



It's not just a convention center.
It's a relationship building.

GUEST SERVICES GUIDE

SECURITY | SAFETY | DRAYAGE | PARKING | ACCESSIBILITY

1301 2nd Ave. S.
Minneapolis, MN 55403
minneapolisconventioncenter.com
612-335-6040



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WELCOME TO GUEST SERVICES!

The Guest Services department at the Minneapolis Convention Center (MCC) works side-by-side with the Event Services department to make your event a success. While Event Services oversees the internal logistics involving show managers and exhibitors, Guest Services focuses on public-facing customer service, incident management, event staffing, and life safety. You will find a list of Guest Services team members on the last page of this section.

With over 100 security cameras and a 24-hour security team, a high-functioning Command Center has always played a vital role at the MCC. The security and guest services team receive continuous training by public safety agencies and reputable safety and security training programs.

HOW GUEST SERVICES WILL WORK WITH YOU

To facilitate functions held at the MCC, a Guest Services Coordinator will be assigned to each event that occupies rental space in MCC’s Exhibit Halls, in Ballrooms A and/or B, and in the Main Auditorium, or any other area where event staffing services are required. The Guest Services Coordinator will work with the client to provide expertise about the following essential services:

- Fire code compliance, open flame permit, and floor-plan review
- A customized event-staffing schedule/plan and a preliminary quote
- Our role as primary liaison between the client and the MCC’s EMS and security service partners as well as fire and police first responders
- Staffing for coat and luggage check services, as well as additional staff that may be required
- Emergency response and crowd management

In addition, the following event-staffing services are provided exclusively by the MCC and are coordinated by our Guest Services staff. A four-hour minimum booking is required for each of the following:

- A dock marshal and yard guard
- Emergency Medical Technicians and on-site ambulance (paramedics)
- Event staffing, which includes a supervisor, security officer, and fire watch
- Armed Security (Police Officers / Private Armed Security)
- Police officers
- Coat and luggage check
- K9 Detection



Contact Us

COMMAND CENTER

Staffed 24/7

- ✉ MCCcommandcenter@minneapolisismn.gov
- ☎ 612-335-6040

VISITOR INFORMATION CENTER

Concierge Services, Scooter/Wheelchair Rental
Monday-Sunday 8:00 a.m.-4:30 p.m.

- ✉ MCCconcierge@minneapolisismn.gov
- ☎ 612-335-6337

GUEST SERVICES TEAM MEMBERS



MARCUS TRAVIS

Guest Services Manager

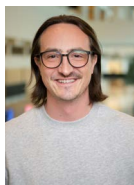
- ✉ Marcus.Travis@minneapolisismn.gov
- ☎ 612-335-6257



DAN SMOLIAK

Guest Services Senior Supervisor

- ✉ Dan.Smoliak@minneapolisismn.gov
- ☎ 612-335-6113



GRANT SIMMONS, CVP

Guest Services Senior Event Coordinator

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- ☎ 612-335-6238



LEILA ABOUJOUDA, CVP

Guest Services Senior Event Coordinator

- ✉ Leila.Aboujouda@minneapolisismn.gov
- ☎ 612-335-6177



WENDY HOOPER

Guest Services Event Coordinator

- ✉ Wendy.Hooper@minneapolisismn.gov
- ☎ 612-335-6502



MIKE STONING

Guest Services Senior Supervisor

- ✉ Michael.Stoning@minneapolisismn.gov
- ☎ 612-335-6057



Event Staffing Guidelines

EXHIBITOR MOVE IN/OUT

Dock marshal and yard guard staff help manage vehicle staging on nearby streets, marshaling yard access, exhibitor parking, and move-in/move-out activity. Additional staff may be required to assist with exhibitor check-in at the guard shack entrance

All Ballroom(s) and Auditorium move-in/out activity requires a 12th Street guard. From October 15 to April 15, a security officer is required to operate exhibit hall roll-up doors during move-in/out. During warmer months, a security officer may still be required if the HVAC cooling system is in use or during severe weather conditions.

SUPERVISORS

One supervisor is required for every ten scheduled staff. Additional supervisors or rover officers may be required for complex events, including those with advanced production needs. If more than two officers are scheduled for overnight shifts, one supervisor is required to oversee activity. Additional supervision may also be necessary for executive details, crowd management, or staffing logistics.

GUEST SCREENING

Guest screening is used to identify prohibited items before entry. It is required for high school graduations and ticketed entertainment events. Your Guest Services coordinator will assist with screening logistics and staffing. Rental and set-up fees apply for screening equipment.

ACCESS CONTROL & CREDENTIALS

Staffing requirements vary by space:

- **EXHIBIT HALLS:** Two security officers and one supervisor per hall
- **BALLROOMS A & B:** Two or more security officers and one supervisor per ballroom (same requirement if combined)
- **AUDITORIUM MAIN:** Six security officers and one supervisor
- **MEETING ROOMS:** Security officers may be assigned to patrol nearby lobbies to prevent non-credentialed individuals from loitering around event spaces.

