Dear Members, Colleagues, Partners and Friends,

This has been another whirlwind year at INTIX. It seems like just yesterday we were wrapping up 2017 and here we are already looking at the end of 2018 and the start of another year. Like many of you, we are asking ourselves, “Where did the time go and what did we accomplish.” As I reflect on this past year and the continued work of the Board, staff and members on the association’s Strategic Long-Range Plan (SLRP), I find several notable actions rise to the top of mind.

The financial health of the organization continues in a positive direction. We are financially stable and in a good place to continue funding our current activities. Maureen and the Board remain vigilant in looking for additional sources of funding through partnerships, fundraising, and streamlining operations so that we can expand our educational and program offerings. In fact, this year through the generosity of our members we more than tripled our donations on Giving Tuesday, November 27th.

Part of this increase came from Jane Kleinberger’s hosting of the first fundraising social mixer where all attendees gave at the door to the Chair’s Challenge. Attendance was larger than expected and everyone had a great time. I had the honor of attending the gathering and saw firsthand the power of our passion and the possibilities for what we can do when we work together.

This social mixer was just the first of many planned over the next year by some of our past INTIX Board chairs. This group of past chairs (the Stewardship Circle) has been working diligently with the Board on looking at the ways we honor our donors and how we can create more ways to engage our members in giving back to an organization that has given so much to all of us over the years. Their knowledge from years of experience in the industry and in leadership positions with the association has been an invaluable asset to the Board’s SLRP work.

In addition to the fundraising efforts this year, we have been working on raising the visibility of INTIX by providing content to other industry conferences. In December 2017 INTIX launched our content hub ACCESS (https://access.intix.org) to deepen our voice in the industry. We have been thrilled with the response and engagement with ACCESS weekly eNews as well as the hub itself. Thank you to all our member, staff, and industry contributions. In addition to all her many duties as President of INTIX, Maureen has been actively traveling to industry conferences to give keynote addresses. Her stories from a lifetime in the industry help spread our core values of Community, Education, and Leadership.

As I look forward to the next year at INTIX, we welcome in a new Board Chair, Derek Palmer, and a new Chair-Elect, Anthony Esposito. We also say good-bye to our current Past Chair, Jane Kleinberger. Jane has had an amazing tenure in leadership of the Board. She helped bring our SLRP message to others near and far, she took fundraising to the next level, and has always been ready with words of encouragement. Jane, we thank you for your service and look forward to seeing what you do next for INTIX. We will also be saying good-bye to Carrie Farina, April Moon and Jennifer Butler. Your service and representation of the membership has been stellar, and we look forward to seeing what you do next.

Although change happens slowly, rest assured that your Board is working hard to continue to move our SLRP forward. As a member, there are many ways that you can get involved with shaping the future of INTIX. From joining a committee, running for the Board, and making a monetary donation to simply filling out the surveys you receive. Every gesture, no matter how small, makes a difference.

Together we make INTIX strong and ignite success for everyone.

With gratitude,
Kay Burnham
The International Ticketing Association would like to thank the following individuals and organizations for their contributions in support of INTIX's Annual Fund and the Professional Development and Education Fund.

Contributions to the Annual Fund support general operations making it possible for INTIX to realize its’ purpose of leading the forum for the entertainment ticketing industry through education, innovation, participation and networking.

Professional Development and Education Fund contributions allow INTIX to present quality educational programming and provide conference scholarships to individuals who otherwise would not be able to attend.

Contributions are accepted in many forms. For information go to www.intix.org or contact INTIX at info@intix.org or +1 212.629.4036.

Donations reflected for Fiscal Year October 1, 2017 - September 30, 2018.

Chairman’s Circle ($300 +)
Debbie Aleff, Duluth Entertainment & Convention Center
Julio Alvarado, Bravo Tickets
Maureen Andersen, International Ticketing Association
Gail Anderson, Minnesota State Fair
Alison Barry, State Univ. of New York at Fredonia
Crystal Brewe, Kimmel Center, Inc.
Brendan Bruss, PMI Entertainment Group/TicketStar
Kay Burnham, Segerstrom Center for the Arts
Jennifer Butler, Ravinia Festival Association
Skyp Cabanas, Center Theatre Group
Joseph Carter, Los Angeles Philharmonic Association
Chris Convery, SMG
Araina Eber, Thrasher-Horne Center
Tammy Enright, National Veterans Memorial and Museum
Anthony Esposito, Atlanta Braves
Carrie Farina, MGM Resorts International
Linda Forlini, Ticket Philadelphia
Ted Geiss, The Smith Center for the Performing Arts
Deirdre Hill, Smiths Tix
Micah Hollingworth, BroadAI
Jane Kleinberger, Paciolan
Amy Kline, ShowClix
Tom Knight, Weldon, Williams & Lick, Inc.
Gary Lustig, LusTicks Consulting Services
Brad Mayne, IAVM
Aren Murray, Tobin Center
Tracy Noll, Penn State’s Center for the Performing Arts
Derek Palmer
Christopher Prince, Los Angeles Philharmonic Association
Nathan Schumann, SMG Lincoln
Lynne King Smith, TicketForce
Siobhan Steiermann, Las Vegas 51’s
Andrew Thomas, Ticketing Professionals
Jenifer Thomas, Disney Theatrical Group
Joe Tish, Patron Technology, Inc.
Jim Walcott, Weldon, Williams & Lick, Inc.
Angus Watson
Josh Ziegenbusch, Oakland Athletics
**Supporting Donors ($60 +)**

