



**OREGON**

Oregon  
Convention  
Center

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**CLIENT SERVICES  
GUIDE**



## OUR MISSION

Inspired by our region and located in the heart of Portland, the OCC is a gathering place for our guests to share their ideas and shape the future of our world. We're passionate about advancing equity and prosperity, supporting our environment and cultivating meaningful relationships in our community.

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# WELCOME

On behalf of our entire team, welcome to the Oregon Convention Center and the beautiful state of Oregon. It is our commitment to provide world-class customer service in a first-class, recently renovated venue guided by a reimagine plan that ensures a safe event for you, your guests, and our community.

Our team lives for magic. We know that your experience here ripples around the globe -- innovating, driving commerce, and affecting change. We are forward thinking with a commitment to provide 22nd century services to you today. The Oregon Convention Center welcomes everyone. We are committed to advancing racial equity and social justice.



We are thrilled to be given the opportunity to collaborate with you to create a memorable experience for you and your guests. This Client Services Guide is designed to orient you to the Center and ensure a successful event.

We ask that you share the information in this guide with your staff, subcontractors and exhibitors. The Oregon Convention Center is more than a spacious, state-of-the-art facility. What really makes it work is our team who is eager to exceed your expectations. Team OCC brings decades of collective experience on every type of event imaginable. If you can envision it, at OCC, it can be done.

We have obtained the Global Biorisk Advisory Council STAR facility accreditation to meet and exceed the highest health and safety standards in the venue industry. And we are proudly committed to preserving our natural environment. By observing the provisions we have made for disposal of and sorting of recyclables, you may declare your gathering a green event.

If your specific question is not addressed in the guide, please do not hesitate to contact anyone listed in the staff directory on our website. With the support and cooperation of your staff, subcontractors, and exhibitors, we can both be proud. We have made it easy to do as many of our programs are explained in this guide and on our website.

Thank you for selecting the Oregon Convention Center -- we look forward to working with you and providing you and your guests an unforgettable event experience!

Sincerely,  
Craig M. Stroud  
Executive Director

# **WE ARE A CENTER IN MOTION. WE ARE LIVING OUR GO.**

We give people a place to gather, invent, and celebrate. We know that what we do in here matters out there. We are motion. We are action. We are creative, we are a dynamic center in a dynamic place. Passionate about serving people and planet.

Working toward positive change, and endless possibility. We are the Oregon Convention Center.

We are living our GO.

# CLIENT CHECKLIST

## Important Dates & Deadlines

A comprehensive event plan must be submitted to your Event Services Manager no later than 30 days prior to the first move in date.

Failure to provide required information by the established deadlines will result in additional fees and labor charges.

Fourteen (14) Days Prior To the Event, advance rates no longer apply

### DUE NINETY (90) DAYS PRIOR TO THE EVENT

- Preliminary schedule of event
- Preliminary floor plans for exhibit hall and registration
- List of third-party contractors

### DUE SIXTY (60) DAYS PRIOR TO THE EVENT

- Draft event agenda
- Floor plan requirements
- Breakout & session titles
- Electrical and Telecom needs
- Food and beverage requirements
- Event parking ingress/egress times
- Signage plan
- A/V equipment requirements
- Staffing requests (dock agents/marshals, medical, admission and box office staff)
- Third party security plan and/or police labor needs
- Exhibitor load-in/ load out plan and truck bay loading/unloading requirements

### DUE THIRTY (30) DAYS PRIOR TO THE EVENT

- Certificate of Insurance
- Final event agenda
- Final floor plans required for Fire Marshal approval
- Ancillary event needs and room assignments
- Balance of rental fee
- 75 percent of anticipated food and beverage charges
- Catering orders/concession plan/special meal requests
- Special sustainability needs
- Rigging plot
- Exhibitor list
- Set pre-convention/post-convention meetings, as needed, with the OCC.
- Contact names and phone number of key event staff members
- Contact names and phone number of key third-party contractors

### DUE FOURTEEN (14) DAYS PRIOR TO THE EVENT

- Final Audio Visual (AV) bid information and production schedule if applicable
- Review of OCC event document and floor plans

### DUE SEVEN (7) BUSINESS DAYS PRIOR TO THE EVENT

- Final Guest Guarantees and remaining balance of actual food and beverage charges due
- Signed Beverage Event Orders
- Signed approval of OCC event document and floor plans via DocuSign

# VENUE INFORMATION

## BUILDING ACCESS

OCC Department of Public Safety secures the building each night and opens the building in the morning. Event Managers assist in determining the daily opening and closing times of the building. Please communicate your access needs to your Event Manager during the planning process.

## EXTERIOR LOBBY SIDE DOORS

An OCC Security Agent unlocks the lobby doors each day on an as needed basis. The decision on which doors to unlock, and when, is event-driven and is based on the information provided by the client. Factors considered when determining which doors to unlock include the show manager's security concerns, valuables in lobby areas, attendee entrance points, public or private event and if, and where, there will be badge checking or ticket taking. Perimeter lobby doors should be unlocked as soon as these factors allow.

## INTERIOR DOORS

OCC Security Agents unlock doors for an event based on the information provided by the Event Manager. A client can request to not have a door unlocked until on site. If a door is typically used as a "pass through" and a client requests that staff not enter, a sign is placed on the door stating "Do Not Enter without Permission of Show Management".

## LOADING DOCK DOORS

These doors remain locked unless a dock agent is posted at the door. Generally, loading bay doors are an exception to this rule but they should not be left open for extended periods of time.

## CLEANING

Cleaning of contracted areas is included in the basic room rental. However, depending on the nature of these events, additional cleaning fees may be incurred. OCC has obtained the Global Biorisk Advisory Council (GBAC) Star Accreditation. The GBAC STAR Facility Accreditation Program is performance-based and designed to help facilities establish a comprehensive system of cleaning, disinfection, and infectious disease prevention for staff and venues.

