

Submitter: Jack Allen
On Behalf Of:
Committee: Senate Committee On Labor and Business
Measure, Appointment or Topic: HB4024

My name is Jack Allen, and I am the General Manager of Mississippi Productions. We have four music venues in Portland: Revolution Hall, Mississippi Studios, Polaris Hall, and Show Bar. I am writing in support of HB 4024, in hopes of banning speculative ticketing in our state. Fake tickets sold through the resale market are a detriment to our industry, and the community of Portland. The most important part of a music venue is the people, and fake tickets impart serious hardships on both our staff and patrons.

Our staff have a challenging but gratifying job. Dealing with people at the volume we do is uniquely taxing, and our staff largely work for us because they love being a part of making the show happen. It is extremely troubling for them to have to break the news to excited patrons night after night that the tickets they spent their hard earned money on are fake, especially when the venue is at capacity and we are unable to let them attend. In the worst situations, the patrons who have been scammed are unable to understand that the venue is not at fault for the fake tickets they purchased, and they take their anger out on our staff. It is unjust for our staff to have to bear the brunt of the consequences for something they had no part in, while both the scammer and the resale companies get away unscathed.

Our patrons are the reason we do this, and seeing them being taken advantage of by the resale market over and over again is heartbreaking. We do what we can to get victims of fake tickets into the shows, but when the venue is at capacity, as is often the case with fake tickets, we have to turn them away. These are often people who have traveled specifically for the show and spent money on airfare and hotel, people on birthdays, people on anniversaries, parents on a rare night out after paying for a sitter, or older folks who rarely get out of the house. Regulation of speculative tickets could stop all of this. Here are a few examples of the countless interactions we've had with victims of fake tickets in the last year:

-A mother called the venue incredibly upset because she had paid far above market for front row tickets for her son to see his favorite comedian, Akaash Singh, at Revolution Hall on his birthday. The tickets ended up being fake. Her gift was ruined and she was unable to get her money back.

-When Pink Martini, an internationally acclaimed lounge act based out of Portland, played their big hometown show last year, we had to turn close to a dozen senior citizens who had been scammed by fake tickets. Seniors are disproportionately victimized by scam tickets, as resale companies use predatory SEO tactics so their sites come up first and seem like the official ticket seller

-A couple last year bought doctored resale tickets to see Jimmy Carr at \$500 a piece that ended up being inferior seats to a later showing they were not able to attend. The couple was (rightfully) incensed, but turned their anger against our staff, which ended up becoming a security issue and put a huge strain on everyone working that evening.

Thank you for taking the time to read my thoughts on this issue. I will do whatever I can to help put a stop to fake tickets in Oregon. I would love to provide further testimony from my staff, pass on emails from patrons, or put the state in contact with patrons who have been scammed. If there is anything else I can do, please contact me at any time.