



VALUE ADDED SERVICES

GUEST SERVICES

• **GUEST SERVICES ASSOCIATES**

Complimentary Guest Services Associates assist in welcoming attendees, providing show specific directional assistance, and answering questions about the facility and the city.

• **ATTENDEE BROCHURES**

The BCEC Navigator and Hynes Beacon are available for attendees at all events. These comprehensive guidebooks were designed exclusively with the attendees in mind and provide facility floor plans, a list of local restaurants, maps of the surrounding areas, MBTA maps, and more! Attendees can find them throughout our facilities or through any of our Guest Services Associates.

• **ATTENDEE SURVEYS**

For exhibit hall shows, attendee surveys are conducted to assist in gaining an understanding about attendee show and spending habits, satisfaction ratings, services, F&B, and parking. Show management can receive daily results and shift survey locations according to traffic flow, as well as add questions that would be beneficial to their needs.

BUILDING SERVICES

• **WATER COOLER**

Each meeting room is equipped with a free water cooler that is refreshed throughout the day at no charge.

• **LINENS**

Complimentary linens are placed on registration tables, u-shapes, conference style tables, and head tables.

• **CLEANING**

Our cleaning staff takes care of public areas and restrooms during your show.

• **HAND SANITATION**

Hand sanitation units are placed throughout common areas.

• **CONVENTIONS C.A.R.E. PROGRAM**

The MCCA is helping numerous local non-profit organizations through a new program called Conventions C.A.R.E. With the help of show exhibitors, the program stores, assigns, and transports non-perishable donations from exhibitors at the conclusion of events.



VALUE ADDED SERVICES

TRANSPORTATION

• CITY AND STATE TRANSPORTATION DEPARTMENTS

We work closely with the Boston and State Transportation Agencies who assist with any show-related needs throughout the city. We also work with the agencies to obtain any permits that may be required.

• TRANSPORTATION AGENTS

The MCCA provides Transportation Agents who will be staffed at all areas where there is an anticipation of transportation activity of any kind for the purpose of controlling vehicular traffic and to assist with directing attendees.

• POLICE DETAILS

The Transportation Department works closely with our Public Safety Department to assign Boston and State police details in order to ensure there are no event related traffic issues and can help direct traffic based upon current circumstances.

• LOCAL TAXI HOUSES

We are in direct communication with all local taxi dispatch houses. Approximately one week prior to all events, the Transportation Department reaches out to the local taxi dispatch houses to ensure the events taxi demands are met. Calls are also made to the taxi dispatch houses on demand as needed to help eliminate lines.

• TRANSPORTATION & VISITOR INFORMATION

The Transportation & Visitor Information Booth is staffed by an MCCA Transportation Agent for the purpose of providing attendees with visitor information, public transit information, and anything else needed to help make their experience in Boston a great one!

• OTHER

We assist in truck marshalling and work closely with the General Services Contractor to aid in a smooth event move-in and move-out.

• TRANSPORTATION PLANNING

It is the policy of the Massachusetts Convention Center Authority (MCCA) to develop a Transportation Plan for all events hosted at the Boston Convention & Exhibition Center (BCEC) that have a transportation element. In the development of these plans, the Transportation Manager serves as a direct point of contact assigned to the event that is responsible for providing guidance and input to all outside Transportation vendors/Management companies when applicable.

• PORTABLE VARIABLE MESSAGE SIGNS (PVMS)

The MCCA Transportation Department has the ability to provide directional signage to direct attendees from the Interstates and Local roadways with Portable Variable Message signs that we currently own. For some larger targeted events, we often request additional assistance through the Massachusetts Department of Transportation (DOT) to utilize their overhead VMS on the Interstates for assistance directing attendees to our facilities.



VALUE ADDED SERVICES

INFORMATION TECHNOLOGY (IT)

- **FREE WI-FI**
Our buildings have free wireless connectivity throughout.
- **PAGING MICROPHONE**
We offer a free paging microphone with the exhibit hall.
- **IPHONE APPLICATIONS**
Our iPhone applications (myBCEC & myHynes) act as mobile concierges to the venue, to the event and to local businesses.
- **PLASMA SCREENS**
Our buildings have plasma screens throughout and they play show-related information during 3.5 minutes of loop time at no charge.
- **TECHNICAL SUPPORT**
We have dedicated technical support for each show to assist your IT needs.

TELECOMMUNICATIONS

- **LOCAL CALLS**
We offer free local calls from all of our in-house phones.

