
2021 SPRING TRAINING

COVID-19 OPERATIONS PLAN

FEBRUARY 9, 2021
PEORIA SPORTS COMPLEX
CITY OF PEORIA, ARIZONA

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Covid-19 Operations Plan

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SECTION 1: PLAN OVERVIEW

This operations plan is developed to account for public health risks while providing a return to safe events for the public to attend. This plan establishes the continued need for mitigation measures recommended by public health officials during the COVID-19 pandemic and the fact that in-person attendance at a Spring Training 2021 game in Peoria will be reduced, distanced, and otherwise protocolled. It establishes priorities and actions in coordination with current recommendations from the Centers for Disease Control (CDC), State and Local Health Officials, Cactus League, Major League Baseball (MLB), and the Seattle Mariners and San Diego Padres. It will be the responsibility of City of Peoria staff, specifically those working at the Peoria Sports Complex (PSC), to research available information, compile to their best of their ability, and distribute this plan to affiliated partners to execute.

1. Operational Approach

- a. PSC Staff will continue to work review public health information and trends in effort to develop the best plan possible.
- b. Decisions for fans in attendance will come in coordination with the Cactus League Association to develop consistent practices across Maricopa County.
- c. Wherever possible, measures will be streamlined through all Cactus League stadiums to provide consistency in overall Spring Training approach and messaging to fans. PSC staff continues to participate in Cactus League round tables and forums to discuss measures and current trends.
- d. Ticket sales (detailed further below) will be delayed until authorized by the Seattle Mariners and San Diego Padres and with the intent to streamline across the Cactus League.
- e. Staff will continue to evaluate costs associated with reduced attendance to determine if it is cost neutral for the City to operate.
- f. Potential expenses not congruent with the reduced revenues (compared to previous years' historical figures) will be evaluated and addressed with the San Diego Padres and Seattle Mariners.
- g. Evaluations of guest service levels will be enacted for reduced attendance.
- h. Other City-only expenses including, but not limited to utilities, part-time labor, and print collateral will be reduced or eliminated to mitigate loss of direct Spring Training revenues.
- i. Cleaning and disinfecting measures (detailed further below) will require elevated services and costs to promote a healthy event site and develop trust with attendees.
- j. 3rd Party Security Services (detailed further below) will require increases in services and costs even though fan attendance is reduced. This is due to distancing measures throughout the facility, opening

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multiple gates to avoid crowding and also enforcing complex policies related to MLB player and staff access.



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SECTION 2: HEALTH PROTOCOLS

It will be the responsibility of the Peoria Sports Complex (PSC) staff to ensure recommended safety measures from the Center for Disease Control (CDC) as well as State, Local, and MLB protocols are met wherever possible at Peoria Sports Complex.

1. CDC/Maricopa County Guidelines

- a. Displaying signs throughout the event site to provide reminders to help prevent the spread of COVID-19.

These reminders include:

- i. Encouraging physical distancing
- ii. Discouraging individuals who are sick or whom have come into recent contact with someone who has tested positive for COVID-19 from attending the event
- iii. Encouraging covering coughs and sneezes with a tissue, then throwing tissue in the trash
- iv. Encouraging hand washing, especially after using restroom, before eating, after blowing your nose, coughing, or sneezing
- v. Discouraging touching eyes, nose, and mouth with unwashed hands
- vi. Discouraging handshakes and “high-fives”

- b. Providing the following prevention supplies/practices to event staff and attendees:

- i. Hand Sanitizer
- ii. Gloves
- iii. Face Masks
- iv. Cleaners/disinfectants for frequently touched surfaces/objects (cash register, counters, etc.)
- v. Trash containers that are no-touch
- vi. Hand wash stations, equipped with soap and paper towels, throughout event site
- vii. Symptom screening for employees prior to start of their shift

- c. Providing adequate spacing for the following:

- i. Between customers (e.g. waiting in lines, entrances, performances, tables etc.)
- ii. Between staff

- d. Ensuring restrooms/chemical toilets are adequately supplied and maintained:

- i. Adequate supply of water, soap, and paper towels
- ii. Surfaces cleaned and disinfected on a frequent schedule

- e. CDC Facility Guidelines can be found here - <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

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2. Recommendations for Stadium Partners & Service Vendors

- a. Enforce hand washing and covering coughs and sneezes
- b. Develop standards for the use of non-medical grade masks or cloth face coverings by employees when near other employees and customers
- c. Intensify cleaning and disinfection practices
- d. Wash, rinse, and sanitize food contact surfaces, food preparation surfaces, and beverage equipment after use
- e. Discourage self-service by customers; encourage one-time use condiment packages.
- f. Ensure adequate protection/barrier between customer and food
- g. Encourage social distancing

3. Employee Protocols and Health Checks

- i. Volunteer / City of Peoria Employee / 3rd Party Vendor On-Site Screening Process: Part time staff will stop at the Health Screening Center and temperature checks located at gate D. Each employee will have their bag checked, walk through a metal detector and will have their



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temperature taken. Once the employee passes these steps, they will receive a wristband. Employees must keep their wristbands on through their shift.

