hansen Conference Center, we've been able to support many aspects of the community in many ways.

Thank you to all that help this facility thrive, and with the momentum of 2019, we are looking forward to a successful 2020. In its 16th year, the facility continues to be an incredible asset and we will continue focusing on ways to provide value to our community.

Sincerely,

Gary Weikel, Everett Public Facilities District Board President

Everett Public Facilities District Board of Directors



Gary Weikel
President

Mr. Weikel has served on the Board since 2005. He retired after working for Snohomish County for over 20 years. He was the Snohomish County Executive Director from 1987-2001, Snohomish County Deputy Executive from 2001-2005 and the Snohomish County Special Project Director from 2005-2007. He has also served various organizations including as Chair of the Providence General Foundation Board of Directors, Vice President of United Way of Snohomish County Board of Directors, Vice President of the Washington State Labor Council, and as a member of the Providence General Hospital Board. Mr. Weikel is the Chair and Commissioner for Housing Authority of Snohomish County. Mr. Weikel's term expires on December 31, 2021.



Mike Dutton
Vice President

Mr. Dutton has served on the Board since 2015. Mr. Dutton is a Senior Vice-President and financial advisor with D.A. Davidson & Co with 36 years' experience in the finance industry. He received his Bachelor's Degree in Accounting from the University of Washington, and received his CWS (Certified Wealth Strategist) designation in 2011. Mr. Dutton's past public service includes serving on leadership boards for the Everett Community College Foundation, Everett Golf and Country Club, Healing the Children, Snohomish County Red Cross, Imagine Children's Museum and the Snohomish County Sports Commission. Mr. Dutton's term expires on December 31, 2022.



Michael Swanson
Treasurer

Mr. Swanson was appointed to the Board in 2018. Mr. Swanson is a lifelong resident of Everett, and has served as Vice President and Coastal Express Manager of Coastal Community Bank since 2014. Prior to joining Coastal Community Bank, he was Assistant Vice President and Branch Manager for Union Bank in Lake City and Lynnwood, Washington. Mr. Swanson graduated from Western Washington University with a B.A. in Economics/Political Science. Michael Swanson's past public service includes positions on the City of Everett's Board of Park Commissioners and Charter Review Committee. He has also been active with the Everett Boys & Girls Club since 2016. In addition, he has volunteered his time to assist the Economic Alliance of Snohomish County, United Way of Snohomish County, and Port Gardner Rotary. Mr. Swanson's term expires on December 31, 2023.

Everett Public Facilities District Board of Directors



Scott Murphy
Secretary

Mr. Murphy was appointed to the Board in 2018. Mr. Murphy has been a member of the Everett City Council since 2013. In addition, he is the President of Goldfinch Bros., Inc., a commercial and residential glazing contractor in business since 1892. Prior to joining Goldfinch Bros., he was a Vice President of Finance for Safeco Insurance Company of America, where he held a number of senior-level finance positions. Mr. Murphy graduated from the University of Washington in 1984 with a B.A. in Business Administration. He is a licensed CPA and is a member of both the American Institute of CPAs and the Washington Society of CPAs. Mr. Murphy's past public service includes service as President of the North Everett Little League and the Everett Public Schools Foundation, as well as Vice Chair for Big Brothers Big Sisters of Snohomish County. He currently serves as Board Chair for the Community Foundation of Snohomish County. Mr. Murphy's term expires on December 31, 2021.



Patty DeGroot
Member

As a retired hospital executive, Ms. DeGroot brings 40 years of experience in operations management, contract negotiations and strategic planning to the EPFD Board. She has worked in New Mexico, Alaska, California and Oregon. Working in these locations has provided her with a broad range of perspectives on the importance of public facilities and the role they play in creating a vibrant and exciting community resource. Ms. DeGroot actively assisted in the permitting and building of the Providence Regional Medical Center Everett new tower (opened July 2011) working with City of Everett Commissions and City Council. Ms. DeGroot's term expires December 31, 2020.

Facility Overview

ANGEL OF THE WINDS ARENA



Angel Of The Winds Arena is a 10,000-seat venue designed and developed by the Everett Public Facilities District and opened on October 4, 2003. Since that day, Snohomish County's premier sports and entertainment facility has entertained over six million sports fans, concertgoers, graduate's friends and family, music enthusiasts, and kids of all ages. Most recently, AOTW Arena served as host for Cirque du Soleil, Backstreet Boys, and the world famous Harlem Globetrotters. The arena is also the home to the Western Hockey League's Everett Silvertips.



EVERETT COMMUNITY ICE RINK

The Everett Community Ice Rink has hosted over a million people for everything from speed skating to birthday party celebrations. On average, 150,000 visitors come to the rink every year for everything from beginner learn-to-skate sessions to competitive youth hockey tournaments. Open year-round to the public, the Everett Community Ice Rink is an NHL regulation sized rink while offering the versatility to transform its 57,000 square-feet of space to host trade shows and special events.



