

# SAN ANTONIO



## MUNICIPAL AUDITORIUM

# TECHNICAL INFORMATION 2008

04/02/08

**Subject to change without notice, verify information with Auditorium's Stage Manager.**

## Addresses & Numbers

---

### Office Hours:

Monday - Friday

8:00 AM - 4:30 PM

### Addresses:

#### Mailing:

Municipal Auditorium  
P.O. Box 1809  
San Antonio, Texas 78219

#### Physical:

Municipal Auditorium  
100 Auditorium Circle  
San Antonio, Texas 78205

**Website:** [www.sanantonio.gov](http://www.sanantonio.gov)

### Phone Numbers:

Booking Offices (@ SACF) (210) 207-8500  
After hours Dispatch Security (@ SACF) (210) 207-7773

Administration Office (210) 207-8511  
24 hour Fax Line (210) 207-4263

Terry Price Facilities Manager (210) 207-8518  
E-mail [Terry.Price@sanantonio.gov](mailto:Terry.Price@sanantonio.gov)

Samantha Lee Event Coordinator (210) 207-8517  
E-mail [Samantha.Lee@sanantonio.gov](mailto:Samantha.Lee@sanantonio.gov)

Blake Rothstein Tech. Sys. Supr. (210) 207-8564  
E-mail [Blake@sanantonio.gov](mailto:Blake@sanantonio.gov)

Robert "Bubba" Zapata Stage Manager (210) 432-8552  
[Robert.Zapata@sanantonio.gov](mailto:Robert.Zapata@sanantonio.gov)

Capt. Richard Hernandez Fire Marshall (210) 207-3695  
E-mail [RHernandez@sanantonio.gov](mailto:RHernandez@sanantonio.gov)

Sgt. Greg Charleville SAPD Off Duty Unit (210) 207-7020  
E-mail [GCharleville@sanantonio.gov](mailto:GCharleville@sanantonio.gov)

04/02/08

**Subject to change without notice, verify information with Auditorium's Stage Manager.**

## **Lighting System**

**Strand Century**, unless otherwise noted

**NO** equipment is allowed to be moved or removed from its location without prior approval from the Municipal Auditorium's Technical Staff.

### **NOTE:**

A qualified operator is required to operate either the ETC stage light console and /or the houselight "Preset" panels. The cost of the operators is **not** included with the facility. Contact the Municipal's Stage Manager, or AV Technician to schedule operators and for labor estimates.

### **Houselights:**

A fully dimmable system with a mixture of incident and florescent lighting. The lights are controlled from the Lighting Booth by a qualified operator. The footcandles levels as per IES procedures are as follows:

Maximum Footcandles	68.94	Max. to Min. Ratio: 24.6 to 1
Average Footcandles	32.90	Max. to Aver. Ratio: 2.1 to 1
Minimum Footcandles	2.80	Aver. to Min. Ratio: 11.8 to 1

Houselights can be controlled by either the lighting console or by one of the "Preset" control panels, one located in the Light Booth or in the Stage Manager's Rack (SR).

The stage worklights are a combination of non-dim circuits controlled only from the Stage Manager's Rack (SR) and dimmable circuits controlled from either the lighting console or one of the houselight "Preset" panel.

### **Stage Lighting:**

**Console:** One **ETC** "Expression 2X" console software V3.03, with moving light module, two VGA monitors and a B&W printer located in the Light Booth, at the rear of section 309, in the balcony. No remote monitors are available.

**Remote:** One ETC handheld "RFU" remote focus unit with a 100' extension from the "Stage Manager's Rack" off stage right.

**Dimmers:** **DMX** controlled "Strand Lighting CD-80", with SV80 Upgrade, modular dimmers as follows;

182 - 2.4 kW dim/dim	(364 channels)	
13 - 2.4 kW non-dim	(5 D/N, 5 N/D, 3 N/N)	(23 channels)
15 - 6.0 kW dim	(plus 41 reserved for House-light circuits Rack #9)	
2 - 6.0 kW non-dim		
24 - 12.0 kW dim	(x-rays)	

The dimmer room is located off stage right, above the power distribution cage.