The Event Manager will be able to assist in identifying areas that have potential cost implications. The OCC is the exclusive provider of cleaning and vacuuming of aisle carpets (at the prevailing rate) in exhibit type events. Cleaning of exhibitor booths is also an exclusive service provided by the OCC and can be arranged on-line at [oregoncc.org/exhibitors](http://oregoncc.org/exhibitors).

Show management and exhibitors are asked to remove all signage, exhibit materials, and place debris in the appropriate recycling bins, and provide a broom swept floor by the end of their contracted move-out time. The OCC is not responsible for any items left beyond the contracted time. In addition, if there is an inordinate amount of debris left, there will be a charge to the event for removal by the OCC staff. Your subcontracted decorator should oversee the removal of all debris prior to departure to avoid additional charges by the OCC.

## DEPARTMENT OF PUBLIC SAFETY

The Oregon Convention Center's public safety staff provides 24-hour coverage for general building security. Event specific security must be hired from the Qualified Security Providers List. (See Third Party Security Providers for more information.)

Please contact your Event Manager for detailed information regarding what may be required for your event, or if you have any specialized needs.

Due to the complexity of the facility, there are minimum requirements for security staff and loading dock patrol agents, particularly during ingress/egress of an event. These vary depending upon the nature and size of the event. Please contact your Event Manager for detailed information regarding staffing or if your event requires any specialized security due to the needs of a specific guest speaker, sporting/athletic activity, etc.

Certain events may require police officers. If this is the case, the Public Safety Manager will contract this service directly with the police union. The event will be billed for all service through the OCC billing process.

## ELEVATORS & ESCALATORS

OCC has four freight elevators. Freight elevators 2 and 4 access the Oregon Ballroom. They are accessible via the service corridor behind the A, B and C meeting rooms on the exhibit hall floor level. Freight elevator 15 accesses the Portland Ballroom via the service corridor directly behind the ballroom. Freight elevator 18 accesses the parking garage, loading dock and Portland Ballroom service area.

Use of any freight elevator must be pre-arranged through the Event Manager. For the safety and well-being of all individuals, freight elevators are not licensed for passenger use.

Elevator Bank	Oregon Ballroom Elevators (2)	Portland Ballroom Elevator (1)	Garage Freight Elevator (1)
Rate Load	11,500 lbs.	5,000 lbs.	20,000 lbs.
Door Size	9'8" W x 10' H	4'6" W x 8' H	10' W x 10' H
Interior Dimensions	10' W x 12' D x 10' H	5'4" W x 8'9" D x 8' H	9'10" W x 24' D x 10' H

There is a total of seven public elevators inside the OCC: Four service P2 (Lower Garage), P1 (Upper Garage), Level 1 (Exhibit Hall Level) and Level 2 (Portland Ballroom/OCC Admin) on the west side of the facility. Two service Level 1 (Exhibit Hall Level), Lobby Level, Level 2 (Oregon Ballroom) and Skyview Terrace Level on the north side of the facility. One services Level 1 (Exhibit Hall Level), Lobby Level and Level 2 (OCC Admin/Portland Ballroom).

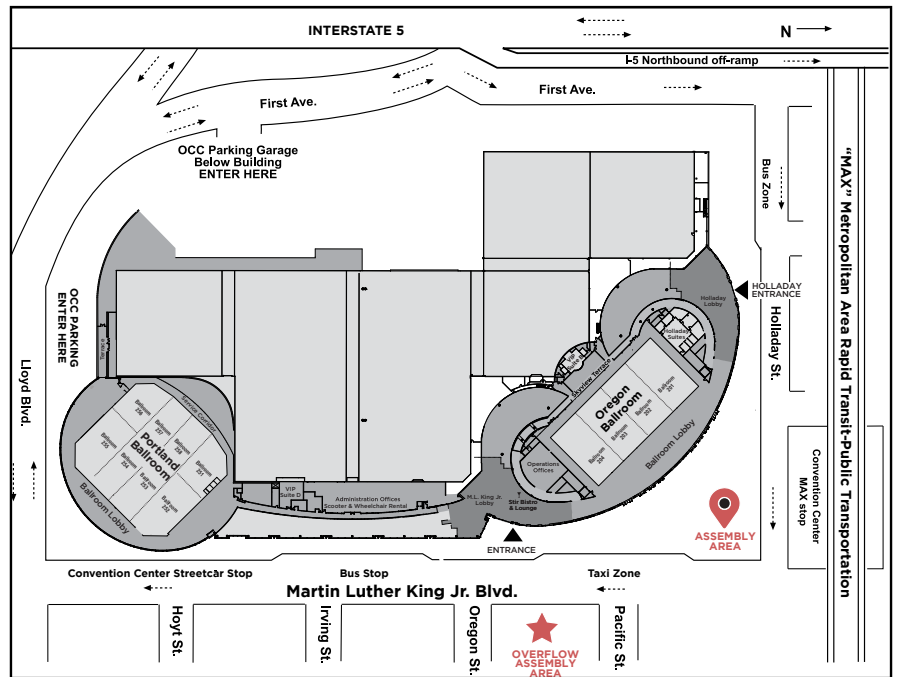
In consideration of all individuals needing use of these elevators, furniture and equipment cannot be transported in public elevators.

There are seven sets of escalators connecting the Exhibit Hall/Meeting Room Level 1 with the Lobby Level and the Ballroom Level 2.

# EVACUATION PROCEDURES

The proper and orderly evacuation of a public facility is very important for the well-being of both event attendees and staff. We've developed a very effective emergency system, so pay careful attention to the facility-wide annunciator if activated and follow all instructions.

The official evacuation assembly area is at the statue of Martin Luther King Jr. near the MAX light rail station, located at the corner of Northeast Holladay Street and Northeast MLK Jr. Blvd.



## [Emergency Procedures Guide](#)

# FLOOR LOADS

- Exhibit Halls:** 350 lbs. per square foot load capacity
- Ballrooms:** 125 lbs. per square foot load capacity
- Meeting Rooms:** 125 lbs. per square foot load capacity
- Lobbies:** 125 lbs. per square foot load capacity

Please inform your Event Manager if there are any concerns regarding floor load capacities.

