

**SAN FRANCISCO WAR MEMORIAL AND PERFORMING ARTS CENTER**

**RENTAL REQUESTS: October 11, 2018**

**DAVIES SYMPHONY HALL**

Mind the Product Conference and Expo	July 15 & 16, 2019 (Date change)	\$13,635.00
MGP Presents Assassin's Creed Video Game Film w/ Orchestra	August 3, 2019	\$2,750 vs 10% \$7,900.00 maximum
Emporium Presents Straight No Chaser	December 29, 2019	\$2,750.00 vs 10% \$7,900.00 maximum

**HERBST THEATRE**

Another Planet Entertainment Tori Kelly	November 20, 2018	\$2,600.00
BenDeLaCreme, LLC To Jesus, Thanks for Everything!	December 28, 2019	\$2,600.00
La Diosa Entertainment, Inc. Juan Morillo in Concert	February 16, 2019	\$2,600.00
Jewish Community Relations Council Behind the Scenes 2019	February 27, 2019	\$1,300.00
UCSF Graduate Division Graduation Ceremony	June 5, 2019	\$725.00

**WILSEY CENTER FOR OPERA**

San Francisco Opera Guild Arabella Insight Panel	October 13, 2018	\$800.00
Symphony Parnassus Rehearsal	November 17, 2018	\$250.00
City Dance Studios City Dance Onstage	December 6, 7 & 9, 2018	2,900.00
San Francisco Ballet Orchestra Rehearsals	December 11, 2018 and January 17 & 18, February 6, 7 & 8 and March 22 & 23, 2019	\$2,000.00
Mannakin Theater and Dance The Nutshell!	December 14 & 15, 2018	\$2,100.00
Macalester College Program & Reception	January 17, 2018	\$1,050.00
San Francisco Opera Season Announcement	January 22, 2019	\$1,050.00

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IF/X Productions Lautrec! His Muses & Their Music	January 28-February 3, 2019	\$7,400.00
Philharmonia Baroque Rehearsal	March 4, 2019	\$250.00
Swords to Plowshares Summer Symphony Concert	July 30 & 31, 2019	\$1,850.00