Additional staff may be required based on crowd movement, attendance, credentialing needs, and occupied spaces. Your Guest Services coordinator will advise accordingly.

MCC event personnel will greet guests, check credentials, monitor access, report suspicious activity, and support emergency response procedures. Enhanced access control services, including metal detector screening, are available for an additional fee.

ARMED SECURITY

Off-duty Minneapolis police officers or private armed security officers may be required for asset protection transports, executive protection, or securing valuable equipment. These services may also be required due to known threats, shared safety intelligence related to the event, or when alcohol service is involved. Traffic control services must be provided by police officers.

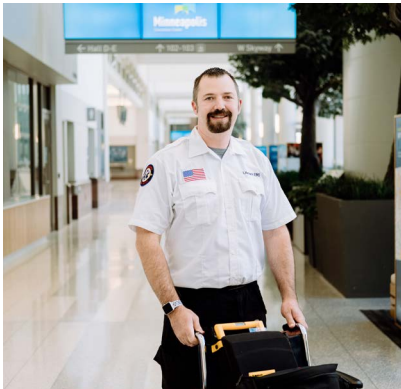
Off-duty police officers retain full law enforcement authority, including arrest powers, and may use reasonable and necessary force as permitted by law. Private armed security officers may use reasonable force only in limited situations, such as self-defense, defense of others, protection of property, preventing escape after a lawful detention, or addressing trespassing while lawfully on the property.

TRAFFIC CONTROL

Traffic control agents may be required for large or special events to manage exhibitor vehicle flow and maintain clear intersections and bike lanes. Agents may also be needed to manage high volumes of pedestrian traffic at crosswalks during event arrival and departure times.

K9 DETECTION

K9 detection services can be arranged through your Guest Services Coordinator. K9 teams may be used to sweep rental spaces, assist with guest screening, or patrol for identify unattended bags or suspicious items.



EMTS

An Emergency Medical Technician (EMT) is required for all public shows and ticketed events and may be required for private events with projected attendance exceeding 1,000. Attendee demographics and prior medical-response history at comparable events may require additional EMTs or an on-site ambulance (paramedics). Enhanced medical staffing, including nurse practitioners or physicians, is also available.

SECURITY OFFICERS

A security officer may be required to protect equipment such as laptops, printers, or AV equipment. Officers may also assist with crowd control, access point monitoring, and incident response. Additional security personnel may be required based on the nature of the event or any identified security concerns. Security officers are authorized to observe and report incidents but are not permitted to make arrests or use physical force.

FIRE WATCH

Fire watch is required for all public shows. Event Staff personnel are also required when event conditions impact life-safety systems, including AV rigging, flame demonstrations, or open-flame permits (e.g., candles, propane, butane). Events involving pyrotechnics require coordination with a fire inspector; applicable labor and permitting fees will apply.

COAT & LUGGAGE CHECK

Two ambassadors are required to staff a coat/luggage check; additional ambassadors may be needed if more than 200 items are projected per day.

HOSTED

Available upon request, hosted coat/luggage check allows show management to determine location and hours within building limitations. Attendees are not charged.

The client is billed either a **per-item fee** based on total items checked or the **total hourly labor cost** per ambassador—which ever is greater. Overtime rates apply on recognized holidays. All charges are applied to the master bill.

GUARANTEED

Available upon request, guaranteed coat check allows show management to set location and hours while sharing costs with attendees.

The show pays daily labor costs, and attendees **pay per checked item**. At the end of each day, collected revenue is applied to the labor total. If revenue exceeds labor costs, no charges are applied; if labor exceeds revenue, the difference is billed to the client's master account.

BILLING

Security plans and staffing schedules must be finalized and approved at least seven business days prior to the first set-up or move-in date, excluding weekends and holidays. Additional staff requested within seven business days or during the event will be billed at the overtime hourly rate.

Cancellations within seven business days will incur a four-hour minimum charge per canceled shift. Cancellations within 48 hours will be billed for the full shift.



Emergency Procedures

This section is a resource for show managers and exhibitors. The Minneapolis Convention Center (MCC) encourages you to review and share this information with your event team and partners. Awareness of your surroundings helps support a safe and positive guest experience. Contact your Guest Services coordinator with any questions.

THE COMMAND CENTER - YOUR FIRST POINT OF CONTACT

The MCC Command Center is staffed 24/7 to provide surveillance, safety response, and emergency and non-emergency communication services. Located on Level One near the Main Lobby, the Command Center oversees:

- Fire code compliance, open flame permits, and floor plan review
- Surveillance of security cameras and life-safety systems
- Monitoring of inclement weather conditions
- Lost and Found services
- Incident documentation, reporting, and investigation
- Coordination with security, fire, medical, and police personnel

In an emergency, the Command Center uses the building paging system, portable radios, and on-site personnel to notify clients, show managers, exhibitors, and guests.

