

**MINUTES OF THE MEETING**  
**of the**  
**MASSACHUSETTS CONVENTION CENTER AUTHORITY**  
**November 20, 2025**

A meeting of the Massachusetts Convention Center Authority (“Authority”) was convened on November 20, 2025, at the Thomas M. Menino Convention and Exhibition Center (“MCEC”), 415 Summer Street, Boston, MA, Board Room and via MICROSOFT TEAMS MEETING OR JOIN BY TELEPHONE: DIAL-IN NUMBER 1-857-702-2232; CONFERENCE ID: 880 771 280#

Members in attendance at the MCEC or via MICROSOFT TEAMS were the following: Emme Handy, Cindy Brown, Ashley Groffenberger, Xiomara Albán DeLobato, Khushbu Webber, Gwill York, Dr. Aisha Miller, Carlos Aramayo, Michael Donovan, Meg Mainzer-Cohen, Sheena Collier and Chris Pappas

Staff members in attendance at the MCEC or via MICROSOFT TEAMS included the following: Kevin Scanlon, Robert Noonan, John Donahue, John Towle, Dave Silk, Lennie De Souza, Ankur Channe, Ed Bryan, Erin Anderson, Shannon Smith, Mark O’Leary and Jeannemarie Joyce

**I. ROLL CALL**

Chair Emme Handy called the meeting to order at 10:03 a.m., and a quorum was established by a roll call.

Roll Call:

Emme Handy	Present
Khushbu Webber	Present
Dr. Aisha Miller	No Answer
Carlos Aramayo	Present
Gwill York	Present
Cindy Brown	No Answer
Michael Donovan	Present
Ashley Groffenberger	Present
Meg Mainzer-Cohen	Present
Chris Pappas	Present
Xiomara Albán DeLobato	Present <sup>i</sup>

**II. REVIEW AND ADOPTION OF THE MINUTES**

Upon a motion duly made and seconded, the minutes of the October 23, 2025 Board Meeting were unanimously approved by roll-call vote.

Roll Call:

Emme Handy	Yes
Khushbu Webber	Yes
Dr. Aisha Miller	Yes
Carlos Aramayo	Yes
Cindy Brown	Yes
Sheena Collier	Yes
Michael Donovan	Yes
Michael Flaherty	Yes
Ashley Groffenberger	Yes
Meg Mainzer-Cohen	Yes
Chris Pappas	Yes
Gwill York	Yes
Xiomara Albán DeLobato	Yes

### **III. STRATEGIC PLAN UPDATE**

John Towle, Director of Government and Community Affairs, presented. The Strategic Plan will position the MCCA to stay competitive in a rapidly evolving market while maximizing value for the community. By focusing on innovation, market leadership, and inclusive engagement, MCCA will enhance its regional influence and contribute to economic growth and well-being across Massachusetts.

### **IV. DEPARTMENT UPDATES**

Lennie DeSouza, Chief Human Resources Officer, presented. Human Resources is finalizing the update of the employee handbook. The Human Resources department conducted a full review of standard operating procedures and policies across all human resources functions. The Human Resources department is preparing to initiate a review of MCCA background check practices. Ms. DeSouza also presented FY26 EEO data and FY26 recruitment data.

Dave Silk, Chief Communications Officer, presented. The MCCA hosted a ceremony for the unveiling of the new exterior signage at the Hynes Veterans Memorial Convention Center.

Robert Noonan, Chief Information & Security Officer, also presented. The MCCA IT department and T-Mobile successfully launched LTE & 5G Distributed Antenna System (DAS) at the Boston Common Garage. The installation provides coverage across all garage floors, while outdoor areas are served by two small cell sites. The system delivers exceptional coverage and capacity for all users in the Boston Common area, including those in the parking garage.

### **V. BOSTON CONVENTION AND MARKETING CENTER PERFORMANCE REPORT**

Milt Herbert, Executive Director Boston Convention & Marketing Center, reported on contract closures, room night statistics, marketing initiatives, and event performance. Sixteen total (3

MCEC and 13 Hynes) events were signed from July 2025 to October 2025, totaling 104,394 room nights ( 35,592 MCEC, 68,802 Hynes). Mr. Herbert reported that recent marketing initiatives to promote the podcast studio have quickly driven increased inquiries, resulting in short-term recording contracts being issued. AI-focused technology events contracted in the short term are outperforming initial attendance estimates, with several organizers already seeking to secure future dates and space. Consumer events are increasingly engaging convention centers for the first time, driven by space requirements that surpass those available in hotels and other conventional venues.

## VI.

### **MASSMUTUAL CENTER/MGM SPRINGFIELD SALES AND MARKETING UPDATE**

Sean Dolan, General Manager MassMutual Center, and James Boucher, Director of Sales MassMutual Center, presented an update of the sales and marketing at the MassMutual Center. Mr. Dolan highlighted the launch of The Landing which has hosted block parties before Thunderbirds games, some stand-alone events and live music. Mr. Dolan explained that the MMC with MGM engage in a comprehensive year-end review process which includes team member self-evaluation, manager evaluation and performance discussion. Their goal is to reinforce accountability, engage in continuous improvement, and to maintain alignment with MCCA's focus on strong internal review and audit process. Mr. Dolan announced some upcoming events including Stars on Ice, Disney on Ice and Monster Trucks.

