

PORTLAND'S CENTERS FOR THE ARTS



PORTLAND'S
ARLENE SCHNITZER
CONCERT HALL



PORTLAND'S
KELLER
AUDITORIUM



PORTLAND'S
NEWMARK
THEATRE



PORTLAND'S
WINNINGSTAD
THEATRE



PORTLAND'S
BRUNISH
THEATRE

February 13, 2015

Representative Julie Parrish

900 Court St. NE
H-371
Salem, OR 97301

Dear Representative Parrish,

I am writing to you in support of House Bill 2794 relating to sales of admission tickets for entertainment events. I am sorry I am unable to testify in person on behalf of this bill but I am out of town.

As the manager of Arlene Schnitzer Concert Hall, Keller Auditorium and Antoinette Hatfield Hall I am extremely aware of the fraud prevalent in the unauthorized selling of our tickets by resellers.

We regularly encounter patrons who are victims of secondary ticket sellers. Sometimes, patrons have paid large sums of money for tickets they never received and the ticket reseller has suddenly disappeared from sight. Frequently, patrons pay exorbitant prices for tickets they believe to be in the best seat locations for a show and then are extremely shocked when they receive a \$25 last row in the balcony ticket for the hundreds of dollars they paid. Often these patrons are taking a parent or child out for a special occasion and are splurging for a one time big event. Imagine how they feel when this special night out suddenly becomes an embarrassing reminder of how they have been robbed. Recently an elderly gentleman contacted us because he had purchased tickets to send his daughter to Wheel of Fortune as this was her favorite show. He paid \$1000 for the ticket and never received it. We were just heart sick to hear of this as there were plenty of tickets available for the show-all priced at very moderate ticket price levels. Unfortunately we have heard way too many stories like this.

At any given time, we see tickets on various secondary ticketing websites selling tickets that have not yet gone on sale. We fear that when people see exorbitant prices on tickets on web sites they believe to be legit, that they will decide not to attend a show due to the expense. This hurts us as well as our many arts clients who work hard to bring people to their shows and strive for pricing that makes tickets affordable.

We host almost 900 events a year and this has been a long and devastating problem to our patrons. We applaud the introduction of this bill and urge quick passage so we may better protect the consumers in our community.

Sincerely,

Robyn Williams, CFE
Executive Director