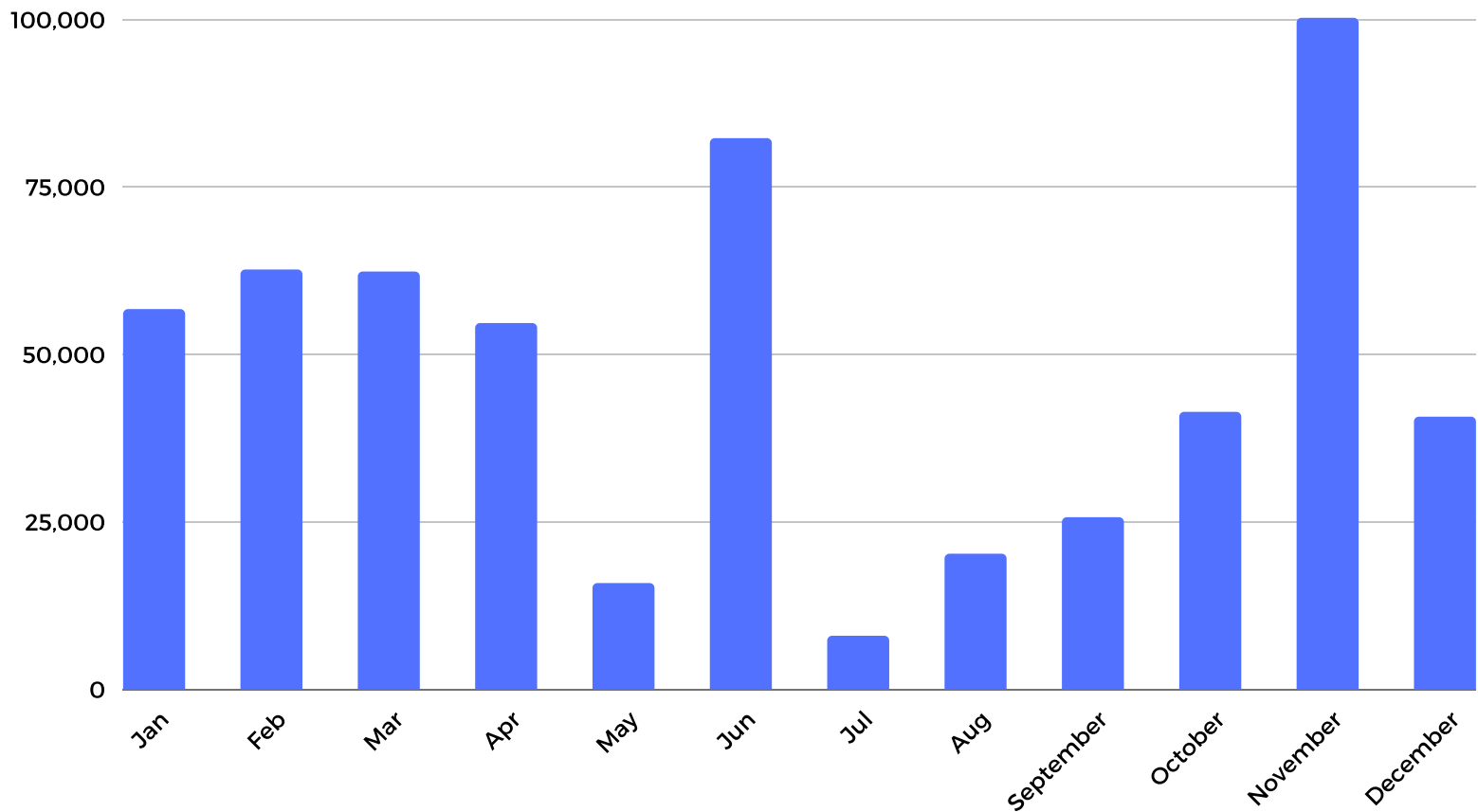
EDWARD D. HANSEN COMMUNITY CENTER

At 11,000+ square feet, the Edward D. Hansen Conference Center is capable of accommodating up to 800 guests. The conference center hosts approximately 200 events annually including many of the community's prestigious banquets and fundraisers. Local not-for-profit organizations such as Cocoon House, YWCA, Domestic Violence Services of Snohomish County, and Soroptimist International of Everett all held events here during the prior year.