04/02/08

**Subject to change without notice, verify information with Auditorium's Stage Manager.**

## Lighting System

**Strand Century**, unless otherwise noted

**continued**

**Cabling:** A limited amount of adapters, two-fers and extension cabling are available

### **Connectors:**

All circuits and fixtures are equipped with 20amp Stage Pin, except for the 60amp circuits (6kW) listed below.

**Fixtures:** Provided with c-clamps and color gel frames, (**no gel is supplied by the house**) and equipped with a 1kW lamps at 3200°K, unless otherwise noted. A limited supply of safety cables, side arms, pattern holders are available for house instruments only. 20A stage pin connectors are on all fixtures.

**Spare lamps are for "House" instruments only!** Call for House instrument inventory as Municipal utilizes other venue's inventories. Below is an example of typical inventory.

- 20 ETC 410 S4 10° Ellipsoidals (575w) in ( "Gondola".)
- 16 10 x 23 Ellipsoidal, 6 located in the "Pan and Tilts".
- 18 6 x 16 Ellipsoidal, located on stage, (8 units with Iris kits).
- 28 6 x 12 Ellipsoidal, located on stage.
- 20 6 x 9 Ellipsoidal, located on stage.
- 18 8" 2000 watt Fresnels with 4 way barn doors, located on stage.
- 34 PAR64 NSP, 16 located in the FOH ceiling coves (two coves of 8).  
The remaining 18 located on stage.
- 24 ETC S4PAR-MCM (575w) with 4 lens set, located on stage.
- 12 ETC S4PAR-MCM (575w) located ceiling coves near stage.
- 12 ETC S4 zoom (750w) located on 2<sup>nd</sup> and 3<sup>rd</sup> electric on stage.

**Cyclights:** 7 "Iris", 3-circuit, 3-1500 watt lamps units, located on 5th electric.

**Groundrow:** 12 "Pallas", 3-circuit, 3-lamp portable floor Cyclight units.

**X-Rays:** 4 Red-White-Blue continuous 80', located on electric 1- 4.  
(Borderlights)

**Follow Spots:** 4 "Strong Xenon Super Trouper" with 1.6kW lamps. 6 color frames. 2 on risers in Sections 304 & 314, 2 in Spot Booth above Section 309. Color correction is provided. Hardwired intercom lines are available and Clearcom headsets and belt-packs are available upon request.  
(An additional charge of **\$25.00** an hour per follow spot plus an operator)

### **NOTE:**

The follow spots as well as the cost of operators are **not** included with the facility. An additional charge of **\$25.00** an hour per follow spot, in one hour increments, with a minimum of one hour per follow spot, plus cost of qualified operator, with a minimum four hours per man. Contact the Municipal Auditorium's Stage Manager, or AV Technician to schedule operators or for labor estimates.

04/02/08

**Subject to change without notice, verify information with Auditorium's Stage Manager.**

## **Circuiting**

**2.4kW** unless otherwise noted

---

### **Location:**

### **Circuit Number:**

#### **FOH:**

Ceiling Coves (x 4) (Facing Stage)	1-8, 25-32 9-16, 17-24 (Pan & Tilts)
Gondola (Facing Stage)	33-52 385 & 386 (6kW)
Ceiling Coves (x 2) (Facing House)	53-58, 59-64

#### **Stage:**

First Electric Works	65-116 ND-1
X-ray	409-414 (12kW)
60 amp	387 & 388 (6kW)
Second Electric	117-156
X-ray	415-420 (12kW)
Third Electric Works	157-196 ND-2
X-ray	421-426 (12kW)
Fourth Electric	197-236
X-ray	427-432 (12kW)
Fifth Electric Works	237-264 ND-3
CYC-Lights	265-285

#### **Wall Boxes:**

WB 1	286-288 & ND 4
WB 2	289-291 & ND 5
WB 3	292-294
WB 4	389-390 (6kW)
WB 5	295-297
WB 6	298-300
WB 7	391-392 (6kW)
WB 8	301-303