# FLOOR PLANS

All floor plans must be pre-approved by the Fire Marshal and the Event Manager. The approvals must take place a minimum of thirty (30) days prior to the first contracted event day. Once Fire Marshal has approved the floor plans any changes within seven (7) day of the event will incur charges.

All tradeshow booths must be set on a 30-foot center with minimum 10-foot aisles. When laying out 10' x 10' booths, all utility boxes must fall on the back of the booth so that utilities are accessible. Failure to do so will result in additional labor charges billed to show management.

Contact your Event Manager for a copy of the OCC floor plan template in AutoCAD (dwg or dxf format); other formats are available upon request.

# FLOOR TYPES

- Exhibit Halls:** Concrete
- Ballrooms:** Carpet
- Meeting Rooms:** Carpet
- Lobbies:** Carpet



## FOOD & BEVERAGE

### CATERING SERVICES

pacific**wild** catering is our exclusive caterer focusing on local and sustainable products. Like Portland, pacific**wild** catering presents a rich palette of regional flavors. Their passion for seasonal ingredients and sustainability transform an event at the Oregon Convention Center into more than a pleasant experience and good meal. It is an expression of their commitment to supporting and maintaining Oregon's rich natural resources, promoting its culinary and cultural heritage and imbuing every occasion, from 10 guests to 10,000, with a sense of place and our unique spirit.

### STIR BISTRO & LOUNGE

Stir opened in the fall of 2009 at the center and is a full service, sit-down restaurant. We're proud to feature seasonal menus with local ingredients. We provide signature cocktails with local spirits, Oregon craft brew beers and Northwest wines.

### PORTLAND COFFEE ROASTERS

Portland Coffee Roasters has been our exclusive coffee partner at the Oregon Convention Center since 2010. Portland Coffee Roasters offers fair trade, organic, and Rainforest Alliance-certified coffees. Hours are determined by the Food and Beverage Management Staff with recommendations based on demographics provided by the Sales Department and Show Management. In most cases, at least one location will be open when there are 500 or more guests in the building.

### CONCESSION SERVICES

Our cafés and concessions offer a wide variety of entrées, snacks and beverages for any time of day and for any type of appetite. From fresh bakery goods and organic coffee, to deli sandwiches, to classic hot sandwiches and sausages, to local microbrews, wines and spirits, you will always find something to your liking. For the heartier appetite, we also offer a variety of entrées and appetizers in our specialty stands, ranging from delicious Asian stir-fry selections to mouth-watering pizza or Mexican dishes.



## HAZARDOUS MATERIALS/SUBSTANCES

Exhibits, equipment, materials or substances that, in the OCC's opinion, might be dangerous to persons, property or the environment will not be permitted on OCC premises. Licensee shall be liable for any clean-up of such materials. Please refer to Oregon Convention Center License Agreement for additional information. ORS 465.200

## KEYS/SECURE CORES

Keys for meeting rooms, ballrooms and exhibit halls and secure cores may be ordered from the Event Manager with advance notice (a minimum of thirty days prior to the event).

The OCC provides one complimentary standard key per room. Additional keys are \$15 each. Secure core keys are \$75 per core. Keys are to be returned on the last day of the event. Fee for standard keys not returned is \$125 per key. Fee for secure core keys not returned is \$275 per key.

## LIGHTING

Lighting during ingress/egress will be at energy efficient levels suitable for working. Additional lighting during these times will be assessed at the scheduled rates based on actual usage.

House lighting levels during event days are arranged with your Event Manager. Specialty lighting is available, for a fee, through the OCC's GO Production Services.

## LOADING DOCK

Exhibitor and freight entry to the Oregon Convention Center is via the main loading dock off NE First Avenue.

The facility features eighteen (18) loading bays, all with load levelers, and 20-foot high by 18-foot wide door capacities. Our docks feature two drive-in ramps and direct access to exhibit hall floors from three roll-up doors.

Each exhibit hall has limited drive-in access through the roll-up doors. Roll-up door sizes vary from 20 to 22 feet tall to 18 to 20 feet wide. Specific measurements of roll-up doors are available from your Event Manager.

Due to commitments to other events and building requirements, not all bays and load in areas will always be available. Therefore, it is important to communicate event dock loading and/or unloading needs with the Event Manager as soon as possible.

Personal vehicles cannot park in the loading dock area except for temporary loading or unloading.

An exhibitor parking lot containing 120 spaces is available at a cost to show management or to individual exhibitors. The lot is located directly across from the main loading dock on N.E. First Avenue. Contact your Sales Manager for rental information.

## LOADING DOCK STAFFING

Dock Agents work on the loading dock and are responsible for verifying exhibitor ID's, ensuring safe practices, and keeping the traffic in and out of the building moving smoothly and efficiently. Staffing will be scheduled by the Event manager. A Dock Agent is required during all exhibitor move-in and move-out times unless otherwise approved by the Event Manager or Department of Public Safety. Additional Dock Agent staffing may be required if frequent access to the loading dock is needed. All orders are based on a four-hour minimum.

Dock Marshals work outside on the loading dock and N.E. First Avenue to monitor and direct traffic to the appropriate loading bay doors, to keep traffic moving and to prevent vehicles from blocking access points and driveways. Dock Agents and Dock Marshals always work as a team and maintain radio communication.

## LOST AND FOUND

All lost and found articles are catalogued and stored for thirty (30) days. After that time, items are donated or disposed of at the sole discretion of the OCC.

Any inquiries regarding lost and found items should be directed to 503.235.7575 or to your Event Manager.

## PRODUCT SALES/MERCHANDISE

Sales of event-related products are permitted within contracted event space, excluding all common areas. Any common area required for event-related product sales needs to be discussed in detail with your Sales Manager. Net Square Footage (NSF) fees may apply.

## PUBLIC ASSEMBLY PERMIT

Finalized floor plans must be submitted to your Event Manager for review and Fire Marshal approval. The OCC will apply on your behalf for the public assembly permit, and any applicable charges will be included in your final invoice. If any additional permits are required, per the Fire Marshal, your Event Manager will follow up with more information.

