

RIO RANCHO EVENTS CENTER PROMOTERS GUIDE 2022-2023

OVG360

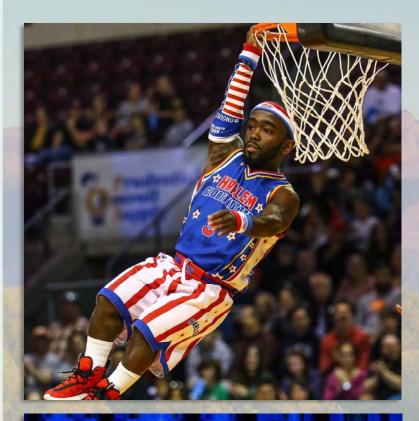




TABLE OF CONTENTS

- 3 Center Information
- 4 Directory
- 5 Location/Directions
- 6 Hotels/Airport
- 7 Parking/Loading
- 8 Arena Specifications
- **11** Production
- Market Info/Marketing
- 13 Miscellaneous
- 14 Digital Image Specs
- 15 Ticketing/Box Office
- 16 Event Policies

Rio Rancho Events Center

3001 Civic Center Circle NE Rio Rancho, New Mexico 87144

RioRanchoEventsCenter.com

The Rio Rancho Events Center (RREC) located in Rio Rancho, NM is a 7,000 seat multi-purpose facility which opened its doors in October 2006. The RREC leads the field among venues in New Mexico and is home to the New Mexico Runners Major Arena Soccer team and Duke City Gladiators Indoor Football League team. With 165,000 square feet of extended floor space, the Rio Rancho Events Center is ideal to host concerts, sporting events, family shows, conferences, banquets, and cultural programs. The arena features a single concourse, and has 27 suites and 4 party suites, as well as a large club lounge for dinners and parties. The technical expertise and dedication of the RREC staff ensures that audiences will be dazzled and entertained with shows they will never forget. The Rio Rancho Events Center is owned by the City of Rio Rancho and managed by the OVG360 (formerly Spectra Venue Management), a full-service venue management and hospitality company with a portfolio of more than 200 client partners.









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LOCATION/DIRECTIONS

Rio Rancho Events Center 3001 Civic Center Circle NE Rio Rancho, NM 87114 505-891-7300

From I-25 from Albuquerque (North)

Front northbound I-25, take exit 242—US 550 West at Bernalillo. Proceed through Bernalillo to Paseo del Volcan. Turn left and continue to Broadmoor Blvd. Turn right and then a quick left. Continue to the Events Center.

From Paseo del Norte (Albuquerque/West Side)

Travel west on Paseo del Norte to Unser Boulevard. Turn right and follow Unser Blvd. through Rio Rancho to Arena Drive. Turn right on Arena drive and proceed to Events Center



HOTEL ACCOMODATIONS

Hilton Garden Inn Albuquerque North/Rio Rancho 1771 Rio Rancho Blvd SE Rio Rancho, NM 87124 505-896-1111

Hyatt Regency Tamaya Resort and Spa 1300 Tuyuna Trail Santa Ana Pueblo, NM 87004 505-867-1234

Santa Ana Star Casino Hotel 54 Jemez Canyon Dam Road Bernalillo, NM 87004 505-867-0000

AIRPORT INFORMATION

Albuquerque International Sunport (32 miles— approx. 38 minutes)

2200 Sunport Blvd Albuquerque, NM 87106









PARKING/LOADING

PARKING

Over 1400 parking spaces, including VIP level, are available for guest parking.

LOADING DOCK

Three (3) Loading bays with leveling systems measuring 8' W x 12' H

One (1) Drive-In Ramp with door measuring 14' W x 15' H

Truck/Bus Parking

Entrance to loading dock is on the Northwest side of the venue and can be accessed off of Market Road.

The Loading Dock area is completely fenced.

The Dock area can adequately accommodate approximately 3—52' trailers and 5 busses (with shore power)

Additional parking for Busses/Trucks on Market Street if needed.