For emergency assistance, contact the Command Center first. Staff will coordinate directly with 911 and direct first responders to the appropriate location.

CONTACT THE COMMAND CENTER

- **CELL PHONE:** 612-335-6040 *(show managers are encouraged to save this number)*
- **HOUSE PHONES:** Located in public corridors, lobbies, and fire hose cabinets; **DIAL EXT. 2013** *(posted at each phone)*
- **ON-SITE SECURITY: UNIFORMED OFFICERS** are stationed at podiums 24/7 and available to assist with safety concerns



BEIGE HOUSE PHONE



FIRE-HOSE CABINETS



SECURITY OFFICER PODIUM

Emergencies may involve a single individual, a medical event, or a large building-wide situation, perhaps even requiring an evacuation.

HERE'S WHAT TO DO IN THE EVENT OF...

A MEDICAL EMERGENCY

Please contact the Command Center and tell the operator the person's name and location, the nature of the emergency, and if he or she is conscious. The Command Center will immediately dispatch a uniformed patrol officer and/or an EMT to respond.

DO NOT TRY TO MOVE A SEVERELY INJURED PERSON; if possible, stay with the person until help arrives. The EMT and/or patrol officer will send for an ambulance if they determine that one is needed. All uniformed patrol officers are trained and certified in First Aid, CPR, and AED; EMT's are on duty for public shows and are usually scheduled for private events with an expected attendance of 1,000 or more.

- **AUTOMATED EXTERNAL DEFIBRILLATORS (AED'S)** are located throughout MCC in our public lobbies on each level, and at each exhibit hall drive-through located in the back of the halls. An AED can be used in case of a life-threatening cardiac event. Please contact the Command Center if this occurs.
- **THE FIRST AID STATION** is located on MCC's ground level in Lobby C, near Dunn Bros coffee.



DEFIBRILLATOR (AED'S)

A BUILDING-WIDE POWER OUTAGE

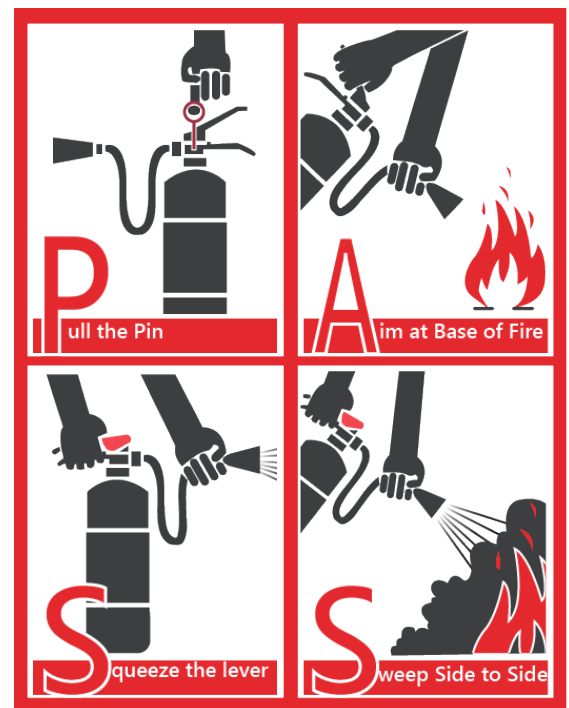
For operational continuity, the MCC maintains uninterrupted power supplies for critical building systems. Our back-up generator will illuminate our emergency lights and exit signs in stairwells and lobby corridors; elevators will automatically go to the lower level, and escalators will be out of service.

The Command Center will coordinate with our Facilities Department as well as Xcel Energy to respond to the outage. In the event an evacuation is necessary, please listen for instructions through our public-address system as well as from security personnel ([see page 11 for evacuation instructions](#)).

A FIRE

If you discover smoke and/or a fire, please remain calm and contact the Command Center immediately, giving the operator your name, location, and specifying what is on fire.

Portable fire extinguishers are located throughout the MCC, and you can attempt to safely extinguish if the fire is a small contained fire i.e., waste basket size (see image to the right for instructions on the PASS technique). If the fire cannot be extinguished, you and others around you should calmly leave the area.



SEVERE WEATHER

The Command Center monitors severe weather advisories, watches, and warnings issued from the National Weather Service's local office in Chanhassen, Minnesota.

In the event of an impending hazardous weather condition, the Command Center will communicate this information to show managers, exhibitors, and guests. We ask that everyone **SHELTER IN PLACE** for the duration of the weather event, observing these safety instructions:

- Move away from exterior windows, glass, lobbies, corridors, and entrances;
- Relocate to any meeting room or exhibit hall, or to the lower level;
- Sit down and put your head as close to your lap as possible, or kneel and protect your head;
- Listen for instructions through the PA system or from uniformed personnel.