## **Circuiting**

**2.4kW** unless otherwise noted

---

04/02/08

**Subject to change without notice, verify information with Auditorium's Stage Manager.**

Continued

**Location:**

**Circuit Number:**

**Floor Pockets:**

FP 1	(Off S.R.)	US	304-307
FP 2			308-311
FP 3			312-315
FP 4		DS	316-319
FP 5	(Off S.L.)	US	320-323
FP 6			324-327
FP 7			328-331
FP 8		DS	332-335
FP 9	(O. Pit)		354-362
FP10			ND 6
FP11			ND 7
FP12			363-371
CP 1	(Up Stage Right)		336-341
CP 2	(USC)		342-347
CP 3	(USL)		348-353

**House-lights:**

Gondola			433-458
Outer Ring and Under Balcony			459-473

**Worklights:**

The one half of the stage worklights are non-dim circuits ND-1, 2 & 3 and are controlled only from the Stage Manager's Rack (SR). The other half of the stage worklights are on dimmable circuits controlled from either the lighting console or one of the houselight "Preset" panel.

04/02/08

**Subject to change without notice, verify information with Auditorium's Stage Manager.**

### **Policies:**

**NO** equipment is allowed to be moved or removed from its location without prior approval from the Municipal Auditorium's Technical Staff.

### **Additional Charges:**

- A qualified operator is required to operate the **ETC** stage light console and /or the house-light "Preset" panels.
- When other than a white stage wash is needed, a minimum of 2 focus technicians, plus the board operator is required.
- If additional instruments are required or existing units need to be move to a different batten, additional labor personnel may be required. (Flyman, Loaders, Electricians, etc.)
- The cost of the operators, focus personnel, others are **not** included with the facility.
- The follow spots, as well as, the cost of operators are **not** included with the facility.
  - An additional charge of **\$25.00** an hour per follow spot, in one hour increments, with a minimum of one hour per follow spot.
  - Plus qualified operators, a minimum four hours per man.



**Contact the Municipal Auditorium's Stage Manager, to schedule operators and for labor estimates.**

## Sound System

---

Note: Item marked in (\*\*\*) indicate an item that is not part of Municipal's in-house stock, but is available upon advanced request from the Lila Theatre and subject to availability and additional charges. Please check with staff for latest equipment pricing.

**Console:** Mackie D8B, digital 8 bus 56input, 72 channel fully automated audio mixing console. " The D8B comes with 12 internal mic preamps, the auditorium uses 24 channels of Presonics mic preamps for a total of 36 mic preamps ( note all house wireless can be connected line level to the D8B)"

**FX:** All effects internal on Mackie D8B, TC Electronic Reverb, Drawmer stereo/mono Comp Limiter Gate, Mackie Mono Delay, Acuma Delay Factor-Saturated Fat Amp Symulation- 31 band graphic EQ.

**Recording:** 1 Alesis ML9600 Master Disk Recorder (installed)  
1 Denon DMD-1300P MiniDisc Rec/Player (not installed)

**Program Sources:** Charge per unit per day. Call for Sound Inventory and availability as Municipal utilizes other venue's inventories.

1	Denon	DN-770R	Dual Independent Cassette Rec/Player w/Pitch
1	Denon	DN-2500F	Dual CD Player w/Pitch & Remote
1	Denon	TU1500	FM Tuner

**Speakers:** 10 EAW KF750 3 way triamped full range cabinets, 2 EAW KF 755 downfill cabinets, 2 EAW KF 300 and 4 BH 622 sub cabinets. 4 UB221's as front fills, 8 UB 221 under balcony cabinets and 2 UB42 under balcony cabinets.

**Wireless Microphones:** Call for Sound Inventory, price and availability as Municipal utilizes other venue's inventories.

**Wired Microphones:** Call for Sound Inventory, price and availability as Municipal utilizes other venue's inventories.

**Direct Boxes:** Call for Sound Inventory, price and availability as Municipal utilizes other venue's inventories.

**Stands:** Call for Sound Inventory, price and availability as Municipal utilizes other venue's inventories, includes boom stands and regular stands.