Work Screening Center



- ii. Full time staff for City of Peoria, Professional Sports Catering, Plan B Cleaning, Peoria Diamond Club and City of Peoria Maintenance Crew will stop at the Health Screening Center and temperature checks located at gate D. Each employee will have their bag checked, walk through a metal detector and will have their temperature taken. Once the employee passes these steps, they will receive a wristband. Employees must keep their wristbands through their shift. Maintenance Staff will be allowed to drive to Maintenance office after Health Screen is completed.

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Full Time Staff Screening / Entrance



- iii. The screener will take the employee's temperature using a touchless thermometer
- b. The on-site process will be conducted in compliance with HIPAA rules to ensure confidentiality is maintained.
- c. Upon successful completion of on-site screening, the employee will receive a wristband.

4. If a Volunteer / City of Peoria Employees does not pass the on-site screening

- a. If the Volunteer / City of Peoria Employee has a temperature higher than 100.4 degrees, he or she can be temp checked up to three times total to rule out environmental or other non-virus related variables.
- b. If a City of Peoria Employee fails all three temp checks or answers yes to any of the questions, the screener will immediately ask that the employee leave the property and contact City of Peoria Human Resources. (HR-COVID19@peoriaaz.gov)
- c. Post-testing, the employee will have to follow HR guidelines before returning to work.

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5. Protocol for Symptomatic Individuals

- a. If an employee exhibits the symptoms of COVID-19 while at Peoria Sports Complex, he or she will be asked to leave the property by their hiring entity.
- b. Should a Volunteer / City of Peoria Employee show symptoms of COVID-19 while in the facility, they should:
 - i. Immediately notify their supervisor utilizing social distancing and proper hygiene of their symptoms.
 - ii. The employee's supervisor will direct the person back to their vehicles utilizing social distancing and proper hygiene
- c. If a City of Peoria employee tests positive, immediately contact (HR-COVID19@peoriaaz.gov)

6. FACILITY PROTOCOLS

- a. Volunteer / City of Peoria Employee Entrance: To assist in controlling access to the ballpark on game days, ALL Full-time and Part-time staff must enter through designated entrance(s). Full-time employees enter through Gate A. Part-time employees will enter at Gate D.
- b. Maintenance Staff: All Full-time and Part-time Maintenance Staff will gain access to the Maintenance Office by receiving Health Screen at Gate A then driving through the Mariners Doublewide gate. After presenting proper credentials and wristband, Maintenance staff will be allowed to park at the Maintenance office.

Part-Time Staff Entrance Options



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- c. Health Screening Hours:
 - i. 6am-5pm (1:10pm or 12:10pm game times)
 - ii. 9am-9pm (6:40pm game times)
- d. Elevators: Maximum occupancy for all elevators (including freight elevators) is two people per trip or specific pod size.

7. Peoria Fire-Medical

- a. Current Spring Training Operations Plan for Peoria-Fire EMT's assigned to support Spring Training games to remain in place. Below changes will augment current response plan:
 - i. Peoria-Fire EMT's will continue current practices of providing and wearing masks/face coverings while on stand-by and will have full PPE ready to put on when treating a patient.
 - ii. Additional protocols includes a temperature and general health screening of patrons prior to them accessing the stadium First Aid room.
 - iii. Patients will be provided a mask to wear (if not wearing one already) when being treated by EMT's.
 - iv. First Aid room will be disinfected in between treating patients.
 - v. If a COVID positive patient is encountered in the First Aid Room, a complete disinfection of the room will be conducted and deep cleaning will be requested per City policy. Cost will range from \$500-\$1000.
 - vi. EMT assigned to the seating bowl will wear a mask/facial covering and may be relocated to area that avoids regular contact with fans during stand-by periods. EMT Staff operating on standby in the seating bowl during the game will carry full PPE and will don the PPE as soon as reasonably possible when engaged in direct patient care.
 - vii. Used PPE will be "red-bagged" sealed and removed by EMT personnel from the First Aid Room at the end of the game day shift and transported to a Bio Waste container.

8. Quarantine Policy

- a. Peoria Sports Complex will follow the City's Covid-19 protocols revised 10/27/20.
- b. See Appendix D "City of Peoria Covid-19 Employee Flowchart.pdf"
- c. City of Peoria work force staffing in interior areas specifically the ticket office and production room will schedule employees in groups/teams. In the occurrence of a positive case and quarantine scenario, only

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employees within that particular work group would have to be quarantined and the remaining work groups can still continue to work and then fill in shifts for quarantined employees.

- d. MLB personnel and stadium partners will follow quarantine guidance determined by their organization.



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SECTION 3: CLEANING PROTOCOLS

Peoria Sports Complex will implement enhanced cleaning procedures and increase the frequency of disinfecting high-touch areas and group areas around the ballpark in order to keep players and staff as safe as possible. The addition of equipment will be a focus of cleaning crews to disinfect and sanitize high-touch and high-access spaces. The housekeeping schedule has been modified, increasing the frequency of disinfecting high-touch and high-access areas during the Game Day.