SUSPICIOUS ACTIVITY OR A BOMB THREAT

Your Guest Services coordinator will provide you with a bomb threat checklist. If you receive a threat in any way—by phone, email, writing, verbally, or even as a rumor—please **IMMEDIATELY REPORT IT TO THE COMMAND CENTER**, relaying as much information as possible.

Also, please note our awareness campaign—"if you SEE something, SAY something". If you see or experience anything that's suspicious or out of the norm, or if you spot any unattended items, bags, or packages, please let the Command Center or a uniformed.

AN ACTIVE SHOOTER

Such an event is defined as an incident where one or more persons are actively engaged in harming, killing, or trying to kill people in a populated area, by means such as firearms, explosives, toxic substances, vehicles, edged weapons, fire, or any combination of these.



These events are often over within minutes, before law enforcement arrives, so it's important for people to be prepared, mentally and physically, to deal with their circumstances in the interim—and to determine the most reasonable way to protect their lives:

RUN (IF POSSIBLE)

- Look for a safe escape route
- Leave your belongings behind
- Keep your hands visible while leaving

HIDE (IF YOU CAN'T ESCAPE)

- Hide in an area such as a meeting room that's out of the shooter's view
- Block entry to your hiding place with tables and chairs, and lock doors
- Silence your cell phone or put your portable radio on low volume



FIGHT (ONLY AS A LAST RESORT, OR IF YOUR LIFE IS IN DANGER)

- Attempt to incapacitate the shooter
- Act with physical aggression, and throw items at the shooter patrol officer know right away.

On-site law enforcement will respond immediately. The Command Center will contact 911 to coordinate and manage the incident. **REMEMBER:** During high-stress situations, others may follow your lead. Remain as calm as possible to help guide those around you.

A BUILDING EVACUATION

The Command Center makes the decision to evacuate MCC in the event of a building-wide or event-specific emergency or hostile situation. Everyone will be directed to evacuate from the safest and nearest exit or to relocate in specific rental spaces. There are no designated assembly areas for exhibitors and guests.

A PARTIAL EVACUATION may be required because of a localized incident in an event space. Partial evacuations are temporary in nature, and everyone will be directed to an alternate location within MCC.

A RELOCATION occurs if the partial evacuation evolves into something permanent. If possible, the event space would be relocated to an alternate rental space within the building.

A SECURE IN PLACE may happen while an incident is being dealt with in another rental space. If necessary, your attendees would be instructed to stay in your venue, or “secure in place”.

A FULL EVACUATION will be implemented only if necessary, such as in the event of a hostile situation or another significant, building-wide emergency that might result in injury or loss of life. If this occurs, everyone should:

- Leave the MCC through the safest and nearest exit, cross the street and remain a safe distance away from the MCC, as instructed. **DO NOT** take time to retrieve personal or booth property
- Remain calm, courteous, and quiet
- Do not attempt to use elevators or escalators
- Assist elderly and disabled persons
- Do not loiter or wait for others
- Do not try to re-enter the building
- Listen for instructions via the PA system and uniformed staff

When it is safe to return, an “all clear” signal will be issued by MCC management.

ANY OTHER SAFETY CONCERNS

If you receive a personal or verbal threat, try to stay calm and contact the Command Center. Please provide your name, location, type of threat, number of persons involved, and if there are weapons. **DO NOT** confront the perpetrator(s) yourself; the Command Center will dispatch uniformed patrol officers and law enforcement to respond to the incident.

If the incident escalates to a civil disturbance, please let the Command Center know about any changes, such as weapons observed or punches thrown.

FIREARMS

Minnesota's Personal Protection Act is a permit to carry law, not a conceal and carry law. The handgun does not need to be concealed, but can be concealed. Under the Minnesota Personal Protection Act, MCC cannot prohibit the lawful carry or possession of firearms in its public spaces. However, under Minnesota Statutes, clients can treat their rental space as a private establishment and prohibit firearms within its boundaries. Should you choose to prohibit firearms, you can exercise a reasonable request, in which case:

- Your Guest Services Coordinator will provide you with signs, saying **"(YOUR BUSINESS OR EVENT) BANS GUNS IN THESE PREMISES)"**. These signs will be readily visible and posted prominently at every entrance to your event.
- Observations of attendees carrying a firearm within rental spaces. Per direction by show management, event security, or uniformed patrol officer can make a reasonable request for attendee(s) to leave the premises with their firearm.

SAFETY IN DOWNTOWN MINNEAPOLIS

MCC takes great pride partnering and collaborating with show managers to ensure their exhibitors and guests feel safe while at our facility. We want them to feel equally safe as they explore downtown Minneapolis, enjoy our restaurants and shops, navigate our skyways, and use our public streets and transportation.

