

**Project Name** UO Erb Memorial Union Renovation and Expansion  
**Project Number** 110451  
**Purpose** Subject Area Committee – Ticket Office  
**Location** EMU Umpqua River Room

<b>Attendees</b>	<b>Name</b>	<b>Organization</b>
	Jessica Hollowell	UO Ticket Office
	Jennifer Ludwig	UO Ticket Office
	Mary Barrios	UO Ticket Office
	Laurie Woodward	UO, EMU Director
	Dan Geiger	UO, EMU Staff, User Group
	Dana Winitzky	UO, EMU Facilities
	Martina Oxoby	UO, CPRE
	Gregg Lobisser	UO, Student Affairs, User Group Chair
	<b>Consultant Team:</b>	
	Natasha Koiv	SERA
	Carissa Mylin	SERA
	Laura Grover	SERA

#### **Discussion Items**

- Overview of building layout
- Office needs to be a secure space, taking and hold money, staff come and go late night, after hours security is a concern.
- Ticket sales are the primary business, servicing outside ticket operators also. Lots of telephone orders.
- Passport photos are now done in the Ticket office, Gregg to explore similar operations with Card office
- Ticket windows (3) are staffed by students, stand or on a stool, cash drawer, visa swipe, computer, ticket printer, dip tray, - current window situation works well but not highly secure
- One window needs to be ADA
- Admin staff (3) supervise and need oversight but need quieter, a bit separate work space. Total admin. staff and student employees is 6 – 8 people.
- Most existing storage is built in casework, may bring storage cabinets. Accommodate boxes of ticket stock (approx.. 30" deep). Would like new lower and upper cabinets with doors. Locks are not required on cabinets.
- Floor model safe

#### **Wrap-Up / Next Steps**

- SERA will send furniture and equipment inventory forms for staff to complete
- SERA will update the floor plan layouts

**End Time:** 1:45 pm  
**Recorded by:** Carissa Mylin  
**Date of Report:** 08/08/2013