Francine Accardi-Peri, GDTS TOO, Inc.
Jim Aldridge, TicketKing
Jennifer Aprea, Meadows Museum
Mark Arata, SMG New Orleans
Liz Baqir, Cal Performances
Robert Bennett, Tampa Bay Rays
Samir Bitar, Smithsonian Institution
Guislaine Bulman, Ticketpro
Mary Bunch, James Lumber Center for the Performing Arts
Eugene Carr, Patron Technology, Inc.
Christopher Clay, agungaskti
Keralee Clay, panhandletickets.com
Crystal Clinton, Opry Entertainment
Betty Curtis
Mardi Dilger, Miami Marlins, LP
Debra Kay Duncan
Brian Feldman, Tessitura Network, Inc.
Danny Frank, Citi
Kevin Garrison, FineLine Technologies, Inc.
Stevie Gray, Golden State Warriors
John Harig, Cincinnati Arts Association
Heather Hart, The Broad
Geo Haynes, AEG – Golden Voice
Andy Hendricks, Weldon, Williams & Lick
Peter I’anson, SecureMyBooking – JMM
Timothy Karunaratne, Upgraded, Inc.
Jeff Koets, Red61
Herman Lo
Simon Mabb, Booking Protect
Teri McPherson, San Diego Theatres
Christine Payne, Primoris Group, Inc.
Debra Pollock
Richard Powers
Will Quekett, SecureMyBooking – JMM
Michael Ruppert
Cat Spencer, Booking Protect
Terry Stone, The Nonprofit Geek
Karen Sullivan, FutureTix, Inc.
Eric Valley, PYE
Luis Villegas, Todoticket
LaPetra Westbrook-Johnson, University of South Alabama
David Winn, Boston Symphony Orchestra
Christopher Worsham, Paciolan

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**Friends of INTIX ($59 or less)**

Bob Askin, Atlanta Braves
Debbie Ballentine
Kelly Brennan, FutureTix, Inc.
Sara Chebishev, AudienceView
Jaqueline Eaton, City of Wichita
Curtis Howells, Consolidated Printing, Inc.
Phoebe Joecks, reveDe Productions LLC
Steve Loyd, Cedar Packaging
Nick Pesanka, MCG Jazz
Denise Smithson Green, Des Moines Performing Arts
Anne Vantine, IATSE Local 868
Amy Venable, Greensboro Coliseum Complex
Awards Committee
Chair: Jennifer Staats Moore, Rialto Center for the Arts

The INTIX awards Committee successfully completed the awards nomination and evaluation process for the year. As in previous years we oversaw the nomination and selection of 5 award categories to be announced at the 2019 Annual Conference in Texas including: Spirit (nominations approved by committee and voted on by INTIX membership), FutureTix Young Professional, Outstanding Ticketing Professional, Outstanding Ticket Office and the Patricia G. Spira Lifetime Achievement awards.

The Lifetime Achievement award call for nominations began earlier this year, allowing added time for the conscientious and deliberate processes.

In honor of INTIX’s 40th anniversary, the committee began a recognition of all conference attendees who have been members of INTIX for 5, 10, 15, 20, 25 and 30+ years.

"Thank Ya’ll for Comin’!"
Conference Committee - 2019 Grapevine, Texas
Chair: Jennifer Aprea, Meadows Museum

The 2019 Conference Committee sends you all a Texas sized “Thank Ya’ll for Comin’!” We hope you’ve networked your boots off, filled your brain full of ticketing technology and hospitality and have some actionable items to take back to your ranch. Many thanks to our sponsors, exhibitors and volunteers for their support, time and hard work. The conference wouldn’t be possible without you! The committee, along with Maureen, Tiffany, Stacey, Dorothea and a bunch of others too numerous to name, have been steadily working our spurs off for over a year to make this a successful conference and we’d do it all again in a New York minute! It takes a whole bunch of wranglers to rustle up a conference and we’re pretty darn proud of how this one turned out. Speaking of New York, we’d better see all ya’ll again next year at the 41st Conference in New York City!
We would like to thank all the members of the Education Committee for their involvement and the time they spent for the benefit of the conference and the INTIX community. After reviewing all submissions, the committee was able to select a full slate of speakers for the 2019 INTIX Conference. We are excited to see some of the changes come to fruition that were decided during this past year. It was decided that each year the chair and co-chair should represent the sports sector and the performing arts sector to give balance and consideration to conference selections and decisions. Christina Allen from the Ottawa Senators will become the chair for the 2020 conference as Denise steps down after three years on the Education Committee.

We held our first meeting this past summer where we started our planning for the 41st Annual INTIX Conference & Exhibition. A large number of local INTIX Members indicated their desire to be part of the committee and more active recruitment and commitments will take place during and immediately after the 2019 Conference. We are making plans for the 2020 Conference announcement in Dallas. Announcement will most likely include a video of New York, a t-shirt toss featuring t-shirts from local sports teams, gift cards to local New York businesses and a free registration to the conference. We are also working on ideas/recommendations for INTIX Bash sites and a conference theme. Maureen Andersen and Jennifer LaMorte have met with possible partners and venues.