To help with effort, the city has a staff of friendly Ambassadors who rove the streets and skyways. These folks are part of the **Minneapolis Downtown Improvement District (DID)**, and you'll know them by their neon-lime green summer shirts or their winter blue jackets, all with the DID logo. Approachable and welcoming, Ambassadors can answer questions, give directions, and help with security issues.



Visitors should also know about 311, the number to dial for non-life-threatening events such as lost property, vehicle break-ins, or reporting suspicious activity. And of course, 911 is the number to call for medical emergencies or to report crimes in progress.

MEDICAL ASSISTANCE

The **Hennepin County Medical Center (HCMC)** is a Level 1 Trauma Center located in downtown Minneapolis near the US Bank Stadium. From the Convention Center, HCMC is .08 miles away—a six-minute drive or a 16-minute walk. This hospital-based clinic is owned by Hennepin Healthcare.

HCMC is located at 730 8th Street, Minneapolis, MN 55415; phone number 612-873-3000.



Show Management Drayage

For Show Managers that have not contracted with an outside decorator for their event, the Guest Services department is pleased to offer inbound services to accept, store, and deliver packages to your rental space.

ACCEPTANCE

- **\$60 per 100 lbs** (minimum charge of \$60 for any shipment under 100 lbs).
- Shipments and/or deliveries that are held overnight will incur a **storage fee per night**.
- Trips and deliveries to rental spaces will incur a **fee per trip**.
- Forklift labor **per hour fee** (1 hr Minimum) + Trip Charge.
- Outbound services are available. Show Management must schedule courier service and pick-up from the Exhibit Hall A dock.

BILLING

- All charges will be tracked and applied to the master invoice.
- If you would like to calculate and figure out estimated drayage costs please email quantity, weight, and estimated storage days and number of trips to MCCshipping&receiving@MINNEAPOLISMN.GOV and we'll generate a proforma invoice for you to review.

EXHIBITOR

Exhibitors are responsible for accepting their inbound package or coordinating shipment with the event decorator. Exhibitor shipments from carriers may be refused and not accepted. Additional fees for time and labor will apply if the shipping/freight carrier leaves packages at MCC without confirmation and approval from MCC Shipping & Receiving.

GENERAL REMINDER

- Insure all shipments from the time they leave your company until they return from the event. Your present insurance company can add a rider to your current policy.
- Please inform your assigned MCC Event Coordinator on all shipment logistics – arrival date, quantity, weight, and delivery to your rental space.
- MCC is not responsible for unpacking and reloading freight and processing freight shipments.
- Shipments may not be accepted if they are not properly labeled.
- If couriers need help finding our marshaling yard main entrance, couriers can contact our 24/7 **COMMAND CENTER AT 612-335-6040**.

HOURS OF SERVICE

Shipments will be accepted during these listed days and times:

- Monday – Friday: 7:00 a.m.-3:00 p.m.

PACKAGING/LABELING

- Pack your materials properly in sturdy shipping crates or containers
- Label your shipments with the following information:

COMPANY NAME

NAME OF THE EVENT

NAME OF YOUR ASSIGNED MCC EVENT COORDINATOR

- Shipments can be delivered to:

