

# MASSMUTUAL CENTER

## TECH GUIDE

UPDATED 2024



∴ MassMutual  
Center

MASSACHUSETTS  
CONVENTION CENTER  
AUTHORITY



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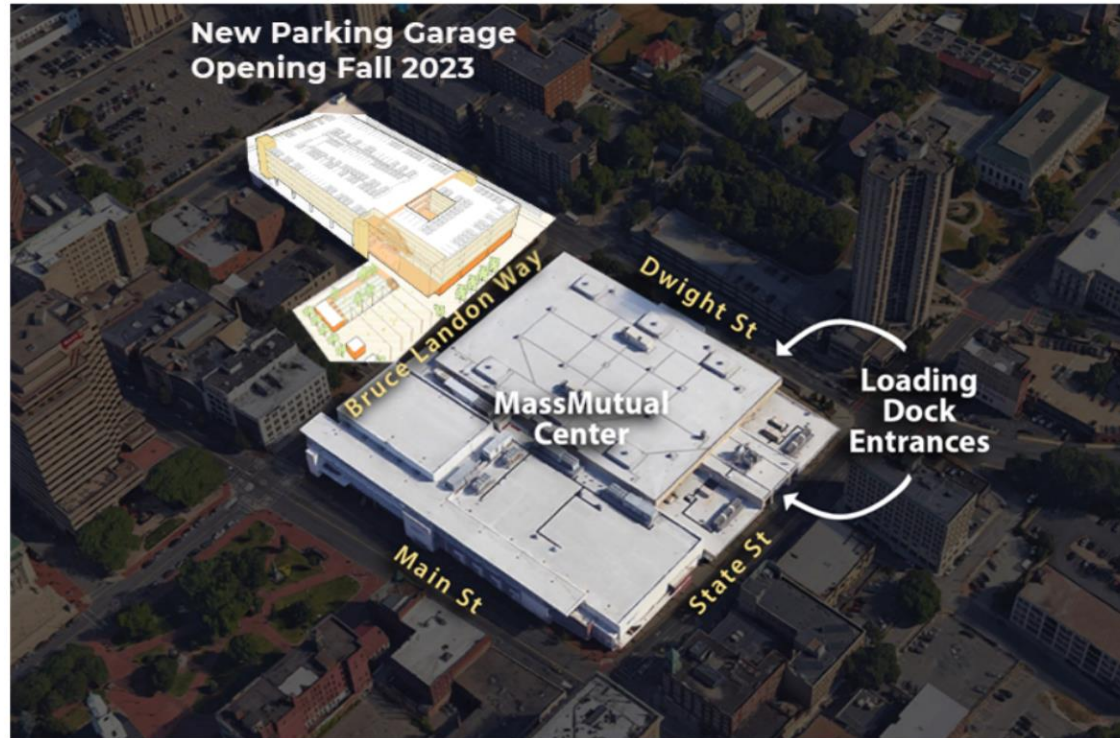
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# SITE MAP



# DRIVING DIRECTIONS



## TRAVELING NORTH on I-91

Take Exit 5 (formerly Exit 6, Springfield Center), onto East Columbus Avenue. Continue up East Columbus Avenue (about ¼ mile) to Court Street. Take a right onto Court Street and proceed past Symphony Hall, City Hall, and MassLive Building. MassMutual Center is located at the corner of Court and Main Street across from Court Square.



## TRAVELING SOUTH on I-91

Take Exit 5B (formerly Exit 7, Hall of Fame Ave/Downtown/Springfield). Turn left at the light at the end of the ramp. Circle under the highway and go straight through one light. Take a right at the second light onto Main Street. MassMutual Center is located at 1277 Main Street across from Court Square.



## TRAVELING WEST on I-90 (MA TURNPIKE)

Take Exit 51 (formerly Exit 6) off the Mass Turnpike to Rt. 291. From Rt. 291, take Dwight Street Exit. Turn left at the end of the ramp and follow Dwight Street to MassMutual Center.



## TRAVELING EAST on I-90 (MA TURNPIKE)

Take Exit 45 (formerly Exit 4) onto I-91 South. Follow directions for travelling South on I-91.



Western Massachusetts is easy to get to - and easy to get around! The region has four airports including the traveler-friendly Bradley International Airport, which offers service by all major airlines and is just 20 minutes south of Springfield. You will also find regularly scheduled rail service, daily bus service throughout the region and beyond, car rental and limousine services and other transportation options.

The MassMutual Center is located in Springfield's Downtown section, minutes from hotels, bus and train stations.

## AIR TRAVEL

Bradley International Airport (BDL) is New England's second largest airport and is located 17 miles from the Springfield Convention District. The airport is served by 15 airlines including 2 low-fare carriers and 9 major cargo carriers. There are approximately 400 daily flights serving approximately 9,000 passengers daily. Bradley Airport offers 8 car rental companies and has on-site taxi service.

## BUS

Headquartered in downtown Springfield, Peter Pan Bus Lines specializes in convention & meeting transportation (hotel shuttles, tours, airport transfers) Peter Pan also offers daily service to Boston, Connecticut and New York City. Chicopee-based King Gray Coach lines offers car service, minibus and full-size motor coaches with a full-service tour department. The PVTA has bus stops conveniently located directly in front of the MassMutual Center on Main Street and adjacent to the Civic Center parking garage on Bruce Landon Way.



# HOTEL ROOMS

## GUEST ROOMS

There are over 1,300 first-class hotel rooms within walking distance of the MassMutual Center (MMC), ranging from limited service to full-service resorts. The Massachusetts Convention Center Authority, owner of the convention center, partners with the Greater Springfield Convention and Visitors Bureau (GSCVB) to be the liaison between the facility and the hotel community for sourcing your room block needs. The GSCVB works with the MMC and hotel community to contract room blocks, monitor block activity, gauge economic impact and reiterate contact-tracing requirements. The GSCVB also offers a full-service housing bureau. As the Destination Marketing Organization in Western Mass, the GSCVB will also assist you with destination information, registration boosters and supply contacts for vendors you may need. We will facilitate an introduction to the GSCVB Vice President of Sales Alicia Szenda when you are ready to source your room blocks. You may also reach out to Alicia directly at [aszenda@explorewesternmass.com](mailto:aszenda@explorewesternmass.com) or at 413-755-1346. Please reference your event at the MassMutual Center in your initial contact with Alicia.

## MGM SPRINGFIELD

- \$950-million integrated luxury resort and entertainment destination offers:
- Gaming Floor with over 2,500 slot machines, over 90 gaming tables, a poker room and a high limit VIP gaming area
- MGM Springfield Hotel – 252 rooms and suites
- Seven Luxury Regal Cinemas – 650 seats
- Topgolf Swing Suites
- TAP Sports Bar, Arcade & Bowling
- The Plaza – outdoor dining & entertainment
- 34,000 square feet of dynamic and flexible space

## DINING

- TAP Sports Bar
- Commonwealth Bar & Lounge
- The Chandler Steakhouse
- South End Market



## LOCAL AREA HOTELS

- MGM Springfield – Walking Distance
  - 3,400 parking spaces (Free Parking)
- Sheraton Springfield – Walking Distance
  - Paid Parking Garage for hotel guests
- Hilton Garden Inn
  - Open flat parking lot (Free Parking)
- LaQuinta
  - Open flat parking lot (Free Parking)
- Holiday Inn Express – Walking Distance
  - Open flat parking lot (Free Parking)
- Hampton Inn
  - Open flat parking lot (Free Parking)



# MASSMUTUAL CENTER LOADING DOCK

MassMutual Center features a large, indoor loading dock, located on the northeast side of the building, which can be accessed in two locations:

**DWIGHT STREET ENTRANCE** - 18' wide x 15'6" high | **STATE STREET ENTRANCE** - 19' wide x 16'4" wide

The loading dock has four truck bays with dock levelers

53' tractor trailers must enter the loading dock through the State Street entrance nose first and then back straight into the dock. There are four truck bays, all on a slight negative slope and with dock levelers. The distance from the floor to the dock leveler is 4'10". The distance from the dock levelers to the arena floor is approximately 220' (push includes a ramp down from the dock and a ramp up to the arena floor). Generally, one must be kept open for normal deliveries.

At the discretion of MassMutual Center Management, tractor trailers and box trucks can back up to the ramp leading to the arena, or drive on the arena floor for loading and unloading purposes for certain events.



## TRAVELING NORTH on I-91

Take Exit 5 (formerly Exit 6, Springfield Center), onto East Columbus Avenue. Continue up East Columbus Avenue (about ¼ mile) to Court Street. Take a right onto Court Street and proceed past Symphony Hall, and City Hall. Go through the set of lights and at the next set of lights turn right onto Dwight Street and the Dwight Street Loading Dock overhead door will be on the right hand side



## TRAVELING SOUTH on I-91

Take Exit 5B (formerly Exit 7, Hall of Fame Ave/Downtown/Springfield). Turn left at the light at the end of the ramp. Circle under the highway and go straight through two sets of lights and then take a right onto Dwight Street, and the Dwight Street Loading Dock overhead door will be on the right hand side



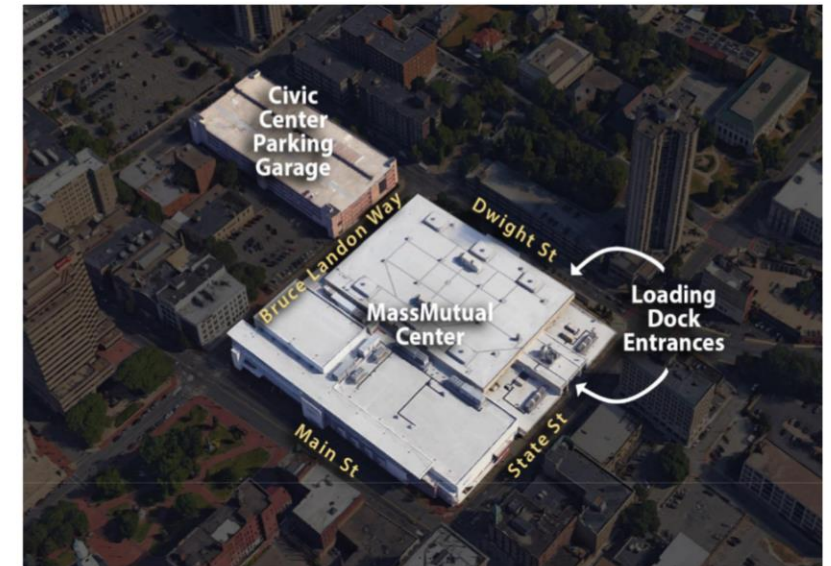
## TRAVELING WEST on I-90 (MA TURNPIKE)

Take Exit 51 (formerly Exit 6) off the Mass Turnpike to Rt. 291. From Rt. 291, take Dwight Street Exit. Turn left at the end of the ramp and follow Dwight Street to MassMutual Center, and the Dwight Street overhead door will be on your right hand side.



