



International Ticketing Association

35th

**Annual Conference
& Exhibition**

INTIX@35 Years:
Defining Ticket Management

January 28-30, 2014

Sheraton Chicago Hotel & Towers
Chicago, Illinois

Annual Conferences

- 2013** *Magical Service Sparks Real Results!* • LAKE BUENA VISTA, FL
- 2012** *MISSION POSSIBLE: Resources; Returns; Results* • SAN ANTONIO, TX
- 2011** *Service: The Bridge to Customer Loyalty* • SAN FRANCISCO, CA
- 2010** *Your Passport to Ticketing* • TORONTO, ON, CANADA
- 2009** *30th Anniversary Conference & Exhibition* • SALT LAKE CITY, UT
- 2008** *29th Annual Conference & Exhibition* • CHICAGO, IL
- 2007** *Houston, We have INTIX* • HOUSTON, TX
- 2006** *A Whole New Revolution in Ticketing* • BOSTON, MA
- 2005** *The Value of Ticketing* • HOLLYWOOD, CA
- 2004** *Key to Success, INTIX 25th Anniversary Conference & Exhibition*
• PHILADELPHIA, PA
- 2003** *INTIX in Denver 2003* • DENVER, CO
- 2002** *IN TOUCH, IN TUNE, INTIX* • ATLANTA, GA
- 2001** *2001 AD: A Ticket Odyssey* • TORONTO, CANADA
- 2000** *INTIX on the Rio Grande: Journey to 2000* • ALBUQUERQUE, NM
- 1999** *20th Year INTIX: A Music City Celebration* • NASHVILLE, TN
- 1998** *Capital City, Capital Conference: INTIX We Trust* • WASHINGTON, DC
- 1997** *Stake Your Claim in the New Ticketing Frontier* • DENVER, CO
- 1996** *The 21st Century Workplace* • CHICAGO, IL
- 1995** *Shaping the Future* • SAN DIEGO, CA
- 1994** *Setting the Stage for Tomorrow's Opportunities* • New York, NY
- 1993** *Tickets and All That Jazz* • NEW ORLEANS, LA
- 1992** *Focus on the Future* • VANCOUVER, CANADA
- 1991** *Service: The Price of Admission* • ATLANTA, GA
- 1990** *BOMI by the Bay: Gateway to the Nineties* • SAN FRANCISCO, CA
- 1989** *Box Office: A Changing Environment* • TAMPA, FL
- 1988** *Tickets and the Law* • LAS VEGAS, NV
- 1987** *Deep in the Heart of Tickets* • SAN ANTONIO, TX
- 1986** *The Future is Here: Are We Ready?* • NEW YORK, NY
- 1985** *Box Office Means Business!* • TORONTO, CANADA

- 1984** *Box Office...Part of the Management Team* • LOS ANGELES, CA
- 1983** *Box Office in Transition...New Perspectives* • LONDON, ENGLAND
- 1982** *Managing the Staff for Productivity...Creative Controls & Technological Assistance* • ST. LOUIS, MO
- 1981** *Being Responsive to the Times: What Your Business Is, Where It Is Going* • ATLANTA, GA
- 1980** *Challenge of the 80's...Instant Service* • MILWAUKEE, WI

Webinars

- 2013** *Doing More with Less in the Ticket Office*
Getting What You Need from Technology: A Structured Approach to System Selection
How Small Pricing Decisions Make a Big Difference
- 2012** *5 Things Fans Want from Interactive Marketers, Top Tips to Improve Engagement Across Channels*
Implementing an End-to-End Revenue Management Strategy
Social Media Implementation for Ticketing: What's Working?
- 2011** *Applying the New ADA Regulations*
Engaging Customers Through Social Media
Improving Your Marketing, Sales and Customer Experience Using CRM

Summer Conferences

- 2009** *Best of Both Worlds One-Day Seminar Tour*
 INTIX and GHATA present: *Customer Service* • GALVESTON, TX
 INTIX and LVRTA present: *Expanding Your Global Reach – Marketing Your Tickets Internationally* • LAS VEGAS, NV
 INTIX and TSG present: *Suit Up & Show Up – Leadership*
 • BURNSVILLE, MN
 INTIX and GaPTA present: *Customer Service – Southern Style*
 • ATLANTA, GA
- 2008** *Summer Conference and Tabletop Trade Show* • NEW YORK, NY
- 2007** *Summer Conference and Tabletop Trade Show* • SAN DIEGO, CA
- 2006** *Summer Conference and Tabletop Trade Show* • MINNEAPOLIS, MN

