



FREQUENTLY ASKED QUESTIONS: EVOLV EXPRESS SECURITY SCREENING

What is Evolv Express

Evolv Express is a new standard in security. Using advanced sensors and artificial intelligence (AI), Evolv products are deployed at ingress points and screen everyone who enters a venue—without the need to hand over all their belongings or slow their pace of entry.

How fast & easy is Express for guests?

Evolv Express can screen up to 4,000 people per hour. That's more than 60 people per minute or more than one person each second. Guests do not have to break stride as they walk through the touchless system.

Will this affect all ticketholders?

Beginning February 17, 2024, TD Garden will debut the Evolv Express walk-through system at the main entrance of the arena via The Hub on Causeway and the Boston Garden Society Entrance on Level 2. Ticketholders will be asked to remove their mobile devices from their pockets, have their tickets ready to be scanned, and walk through. An usher will be on the other side of the unit to scan tickets and direct guests to their seats.

Boston Garden Society entrances on Level 1 and in parking lobbies on P1-P4 will continue to operate with the traditional x-ray metal detectors and security screening that guests are accustomed to when attending an event at TD Garden.

How does it work?

Evolv Express® is an AI-driven system using safe, ultra-low frequency, electromagnetic fields and advanced sensors to detect security threats.

Can I bring a bag?

TD Garden strongly discourages bringing bags to the arena. Bags measuring 6"x4"x1.5" or smaller are permitted through Evolv security screening. Proshop bags issued at time of purchase from the Boston Proshop powered by '47 will be permitted but subject to x-ray screening. Backpacks and any bag larger than 6"x4"x1.5" are not permitted. Exceptions are made for diaper bags and medical reasons, please reach out to TD Garden Customer Service at CustomerService@tdgarden.com at least 24 hours before your next visit if you require special accommodation.

Visit www.TDGarden.com/policies for more information on TD Garden policies.

Does TD Garden allow on-site storage for bags?

TD Garden provides on-site, secure storage for guests who need to check a non-compliant bag. The Mobile Locker Company is on Legends Way (the east side of TD Garden, closest to the Zakim Bridge) and provides secure storage for \$15 per locker. The Mobile Locker Company is available for all events 2 hours prior to the start of each event and will close 1.5 hours after the event's conclusion. Items must be retrieved from The Mobile Locker Company on the same day it is secured.

Do I need to remove everything from my pockets?

You need to remove your mobile device and hold it in your hand as you walk through the Evolv Express screener. Keys, wallets, etc. can stay in your pockets.

Do I need to put my hands above my head to walk through?

No.

Do I need to take my shoes and jacket off?

No.

Can I wear my smart watch/jewelry?

Yes. If something does trigger the alarm, you will be asked to step aside and be rescanned.

Is Evolv Express safe for pregnant people?

The Evolv Express uses extremely low frequency radio waves (ELF) - a non-ionizing sensing modality - in compliance with IEEE's 2019 guidance for safe operation with the general public, which they define as including pregnant people and their unborn children. An alternative screening approach is recommended for anyone who has health and safety concerns.

More Questions?

For additional FAQ's from Evolv, please visit <https://www.evolvtechnology.com/faqs>

For questions directly related to an upcoming visit to TD Garden, please email Customer Service at CustomerService@tdgarden.com.