EXHIBITOR SERVICES

- **EXHIBITOR SERVICES ASSOCIATES**
Exhibitor Services Associates staff an MCCA Service Desk at every exhibit event to provide one-on-one attention for your exhibitors. Our staff will assist exhibitors with existing service orders, help them with any last minute service needs, and provide general assistance to make every exhibit a success.
- **ONLINE ORDERING**
For all exhibit hall events, free online ordering is available through the MCCA's system, which saves each exhibitor's information and develops an account for future use.
- **OUTREACH PROGRAM**
Exhibitor Services proactively provides exhibitors with information about MCCA services, gathers service planning information for all internal departments, and increases and improves the quantity and quality of exhibitor's service orders placed prior to the event.
- **EXHIBITOR SURVEYS**
Exhibitor surveys are sent to all exhibitors at the conclusion of each show. Exhibitor surveys are conducted to assist in gaining an understanding about exhibitor show and spending habits, and satisfaction ratings with services, move-in and move-out, F&B, and building appearance. All results are passed along to the client.



VALUE ADDED SERVICES

EXHIBITOR SERVICES (CONTINUED)

• SET-UP & BREAKDOWN

Exhibitors are allowed to set-up and break down their own booths, provided that they use their own, bona fide, full-time employees.

• DISCOUNTED RATES

Discounted rates are available for all exhibitor service orders placed 21+ days before the first show day.

PUBLIC SAFETY

• COMMAND CENTERS

- Staffed 24 hours, 7 days, 365 days per year
- State-of-the-Art Two Way Radio System linking all MCCA departments with each other
- Facility elevator and escalator systems monitoring
- State-of-the-Art Digital Networked CCTV monitoring
- State-of-the-Art Access Control Systems
- Sophisticated, networked visitor management badging system that allows for pre-registration of contractors and visitors

• MANAGER ON DUTY

All events are staffed with at least one manager with significant training and experience to ensure the highest level of public safety.

• BASE FACILITY SECURITY

- Staff are trained in customer service, always available to assist your guests
- Facilities staffed, patrolled and monitored 24 hours, 7 days, 365 days per year
- Trained and experienced Public Safety staff provide professional response to all emergency incidents

• FIRE SAFETY

- Review and approve floor plans and room layouts
- Automated Fire Detection and suppression systems
- Emergency Annunciation Systems allow immediate communication with all occupants

• EMERGENCY PREPAREDNESS

- Assessment of risk for security centric events
- All personnel are trained in emergency evacuation
- All Public Safety personnel are trained in responding to and acting in emergencies
- Automated Emergency Notification System with instant communication to staff
- Emergency Response plans exercised with Police, Fire, EMS and other Federal and State Public Safety Service Providers on a regular basis to ensure flawless evacuation plans.
- Automatic External Defibrillators (AED's) in Public Spaces, prominently signed
- All Public Safety personnel trained and certified in CPR/First Aid and AED operation

• BOSTON POLICE, FIRE, AND EMERGENCY MEDICAL SERVICES

Large scale and security centric events are pre-planned and coordinated with Boston Police, Fire, and EMS as well as other public safety service providers.

• POLICE DETAILS FOR PEDESTRIAN SAFETY AND TRAFFIC FLOW

We work in partnership with the MCCA's Transportation Department and other city and state transportation agencies to assure that pedestrians are safe and traffic flows during events.





VALUE ADDED SERVICES

PUBLIC SAFETY (CONTINUED)

• **LOST AND FOUND**

A Lost & Found Web site allows attendees and visitors to report lost property or to determine if lost property has been found: www.massconvention.com/publicsafety/

• **LOCK SECURITY AND KEYS**

- Customized lock security for meeting rooms are provided to each show. They offer strict key control.
- Proxy Access to Critical Areas is also available.

PUBLIC RELATIONS

• **MEDIA RELATIONS**

Our public relations team has specific media contacts with local news outlets to help you make the most of your press opportunities before and during your event.

• **FACEBOOK**

The MCCA has its own facebook fan page where we can post links, pictures, and news related to your event. Our facebook page is also linked to our twitter pages to meet a wider audience.

• **TWITTER**

Each of our facilities has its own Twitter account and is monitored closely by staff. We work to publicize events, communicate our services, food and beverage locations, and transportation options, as well as respond to attendee questions or concerns as they pop up on Twitter.

ADDITIONAL AMENITIES

• **MCCA ART PROGRAM**

Our MCCA Art Program is well-rounded and embraces the creative talent of Massachusetts' artists - from experienced art professionals to emerging young artists honing their craft at art organizations, high schools, and colleges - to enhance the public spaces in our facilities.

Our exhibition schedule changes frequently in order to fully tap into the artistic resources available here in the Commonwealth.

We are very proud to offer a rotating schedule of contemporary art exhibitions, each thoughtfully designed to engage viewers from all walks of life.