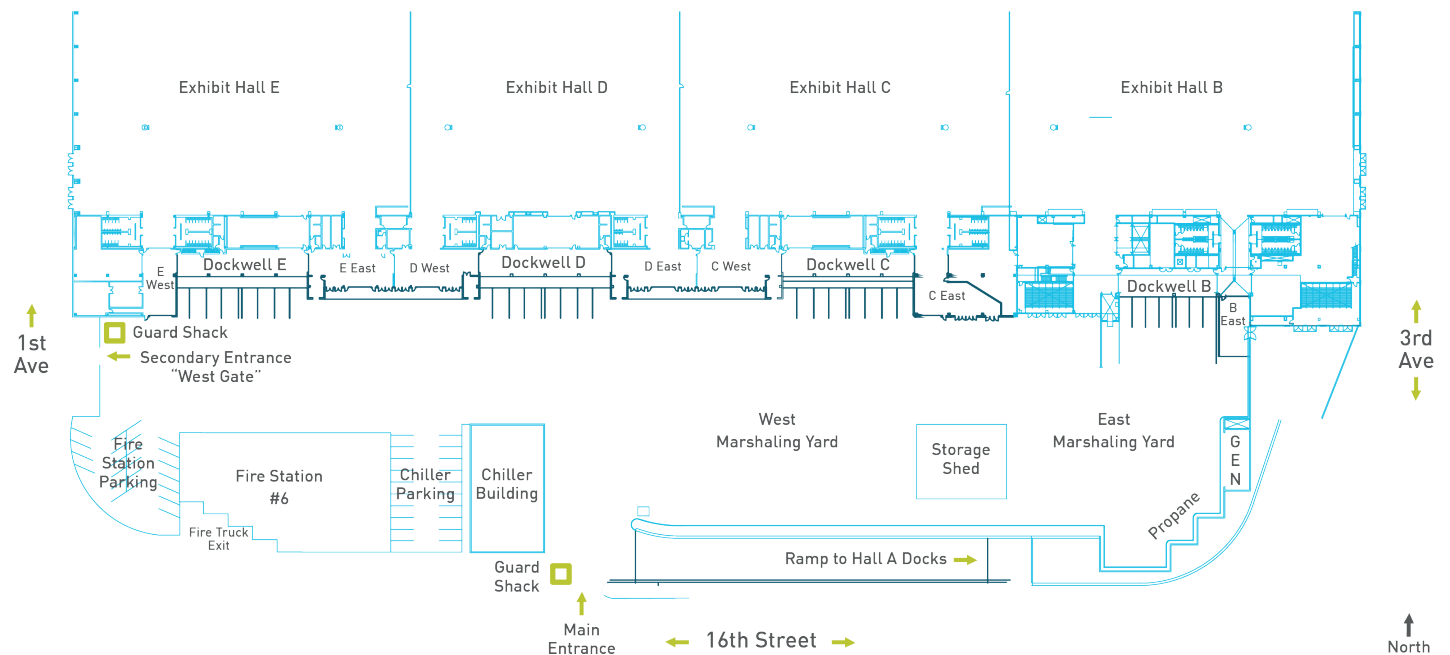
MINNEAPOLIS CONVENTION CENTER

1301 2ND AVE. S.

MINNEAPOLIS, MN 55403

- Direct couriers to our marshaling yard main entrance that is on East 16th Street. Couriers will need to check-in with our guard shack and will be directed to the Exhibit Hall A dock to unload shipments. Please reference the map below.

MARSHALING YARD MAP





Marshaling Yard

Convenient, accessible, and safe surface lot parking for exhibitors and show managers using MCC Exhibit Halls. The Marshaling Yard is located on the South side of the building and is monitored 24/7.

Each exhibitor is allotted up to 45 minutes to unload during move-in. Marshaling yard access may be pre-purchased online or paid on site at the daily rate. Additional parking fees will apply if a vehicle remains in the yard beyond the 45-minute unloading period.

RATES

[See Marshaling Yard Rates](#)

MAP

[See page 13](#)

VEHICLE TYPE

- Car, minivan, SUV, pickup truck and trailers that are less than 16 feet
- Vehicles larger than pickup trucks (including buses & box/straight-rig trucks)
- Semi Truck + Trailer

VEHICLE ENTRY & EXIT

- Main Entrance: 16th Street
- Secondary Entrance: 1st Avenue

CLEARANCE

- Hall A: 18'h x 19' 11" (East)
- Hall B: 18'h x 20'w (East)
- Hall C: 24' 8"h x 20'w (East)/18'h x 19' 8"w (West)
- Hall D: 18'h x 20'w (East & West)
- Hall E: 18'h x 19' 8"w (East)/24' 8"h x 20'w (West)

FREE 45-MINUTE UNLOAD PERIOD

Exhibitors will pull a ticket before entering the Marshaling Yard and have **45 minutes** to unload booth materials. If they exit within that time, they will scan their ticket at the exit and relocate to a nearby parking ramp or street meter.

PRE-PAID PARKING

If an exhibitor remains in the Marshaling Yard for **more than 45 minutes**, a daily parking fee will apply. Payment can be made by scanning the QR code on the ticket or by tapping or inserting a credit card at the exit, then scanning the ticket to leave the yard. Daily parking **does not include** in/out privileges or overnight parking.

DAILY PARKING

Exhibitors may purchase Marshaling Yard parking at a reduced daily rate through the [Online Exhibitor Services page](#). On their **first move-in day**, exhibitors will pull a ticket before entering the Marshaling Yard, then visit the Exhibitor Office to pick up their marshaling yard pass and parking voucher. Drivers will use the parking voucher to scan in and out of the Marshaling Yard, this voucher must remain visibly displayed on the vehicle's dashboard. Prepaid parking **includes** in/out privileges and overnight parking.

Contact

GENERAL QUESTIONS & DIRECTIONS

-  marshalingyard.minneapolisconventioncenter.com
-  612-335-6040

PARKING RESERVATIONS

-  MCCguestservicesSUPV@minneapolismn.gov



3rd Ave. Parking Ramp

The 3rd Avenue Parking Ramp is owned, operated, and monitored 24/7 by the Minneapolis Convention Center. This ramp is located across the street from the MCC on the East side of the building:

ADDRESS

1401 3rd Ave. S.
Minneapolis, MN 55043

RATES & HOURS

[See Rates & Hours](#)

PARKING VOUCHERS

[See Client Voucher Rates](#)

PAYMENT

Credit Cards & Apple Pay Only
(American Express, Mastercard & Visa)

VEHICLE ENTRY & EXIT

3rd Avenue

CLEARANCE

8 feet 2 inches

ADDITIONAL PARKING OPTIONS

OFF-STREET OR METERED PARKING

MPLS Parking offers convenient, affordable, and safe off-street parking options close to the Minneapolis Convention Center (MCC).

