



## Canada Tessitura User Group - May 14, 2020

**Date:** 14 May 2020 - All items on the board

**Time :** 19:00 (UTC+00:00)

### Facilitator

Tessitura User Groups 1

### Attendees

Meredith, Anne Botman, Wes Doerksen, Aman V, Tal Hebdon, Kyle Tiney, Jessica Jones-Deziel, Kendra , Derrek Bentley, Wes Doerksen, Cindy Fedoryk, Jen Skelly, Melissa, Royal and McPherson Theatres, Tal Hebdon, Karen Ainey, Steve Cunningham, Kyle Schulte, Kendra L, Kyle Tiney, Aman Vellani, Erin Canning, Erin Canning, Karen Ainey, Royal and McPherson Theatres, Don Youngberg - Tessitura, k, Alan Moffat, Jason Taylor, Kim , Karen, Valerie, Eleni Mitchell, Chris, L, Shireen, Ryan Diduck, Sara, Kyle Tiney, mary pocrnic, Anne Botman, Kyle Tiney, Don Youngberg

### Summary

We discussed all kinds of topics related to re-opening, un-distancing, audience and venue management, etc. - some great conversations!

### Topics discussed

#### Live stream monetization?

Votes: 9

Suggested by: Melissa, Royal and McPherson Theatres

#### Actions

#### Comments

- **Tessitura User Groups 1**  
whiskey tasting session - could have ticketed it, in retrospect
- **Tessitura User Groups 1**  
several doing live streams, but none monetized so far

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#### Email Fatigue? Are patrons just ignoring us now?

Votes: 7

Suggested by: Karen

#### Actions

#### Comments

- **Don Youngberg - Tessitura**  
Robo Calls can be effective

## socially distanced seating plans

Votes: 6

Suggested by: Alan Moffat

### Actions

### Comments

- **Tessitura User Groups 1**  
how will subscribers who are tied to their long-term seat placements react?
  - **Tessitura User Groups 1**  
do you focus on single-ticket sales, or just manage the subscribers you already have?
  - **Tessitura User Groups 1**  
please share plans with the group
  - **Tessitura User Groups 1**  
are ticket-holders from the same household, or should they not sit together?
  - **Tessitura User Groups 1**  
will patrons really sit where we plan for them to sit once they get to the venue?
- 

## Venue access - social distancing

Votes: 6

Suggested by: Chris

### Actions

### Comments

- **Tessitura User Groups 1**  
how people enter, bar service, ushering, seating, etc.
  - **Tessitura User Groups 1**  
waiting until it's financially viable to do so
  - **Tessitura User Groups 1**  
artist/audience interaction will suffer if smaller crowds; not artistically viable
  - **Tessitura User Groups 1**  
put smaller groups in larger spaces; use outdoor spaces where distancing is easier
- 

## timed entry for performances

Votes: 5

Suggested by: Wes Doerksen

### Actions

### Comments

- **Tessitura User Groups 1**  
do you invite people in by section?
  - **Tessitura User Groups 1**  
can you bring people in from other entrances besides the main doors?
  - **Tessitura User Groups 1**  
do you allow people to pick their arrival time, capping the number allowed in each time period?
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- **Tessitura User Groups 1**  
also want to avoid bottle-necks when someone arrives at the incorrect time
  - **Tessitura User Groups 1**  
do you also need reverse mapping for leaving the show?
  - **Tessitura User Groups 1**  
struggling with what our obligation is as an institution vs. what is the individual's responsibility
- 

What are people doing with re-scheduled shows and set refund deadline dates - like 60 dates from the original performance?

Votes: 4

Suggested by: Melissa, Royal and McPherson Theatres

[Actions](#)

[Comments](#)

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Topics voted on but not discussed

Gift Certificates vs money on Account - which is better for patrons?

Votes: 8

Suggested by: Tal Hebdon

[Actions](#)

[Comments](#)

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designated hours for seniors/other vulnerable visitors - do you plan on doing this?

Votes: 3

Suggested by: Aman Vellani

[Actions](#)

[Comments](#)

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Staying in touch with furloughed staff

Votes: 3

Suggested by: Karen

[Actions](#)

[Comments](#)

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Camp offerings through the summer?

Votes: 3

Suggested by: Valerie

[Actions](#)

[Comments](#)

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Is anyone that works at an organization with specific seasons looking to post-pone your full season? If so, what will you offer in the meantime and what steps will you take in Tessitura to do this smoothly? Any other considerations?

Votes: 3

Suggested by: Kim

[Actions](#)

[Comments](#)

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Pricing...making changes based on the current situation?

Votes: 2

Suggested by: Derrek Bentley

[Actions](#)

[Comments](#)

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Tourism...how are you dealing with no travel?

Votes: 1

Suggested by: Derrek Bentley

[Actions](#)

[Comments](#)

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Rescheduling rescheduled performance. How many times will you allow this to happen?

Votes: 1

Suggested by: Karen Ainey, Royal and McPherson Theatres

[Actions](#)

[Comments](#)

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## Suggested topics with no votes

re-  
purposing venues while dark?

Votes: 0

Suggested by: Karen Ainey, Royal and McPherson Theatres

[Actions](#)

[Comments](#)

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Still taking booking for 2020? How about 2021?

Votes: 0

Suggested by: Karen Ainey, Royal and McPherson Theatres

[Actions](#)

[Comments](#)

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