**San Francisco War Memorial**  
**FY 2018-2019 Appropriations Report - September 30, 2018**

OBJ	DESCRIPTION	REVISED APPROPRIATION	YTD ENCUMBERED & EXPENDED	BALANCE	LAST YEAR ENCUMBERED & EXPENDED
501010	Permanent Salaries	\$ 5,934,898	\$ 1,132,424	\$ 4,802,474	\$ 1,336,331
501010	Temporary Salaries	460,741	-	460,741	-
509010	Premium Pay	134,205	20,918	113,287	24,845
510210	One-Time Salaries Payments	-	24,178	(24,178)	-
511010	Overtime	134,307	40,565	93,742	42,840
501070	Holiday	90,399	14,786	75,613	14,155
513000	Mandatory Fringe Benefits	3,144,073	553,929	2,590,144	565,091
521030	Air Travel	3,051	-	3,051	-
521050	Non-Air Travel	5,545	2,540	3,005	1,232
522000	Training	11,870	-	11,870	-
523010	Auto Mileage	100	-	100	-
524010	Membership Dues	2,225	819	1,406	470
527090	Special Inspection & Testing Services	-	2,320	(2,320)	1,280
527610	Systems Consulting	41,186	31,909	9,278	53,784
527990	Other Professional Services	5,500	-	5,500	2
528010	Scavenger Service	310,000	230,975	79,025	738,138
528030	Pest Control	37,700	26,500	11,200	
528910	Elevator Service	225,096	102,795	122,301	
528990	Other Building Maintenance Services	260,084	218,485	41,600	
529110	Data/Word Processing Maintenance	20,596	10,096	10,500	19,370
529990	Other Equipment Maintenance	30,073	8,253	21,820	
531000	Equipment Lease/Rental	15,725	11,809	3,916	12,931
535000	Other Current Expenses	41,661	16,306	25,355	8,908
540000	Materials & Supplies	309,330	85,124	224,207	78,437
552110	Taxes (Community Benefit District)	65,870	-	65,870	-
552115	Sales Tax	547	8,991	(8,444)	-
552210	Fees, Licenses and Permits	26,760	2,132	24,628	8,983
554610	Revolving Fund (Account Closed)	-	(400)	400	-
581051	PUC - Light, Heat and Power	783,809	-	783,809	47,682
581063	PUC - Sewer Service	114,900	15,084	99,816	-
581064	PUC - Water	102,000	17,858	84,142	-
581210	DTIS - ISD Services-Infrastructure	133,545	-	133,545	-
581270	City Attorney - Legal Services	100,000	-	100,000	-
581325	DTIS - Enterprise Agreement	3,420	-	3,420	-
581360	DTIS - Telephone Services	36,143	-	36,143	-
581410	GSA - Custodial Services	3,553,841	-	3,553,841	-
581450	DHR - Management Training	1,080	-	1,080	-
581460	DHR - Workers Compensation	59,859	-	59,859	-
581570	DPH - Medical Services/Training	19,741	-	19,741	-
581580	DPH - Toxic Waste & Haz. Mat Svcs.	6,650	-	6,650	-
581820	Purchasing - Reproduction	8,500	-	8,500	-
581880	Rec. Park - Gardener Services	142,489	-	142,489	-
	<b>TOTAL OPERATING</b>	<b>\$ 16,377,519</b>	<b>\$ 2,578,394</b>	<b>\$ 13,799,124</b>	<b>\$ 2,954,479</b>
067AAP	Facilities Maintenance	\$ 755,244	\$ 346,414	\$ 408,830	NA
067ACP	Capital Improvements	4,673,035	301,336	4,371,699	NA
067ACP	Capital Equipment	-	-	-	NA
	<b>GRAND TOTAL</b>	<b>\$ 21,805,798</b>	<b>\$ 3,226,145</b>	<b>\$ 18,579,653</b>	
570000	Debt Service	\$ 9,281,585	\$ 3,013,031	\$ 6,268,554	NA
	War Memorial Reserve	\$ 2,659,196	\$ 421,534	\$ 2,237,661	
	Concessions Equip. Repl. Fund	\$ 129,059	\$ 62,585	\$ 66,474	NA

<p align="center"><b>San Francisco War Memorial</b>  <b>FY 2018-2019 Housekeeping Expenditures - September 30, 2018</b></p>	
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**San Francisco War Memorial**  
**FY 2018-19 Revenue Report - September 30, 2018**

REF.		SEPT REVENUE	YEAR TO DATE	LAST YEAR TO DATE
	<b>FACILITY RENTAL</b>			
35511	Opera House	\$ 785.00	\$ 280,366.90	\$ 168,327.05
35512	Green Room	22,375.00	190,425.00	211,072.00
35521	Herbst Theatre	28,425.00	269,600.00	205,950.00
35531	Davies Symphony Hall	36,720.00	240,015.00	309,308.90
35542	Wilsey Center	17,410.00	63,330.00	86,485.00
62891	Zellerbach Rehearsal Hall	-	73,555.00	105,325.00
	<b>OFFICE RENTAL</b>			
35519	San Francisco Opera (OH)	13,498.82	53,995.28	50,979.36
35519	San Francisco Ballet (OH)	-	5,609.04	5,295.75
35539	San Francisco Symphony (DSH)	-	42,957.00	40,557.60
35540	Veterans Bldg. Office Rent (SFO)	35,830.90	143,323.60	135,253.96
35540	Veterans Building Occupancy Fees	-	1,625.82	1,896.66
	<b>FOOD/BEVERAGE CONCESSIONS</b>			
35611	Opera House	730.49	51,253.63	56,899.08
35611	Herbst Theatre	2,566.80	22,493.60	24,873.16
35631	Davies Symphony Hall	25,063.72	80,598.93	71,604.82
	<b>PROGRAM CONCESSIONS</b>			
35612	Opera House	-	200.03	2,135.06
35612	Herbst Theatre	-	-	236.07
35632	Davies Symphony Hall	222.00	2,247.02	3,342.09
	<b>OTHER</b>			
35232	Parking Fees	1,593.75	11,396.25	10,765.30
62899	Miscellaneous Revenue	14,255.50	66,007.60	50,550.20
<b>GROSS REVENUE</b>		<b>\$ 199,476.98</b>	<b>\$ 1,598,999.70</b>	<b>\$ 1,540,857.06</b>
	Less 15% War Memorial Reserve	(29,921.52)	(239,849.86)	(229,703.54)
	Payment to War Memorial Commission	(3,216.00)	(9,648.00)	(8,787.00)
<b>NET REVENUE</b>		<b>\$ 166,339.46</b>	<b>\$ 1,349,501.84</b>	<b>\$ 1,302,366.52</b>
	<b>OTHER FUNDS</b>			
35614	Concessions Equipment Replacement	\$ 1,357.37	\$ 7,948.27	\$ 8,165.97