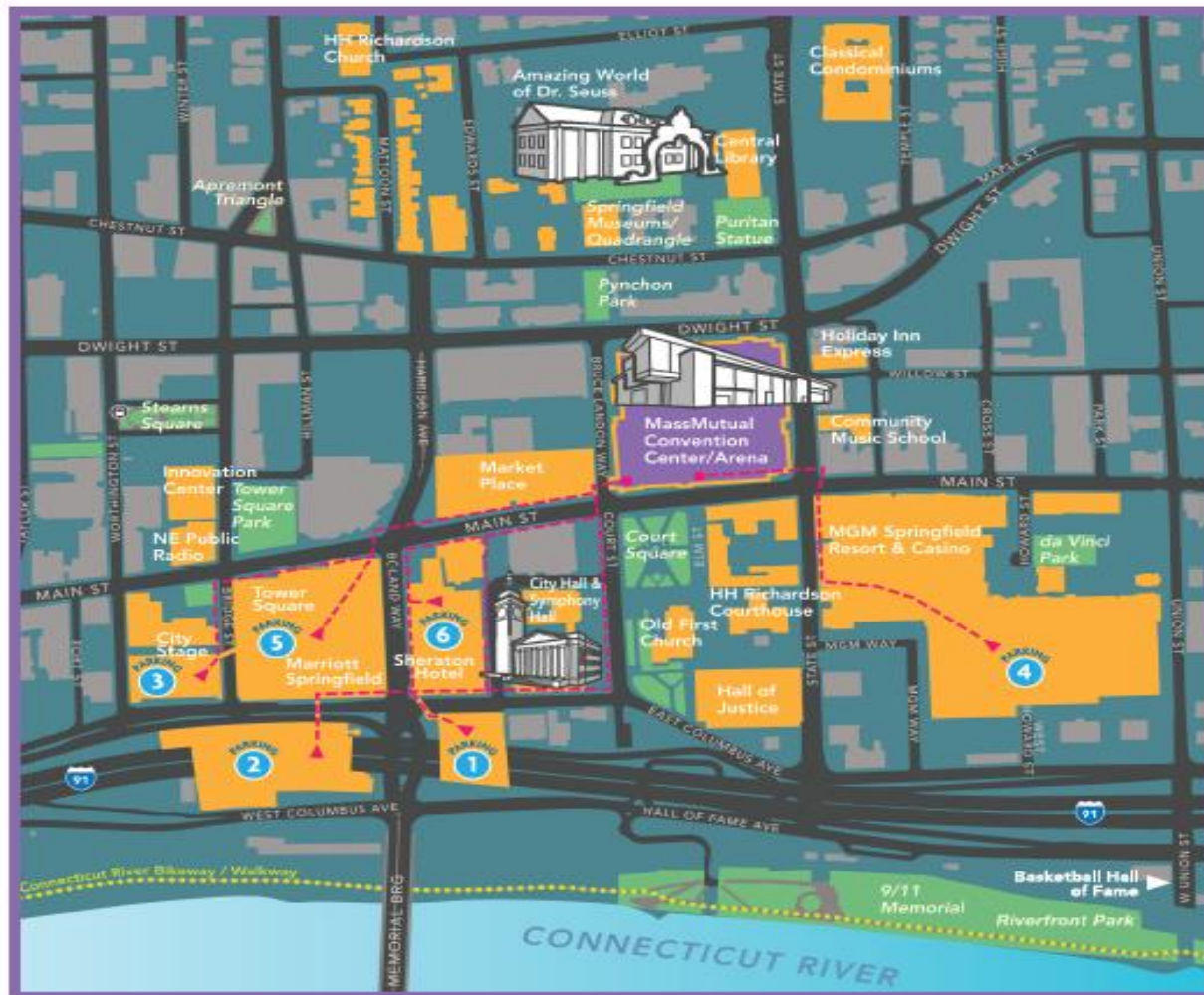
## TRAVELING EAST on I-90 (MA TURNPIKE)

Take Exit 45 (formerly Exit 4) onto I-91 South. Follow directions for travelling South on I-91.



# NEARBY AVAILABLE PARKING

## CONVENTION CENTER PREFERRED PARKING



**PARKING 1**  
I-91 SOUTH GARAGE  
1620 E. COLUMBUS AVE

**PARKING 2**  
I-91 NORTH GARAGE  
1870 E. COLUMBUS AVE

**PARKING 3**  
COLUMBUS CENTER  
GARAGE  
150 BRIDGE ST

**PARKING 4**  
MGM SPRINGFIELD  
GARAGE  
ONE MGM WAY

**PARKING 5**  
TOWER SQUARE  
GARAGE  
1500 MAIN ST

**PARKING 6**  
SHERATON HOTEL  
GARAGE  
ONE MONARCH PLACE



**MassMutual Center**



## AVAILABLE DOWNTOWN PARKING

- There are several parking garages located around the MassMutual Center.
- All parking locations are walkable to the MassMutual Center
- Event Rate parking will be available at the following garages
  - I-91 South Garage
  - I-91 North Garage
  - Columbus Center Garage
- Free parking available at MGM Springfield
  - Keep in mind no minors under the age of 21 are allowed to transit through the casino floor
- Tower Square Garage & Sheraton Garages are also available and are the best options for those guests staying overnight at either of those hotels

For more information call 413.273.8440

# MASSMUTUAL CENTER MAIN ENTRANCE

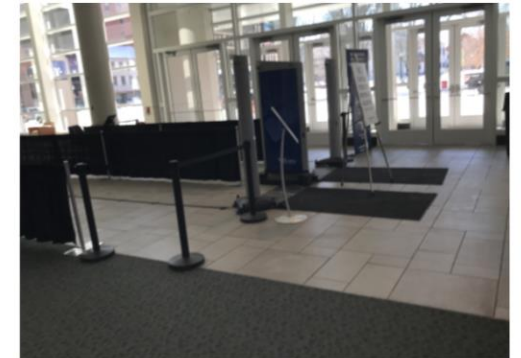
## ARENA ENTRANCE

- The arena entrance is located on Bruce Landon Way.
- The Box Office is accessible through these main entrance doors.
- Once entering the building all guests will be screened through magnetometers once they arrive to the top of the stairs and once they pass through screening guests will then have their ticket scanned prior to entrance into the event.



## CONVENTION CENTER ENTRANCE

- The convention center main entrance is located at the corner of Main St. and Bruce Landon Way.
- This entrance is only accessible during posted event
- There are other doors that are located on the Main Street side of the building but those doors are solely used as emergency exits
- Once entering the building all guests will be screened through Evolve security screening machines.



# ARENA INFORMATION

## GENERAL

### FLOOR DIMENSIONS / DASHERS

The arena floor is finished concrete and measures 94' x 204' without hockey dashers in, and 85' x 200' with hockey dashers in. The weight limit on the arena floor is 250 lbs. per square foot. The ice and dashers remain in from September through April. While the ice is in, Arena Deck XT Ice Cover is used to cover the ice to host events. Arena Deck has a total strength of 500 PSI. Please consult with your Event Manager on exact arena floor dimensions for your event.

The hockey dashers measure 43" high. Tempered glass panels line the sides of the rink and measure 72" high Plexiglas panels line the end zones and measure 96" in height.

There are 6,539 permanent seats in the arena and 119 ADA accessible seats between the concourse and Press Level of the arena. Exact floor seating depends on the event configuration; a typical end stage position can max out at 1,800 floor seats. Exact number of floor seats will vary by event based on event production needs.

The Press Level of the arena features both a home and visitor's press box. Both locations have internet and phone line capabilities. There are also two box suites that can be used for additional press, camera locations or VIP suites.

### PYROTECHNICS

The use of Pyro, flame or special effects is strictly forbidden without the approval of the Springfield, MA Fire Marshal and if approved a permit must be obtained by a MA licensed technician who will be on site for the show(s). Additionally a minimum of one Fire detail must be present.

### SCORING SYSTEMS

The arena is equipped with Daktronics AllSports 5100 controllers, shot clocks, goal lights, horns and broadcast scoredata encoder.

### FLOOR LOADS

The load limits on the arena floor is 250 lbs. per square foot.

### LIGHTING LEVELS

Lighting levels for events should be arranged through the Event Manager and/or show lighting technician. Show management should not utilize any lighting control wall panels without prior permission and training, as this may cause unintended results.

### ARENA

Lighting in the arena consists of LED lighting along the sides of the arena, over the seated area, and 8 dimmable quartz lights along each long side of the floor (10 total). LED lighting and quartz lights come up and down instantly. LED lighting can be dimmed to your specifications. Specialty scenes are also available.

### AUDIO

The arena is equipped with an EV point source speaker system, Behringer x32 mixer and Shure QLX microphone package.