A round of applause to Denise Smithson Green for three years of dedication to the Education Committee.
Exhibitor Relations and Sponsorship Committee
Co-Chair: Mary Jane Avans, SD&A Teleservices
Co-Chair: Guislaine Bulman, Ticketpro.ca

We found it difficult to continue communication throughout the year except with a certain few vendors who were responsive and open to conversation. The committee has not been very active during the year, however we will continue our work during the conference to thank vendors and gather feedback. The Thank you gift this year will be INTIX branded Bluetooth speaker.

We are hoping to have better communication with the Board in regard to their expectations.

THANK YOU to our generous sponsors and conference exhibitors... we couldn’t do this without you!

Member Connections Committee
Chair: Kevin Devaux, Toronto Symphony
Vice Chair: Jo Michel, Michel Consultancy

The Member Connections Committee will continue to work with INTIX staff to send out INTIX Welcome emails to all new members of INTIX and continue to create topics for the forum (alternating between general topics geared towards all INTIX Members, and topics specific to First Timers as well as those involved with the Mentor Program).

The committee is presenting its second webinar – Welcome to INTIX. Designed for first time conference attendees and new members it will be presented in January. The Committee will continue to enhance this program by providing a minimum of two educational webinars throughout the year. We will continue our work in 2019 to enhance the First Timer programs at the annual Conference and work with the Mentor Task Force to assist members who want to participate in the Mentor program.

For the 2019 Conference we will assist with the Monday Mingle and will manage the return of the successful First Timer’s Lounge. The place will provide INTIX First Timers with a place to meet up, network and socialize. Committee members, board members, etc., will wear identifying buttons once again this year. These buttons are to serve as a symbol to all First Timers, so that they can easily identify friendly faces that they can talk to as well as ask questions. This year we are also actively assisting any new members or first-time attendees with finding others to share group dinners and lunch tables.

The Committee Co-Chairs/Vice Chair and Committee Volunteers will continue to engage with the 2018/2019 Mentors & Mentees plus they will encourage Mentors to reach out to their Mentees on their own. Lastly, the member connections committee will continue to contact new members as well as first timers to encourage them to participate in the INTIX committees and programs available to them.

Our goal is to welcome new members into the INTIX “family”!
Committee Reports

**Mentor Task Force**
Co-Chair: Kelly Brennan, *FutureTix*
Co-Chair: Duncan Moss, *Ravinia Festival*

The Mentor Task Force successfully separated from the Member Connections Committee in 2018 and now follows its own agenda of tasks focused on the Mentor/Mentee program with a dedicated and engaged team of volunteers. The Mentor Program has since expanded beyond the First Timers Program to allow all INTIX members the opportunity to participate. This means that any INTIX member or exhibitor/sponsor can request a Mentor and be assigned to a group or sign up to become a Mentor. A major change for the program is moving to a strictly opt-in format, which means attendees going to the INTIX Conference for the first time are no longer automatically enrolled into the program. At the end of the first year, the Mentor Task Force sent “thank you” and “goodbye” letters to all Mentors and Mentees enrolled as appreciation. Over the past year, the committee has made great strides at fine-tuning a list of perks that Mentor Program participants can expect not only at the annual INTIX Conference, but throughout the year as well. Additionally, we continue to focus on increasing the usage of the INTIX.org Forums as well as enhancing the website and the mentor program related web-pages. We are currently exploring the possibility of forum-related social media usage as part of this expansion. Another exciting concept that’s coming to fruition is the formation of an INTIX monthly club meant to widen the engagement of all INTIX members with industry relevant books and podcasts. This is in addition to the committee’s continued focus on developing webinars with important industry content and determining how to best offer these webinars to non-members at a low cost. As we look further into 2019, we, as a group of eager volunteers, are excited to continue to connect Mentees with valuable Mentors to help spread industry knowledge for all INTIX members and offer a community of learning for the next generation of ticketing professionals.

**Nominating Committee**
Chair: Jane Kleinberger, *Paciolan*

The 2018 Nominating Committee, that represents our multi-faceted members and verticals, was submitted and approved by the Board of Directors. The Committee included Mardi Dilger, Miami Marlins; Michael Bos, College Football Playoff; Linda Forlini, Ticket Philadelphia; Dusty Kurtz, TicketsWest; Guislaine Bulman, TicketPro; Will Quekett, STAR, UK; Dan Demato, FutureTix; Mitchell Klein, Broadway Across America.

A call for nominations was done by INTIX resulting in 8 candidates who were nominated, accepted and submitted their applications. The Committee conducted their review, analysis, ranking and vetting process and a slate of six individuals for the three open positions was presented to the membership via marked and individualized member electronic voting. The final slate included Amy Graca, Stuart Levy, Shawn Robertson, Lynne King Smith, Brian Stallings and Eric Valley. Membership voting was completed and by clear majority officers were duly identified and are put forth as nominees for the final membership ratification election at the Annual Business Meeting on January 31, 2019. Nominees are Amy Graca, Lynne King Smith and Shawn Robertson.

Catherine Spencer will be Board appointed to a two-year term at the January board meeting to fill the remainder of Anthony Esposito’s term left vacant when he was elected by majority vote to Chair-elect. Erik Valley will be Board appointed to a one-year term. These appointments allows the size of the board to remain stable and for INTIX to have fulfill the INTIX Bylaw goal of 12% non-North American participation.

