

COMMUNITY TICKET PROGRAM PARTNERSHIP GUIDELINES AND PROCESS

Des Moines Performing Arts (DMPA) partners with local community-based social service organizations to provide complimentary tickets to those who may not have regular opportunities to experience high quality performing arts.

BECOMING A PARTNER

DMPA reviews New Partner Applications for the Community Ticket Program on a quarterly basis. After a potential community partner completes the application, DMPA will invite the organization's representative(s) to an in-person meeting.

If the organization is eligible for the Community Ticket Program, they will receive a welcome email along with a Partnership Agreement form. To formalize the partnership, partners are asked to review the Partnership Guidelines and Process document thoroughly and to return a signed Partnership Agreement form.

COMMUNITY TICKET PROGRAM CONTACTS

Currently, the Community Ticket Program is managed by a team of staff from both the DMPA Ticket Office and Education departments.

For questions surrounding program structure, partner applications, and program feedback, please contact the **Community Ticket Partner coordinator** (who is a member of the education department).

For questions surrounding specific ticket requests, reservation adjustments, or cancellations, please contact the **Community Ticket Fulfillment coordinator** (who is a member of the Ticket Office).

Please refer to the Community Ticket Program webpage or the New Partner Application for current contact information for the above roles.

BEFORE ATTENDING A PERFORMANCE

TICKET ANNOUNCEMENTS

On a monthly basis, DMPA will send out a list of shows currently available to Community Ticket partners. The list will include links to information on each show (a brief synopsis, the recommended age range, the date of the performance, etc.), the number of tickets that can be requested, and a link to the online request form.

This monthly communication will highlight any new shows added to the Community Ticket Program and include reminders of all shows currently available and their request deadlines.

From time to time, DMPA may have eligible tickets become available for a show within a few weeks of the performance. In those cases, partners are sent a one-off email announcing the opportunity.

BEFORE ATTENDING A PERFORMANCE, cont.**TICKET REQUESTS**

Community Tickets are distributed on a first-come, first-served basis. When partners receive an announcement of eligible shows, they are encouraged to reach out to their participants to gauge their interest in the shows.

Once partners come to an accurate count of needed tickets for a performance they have chosen to pursue, the partner will fill out an online request form. (Please take into account both participants and chaperones, if applicable, when determining your needed number of tickets.)

The online request form can be found both in the monthly emails sent to partner organizations or by going directly to the Community Ticket Program section of the DMPA website. A separate ticket request form must be filled out for each individual performance the partner would like to pursue.

On the ticket request form, partner organizations are asked to enter their Community Ticket Partner code, select their interested show title and performance date, and supply other relevant information surrounding the number of tickets needed and seating accommodations.

Each ticket request form closes two business days prior to the performance or when all available inventory for the Community Ticket Program has been claimed for that particular performance, whichever comes first.

Once a request form is submitted, DMPA will receive a notification. Within two to three business days, the Community Ticket Fulfillment coordinator will notify the partner organization contact on file to confirm reservation details surrounding Will Call Name, seating accommodations, and/or alternate methods of ticket pick-up. When space for a partner organization has been reserved, the partner organization will receive a final confirmation email.

It is important to note that ticket availability changes regularly based on the most up-to-date ticket inventory and requests. Partner organizations should frequently check the Community Ticket Program webpage for the current performance opportunities.

TICKET DISTRIBUTION

On the New Partner Application, potential partners are asked whether they prefer to pick-up their tickets at Will Call on the day of the performance or if they would like to receive tickets in advance by an alternate method of distribution.

Because preferences sometimes change, during the ticket confirmation process, the Community Ticket Fulfillment coordinator will ask to confirm the preferred method of ticket distribution for this particular performance and make note of the name the tickets should be held under at Will Call, if applicable. (DMPA asks that community partners give at least one business day notice prior to the scheduled performance, if subsequently updating the name the tickets should be held under at Will Call.)

BEFORE ATTENDING A PERFORMANCE, cont.**RESERVATION REMINDERS**

As noted above, once the ticket request survey is complete and the tickets reserved, partners will receive an email confirming their reservation. Partners should make note of their reservation details and mark it in their calendars.

DMPA will strive to send out a reminder email about Community Ticket Program reservations one month prior to the performance and again one week prior to the performance.

Note, reservation contacts will also receive the standard email that all ticket holders for the performance receive within 1-2 days of the performance with venue and other information.

ADDITIONAL, RETURNED OR CANCELLED TICKETS

Should a partner organization need to cancel or modify a request, partners should contact the Community Ticket Fulfillment coordinator as soon as possible. It is preferred that cancellations be communicated at least two business days before the scheduled performance date, so that unused tickets can be reassigned.

ATTENDING A PRODUCTION**TICKET PICK-UP**

For partners using Will Call, tickets are available for pickup at any time the day of the performance during Ticket Office hours (Monday through Friday, 9 AM – 5 PM plus two hours prior to the performance's start time; Saturday and Sunday, up to two hours before the performance's start time).

For partners who request tickets in advance, the Community Ticket Fulfillment coordinator will reach out to the organization's primary contact one week prior to the scheduled performance to confirm that the community partner still plans on attending the requested performance. If confirmed, the ticket office will proceed to distribute to the partner organization their tickets in a manner jointly determined.

ATTENDANCE

When placing ticket requests, partners should be as accurate with their ticket counts as possible to help ensure availability for other organizations' needs.

That said, it is understood that conflicts arise that may make it impossible for all requested tickets to be utilized. Cancellations or reservation adjustments received at least two business days before the performance are appreciated.

In cases where partners consistently utilize less than 70% of their final reserved tickets without advance notice, DMPA may request a conversation to better understand the challenges the organization is experiencing around attendance.

AFTER A PERFORMANCE

FEEDBACK SURVEYS

DMPA wants to be responsive to the recommendations and concerns of partner organizations for how the program can better meet their needs. After each performance, Community Ticket partners are invited to fill out the feedback form sent with the ticket confirmation email or provided via QR code during ticket pick-up. Any suggestions are encouraged and appreciated.

MEETINGS AND CONVERSATIONS

In addition to post-event feedback surveys, DMPA may from time-to-time invite partners to participate in a one-on-one meeting or larger focus group to provide more in-depth feedback on the program and what can be improved.

Partners are also welcome to initiate a conversation or meeting with the Community Ticket Program management team at any time.

HELP SUSTAIN THE PROGRAM

This program would be impossible without the help of DMPA donors. Because of this, partners are encouraged to send pictures, quotes, and memories from their Community Ticket Program experiences to the Community Ticket Partner coordinator, as appropriate. These items are useful for sharing about the impact of the program with DMPA donors and other stakeholders.