The Peoria Sports Complex through its contracted cleaning vendor will follow practices detailed by the Centers of Disease Control in [Appendix E, "CDC Cleaning and Disinfecting Guidance"](#) while continuing to review updates on the CDC website: <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

1. Pre-Season Cleaning

Pre-season cleaning will implement enhanced disinfecting protocols that include disinfecting machines that will be used in the pre-clean process. This equipment includes, but is not limited to:

- a. Electrostatic disinfectant model R205 backpack fogger
- b. Electrostatic disinfectant sprayer Tp4x mister
- c. Global industrial electric sprayer

Pre-clean will begin the week before the first scheduled game. Cleaning company will be onsite daily with additional employees to wipe high touch areas in the stadium and in the administration building.

2. Game Day Cleaning

Select game day porters will be added to be "disinfectors". These porters will utilize CDC-recommended chemicals and frequently spray high-touch areas, offices in the administration building and all bathrooms located in the stadium. The number of disinfecting specific porters will be determined by stadium attendance/demand. Porters will be required to wear CDC-recommended personal protective equipment (PPE) before, during, and after games. Masks will be required.

3. Post-Clean

Pre-season cleaning will implement enhanced disinfecting protocols that include disinfecting machines. These machines will be used as part of each post-clean. In addition to the machines, cleaning staff will wipe frequent contact surfaces in the following areas:

- a. Club Level Concourse
- b. Terrace
- c. Stadium Dugouts

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- d. Pavilion
- e. Stadium Bullpens
- f. Peoria Cove
- g. Concourse Bathrooms
- h. Visiting Clubhouse
- i. First Aid Room
- j. Main Ticket Office
- k. Centerfield Restrooms
- l. Club Level Restrooms
- m. Terrace Restrooms
- n. Colonnade
- o. Colonnade Restrooms



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SECTION 4: FACILITY ACCESS (STAFF)

Access to the Peoria Sports Complex during Spring Training will be restricted to a limited group. Based on their role and job responsibilities, essential personnel will each be designated to enter certain areas. In coordination with the Seattle Mariners and San Diego Padres, Peoria Sports Complex will determine which areas of the facility that city staff, team staff, and media may enter, as well as when and for what purpose(s).

1. Testing/Temperature Checks

Please see Section 2.

2. Credential Requirements

- a. Teams: All employees/guests requiring credentials will be able to receive their credentials from the Ticket Office during hours of operation (9a-5p) Teams will provide credentials to approved personnel and media guests. These team personnel/guests will need to go through team testing and temperature checks before entering the stadium. Teams will need to provide wristbands to these individuals acknowledging that they have gone through proper protocols.
- b. City: All guests of the City must go through testing and temperature check located at Gate A. Once individual has passed screening, they can receive proper credentials from the front desk in the administration building. All city staff (including parks staff) should enter through Gate A and not through respective buildings/offices.

3. Team Clubhouses

- a. City of Peoria Maintenance and Facility staff will have access to the building but will work with key team personnel to arrange access during times of low occupancy as an additional precaution unless it is an emergency work order. Staff will follow the guidelines set forth by MLB, including but not limited to health and temperature checks.

4. Practice Fields

- a. Practice Fields will be closed to the public per Appendix C, MLB re Fan Attendance.
- b. Field Maintenance: will be allowed on the practice fields to perform necessary work to keep the fields and landscape up to standards. These staff members may also need to follow guidelines or screenings set forth by MLB. Distancing measures such as accessing fields for maintenance only when team personnel have left the fields is recommended. The City will have three Tier 2 employees on their staff to handle day-to-day team field communications (2 Coordinators, 1 Superintendent). Each team will be

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designated one Coordinator who will primarily handle communication. The Superintendent will assist in day-to-day operation during Coordinator's off day.

- c. Security Staff: Security staff will need to access the practice fields to perform proper security of practices. These staff members will need to follow team-screening requirements.
- d. Operations Staff: Staff will need access to do routine checks of the property. These staff members will need to follow team-screening requirements.
- e. Cleaning Staff: Staff will need to do daily cleaning operations of the restrooms. This will take place after practices are complete each day. They will have no contact with team personal.

5. Visiting Clubhouse

- a. City staff will Major League side will be off limits on game days to all non-team personal unless a facility emergency arises. Cleaning staff will only be permitted after all visiting team personal has left the building.

6. Stadium

- a. On Field Operations: The Peoria Sports Complex will follow the guidelines set forth by MLB for personnel that will be allowed on the field before, during, and after the games.
 - i. The grounds crew will stage equipment, tools and staff in the right field gate area. Cones & caution tape will be used to section off the area immediately adjacent to the bullpen for physical distancing. Staff will be monitored to maintain distance from any Tier 1 or 2 individuals entering or exiting the playing field.
- b. Press Box: Access to the press box will be through Gate A. Only credentialed media staff will be permitted to enter the press box. Credentials must be displayed around individual's neck. Distancing measures for press box and media booths will be in place including, but not limited to reduced seating and assigned seating.

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SECTION 5: FACILITY ACCESS (FANS):

Fan access policies will be in accordance with Appendix C, MLB Memo re Fan Attendance in coordination with Maricopa County and State of Arizona health and event protocols.. These updated polices will be in accordance to CDC guidelines, as well as, guidelines set forth by the Seattle Mariners, San Diego Padres, and the City of Peoria.

