



*Effective through June 30, 2023*

### **Overview**

Ticketing services are professional and reliable at the Portland Expo Center. A full-service operation, all aspects of ticketing are handled by Expo including design, set up and printing; advance, day-of-event and remote sales; 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**

The Portland Expo Center utilizes a state of the art computerized ticketing system from TicketsWest. 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. Depending on the event set up, our ticket barcode scanning system can also be used, which allows for real time attendance counts.

### **Advance Sales**

If desired, we can arrange for event tickets to be sold in advance through TicketsWest. This locally based ticket agency sells tickets over the internet, at its 24/7 local Call Center, and at its many outlets. Service charges are added to the ticket price and are paid by the ticket buyer at point of purchase. All transactions are convenient, quick, reliable and secure. Regular advance sales reports are easily available via email. TicketsWest includes Expo Center advanced sales events in their newsletters, which go out to over 100,000 potential customers in the Oregon/SW Washington region.

### **Current Departmental Charges**

For all of the above listed services the licensee shall pay a per ticket charge for each ticket printed (currently \$.14), a credit card fee on all credit card transactions (currently 3.25%), plus the prevailing hourly labor fees for a box-office supervisor (\$33.75) and ticket seller(s) (\$23.75). 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 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 tickets sold with a minimum of \$.50 per ticket. 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.