**Sub Snakes:** Call for Sound Inventory, price and availability as Municipal utilizes other venue's inventories. 6 and 12 channel Whirlwind boxes and fanouts.

**Monitors:** Call for Sound Inventory, price and availability as Municipal utilizes other venue's inventories. Typical are 6 EAW 200iH Wedges 500W Full Range

---

## INTERCOM SYSTEM

---

04/02/08

**Subject to change without notice, verify information with Auditorium's Stage Manager.**

42 Stations Panels located throughout building, selectable to any one of the four channels.  
 Call for Sound Inventory, price and availability as Municipal utilizes other venue's inventories.

**Clear-com**

MS400	1	4 Channel Master Station (Stage Manger's Rack; SR)
RM400	2	4 Channel Remote Station (Lighting Booth & Sound Booth)

**Beltpacks**

RS-501	24	Single Channel Beltpacks
RS-502	12	Dual Channel Beltpacks

**KB-211 2CH BISCUIT WITH BOXES**

KB111A	2	2 Channel "Biscuit" Speaker Stations (Fly Rail, AV Tech's Office & Breakroom)
--------	---	----------------------------------------------------------------------------------

**ClearCom Headsets**

CC-95	12	Single Muff Headsets
CC-260	12	Dual Muff Headsets

**Wireless Intercom:**

Rents for \$200.00 per day for base station \$30.00 per day for each headset/receiver

- (1) Telex BTR-200 II 4 channels Base with 4 TR-200 Transceiver Packs with Telex PH-8 light weight headsets. (Freq: 183.730, 201.800, 201.425, 200.800, 200.000)

**\*\* All items, quantity and condition of equipment are subject to change without Notice\*\***

## **Rigging System**

---

**NO** rigging points are available down stage of the Fire Pocket, in the main house or any offstage areas.

Type: Mechanical Counterweight Double Purchase except for Electric's which are Single Purchase

Number of Line Sets: Total 53 including all electric's, drapes and screens.

Batten: Typical length of eighty feet (80'). Maximum weight of 1800 lbs. per line set.

Distance Apart: 6" to 24"

Grid Detail: Subway grate. 90,000 lbs. total weight capacity.

Height to Grid: 80' to walking subway grating; 85' to steel.

Weight capacity: Total 90,000 lbs.

## **STAGE**

---

Proscenium Width: 76'

Proscenium Height: 32' - 36" Maximum

Floor: The Stage is maple and fir covered with black masonite with cement in the offstage wing areas. The wood deck is rated 125lbs per square foot.

Trap Doors: Two (2) located center stage 8'w x 5'd. **Weight restrictions.**

04/02/08

**Subject to change without notice, verify information with Auditorium's Stage Manager.**

## **ORCHESTRA PIT**

---

Access is from the lower level (basement) via the stage or exhibit entrances, single door on the west side (SR) and a double door on the east side (SL) with a ramp for loading in/out equipment and instruments. The top/front section (Pit filler level) is 9'd x 60'w with a mid-curtain. The back/lower section (5' lower) 12'd and is tapered from 60'w at the front down to 48'w at the back wall. Risers are available to raise and extend the back section to 4'h and 9'd. The ceiling height is 8'-11' acoustic treatment and panels.

- **NO air conditioning or climate control.** (It can get HOT).
- Restrooms are located directly behind in the hallway. (NO showers)
- Dimmable track lighting along the back wall and 4 -110VAC 20A outlets.
- 32 -Microphone lines to FOH mix position, 4 -Monitors lines and 3 -Four channel Production Intercom outlets.

**NO music stand or stand lights are available or provided by the Municipal Auditorium.**

## **LOADING DOCKS                      Adjacent to stage**

---

Access via the West Side of building off of St. Mary's Street and Richmond behind Channel 4 KMOL TV studios and broadcast tower. Outer dock has two truck bays, (different heights) each equipped with a dock-leveling ramp. (Max 8" down and 16" up limits.) The inside dock area provides access to the stage from the up-stage-left. One 8'w x 16'h roll up door. There is limited storage available and parking is by permit only and limited 7 car spaces and 3 to 4 trucks or busses. The Events Coordinator or the Facilities Manager issues permits. Contact the administrative offices for information on additional parking options.