MONTHLY VISITORS



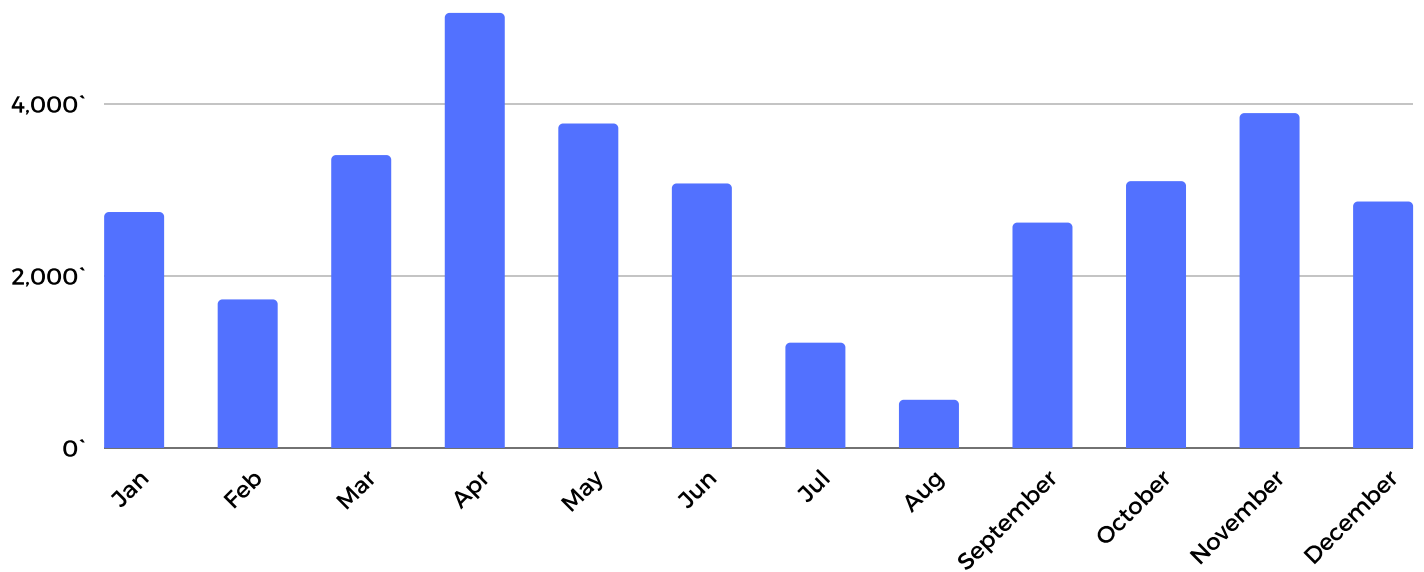
Angel Of The Winds Arena



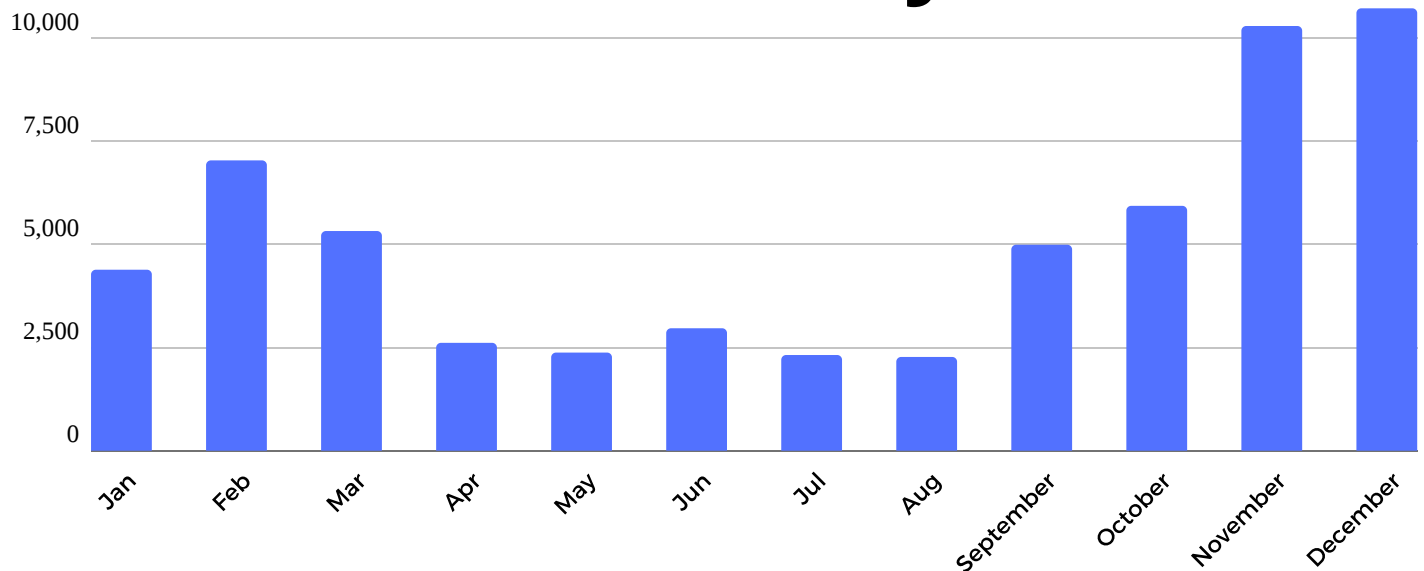
MONTHLY VISITORS



Edward D. Hansen Conference Center



Everett Community Ice Rink



2019 ARENA HIGHLIGHTS

- Return of Cirque du Soleil with Crystal
- Inaugural Seattle Storm games in Everett
- Sold-out Backstreet Boys concert
- Angel Of The Winds Casino presents Toby Keith
- Everett Silvertips continue their playoff streak
- Feld's Disney On Ice returns with gross ticket sales over \$1 million
- Successfully awarded 2020 Fed Cup, the World Championship of Tennis from a bid in collaboration with Spectra and the Snohomish County Sports Commission