### SPOTLIGHTS

The Arena is equipped with 8 Lycin 1290 Spotlights in permanent perch areas around the bowl. Each perch location is equipped with a Clear Com connection. All spotlight positions must be staffed with an IATSE Local 53 stagehand. If the production requires a tour operator act as lead spotlight, a shadow IATSE Local 53 stagehand must be added.

For a typical end-stage setup, with the stage set on the Southeast/State Street Side (Loading Dock ramp entrance) of the arena, the spotlight locations are:

- Head-On/Front-of-House: 2 Spots
- Stage Right: 5 Spots
- Stage Left: 3 Spots
- Back-of-House: 0 Spots

# ARENA INFORMATION

## TECHNOLOGY

### INTERCOM

MassMutual Center has an in-house Clear Com system with patch points at multiple places on the arena floor, in the house lights/sound booth, and all spotlight perches.

### INTERNAL NETWORK

MassMutual Center owns and operates a system of in-house TV monitors linked by an internal network. Locations of monitors are as follows:

Arena – Box Office Lobby: 3 Monitors	Arena – Executive Perch: 4 Monitors
Arena – Concourse: 11 Monitors	Arena – Center Grille: 3 Monitors
	Arena – Breakaway Lounge: 4 Monitors

These monitors can be utilized to display images and videos during events. Please consult your Event Manager for pricing on this service or for additional information.

### BROADCAST SERVICES

MassMutual Center has convenient parking spots for broadcast trucks on Dwight Street with easy access to power and signal distribution, including LC fiber connections in key locations throughout arena. Please contact your Event Manager for more details and pricing information

### FRONT END VIDEO

#### SWITCHING

Ross Carbonite, 24 Inputs w/ 4-M/E, 6-mini M/E

#### GRAPHICS

Ross Xpression w/ ClipServer, 3 Channel  
Daktronics Show Controller, 4 channel

#### REPLAY

Ross Mira+, 12 channel: 9-in / 3-out



### VIDEO BOARD

#### A TOP LED RING

688 pixels w X 64 pixels h 10MM LED

#### MAIN LED FACE DISPLAY

544 pixels w X 320 pixels h 10MM LED

#### BOTTOM LED RING

576 pixels w X 64 pixels h 10MM LED

# ARENA INFORMATION

## ELECTRICAL HOOKUPS

LOCATION	AMPS	NOTES
<b>SE Loading Dock</b>		
SECT 17 under seating	100	Female Cam
"	200	Female Cam
"	400	Not Show Power, feeds panels in room
SECT 16 under seating	400	Female Cam
"	400	Female Cam
<b>SW DASHER</b>		
SECT 22 under seating	400	Female Cam
"	200	Female Cam
SECT 27 under seating	400	Female Cam
"	200	Female Cam
NW Entrance Vom – SECT 1 under seating	30A/208v	L-21-30R (Nema Plug)
"	30A/208v	L-21-30R (Nema Plug)
"	30A/208v	L-21-30R (Nema Plug)
<b>Dwight St (NE)</b>		
TV Closet	100	Mini-Cam
"	200	Female Cam
"	200	Female Cam
"	200	Female Cam
"	200	Female Cam
"	50A/120/250	14-50R (NEMA Plug) used for busses
"	50A/120/250	14-50R (NEMA Plug) used for busses
"	50A/120/250	14-50R (NEMA Plug) used for busses

LOCATION	AMPS	NOTES
<b>Dwight St (NE)</b>		
Ramp 9 (Arena)	30A/120v/208v	L-21-30R (Nema Plug) (3 circuits)
	30A/120v/208v	L-21-30R (Nema Plug) (3 circuits)
	20A/120v/208v	L5-20R (Nema Plug) (1 circuits)
"	20A/120v/208v	L5-20R (Nema Plug) (1 circuits)
<b>Loading Dock</b>		
Near Dumpster	50A/120/250	14-50R (NEMA Plug) used for busses
"	50A/120/250	14-50R (NEMA Plug) used for busses
Tele Data Room (D1006)	50A/120/250	14-50R (NEMA Plug) used for busses

# ARENA INFORMATION

## STAGING | BARRICADE | SOFTGOODS

### STAGING INVENTORY

MassMutual Center owns StageRight multi-height staging that is adjustable from 4' to 6' in height. The facility owns 154 decks that are 4' wide and 8' deep with hard top and carpeted sides. The facility owns 28 stage carriages to support the decks.

- 8" tall, 4' x 8' or 3' x 8' Platforms (grey carpet or black hard-top. Black hard-top is only available for the 3' platform)
- 16" tall, 3' x 8' Platforms (black hard-top only)
- 16" tall, 4' x 8' Platforms (grey carpet or black hard-top) Maximum Stage Size: 40' x 28' (1,120 sq. ft.)
- 2' or 2'6" tall, 6' x 8' Platforms (grey carpet or black hard-top) Maximum Stage Size: 32' x 30' (960 sq. ft.)
- 2'6" or 3' tall, 6' x 8' Platforms (grey carpet or black hard-top) Maximum Stage Size: 12' x 16' (192 sq. ft.)
  - \*These platforms may be used at the 2'6" height to increase maximum stage size of the previous inventory item
- 4' – 6' tall, 4' x 8' Platforms, adjustable by 2" increments (grey carpet or black hard-top)
- 2 / 3 / 4-step stair units for 16" – 3'6" stages, (10) adjustable height staircases for 4' – 6' tall stages.
- 8', 4', and 3' long stage railing sections, totaling 540 ft.

\*\*Skirting to mask staging

### BARRICADE

MassMutual owns 104' of StageRight concert barricade with grill style fronts.

### SOFT GOODS

Rigging of these curtains must be done by IATSE Local 53. Please contact your Event Manager for curtain rental and labor pricing.\*\*

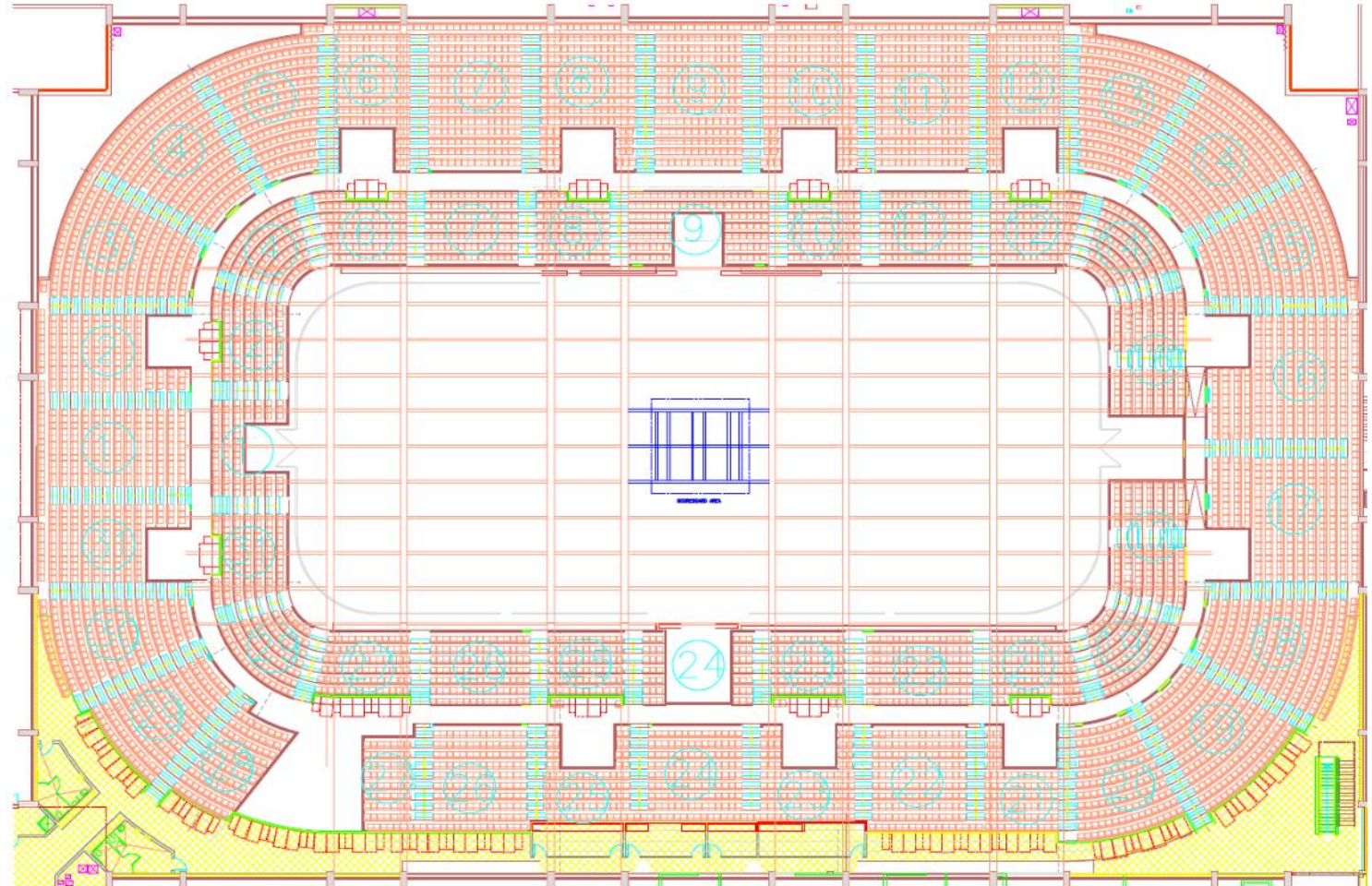
- (4) Rosebrand 22 OZ. Black Encore Velour w/ fullness 35' H x 24' W - attach to truss or pipe with tie line
- (2) Rosebrand 22 OZ. Black Encore Velour w/ fullness 32' H x 35' W - attach to truss or pipe with tie line
- (2) Rosebrand 22 OZ. Black Encore Velour w/ fullness 39' H x 15' W - attach to truss or pipe with tie line
- (2) Rosebrand 22 OZ. Black Encore Velour w/ fullness 22' H x 15' W - attach to truss or pipe with tie line

The MassMutual Center also owns 1500' of 8' high black Poly Premier drape, and 650' of 3' high Poly Premier drape. Available quantity is subject to change based upon concurrent events in the facility. Please contact your Event Manager for pricing and availability.