ARENA SPECIFICATIONS

EVENT FLOOR

Type: Concrete

Dimension: with seats fully retracked out: 85'W x 200'L

(17,000 sq. ft)

With seats fully retracted in: 120'W x 260'L (31,200 sq. ft.)

CURTAINING

House Curtain: APR Full Event Floor separated into 3 trusses that can be dropped separately or together Pipe and Drape: 200' (8' height) Continuous Black Pipe &

Drape

HOUSE BARRICADE

Barricade: 80' of Stage Right Barricade

Bike Rack: 8' sections of bike rack barricade limited

quantity

STAGE

Stage Right portable. Stage size is variable to be set as large as $60' \times 40'$ with a height of 4' to 5'. Included are eighty (80) $4' \times 8'$ decks, Thirty (30) 4'-6' frames, two (2) sets of steps, one (1) ADA compatible handicap ramp, railing, and black stage skirt. Mix staging is also available for use. There are six (6) Stage Right z-frames and six (6) $3' \times 8'$ decks. This mix build is adjustable from 9'' to 18''.

ARENA CAPACITIES

End Stage 180 = 6,731 (2,000 Floor)

Center Stage = 7,283 (1,424 Floor)

Half House Capacity = 3,052









ARENA SPECIFICATIONS

LIGHTING

The in-house lighting system includes bowl and corridor lighting (including event, concourse and suite level lighting) controlled through an ETC lighting system with master control located in the Audio-Visual Booth on the suite level. We have the capability to shutter the arena bowl sports lights and to douse them completely for an instant blackout. We also have built-in lighting designs and a computer interfaced system in which specific lighting designs can be created or tailored depending on the needs of the event.

VIDEO BOARD

Datronics video board and LED Ribbon Board located on the north and south side of the arena. The video board features video capabilities for special presentations, crowd shots, instant replay and sponsor opportunities. There is also an in-house TV/Video system that includes three (3) cameras. There are several TV monitors located in the lounges, suites and throughout the concourse level.

INTERCOM

Four (4) in-house Clear-Com headset communication systems with strategically located stations. Our intercom system is compatible with other headset communication systems including RTS System.

SPOTLIGHTS

Four (4) Lycian Spotlights are available for use. Spotlights are located on the east end of the arena on the catwalk and suite level

ELECTRICITY

All show power is 3 phase with com loc locations. A house electrician is available for all power connections.

SHORE POWER

LOCATION	AMPS	AMOUNT
South side of Loading Dock	50	2
Against Building	50	3

SHOW POWER

LOCATION	AMPS	AMOUNT
Catwalk	200	1
Stage Left	200	2
Stage Left	400	1
Stage Right	200	1
Stage Right	400	3
Upstage Center	100	1
Inside Loading Dock Doors	200	2



ARENA SPECIFICATIONS

PYROTECHNICS

Pyrotechnics are allowed with a permit issued by the Rio Rancho Fire Department. A one month advance notice is required. There will be a designated room used for sorting pyrotechnics. When pyro is used, a Rio Rancho Fire Inspector will be present one hour prior to the show and will sign out at the end of the show.

RIGGING

Height of the entire grid is 50' from the Arena floor. End stage grid area distances set between the beams are 12' 6" - 20' 4" wide and 10' 4" deep. Maximum load for single span is approximately 5,000 lbs but can vary from beam to beam. Maximum total show load is 80,000 lbs in center grid and 100,000 lbs end stage grid.

DRESSING ROOMS/LOCKER ROOMS

There are a total of 3 dressing rooms available for show use. Dressing rooms are flexible and vary in size. All rooms are located on the Southwest event level and have shower and restroom facilities. There is one production office available, located in the same hallway as the dressing rooms. There are two locker rooms for show use. Each has shower and restroom facilities.

HOUSE REDUCTION SYSTEM

There is a House Reduction System with nine motors and three trusses. Curtain is split into 3 sections with the center section measuring 80' x 50' and two (2) wings measuring 60' x 50' with provision to block additional seating. "Blackout" curtains are also installed in each vomitory and on all levels as light reduction curtains.