2019 ARENA EVENTS

20 Graduations
Arijit Singh
Backstreet Boys
Casting Crowns
Cirque du Soleil: Crystal
Cirque Musica
Disney On Ice
Everett Silvertips Games
Fall Home Show
for KING & COUNTRY
Garden Bros Circus
Harlem Globetrotters
Home and Garden Show

Hot Import Nights
Mannheim Steamroller
Paw Patrol
Seattle Storm Games
Sesame Street Live
Shreya Ghoshal
Stars On Ice
Taco Festival
Toby Keith
We Will Rock You
WWE Smackdown
WWE RAW
Xtreme International Ice Racing

2019 CONFERENCE CENTER EVENTS

- AAA Washington
- All In Stitches Quilt Show
- Archbishop Murphy HS
- Avtech Tyee Holiday Party
- Baptist Network Northwest
- Big Top Promotions
- Boy Scouts of America
- Caliber Home Loans
- Camp Fire Snohomish County
- Carmona Construction
- Cascade Hockey Officials Assoc.
- Cascade HS 40th Reunion
- Cascade HS 50th Reunion
- Cirque Musica VIP
- City of Everett
- Coastal Community Bank
- Cocoon House
- Comcast Holiday Party
- Community Foundation of SnoCty
- Community Health Center
- Crazy Monkey
- Dawson Place
- DEA Board Meeting
- DEA Board Retreat
- Disney on Ice VIP Event
- Drita E Arbreise Foundation
- DVS Handbag Luncheon
- DVS Hope Within Luncheon
- EASC County Update
- EASC State of Everett
- Economic Alliance
- Engage Everett
- EvCC Student LIFE Awards
- Everett Christian School
- Everett Clinic Length of Service
- Everett Figure Skating Club
- Everett Philharmonic Orchestra
- Everett PTSA
- Everett Public Schools Foundation
- Everett Rowing
- Everett/Lynnwood Wedding Expo
- Evergreen Beauty College
- EYH Coaches Meeting
- Geek Fortress
- GLP Attorneys
- Goldfinch Brothers
- Goo Goo Dolls
- Homage Senior Services
- Housing Consortium
- Internal Job Fair
- LANfest
- Leadership Snohomish County
- Martin Wedding & Reception
- Memorial Service
- Monroe Public Schools Foundation
- Moss Adams
- North Everett Congregation of JW
- Northshore Christian Academy
- Northwest Straits Commission
- OOP Games & Hobby
- Peoria Home
- PNW Queen Bee Events
- Providence Regional Medical Center
- Quilt & Fiber Arts Museum
- Qureshi Wedding Reception
- Rael Debut
- Real Property Management
- Rogers Memorial Service
- SCB NAACP
- Schack Art Center
- SCTE Pioneer Dinner & Vendor Show
- SCTE Vendor Show
- SeaCast Holiday Party
- SeaTown Electric
- Shoptopia Events
- Silvertips Elite Hockey Club
- Silvertips Family Fun Days
- Silvertips Red Cross Training
- Silvertips Training Camp
- Skagit Farmers Supply
- SLCA Meeting
- Snohomish County Conference
- Snohomish County PUD
- Snohomish County Sports HOF
- Soroptimist Luncheon
- Soroptimist of Marysville
- Sports Commission
- Sports Hall of Fame Banquet
- Sports HOF Meetings
- TEAGUE
- The Daily Herald
- Tritec
- US Navy Medical
- US Navy Security
- Victim Support Services
- Vision Church
- Vision Global
- Visually Speaking
- WA Finance Officers Association
- WCTSMA
- WESCO Distribution
- Witches Ball
- Wolfe Plumbing
- Woman's Book Club
- Workforce Snohomish
- WSU Elson S. Floyd College of Medicine
- YHPE Meeting
- YMCA Prayer Breakfast
- Young Life Capernaum
- YWCA
- Z Ultimate Self Defense
- Zeno Math



2019 COMMUNITY ICE RINK HIGHLIGHTS

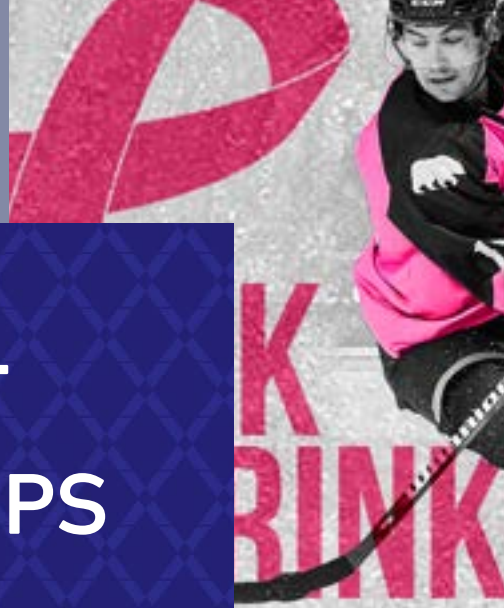
- Class registration and attendance, including Learn to Skate and Learn to Play Hockey, increased 13% over 2018
- New Youth Group that used lots of ice in spring/summer 2019 and have committed to 2020
- Cedar Springs Day Camp started with 2 groups of 15 each day Monday – Friday in the summer