- 2005** *INTIX Goes To The Beach* • CLEARWATER, FL
- 2004** *INTIX Goes to Washington* • WASHINGTON, DC
- 2003** *The New Gold Rush: Patron Relationship Management*
• SAN FRANCISCO, CA
- 2002** *INTIX in Milwaukee: Back to the Future* • MILWAUKEE, WI
- 2001** *Ticketing: It's Never Been Hotter!* • TEMPE, AZ
- 2000** *On Tickets, On Technology, On the Future* • SYRACUSE, NY
- 1999** *What's Brewing in Tickets?* • PORTLAND, OR
- 1998** *What's the Buzz* • SALT LAKE CITY, UT
- 1997** *One Hot City, One Hot Ticket* • CLEVELAND, OH
- 1996** *A Wave of the Future: Technology & the Box Office* • CHARLOTTE, NC
- 1995** *Motivation, Communication & Automation: Three Steps to a Better Box Office* • TORONTO, ONTARIO, CANADA
- 1994** *Counting On Tickets, Counting On You* • MINNEAPOLIS, MN
- 1993** *Mile High Management: Computer Confidence, Inspired Employees*
• DENVER, CO
- 1992** *Computerization: An Update* • NORFOLK, VA
- 1991** *Ethics & Standards* • OTTAWA, ONTARIO, CANADA
- 1990** *Policies & Procedures in Box Office Accounting* • KANSAS CITY, MO
- 1989** *Box Office as a Marketing Force* • NEW ORLEANS, LA
Fresh Air, Fresh Ideas • ESTES PARK, CO
- 1988** *The Telephone* • PHILADELPHIA, PA
Policies & Procedures • ANN ARBOR, MI
- 1987** *Box Office Accountability* • WASHINGTON, DC
Staff Training & Development • MINNEAPOLIS, MN
Customer Service • SAN DIEGO, CA
- 1986** *Accessibility* • ALBANY, NY
Policies & Procedures • PHOENIX, AZ
Customer Service • CLEVELAND, OH
- 1985** *The Other Side of the Ticket: Policies and Procedures* • MILWAUKEE, WI

European Conferences

- 2003** *ETT 2003* • GENEVA, SWITZERLAND
- 2002** *ETT 2002* • GOTHENBURG, SWEDEN
- 2001** *ETT 2001: Prague - The Jewel of Bohemia!* • PRAGUE, CZECH REPUBLIC

- 2000 *ETT 2000: Where the New Millennium Begins* • BARCELONA, SPAIN
- 1999 *ETT '99: Céad Míle Fáilte, One Hundred Thousand Welcomes*
• DUBLIN, IRELAND
- 1998 *ETT '98: Springtime in Paris* • PARIS, FRANCE
- 1997 *ETT '97 : Where Ticketing Takes Off!* • LONDON, ENGLAND
- 1996 *ETT '96: One BOMI Leads To Another* • BOLOGNA, ITALY
- 1995 *ETT '95: Vienna Waits For You* • VIENNA, AUSTRIA
- 1994 *ETT '94: Tickets & Tulips* • AMSTERDAM, THE NETHERLANDS
- 1993 *Europe Talks Tickets '93* • COPENHAGEN, DENMARK
- 1992 *Europe Talks Tickets '92* • EDINBURGH, SCOTLAND
- 1991 *Europe Talks Tickets '91* • COLOGNE, GERMANY
- 1990 *Europe Talks Tickets* • BRUSSELS, BELGIUM

Asia Pacific Conferences

- 1996 *2nd Pacific Rim Conference & Exhibition* • SYDNEY, AUSTRALIA
- 1989 *Box Office Management Into the '90s* • SYDNEY, AUSTRALIA

Patricia G. Spira Lifetime Achievement Award

- | | |
|----------------------------------|-------------------------------|
| 2013 Jack Lucas | 2000 Willard Bucklin |
| 2012 Angus Watson | 1999 Connie Nelson |
| 2011 Francine Accardi-Peri | 1998 Richard Carter |
| 2010 Karen Sullivan | 1997 Brian Leishman |
| 2009 Roger Tomlinson | 1996 Dorothy McLaughlin |
| 2008 Jennifer Staats Moore | 1994 Ernie Santi |
| 2007 Debra Kay Duncan | 1993 Bea Westfahl |
| 2006 Maureen Andersen | 1992 Gary Switlo |
| 2005 David Lowenstein | 1991 Roger Lobb |
| 2004 Jim Gatens | 1990 Gaston Morin |
| 2003 Albert Leffler | 1989 Herman Kesselaar |
| 2002 John Turchon | 1988 Vivienne Gardner |
| 2001 Richard Miller | 1987 William Murphy |

