

METROPOLITAN EXPOSITION-RECREATION COMMISSION

RESOLUTION NO. 91

Approving a revision to the Commission's Ticket/Box Office Policies, relating to Section F, Charges.

The Metropolitan Exposition-Recreation Commission finds:

1. That the Exposition-Recreation Commission established Box Office Policies for the Memorial Coliseum, Civic Stadium, and Portland Center for the Performing Arts, which were last revised on February 10, 1988.


2. That the Metropolitan Exposition-Recreation Commission established Box Office Policies for the Oregon Convention Center on October 11, 1989.

3. That the City Council, by City Ordinance No. 163424, modified the City Code relating to resale of tickets to events at municipal facilities.

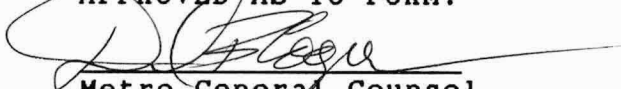
BE IT THEREFORE RESOLVED that the Metropolitan Exposition-Recreation Commission adopts the attached revision to its Ticket/Box Office Policies, effective September 19, 1990.

Passed by the Commission on September 19, 1990.

  
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Chairman

  
\_\_\_\_\_  
Secretary/Treasurer

APPROVED AS TO FORM:

  
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Metro General Counsel

# Metropolitan Exposition-Recreation Commission

PO Box 2746, Portland, OR 97208 • 503/731-7800 • 777 NE Martin Luther King Jr. Blvd.

September 18, 1990

## MEMORANDUM

TO: Metropolitan Exposition-Recreation Commission  
FROM: *DB* Dominic Buffetta, Manager of Finance & Administration  
SUBJECT: Commission's Box Office Policy

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### Background

On February 10, 1988, the Exposition-Recreation Commission approved Resolution No. 569 revising its Box Office Policies so that they incorporated the Portland Center for the Performing Arts. These policies are set up to establish guidelines and policies for the operation of the Commission's Box Offices (Coliseum, Stadium, PCPA) and the Commission's contracted ticket agencies.

Included in these box office policies, under item F, Charges, is a Service Charge established in conjunction with City Code Section 14.36.070 which set this charge, for events at City-owned facilities, not to exceed \$1.00 per ticket by retail ticket outlets. In April, 1990, the Metro E-R Commission requested the Portland City Council to remove or modify the limitation on service charges for tickets sold for events at Commission facilities. This was done by City Ordinance No. 163424, as amended by the City Council on August 29, 1990, which modified the City Code to read:

- The Commission, by use of its authority to enter into agreements designating authorized ticket outlets, can control and regulate ticket service charges for events at Commission facilities to ensure that such charges are reasonable and do not have an adverse impact on users of the Commission's facilities.
- Modification of Portland City Code Section 14.36.060 is necessary to allow the Commission to enter into agreements with ticket agencies for the widespread distribution of tickets for events at Commission facilities.

- Section 14.36.070 of the Code is amended to read:

14.36.070 Resale of tickets to events at municipal facilities at a premium price prohibited. Tickets to all events at municipally-owned facilities shall have printed thereon the retail price thereof. It shall be unlawful for any person to sell or offer for sale any such ticket at a price greater than the retail price printed thereon.

Notwithstanding the above, this section shall not be construed to prohibit service fees or charges imposed or collected by ticket outlets where service fees or charges are specifically authorized by the management of the facilities.

Based on the previous language of the City Code our Box Office Policy currently reads as follows:

F. Charges

1. Automated and Hard Ticket Operations (selling event tickets): The Exposition-Recreation Commission and the Contracted Ticket Agent will charge a service Charge for each ticket sold, in accordance with the City Code of the City of Portland, Oregon, to be paid by the ticket purchaser. This service charge will be printed on the face of the ticket. Under extraordinary circumstances the ERC and the Contracted Ticket Agent, together with the Permittee, may find it more appropriate to charge a commission on the dollar value of the ticket, in lieu of a Service Charge (i.e. a low ticket price--\$3.00). This commission will be paid for by the Permittee.
2. Automated Ticketing System (supporting the computer system): The Automated Ticket Agent will independently establish a commission rate for the sale of tickets on the computer system, to be paid to the Automated Ticket Agent by the permittee, but at no time will this commission rate exceed 5% of the dollar value of the tickets sold (excluding the Service Charge). Additionally, the Automated Ticket Agent may with the concurrence of the Commission's General Manager, charge for the manifesting and setup of the ticket inventory on the computer, and charge for ticket stock.

Recommendation

Based on the amended language of the City Code, staff recommends the following changes to Section F of our Box Office Policy (new language underlined):

F. Charges

1. Automated and Hard Ticket Operations (selling Commission event tickets): The Metropolitan Exposition-Recreation Commission, at its Box Office outlets and at the Contract Ticket Agents outlets, will charge a minimum Convenience Charge of \$1.00 for each ticket sold, to be paid by the ticket purchaser; and at the Commission's Telephone Ticket Sales Room, located at the new performing arts building, the minimum convenience charge will be \$2.00 per ticket sold, to be paid by the ticket purchaser. All charges for events held at all Commission facilities must specifically be authorized by the management of the facilities (General Manager or designee).

Under extraordinary circumstances the Commission and the Contract Ticket Agent, together with the Permittee, may find it more appropriate to charge a commission on the dollar value of the ticket, in lieu of a Convenience Charge (i.e. a low ticket price--\$3.00). This commission will be paid for by the Permittee.

2. Automated Ticketing System (supporting the computer system): The Automated Ticket Agent will independently establish a commission rate for the sale of tickets on the computer system, to be paid to the Automated Ticket Agent by the permittee, but at no time will this commission rate exceed 5% of the dollar value of the tickets sold (excluding the Convenience Charge). Additionally, the Automated Ticket Agent may with the concurrence of the Commission's General Manager (or designee) charge for the manifesting and setup of the ticket inventory on the computer, and charge for ticket stock.

Resolution No. \_\_\_\_ would accomplish this change in the Commission's Box Office Policy No. 7-1.

Concurrence of General Manager