# ARENA INFORMATION

## RIGGING

Rigging can be done on both the low and high steel in the arena. Floor to low steel is 43' high; floor to high steel is 56' high.  
A rigging diagram with load limits can be emailed upon request.



# ARENA INFORMATION

## LOCKER ROOMS / DRESSING ROOMS

### LOCKER ROOM HIGHLIGHTS

- 4 locker rooms located around the lower level
- All rooms equipped with restrooms and showers
- 3 smaller referee locker rooms located on North side of the building
- Media room located on lower level
- Direct Access to Dwight Street from Player Entrance Doors
- All rooms have shower and restroom facilities.
- All are a short distance (50' – 150') from the arena floor.

\*\*Square footage calculations do not include restroom or shower areas

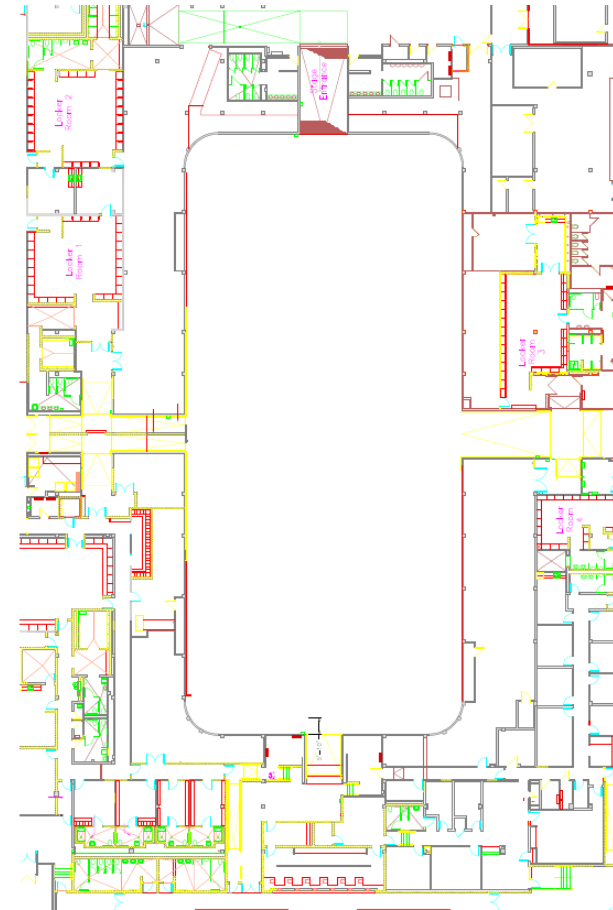
### SHOW OFFICE / PRODUCTION ROOM

- The Arena features a show production office with electrical, phone line, and Ethernet line access. The room does not have private bathroom facilities. It is located on the Dwight Street side and is 970 sq. ft.

**FURNITURE AND DÉCOR PROVIDED BY MUSICAL CHAIRS – ADDTL COST**



ROOM	LOCATION	SQUARE FOOTAGE
<b>LOCKER ROOM 1</b>	Dwight Street Side	890 sq. ft.
<b>LOCKER ROOM 2</b>	Dwight Street Side	830 sq. ft.
<b>LOCKER ROOM 3</b>	Main Street Side	760 sq. ft.
<b>LOCKER ROOM 4</b>	Main Street Side	355 sq. ft.