I would like to thank this committee for their exceptional, thoughtful, and thorough service. It is hard to express just how impressed I am! Every member made a difference and challenged one another, the process, and criteria for advancement with absolute consideration and respect! We are all more enlightened because of this! Additional recommendation for Committee functionality, timing, scheduling will be provided to Board.
Committee Reports

Professional Development Grants Committee
Co-Chair: Christina Allen, Senator Sports & Entertainment
Co-Chair: Richard Powers, Smithsonian Institution

The Professional Development Grants Committee had an outstanding year-over $20,000 were distributed for grants. In total we were able to award 10 grants for the 2019 conference. Due to the amazing support of the Board, we were able to award travel, if requested, to all recipients. The committee members were overjoyed with the additional funding provided by the Board – thank you for your support. All recipients have accepted their grants.

This year was also very exciting due to the number of international applicants and recipients – for applications we had 4 from the UK, 2 from Australia, 4 from Canada and 7 from the US. The distribution of grant recipients was equally diverse with 3 grants going to the UK, 1 to each Australia and Canada and 5 to American recipients. Unfortunately, the grant recipient from Australia was unable to accept the grant; in turn, the funds we were awarded to a recipient in the UK.

Thank you to all the committee members for all your time and effort put into the PDG Committee. Your feedback has continued to improve both the application and evaluation process and the time and effort put into reviewing the applications is greatly appreciated!

Christina Allen will be rolling off as Co-Chair at the conclusion of this year and Richard Powers will move from Co-Chair to Chair for the 2019-2020 term.

Professional Development grants exceeded $20,000…
way to go team!

$22,375
awarded to
11 recipients

$10,143
awarded to
9 recipients

$12,635
awarded to
10 recipients

2017
2018
2019
Committee members consist of representatives of each regional group. 2019 Meetings will be held quarterly on the 3rd Thursday of the month at 2PM Eastern time on April 18, July 18, and Oct 17 with committee members sharing updates from activity in their groups, suggestions for membership engagement, and suggestions for INTIX involvement.

Holly McKenzie will be rotating off as Co-Chair after serving a two year term. Laura Zehe will be staying on for a second year as Co-Chair of the group. We are currently seeking a Co-Chair for a two-year term.

2018 Key Accomplishments
Regional Ticketing Group Survey (summary of results below)
Developed system for member information share between INTIX and regional groups

2018 Regional Ticketing Group Survey
This year, we circulated a survey of the regional groups. The key findings were as follows:

Membership Analysis
Membership in Regional Ticketing Groups spans a wide range from 175 to 15 with five groups reporting membership numbers over 100, one group reporting 60 members, and the remaining seven groups reporting membership numbers from 15-40.

The primary function of most Regional Ticketing Groups is networking. Additionally, some regionals focus on providing professional development and social opportunities for their members.

The majority of regionals hold in person meetings on a quarterly basis. While others meet less frequently or by phone.

Websites & Social Media in Regional Ticket Groups
Most regionals communicate with their members through email, and only 30% of survey participants have a dedicated website for their group.

Facebook pages and Facebook groups are popular among regionals with 54% having a Facebook page, 23% having a Facebook group, one having both a Facebook page and a Facebook group, and only one having neither a Facebook page nor a Facebook group.

Common items posted on social are job postings and industry news. A less common item posted on social is comp ticket offers, though regionals offering comp tickets to members through social media report successful acceptance and engagement through these efforts.

Regional Ticket Groups find that the most difficult part of social media is finding time to maintain it and keep consistent engagement.

Membership Requirements & Group Structure
Of the 13 groups responding, only three charge some type of membership dues while membership in the other ten groups is free.

Membership requirements are generally only limited to being part of the entertainment or ticketing industry.

There seems to be no recurring theme amongst groups in terms of structure with some groups having formal elected positions, while others are simply comprised of coordinators or committee members. Some regionals do have formal bylaws, however, the majority do not.

100% of respondents want to participate in a membership list share with INTIX. Tiffany Kelham will facilitate this information exchange directly with the leaders of the regional groups that have opted in.
Wow…what a year!
INTIX introduced the ticketing industry to the exciting new content hub

ACCESS
THE TICKET TO INDUSTRY INTELLIGENCE

INTIX 2019 Keynotes: Tickets to Dance and Success!
Cynthia Marshall and DeDe Morton Millcoat are the keynote speakers at INTIX 2019. Learn about them here.

Revenue / 01.06.19
Anyone Need a Ticket?
College Football Championship Game Ticket Prices Sink
Access Staff

Revenue / 12.28.18
2018 Ticketing in Review: Big Numbers, Big Prices, Big Changes
Access Staff

Revenue / 12.17.18
The Year in Live: The Industry Weighs In (And Everything Is Awesome!)
Access Staff

Since it’s roll out, ACCESS has now seen more than

75,000 hits!
INTIX members are true Superheroes

Our members recognize the importance of giving back to their organization and supporting programs such as the Professional Development and Education Fund, Annual Fund and the Chair's Challenge. This year... they really out did themselves!

<table>
<thead>
<tr>
<th>Total Member Donations</th>
<th>2016-2017</th>
<th>2017-2018</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$35,720</td>
<td>$45,750</td>
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<table>
<thead>
<tr>
<th>Number of Members Who Donated</th>
<th>2016-2017</th>
<th>2017-2018</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>42</td>
<td>93</td>
</tr>
</tbody>
</table>

**Chair’s Challenge**

Jane’s Challenge: **56** members donated **$7,203**

Kay’s Challenge: **87** members donated **$5,940**

...and counting, with another 8 months to go!
Charm City, USA was our host for an exciting and successful

INTIX

Baltimore

2018

39th Annual Conference & Exhibition

INTIX Annual Report
To our 2018 Sponsors we say “Thank You.” We couldn’t do this without you.