TELEPHONES

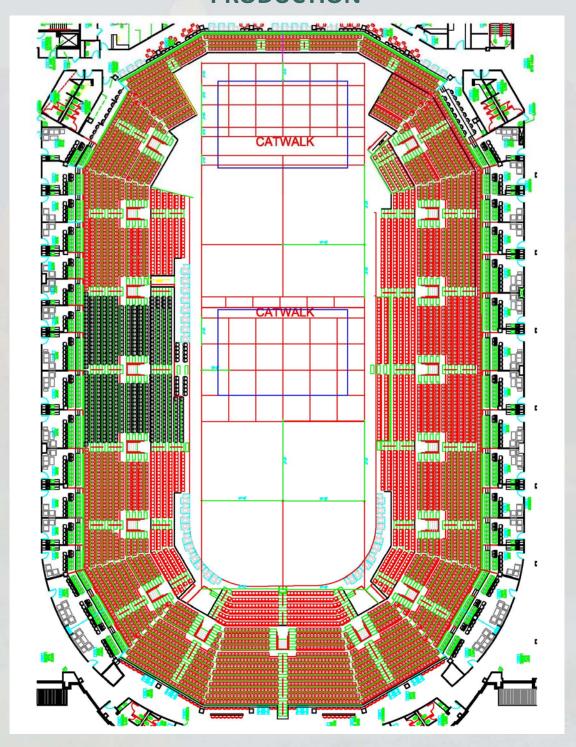
Telephones can be installed in any dressing room, locker room and other arena locations. There is a \$100 charge for each line installed as well as \$100/day/line usage fee. Long distance charges will be billed based on usage.

FORKLIFT

Two (2) Toyota forklifts are available for use. One lift has a 3,500 lb capacity and the other has a 4,500 lb capacity. Both have fork length of 4 feet and lift up to 17 feet. Both forks are propane fueled. Extensions are available if needed.



PRODUCTION



MARKET INFORMATION

The City of Rio Rancho, located northwest of Albuquerque in Sandoval County, is the 2nd fastest growing city in New Mexico. With a population of 102,766 Rio Rancho is the 3rd largest city in New Mexico.

Albuquerque Metro Population

942,000

Male/Female Ratio

49% Male

51% Female

Education

67% have attended college
14% have post graduate degrees

Age

51% are 20-59

25% are 60+

Median Age 38

Household Income

Average Household Income \$80,203

MARKETING SUPPORT

The Rio Rancho Events Center's in-house marketing department can assist event promoters with all marketing needs. The marketing department can negotiate and place print and broadcast schedules; use internal and external e-mail databases to expand viral marketing efforts; and generate and implement an effective grassroots marketing campaign.

* Demographic Data from abq.org/ demographics and worldpopulationreview.com/ us-cities/rio-rancho-nm-population













GROUP SALES

Our Group Sales department actively pursues large groups to purchase tickets for certain events offering discounts for groups of 10 or more. A Group sales plan can be created to fit any event and marketed through our extensive database of group and large employer contacts.

VENUE ADVERTISING

The Rio Rancho Events Center owns the advertising rights to all interior and exterior signage locations. Promoters wanting to display advertising signs and banners must get pre-approval from RREC management.

SPONSORSHIP

The Rio Rancho Events Center has an on onsite Partnerships Director available to help obtain and execute local sponsorships for any event on a commissioned basis.

FOOD & BEVERAGE

All concessions and catering are operated by OVG360 Hospitality. The Rio Rancho Events Center Director of Events will have Catering/Food & Beverage options available upon request.

INSURANCE

Each event must provide public liability insurance with a minimum combined single limit of one million dollars naming: Rio Rancho Events Center, The City of Rio Rancho and Oak View Group 360 as additional insured.