### LOCKER ROOM



### LOCKER ROOM SHOWERS



### LOCKER ROOM RESTROOMS



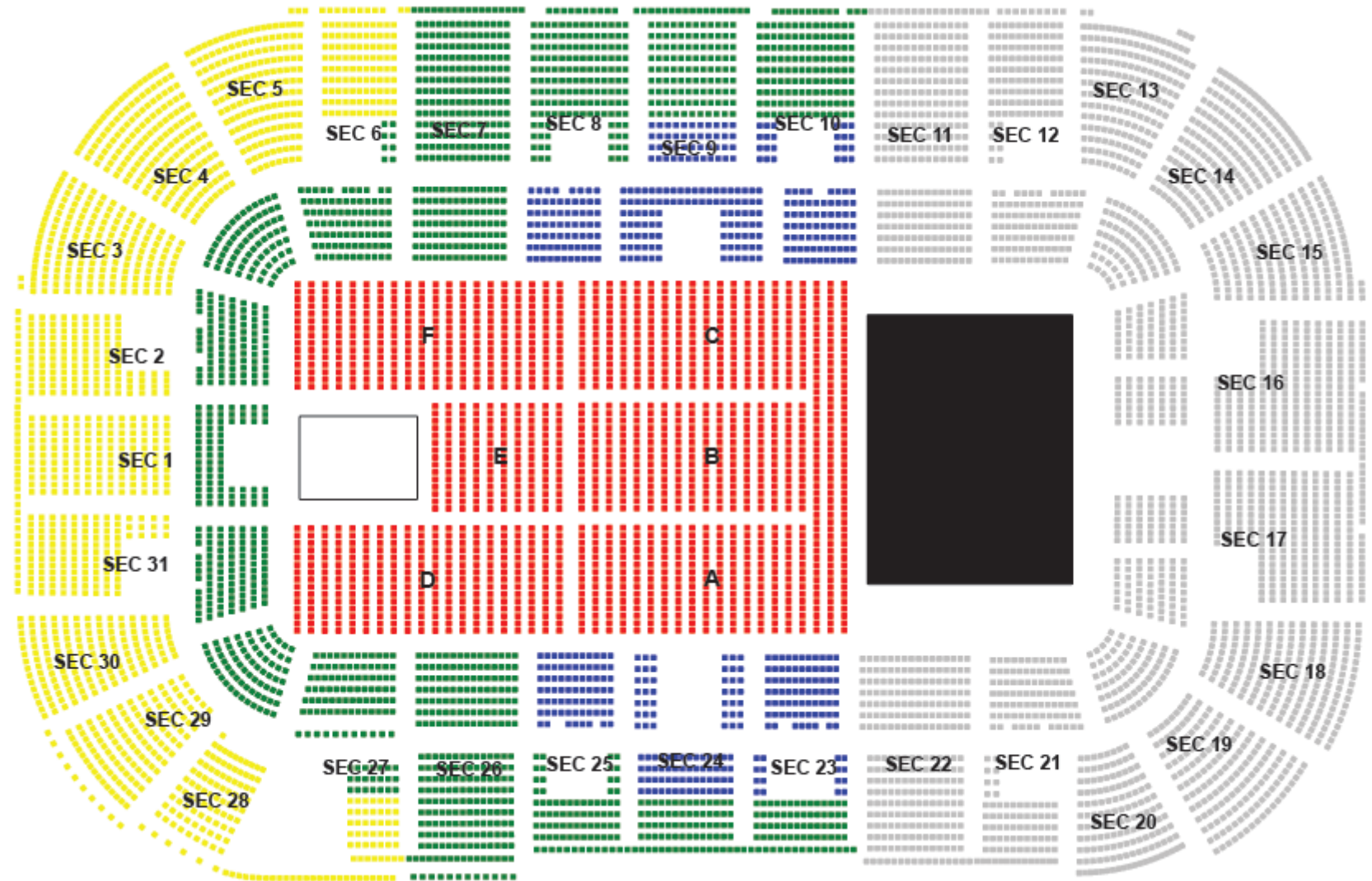
### MEDIA ROOM



# SEATING CONFIGURATION



## END STAGE

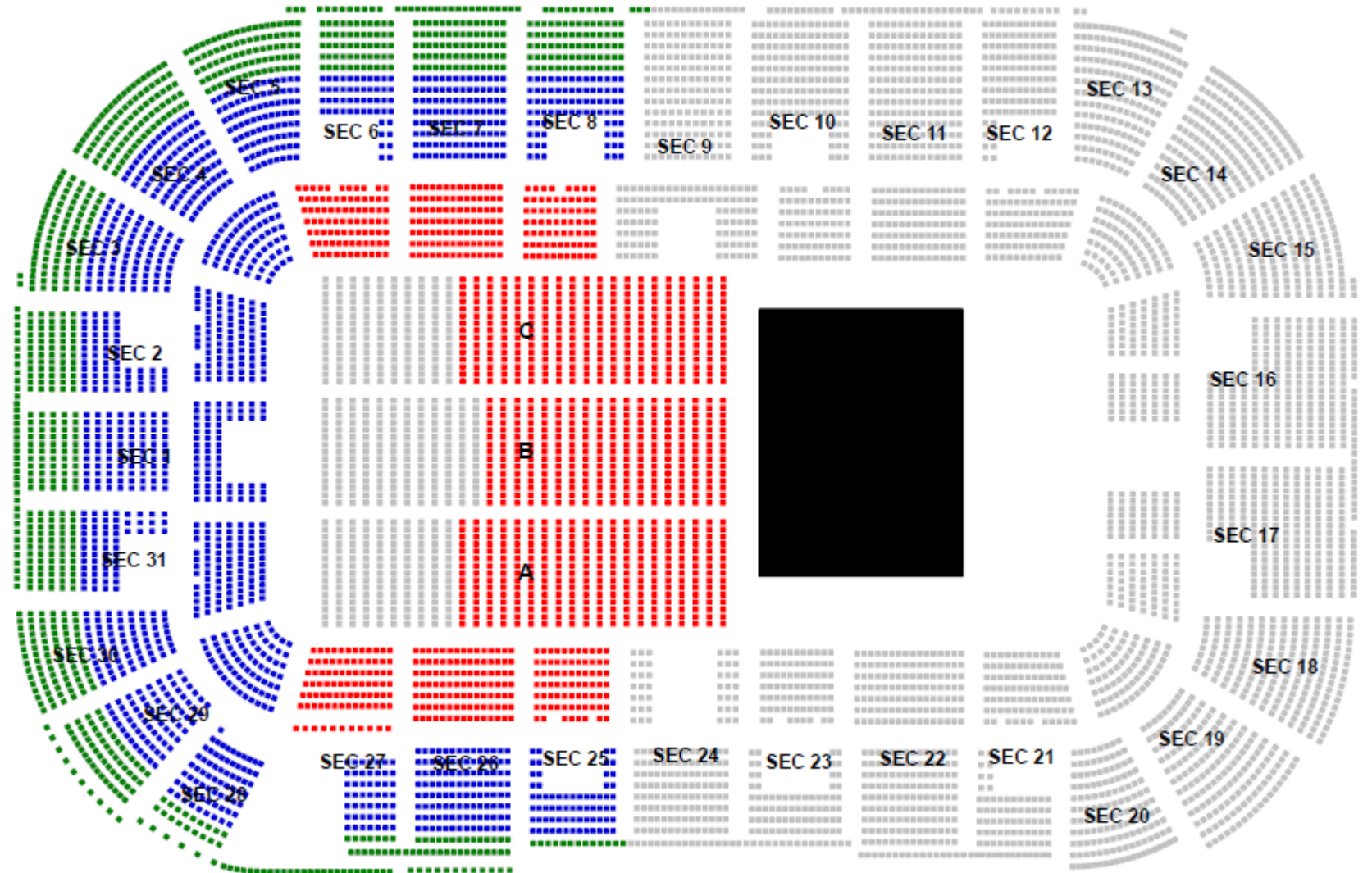
Code	Price		Seat Totals
P1	\$0.00		1,662
P2	\$0.00		571
P3	\$0.00		1,790
P4	\$0.00		1,526
		<b>TOTALS</b>	<b>5,549</b>



# SEATING CONFIGURATION


## HALF HOUSE

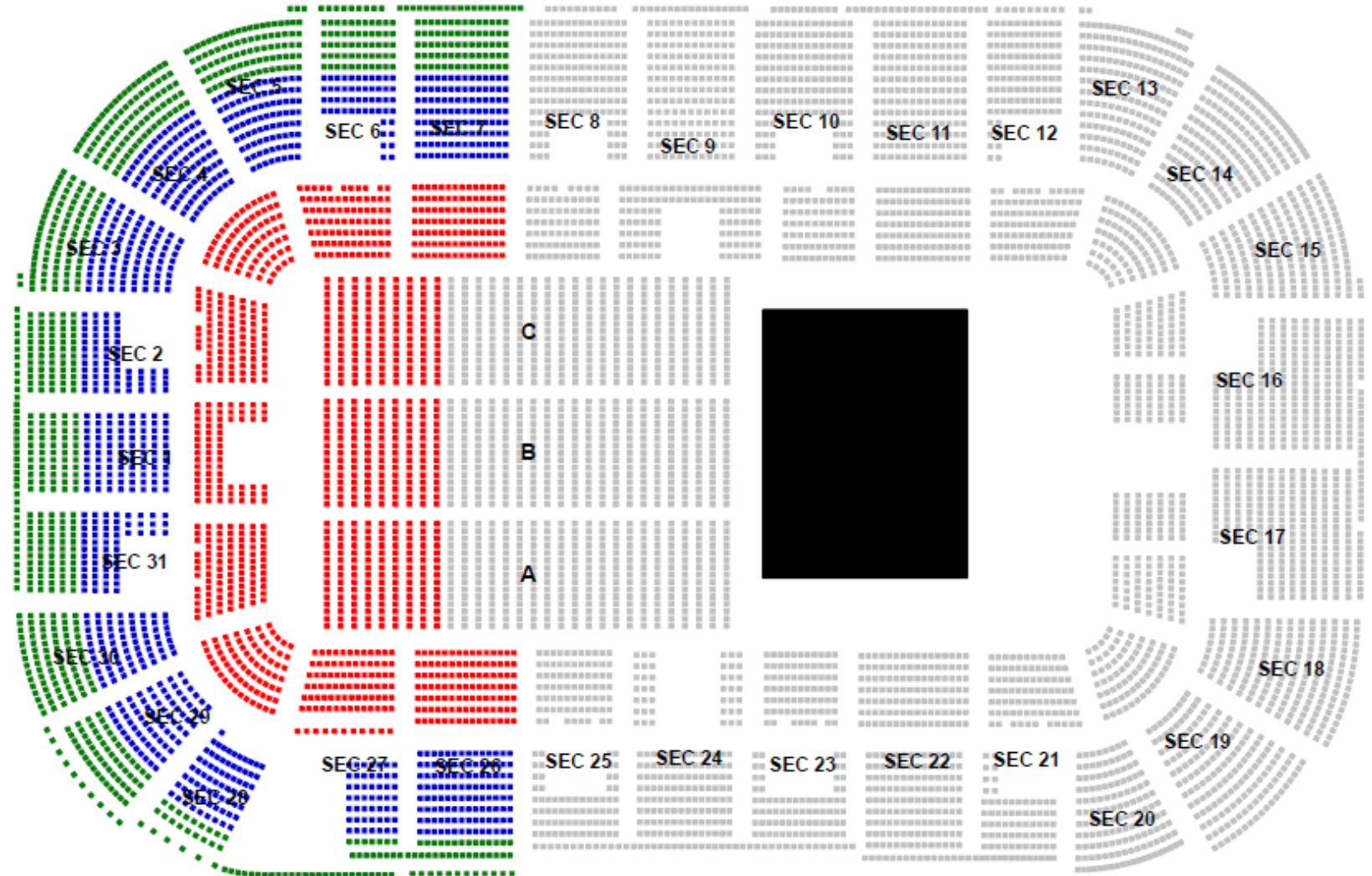
Code	Price		Seat Totals
P1	\$0.00		1,390
P2	\$0.00		1,557
P3	\$0.00		979
TOTALS			3,926



# SEATING CONFIGURATION

## QUARTER HOUSE

Code	Price		Seat Totals
P1	\$0.00		1,165
P2	\$0.00		1,025
P3	\$0.00		883
		TOTALS	3,073

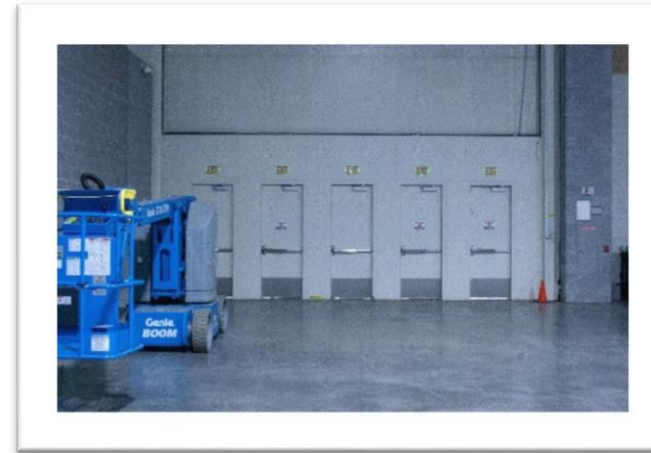
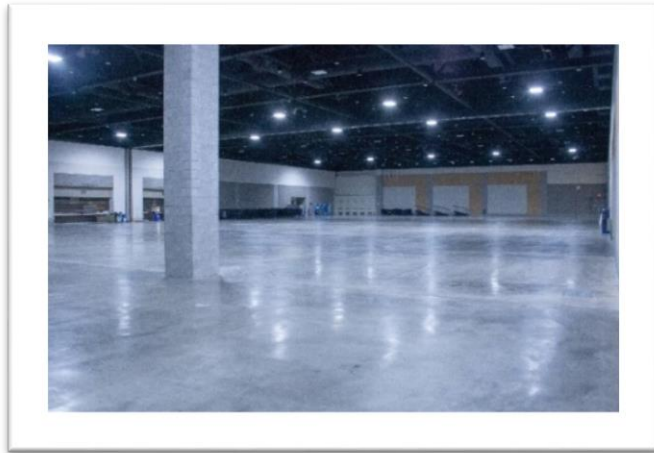


# EXHIBIT HALL INFORMATION

The Exhibition Hall has a polished concrete floor, with a weight load of 350 lbs. per square foot. The total Exhibition Hall is 40,650 square feet. The hall can be separated in half by air wall; Exhibition Hall A is 18,000 square feet and Exhibition Hall B is 22,650 square feet.

There is direct access to the loading dock from Exhibition Hall B through a rollup door measuring 13'4" wide x 8'3" high. The push from the dock levelers to the overhead door entrance of Exhibition Hall B is approximately 50'. Vehicular entrance into the Exhibition Hall can be accessed through the State Street rollup door (26'6" wide x 23' high). Only vehicles that are for show display purposes are permitted inside Ex-Hall. Vehicular loading/unloading is strictly prohibited. Access through the State Street rollup door may be restricted based on concurrent events; please contact your Event Manager to schedule arrangements. There is direct access to the Arena from Exhibition Hall A through a rollup door measuring 13'4" wide by 9'6" high. The access point includes a ramp down from the Exhibition Hall and a ramp up to the Arena. Total length of the passageway is 88'.

The Exhibition Hall floor features utility boxes, approximately 30' apart, running the length and width of the room. Power, phone line, and Ethernet line services are available in all boxes; potable water and compressed air services are available in some boxes. Event-specific lines can be run through built-in spare conduit at a cost to show management. There is also an overhead speaker system in the Ex-hall suitable for 'voice of god' announcing.



