



# PRODUCTION TECH PACK

Welcome to the Credit Union of Texas Event Center!

The Credit Union of Texas Event Center, formerly known as Allen Event Center, located in Allen, Texas, began operation in November 2009. This \$52.6-million state-of-the-art facility has multiple-use capability, proudly hosting concerts, family shows, circuses, rodeos, hockey, basketball, boxing and motor sports. In addition, both the Allen Americans of the Eastern Central Hockey League and the Dallas Sidekicks of the Major Arena Soccer League call the arena home.

The technical package has been assembled as a reference tool to better acquaint you with our facility. If you have any questions regarding this document, please do not hesitate to contact a member of our staff. The Credit Union of Texas Event Center takes great pride in hosting your event. Thanks for allowing us the opportunity to serve you.

Credit Union of Texas Event Center  
200 E. Stacy Rd Suite #1350  
Allen, Texas 75002  
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972.678.4664 fax  
[www.cutxeventcenter.com](http://www.cutxeventcenter.com)

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## Facility Overview and Directions

Phone Number:	972.678.4646
Fax Number:	972.678.4664
Website:	<a href="http://www.cutxeventcenter.com">www.cutxeventcenter.com</a>
Arena Management:	City of Allen
Seating Capacity:	7,000 Full House Concert (Capacity may increase/decrease; subject to production specifications)
Parking:	2,000 parking spaces including 2 parking garages. Parking is free
Tenants:	Allen Americans (ECHL) Dallas Sidekicks (MASL)

**Directions to the Credit Union of Texas Event Center:** Allen is centrally located in Collin County and is 20 minutes north of downtown Dallas. The cities surrounding Allen are Plano, Fairview, McKinney, and Frisco. The following is a listing of directions coming into the Credit Union of Texas Event Center

### Via US-75 Southbound

- 1) Exit Stacy Road EXIT 37
- 2) Turn LEFT/ EAST onto Stacy Road
- 3) Turn RIGHT/SOUTH onto Andrews Parkway
- 4) Turn RIGHT/WEST onto Event Center Drive

### Via US-75 Northbound

- 1) EXIT 36 Exchange Parkway
- 2) RIGHT/WEST onto Exchange Parkway
- 3) LEFT/NORTH onto Andrews Parkway
- 4) LEFT/WEST onto Event Center Drive

### Via I-35E Northbound

- 1) RIGHT/NORTH onto TX-121 North
- 2) RIGHT/SOUTH onto US-75 South
- 3) EXIT 37 Stacy Road
- 4) LEFT/EAST onto Stacy Road
- 5) RIGHT/SOUTH onto Andrews Parkway
- 6) RIGHT/WEST onto Event Center Drive

### Via I-35E Southbound

- 1) LEFT/NORTH onto TX-121 North
- 2) RIGHT/SOUTH onto US-75 South
- 3) EXIT 37 Stacy Road
- 4) LEFT/EAST onto Stacy Road
- 5) RIGHT/SOUTH onto Andrews Parkway
- 6) RIGHT/WEST onto Event Center Drive

**AMENITIES:**

**Box Office:**

The Credit Union of Texas Event Center box office is open Monday through Friday from 10:00 AM - 6:00 PM and event days. Hours may vary per event requirements on day of show. The box office utilizes the Ticketmaster system. There are two (2) exterior windows and five (5) interior windows. Event will call opens two hours prior to the start of the event. The box office accepts cash and all major credit cards.

**Bus and Truck Parking:**

The main parking area for tour buses is back of house, located on the East side of the facility. There is space for 7 buses in the production lot. The loading dock may also be used for bus parking; however dock parking is on a space available basis only. There are six separate 30 amp shore power services available. Additional bus parking on the street surrounding the venue can be made available.

*Please see the Appendix for the locations of back of house*

**Catering:**

Culinary Classics, the facility food concessionaire, must be used for backstage catering needs, unless advance consent has been given by Credit Union of Texas Event Center for an artist tour caterer to be utilized.

**Door Opening:**

The standard policy at Credit Union of Texas Event Center is to open doors open approximately 60 minutes prior to the start of the show. Security requirements are subject to advance with artist touring personnel.

