

TICKETING INFORMATION

JULY 2023 - JUNE 2024

Ticketing services are professional and reliable at the Portland Expo Center. We offer a full-service operation and will work with each client personally to design, set up, and promote advanced and day-of-event sales. We supply daily ticket statements and final ticket reconciliation.

Staff

Expo ticketing staff has many years of professional experience and customers have come to know and rely upon their expertise and exceptional customer service.

Ticket System

All tickets must be sold on the Portland Expo Center ticketing system – TicketsWest. Tickets are subject to service charges. It is flexible, easy-to-use and allows quick transaction speeds. The system delivers security, data integrity and reliability to our ticketing operation and offers reports ranging from the simple to the sophisticated, tracking sales on a daily and run-of-show basis. Each ticket is imbedded with a unique code which will track and validate real-time attendance while catching fraudulent tickets upon entrance.

Advance Sales

Once contracted the ticketing manager will discuss your ticketing needs and create your personalized ticketing page. You can build anything from general admission to VIP event experiences, ticket packages, group sales and promotions. Our mobile-friendly system makes it easy for your customers to buy tickets, manage their accounts and transfer or resell tickets from their smartphone. In addition, connect with your patrons through personalized automated campaigns and remarketing messages to drive repeat transactions and elevate the customer experience.

Current Departmental Charges

For all of the above-listed services, the licensee shall a credit card fee on all credit card transactions (currently 3.7%), plus the prevailing hourly labor fees for a box-office supervisor (\$37.75) and ticket seller(s) (\$26.75). Ticket sellers work on a minimum 4-hour shift. Every reasonable attempt is made to keep costs to a minimum, and schedules are organized judiciously, allowing for reductions in staff as show traffic warrants. Ticket sales typically begin thirty minutes before the show opens each day and stop an hour before the show closes unless other sale times are requested.

User Fee

The user fee supports funding for the Expo Center's Phase III projects which include the realignment of South Access Drive, additional parking stalls, and eventual replacement of Exhibit Halls A, B, C and related improvements. The fee is currently assessed at 6% of gross ticket revenue of tickets priced at \$9.00+ or \$0.50 a ticket for tickets priced under \$9.00. Ticketed events that both sell fewer than 3,000 tickets and generate ticket sales of less than \$15,000 are exempt from the user fee.

CONTACT
DATE INQUIRIES
PLANNING QUESTIONS



TIFFANY COOPER

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