### **Forklift:**

1 ton forklift is available for use on the stage loading docks and on the stage **ONLY**. The forklift may not be used outside, in the parking lot or the lower level. The forklift is not included in the rental, therefore the client or user must arrange for use with the Stage Manager of the Municipal Auditorium prior to event. The requirement to use the forklift are; The rental of the forklift (\$20.00 per hour, with a \$65.00 minimum), the rental charges will be added to the clients invoice from the city.

A licensed operator is required and will be charge separately. Contact the Stage Manager to arrange an operator. (All operators must show prove of current permit/ license and provide a copy of the permit to Stage Manager).

## AUDITORIUM (FLY) BATTEN LINE SETS

LINE	DIST.	GOODS	LINE	DIST.	GOODS
1	0'04"	MAIN BLUE VALANCE	28	23'.10"	
2	1'.00"	MAIN BLUE TRAVELLER	29	24'.06"	
3	1'.10"		30	25'.02"	
4	3'.04"	1st ELECTRIC	31	25'.10"	
5	4'.11"		32	26'.08"	
6	5'.03"		33	27'.06"	
7	6'.05"	BLACK BORDER #1	34	27'.09"	
8	6'.11"	BLACK TRAVELLER	35	28'.05"	BLACK BORDER #4
9	7'.06"		36	29'.02"	BLACK TRAVELLER
10	8'.00"	FRONT PROJ. SCREEN	37	30'.10"	4th ELECTRIC
11	8'.07"		38	32'.05"	
12	9'.05"		39	33'.03"	
13	9'.10"		40	34'.00"	
14	10'.06"	BLUE BORDER #2	41	34'.09"	
15	11'.03"	BLUE TRAVELLER	42	35'.06"	
16	12'.07"	2nd ELECTRIC	43	36'.00"	BLACK BORDER #5
17	14'.05"		44	36'.10"	BLACK TRAVELLER
18	15'.03"	REAR PROJ. SCREEN	45	38'.02"	5th ELECTRIC
19	15'.11"		46	38'.10"	
20	16'.08"		47	39'.06"	
21	17'.01"		48	40'.01"	
22	17'.09"		49	41'.09"	
23	18'.08"	BLACK BORDER #3	50	41'.05"	WHITE SRIM
24	19'.02"	BLACK TRAVELLER	51	42'.01"	BLUE CYC
25	20'.09"	3rd ELECTRIC	52	42'.06"	
26	22'.06"		53	43'.08"	B/O TRAVELLER #6
27	23'.02"				

45'00" Back Wall @ Column

### NOTES:

1. All dimensions are taken from the upstage edge of the fire curtain pocket.
2. Grid height is 80' to walking subway grating.
3. 1800 lbs. per set and 90.000 lbs. total weight capacity of grid.
4. **NO** rigging points are available down stage of the fire pocket, in the main house or offstage areas.
5. All information is subject to change or modification without warning or notice.  
Contact the technical staff of the Municipal Auditorium before designing stage layouts, to verify all dimensions and restrictions.

04/02/08

**Subject to change without notice, verify information with Auditorium's Stage Manager.**

## **DRAPERIES**

---

---

**NO** item may be moved or removed. All curtains are velour and are "Full". See hanging schedule detail for locations.

The maximum stage opening when curtains are open is 62' on the Main and 66' and all others.