1. Parking

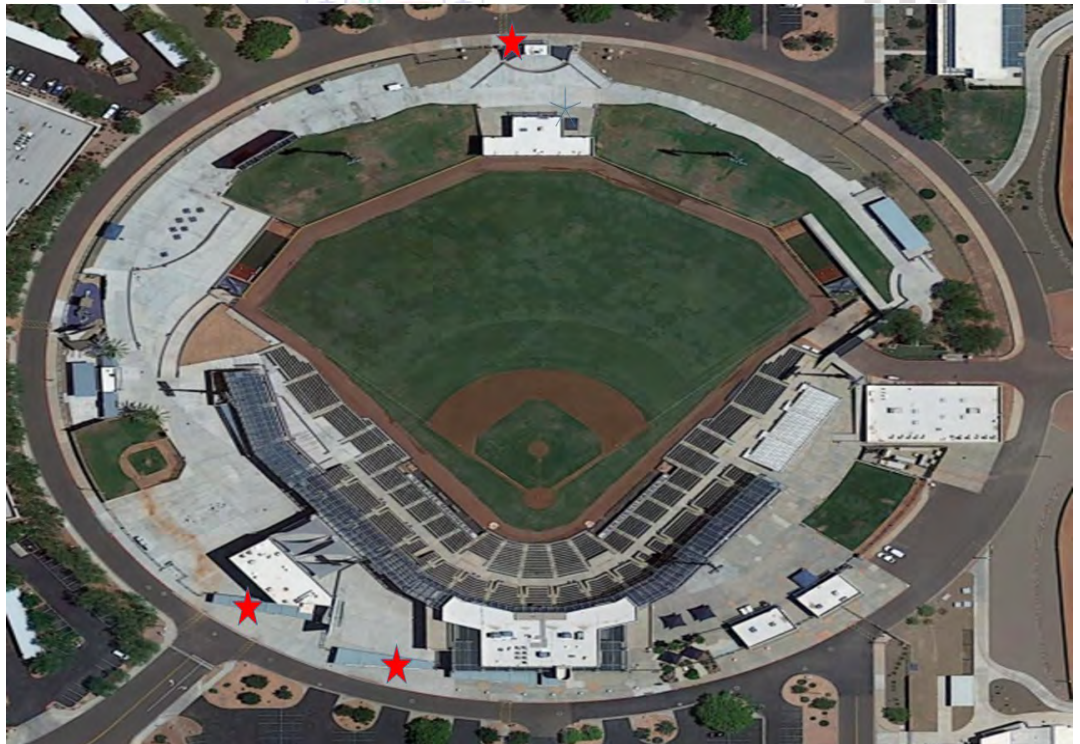
- a. Parking will be complimentary.
- b. The West Lot will be available on Game Day. There will be no tailgating permitted. Cars will not be parked in every other spot. There will be parking attendants monitoring the parking lot especially handicap spots.
 - i. Egress traffic controls will be set up only if crowds exceed 2,000 people in attendance.
- c. No shuttle service will be available to fans.

2. Stadium Gate Entry

- a. Fans will be able to enter through gates B and C. Gate usage will be determined by projected attendance.



Fan Entrance Points



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3. Face Mask Policy

- a. Per MLB Memo (Appendix C), the Commissioner's Office intends to mandate that all attendees age two years and older must wear a face covering over their nose and mouth at all times on ballpark property other than when actively eating or drinking at their ticketed seats. This mandate will apply to all seating locations, and Clubs must actively enforce it. Clubs retain discretion to make exceptions for individuals who cannot wear a face covering for medical reasons.
- b. Fans or staff not following guidelines for facemasks will be subject to removal from the stadium for that day's game and/or future games at Peoria Stadium. Removal procedures will be as follows:
 - i. 1st Offense: Fan/Staff will be given notice by designated stadium staff member or volunteer.
 - ii. 2nd Offense: Designated staff will notify Police officers assigned to that day's game who will provide a 2nd warning to continue face mask wearing.
 - iii. 3rd Offense: Police will remove fan/staff from the stadium and record removal in City of Peoria and MLB notifications systems.

4. Signage

- a. Signage will be placed in and outside of the stadium to inform fans of updated stadium policies. See Appendix F: 'Stadium Signage Sample'.
- b. Directional Signage
 - i. Once inside the stadium, fans will notice that our concourses have been split into two lanes going opposite directions. Follow directional arrows and signage to stay to the right on all concourses and ramps to maintain physical distancing. Elevators are available for ADA use only. All other foot traffic will be directed to use stairs and ramps.
 1. When exiting your seating section for restrooms, concessions or at the end of the game, always proceed to the right.

5. Practice Fields

- a. Practice fields will be closed to fans in 2021. There will still need to be a security presents on the Mariners and Padres sides. Security and City staff will monitor the practice field perimeter.
- b. Typical fan autograph areas such as the practice fields and autograph alley in the stadium will need to be closed to avoid direct contact with the players and team personnel.