DIGITAL MARKETING IMAGE FORMATS & SIZES

Highway Marquee

234x198 JPEG format 300 DPI

Ribbon Board

2512x24 JPEG format 300 DPI

Arena Bowl Video Board

464x240 JPEG format 300 DPI Arena Bowl Video Board

Menu Boards Concourse (2 sizes)

Size 1 1920x1050 JPEG format 300 DPI

Size 2 1920x1080 JPEG format 300 DPI

RREC Website Front Page Slider

1920x680 JPEG format 300 DPI

VIP Club Header

1920x1080 JPEG format 300 DPI

Other Sizes

Facebook Cover 851x315 JPEG

Facebook Event Cover 1920x1005 JPEG

> Facebook Image 1200x628 JPEG

Instagram Post 1080x1080; 1080x566; 1080x1350 JPEG

> Highway Digital Billboard 736x224 PNG or JPEG RGB

Visit Rio Rancho Homepage 1194x485 JPEG format 300 DPI

Concourse Column Signs 2'x3' PDF format 300 DPI

> Poster 11" x 17" PDF Format 300 DPI







TICKETING/BOX OFFICE

The Rio Rancho Events Center Box Office *Presented by Chalmers Ford* is affiliated with Ticketmaster. Tickets are available at the Rio Rancho Events Center Box Office and online at Ticketmaster.com. The Rio Rancho Events Center Box Office *Presented by Chalmers Ford* normal hours are: Monday-Friday 10am—5pm. Normal business hours are extended on event days. The RREC Box Office accepts all major credit cards and cash for ticket purchases.

Refund/Exchange Policy

No refunds or exchanges for tickets purchased for any event.

Cancelled or Rescheduled Events

If a performance is cancelled or rescheduled, information is immediately sent to the ticket holder and information placed on various media locations, including the Rio Rancho Events Center website. If an event is cancelled, refunds will be available at the original point of purchase

ticketmaster®

EVENT POLICIES

The Rio Rancho Events Center strives to provide its guests with a safe, comfortable and enjoyable atmosphere. Therefore, the RREC has established the following guidelines:

- Guests interfering with other guests' ability to enjoy the events may be asked to leave.
- 2. Guests using foul or abusive language, or inappropriate or unacceptable gestures may be asked to leave.
- 3. Guests appearing impaired may be asked to leave and referred to the proper authorities.

Leaflets/Brochures

Distribution of any printed materials or selling of any items is prohibited on the Rio Rancho Events Center grounds, including the parking lots, walkways and inside the facility unless expressed permission is given by RREC management.

No Re-Entry Policy

Once a guest or patron leaves the Event Center during an event, no re-entry is permitted unless another ticket is purchased.

Re-Selling of Tickets

Re-selling of tickets by private parties is prohibited on the Rio Rancho Events Center's properties.

Selling of Illegal Merchandise

Selling of illegal merchandise (merchandise not sold under the approval of Rio Rancho Events Center management) is prohibited on RREC's property as well as by the city ordinance.













EVENT POLICIES (cont.)

Smoking/Alcohol

Smoking is not permitted inside the Rio Rancho Events Center or within 25' of the facility unless within the designated smoking area. Alcohol is available in concession stands or through catering purchased from OVG360 Hospitality.

Cameras and Recording Devices

Only personal, non-professional cameras are permitted. No audio, video or professional cameras of any kind are allowed without management approval.

These items are subject to search and/or prohibited from our facility (not limited to the following items):

- Outside Food and Beverage including Alcohol
- Backpacks and oversized Bags (Diaper Bags are allowed)
- Briefcases and Luggage
- Purses
- Bottles, Cans, Coolers & Liquid Containers
- Illegal or prohibited Substances or paraphernalia
- Fireworks & Other Projectiles
- Laser Pointers, Markers, & Aerosol Cans
- Weapons of any type. Noise-making devices (i.e.) horns, whistles, etc.
- Umbrellas
- Inflatable Objects (Beach Balls, etc.)
- Large banners, Signs, & Stickers
- Animals
- Any other items may be added and/or deleted from the list as needed per event or required by Event Promoters

ALL OTHER ITEMS SUBJECT TO THOROUGH SEARCH UPON ARRIVAL