Mr. Boucher highlighted some November events including the Mass Health Officers Association, New England Regional Pop Warner Cheerleading Competition, a fundraiser for the Holyoke Children's Museum and the local Chamber of Commerce awards ceremony. Mr. Boucher presented information regarding November sales activity. Five new conferences were booked in November, totaling \$258,350 and 861 hotel nights. There were also seven tentative bookings in November. Thirty-eight events have been booked year-to-date, totaling \$1,091,183 and generating 3,586 room nights. There are also thirteen tentative bookings year-to-date.

## VII. **REPORT OF ADMINISTRATION, FINANCE & PERSONNEL COMMITTEE**

### 1. FY25 Audit

#### i. Final Exit Presentation

Jennifer Cook from CliftonLarsonAllen presented the final exit report for the FY25 audit, highlighting an unmodified opinion on the financial statements, recent GASB implementations, followed by a Q&A on audit delays and management responsibility.

#### ii. FY25 Auditor Results and Financial Highlights

Bradley McMillin, Chief Financial Officer, presented management's response to the audit findings, acknowledging longstanding issues with undocumented policies and internal controls, and outlined plans for enhancing the control framework, with commitments to regular progress updates to the committee as requested by members.

#### FY25 AUDIT VOTE

**VOTE:** The Massachusetts Convention Center Authority hereby votes to accept the Financial Statements for the year ended June 30, 2025 and Independent Auditor's Report and Report on Internal Control and Compliance for the year ended June 30, 2025, prepared by CliftonLarsonAllen, LLP.

Upon a motion duly made and seconded the board unanimously to accept the Financial Statements and Independent Auditor's Report.

Roll Call:

Emme Handy	Yes
Khushbu Webber	Yes
Dr. Aisha Miller	Yes
Carlos Aramayo	Yes
Cindy Brown	Yes
Sheena Collier	Yes
Michael Donovan	Yes
Michael Flaherty	Yes
Ashley Groffenberger	Yes
Meg Mainzer-Cohen	Yes
Chris Pappas	Yes
Gwill York	Yes
Xiomara Albán DeLobato	Yes

#### 2. September 2025 YTD Budget to Actual Income Statement

Mr. McMillin presented the FY25 financial results and a review of the September 2025 year-to-date budget versus actuals to the committee, detailing asset and liability changes, coverage ratios, and explanations for revenue and expense variances.

#### 3. Internal Audit Charter

Claudia Russell, Director of Internal Audit, presented the draft Internal Audit Charter for discussion, outlining the mission, authority, scope, independence, professional standards, and resource needs, with committee members requesting further context, benchmarking, and clarification on implementation and subject matter expertise.

## **VIII. REPORT OF DEVELOPMENT AND CONSTRUCTION COMMITTEE**

### **1. BOARD VOTE: Low-Sloped Membrane Roof Replacement**

John Donahue, Chief of Operations, presented the comprehensive plan for the low-sloped membrane roof replacement, detailing the project's history, technical challenges, sustainability goals, procurement process, and the selection of HJ Russell as the contractor.

**VOTE:** **The Massachusetts Convention Center Authority authorizes the Chief Executive Officer or his designee to execute a construction contract with H.J. Russell for the Mechanical Roof Replacement (R09) in the amount of Twenty Million Five Hundred Fifty Thousand Dollars (\$20,000,000.00) per construction plans and specifications plans and specifications documents dated September 4, 2025.**

Upon a motion duly made and seconded, the vote was approved.

Roll Call:

Emme Handy	Yes
Khushbu Webber	Yes
Dr. Aisha Miller	Yes
Carlos Aramayo	Yes
Cindy Brown	Yes
Sheena Collier	Yes
Michael Donovan	Yes
Michael Flahery	Yes
Ashley Groffenberger	Yes
Meg Mainzer-Cohen	Yes
Chris Pappas	Yes
Gwill York	Yes
Xiomara Albán DeLobato	Yes

**2. BOARD VOTE: Juniper Support Maintenance Agreement**

Robert Noonan, Chief Information Security Officer and Brian Hayes, Director of Technical support, presented the annual Juniper network support maintenance renewal. They detailed the procurement process, cost savings, technical coverage, and the selection of WorldCom Exchange as the vendor.

**VOTE: The Massachusetts Convention Center Authority hereby authorizes the Chief Executive Officer as Designee to enter into a contract for the services of WorldCom Exchange, Inc. (WEI) to support MCCA network equipment in an amount not to exceed \$289,852.32.**

Upon a motion duly made and seconded, the vote was approved.

Roll Call:

Emme Handy	Yes
Khushbu Webber	Yes
Dr. Aisha Miller	Yes
Carlos Aramayo	Yes
Cindy Brown	Yes
Sheena Collier	Yes
Michael Donovan	Yes
Michael Flaherty	Yes
Ashley Groffenberger	Yes
Chris Pappas	Yes
Gwill York	Yes
Xiomara Albán DeLobato	Yes

**IX. OLD BUSINESS**

There was no old business.

**X. NEW BUSINESS**

There was no new business.

**XI. ADJOURNMENT**

A motion duly made and seconded, the meeting was adjourned by a unanimous roll call vote at 11:36 a.m.

Roll Call:

Emme Handy	Yes
Khushbu Webber	Yes
Dr. Aisha Miller	Yes
Carlos Aramayo	Yes
Cindy Brown	Yes
Sheena Collier	Yes
Michael Donovan	Yes
Michael Flaherty	Yes
Ashley Groffenberger	Yes
Chris Pappas	Yes
Gwill York	Yes
Xiomara Albán DeLobato	Yes

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<sup>i</sup> Sheena Collier joined at 10:08 a.m.