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SECTION 6: TICKET OPERATIONS

Ticketing manifest has been finalized with reduced capacity to allow for 6 feet of distance between pods when seated per MLB Memo (Appendix C) for Fan Attendance Policies for 2021. After receiving approval to host in-person attendance at games, ticket sales will be available based upon the approved level of capacity.

1. On-Sale Dates

- a. Dates have been confirmed, below is the breakdown between traditional and expected schedules for ST21
 - i. Traditional Schedule
 1. Season Tickets Renewal – Early October
 2. Groups – Middle October
 3. Single Game Pre-Sale – Middle November
 4. Single Game On-Sale – Late November
 - ii. Modified Schedule
 1. Season Tickets – Not applicable
 2. Groups – Not applicable
 3. Single Game Pre-Sale / On-Sale – February 25th, 2021

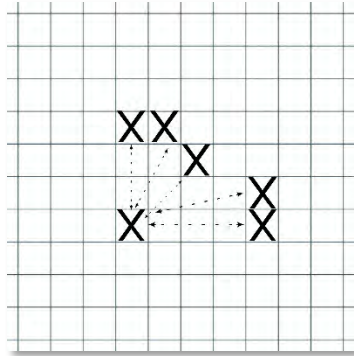
2. Seating Manifest

- a. Reduced Capacity
 - i. The capacity for ST21 will be approximately 1,960 seats.
- b. Distanced Seating per MLB Attendance Policies for 2021
 - i. 12 Feet around dugout will be eliminated from available seating.
 1. 12 Feet around dugout measured from end of dugout rooftop.
 - ii. 6 Feet around bullpens will be unavailable due to distance from bullpen floor and fans being 13 feet or greater.
 - iii. Aisle seats will be eliminated from available seating to provide proximity from seated guests and those leaving section
 - iv. Guests on each end of seating pod (2, 3 or 4 seat locations) will be 6 feet apart from next closest seated guest (within the same aisle or nearby aisles.) (Example below)

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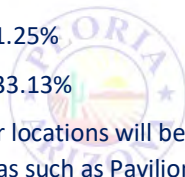
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c. Seating Clusters

i. Scenario 1 – 2, 3 and 4 seat locations

1. Based on team recommendations, stadium seating will be distanced and set up in following percentages
 - a. 1 Seat: .42%
 - b. 2 Seats: 65.21%
 - c. 3 Seats: 1.25%
 - d. 4 Seats: 33.13%



2. 5 Seat and greater locations will be available in the Lawn as well as previously-used group seating areas such as Pavilion, Right Field porch and Colonnade Patio.

d. Directional Aisle ways

- i. Due to unique section shapes, directional aisle ways will not be utilized and it will be incumbent on fans to avoid potential contact
- ii. Fans leaving sections will be asked to use the right side of the stairway while fans entering sections will be asked to use the left side.

3. Season Tickets

a. No season ticket plans for 2021

- i. Given the complexity of relocation requests and opt-outs combined with contact timeline of season ticket accounts, there are no season ticket plans for 2021. Season ticket holders from 2020 will be provided an early purchase window to purchase single-game tickets ahead of the general public. Heading into 2022, season ticket holders will have the opportunity to renew their same location from the 2020 season.

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4. Group Areas

- a. Colonnade
 - i. No Internal Game Day Use (See Appendix G: Seating Manifest)
 - 1. Doors to Colonnade will be closed with Patio open to existing guests.
 - 2. Five (5) 8x8 pods set up on patio with 5 guests each for a total of 25 guests.
 - 3. Pods spaced by at least 6 ft.
- b. Suites
 - i. No Suite seating due to potential overflow for press box or team needs
- c. Left Field Pavilion (See Appendix G: Seating Manifest)
 - i. Utilization of pod placement in foul territory
 - ii. Eliminate staircase to avoid cross traffic.
 - iii. Pod Size
 - 1. 8x8 alternating
 - 2. 6 ft walking path.
 - iv. Lower Half
 - 1. 6 ft space between railing and available seating
 - 2. Total of 19 pods
 - 3. Table size likely 5 Guests
 - 4. 6 ft. walking path in front of seating pods.
 - 5. High Top Tables & Chars
 - 6. Tables/Chairs need to be rented to fill gaps of inventory
 - 7. Max Capacity = 95
 - v. Upper Half
 - 1. Total of 10 Pods
 - 2. Table size likely 5 Guests
 - 3. 6 ft. walking path in front of seating pods.
 - 4. High Top Tables & Chars
 - 5. Tables/Chairs need to be rented to fill gaps of inventory
 - 6. Max Capacity = 50
- d. Right Field Covering (See Appendix G: Seating Manifest)
 - i. 12 total 8x8 seating pods, separated by 6 ft



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1. High Top Tables & Chairs
2. 4 guests each (5 ticket minimum)
3. 48 guest capacity
- ii. Walking path in between sets of seating pods
- e. Lawn Seating (See Appendix G: Seating Manifest) Scenario 1 – 6x6, 10x6 and 15x6 pods with 6x6 Separation
 1. 6 ft. separation from players (side of bullpens and front railing)
 2. Outer walking lane (6ft)
 3. Aisles separated by walking lane (6ft)
 4. Pod capacity varies by row
 5. Max Capacity = 468 (RF= 222, LF1=194, LF2=52)
- ii. Would require help of grounds crew to measure out and mark necessary locations
- iii. Will require consistent repainting during spring training to show clear lines