<b>Item:</b>	<b>Qty:</b>	<b>Color:</b>	<b>Size: (h x w)</b>	<b>Locations:</b>
Main Valance	1	Blue	22'x80'	Line Set #1
Main Traveller	1	Blue	32'x80'	Line Set #2
Border	1	Black	12'x80'	Line Set #7
Border	1	Blue	16'x80'	Line Set #14
Traveller	1	Blue	30'x80'	Line Set #15
Borders	3	Black	14'x80'	Line Sets #23, #35, #43
Travellers	5	Black	28'x80'	Line Sets #8, #24, #36, #44, #53
Front Projection Screen		White Mat	20'x53'	Line Set #10
Rear Projection Screen		White Mat	20'x40'	Line Set #18
White scrim	1	White	20'x80'	Line Set #50
Cyclorama	1	Sky Blue	30'x80'	Line Set #51
Side Tabs	10	Black	28'x 7'	Off Stage Walk-A-Longs 5 per side
O. Pit Filler Skirting	1	Blue	24"x60'	Velcro Attached
O. Pit Mid Curtain	2	Blue	48"x60'	Hand Track

---

---

04/02/08

**Subject to change without notice, verify information with Auditorium's Stage Manager.**

## **DISCONNECT POWER PANELS**

---

---

- 3** Five wire, **Three phase, 400 AMP** per leg located in “Cage” off Stage Right.
- 1** Five wire, **Three phase, 200A** per leg located Upstage center. This disconnect is located adjacent to an exterior access door to the loading dock area in order to provide power to busses, video trucks, etc.

All four disconnects panels have both a mechanical as well as a cold water pipe ground. Each panel is individually transformer isolated and is equipped with one set of #4 Cam-lok tails configured as follows:

A, B and C Phases: Female  
Neutral & Ground: Male

A limited number of turnarounds and splitters are available.

All connections to the power disconnect panels mentioned above, **MUST** to be made by one of the three “Licensed Electrical Contractors”, who are currently contracted by the Convention Facilities. A master Electrician must obtain and display a permit during the show. A copy of the permit must be sent to the Event Coordinator or Stage Manager prior to move in.

## **PAGING SYSTEM**

---

---

A distributed system of 55 **FOUR INCH DUAL VOICE COIL** ceiling speakers throughout the Dressing Rooms and Technical areas, including but not limited to the Dressing rooms, Green room, hallways, bathrooms, Offices, Lighting and Broadcast booths, and the Projection and Spotlight booths.

The show program and/or any other audio source may be sent over this system via a six channel mixer located S.R. in Stage Manager’s Rack. Each area is equipped with an individually wall mounted volume controlled with an override feature.

The paging microphone at the Stage Managers panel, when keyed, overrides the program and the volume controls regardless of set individual volume level.

## **STAGE MANAGERS PANEL**

---

---

Located: Down Stage Right

### **Controls:**

Gondola Control  
Arena Cluster Power  
Intercom Master Station  
Dressing Room Paging  
Stage Mic Mixer

04/02/08

**Subject to change without notice, verify information with Auditorium’s Stage Manager.**

## DRESSING ROOMS

Room #	Size	Floors	Mirrors	Bath Size	Sinks	Showers	Toilets	Phone/Lock/Couch
<b>EAST /SL</b>								
1 "Star"	10x16	Carpet	1	7x10	1	1	1	1P/Key/1-"L"
2	13x19	Tile	2	-0-	2	see #3	see #3	-
3	9x16	Tile	5	-0-	3	3	2	-
4	16x26	Tile	3	13x16	2	see #3	see #3	-
<b>WEST /SR</b>								
5 "Star"	7x8	Carpet	1	7x11	1	1	1	1P/Key/1-Seat
6	11x46	Tile	11	10x12	4	2	2	-
7	13x14	Tile	6	9x11	3	1	1	-
8	13x13	Tile	5	9x11	3	1	1	-

Make-up lights switched AC outlets, full length mirrors, counter tops and wardrobe racks. **NO** shower items are included, client must provided for towels, soap, shampoo, ECT. Only the "Star" Dressing room are locked with a secure Key. Power is limited, every two dressing rooms share one 20A service, and therefore the use of food warmers, coffee pots, hot plates ECT is **NOT** allowed in any of the Dressing rooms or the Green room. **NO** signage is allowed to be attached to any of the "wooden" doors throughout the building. All signs must be on the wall or on holders.