2019 Birthday Parties Totals:

Parties held 106
Skaters 1177

Groups:
51 groups
Participants: 3102

\$819,124 total Everett Community Ice Rink Income



2019 EVERETT SILVERTIPS HOCKEY

- 2018/2019 First place in U.S. Division
- Played through 2nd round of playoffs
- Dustin Wolf selected as WHL Scholastic Player of the Year
- 12% increase in tickets sold over previous season
- 4% increase in attendance over previous season
- Teddy Bear Toss beat last year's franchise record to collect 10,236 stuffed animals for local youth
- Received the 2018/2019 WHL Marketing/Business Award

2019	Attendance	# of Reg Games	Pre - Season	Playoffs
January	27,214	6		
February	28,127	6		
March	31,619	3		3
April	8,267			2
May				
June				
July				
August	3,379		6	
September	7,595	2	3	
October	17,981	5		
November	32,032	8		
December	17,888	4		
Totals	174,102	34	9	5

ORGANIZATIONAL CHART

ANGEL OF THE WINDS ARENA



MEET THE TEAM



ANGEL OF THE WINDS
ARENA



Operations Highlights

- Designed, ordered and received a new Zamboni
- Completed phase two of the retractable seating replacement
- Development of strong core staff

Finance Highlights

- Successful clean State Audit
- Built strong reserve of capital for upkeep and improvement to the facility



COREY MARGOLIS

General Manager



BRIAN SKOW

Director of Operations



BIRGIT EVANS

Director of Finance

MEET THE TEAM

Engineering Highlights

- Retrofitted and modified equipment to meet WNBA specifications

Partnership/Sales Highlights

- First year with Kayla leading the department.
- Sales results at 108% to budget.
- Revamped entire filing, budgeting, reporting, and organizational system for the department using Spectra Partnerships best practices.
- Two new suite leases sold and all leases set to expire were renewed.

Marketing Highlights

- Joined team in September and built strong cross-departmental relationships.
- Complete website overhaul after 15 years.
- Increased Cyber Club memberships by 37%.



MARK CLARK

Chief Engineer



KAYLA SCOFIELD

Director of Sales



LARISSA LONG

Director of Marketing

MEET THE TEAM

Box Office Highlights

- Rolled out eticket delivery system.
- Handled logistics of two ticketing systems to successfully ticket Seattle Storm games.

Conference Center Highlights

- Added gaming events with great success and continued growth throughout the year.
- 192 conference center events in 2019.

Ice Rink Highlights

- Created the Community Rink concession stand.
- 19 additional birthday parties sold over previous year.



THOM HANCOCK

Box Office Manager



MARCIA QUINT

Conference Center Sales Manager



KATRINA MCARTHUR

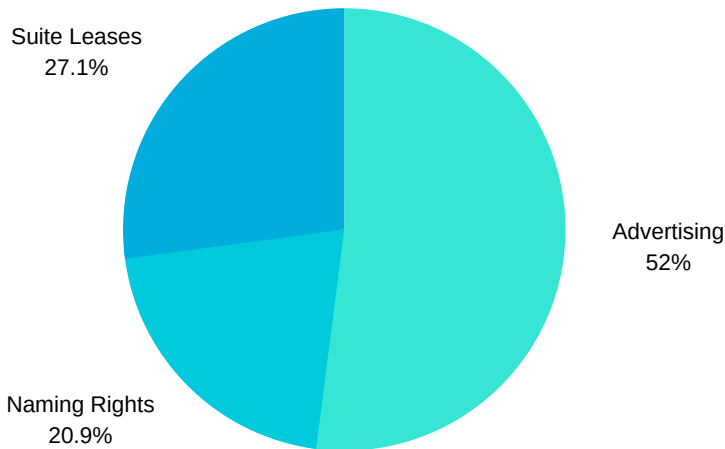
Ice Rink Manager

FINANCIAL PERFORMANCE

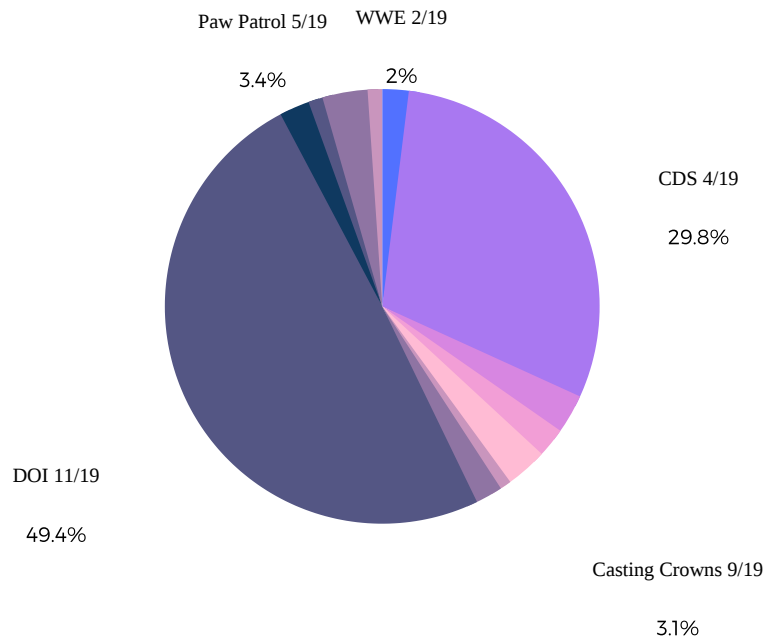
	2016	2017	2018	2019
Number of Events	302	311	326	320
Attendance	336,070	316,485	377,580	429,482
Direct Event Income	575,528	278,012	406,394	132,907
Total Revenue	3,993,694	3,651,016	4,474,779	4,287,090
Indirect Expenses	3,887,157	4,021,994	4,083,726	4,107,108
Net Operating Income (Loss)	106,573	(370,978)	391,053 *	179,981