**Dressing Rooms:**

There are two Star dressing rooms with private restroom and shower capabilities and one Flex Room. Star Rooms 1 and 2 and Flex Room are carpeted and can be configured with specific furniture or equipment requests. Flex Room does not have bathroom facilities

Star Hallway

- Star Dressing Room 1                    16' x 12'
- Star Dressing Room 2                    16' x 12'

Front Hallway

- Flex Room 1                                10' x 10'

**Locker Rooms:**

There are four locker rooms with locker rooms style showers and toilet stalls. The locker rooms are outfitted with hard rubber flooring and are lined on three sides with stall lockers. The locker rooms can be used as dressing rooms for non-sporting events. Each set of locker rooms has an air wall between them that can be opened up to create one large room instead of two smaller rooms

Front Hallway

- Locker Room 1                    15' x 10' set as a single room
- Locker Room 2                    15' x 10' set as a single room
- Locker Room 1 & 2                30' x 10' when combined

Star Hallway

- Locker Room 3                    15' x 10' set as a single room
- Locker Room 4                    15' x 10' set as a single room
- Locker Room 3 & 4                30' x 10' when combined

All dressing rooms and locker rooms are located upstage left within 100' of the typical stage location

**Electrical Equipment:**

There are two upstage electrical areas as well as one downstage left electrical area located at section 115. The upstage power is located stage left and stage right approximately 75' from upstage center in an end stage configuration. The house electrician will make all power connections.

**Power Availability:**

<b>STAGE RIGHT</b>	Two - 3 phase 400 amp services
<b>STAGE RIGHT</b>	Two - 3 phase 200 amp services
<b>STAGE LEFT</b>	One- 3 phase 400 amp services
<b>STAGE LEFT</b>	One - 3 phase 200 amp services
<b>STAGE LEFT</b>	Two – 3 phase 100 amp services
<b>DSL CENTER BOWL</b>	One - 3 phase 400 amp services
<b>LOADING DOCK</b>	Two - 3 phase 200 amp services

**Floor Covering:**

Fall, winter, and spring shows will be over the ice rink. A fiberglass polar floor covering in sections of 4'x8'x1" will be utilized to cover the ice.

**Floor Size:**

The arena floor measure 85' x 200' (17,000sq. ft.) with all dasher boards inserted; and 115' x 240' (27,600 sq. ft) with seats retracted and the corresponding dasher boards removed.

**Forklifts:**

There are 2 propane forklifts in house with load capacities of 5,000 pounds. They each have 18' rise and standard 4' blades.

**Furniture:**

Credit Union of Texas Event Center has an inventory of furniture and pipe and drape available in-house. Any requests for additional furniture and pipe and drape may be rented, per advance.

**Hazers:**

The venue Production Manager must be made aware of all fog machines/hazer usage. There can be no usage of these machines unless the Production Manager is aware and has given permissions.

**House Lights:**

All arena lighting systems are controlled by the lighting control system located on the second floor in the Production Booth and/or security command room. The lighting control room is staffed during the event and is in communication with show personnel through the house Clearcom system or radio. Aisle lighting is provided during all "house black" shows to provide a safe environment for our guests. All suites go black in conjunction with the house.

**Loading Dock:**

The loading dock is located on the East side of the building and is approached by way of Andrews Parkway. There are three bays with docks and one ramp available. The height restriction for loading doors is 14'6". Two trucks may live in the bay for the duration of the show, leaving one bay open unless otherwise advanced. Additional truck parking can be accommodated in the production lot pending show requirements.

**Liquor:**

In accordance with the Texas Alcoholic Beverage Commission, all liquor (including backstage liquor) must be purchased from Culinary Expressions, the official holder of the liquor permit. All liquor orders should be requested at least one week in advance.

**Merchandise:**

Credit Union of Texas Event Center will handle merchandising on behalf of the venue. This includes all merchandise (souvenirs, novelties, books, records and other items) sales, operations, and management. All outlets will be strategically located to maximize exposure to guests. The Credit Union of Texas Event Center retains the exclusive right to sell its own souvenir products during all events.

**Public Parking:**

North parking garage - 750 vehicle capacity.  
South parking garage - 1,250 vehicle capacity.