Platinum Sponsors

Gold Sponsors
Nominees to the Board of Directors, 2019-2022

The International Ticketing Association is incorporated in New York State where the law requires that elections of not-for-profit corporations take place at the Annual Meeting of the membership. The following people were selected by email ballot to fill the available positions on the Board of Directors for a three-year term from 2019-2022.

Amy Graca  
Caesars Entertainment  
Las Vegas, Nevada

Shawn Robertson  
Center Theatre Group  
Los Angeles, California

Lynne King Smith  
TicketForce  
Mesa, Arizona

2018 Board of Officers and Directors

<table>
<thead>
<tr>
<th>Officers</th>
<th>Directors</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Chair</strong></td>
<td><strong>Crystal Brewe</strong></td>
</tr>
<tr>
<td>Kay Burnham</td>
<td>Kimmel Center, Inc.</td>
</tr>
<tr>
<td>Segerstrom Center for the Arts</td>
<td>Philadelphia, Pennsylvania</td>
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<td>Costa Mesa, California</td>
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</tr>
<tr>
<td><strong>Chair-Elect</strong></td>
<td><strong>Jennifer Butler</strong></td>
</tr>
<tr>
<td>Derek Palmer</td>
<td>Ravinia Festival Association</td>
</tr>
<tr>
<td>Qcue</td>
<td>Chicago, Illinois</td>
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<tr>
<td>Austin, Texas</td>
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<tr>
<td><strong>Past-Chair</strong></td>
<td><strong>Tammy Enright</strong></td>
</tr>
<tr>
<td>Jane Kleinberger</td>
<td>Washington, DC</td>
</tr>
<tr>
<td>Paciolan</td>
<td></td>
</tr>
<tr>
<td>Irvine, California</td>
<td></td>
</tr>
<tr>
<td><strong>President &amp; CEO</strong></td>
<td><strong>Anthony Esposito</strong></td>
</tr>
<tr>
<td>Maureen Andersen</td>
<td>Atlanta Braves</td>
</tr>
<tr>
<td>International Ticketing Association</td>
<td>Atlanta, Georgia</td>
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<tr>
<td>Denver, Colorado</td>
<td></td>
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<tr>
<td><strong>Treasurer</strong></td>
<td><strong>Carrie Farina</strong></td>
</tr>
<tr>
<td>Brendan Bruss</td>
<td>MGM Resort International</td>
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<tr>
<td>PMI Entertainment/TicketStar</td>
<td>Las Vegas, Nevada</td>
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<td>Green Bay, Wisconsin</td>
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<tr>
<td><strong>Secretary</strong></td>
<td></td>
</tr>
<tr>
<td>Alison Barry</td>
<td></td>
</tr>
<tr>
<td>SUNY Fredonia, Rockefeller Arts Center</td>
<td>Fredonia, New York</td>
</tr>
</tbody>
</table>

INTIX Annual Report
The INTIX Organization is pleased to report a successful ending to our fiscal year concluding on September 30, 2018. The annual audit resulted in an unqualified opinion from our auditors, which is the desired result. The financial information was presented fairly, without material deficiencies; and in addition the organization is in solid financial position.

The organization saw growth in Net Assets of $24,527 to a total of $816,161; a 3.1% increase from the prior fiscal year end. Operational activities for the fiscal year saw growth in revenue up to $1,182,765 which was up from the prior year by $68,714. Overall operational expenses did outpace revenue growth from the prior year with an overall increase of $167,610 to end the year at $1,158,238. Positive net asset growth was less than the prior year, mainly due to conference expense outpacing conference revenue by $20,000 compared to prior year and increased attention to membership development through enhanced commitment to web and access communication. Focus on contributions to the organization has seen traction with a 30% increase over prior year.

As we look forward to the 2019 fiscal year, early reports are positive for the Texas Conference meeting our budget expectations. The Board has continued attention to strategic growth in content and contribution support to the organization. In the budget for this 2019 fiscal year are SEO, keyword tactical campaigns and video enhancement for our continued redevelopment of INTIX presence on web and enhanced membership content. The Finance Committee and Full Board continue to review our financial outcomes at quarterly and regular meetings as we discuss long range planning.

Overall our financial information demonstrates INTIX to be in sound position to be able to continue to consider strategic investment in growth. Strong reserves balanced with quality oversight on our execution of the budget puts INTIX in good financial shape at this time. The Board of Directors, led by Derek Palmer as we enter the 2019 fiscal year, has been fully engaged in continuing the work of the past few years under our strong leader in our President & CEO, Maureen Andersen.

Our association is fortunate to have such an engaged Board of Directors serving the membership and constantly assessing how to provide the community with results that provide value.