# EXHIBIT HALL INFORMATION

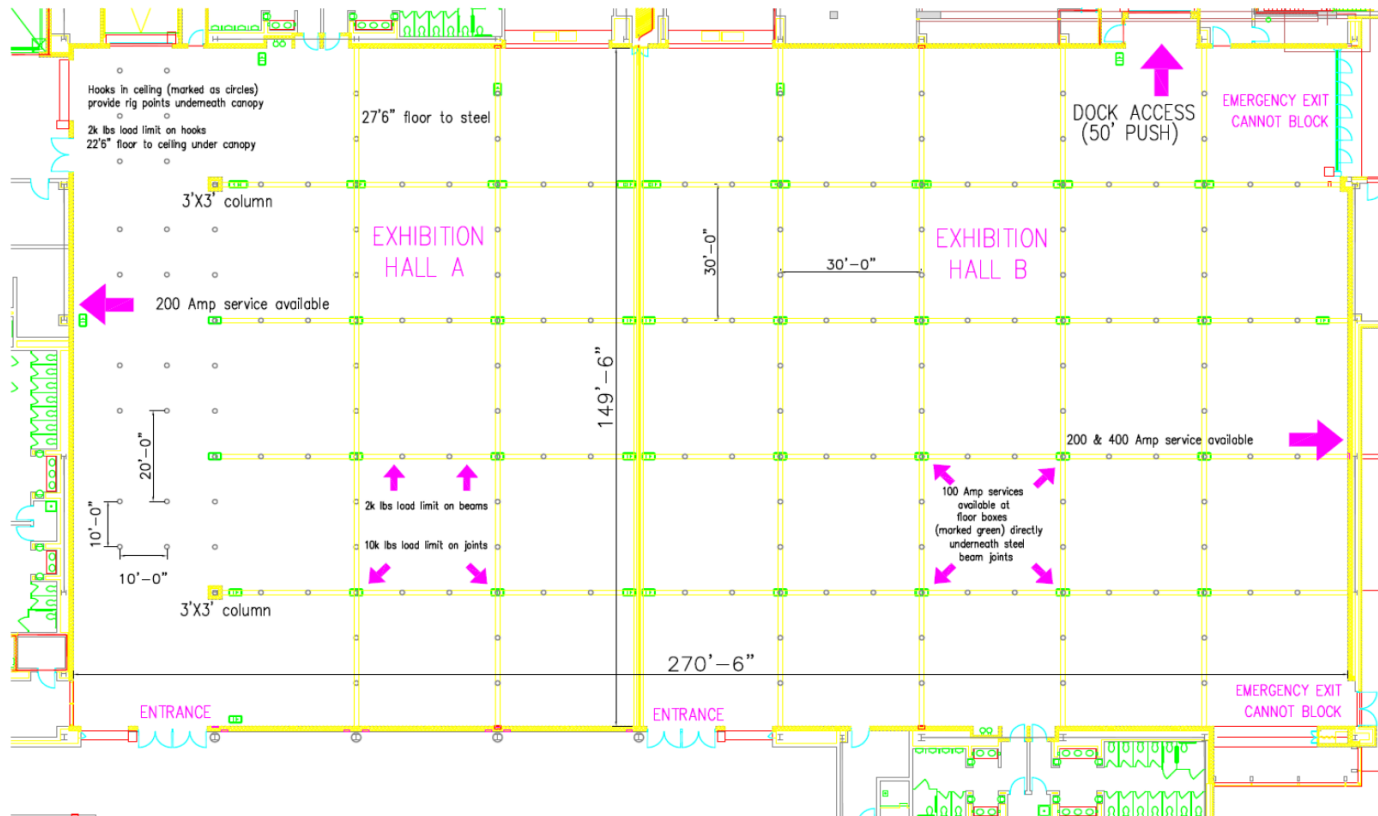
## RIGGING

### RIGGING – EXHIBIT HALLS

Rigging can be done in the Exhibition Hall from the open steel grid in the ceiling, either directly from the I-beam or from hooks on the beams.

- Hooks are 10' apart
- Weight limits are 2,000 lbs. from each point on the beam; joints can support 10,000 pounds, and are 30' apart
- Floor-to-steel measures 27'6"

Exhibition Hall A features a canopy with finished ceiling, bordered by two 3'x3' floor-to-ceiling columns. Rigging can be done under the canopy from hooks in the ceiling. Floor-to-hooks under the canopy measures 22'6".



# EXHIBIT HALL INFORMATION

## LIGHTING & ELECTRICAL

### LIGHTING

Consists of 41, LED fixtures

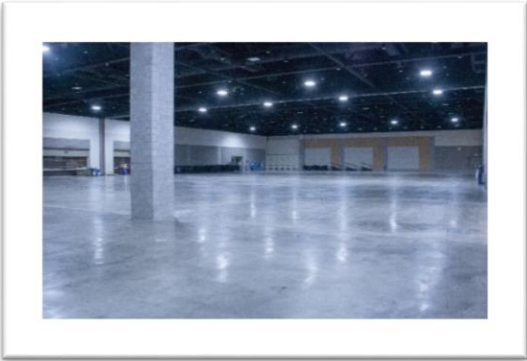
The Exhibition Hall also contains approximately 170, 500 watt, incandescent lamps with dimming capability.

DMX control of the Exhibition Hall is available for the dimmable lighting. The entire Exhibition Hall is a 63 channel universe; Ex-Hall A is a 27 channel universe; Ex-Hall B is a 36 channel universe. A channel guide is available to techs wishing preprogram elements of the show. Please note that the DMX addresses are fixed and will not be reassigned for any reason.

A Union house lights position may be required depending on the scope of the production inside the Exhibition Hall; please contact your Event Manager for more details and labor rates.

### LIGHTING LEVELS

Lighting levels for events should be arranged through the Event Manager and/or show lighting technician. Show management should not utilize any lighting control wall panels without prior permission and training, as this may cause unintended results.



### POWER LOCATIONS

LOCATION	AMPS	NOTES
STATE STREET		
	400	Female Cam
	200	Female Cam
The 400's and 200's on the State St. and Loading dock sides can't be used at the same time.		
LOADING DOCK		
	400	Female Cam
	200	Female Cam
EXHALL A		
	200	Female Cam
THROUGHOUT EXHALL		
Floor Boxes	50A/120/250	14-50R (NEMA Plug) typically used for busses

# GRAND BALLROOM INFORMATION

## ROOM LAYOUT

### GRAND BALLROOM

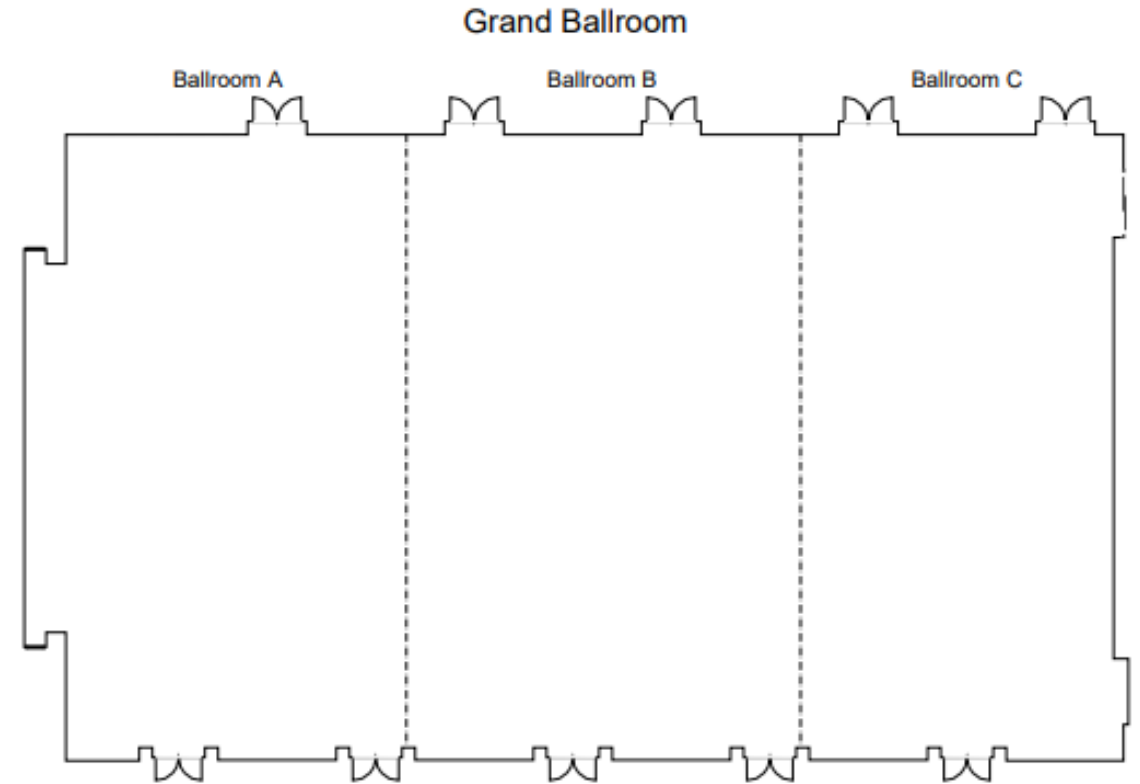
The Grand Ballroom is a carpeted space with 24' ceilings, easy access to the freight elevator and the main kitchen is located directly behind the ballroom. The Grand Ballroom is 14,880 square feet. The Grand Ballroom can be separated in thirds by 2 air walls.

The Grand Ballroom has 4 customizable reader boards that can be changed to meet the needs of your event.