Public assembly permits must be submitted no later than 21 days from the date of the event. If submitted after that date, the fee may be doubled. Please submit floor plans to accompany the assembly permit to your Event Manager no later than 30 days prior to your event in order to ensure your permits are submitted on time.



## ROOM TURNS

A one-time room set shall be provided complimentary for the run of show in Ballroom and Meeting Room space as specified in the License Agreement. Any changes to the initial room set will be subject to a room turn fee. Event related equipment shall be provided within the limits and availability of OCC inventory and subject to additional charges.

## RIGGING

Go Production Services must review and approve all rigging in the facility. A rigging plot showing loads and method of suspension is due to the OCC thirty (30) days prior to your event day for final approval. No live loads are permitted in the ballrooms and must be approved by Go Production Services in exhibit halls.

All rigging is subject to inspection at a prevailing hourly rate. Any changes required by the OCC Management will be made at the expense of Show Management. Technical information and load capacities are available upon request. A detailed rigging policy is available on the OCC website in the Go Production Services section.

Please contact your Event Manager if your set requires rigging of any kind.

## SHIPPING & RECEIVING

The OCC does not accept freight shipments. All freight should be shipped directly to your show decorator.

The OCC accepts show management materials under 150 pounds no more than three (3) days prior to the event. The fee for freight handling and storing is \$5 per pound with a \$25 minimum handling fee per shipment. If you have two or more shipments arriving separately, the \$25 minimum will apply to each shipment. Shipments that arrive via a pallet will be charged \$50 per pallet.

All shipments received by dock staff will remain on the loading dock until commencement of move-in, at which time it will be the responsibility of Show Management or Decorator to transfer to desired contracted spaces.

All shipments must be clearly marked with the following information on each package:

### **Oregon Convention Center**

777 NE Martin Luther King Blvd.

Portland OR 97232

Event/Show Name Event Date(s)

OCC Event Manager's Name

Your Full Name or Licensee's Full Name



## STORAGE

Crates, cardboard boxes, hazardous materials, waste products, gases and other packaging and holding materials are prohibited from being stored or staged within the facility or on the loading docks. They may be kept in trailers with closed, unlocked doors, or in available dock bays. Limited storage of required show management and event contractor equipment may be permitted within the facility if the area is identified on the floor plan, has adequate fire suppression systems, and has been approved by Facility Management and the Fire Marshal. Air wall pockets, facility storerooms, hallways, emergency exits, concession stands, and meeting rooms are not available for storage at any time. All emergency exits must be completely free from storage and debris.

- Storage of equipment within the facility is limited to the following items:
- Decorator equipment and ladders
- Carpet pigs and various decorator equipment containers
- Electrical and decorator boxes
- Accessible storage

Please contact your Event Manager to initiate approvals.

# FIRE MANAGEMENT

## FIRE MARSHAL REGULATIONS GENERAL FACILITY RULES

1. All decorative materials must be flame proofed or of a type acceptable to the Fire Marshal's Office. Use of bark dust, mulch, chips or hay, etc., is not allowed unless pre-approved by the Fire Marshal's office.
2. No flammable gases, liquids or solids, are allowed in any building, enclosed tent or structure. Two (2) 16.4 oz. bottles of propane are permitted in a booth at any one time. All other bottles must be stored outside the building and secured.
3. Booths with canopies larger than 10' x 10' are not allowed unless approved by the Fire Marshal's Office. All canopied booths must have a working smoke detector properly mounted in the canopy. If cooking in a canopied booth, a fire extinguisher is required.
4. Any enclosed structure larger than 100 sq. ft. in floor area must have a working smoke detector properly mounted in the structure. All doors or windows to the structure are to be left open.
5. Natural gas lines used to run a fireplace, etc., must have a shut-off valve by the appliance(s) and be accessible. All persons working in the booth shall be instructed in the location and operation of the shut-off valves to the appliances and to the building. Natural gas fireplace displays must have a safety pilot kit providing automatic shut-off if no flame is detected. Additionally, each fireplace must have a carbon monoxide detector with an alarm and a protective barrier to safeguard against the risk of being burned. No wood burning fireplaces are permitted.
6. Portable space heaters are not allowed unless approved by the Fire Marshal's Office.
7. See "Motorized Vehicles" for display vehicle requirements.
8. Displaying of any vehicle containing LPG gas propane shall have such containers reduced to atmospheric pressure before bringing them into the building.
9. All exhibitors are to keep all exhibit items, tables, chairs, etc., within their assigned booth space. Nothing is to be placed in any aisle.
10. Empty cardboard boxes are not to be stored in booths overnight.
11. Obstructions blocking utility floor boxes must be relocated by the exhibitor upon request.

## FOG/SMOKE/HAZER/LASER LIGHTS

Fog machines, smoke effects, or laser light shows will not be permitted without the express written approval of the OCC Executive Director or designee.

Approved use of fog machines or water-based hazers will require a smoke watch during scheduled usage. Smoke watch is charged at the prevailing rate.

## PROPANE

The use of propane within the building must be approved by OCC and the Fire Marshal's Office. It is imperative that you contact your Event Manager if you, or one of your exhibitors, requires the use of flammable gas.

Specific propane permits are mandatory per the office of the Fire Marshal.

The use of propane within the building must be approved by OCC and the Fire Marshal's Office. It is imperative that you contact your Event Manager if you, or one of your exhibitors, requires the use of flammable gas.

Specific propane permits are mandatory per the office of the Fire Marshal.

# SERVICES

## AUDIO VISUAL SERVICE

### GO PRODUCTION SERVICES

The Oregon Convention Center [GO Production Services](#) offers unbeatable event planning, simplified billing and easy coordination between all Convention Center event, operations and catering services.

Our full-time team has expertise in producing superior events at the Oregon Convention Center. We offer a complete line of inventory and highly customizable systems ensuring you amazing control and flexibility over your show.