**City Box Office**  
180 Redwood Street, Suite 100  
San Francisco, CA 94102

September 28, 2018

Elizabeth Murray, Managing Director  
War Memorial Performing Arts Center  
401 Van Ness Ave., Room #110  
San Francisco, CA 94102

Dear Beth,

It has been three years since the War Memorial Veterans Building, including the Herbst Theatre has reopened its doors after an over two year renovation period. The building has had a very successful reopening as far as we can see and it's been an exciting few years of the Herbst Theatre presenting many wonderful events. City Box Office has been serving as the box office for the Herbst Theatre during these three years as well as many years prior to the renovation. City Box Office requests approval of a two year extension of our current agreement with the War Memorial to provide Box Office/Ticketing services for the Herbst Theatre. When the War Memorial Board approved our current Agreement which ends September 30, 2018 there was an option for a two year extension.

Our services would be provided at the same terms and conditions of our current agreement. We are not proposing any changes to our fee structure to either presenting organizations/clients or to patrons. City Box Office is still located at 180 Redwood Street which is very convenient to the Herbst Theatre. We have recently renewed our lease for 5 years so we would be able to continue to serve Herbst patrons and presenters from our current location throughout the next 2 years, and hopefully beyond.

All of the items that we talked about three years ago that City Box Office would be implementing once the Herbst Theatre reopened were indeed executed and are successful. Most significantly was the implementation of print at home and mobile delivery of tickets. For these past three years we feel that the running of the box office onsite during events has run extremely smoothly.

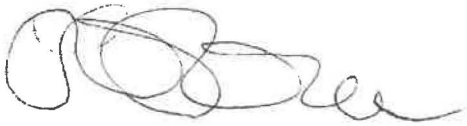
We have continued to update our ticketing system and procedures to keep in line with current ticketing practices. There have been upgrades that make ticket purchasing for patrons a more smooth, user-friendly experience. And we have put into place more access for presenters/clients to our reporting system so they can get current, updated ticket sales and customer data whenever they need the information.

We so enjoy our relationship with the War Memorial and with the Herbst Theatre staff. We have worked for so many years with so many wonderful organizations that present at the Herbst Theatre. We are proud to be a small part of the continuing success of the Herbst and very much wish to continue to serve as the box office.

We are currently on sale to the public with Herbst performances and events through May 2019.

Thank you for your consideration of our request. Please let us know if there is any additional information that we can provide.

Sincerely,

A handwritten signature in black ink, consisting of several overlapping loops and a trailing flourish.