You can find parking options at mplsparking.com. Click on the Metered Parking or Off-Street Parking tab. MPLS Parking also offers the MPLS Parking app, allowing

PLAZA PARKING RAMP

The Plaza Parking Ramp is located across the MCC at 117 South 12th Street, Minneapolis, MN 55403.

This ramp is not owned by MCC but is connected via the skyway system. For parking vouchers at this ramp please contact **Yusuf Dini** by email at Yusuf.Dini@mplsparking.com or by phone at **612-369-7171**.

Contact

GENERAL QUESTIONS & DIRECTIONS

-  parking.minneapolisconventioncenter.com
-  612-335-6040

VOUCHER COORDINATION

-  MCCguestservicesSUPV@minneapolismn.gov



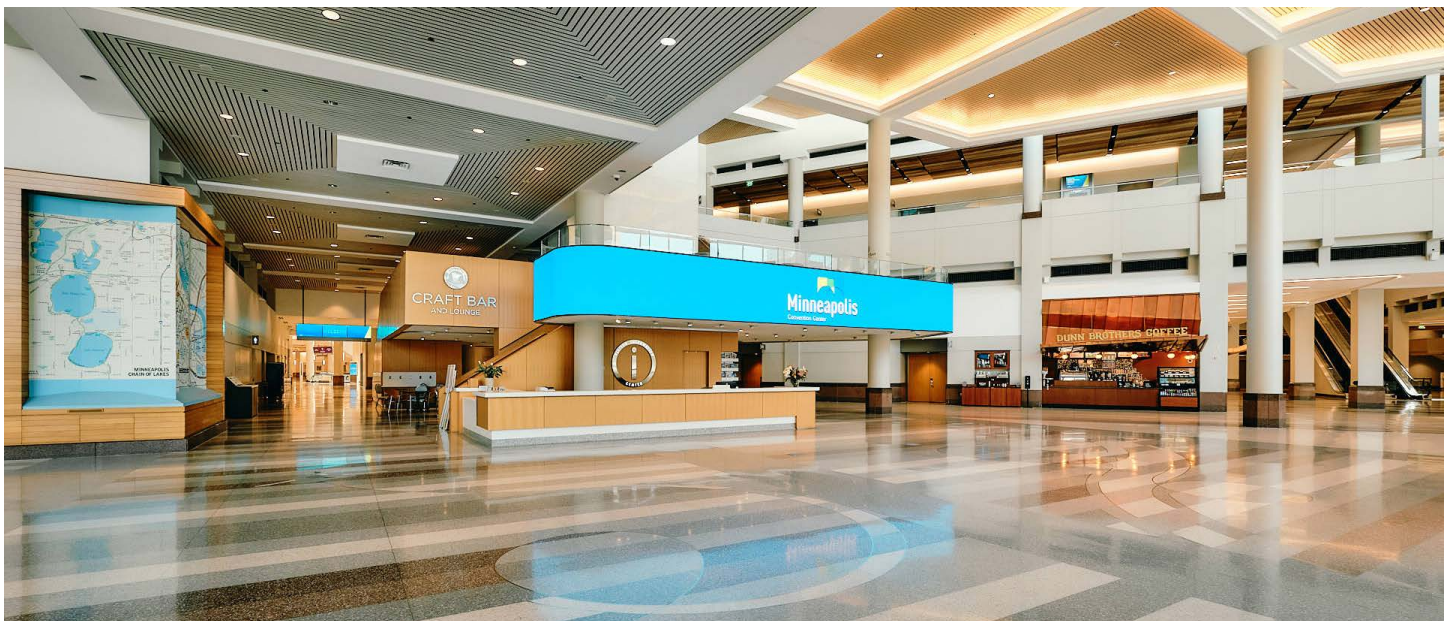
Visitor Information Center

The Visitor Information Center (VIC) is conveniently located on Level One in the main lobby of the Minneapolis Convention Center. Concierges can provide directions, building information, wheelchair/scooter rental and accessibility information, and other Minneapolis hospitality and tourist information including:

- Hospitality opportunities, convention facility information and tourism attractions
- Historic, cultural, and educational resources
- Convenience and traveler services
- Brochures, maps, magazines and other hospitality publications are available for guests to collect and reference

HOURS OF SERVICE

The VIC is open daily from 8:00 a.m. - 4:30 p.m.