OCC provides complimentary electrical service for standard GO Production Services equipment.



### THIRD-PARTY AUDIO VISUAL

GO Production Services is the preferred provider of audio visual services at OCC. You are not required to use their services for your event. However, they are uniquely positioned to provide anything from simple meeting room needs to full-scale AV production. The GO Production Services team is available to provide consultation for your event regarding audio visual needs that will best suit the requirements for your event. Should you choose to use an outside audio visual provider for your event, GO Production Services can provide rental equipment and access to our house sound system.

Access times are required to fall within the contracted times. If additional set-up time is needed by your audio visual provider, arrangements for a move-in day will need to be made with your Sales Manager.

Storage for third-party audio visual is not provided.

Events opting to use a third-party audio visual provider will incur electrical service charges based on the equipment requirements. Patch fees may also apply depending on your audio visual needs.

It is important to notify the Event Manager as soon as possible when using third-party audio visual so that ingress/egress and electrical needs can be addressed.

## CABLES

When possible, cables must be flown or run over doors in order to avoid trip hazards. If flying isn't possible due to set design, electrical and/or audio visual cables must be secured with approved gaffer's tape or cable ramps to conform to safety standards.

OCC Management reserves the right to inspect installation of all cables installed by third-party audio visual contractors.

## EXHIBITOR SERVICES

The Exhibitor Services Department promotes and sells a full range of exclusive in-house services directly to exhibitors, provides a point of contact for exhibitors who are interested in purchasing additional services and assists exhibitors and show management during an event.

The department representative contacts exhibitors for upcoming shows and sells facility services including audio visual, utilities, telephone, internet connections, Wi-Fi, booth cleaning, and porter service.

Services can be purchased in advance online at discounted rates. Exhibitors may order services online at [oregoncc.org/exhibitors](http://oregoncc.org/exhibitors).

The OCC provides a service desk to assist exhibitors during ingress and orders for services, including electrical, compressed air, water fill/drain, natural gas, telephone, internet connections, WiFi, booth cleaning, porter service and audio visual services.

Please work with your Event Manager to determine when the service desk will be staffed. Service Desk staffing may include staffing during heavy times or a "Hot Phone" if full staffing is not required.

The service desk is located next to your decorator's service area.

### [OCC Terms of Service](#)

## GUEST EXPERIENCE

### ADMISSIONS

Admissions Staff roles include ticket taking, badge checking, staff luggage and coat checks, meal or session badge scanning, ushers, gate attendants, elevator operators and any other position that acts as an entrance monitor. These positions are not open to staffing by third-party security, temporary labor organizations, show management staff or volunteers. Please provide staffing requests to your Event Manager and they will schedule the positions needed.

### ATMS

The OCC contracts with Worldwide ATM services. The company owns, manages and maintains the machines. The transaction fee to users is \$3.50.





The machines are located within the facility:

- Pre-Function A Lobby
- Exhibit Hall B (side entrance)
- Exhibit Hall C Lobby
- Ginkoberry Concourse
- Pre-Function E Lobby

Upon request, the company will provide portable ATMs for shows at a cost to the client of \$500 each. Questions regarding the machines or for arranging a portable machine for a specific show should be directed to the Guest Services Manager.

## WELCOME DESK

The welcome desk is staffed based on events and the number of people attending events in the building. In most cases, the welcome desk is staffed when there will be 1,000 or more people in the building.

It is a goal of the program to assist guests in making their experiences at OCC pleasant, informational and educational. This is accomplished, in part, by:

- Providing a warm welcome and excellent customer service at the Welcome Desk.
- Directing guests to events and appointments in the venue.
- Answering general information questions.
- Providing assistance in identifying desired locations and services for visitors.



## MEDICAL SERVICES

### ATHLETIC TRAINERS

An Oregon licensed athletic trainer is required for all athletic events. Sports Trainers have a different type of training than Emergency Medical Technicians (EMTs) and can assess an injury and, if necessary, prevent the injured person from competing.

Clients can arrange for trainers through the Oregon Athletic Trainers' Society ([oregonathletictrainersociety.com](http://oregonathletictrainersociety.com)). Trainer certification and license numbers are on file in the Public Safety Department.

### EMERGENCY MEDICAL TECHNICIANS (EMTs)

All events with an expected attendance of 1,000 or more are required to have an EMT onsite during event hours. There may be times when OCC will require additional medical technicians to work directly with a specific event. Contact your Event Manager for the prevailing hourly rate and to order coverage for your event.

The OCC has two fully equipped First Aid Rooms one located in the Pre-Function A Lobby and the other located outside Exhibit Hall E. EMTs may be contacted by picking up any house phone and dialing 7575 or contacting any OCC staff member.

## PARKING

The Oregon Convention Center has on-site parking. 800 spaces along with disabled parking are available. All OCC parking is on a first-come, first-served basis and available parking is not guaranteed.

Enter the garage via N.E. Lloyd Boulevard entrance or N.E. First Avenue. Clearance on the P1 upper level is seven feet; clearance on the P2 lower level is nine feet.

Overnight parking in the garage is prohibited.

The parking garage offers four Electric Vehicle (EV) charging stations (two on each level). Spaces are indicated by brightly lit green murals and are available on a first-come, first-served basis.

An exhibitor parking lot containing 120 spaces is available at a cost to show management or to individual exhibitors. The lot is located directly across from the main loading dock on N.E. First Avenue. Contact your Sales Manager for rental information.

Parking is not permitted on the loading dock or in any of the loading bays except for the purpose of loading and unloading. In addition, parking is not allowed on any sidewalk or plaza area around the venue.



Street parking is available daily within walking distance to OCC along with other privately-owned lots operating in the vicinity which promote “convention center parking” but are not affiliated with the OCC.

Short term drop-off/pick-up zones are available adjacent to the OCC on N.E. Martin Luther King, Jr. (MLK) Boulevard and on N.E. Holladay Street.

Tour buses may use the turn-out lanes provided along N.E. Martin Luther King, Jr. (MLK) Boulevard and N.E. Holladay Street to drop off passengers only. Drivers must always stay with their buses. Buses are not permitted to park in these lanes for extended periods.