- Event operating income increased 9.5% to \$2,108,739
- Advertising income of \$722,022
- Premium seating income increased 13% to \$349,485
- Group Sales generated \$253,868 in sales increasing over 15% from 2018
- Ice Rink income increased 4% to \$819,124

Sales and Advertising Breakdown by Revenue Source



Group Sales Breakdown by Event



*included significant one time items

PARTNERSHIPS



New Sponsors in 2019:

Boston Beer Company
Best Western Cascadia Inn
Coca Cola
Crown Distributing-Kona Brewing
ESC Mattress Center
Everett Police Department
Farmstrong Brewing
Fast Signs
Indigo Hotels
Inquisitek
King County Department of Juvenile Corrections
Lenz Enterprises
San Juan Seltzer
Rodland Toyota

New Suites in 2019

Williams Investments
Lenz Enterprises

Renewal - Suites in 2019

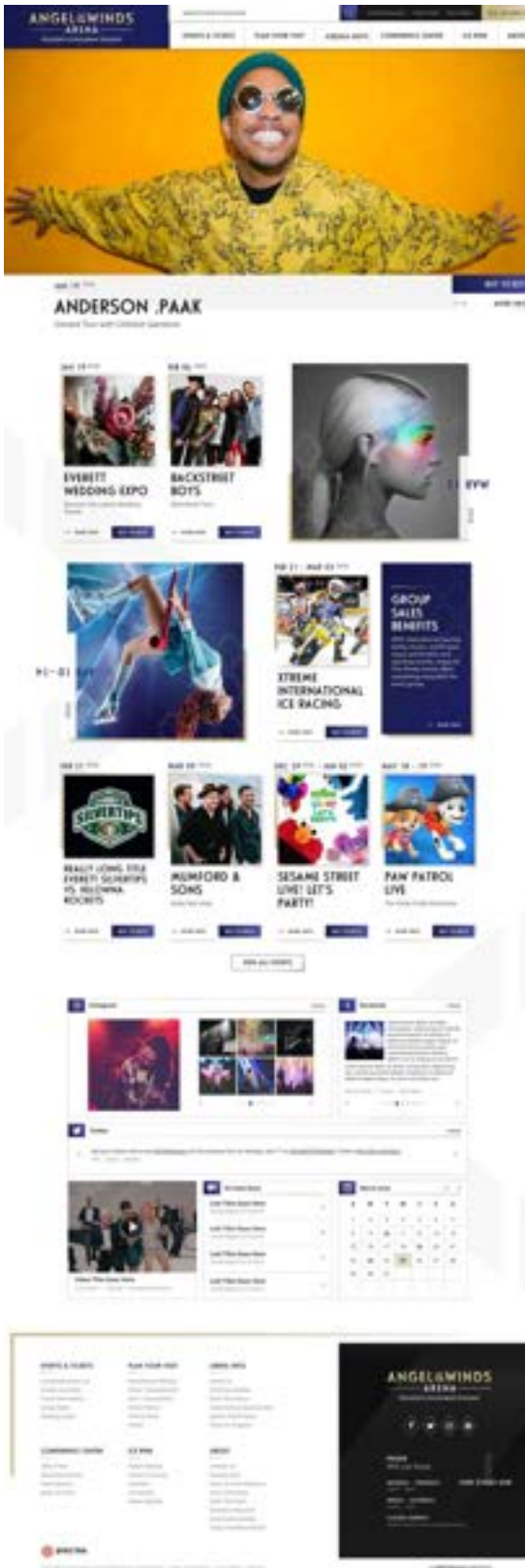
Wolfe Plumbing (upgraded them to 3-year lease)
HR Mechanical (upgraded them to all-event lease)
Boeing
Everett Herald
Dwayne Lane's Auto Family
Roy Robinson Subaru
Crown Distributing

Renewals in 2019

Alaskan Brewing/Trident Seafoods
Arena Sports
Coastal Community Bank
Crown Distributing
Ed's Transmission
Everett Downtown Storage
Farwest Distribution
Everett Herald
Hometown Values
KAPS Country
Kids N Us
Limu
Lombardi's Italian Restaurant
National Seating and Mobility
Nelson Motorsports
Pilchuck Rentals
Play It Again Sports Lynnwood
Pratt Pest Management
PUD
Roy Robinson Subaru
Scuttlebutt Brewing
State Farm
Underwood Gartland Development
WA Lottery
Woodinville Weekly
YMCA