VALUE ADDED SERVICES

IN-HOUSE PREFERRED AUDIO/VISUAL, PROJECTION

• STAFF

Our dedicated staff and full-time, on-site management provide one-stop AV supply and support.

• FACILITY STAFF EXTENSION

We work closely with facility staff to ensure seamless room set ups and strikes to offer savings.

• INSTANT COMMUNICATION

All key staff are equipped with two-way radio, Nextel, and Blackberry communication with key facility staff 24/7.

• EXCLUSIVE AUDIO OPERATOR

PROjection Presentation Technology is the only 'Authorized Service Provider' allowed to operate the 'in-house audio' system, providing a single source for sound.

• PRE-SET ROOMS

We offer the ability to 'pre-set' meeting rooms at no charge, if available.

• KEY AREA

Dedicated key area for Permanent Storage Rooms allows quick service to meeting rooms throughout the building.

• INSTANT AUTHORIZATION

Our senior management staff is on-site for immediate consultation and/or authorization in emergency situations.

• FREELANCE TECHNICIANS

Our dedicated pool of freelance technicians are trained and experienced in PROjection and MCCA policies and procedures.

FED EX

• HOURS

Fed Ex works with the client to establish hours that coincide with their event and are flexible based on show needs.

• MASTER ACCOUNT LIST

Fed Ex can set up a master account list for the client, or an exhibitor, to expedite service. This eliminates the need to fill out forms during every visit.

• WELCOME LETTER

Fed Ex will send a welcome letter, which includes a description of services, floor map with their location, and contact information to your exhibitors.

• BEST PRACTICES

Fed Ex can provide the client with "Best Practices" prior to an event by assisting them in expediting their services and developing tailored programs to their show.





VALUE ADDED SERVICES

ADDITIONAL VALUE ADDED SERVICES OFFERED ONLY AT THE BCEC

BUILDING SERVICES

- **RED CARPET**
Attendees will be welcomed by a red carpet for all arriving via taxi or valet outside at the entrance on Summer Street.
- **SOFT SEATING IN PUBLIC AREAS**
To make your guest feel more at home, we have furnished public areas with comfortable back lounge seating.

TRANSPORTATION

- **DINING IN THE NEIGHBORHOOD TROLLEYS**
This service offers attendees additional locations within our neighborhood to dine at throughout their stay and is offered during specific events that meet qualifying criteria. The arrangements are made by the Transportation Department.
- **EXPRESS SILVER LINE AIRPORT SERVICE**
This service offers direct access from the facility to Logan Airport at a low rate for your attendees.
- **PARKING LOT SHUTTLE**
South Lot Shuttles run for events that utilize the lot. This shuttle will transport attendees from the South Parking Lot directly to a building entrance designated by show mangement during show hours.
- **GOLF CARTS**
To allow for easier travel though out the BCEC we have 2 golf carts driven by transportation agents. These carts will act as Taxis throughout the building and will assist attendees in getting where they need to go.
- **T PASSES SOLD ON-SITE**
Guests can purchase Charlie Cards at several locations within the facility.

INFORMATION TECHNOLOGY (IT)

- **GUEST NETWORK OPERATIONS CENTER (GNOC)**
The Guest Network Operations Center is a centralized, secure location for your IT team that offers full connectivity to the show floor and outside the facility.





GREEN INITIATIVE

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The MCCA has established a GreenTeam with representatives from a broad range of Authority Departments, GreenTeam@massconvention.com.

Recycled Items at the Hynes and the BCEC: paper – cardboard – glass bottles – plastic bottles and cups – aluminum - plastic wrap – carpet and carpet padding – pallets – low voltage cabling – kitchen cooking oils and grease.

The MCCA properly disposes of all its hazardous materials such as lamps and chemicals.

We also compost all food waste and compostable dinnerware and flatware at a local facility to create landscaping fertilizer.

We take pride in the network of non-profit agencies through the Secretary of State's Office that are recipients of donated materials from the events.

Both the Hynes and the BCEC facilities utilize energy efficient lighting and utilize programmable lighting to greater effect the savings.

The MCCA Facilities operate under a computerized management system which regulates utility consumption through its mechanical and electrical equipment.

Both Facilities utilize a HEPA filtration system on its mechanical water loops to minimize chemical use and water consumption.

The MCCA utilizes low flow water devices in all its restroom and kitchen areas.

Attendees will notice that where possible; we use "Green Seal" products for its restroom and for cleaning products.

The MCCA utilizes low moisture carpet cleaning equipment to minimize environmental allergens and water consumption. The MCCA facilities have also, in an effort towards cleaner air, converted all vacuum cleansers to HEPA units where applicable.