## PARKING ALTERNATIVES

TriMet MAX light rail trains stop directly adjacent to the OCC, as well as daily Portland Streetcar and bus service (Line 6).

The OCC has bike racks outside all main building entrances and on both levels of the parking garage. There are designated motorcycle-only parking spaces in the garage. (Motorcycles pay regular parking rates.)

A rideshare designated turn-out lane is located on MLK Jr. Blvd just south of the main entrance.

## SECURITY

### EVENT SECURITY/ THIRD-PARTY SECURITY PROVIDERS

Show managers wishing to hire security services specifically for their events must select a company from the Qualified Security Providers List on the OCC website. (Specific types of events, at the discretion of the OCC management, may be required to hire third-party security services.) The companies on this list have applied, met certain criteria (experience, licensing, equipment, etc.) and have been approved to provide security services within the Convention Center. The



application process is ongoing but those on the list must re-apply every two years. Security providers not previously approved will not be allowed in the building without prior written consent of the OCC Executive Director.

The following outlines the procedure for contracted security staff members to enter the venue:

- Twenty-four (24) hours prior to the start of the event, the security contractor will provide the Security Office with staff sign-in sheets which include the event name, dates, staff position or location, the first and last name of each staff member working the event, the DPSST numbers of security staff members working and each person's scheduled work hours.
- Contracted security staff must access the Convention Center through loading dock doors and report to the Security Office.
- If contracted by the event, the agent will direct them to the Show Manager's office. If contracted by the OCC, the agent will provide work locations, duties and responsibilities.
- Contracted security staff members working graveyard shift hours will be issued a radio so they can remain in communication with the OCC Public Safety Department.

## SPONSORSHIP/BRANDING

Enhance visibility and customize your event for success. Sponsorship opportunities are available inside and outside our walls.

- Spire & Crescent Lighting
- Street Pole Rentals
- Window & Floor Clings
- Elevator & Escalator Decals
- Interior Banner Placement
- Digital Signage

[Download our Sponsorship Guide](#) for more information.

## TICKETING

All licensees of ticketed events at the Convention Center will receive and approve a copy of the OCC Box Office Policies. (Copies are available from the OCC Sales Department.)

### ADVANCE TICKET SALES

OCC has partnered with TicketsWest to offer advance ticket sales. Any exceptions to the use of TicketsWest for advanced sales must be approved by the Guest Services Manager.

### ONSITE TICKET SALES

Onsite ticket sales are an exclusive service provided by OCC staff and all arrangements will be made with the Guest Services Manager. Tickets are sold via a computerized ticketing point of sale software system. Cash and credit/debit cards are accepted forms of payment. The client is billed for labor costs, ticket printing, and credit card fees. These charges are applied to the final invoice.

Day of sales are conducted by the OCC ticketing staff. For each show, the staff includes a supervisor and ticket sellers with scheduling through the Guest Services Office.



## ENHANCED CLEANING

OCC is equipped to provide enhanced cleaning service with an electrostatic disinfectant sprayer in meeting room spaces. This spraying technology brings new, 360-degree, touchless disinfection and sanitizing capabilities to infection control experts, and reaches up to 3X more surfaces.

\*Meeting rooms must be vacant in order to initiate and complete enhanced cleaning service. Client can provide disinfectant wipes in meeting rooms for individual space disinfection.



# UTILITIES

## ELECTRICAL SERVICE

Electrical services are provided exclusively through the OCC. Exhibitor order forms are available online at [oregoncc.org/exhibitors](http://oregoncc.org/exhibitors) or through the Exhibitor Services desk by calling 503.235.7578. The resale of OCC electrical services is not permitted.

Floor plans of electrical floor boxes are available upon request. A labor charge will be added if exhibit booths are not lined up on the designated floor boxes. The OCC charges for electrical service in all meeting rooms, ballrooms, lobbies and exhibit halls. Contact your Event Manager for further information and pricing.

Client and third-party audio visual providers must use their own extension cords to extend preordered electrical services to their equipment. Any client or third-party audio visual provider supplied extension cords must be UL listed, 120v, 14-3 or larger, double insulated extension cords that are in good condition with no missing ground pins or visible defects in the insulation. The use of client or third-party audio visual contractor supplied extension cords does not allow access to OCC electrical services at no charge.

If the client would like the electrical charges added to the master invoice, please contact the Event Manager.

All OCC equipment that is not returned will be charged to the responsible party (master account or third-party audio visual provider's credit card). Please inform the Event Manager when finished with cords/equipment so it can be picked up and placed back into inventory.

If you have any specific questions, contact the OCC Operations Department at 503.235.7578.

## TELECOMMUNICATIONS/INTERNET/NETWORKING

As the exclusive provider of telecom and internet Services at the Oregon Convention Center, OCC Telecom provides a complete array of telecommunications services. From basic individual services to complex building-wide networks and extreme bandwidth demands, the OCC will provide for all your communication needs. All services are in-house and on-site technical and customer service support provides peace of mind during your event.

### INTERNET SERVICES

OCC can provide several internet connection options to meet your needs and budget. These include shared or dedicated bandwidth, multiple WiFi and wired service levels, LAN infrastructure, and complimentary WiFi zones.

The OCC has several WiFi internet options available to clients, exhibitors and attendees using our extensive building-wide WiFi network. Our network has the capacity of over 8,000 simultaneous users with the ability to add additional bandwidth when needed. Standard internet access speeds range from 1Mbps to 10Mbps, with overall bandwidth availability up to 10Gbps.

High speed internet access along with onsite customer support is provided exclusively by the OCC for large groups. There are several options available including custom log-in and sponsorship pages. Please contact OCC Telecommunications at 503.731.7834 for a custom quote.

The OCC also offers a pay as you go WiFi internet that can be purchased on-site. Basic WiFi provides up to 3Mbps per connection & Business Class WiFi provides up to 10Mbps per connection. Service can be purchased for up to 5 devices and up to 5 days. Support for this service is accessed via toll free technical support.