Outstanding Ticketing Professional

2013	Laura Zehe	1999	Angus Watson
2012	Peter Monks	1998	Moira Burgess
2011	James McCafferty	1997	Jill Baldi
2010	Russ Stanley	1996	Maureen Andersen
2009	Scott Zimmerman	1995	Pat "Sunshine" Tucker
2008	Teri McPherson	1994	Nedra Simpson
2007	Tracy Noll	1993	Jim Gatens
2006	Derek Younger	1992	Alice Toombs
2005	Ed Gilchrist	1991	Jennifer Staats
2004	Jack Lucas	1990	Melinda Johnston
2003	Paul Froehle	1989	June LeBlanc
2002	Mark Chambers	1988	Dianne Zemba
2001	Gary Lustig	1987	Robert Bodus
2000	Michael Naughton	1986	Beth Janiszewski

Outstanding Box Office

2013	TULSA PERFORMING ARTS CENTER
2012	PHILADELPHIA PHILLIES
2011	SUNDANCE INSTITUTE
2010	GRAND 1894 OPERA HOUSE
2009	ARENA STAGE
2008	BRYCE JORDAN CENTER - PENN STATE UNIVERSITY BOX OFFICE
2007	BOISE STATE UNIVERSITY
2006	CENTER THEATRE GROUP
2005	UNIVERSITY MUSICAL SOCIETY
2004	THE HISTORIC THEATRE GROUP (STATE, ORPHEUM, AND PANTAGES THEATRES)
2003	LOS ANGELES PHILHARMONIC ASSOCIATION
2002	KENNEDY CENTER FOR THE PERFORMING ARTS

- 2001 SAN FRANCISCO GIANTS BASEBALL CLUB
- 2000 NJSEA MEADOWLANDS BOX OFFICE
- 1999 TARGET CENTER
- 1998 ORDWAY MUSIC THEATRE
- 1997 WOODRUFF ARTS CENTER
- 1996 CIRQUE DU SOLEIL
- 1995 ORLANDO CENTROPLEX
- 1994 PENN STATE UNIVERSITY CENTER FOR THE ARTS
- 1993 MILWAUKEE BREWERS BASEBALL TEAM
- 1992 DENVER CENTER FOR THE PERFORMING ARTS
- 1991 NATIONAL ARTS CENTRE
- 1990 THUNDER BAY COMMUNITY AUDITORIUM



Spirit Award

- | | |
|----------------------------------|----------------------------------|
| 2013 Aren Murray | 2003 David Lowenstein |
| 2012 Joseph Carter | 2002 Pat "Sunshine" Tucker |
| 2011 Tracy R. Noll | 2001 John J. Turchon |
| 2010 Russ Stanley | 2000 Ralph Beyer |
| 2009 Karen Mosley | 1999 Francine Accardi |
| 2008 Risë Walter | 1998 Jerry Hendricks |
| 2007 Jena L. Hoffman | 1997 Sue Uings |
| 2006 Jennifer Staats Moore | 1996 Connie Nelson |
| 2005 John Tipton | 1995 Susan Santi |
| 2004 Jane Kleinberger | |



Young Ticketing Professional of the Year Award

2013 Tammy Enright

2012 Amy Constantine Kline

INTIX Board Chairs

2014 Jennifer Aprea

2013 Mardi Dilger

2012 Robert Bennett

2011 Brian P. Sayre

2010 Joe Carter

2009 Tracy Noll

2008 Tracy Noll

2007 John Harig

2006 Karen Sullivan

2005 Debra Kay Duncan

2004 Linda Forlini

2003 Jennifer Staats Moore

2002 David Lowenstein

2001 Angus Watson

2000 Angus Watson

1999 Maureen Andersen

1998 Maureen Andersen

1997 Jim Gatens

1996 Jim Gatens

INTIX Presidents

2009-Present Jena L. Hoffman, *President & CEO*

2008-2009 Maureen Andersen, *Interim President*

2002-2008 Jeffrey Larris, *President*

1980-2002 Patricia G. Spira, *Founder & President*