DIGITAL MARKETING

Unveiled new completely overhauled website



Increase of Cyber Club database by over 37% by adding a subscribe button to the website home page going from 78,000 to 106,000 subscribers in 2019

Increased Facebook followers by 10% from 17,580 to 18,402 with a reach of over 4,000 people per week

Reached a milestone of 250k check-ins on social media

5,529,625 email marketing eblasts sent in 2019



IN THE NEWS

Hit the Everett Taco Fest Saturday for 53 Tacos, a Tepalcates Expo, Lucha Libre Wrestling and More

Everett, WA (The Everett News) - The city of Everett is celebrating the start of the summer season with a variety of events. The main event is the Everett Taco Fest, which will feature 53 different types of tacos, a Tepalcates Expo, and Lucha Libre Wrestling. The festival will be held at the Everett Convention Center on Saturday, June 16, from 11 a.m. to 5 p.m.

Harlem Globetrotters prepare for their PNW tour

Harlem Globetrotters, the world's most famous basketball team, are preparing for their Pacific Northwest tour. The team will be performing at the Angel of the Winds Arena in Everett, WA, from June 18 to 20. The Globetrotters are known for their unique style of basketball, which includes acrobatic stunts and comedy. They will be joined by the local team, the Everett Thunder, for the tour.

Cirque du Soleil Crystal

Cirque du Soleil's Crystal is a spectacular acrobatic performance. The show features a cast of talented artists performing a variety of acrobatic stunts, including juggling, balancing, and acrobatics. The performance is set to a live orchestra and is a true masterpiece of circus art. It will be performing at the Angel of the Winds Arena in Everett, WA, from June 18 to 20.

98.9 KJZZ NEW COUNTRY HOME OF FITZ IN THE MORNING

WWE Smackdown LIVE!

February 5, 8:00 PM - 10:00 PM

WWE Smackdown LIVE! is the premier WWE event, featuring the best of WWE's Smackdown brand. The event will feature a variety of matches, including the main event, the Money in the Bank ladder match, and the WWE Championship match. It will be broadcast on KJZZ 98.9 FM.

Everett leads major tennis event with U.S. hosting Latvia in Fed Cup

Everett is leading a major tennis event as the U.S. hosts Latvia in the Fed Cup. The event will be held at the Angel of the Winds Arena in Everett, WA, from June 18 to 20. The U.S. team will be led by captain Brad Gilbert, and the Latvian team will be led by captain Andrejs Pannikovs. The event will feature a variety of matches, including the main event, the doubles match, and the singles match.

Toby

Toby is a new movie that tells the story of a young boy who is taken to a remote island. The movie is a thriller that explores the dark side of human nature. It will be performing at the Angel of the Winds Arena in Everett, WA, from June 18 to 20.

Storm returning to Everett for 8 games in 2020

The Seattle Storm are returning to Everett for 8 games in 2020. The team will be playing at the Angel of the Winds Arena in Everett, WA, from June 18 to 20. The Storm are a professional basketball team that plays in the WNBA. They are currently in the playoffs and will be looking to win the championship.

Virtual Design Consultations Available Now

Virtual Design Consultations are now available. This service allows customers to receive design advice and recommendations from a professional designer. The consultations are conducted via video chat and are available for a variety of projects, including interior design, exterior design, and landscape design. The service is available for a limited time only.

warm 106.9

WRESTLING: Battleground: Edge vs. Angel of the Winds Arena

WRESTLING: Battleground: Edge vs. Angel of the Winds Arena is a professional wrestling event. The event will feature a variety of matches, including the main event, the Money in the Bank ladder match, and the WWE Championship match. It will be broadcast on warm 106.9 FM.



2019 Accomplishments

New Local Vendors

Partnered with local vendors who connected beer and potatoes. Knutzen Farms based in Mount Vernon have a unique partnership with FarmStrong Brewing. In a traditional crop rotation, Farmstrong uses grain that is grown in the same field as Knutzen's potatoes. Using this Skagit Valley connection, we brought both the potatoes and beer to the arena to give our guests a local favorite to enjoy at a new baked potato cart.

Partnerships

Our partnership with Crown Distributing continued to strengthen with their support of Taco Fest, Elysian Brewing Beer Dinner, Pink the Rink, suite holder gifts and much more. As an active partner and sponsor they have assisted Spectra Food Services in the success of new events, new products and exposure for local breweries. One example is bringing a Hawaiian flare for the PNW with our 116 Rebrand highlighting Kona Brewing.

Concession Changes

Switching our BBQ Stand from the main doors to 105 created a quick service Concession Stand at the main doors showing guests our lines move quickly and helping the overall flow of Arena traffic to encourage guests to visit more stands.