Complimentary WiFi provides up to 512Kpbs per connection and is available in all lobbies and meeting rooms. This service is available for simple tasks such as checking email, text-based social media or light web browsing.

## **TELEPHONE SERVICES**

The OCC provides single-line analog or multi-line digital phone services. For a fee, speaker and conference phones, long distance access, voice mail and other services may be provided upon request. House phones are available in each meeting room, ballroom lobbies and pre-function areas.



# POLICIES

## ADA & ACCESSABILITY

It is the Oregon Convention Center's intention to provide all reasonable accommodation for persons with disabilities to assist them in attending events held at the Center. Please visit the [accessibility section on our website](#) for more information.

## ANIMALS

Animals or pets, except for ADA Service Animals, are not permitted in the OCC except as an approved exhibit, activity or performance legitimately requiring the use of animals. The request for approval for such animals to be on the premises must be received in writing in advance (a minimum of seven (7) business days) prior to the event and must be approved by the OCC Executive Director or designee. Minimum qualifications for consideration include:

- Client and/or Animal Handlers will be responsible for any legal actions or liabilities if the animals harm anyone.
- The animals will not be allowed in the facility outside of show hours.
- The animals must be contained in the exhibitor's area.
- All clean-up after the animals will be the responsibility of the show or exhibitors.

The ADA defines a service animal as any guide dog, signal dog or miniature horse individually trained to aid an individual with a disability. If they meet this definition, animals are considered service animals under the ADA.

## BALLOONS/FLYING OBJECTS

- No helium (or lighter-than-air) filled balloons are permitted in the facility without the express written permission of the OCC Executive Director or designee.
- No flying objects (including drones) are permitted in the facility without the express written permission of the OCC Executive Director or designee. Minimum qualifications for consideration include:
- CLIENT and/or DRONE OPERATOR will be responsible for any legal actions or liabilities if the drones harm anyone.

Secure space plan as follows:

- DRONE OPERATOR or CLIENT will secure a safe area for takeoff/landing which will be monitored by someone not operating the drone.
- The position of the drone relative to people and obstructions will be monitored by someone not operating the drone.
- DRONE OPERATOR or CLIENT will ensure there is adequate fly space between any people and the ceiling or other low hanging items (lights, air handling, etc.).

- The drone will not be flown within 10' of walls or other obstructions.
- DRONE OPERATOR will complete full, routine checkups before and in-between flights, assessing the rotors, battery, positioning software, remote control, etc.
- Flight will not occur once 50% of battery capacity has been reached.

If any of these standards are not met, drone operations will be halted by DRONE OPERATOR or CLIENT.

## BANNERS

The OCC has specific approved areas for banner hanging inside the facility which do not block any permanent facility directional signage. Please contact your Event Manager for detailed information, locations and labor rates.

Signs, banners, and posters may not be physically attached to any part of the OCC or to any of the furnishings or fixtures of the OCC without prior approval.

For exterior street pole banner information contact your Sales Manager.

## DECORATORS/GENERAL SERVICE CONTRACTORS

Decorator and Display companies are required to set-up and tear down within the dates and times specified in the client's License Agreement with the OCC.

All decorators/contractors must enter at the Security Console entry point on the loading dock. All contractors must be identified with a badge while on-site. OCC has a badging system that will provide picture identification for all decorator staff and crew.

Charges will be incurred for all equipment, pallets and/or waste materials left on the loading dock beyond the contracted time.

Shows with ten-foot aisles must have booths set on the floor box grid in the exhibit halls. Prior approval must be given, and charges agreed to for a show to set off the standard grid.

It is important that decorators provide accurate, timely floor plans noting any electrical floor boxes or special needs for OCC approval.

Any damage, facility charges or other costs incurred by display, decoration or labor contractors are the responsibility of the Licensee.

Limited freight storage is available on the loading dock with advance approval of your Event Manager. Freight must be stacked or stored in approved areas only. Freight may not, at any time, be stacked against fire exits, fire pull stations or fire hose cabinets.

Contractors, including audiovisual contractors, must leave their work areas in a clean condition at the conclusion of the event. All tape, stickers, chalk lines, "empty" decals, etc., must be removed from the floor. Exhibit Halls must be broom-swept upon the completion of move-out. If event areas are not left in a clean, broom swept condition upon move-out, cleaning fees will be assessed.

## SIGNAGE

Easels and temporary signage are limited in public spaces due to the electronic kiosks provided throughout the facility. If signage is necessary in public spaces, it must be approved by your Event Manager and be of a professional convention quality (no hand-made or paper signs taped to boards are permitted).



## SMOKING

The Oregon Convention Center prohibits smoking within the building and within 25 feet of all building entries, outdoor air intakes and operable windows. Smoking of any kind, including vaporizers, is strictly prohibited inside the facility.

Designated smoking areas include the covered shelter on the corner of N.E. First Avenue and N.E. Holladay Street and across the street from the OCC on the corner of N.E. First Avenue and N.E. Oregon Street.

## VEHICLE RULES AND PROCEDURES

All motorized vehicles owned by the OCC are to be operated by licensed/authorized OCC personnel only. Motorized carts (Segway, scooters, golf carts, etc.) used for convenience are not allowed in carpeted areas (this excludes carts used by patrons with disabilities). Bicycles, skateboards, roller blades, roller skates or other types of recreational transportation are not to be used in the facility at any time, unless approved by your Event Manager.

## DISPLAY VEHICLES

Vehicles that are on display are subject to the following conditions:

- Gas tanks are less than one-fourth full.
- Gas caps are locked or sealed.
- Batteries are disconnected.
- Drip pans are placed under vehicles.
- Vehicles are clean and dry.
- Fire Marshal approval.
- Keys will be tagged by an OCC Event Manager and stored at the Security Console until move out.

Automobiles and trucks may be displayed in some lobby areas. Carpeted areas require protective measures, which may be provided by the OCC's Operations Department. Applicable costs are applied for vehicle ingress/egress at the prevailing rate.