5. Stadium Ticket Office Operations



a. Window Sales

i. Limited Window Sales

1. Main Box Office will have 3 sales windows open
 - a. Traditional Will Call window will double as ADA sales window to maximize staff usage and increase spacing.
2. No sales windows would be open. Guest Services windows would remain open.
3. Purchased 6 thru-window communicators to prevent window sellers from yelling, airborne transmission of virus. (4 Main Box Office & 2 in CF box office)
4. QR Code sales would still remain an option for guests who would want to avoid contact with window sellers.
5. Only guests purchasing ticket at windows would have traditional paper tickets.
6. Gate scanning would not be affected.

b. Customer Service

- i. Internal customer service window would remain open normal hours for both box office locations to guests inside stadium
- ii. Part-time staff / Interns outside both box office locations to help walk guests through potential QR Code issues.

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- iii. QR Code signage would be placed along concourse on stanchion toppers in attempt to eliminate lines.
- c. Cashless Sales
 - i. In coordination with other vendors in the stadium, measures will be put in place to promote cashless purchases via credit card or if technology is available mobile pay methods (ex. Apple Pay, Google Pay)
 - 1. Window sellers would not touch credit cards
 - 2. Credit card swipes would be extended outside window every morning on to counter for patrons to swipe their own card at window-seller's instruction
 - ii. Box office staff will have single cash bank for resolution of customer service issues related to card-only sales.
- d. Delivery Methods
 - i. Team tickets will remain printed on hard-copy ticket stock
 - ii. Any in-person window sales will need to be printed on hard-copy ticket stock due to technical limitations from TDC.
 - iii. There will be no will-call delivery option online or over the phone moving forward. All tickets purchased over the phone (TDC) or online (MPV) will be digital.
 - iv. Print-at-home tickets (PDF) will be eliminated and fans will utilize digital tickets.

6. Team Personnel/Scout Ticketing

- a. The expectation is that Team Personnel & Scout Ticketing would be reduced to a percentage commensurate to the overall capacity for 2021 Spring Training (20% of ST20 usage)
 - i. Padres: Reduction to approximately 122 tickets per game (611 in ST20)
 - ii. Mariners: Reduction to approximately 120 tickets per game (598 in ST20)
- b. Personnel/Scout ticketing would remain as hard copy tickets regardless of digital option for patrons.

7. Comp/Sponsorship Ticketing

- a. There will be limited inventory for comp and sponsorship tickets due to reduced capacity. Each request will be evaluated then approved or denied on an as-needed basis by the stadium superintendent.

8. Ticket Purchasing Policies

- a. Per MLB Memo (Appendix C) there will be seating pods (2 through 6 seats depending on the location) consisting of immediate family members among whom social distancing is impossible or others with whom you are comfortable not maintaining a social distance

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- b. If a member of the pod cannot use their ticket and its desired to transfer that ticket to another individual, it is recommended to use the utmost discretion in inviting a new individual into the pod keeping in mind the risks associated with close interactions with individuals outside of your immediate family.
- c. Guests who receive tickets from a broken pod are not guaranteed relocation options and may have to leave the stadium. Any ticket received or purchased through resale should confirm the entire pod is included.

9. Selling or Transferring Tickets in a Pod/3rd Party Vendors

- a. When selling or transferring tickets, patrons need to be aware of the following restrictions. Seating pods consist of, at least, 2, and up to, 8 seats depending on the location. If they are selling or transferring less than the entirety of the tickets within the pod, those tickets can only be sold or transferred to those individuals in their immediate family or those with whom you are comfortable not maintaining a social distance. Any sale or transfer of tickets that is not in compliance therewith will be deemed as fraudulent and could subject the tickets to cancellation. The only way in which a sale or transfer of tickets to someone other than their immediate family or with whom you are comfortable not maintaining a social distance can occur is if you are selling or transferring the entirety of the tickets within your pod.
- b. When purchasing or receiving tickets, either (a) know that they are purchasing or receiving tickets from their immediate family or those with whom they are comfortable not maintaining a social distance, or (b) in the event that (a) is not possible, confirm that they are purchasing the entirety of the tickets within that pod. In the event they purchase or receive tickets and, as a result, they would be sitting in a pod with others who are not in your immediate family or with whom you are uncomfortable maintaining a social distance, the tickets will be deemed fraudulent and could subject the tickets to cancellation. Please note that, due to the seating restrictions related to COVID-19, it is very unlikely that the Peoria Sports Complex would be able to accommodate alternative seating they be seated within a pod with others who are not in their immediate family or with whom they are uncomfortable not maintaining a social distance.

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SECTION 7: CONCESSION OPERATIONS

1. Cashless Operations

- a. Professional Sports Catering (ProSC) will operate in a cashless scenario cutting down on the risk of surface exposure for through handling of cash.
- b. Current Point of Sale (POS) system already has all necessary cashless capabilities including card swipes and remote chip sensor pay. No further hardware investment is required.
- c. With an all cashless operation, sales tax will now be exclusive to the posted menu pricing. Previous operating procedures had the sales tax inclusive for ease of patron transactions using whole dollars.
- d. Cashless messaging to patrons prior to arriving at the Stadium will be important. If patrons arrive with cash only, ProSC has agreed to pre-purchase Visa/Mastercard gift cards in increments of \$20 for concession stand managers to sell to patrons to use for their transactions.