Non-Profit Organizations

In 2019, First Presbyterian Church became a Non-Profit partner, in addition to our existing partners including several Navy groups, Knights of Columbus, and Cascade and Granite Falls High Schools serving in our concession stands. Their time and service here is now generating funds for a Mission Trip to South America. The money spent in the Arena paired with their hard work will assist in making larger ripples of change for people around the world.

Kathleen Vondrak
General Manager
Spectra Food Services



2020 Goals

- **Compostable Options**

Moving towards creating less waste, we will look at adding new food compostable containers for concession items, as well as trying to reduce our trash output by increasing using recyclable byproducts.

- **Technology Advancements**

Creating an Online Ordering process for our Suite Guests. In partnership with our current POS provider, ByPass, we will give Suite Guests the opportunity to directly place their order online. This will increase speed of service and assist in our customer relationships. As well as provide guests a new flexibility in their ordering process.

- **Staff Appreciation**

Further embracing and supporting Spectra's GREAT Program. Our staff deserves the recognition and support that the GREAT program can offer.

- **More Changes**

We strive each to year to deliver new items, changes and overall updates to provide a better experience for our guests. Due to Kayla Scofield's hard work, we will be rebranding all three 109 Concession Stands, providing an updated look and new options to our South Concourse. Other changes you will see will be small but improve speed of service, consistency and presentation.

Overall Review

Spectra Food Services has had the privilege of providing food & beverages services to the EPFD since October 2015. As we finish out our fourth season, I can reflect on the successes while taking pride in learning from our mistakes. We look forward to hosting new events bringing in more fresh new faces. We are grateful for the continued support of our Spectra Venue Management peers along with the relationships that continue to grow, creating a solid team.

We saw a lot of changes in management this year which resulted in our part-time supervisory staff rising to challenges. A year of changes can be difficult but when you have the support and consistency of staff that truly cares about the overall success of the building the likelihood of success increases. Staff is the backbone of our organization and there were staff members who proved their worth again and again this year. We as a team had many accomplishments from executing large back-of-house requirements, hosting new events and providing consistency to all areas of the Arena and Conference Center. We look forward to making more changes for improvement, completing our management team and tackling any new challenges that 2020 brings.

Community Involvement



Rachael Bowker, Group Sales Manager at Esther's Place Holiday Event

- Sponsored Downtown Everett Small Business Saturday
- Employees donated their time to multiple community service events including Esther's Place holiday dinner and gift giving
- Paws for Cause artwork in the Everett Community Ice Rink promoting pet adoption
- Worked with Vet Tix to donate over 500 tickets to military veterans over the holiday season
- Donated tickets to multiple community non-profits including Domestic Violence Services, Campfire Snohomish County, and Everett Philharmonic
- Hosted many charitable events raising hundreds of thousands of dollars for local community organizations

TESTIMONIALS

I just wanted to thank the sidewalk clearing staff for doing such a great job today! I walked in to the County from my home and it was the only place cleared of snow in my mile walk, and I was so appreciative. Thank you!

We raised over \$62,000 for our organization. Your staff really has a lovely system and such great customer service especially your wait and lobby staff.

Carlene, one of your guest services folks is an absolute sweetheart, although you probably already know that I wanted to send kudos.

Last night my spouse & I came to enjoy Musica. We were in a horrible car accident last year & I spent our wedding anniversary in a Nursing Home. We wanted to do something special & my spouse loves Cirque du Soleil, so I ordered tickets a couple months ago. We'd never been to AOTWA before & I didn't realize I'd still be having problems walking & got exhausted by the time we got there. My spouse got me a wheelchair & your staff not only got me seated, they came back afterwards to help get me out of the arena & out to our car.

We were both ever so grateful for their kindness & grace. Thank you for a great show also. Thoroughly enjoyed Musica!

I purchased tickets for Dec 8th Mannheim Steamroller show for my daughters & I & their new husbands!!

My daughters & I have seen Mannheim many times in person because I wanted them to experience how moving this music is. They ♥♥ it. I listened to Mannheim when I was pregnant with my both my children...and now I'm here with my oldest child and she is pregnant with her first child. So very special!! THANK YOU FOR YOUR MUSIC!!

We are in section 202. 3rd row.

FUTURE OUTLOOK

Spectra Venue Management is grateful for the opportunity to continue its partnership with the Everett Public Facilities District.

The Edward D. Hansen Conference Center will continue its success with bringing in new gaming events as well as supporting the community through non-profit events and fundraisers.

The Everett Community Ice Rink will continue to develop new courses, classes, and programs to keep growing usage.

The Everett Silvertips 2019-2020 season got off to a wonderful start and they are poised to continue their success both on and off the ice. Their front office team continues to lead the league.

With our strong leadership, fantastic staff, and success of 2019, we are excited for what 2020 will bring.

At the time of this report, COVID-19 caused a substantial detour from our planned events. Due to the restrictions, the Silvertips season was cut short, and Cirque du Soleil, Camila Cabello and other events were cancelled and the Cher concert was rescheduled. Management will continue to respond to the COVID-19 situation and mitigate impacts from it as well as to position the facility for long-term success.





**THANK
YOU!**

Angel Of The Winds Arena