



VALUE ADDED SERVICES

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GUEST SERVICES

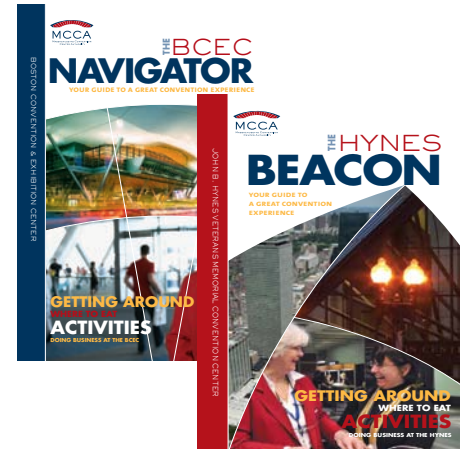


GUEST SERVICES ASSOCIATES

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

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.



ATTENDEE BROCHURES

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

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.

EXHIBITOR SURVEYS

Exhibitor surveys are sent to all exhibitors at the conclusion of each show. Exhibitor surveys are conducted to gain 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.

OUTREACH PROGRAM

Exhibitor Services proactively provides exhibitors with information about MCCA services, gathers service planning information for all internal departments, and improves the quantity and quality of exhibitor's service orders placed prior to the event.

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.

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.

TRANSPORTATION

BOSTON CONVENTION TRANSPORTATION SERVICES

With our highly knowledgeable local staff, the MCCA has the ability to manage all of your transportation needs through Boston Convention Transportation Services (BCTS). BCTS can manage all of your hotel shuttle needs, as well as transportation to off-site venues associated with your event. Looking for a greener way to travel? BCTS can coordinate T-Pass sponsorship programs if you would like to encourage your attendees to take public transportation, and can also arrange to have bike rentals available on-site, as well as pedicabs.



TRANSPORTATION & VISITOR INFORMATION BOOTH

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

LOCAL TAXI HOUSES

We are in direct communication with all local taxi dispatch houses, especially one week prior to all events, when we contact the local taxi dispatch houses to ensure the event's taxi demands are met. Calls are also made to the taxi dispatch houses as needed to help eliminate lines.

OTHER

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



TRANSPORTATION AGENTS

The MCCA provides Transportation Agents 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.

CITY AND STATE TRANSPORTATION DEPARTMENTS

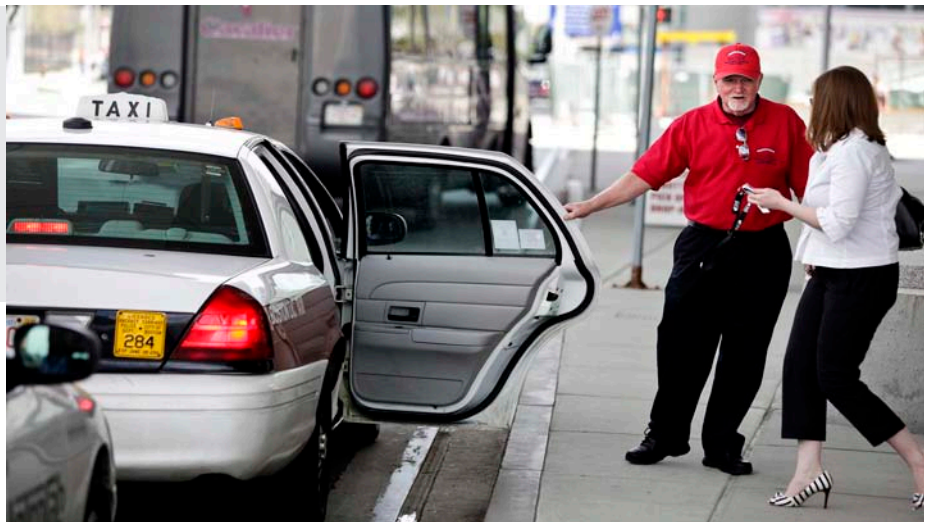
We work closely with Boston and State Transportation agencies who assist with any show-related needs throughout the city. We also work with the agencies to obtain any permits that may be required.