Several surrounding surface lots adjacent to the Credit Union of Texas Event Center with about 3,000 parking spaces available. All parking will be free.

**Pyrotechnics:**

All pyrotechnics must be cleared through the Production Manager. One on-site fire marshal is required at the expense of the show.

**Rigging Plans:**

All overhead rigging plots, including desired fly points and associated weights, side and overhead view drawings must be submitted to Credit Union of Texas Event Center at least two weeks prior to the show. This is of particular importance for all set ups that are anything other than an end stage set up.

- Ground floor to low steel is 50ft.
- Ground floor to high steel is 80ft (boom lift needed to reach high steel).

**Scoreboards:**

Two LED video boards 40'- 5.5" wide x 11'-11.4" tall on the north and south sides of the arena. (960x352 pixels)

Two LED scoreboards 15'-11.2"wide X 4'- 9.3" tall on the east and west end of the arena floor. (480x80 pixels)

One LED "360 ring" encircles the arena on the suite level fascia. Measurements are approximately 24" high by 973' in circumference (11680x24 pixels).

**Smoking:**

There is a strict no smoking policy at the Credit Union of Texas Event Center. Smoking is allowed only in designated areas outside the center.

**Sponsorships:**

All sponsorships including giveaways and other promotional items displayed or issued on Credit Union of Texas Event Center premises must be advanced with the Production Manager.

Due to existing contractual obligations, certain sponsors may be limited inside the building and on building property. **Please advance any sponsorship requirements with venue Production Manager.**

**Spotlights:**

There are six (6) Super Trouper 2K spotlights in house, located in the catwalk.

**Staging Equipment:**

Stage Right staging system with variable height between 48" and 78", with 3 variable height staircases. All decks are 4'x8' with a weight capacity of 125 lbs per square foot. The stage at Credit Union of Texas Event Center has the capability of being as large as 60'x40'. Additional risers from 6" to 36" are available. Skirting and railings are also available upon request.

**Telephone Service:**

Event telephone must be ordered through Credit Union of Texas Event Center at least two weeks prior to the event date. There will be a technician on site to handle all telephone connections at load-in.

OTHER EQUIPMENT:

**Barricades:**

- Twenty (20) – 8' standard bicycle/crowd control barricade
- Thirteen (13) – 4' sections of blow-through "Mojo" barricade

**Floor Seating:**

2100 - Clarion lockable folding chairs

**Tables:**

18 – 8' Banquet  
40 – 5' Banquet  
20 – 60" Round

**Scissor Lift:**

32 ft. Platform height capability

**AREA SERVICE PROVIDERS:**

**Hotels:** The Allen Convention and Visitors Bureau provide a plethora of helpful information, guides and resources to assist you with accommodations in our great city. Feel free to visit <http://hotel-guides.us/texas/allen-tx-hotels.html>.

**Limousines/Taxis:** Limousines may pull up to the Credit Union of Texas Event Center along Event Center Dr. You may not park limos but may drop-off or pick-up guests. For information on limousine service providers, please view: <http://allen.limoclub.net/>.

**Recreation/Attractions:** What's to do in this town? See what's available at [http://www.cityofallen.org/visiting\\_us/](http://www.cityofallen.org/visiting_us/).

**Rental Cars:** Several rental car agencies operate in Allen. To see a list of rental car agencies available in Allen, please visit [http://www.metrotravelguide.com/car\\_rentals/allen/tx/usa/#trafficLogID=573659862&visited=true&clickingLogId=59137059](http://www.metrotravelguide.com/car_rentals/allen/tx/usa/#trafficLogID=573659862&visited=true&clickingLogId=59137059).

**Collin County:** The official web site for Collin County (including information regarding the Credit Union of Texas Event Center) may be viewed at: <http://www.co.collin.tx.us/>.

**City of Allen (City Web Site):** The official web site for the city may be viewed at: <http://www.cityofallen.org>.

**Allen Convention and Visitors Bureau:** The official web site may be viewed at: <http://www.visitallentexas.com>

**State of Texas:** The official web site for the state of Texas (including information regarding the Texas Alcoholic Beverage Commission) may be viewed at <http://www.state.tx.us/>.