Accessibility

The MCC is committed to creating an inclusive and accessible experience for all visitors. Our building is designed to support guests with a wide range of accessibility needs, including mobility, vision, hearing, and sensory considerations. The facility includes curbside drop-off locations along 2nd Ave., automatic entrances and parking ramp doors, power-assist doors, accessible elevators and restrooms, and wheelchair seating in event spaces. Additional accessibility features include service animal accommodations, braille and high-contrast signage, assistive technology access, mobility equipment rentals, lactation lounges, and tools such as the Aira visual interpreting service for guests who are blind or low-vision.

GENERAL ACCESSIBILITY

SERVICE ANIMALS: The MCC welcomes working guide and service animals into all public areas of the building. For the safety of our visitors, comfort animals, therapy animals, companion animals, or emotional support animals are only allowed at the MCC if they are trained to perform a specific task for an individual with a disability. Water filling stations are located throughout the building. Accessible toileting location is available outside on the Urban Meadow Plaza.

LACTATION LOUNGES: There are two designated lactation lounges available. For access we ask attendees to please call our Command Center at 612-335-6040 for assistance. If your event requires additional lactation rooms, please arrange designated event space with your Sales Representative.

BATHROOMS: All bathrooms include accessible stalls. There are gender-neutral family bathrooms located on Level Two, Level One and the Lower Level. All of our bathrooms have the ability to change genders or become gender neutral. If you need to make these changes please discuss with your Event Coordinator. All bathrooms include accessible stalls.

TECHNOLOGY: Electrical outlets are available in public seating areas to accommodate assistive devices, laptops, etc. as well as accessible outlets for wheelchair/scooter charging.

MOBILITY ACCESSIBILITY

MOBILITY RENTAL: Mobility equipment is available to rent at our Visitor Information Center located on Level One. We have both power-operated vehicles (scooters) and manual wheelchairs.

PARKING: Accessible parking is available at both the 3rd Ave. Parking Ramp and the Plaza Parking Ramp. Curbside drop-off locations are also available along the front of the building on 2nd Ave.

AUDITORIUM SEATING: The Auditorium and Auditorium Rooms offer seating areas for people using wheelchairs. There are also options for size inclusive seating if arranged ahead of time. Please work with your Guest Services Coordinator if you will need size inclusive seating for your event.

ELEVATORS: Elevators are located throughout building allowing access to all meeting/event spaces.

VISIBILITY ACCESSIBILITY

SIGNAGE: There is clear signage throughout the building identifying location(s) and directions. Text on signage is large and high-contrast.

LIGHTING: Well-lit meeting/event space and adjacent areas.

BRAILLE: All meeting rooms, restrooms and elevators feature reachable signage provided in braille

AIRA SERVICES: Available throughout the entire building, for any event.

AUDIO TRANSLATION

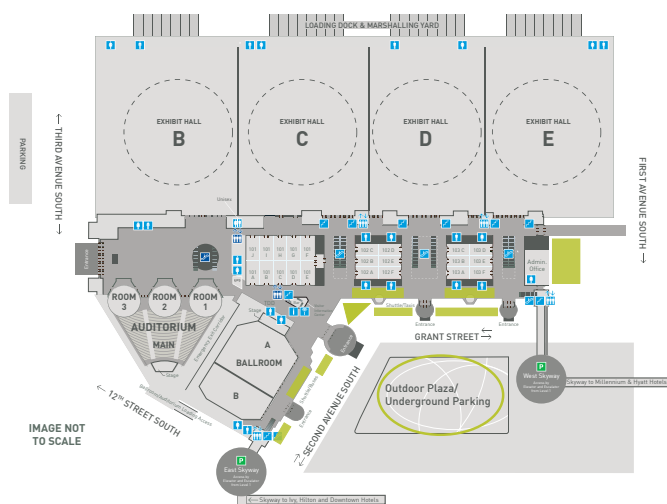
Hearing devices and ASL interpretation services are specific to each event and are not provided by the MCC. If you need assistance arranging this for your event please discuss options with your Guest Services Coordinator.

SENSORY ACCESSIBILITY

LIGHT: Common areas at the MCC are lit with accent lighting and natural light. All Meeting Rooms and Exhibition Halls have high-efficiency LED lighting. The Ballroom and Meeting Rooms' lighting can be dimmed. Lighting in the Ballroom and Exhibition Halls have the potential to have color lighting applied. Digital displays throughout the building show various graphics which may include quick movements or bright colors.

SOUND: The sound levels at the MCC vary depending on the amount of events in the building at once and which types of events are being held. Below is a map with general areas, highlighted in green, where you will find potentially reduced noise. Please note that access to Level Two may be limited and that the noise level in these areas may not be reduced depending on which type of events are being held.

LEVEL ONE SENSORY AREAS



LEVEL TWO SENSORY AREAS