Sincerely,

Brendan Bruss
Treasurer
Statement of Financial Position

For the year ended September 30, 2018
(with comparative totals for the year ended September 30, 2017)

Assets:

<table>
<thead>
<tr>
<th>Description</th>
<th>Unrestricted</th>
<th>Temporarily Restricted</th>
<th>Total 2017</th>
<th>Total 2016</th>
</tr>
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<tr>
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<td>-</td>
<td>$ 940,813</td>
<td>$ 590,337</td>
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<tr>
<td>Bank</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Money market</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total cash and cash</td>
<td>940,813</td>
<td>-</td>
<td>940,813</td>
<td>997,857</td>
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<tr>
<td>equivalents</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Interfund receivable (payable)</td>
<td>(122,389)</td>
<td>122,389</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Prepaid expenses and other</td>
<td>252,506</td>
<td>-</td>
<td>252,506</td>
<td>241,714</td>
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<tr>
<td>receivables</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Property and equipment - net</td>
<td>3,590</td>
<td>-</td>
<td>3,590</td>
<td>8,442</td>
</tr>
<tr>
<td>Total assets</td>
<td>$ 1,074,520</td>
<td>$ 122,389</td>
<td>$ 1,196,909</td>
<td>$ 1,248,013</td>
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</table>

Liabilities:

<table>
<thead>
<tr>
<th>Description</th>
<th>Unrestricted</th>
<th>Temporarily Restricted</th>
<th>Total 2017</th>
<th>Total 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts payable and accrued</td>
<td>$ 23,431</td>
<td>-</td>
<td>$ 23,431</td>
<td>$ 27,620</td>
</tr>
<tr>
<td>expenses</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Refundable advances</td>
<td>287,242</td>
<td>-</td>
<td>287,242</td>
<td>329,119</td>
</tr>
<tr>
<td>Deferred membership dues</td>
<td>70,075</td>
<td>-</td>
<td>70,075</td>
<td>99,640</td>
</tr>
<tr>
<td>Total liabilities</td>
<td>380,748</td>
<td>-</td>
<td>380,748</td>
<td>456,379</td>
</tr>
</tbody>
</table>

Net Assets:

<table>
<thead>
<tr>
<th>Description</th>
<th>Unrestricted</th>
<th>Temporarily Restricted</th>
<th>Total 2017</th>
<th>Total 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net Assets</td>
<td>$ 693,772</td>
<td>122,389</td>
<td>$ 816,161</td>
<td>$ 791,634</td>
</tr>
</tbody>
</table>

Total liabilities and net assets:

<table>
<thead>
<tr>
<th>Description</th>
<th>Unrestricted</th>
<th>Temporarily Restricted</th>
<th>Total 2017</th>
<th>Total 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total liabilities and net</td>
<td>$ 1,074,520</td>
<td>$ 122,389</td>
<td>$ 1,196,909</td>
<td>$ 1,248,013</td>
</tr>
<tr>
<td>assets</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Statement of Activities

For the year ended September 30, 2018
(with comparative totals for the year ended September 30, 2017)

Revenues:

<table>
<thead>
<tr>
<th>Description</th>
<th>Unrestricted</th>
<th>Temporarily Restricted</th>
<th>Total 2018</th>
<th>Total 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contributions</td>
<td>$ 31,019</td>
<td>$ 24,144</td>
<td>$ 55,163</td>
<td>$ 42,663</td>
</tr>
<tr>
<td>Conferences and meetings</td>
<td>393,613</td>
<td>-</td>
<td>393,613</td>
<td>433,659</td>
</tr>
<tr>
<td>Membership dues</td>
<td>168,222</td>
<td>-</td>
<td>168,222</td>
<td>210,074</td>
</tr>
<tr>
<td>Exhibitions</td>
<td>239,308</td>
<td>-</td>
<td>239,308</td>
<td>199,038</td>
</tr>
<tr>
<td>Sponsorship</td>
<td>274,518</td>
<td>-</td>
<td>274,518</td>
<td>174,828</td>
</tr>
<tr>
<td>Newsletter</td>
<td>1,950</td>
<td>-</td>
<td>1,950</td>
<td>2,800</td>
</tr>
<tr>
<td>Other income</td>
<td>48,236</td>
<td>-</td>
<td>48,236</td>
<td>47,947</td>
</tr>
<tr>
<td>Investment income</td>
<td>1,755</td>
<td>-</td>
<td>1,755</td>
<td>3,042</td>
</tr>
<tr>
<td>Total revenues</td>
<td>1,158,621</td>
<td>24,144</td>
<td>1,182,765</td>
<td>1,114,051</td>
</tr>
</tbody>
</table>

Expenses:

<table>
<thead>
<tr>
<th>Description</th>
<th>Unrestricted</th>
<th>Temporarily Restricted</th>
<th>Total 2018</th>
<th>Total 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program services:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Conferences and meetings</td>
<td>700,262</td>
<td>-</td>
<td>700,262</td>
<td>583,222</td>
</tr>
<tr>
<td>Exhibitions</td>
<td>40,147</td>
<td>-</td>
<td>40,147</td>
<td>36,746</td>
</tr>
<tr>
<td>Communications, including</td>
<td>53,529</td>
<td>-</td>
<td>53,529</td>
<td>48,998</td>
</tr>
<tr>
<td>publications</td>
<td>68,492</td>
<td>-</td>
<td>68,492</td>
<td>40,959</td>
</tr>
<tr>
<td>Membership and educational</td>
<td>116,426</td>
<td>-</td>
<td>116,426</td>
<td>103,956</td>
</tr>
<tr>
<td>development</td>
<td>178,174</td>
<td>1,208</td>
<td>179,382</td>
<td>176,747</td>
</tr>
<tr>
<td>Total expenses</td>
<td>1,157,030</td>
<td>1,208</td>
<td>1,158,238</td>
<td>990,628</td>
</tr>
</tbody>
</table>