The Grand Ballroom can be accessed from either the escalator or elevator from the meeting room pre-function space

### GRAND BALLROOM – PRE-FUNCTION SPACE

7,000 sq. ft. pre-function space allows dual access into the Grand Ballroom. The Ballroom alcove area is ideal for an open green room or staff lounge

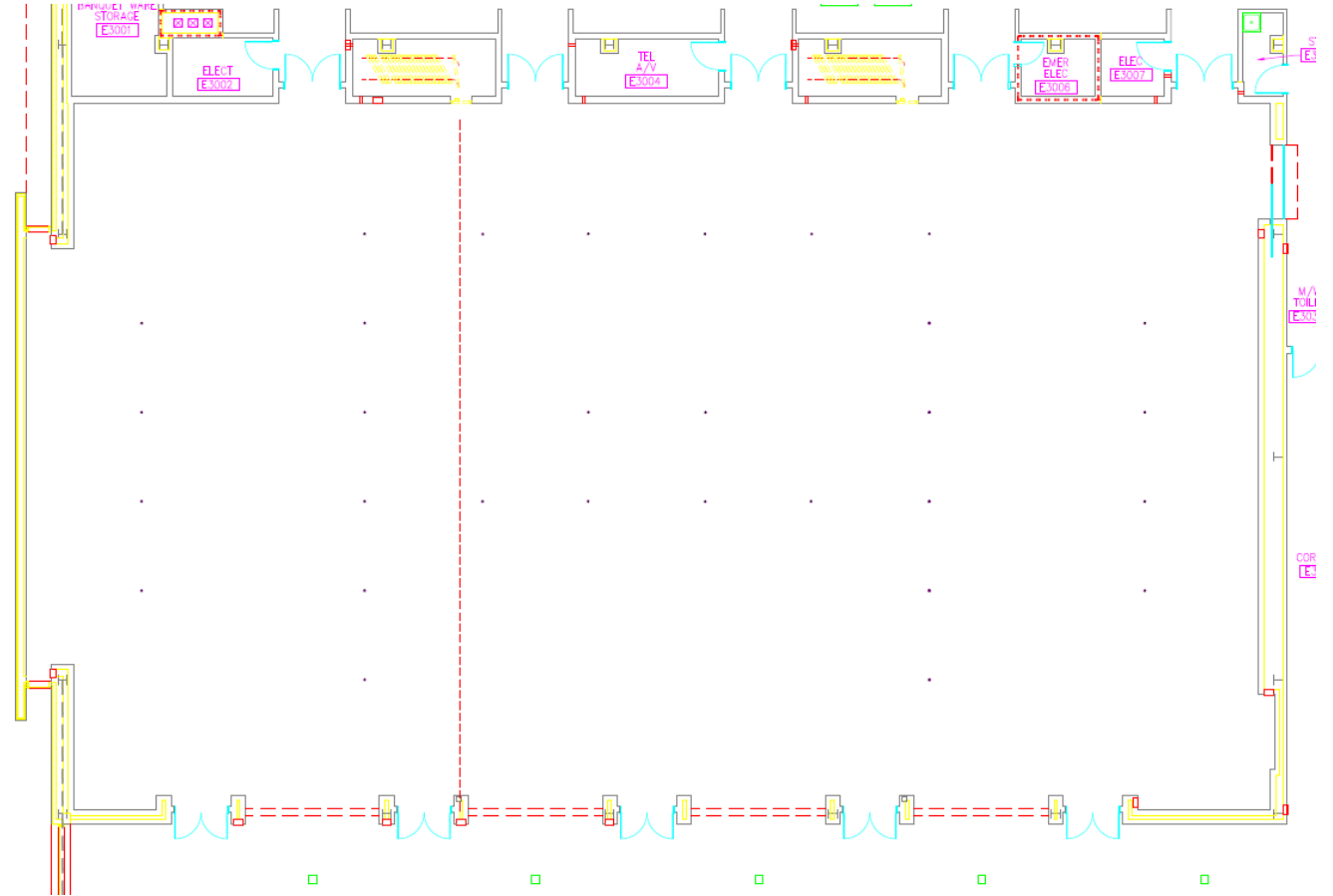
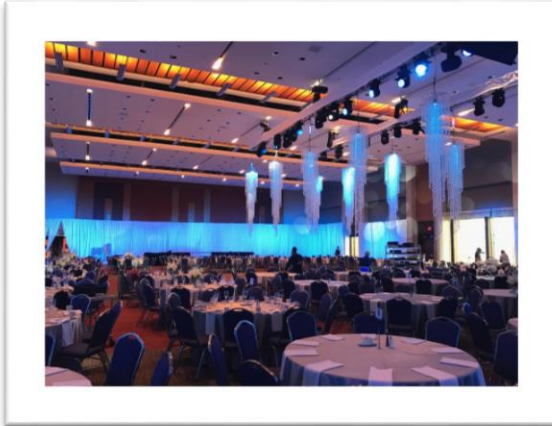


# GRAND BALLROOM INFORMATION

## RIGGING

### BALLROOM HIGHLIGHTS

- Rigging can be done in the ballroom from various rigging points throughout the ballroom.
- Ceiling Height in the ballroom is 24'
- Weight limit is 2k per point



# GRAND BALLROOM INFORMATON

## LIGHTING & ELECTRICAL INFO

### LIGHTING

DMX control of the Grand Ballroom is available for the dimmable lighting. A channel guide is available to techs wishing preprogram elements of the show. Please note that the DMX addresses are fixed and will not be reassigned for any reason.

A Union house lights position may be required depending on the scope of the production inside the Grand Ballroom; please contact your Event Manager for more details and labor rates.

### LIGHTING LEVELS

Lighting levels for events should be arranged through the Event Manager and/or show lighting technician. Show Management should not utilize any lighting control wall panels without prior permission and training, as this may cause unintended results.

### POWER LOCATIONS

LOCATION	AMPS	NOTES
<b>BALLROOM A</b>		
Overhang	100	Female Cam
Overhang	100	Female Cam
<b>BALLROOM B</b>		
Behind Service Door – closest to Ballroom A	200	Female Cam
Behind Service Door – closest to Ballroom A	200	Female Cam
<b>BALLROOM C</b>		
Bathroom Hallway	100	Female Cam

# GENERAL INFORMATION

## FREIGHT ELEVATOR & LIFTS

### FORKLIFTS

MassMutual Center owns two forklifts for use in the building. All forklift drivers operating in MMC MUST have a Hoisting License (Class 1C, 1B, or 1A) issued by the State of Massachusetts and a certificate stating that the driver has received training and education about OSHA standards regarding powered industrial trucks. (OSHA standard 1910.178).

Forklift operation for production material (audio/video/lighting/scenic) requires a certified IATSE 53 driver. Drivers who meet the above criteria must also familiarize themselves with the area(s) in which they will be operating a forklift prior to the beginning of the shift. Show management may provide drivers for other loads, provided that current copies of the driver's hoisting license and safety certificate as described above are forwarded to the Event Manager prior to arrival. No exceptions to the above IATSE drivers' policies will be permitted. Certified MMC staff drivers are available for most labor calls; please consult your Event Manager for forklift rental and labor rates.

### SCISSOR / BOOM LIFTS

MassMutual Center owns several different types of lifts, which are available to rent for event load-ins and load-outs. An IATSE rigger must drive the lift for any rigging work in the building. A certified MassMutual Center employee may drive the lift for other uses. Independent contractors without use language in forklift section will not be allowed to drive any lift in the building. Please contact your Event or Sales Manager for daily rates on these lifts.

\*Maximum platform load above 26' with the extension in is 700 lbs.

\*\*There is no platform extension on the boom lift. Loads are restricted to 500 lbs. at certain extensions and angles of the arm as detailed in the user's manual.

The boom lift operates on diesel fuel; all other lifts are battery operated.

### FREIGHT ELEVATORS

Dimensions and weight capacities of MMC's freight elevators are as follows:



FORKLIFT SPECIFICATIONS	YALE FORKLIFT	DAEWOO FORKLIFT
Weight Capacity	6,000 lbs	5,050 lbs
Max Lift Height	10'6"	15'6"
Fork Length	6'	5'
Fuel System	Liquid Propane	Liquid Propane
Tires	Pneumatic	Pneumatic

MODEL	PLATFORM DIMENSIONS	MAX PLATFORM HEIGHT	MAX PLATFORM LOAD	EXTENSION IN / EXTENSION OUT
Genie Single Lift	AWP30S	20" x 26"	35'6"	350 lbs
Aichi Scissor Lift	SV3246C	3'6" x 8'	31'4"	1,000 lbs* / 250 lbs
JLG Scissor Lift	2030ES	2'6" x 7'6"	20'	800 lbs / 250 lbs
Terex Scissor Lift	TSM20	2' x 8'	20'	750 lbs / 250 lbs
Condor Scissor Lift	V2033XL	2' x 7'6"	20'	750 lbs
JLG Boom Lift	600A	3' x 8'	60'	1,000 lbs / 500 lbs**

ELEVATOR #	POUNDS	LENGTH	WIDTH	HEIGHT
Freight Elevator # 4	20,000	218"	122"	95.5"
Freight Elevator # 5	8,000	141"	92"	95.5"

# FRONT OF HOUSE

## SECURITY

### **EVENT SECURITY & EMERGENCY PERSONNEL**

The MassMutual Center employs staff security guards, sub-contracted security staff, Springfield police officers, Springfield fire marshals, and emergency medical technicians (EMT) to work during events the Center. Certain events will be required to hire some or all of the previously listed personnel at the discretion of MMC management and at cost to show management. Please refer to your license agreement and consult your event manager on specific needs and associated costs for your event.

### **EVENT SECURITY STAFF**

MassMutual Center's event security consists of trained, uniformed security staff. This staff is knowledgeable of the building grounds, crowd control methods, and emergency procedures. All event security is on radio with MMC management and any on-site emergency personnel at all times.

Some events, including but not limited to, concerts, wrestling, boxing, and mixed martial arts, may require the use of contracted security personnel specifically trained to manage rowdy or unruly crowds, at cost to licensee.