Lauren McQuade  
President, City Box Office

# City Box Office

180 Redwood Street, Suite 100 San Francisco, CA 94102 (415) 392-4400 [www.cityboxoffice.com](http://www.cityboxoffice.com)

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## San Francisco War Memorial and Performing Arts Center Herbst Theatre Ticketing

By agreement with the War Memorial Board of Trustees, City Box Office has the exclusive right to handle all box office and ticket sales services for performances and events taking place in Herbst Theatre. Herbst Theatre Licensees are required to enter into an agreement with City Box Office for box office services.

### Ticketing Services

City Box Office provides ticket sales by phone and internet, mail order processing, ticket printing and distribution, discount and complimentary ticket management, ticket sellers at performance, will call and guest list services, and the handling of, and processing of donations. Additional services for subscription performances include ticket exchanges and series renewals.

### Box Office Fee

The Box Office Fee is based on the number of tickets distributed per performance. Distributed tickets include all tickets sold, complimentary tickets, and any tickets allotted to the Licensee.

Single Performance	
Tickets Distributed	Box Office Fee
1 – 350 Tickets	\$400.00
351 – 500 Tickets	\$450.00
501 – 650 Tickets	\$500.00
651 – 800 Tickets	\$550.00
801 – 950 Tickets	\$600.00
950+ Tickets	\$625.00

Subscription Performance	
Tickets Distributed	Box Office Fee
1 – 350 Tickets	\$500.00
351 – 500 Tickets	\$550.00
501 – 650 Tickets	\$600.00
651 – 800 Tickets	\$650.00
801 – 950 Tickets	\$700.00
950+ Tickets	\$725.00

### Ticket Sellers at Performance

One ticket seller is included with the Box Office Fee. Each additional ticket seller is an additional \$70.00. Ticket sellers distribute will call and sell any remaining tickets for a period of 2 hours. The box office at the Herbst Theatre will be open 90 minutes prior to the performance through 30 minutes following the performance start.

### Credit Card Reimbursement

A fee of 3.5% will be charged for all credit card sales processed by City Box Office.

### Postponements and Cancellations

A fee of \$75.00 in addition to fee deposit; plus, actual amount of customer service fees refunded by City Box Office.

Additional box office services (e.g. additional box office hours) must be arranged in advance and are subject to additional fees. Please contact City Box Office at [sales@cityboxoffice.com](mailto:sales@cityboxoffice.com) or (415) 392-4400 with inquiries.



## Advance Ticket Sales

In Person/By Mail:	City Box Office 180 Redwood Street, #100 San Francisco, CA 94102	Monday - Friday	9:30 am - 5:30 pm
Telephone:	(415) 392-4400	Monday - Friday Saturday	9:30 am - 5:00 pm 12:00 pm - 4:00 pm
Internet:	www.cityboxoffice.com		
Agency Sales:	Upon mutual determination of Licensee and City Box Office, advance tickets may be made available for sale through ticket agency outlets. A fee of \$25.00 per agency may apply.		

## Ticket Sales at Herbst Theatre

The box office at the Herbst Theatre will be open 90 minutes prior to the performance through 30 minutes following the performance start. (The box office at the Herbst Theatre is not open for advance ticket sales.)

## Customer Service Charges

The following customer service charges will be charged to patrons on all advance tickets sales.

### Walk-Up sales at City Box Office:

\$1.00 per ticket

### Internet, Phone, and Mail sales:

Tickets priced at \$0.00 - \$20.00:	\$2.50 per ticket + \$1.00 per order
Tickets priced at \$20.01 - \$60.00:	\$2.75 per ticket + \$1.00 per order
Tickets priced at \$60.01 or more:	\$3.75 per ticket + \$1.00 per order

### Ticket sales at Herbst Theatre:

No customer service charge

## Ticket Delivery Options

City Box Office offers patrons a choice of print at home, mobile, Apple Wallet, mailed (via USPS) and will call tickets; all at no extra charge.

## Ticket Payment Procedures

City Box Office will accept MasterCard and Visa for ordering advance tickets by phone, internet, mail or in person. Personal checks will be accepted by mail or in person up to seven days prior to a performance. Ticket sales at the Herbst Theatre Box Office will be by cash or credit card only.