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 to help direct traffic.

PORTABLE VARIABLE MESSAGE SIGNS (PVMS)

We can provide directional signage to direct attendees from the interstates and local roadways with our own Portable Variable Message Signs. For some larger targeted events, we often request additional assistance through the Massachusetts Department of Transportation (MassDOT) to utilize their overhead VMS on the interstates.



PUBLIC SAFETY

COMMAND CENTERS

Our command centers are staffed 24 hours a day, seven days a week. Our state-of-the-art two way radio system links all MCCA departments with each other. We provide facility elevator and escalator systems monitoring, digital networked CCTV monitoring, and access control systems. Our sophisticated, networked visitor management badging system allows for pre-registration of contractors and visitors.

EMERGENCY PREPAREDNESS

We provide assessment of risk for security centric events. All personnel are trained in emergency evacuation and all Public Safety personnel are trained in responding and acting in emergencies. Our Automated Emergency Notification System allows for instant communication to staff. Emergency Response plans are exercised with Police, Fire, EMS and other Federal and State Public Safety Providers on a regular basis to ensure flawless evacuation plans. Automatic External Defibrillators (AEDs) are prominently placed and signed in public spaces. All Public Safety personnel are trained and certified in CPR/First Aid and AED operation.

BASE FACILITY SECURITY

Our security staff are trained in customer service and are always available to assist your guests. Our facilities are staffed, patrolled and monitored 24 hours a day, 365 days per year. Trained and experienced Public Safety staff provide professional response to all emergency incidents.

LOCK SECURITY & 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.

POLICE DETAILS FOR PEDESTRIAN SAFETY & 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.

BOSTON POLICE, FIRE, & 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.

FIRE SAFETY

The Public Safety department reviews and approves floor plans and room layouts for fire safety. Our rooms are equipped with Automated Fire Detection and suppression systems, as well as Emergency Annunciation Systems, which allows immediate communication with all occupants.

LOST & FOUND

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



LOST & FOUND

Welcome to the MCCA (Massachusetts Convention Center Authority) Lost and Found Website.

Our online web form allows you to file a report and get a case ID for any lost item(s) at the BCCS (Boston Convention and Exhibition Center) and John B. Hynes Veterans Memorial Convention Center.

The MCCA Public Safety claim area is located in our Command Center at 415 Summer Street, Boston which can be accessed by entering our West Side Drive and checking in with the public safety officer at the check point.

The Command Center is open during normal business hours which are Monday-Friday from 9am to 5pm. You can arrange a pickup for your claimed item by calling 617-954-2222.

Found items are held for 60 days. After 60 days unclaimed items are destroyed, disposed or donated to charity. We do not keep perishable items. Anyone claiming property at the lost and found area must show a picture ID or driver's license, and your case ID number.

The Last 10 Found Items Are Listed Below

Case ID	Item Type	Facility	Description	Date Found	Click Here
2211	Wallet	John Hynes Convention Center	XDXO wallet	6/23/2011	Click Here
2210	IDs, Credit Cards, Licenses, Passports	John Hynes Convention Center	Charlie Card	6/25/2011	Click Here

[To View Complete Listings, Click Here](#)

■ INFORMATION TECHNOLOGY (IT) & TELECOMMUNICATIONS



FREE WI-FI

Our building have free wireless connectivity throughout.

LOCAL CALLS

We offer free local calls from all of our black, wall-mounted in-house phones.

IPHONE, IPAD & ANDROID APPS

Our apps (myBCEC and myHynes) act as mobile concierges for Boston and our award winning venues. Download them for free!

IN-HOUSE TECHNICAL SUPPORT

We have dedicated technical support for each show to meet your IT needs.

PAGING MICROPHONE

We offer a free paging microphone with the exhibit hall.

PLASMA SCREENS

Our buildings have plasma screens throughout that play show-related information during 3.5 minutes of loop time at no charge.

■ 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 up and strikes to offer savings.