Displaying of any vehicle containing LPG gas propane must have such containers reduced to atmospheric pressure before bringing them into the building.

# MULTIMEDIA & USAGE RIGHTS

## BROADCAST RECORDING RIGHTS

The Oregon Convention Center reserves the right to videotape and record events for its own records, publicity and promotional purposes.

It is the responsibility of Licensee to make all arrangements for such recording, broadcasting, telecasting, videotaping, audio recording or transcription and to notify the facility, in writing, as to these arrangements. The Licensee is responsible for all costs associated with such broadcast and/or recording rights.

## LOGOS/PHOTOGRAPHS

Copies of the OCC logo for reproduction and inclusion in your materials are available from your Sales Manager or via the OCC website at <https://www.oregoncc.org/planners/event-services/show-marketing-and-branding>.

Photos of OCC can be found here: [flickr.com/photos/oregonconventioncenter](https://www.flickr.com/photos/oregonconventioncenter)

## MEDIA COVERAGE

If your event is expected to attract media attention, please advise your Event Manager so they can explain the options available for live remotes, taping, additional lighting, etc., which may be requested.

## MUSIC LICENSING

As stipulated by the U.S. Copyright Act, performing rights organizations such as ASCAP, BMI and SESAC collect composer royalties for the public performance of their music. Per OCC's client agreement, client licensees are responsible for the licensing of any music used at their events.

The OCC is only able to provide licensed music via the selection of channels included with our Comcast DMX service, which can be used legally within our facility. Using any other music source may incur a fine if the client has not paid for its use, whether it be Spotify, iTunes, CD, YouTube, etc. or a live performance of copyrighted music.

The OCC does not arrange copyright licenses for event clients. Please refer to the designated Performing Rights Organization (ASCAP, BMI, SESAC, or other) for more information.

## PHOTOGRAPHY/VIDEOGRAPHY RIGHTS

The OCC retains the right to take photographs of an event for its own records and/or for publicity purposes.

# SUSTAINABILITY

We are continually working to be the most sustainable event facility in the world — and the first choice as a venue for green meetings. Together, our administration, staff and partners, have worked to earn LEED Platinum®, the highest level of certification from the U.S. Green Building Council's® Leadership in Energy and Environmental Design™ program. Earning LEED Platinum® is rare, and over the years OCC has identified, prioritized and implemented numerous energy and water efficiency projects within the venue and manages storm water through our innovative rain garden. In 2014, we earned APEX/ASTM certification, the first standards created uniquely for green meetings and events. This program, verified by the Green Meeting Industry Council (GMIC), gives us a roadmap for planning sustainable events, helping vendors and guests practice green habits, and working with our community to support the environment. To maintain our certifications, we continue to track our results, raising the bar in our industry.

## COMPOSTING

The OCC collects food waste for compost. Collection points are located throughout the facility and are marked "Food Only".

## DONATIONS

If you would like to leave items in the facility for donation, you must get pre-approval to ensure the material or items can be donated. You must provide in writing (via email) the details of the material being left (type/quantity) to your Event Manager as well as who will be picking up the items and when.

Items left for pre-approved donation may include food and beverage, conference materials, building materials, and items deemed reusable by OCC.

## RECYCLING

The OCC is committed to recycling and provides recycling areas within the exhibit halls for exhibitor use. In addition, there are specialized recycling containers with designated labels throughout the facility to meet event waste needs. Please identify any specialized waste removal needed for your event. This includes debris from theme décor set-ups (trees, plants, bark-mulch, etc.) or as a result of your event activities (food sampling, non-reusable crates/wrapping, etc.).

There are additional costs to Show Management for removal of excessive trash, pallets, bark dust, mulch, etc. The Event Manager will be able to advise you in greater detail.

More information about the OCC's sustainability efforts and service offerings is available at [oregoncc.org/about/sustainability](https://oregoncc.org/about/sustainability).

## WASTE DIVERSION POLICY

The purpose of this policy is to reduce the amount of waste (e.g. material that cannot be recycled, composted, donated, or reused by the company that produced it) brought in and left behind at the Oregon Convention Center. In support of this goal, the OCC has determined that it must change its approach to waste management and partner with our stakeholders. The OCC has developed this policy to further encourage innovation, waste minimization, and re-use. Along with a waste diversion deposit OCC will prohibit certain materials in the building and the full deposit will be forfeited if materials are left in the building that cannot be recycled, composted, or donated. The deposit will fund the additional labor required by the OCC to sort materials and pay disposal fees.

### **As part of the policy, the following items are prohibited and not allowed in the facility:**

- Any hazardous substance or item containing a hazardous substance
- Any signage that cannot be recycled, or reused excluding decals or window clings
- Foam core signage
- Helium balloons
- Single use plastic bags used for purchases and conference bags provided by show management or vendors to collect show items

### **The following items are allowed in the building; however, they must be removed at the end of the event:**

- Banners (vinyl)
- Electronics, furniture or equipment
- Carpet, carpet scraps, or carpet padding
- Items that are unable to be donated such as plaques or trophies
- Pallets

### **The following recyclable items generated by the event must be placed into proper receptacles:**

- Styrofoam (please check with your Event Manager to make sure this is currently recyclable onsite)
- Cardboard boxes and signs
- Construction debris
- Food donations
- Food scraps
- Glass containers
- Kitchen grease
- Paper
- Plastic film and shrink wrap
- Plastic containers, pots and buckets
- \*\* Plants, trees and yard debris
- Metal containers
- Scrap metal
- Vinyl tablecloths
- Wood

\*\*Pre-approval required, and additional fees may apply

The OCC provides recycling containers for exhibitors, decorators and attendees that include separate streams for recyclable, compostable and landfill materials and requires a broom swept exhibit hall show floor upon the end of the contracted time and date of the space.

# APPENDIX

1. [OCC Show Manager Rates](#)
2. [OCC Rules & Regulations](#)
3. [OCC Venue Guide](#)
4. [OCC Staff Directory](#)

**THANK YOU!**