Springfield police department officers are available to provide additional security; please contact your event manager for further details and labor rates.

For safety reasons, no contracted security provided by licensee or show management will be allowed in the facility.

### **LOST AND FOUND**

All lost and found articles are turned in to the MassMutual Center Public Safety Office. Every effort is made to identify the owner and return all articles. Lost and found articles whose ownership cannot be determined are catalogued and stored at the MassMutual Center for a 30-day period. Articles left beyond 30 days will be disposed of as directed by facility management.

### **PUBLIC SAFETY**

There are two security guards on duty at all times at MassMutual Center. These guards monitor the closed-circuit camera system and patrol the building interior and exterior. All MMC employees are required to wear building-issued identification badges. Service contractors are required to check in with security and wear wristbands or guest badges. All bags, briefcases, backpacks, and coolers brought into the facility are subject to inspection by MMC public safety staff.

# IATSE

## ARENA GUIDELINES



### **TRUCK LOADING & UNLOADING** - Truck loading jurisdiction is limited to only production equipment (NOT merchandise or cheerleading mats)

- Truck quantity and size refers only to actual space used for production equipment.
- For trucks 22' or less, no loaders are required and the local hands on the call will assist.
- For two or three trucks 26' or under (excluding trucks 22' or less), two loaders will be used in unloading and reloading the truck by the crew
- For four or more trucks 26' or under (excluding trucks 22' or less), and for all trucks in excess of 26', four loaders will be used in unloading and reloading the truck by the crew
- If there are no local hands on the call for the load-in or load-out, no truck loaders will be utilized regardless of the truck size unless requested.
- If the employer requests members of the Local to unload or load equipment that is outside the jurisdiction (non-production equipment), the staffing plan above shall apply with exception that if there is a load-in or load-out crew working the event
  - Two dedicated loaders shall be used for all trucks under 26' | Four dedicated loaders shall be used for all trucks over 26'.
- Forklift driving is included in covered work and must be performed by a Union employee. Cheerleading mats and dance floors may be taken off trucks and transported by a forklift being driven by a Union employee upon request.

### **SCOPE OF WORK**

Covered work is defined as all elements related to production: theatrical lighting, audio, video (shooting video and video projection), rigging, spotlights, forklift driving, and special effects. Covered work includes loading the show in and out of the designated space and show calls where production equipment is utilized. If you question whether certain equipment is considered covered work, please ask your Event Manager. Items that do not fall into covered work include, but are not limited to: setting general house equipment (staging, chairs, pipe & drape, tables, etc.), cheerleading mats and Marley dance floors, and merchandise. However, union labor can be used for this equipment upon request.

### **GENERAL UNION GUIDELINES** - Each Union employee has a 4-hour minimum call.

- Union employees are paid in hourly increments - Example: If an employee works 4.5 hours, that individual would be paid for 5 hours.
- Any time worked between the hours of midnight and 8:00AM is paid at time-and-a-half.
- For load-in and load-out calls, Union employees receive time-and-a-half pay for every hour worked after 8 hours.
- For show calls that are defined as "curtained" (set beginning and end times of a performance), Union employees receive time-and-a-half pay for every hour worked after 4 hours.
  - Cheerleading and dance competitions are not curtained calls; time-and-a-half begins after 8 hours worked on show call.
- Union employees receive a break if a call is to last more than 5 hours. The break must start between the 4th and 5th hour of work. Union employees can break for either 30 minutes (paid break, meal to be provided by contractor) or 60 minutes (unpaid break, no meal provided). Union employees returning to work after a lunch break receive a minimum 2 hour call.
- Truck loaders do not convert to hands after unloading trucks; they exclusively load and unload trucks.
- Any rigging performed must follow the ratio of 2 up riggers and 1 down rigger. The only exception is banner hanging, which can be performed by a minimum of 1 up rigger and 1 down rigger.
- The first 4 stagehands are paid at the 'head' rate. All others are paid at the hand rate. Forklift operators are paid at the head rate.

# IATSE

## CONVENTION CENTER GUIDELINES



### TRUCK LOADING & UNLOADING

Truck loading jurisdiction is limited to only production equipment (NOT merchandise or cheerleading mats)

- Truck quantity and size refers only to actual space used for production equipment.
- For trucks 22' or less, no loaders are required and the local hands on the call will assist.
- For two or three trucks 26' or under (excluding trucks 22' or less), two loaders will be used and will be assisted in unloading and reloading the truck by the crew on the load-in or load-out call.
- For four or more trucks 26' or under (excluding trucks 22' or less), and for all trucks in excess of 26', four loaders will be used and will be assisted in unloading and reloading the truck by the crew on the load in or load out.
- If there are no local hands on the call for the load-in or load-out, no truck loaders will be utilized regardless of the truck size unless requested.
- If the employer requests members of the Local to unload or load equipment that is outside the jurisdiction (non-production equipment), the staffing plan above shall apply with exception that if there is a load-in or load-out crew working the event, two dedicated loaders shall be used for all trucks under 26', and four dedicated loaders shall be used for all trucks over 26'.
- Forklift driving is included in covered work and must be performed by a Union employee. Cheerleading mats and dance floors may be taken off trucks and transported by a forklift being driven by a Union employee upon request.

### LOAD-IN & LOAD-OUT

The first two employees of the contractor are excluded from covered work.

- All other employees are referred on a one-to-one basis.
  - Example: If there are 5 employees of a contractor loading production equipment in, then 3 Union employees would be required to meet the ratio.
- Theatrical rigging is included in covered work and must be performed by a minimum of two up riggers and one down rigger.
- Banner & aisle sign hanging performed from a lift shall be performed by a minimum of one up rigger and one down rigger

### SHOW CALLS

The first four employees of the contractor are excluded from covered work.

- All other employees are referred on a one-to-one basis.
  - Example: If there are 5 employees of a contractor using production equipment during a show call, then 1 Union employee would be required to meet the ratio.
- Spotlight operation, camera operation and streaming is included in covered work. A stagehand will be staffed to either operate or cover the position.

# CERTIFICATE OF INSURANCE

## STANDARD REQUIREMENTS

\*NOTE: The following Insurance Requirements must be met prior to any Event

**COVERAGE:** The Vendor, at its sole cost and expense, shall provide and maintain the following coverages and limits:

**1. COMMERCIAL GENERAL LIABILITY** - Vendor shall maintain insurance for the duration of the Agreement and name the list below as additional insureds on Vendor's insurance policies. The policies shall maintain a limit of \$3,000,000 per occurrence. Vendor's policies shall be considered primary. Vendor agrees to waive all rights of subrogation against MGM Springfield and their insurers.

**2. AUTOMOBILE** - Vendor shall name the parties below as additional insureds on Vendor's automobile insurance policy which shall be in accordance with MA law and coverage must include the uninsured motorist/underinsured motorist coverage. The policy shall maintain a limit of \$1,000,000 per accident.

**3. UMBRELLA (Excess) LIABILITY** - May need to meet overall GL per occurrence requirement.  
(ie: GL for \$1,000,000 plus Umbrella for \$2,000,000 for a total of \$3,000,000 per occurrence.)

**4. WORKER'S COMPENSATION AND EMPLOYER'S LIABILITY** - The Vendor shall provide and maintain workers' compensation insurance as required by the laws of Massachusetts for their own employees. Vendor shall also be responsible for ensuring that any independent contractors and/or any other third vendor involved with the Event shall also carry workers' compensation. The Employer's Liability limit is \$1,000,000 each accident/disease.

**5. DESCRIPTION OF OPERATIONS** – The following must be typed in the description box: Blue Tarp Redevelopment, LLC, MGM Resorts International, Inc., their respective subsidiaries, affiliates, partners and joint ventures', and their respective officers, directors, and employees and the Owner Massachusetts Convention Center Authority are included as Additional Insured for the General Liability policy where required by written contract. General Liability is primary and non-contributory over any existing insurance and limited to liability arising out of the operations of the named insured subject to policy terms and conditions.

**6. CERTIFICATE HOLDER** – Blue Tarp Redevelopment LLC d/b/a MGM Springfield, MassMutual Center, 1277 Main Street, Springfield, MA 01103.

**7. PLEASE INCLUDE THE FOLLOWING AS “ADDITIONAL INSURED” UNDER THE ABOVE REFERENCED POLICIES:**

- MGM Springfield
- Blue Tarp Redevelopment, LLC
- Massachusetts Convention Center Authority

**8. IMPORTANT REQUIREMENTS** - Providing and maintaining adequate insurance coverage is a material obligation of the Vendor. All such insurance shall meet all laws of the State of Massachusetts. Such insurance coverage shall be obtained from companies that are authorized to provide such coverage and that are authorized by the commissioner of insurance to do business in Massachusetts.

It is agreed that the coverage as stated shall not be canceled or changed until thirty (30) days after written notice of such termination or alteration has been sent by certified mail to MGM Springfield, Legal Department.

# OVG360

## CATERING AND CONCESSIONS

### CATERING

The MassMutual Center's exclusive Food & Beverage team, OVG360 Hospitality, takes every measure to ensure that our guests enjoy a memorable occasion. Choose from an array of pre-set menu selections or work with our Catering Team to tailor unique or themed menus. Please note that all Food and Beverage must be provided by and purchased from the MassMutual Center.

Catering is available in:

- Staffing catering room
- VIP Lounge
- Referee Lounge
- Media Room
- Player Lounge
- Locker Rooms

\*In addition to the minimum, all Food & Beverage pricing is subject to a management charge (currently 22%) and MA sales Tax, (currently 7%).

### CONCESSIONS

We will provide Food & Beverage concessions stands during your event

Concessions stands are available in:

- exhibit halls
- around the entire arena concourse
- Satellite stands can be made available where needed

No outside food and beverage is permitted.