INSTANT AUTHORIZATION

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

INSTANT COMMUNICATION

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

KEY AREA

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

EXCLUSIVE AUDIO OPERATOR

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

FREELANCE TECHNICIANS

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

PRE-SET ROOMS

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

■ 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 at 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.

PUBLIC RELATIONS

MEDIA RELATIONS

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

TWITTER

Each of our facilities has its own Twitter account and is monitored closely by staff. We work to publicize events and 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. We will include your event's hashtags leading up to 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 fan page is also linked to our Twitter pages to meet a wider audience.

facebook

Massachusetts Convention Center Authority
T5Boston

YouTube

MassConvention

twitter

@ MassConvention
@ BCECNav
@ HynesBeacon

@ T5Boston
@ BCGParking

BUSINESS CENTER



On-site facility to meet all your needs.

BEST PRACTICES

FedEx can provide "Best Practices" to your event to help expedite their services and develop tailored programs to your show.

WELCOME LETTER

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

MASTER ACCOUNT LIST

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

HOURS

The FedEx Office Print & Ship Center works with you to establish hours that coincide with your event and are flexible, based on show needs.

ART PROGRAM

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.





GREEN INITIATIVE

Feel good about your event knowing we do everything we can to reduce our and your carbon footprint and support local farms, gardens, and nonprofits.

The MCCA has established a Green Team with representatives from a broad range of Authority departments, available at: GreenTeam@massconvention.com

■ EARTH & PEOPLE-FRIENDLY FACILITIES MANAGEMENT

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

Both the Hynes and the BCEC facilities utilize energy efficient lighting and utilize programmable lighting to greater affect 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 uses low flow water devices in all its restrooms and kitchen areas.

Attendees will notice that where possible, we use Green Seal products for its restrooms 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.

■ RE-USE & RECYCLE

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

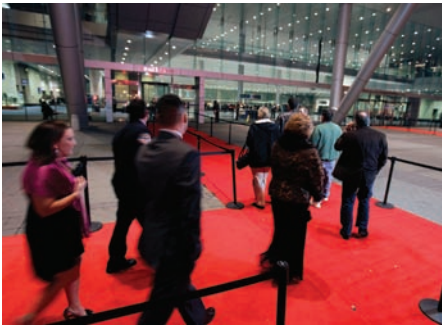
We also compost all food waste and compostable dinnerware and flatware at a local facility to create landscaping fertilizer.

■ LEND A HAND

We take pride in the network of nonprofit agencies throughout the Secretary of State's Office that are recipients of donated materials from the events.

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

Savor the local flavor! 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.

T PASSES SOLD ON-SITE

Guests can purchase Charlie Cards at several locations within the facility to use on the MBTA ("The T"), Boston's extensive public transit system.

TRANSPORTATION PLANNING

The MCCA develops a Transportation Plan for all events hosted at the Boston Convention & Exhibition Center that have a transportation element. In the development of these plans, the Transportation Manager serves as a direct point of contact to the event and is responsible for providing guidance and input to all outside transportation vendors/management companies when application.

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 management during show hours. The South Lot Shuttle is not available for events where the registration is located on Level 0, however, exceptions will be made for events with high numbers of attendees with mobility impairments, and/or events with inclement weather.

AUTO DETAILING SERVICES

Whether you are looking for a quick wash or a full interior/exterior detail, Ayers Auto Detailing will get your car to shine. With on-site service, Ayers can get your car looking like new without all of the hassle of dropping your car off at one location while you need to be in another. Appointments can be made in advance, or on-site either when you park in the South Lot or drop your car off with one of our valets.

GOLF CARTS

To allow for easier travel throughout the BCEC, we have two golf carts driven by Transportation Agents. These carts act as taxis throughout the building and assist attendees in getting where they need to go.

VALET

At the MCCA, we want all attendees to feel like VIPs, which is why we have valet services available for most major events. Our friendly Priority Parking Staff will park your car so you don't have to, and return it when you need it, making for a wait-free, hassle-free parking experience.

IT

GUEST NETWORK OPERATIONS CENTER (GNOC)

The Guest Network Operations Center is a centralized, secure location for your IT team that offers fully connectivity to the show floor and outside the facility.