## Reporting Procedures

Reports:	City Box Office will provide Licensee with access to the City Box Office reporting site.
Settlement:	Within two business days following the performance or event, a complete financial accounting and ticket sales statement will be provided to Licensee.

# City Box Office Marketing Services

## City Box Office Email List

The City Box Office opt-in email list can be used for a variety of promotions such as special presales, on sale announcements, and discount offers. Emails will be dedicated to Licensee's event only.

*Please note, City Box Office requires all content for an email 3 business days before the scheduled send date.*

Fee: \$75 per promotion.

## Featured Event on City Box Office Website

Licensee may feature their event on the City Box Office website ([www.cityboxoffice.com](http://www.cityboxoffice.com)). Up to 5 events may be featured at one time. Featured events are listed in chronological order.

Fee: \$50 per week OR \$40 per week for 4 or more weeks.

## Facebook Ticketing

Licensee may sell tickets to their event through their Facebook fan page, allowing users to complete ticket purchases without leaving the Facebook platform.

No fee.

## Goldstar

Goldstar is a discount ticketing agency with a large patron database which is emailed every Tuesday. For reserved seating events, Goldstar patrons will be assigned the best available seats in each price zone on the day of the performance.

*Please note, Goldstar requires a medium to large high-resolution image that is at least 1,440 pixels wide by 810 pixels high. Images with little to no text work best. Goldstar has a 50 ticket minimum for events in San Francisco and a 40 ticket minimum for events outside of San Francisco.*

Fee: 10% sales commission charged by Goldstar. No fee charged by City Box Office.

For more information about City Box Office, please contact:  
[sales@cityboxoffice.com](mailto:sales@cityboxoffice.com) or (415) 392-4400

## **Murray, Elizabeth (WAR)**

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**From:** Jon Finck <jfinck@SFOpera.com>  
**Sent:** Wednesday, September 26, 2018 3:15 PM  
**To:** Norris, Jennifer (WAR); Murray, Elizabeth (WAR)  
**Subject:** Tosca Exhibition in Foyer

**Importance:** High

Dear Jennifer and Beth,

Thank you for your email and once again, apologies for the delay in getting this request to you both and the Trustees.

The San Francisco Opera Communications Department would like to install a small exhibition in the WMOH foyer, this time on the subject of Giacomo Puccini's opera "Tosca," coinciding with the Company's new production of "Tosca" and debut of Italian soprano Carmen Giannattasio in the title role. The exhibition would run Wednesday, October 3 through Saturday, November 3.

All four of these vitrines have previously been installed in the Opera House foyer and would be placed in front of the torchiere fixtures. Three of the vitrines are flat in nature and measure 42" x 28" x 10" and will be curated with rare archival images, programs and prop pieces. The other vitrine measures 84" vertical x 47.5" wide x 18" deep and will feature the Dorothy Kirsten "Tosca" costume (dress and hat) as designed by Valentino; this vitrine was last seen in the Opera House in 2016 for the world premiere of the Chinese opera, "Dream of the Red Chamber."

The exhibition will have proper signage and three of the vitrines will have LED lighting to enhance the viewing experience. Plans call for the installation of the vitrines beginning Thursday, Sept 27 and the installation completed by Wednesday, Oct. 3. Our plan would be to de-install the exhibition and remove the vitrines beginning Monday, November 5.

One additional word about these foyer exhibitions. We know from recent experience with the exhibitions on "Girls of the Golden West" and the "Ring," the public responded with great enthusiasm to viewing the curated items. We believe it enhanced the public's experience at the Opera House while honoring the Company's impressive archival record.

I hope this exhibition idea meets with the approval of the Trustees and thank you in advance for your assistance.

Respectfully submitted,  
Jon Finck

Jon Finck  
Director of Communications and Public Affairs  
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