Changes in net assets:

<table>
<thead>
<tr>
<th>Description</th>
<th>Unrestricted</th>
<th>Temporarily Restricted</th>
<th>Total 2018</th>
<th>Total 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net assets, beginning of year</td>
<td>$ 693,772</td>
<td>$ 122,389</td>
<td>$ 816,161</td>
<td>$ 791,634</td>
</tr>
</tbody>
</table>

Net assets, end of year:

See accountants' audit report and notes to financial statements.
Statement of Functional expenses

For the year ended September 30, 2017
(with comparative totals for the year ended September 30, 2016)

<table>
<thead>
<tr>
<th>Program Services</th>
<th>Supporting Services Management &amp; General</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Meetings</td>
<td>Exhibitions</td>
</tr>
<tr>
<td>Salaries and wages</td>
<td>57,242</td>
<td>34,344</td>
</tr>
<tr>
<td>Related expenses</td>
<td>7,050</td>
<td>4,771</td>
</tr>
<tr>
<td>Commissions</td>
<td>86,638</td>
<td>-</td>
</tr>
<tr>
<td>Consulting fees</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Contributions</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Conferences and seminars</td>
<td>518,102</td>
<td>-</td>
</tr>
<tr>
<td>Office and printing</td>
<td>14,558</td>
<td>-</td>
</tr>
<tr>
<td>Postage</td>
<td>1,216</td>
<td>730</td>
</tr>
<tr>
<td>Telephone</td>
<td>504</td>
<td>302</td>
</tr>
<tr>
<td>Professional fees</td>
<td>5,750</td>
<td>-</td>
</tr>
<tr>
<td>Website and software</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Bank charges</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Membership development</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Recruitment - Search</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Travel</td>
<td>5,248</td>
<td>-</td>
</tr>
<tr>
<td>Severance</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>3,134</td>
<td>-</td>
</tr>
<tr>
<td>Depreciation</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Total</td>
<td>700,262</td>
<td>40,147</td>
</tr>
</tbody>
</table>

See accountants’ audit report and notes to financial statements.

Statement of Cash Flows

September 30, 2017 and 2016

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash Flows From Operating Activities:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Change in net assets</td>
<td>$ 24,527</td>
<td>$ 123,423</td>
</tr>
<tr>
<td>Adjustments to reconcile change in net assets to net cash (used for) provided by operating activities:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Depreciation</td>
<td>4,852</td>
<td>4,902</td>
</tr>
<tr>
<td>Changes in operating assets and liabilities:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(Increase) decrease in prepaid expenses and other receivables</td>
<td>(10,792)</td>
<td>26,900</td>
</tr>
<tr>
<td>Decrease in accounts payable and accrued expenses</td>
<td>(4,189)</td>
<td>(5,381)</td>
</tr>
<tr>
<td>Decrease in refundable advances</td>
<td>(41,877)</td>
<td>(19,206)</td>
</tr>
<tr>
<td>Decrease in deferred membership dues</td>
<td>(29,565)</td>
<td>(40,875)</td>
</tr>
<tr>
<td>Net cash (used for) provided by operating activities</td>
<td>(57,044)</td>
<td>89,673</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash Flow From Investing Activities:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Purchase of equipment</td>
<td>-</td>
<td>(2,722)</td>
</tr>
<tr>
<td>Net (decrease) increase in cash and cash equivalents</td>
<td>(57,044)</td>
<td>86,951</td>
</tr>
<tr>
<td>Cash and cash equivalents at beginning of year</td>
<td>997,857</td>
<td>910,906</td>
</tr>
<tr>
<td>Cash and cash equivalents at end of year</td>
<td>$ 940,813</td>
<td>$ 997,857</td>
</tr>
</tbody>
</table>

See accountants’ audit report and notes to financial statements.
NOTE 1: ORGANIZATION

The International Ticketing Association, Inc. (the “Association”) is a not-for-profit organization exempt from Federal income taxation pursuant to Section 501(c)(3) of the Internal Revenue Code and has been designated as an organization, which is not a private foundation.

The Association provides a definitive resource and forum for the international ticketing industry within the following broad areas:

a) Present annual and regional educational conferences and trade shows, produce publications, surveys, and career development opportunities and keep members apprised in the latest developments of systems to better serve the field and the public.

b) Exchange information on technological advances, the development of high professional standards and advanced management techniques.

Funding of the Association’s budget is provided from contributions, membership dues, conference registration, exhibitors’ fees, sponsorship, advertising income and related service income.

ACCOUNTS RECEIVABLE

The Association carries its accounts receivable at cost less an allowance for doubtful accounts. On a periodic basis, the Association evaluates it accounts receivable and establishes an allowance for doubtful accounts based on a history of past write-offs and collections and current credit conditions.

CONTRIBUTIONS

Contributions received are recorded as unrestricted, temporarily restricted, or permanently restricted support, depending on the existence and/or nature of any donor restrictions.

Contributions are recorded as revenue upon receipt of cash or on notification of an unconditional promise to give cash or other assets. A promise to give is recognized when it becomes unconditional; that is, when conditions are substantially met by the donee and the promise is legally binding upon the donor. Contributions are considered to be available for unrestricted use, or as designated by the Board of Directors, unless specifically restricted by the donor.