## GREEN ROOM

Located second level, up-stage right side, accessed by stairs and elevator. 23'd x 46'w, carpeted, lots of windows with drapes. Keyed lock, 1-Restroom with toilets & sinks, no showers. A wet bar area and house phone with additional phone lines available. Program speakers with volume control.

Furniture; 1- 4' x 7' wood Conference table with 6 padded swivel chairs, 1 4' round Dinner Table with 4 padded chairs, 1 sofas with 2 matching armed chairs, 1-coffee tables and 2 end tables with lamps. There is also 1 bar and 1 quad folding privacy screen.

**NO furniture or other items may be removed or altered in any of the Dressing Rooms, Offices or the Green room.**

## ROAD MANAGER'S OFFICE

7X17, carpeted, WITH PHONE line (s) Keyed lock, next to D.R. #6 (SR) Desk

04/02/08

**Subject to change without notice, verify information with Auditorium's Stage Manager.**

## **CROSSOVER**

---

---

Underpass via basement and Back of Stage.

## **ACCESS TO HOUSE**

---

---

Via stairs from the sound wings SL & SR and from back stage SL & SR.

## **SQUARE FOOTAGE**

---

---

Carpet Area.....	35,476 sq. ft.
Wood Floor (Stage & Orchestra Pit).....	7,332 sq. ft.
Apoxy Terrazzo.....	11,110 sq. ft.
Ceramic Tile.....	3,318 sq. ft.
Sheet Rubber.....	2,073 sq. ft.
Cement & Concrete Stairs.....	1,618 sq. ft.
Cement Tile.....	4,052 sq. ft.
<b>Total Square Footage.....</b>	<b>126,234 sq. ft.</b>

04/02/08

**Subject to change without notice, verify information with Auditorium's Stage Manager.**

## **DIRECTIONS TO THE MUNICIPAL AUDITORIUM**

### **COMING FROM THE AIRPORT AREA:**

Take 281 S. to the McCullough / Nolan Exit, turn right, go down to Broadway and turn left, go down to 4th street turn right. We are one block down on left hand side, sitting on the river.

### **COMING FROM HOUSTON:**

Take I-10/I-90 W. to I-37 N. Take the Commerce St. Exit, turn left on Commerce St., go down to S. Alamo turn right, go to Travis St. and turn left, go to Jefferson and turn right. (Jefferson runs into the Auditorium.)

### **COMING FROM THE MEDICAL CENTER AREA:**

Take Loop 410 E. to IH-10 E., to I-35 N. Take the McCullough Exit and turn right on McCullough, go down to St. Marys and take a right, go down to Lexington take a left, go down one block. The Auditorium is on the right.

### **COMING DOWN BROADWAY FROM THE NORTH:**

Take Broadway to 4th Street, turn right. We are one block down on your left hand side, sitting on the river.

### **COMING FROM LACKLAND:**

Take I-90 E. to I-35 N. To McCullough take a right, go to St. Marys Street and take a right, go down to Lexington and turn left. We are one block down on right, sitting on river.

### **COMING FROM CORPUS:**

Take I-37 N. to Commerce St. Exit and take a left, go down to S. Alamo take a right, go down to Travis and turn left, go down to Jefferson and take a right. (Jefferson runs into the Auditorium)

### **COMING FROM CROSSROADS MALL AREA:**

Take IH-10 E. To I-35 N. Take the McCullough Exit, and turn right, go down to St. Marys Street and take a right, go down to Lexington and take a left. We are one block down on your right hand side, on the river.

### **COMING FROM AUSTIN (WINDSOR PARK MALL AREA):**

Take I-35 S. to I-37 S. Take McCullough / Nolan Exit turn right, go down to Broadway take a left, go down to 4th Street take a right. We are one block down on your left hand side sitting on the river.

