

Brian Haynes

From: David Vered [REDACTED]
Sent: Sunday, July 11, 2021 11:29 AM
To: Brian Haynes
Cc: David Vered; David Vered
Subject: Allegiant Stadium Concert Acoustics

Follow Up Flag: Follow up
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Brian,

Last night we attended the Garth Brooks concert and the sound acoustics were an unmitigated disaster!

We sat in sec. 226 and the music and lyrics were completely unintelligible. Even when Garth spoke to the audience you could not make out what he was saying. Everyone around us was upset and the stadium staff agreed and said they were working on it. You cannot work on it real-time.

You need sound engineers to fix it permanently. The sound waves were bouncing off the walls and mixing which caused the distortion.

If you have additional concerts without a major fix, the results will be the same.

What say you?

David Vered
[REDACTED]

July 12, 2021

Las Vegas Stadium Authority

Mark Davis LV Raiders

ASM Global

Allegiant Stadium Guest Experience

Southern Nevada Health District

To Whom It May Concern:

Good day. I am writing to all of you as a concerned taxpayer of Las Vegas. I attended the Garth Brooks show at Allegiant Stadium on July 10, 2021. Many important issues need addressing from ALL management agencies. This opening of the arena and this show was a long time in the making. And in my professional experience, one of the worst "openings" I have ever attended. If not for the fact that I have seen Garth Brooks more than 10 times & knowing the kind of show & event he puts on, I would have left.

The entire stadium appeared unprepared for over 65,000 guests in 118-degree heat. The excessive heat warning had been issued for many days prior to the event.

- Almost no shade available except for the less than 6 feet of overhang at each entry gate. 1 small tent(12'x12') with 2 misters at the base of the hacienda bridge and 1 other on the west side of the arena
- No water available except for "purchase" (less than a pallet). Guests were made to "throw away" or "chug" sealed water bottles @ entry gates. Absolutely no water available between entry gate and doors. Other venues in town that serve 60,000 guests or more (conventions, LV Marathon, LV Centennial Celebration 2005, EDC, & multiple others), provide water, either small bottles or vendor assisted water delivery systems
- No EMS on bridge on east side of Hacienda. No public address or staff giving directions, flagging, or other assistance to guests. No emergency lane on bridge for EMS, PD, or FD access
- Employees of various contract agencies working w/o shade, breaks, or water. Causing many to be transported by ambulance
- Strike teams from other ambulance agencies brought in to handle the overload of 911 calls on the outdoor areas including lots on stadium property
- Poorly marked signage for ems/first aid locations

Additionally, since it appears to have changed since the opening of the arena there was no facility security (in marked Allegiant Stadium attire) anywhere to be found. Only the contract security((S.A.F.E.)) was around. Those contractors had limited information & little to no supervisors visible. Contractors were unable to provide the most simple directions (mother's nursing pod, family restrooms, etc.).

Parking ingress lacked directions from staff & signage. Egress was complete mess especially in the nearby lots. LVMPD did a phenomenal job at working with what they had available.

Inside the venue, during the show:

- Sound at the beginning of the show was horrid. Took approx. 20 mins to fix. I was seated in 125, I could not understand any of the spoken words
- Concession stands ran out of water bottles, ice and eventually beer
- Not enough wheelchair attendants or ushers at walkways leading to sections & floor access
- Personally witnessed a domestic occur on the floor below us that contract security stood in front of without moving. It obviously required maximum assistance from LVMPD
- Restrooms out of soap especially around 125
- Limited availability for wristband stations for floor & premium area access
- Ending the show early by bringing up the lights during encore attempt

Since Las Vegas is an entertainment mecca, our flagship stadium and their partners could have done a much better job at opening. The general understanding of bumps in the road is expected, however, not at the level of occurrence experienced on Saturday. EMS, medical centers, and security in the Valley were already taxed due to the excessive heat; proper planning at an operational level would have alleviated most of these issues. In the future, it would be valuable for all to meet, together, and iron out all of these issues.

Sincerely,

C.C.Wilson AEMT/Taxpayer

July 14,2021

LV Stadium Authority

Mark Davis LV Raiders

ASM Global

Clark County Commission

To Whom It May Concern,

I am writing, additionally to bring to light information regarding the Security issues within the Allegiant Stadium. I received this information from a security employee. For their protection, I will not name them or elaborate whether they are a current or former employee. These concerns are based on facts, not opinions. Please look into this matter as it is imperative that these issues also be remedied along with the opening event issues.

Officers that were hired were heavily interviewed and recruited for their positions. Pay was competitive with local casinos and other venues.ASM Global managed them. Operationally, however, it was challenging.

Issues included;

- -Limited uniforms for 5 day/week employees (2 shirts, 2 pants)
- -No written or hard copy SOP book. Same policies applied differently or not at all depending on the shift. Most done during “briefing”.
- -Water bottles removed from employees due to “money”
- -Difficulty accessing upper management
- -“No one seemed to know what was going on”

While the above provided challenges, most crew members rolled with the punches. A few officers quit due to communication breakdowns.

Recently, security employees were told that they were being terminated and moved to the contractor, S.A.F.E. they would lose sick time/vacation, and holiday pay (4th of July). They were interviewed and received new “offers”. Zero was promised to them. They were originally given a start date of 7/16. On 7/1, full timers were asked to turn in their Allegiant uniforms, ID badges, and other relevant materials, at the beginning of shift. Two choices were provided, “do it or be termed.” Employees that followed the directive, did as they were asked. Since then, the information changes daily. One reason for the switch had to do w/ PILB licensing. Employees lost all vacation and sick time. Including 4th of July and the date they “switched”. They did not know if they’d be paid for July 1, “but we will figure it out. “Officers were required to attend new first aid/CPR trainings, TAM classes, etc. They earned the cards for CPR & TAM. During a briefing, they were advised that S.A.F.E has a “hands off” policy. No touching of guests whatsoever, including first aid/CPR, etc, or immediate termination would result. Employees one day were given schedules through August. Two days later, scheduling became “day to day”, we will let you know when you come in. If any shifts were declined, they would be removed from full time status. Employees were given 1 shirt, only no matter if they worked 5 shifts or 1. A/C in the Security Operations Office was turned off and replaced w/ exposed ducting and “portable” A/C units. Morale sunk. Some employees stopped coming to work.

The treatment of a very valuable team that prides itself on the vision of the stadium to be a” premier” facility that is built on a “commitment to excellence” that’s direct from the playbook badge they carry. Sadly, these necessary

team members should remain ASM employees and maintain the excellence that they vowed to provide. I implore you to examine the department and see for yourselves.

I appreciate your time and attention to these matters.

Sincerely,

C.C. Wilson AEMT