FINANCIAL INSTRUMENTS

The Association’s financial instruments are cash and cash equivalents, accounts receivable, prepaid expenses, accounts payable and accrued expenses, and deferred income. The recorded values of cash and cash equivalents, prepaid expenses, accounts receivable, accounts payable and accrued expenses, and deferred income approximate fair values based on their short-term nature.

REVENUE RECOGNITION

Revenue and expenses are recorded on the accrual basis. Revenue received for future years’ programs are deferred to the applicable year and classified as refundable advances.

Membership dues are recorded as collected and taken into revenue over the membership term.

CASH AND CASH EQUIVALENTS

Cash equivalents include all highly liquid investments with an original maturity of three months or less at date of purchase.

PREPAID EXPENSES

Costs related to conferences and exhibitions paid in advance are prepaid until the projects are completed.

FUNCTIONAL ALLOCATION OF EXPENSES

The costs of providing the various programs and other activities have been summarized on a functional basis in the statement of activities. Accordingly, certain costs have been allocated among the programs and supporting services benefitted.

ESTIMATES

The preparation of financial statements in conformity with generally accepted accounting principles requires management to make estimates and assumptions that affect certain reported amounts and disclosures. Accordingly, actual results could differ from those estimates.
NOTE 2: SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (con’t)
Refundable Advances
Conference fees and exhibition fees collected in advance are deferred in the accompanying statement of financial position. Such refundable advances are substantially recognizable within one year.

Fair Presentation for Prior Year Information
The financial statements include certain prior-year summarized comparative information in total but not by net asset class. Such information does not include sufficient detail to constitute a presentation in conformity with accounting principles generally accepted in the United States of America. Accordingly, such information should be read in conjunction with the Association’s financial statements for the year ended by September 30, 2017, from which the summarized information was derived.

Property and Equipment
Property and equipment is capitalized based on their useful lives and are recorded at cost. Depreciation is provided on the straight-line method over the estimated useful lives of the assets. Maintenance and repairs are charged to expenses as incurred; major renewals and betterments are capitalized. When items of property or equipment are sold or retired, the related cost and accumulated depreciation is removed from the accounts and any gain or loss is included in the results of operations. Management reviews property and equipment for impairment when events or changes in circumstances indicate that the carrying amounts may not be recoverable. Property and equipment are written off to operations when considered impaired. Maintenance and repairs, which neither materially add to the value of the property nor appreciably prolong its life, are charged to expense as incurred.

NOTE 3: DONATED SERVICES
A) The value of donated conference sponsorship income and expenses included in the financial statement for the years ended September 30, 2018 and 2017 is $124,750 and $63,830 respectively.

B) The Association receives a significant amount of donated services from unpaid volunteers who assist in fund raising and special projects. No material amounts have been recognized in the statement of activities because the nature of these volunteer services do not meet the criteria for recognition under generally accepted accounting principles.

NOTE 4: TEMPORARILY RESTRICTED NET ASSETS
Temporarily restricted net assets of $122,389 as of September 30, 2018 are available for:

• Assisting ticketing professionals to participate in INTIX conferences.
• Support organizations to provide continuing education to their employees.
• Enhance the knowledge of ticketing professionals

NOTE 5: CONCENTRATIONS
The Association maintains cash balances with high quality financial institutions and may periodically exceed the federally insured limit of $250,000 for interest bearing accounts. Management believes the Association is not exposed to any significant credit risk on cash.

NOTE 6: PROPERTY AND EQUIPMENT
The major components of property and equipment which is recorded at cost, consists of the following:

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Equipment</td>
<td>$84,984</td>
<td>$84,984</td>
</tr>
<tr>
<td>Accumulated depreciation</td>
<td>81,394</td>
<td>76,542</td>
</tr>
<tr>
<td></td>
<td>$  3,590</td>
<td>$ 8,442</td>
</tr>
</tbody>
</table>

Depreciation expense for the years ended September 30, 2018 and 2017 was $4,852 and $4,902 respectively.

NOTE 7: INCOME TAXES
The Association is an organization exempt from federal income tax under Section 501(c)(3) of the U.S. Internal Revenue Code. Therefore, no provision for income taxes is made in the accompanying financial statements.

The Association believes it has adequate support for positions taken on its Information Return of Exempt Organization (Form 990) and, accordingly, believes there are no uncertain tax positions that would affect its tax-exempt status. Management continually evaluates expiring statutes of limitations, audits, proposed settlements, changes in tax law, new authoritative rulings, and its operating characteristics to comply with its status as a tax-exempt organization.

NOTE 8: COMMITMENTS
(A) The Association has entered into various contracts for bookkeeping, operational support, conference management, publishing of newsletter and advertising which are renewable annually. The approximate annual costs of the contracts are $97,000.

(B) The Association has entered into contracts with hotels for future conferences. The contracts contain guarantees for room occupancy and penalties for non-compliance.

NOTE 9: SUBSEQUENT EVENTS
The Association has evaluated subsequent events through January 14, 2019, which is the date the financial statements were available to be issued. Management is not aware of any subsequent events which would require recognition or disclosure in the accompanying financial statements.
Looking forward...
We are back where we belong... in the Big Apple! INTIX 2020 in New York promises to be the most important event of the year for entertainment ticketing professionals. This don’t miss event is for everyone who is directly or indirectly involved in ticketing the arts, professional sports, college athletics, arenas, fairs and festivals, ticket distribution, and entertainment management.

INTIX is Driving the Future of Ticketing and Entertainment
INTIX is Driving the Future of Ticketing and Entertainment.