2. Points of Sale/Transactions

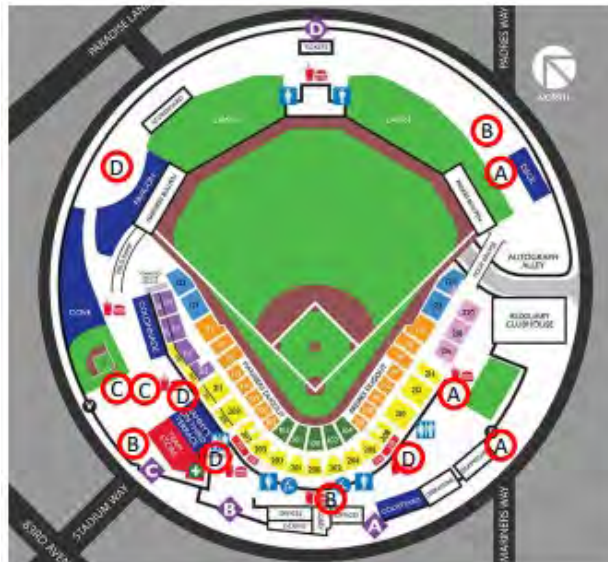
- a. ProSC will maintain a 100:1 Point of Sale ratio. Based on attendance, below is the current ProSC recommendations.



- i. < 1000 fans, 10 POS @ 4 Points of Distribution (D Games)
- ii. < 1500 fans, 14 POS @ 6 Points of Distribution (C Games)
- iii. < 2000 fans, 19 POS @ 8 Points of Distribution (B Games)
- iv. 2500 fans, 24 POS @ 11 Points of Distribution (A Games)



b. Map of Points of Distribution



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- c. ProSC will set up lines to promote social distancing including marks on the ground to form lines spacing patrons 6-feet from each other.
- d. At concession stands, employees and POS will be spaced to promote a safe environment for employees and better space queuing lines for patrons.

3. Menu/Change in Offerings

- a. ProSC will operate under a reduced menu concentrating on key items and bestsellers while focusing on reduction in complex kitchen preparation times.



- b.
- c. Since Stadium Group Areas will be sold in smaller pods of people and not to larger groups, there will be no catering.
- d. Subcontractors to support as additional POS's and offer variety to patrons may be utilized.
- e. There will be no staff dining offered.

4. Staffing

- a. All staff members working for ProSC will be required to have a temperature check and wellness evaluation performed by ProSC management personnel prior to entering the facility.
- b. As with all stadium staff working a Spring Training game, all staff will be required to wear a mask and those handling food would be required to wear gloves and change them accordingly.
- c. ProSC staff will follow all CDC, State of Arizona, and Maricopa County guidelines or special requirements for food handling and food service.

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- d. See attached Appendix A for Professional Sports Catering's full Operational Procedure Plan.



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SECTION 8: VOLUNTEER OPERATIONS

1. Volunteer Operations is based off a reduced capacity in the stadium. This section will provide an overview of volunteer positions we will continue to have and ones that we will not need in 2021.
 - a. In previous seasons, volunteer staff was allowed to attend the game following their shifts. This will not be an option for 2021. Staff must leave facility at conclusion of shift.
 - b. Ushers: A limited number of ushers will still be needed in the bowl to monitor fan activity. Ushers will also be placed in areas that were previously group areas which will be converted into ticketed seating. These areas include but are not limited to: Pavilion, berm, and right field shade structure.
 - c. Ticket Takers: Ticket takers will still be required at all open gates. The number of ticket takers will be determined by the number of gates opened.
 - d. Parking Lot Attendants: We will still need this position to properly park cars in the lot. The number of volunteers for this position will be reduced greatly. We will have 5-8 people in both the East and West lots for every game.
 - e. 50/50: This operation will be limited to a table on the concourse and will include a touchless system to limit touch points.
 - f. Staff Check-in: This position will still be located at the employee entrance (See Section 2). The alternate location will be at gate D. This will be determined by the employee parking location.
 - g. Guest Services: This position will become a stationary position at a Guest Service table, in the ticket office, or at the front desk. In previous years, this position roamed an area of the stadium helping guests.
 - h. Office: This position will remain the same providing Administration help for the Peoria Diamond Club. There will be only 1-2 people onsite at one time.
 - i. Red Shirt Room: There will be one person monitoring the Red Shirt Room to make sure all volunteers have proper PPE and understands their daily roles.
 - j. Hospitality: There will be no need for this position this year since there will be no group areas available. This position will be replaced by additional ushers in areas previously noted as a group area.
 - k. Scorecards: There will no need for this position this year. We will not be handing out scorecards to limit touch points.
 - l. Side Practice Fields: There will be no need for this position as the practice fields will be closed to the public this year.
 - m. Silent Auction Table: This will be eliminated to limit touch areas at the stadium.

