

PAEC TICKETING SYSTEM RFP 2021

MONDAY 7/12/2021

QUESTION: *Do you have historical ticket volumes for the last 3 years, including by sales channel (seasons, groups, internet, mobile, box office, phone)?*

ANSWER: **FWPAEC Ticket Sales by Channel (since 8.1.17)**

Sales Channel	Total Tickets Sold
Patron Services Lead	38602
Internet	20621
Patron Services Representative	4939
Phone Sales	611
Subscriptions	1106

QUESTION: *If you charged fees for those channels, what those were?*

ANSWER:

FWPAEC Fee Structure

Name	Value	Description
Facility Fee	\$1	Applied to every ticket sold regardless of channel
Handling Fee	\$1-\$3	Applied to every ticket sold regardless of channel, tiered by highest ticket price in range
City Admissions Tax	5%	Applied to every ticket sold regardless of channel, not for profits are exempt
Mailing Fee	\$2.00	Per order fee
Online Processing Fee	\$2.50	Per order fee
Phone Fee	\$3.00	Per order fee
Booking Protect Fee	\$1.79 - up	Ticket Insurance, increases \$1 after every \$10 in ticket value