04/02/08

**Subject to change without notice, verify information with Auditorium's Stage Manager.**

# **USHERING PROCEDURES**

---

## **PURPOSE**

The purpose of this manual is to familiarize you with the Municipal Auditorium and to inform you of the policies that are to be followed. We want our guests to feel welcomed as they enter the Auditorium. The majority of the guests that enter this facility have fond memories of the building in years gone by. Originally built in 1926, this facility was the only large facility in San Antonio. Therefore all school graduations, concerts, circuses, ice skating events, Operas, Symphony concerts, boxing, and wrestling events were held here. We want our guests to feel that warmth and joy that they experienced many years ago. In 1979 a devastating fire practically destroyed the Municipal Auditorium. The citizens passed a 13 million dollar bond in 1981 for the restoration of the Auditorium; and, in 1985 the restored Auditorium was reopened.

## **GROOMING**

All ushers must have a neat and clean appearance.

## **PUBLIC RELATIONS**

Our guests should be treated as guests in our home. They should be welcomed warmly and with a friendly smile. A friendly smile breaks barriers, and puts people at ease. Welcome our guests with, "Welcome, may I show you to your seat?", Leave them with a friendly "Enjoy the show".

Avoid confrontations with an irate guest who might be angry about the location of their seats. People want to be heard they want someone to listen to their problem and they want help. First, listen intently to their complaint; repeat what you have heard in order to make certain that you have understood the complaint. You can usually calm a person if you apologize for their inconvenience and tell them you will try to find a solution. If you can not solve the problem, go to your supervisor.

## **SEATING ARRANGEMENT**

The Municipal Auditorium has a total of 4,924 seats. The first floor has 3,100 seats and the configuration is horseshoe shape. The floor seating has removable seats and has 4 sections and are numbered section 1-4, rows A-X. Row X is dedicated for wheelchair use, one space for a wheelchair and a seat for a companion. The fixed seating is numbered by sections and begins with section 100 and ends with section 111. The numbers of rows vary by section, therefore be sure to check your diagram for exact rows.

The balcony seating begins with section 200 to section 217. The numbers of rows vary by sections; therefore check your diagram for exact rows. Above the aisle are the 300 sections, starting with section 300 and ends with section 318. The numbers of rows also vary by sections.

Always wear a smile. A smile always breaks barriers and puts people at ease. Ushers should stand behind the last row of the section to which they are assigned. The exceptions to that rule are Sections 100 - 103 and 108 - 111, where you should stand in front of the section instead of the back. Smile and greet the guest with, "Welcome, may I show you to your seat?" After you show the guests their seats leave them with "Enjoy the show."

## **POLICIES AND PROCEDURES**

Ushers are to report to their supervisor one hour prior to the opening of doors. The assembly point is the Lobby of the Auditorium and all assignments will be made at that time. Seating charts will be available to familiarize yourself with the floor plan.

04/02/08

**Subject to change without notice, verify information with Auditorium's Stage Manager.**

## **PUBLIC SAFETY**

### **Guidelines for guest injuries:**

---

It is important to familiarize yourself with all **EXIT DOORS**.

1. Assess the severity of the accident. Ask the guest if they require medical attention and try to comfort the guest with reassuring words.
2. Find someone with a radio and contact the Facilities Manager or the Event Coordinator and give the following information:  
**State your name.**  
**Give the location of the injured guest (i.e., Floor, Section # and Row #).**
3. Keep the area around the injured guest clear of curious onlookers until the proper personnel arrives.
4. Should the injured guest refuse medical attention, obtain the party's name, address, location of the accident, cause of the accident and assigned seat #. Give this information to the Facilities Manager or the Event Coordinator.
5. If the injured guest is in grave danger, find a Police Officer and ask the Officer to contact EMS. Give the injured guest's name, age, description of the injury or illness and exact location of the injured party (i.e., Section #, Row #, and Seat #). Find the Facilities Manager or Event Coordinator and inform them of the situation.
6. If the injured guest requests aspirin or a Band-Aid, notify the Facilities Manager or Event Coordinator, who have access to the First Aid Box located in the Administrative Offices.

## **EVACUATION**

Should there be a need to evacuate the building, due to fire or bomb threat, it is imperative that all personnel remain calm. You are responsible to instruct the guests in your assigned area where to exit the building. Be in control of your area, calmly tell the guests what the problem is and that they are to leave the building. Point to the nearest Exit that they should take and remind them not to panic but to move quickly to the Exit.