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- n. Money Counters: The Peoria Sports Complex will be going cashless. There will be no need for money counters.
- o. Speed Pitch: The speed pitch will not be open in 2021.
- p. Employee Cart Shuttle: This will be a necessary position if the employee parking lot will remain in its current location. Carts will need to be sanitized after every use.
- q. Fan Shuttles: We will not be shuttling fans this year.
- r. Cash Lawn Sales: This position will not be needed in 2021. The lawn will be a ticketed seat with a specific location to sit in.

2. Specific staffing numbers will be determined by capacity level.

a. Staffing for attendance under 1000 fans will be as follows:

| >1000 Attendance | |
|----------------------|---|
| Ushers | 8 |
| Ticket Takers | 8 |
| West Parking | 5 |
| East Parking | 5 |
| Stadium Parking | 5 |
| 50/50 | 3 |
| Staff Check-in | 2 |
| Guest Services | 2 |
| Office | 2 |
| Outer Building Lot | 2 |
| Red Shirt Room | 1 |
| Hospitality | 0 |
| Scorecards | 0 |
| Side Practice Fields | 0 |
| Silent Auction Table | 0 |
| Money Counters | 0 |
| Speed Pitch | 0 |
| Carts - Staff Lot | 0 |
| Carts - Fan Lot | 0 |
| Cash Lawn Sales | 0 |

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b. Staffing for attendance between 1000 and 2000 fans will be as follows:

| 1000-2000 Attendance | |
|----------------------|----|
| Ushers | 14 |
| Ticket Takers | 10 |
| West Parking | 5 |
| East Parking | 5 |
| Stadium Parking | 5 |
| 50/50 | 3 |
| Staff Check-in | 4 |
| Guest Services | 2 |
| Office | 2 |
| Outer Building Lot | 2 |
| Red Shirt Room | 1 |
| Hospitality | 0 |
| Scorecards | 0 |
| Side Practice Fields | 0 |
| Silent Auction Table | 0 |
| Money Counters | 0 |
| Speed Pitch | 0 |
| Carts - Staff Lot | 0 |
| Carts - Fan Lot | 0 |
| Cash Lawn Sales | 0 |



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SECTION 9: MISCELLANEOUS OPERATIONS

1. Merchandise/Team Store Operations

- a. The team store is operated by Seattle Mariners personnel. The Mariners have developed an operating plan implemented in Seattle at T-Mobile Park and their satellite team stores. Much of this operating plan and protocol will transfer to Spring Training Operations in Peoria, where applicable. Please find Appendix B attached.
- b. Team Store will be a cashless operation congruent with the rest of Peoria Stadium sales operations.
- c. As the Spring Training 2020 season ended early, extensive amount of inventory was left over. Concentration will be trying to sell those items at a discount at the beginning of the Spring Training store opening.
- d. There will be limited ordering of new items for Spring Training 2021 due to unknowns and the inventory stock. New items will be limited to "On-Field" styles only for Adults and Kids. Opportunities for some new items with vendors that have quick turnarounds once the Spring Training schedule is determined.
- e. Potential 2-3 week delay in Seattle Mariners staff arriving in Peoria and opening team stores to mid-February since there won't be as much new product to manage as in the past.
- f. Reduction in part-time staff and hours due to potential for reduced capacity games.
- g. Centerfield merchandise stand will not open. 1st and 3rd base satellite stands may only open on larger games or pre-game only to promote social distancing. Main Team Store will metered to reduce the amount of patrons inside the store at one time.
- h. Per Appendix B, frequent clean of surfaces by staff will be promoted. Ability for patrons to try on clothes will be discourage. All patrons must wear a mask in the team store on non-game days, during pre-game hours, and on game days.

2. Sponsorship Sales/Activation

- a. Sales will be focused on static stadium signage, in-game reads, and video board advertising. For the purposes of health and safety, no on-site sponsor activations will take place.
- b. Sponsorship contracts will have language limiting financial liability of the sponsor if the season takes place with no fans. A value for signage such as outfield billboards still seen on televised broadcasts may be determined.
- c. If there is a season with no fans, credits from the Spring Training 2020 season will be carried over to Spring Training 2022.

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- d. No on-field activations such as first pitch, live singing of the national anthem, or play ball kid(s) taking the field in effort to reduce interactions with team players and on-field personnel.
- e. Sponsor related tickets will be suspended for the 2021 season due to reduced inventory.

3. Marketing/Advertising

- a. Marketing efforts in the San Diego and Seattle regions may still take place, but delayed until its determined if fans will be in attendance. These marketing initiatives are supported by an Arizona Office of Tourism grant.
- b. With the possibility of reduced fan capacity, marketing efforts utilizing operating funds may be redirected.

4. Field Maintenance Operations

- a. Each team will have 1 Tier 2 employee dedicated to day-today communication for the practice fields and the stadium. 1 additional Tier 2 employee will assist covering off days and any additional communication the teams may need. All other field maintenance staff will be deemed Tier 3 employees.
- b. As a general practice, field maintenance staff will perform field preparations before and after the teams' on-field schedule avoiding interactions with players and team personnel.

