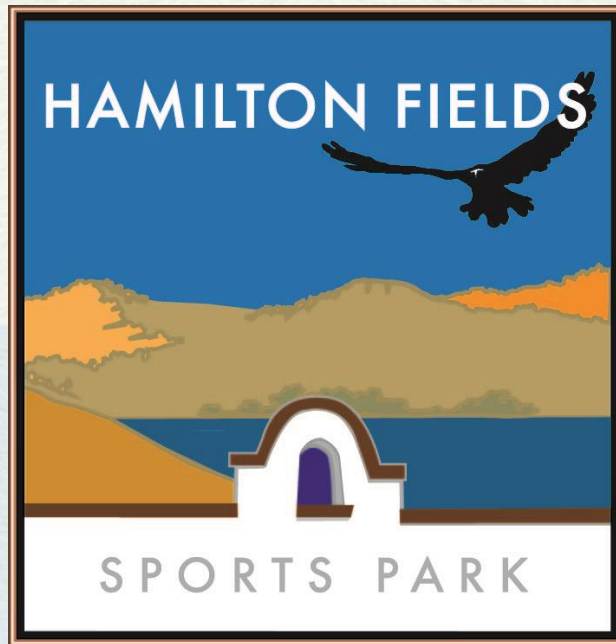


Hamilton Fields Sports Park

Operations and Maintenance Plan



Hamilton Fields Sports Park

Operations and Maintenance Plan

I. PURPOSE OF THE PLAN

This manual for the maintenance and operation of the Hamilton Fields Sports Park (the “Park”) has been developed in order to create standards and guidelines to support the vision and business goals governing the management of the Park. The maintenance standards were developed to provide the Park management team, the City of Novato and the local Hamilton community with the best possible parks and recreational facilities. This manual has been prepared to serve as an informational tool and as a standard for Park employees and custodial staff for each of the Park elements, including:

- The Ballpark at Hamilton Fields
- The Baseball/Softball Complex
- The Future Prospects Training Center
- The Multi-Sport Complex
- The Community Park

The manual is divided between the Maintenance Plan and the Operational Plan. The Maintenance Plan will serve as a general guideline for the frequency of maintenance for the parks, facilities, and equipment and the operational plan will provide for specific rules, regulations, policies and business practices governing the proper conduct of activities occurring at both the Sports Park and the Community Park.

II. THE MAINTENANCE PLAN

A. Maintenance Elements

Each task contains basic elements for maintaining the parks and facilities:

- Natural Turf Care: Watering, mowing, aeration, reseeding, top dressing, weed control.
- Sports Turf Care:
 - Anti-Static Treatments
 - Surface Brushing, Aerating, Raking and Sweeping, Cooling
 - Infill Top Dressing
- Fertilization: Fertilization of turf, trees, shrubs, or floral plantings.
- Irrigation: Automated or manual watering of turf, trees, shrubs, and floral plantings.
- Disease & Insect Control: Prevention, correction, and management of disease and/or insects in turf, trees, shrubs, floral plantings either by cultural or chemical methods; includes pest control in and around park buildings.
- Hardscape Surfaces: Sweeping, blowing, and power washing of walkways, parking lots, sport courts, dugouts, Training Center, and any other hardscape surfaces in our parks and facilities.
- Repair Maintenance required for facilities or park amenities.
- Inspection: Visual and physical examination of a park facility, equipment, or amenity to ensure compliance, safety, and proper operation.
- Restrooms and Concession Stands: Cleaning, sweeping, sanitizing, stocking of supplies.
- Special Features: Maintenance of equipment or facilities such as drinking fountains, flagpoles, backstops, netting, seating areas, soccer goals, picnic tables, signs, and litter receptacles.
- Community Park: Inspection and maintenance of play equipment and recreational areas; remove litter and other foreign objects in the surfacing material. For Dog Park Maintenance Guidelines see Appendix A.

B. Quality Of Work

Each Park element or facility under the maintenance schedule will be evaluated using a checklist to be developed in consultation with equipment and materials suppliers. The purpose of the checklist is to provide information to the Park Maintenance Supervisor as to the progress of routine maintenance tasks, to highlight any Park area or facility that needs repair, and to facilitate the prompt scheduling of this work as expeditiously as possible. The checklist will be completed weekly by the Supervisor and

turned in to the Park General Manager. The Supervisor will then give all parties the information regarding the work to be scheduled in the following days and weeks.

C. General Maintenance Duties

The following duties will be the responsibility of the Park Maintenance Supervisor, including but not limited to:

- Performing weekly play equipment safety inspections.
- Inspecting all restrooms for burned-out lights, malfunctioning toilets, urinals, sinks, hand dryers, etc.; looking for graffiti and reporting any damage to the Supervisor so that the repair work can be scheduled.
- Maintaining all drinking fountains in working condition.
- Making sure all Park security lighting and other security elements are functioning
- Checking for vandalism to Park benches, picnic tables, etc., and reporting these issues to the Supervisor so that the repair work can be scheduled.
- Checking, cleaning, and replacing, as needed all locks and padlocks that are rusted or malfunctioning.
- Maintaining all Park signs.

D. Maintenance Schedule for All Park Facilities

TASK	FREQUENCY
Picking up litter throughout park	Daily
Empty trash cans	Daily
Restroom cleaning and restocking	Daily
Building inspection and maintenance	Weekly
Irrigation repair and monitoring	Weekly
Mowing, edging, and line trimming	Weekly
Inspecting and repairing play equipment	Weekly
Park facility/playground maintenance inspection	Weekly
Rototilling sand in volleyball court	Weekly
Power washing al facilities	Monthly
Blowing debris off rooftops and rain gutters	Twice yearly or as
Power-wash playground surfaces	Monthly
Sports Turf maintenance	Monthly
Restroom and Concession Stand sanitizing	Monthly
Park tree maintenance	Weekly
Weed management	Weekly
Paint	As needed
Minor repairs	As directed

E. General Park Maintenance Standards

A. Grounds

- i. Grounds are mowed and trimmed.
- ii. Park is free of litter, debris, and hazards.
- iii. Parking lots are clean.

B. Drinking Fountains

- i. Fountains are accessible and operational.
- ii. Fountains are appropriately located and comply with ADA requirements.
- iii. Fountains are on solid surfaces.

C. Signage

- i. Park identification signs are secured and properly installed in a visible location.
- ii. Handicapped parking signs are secure, visible, and meet current codes.
- iii. Park rules and directional signs are secure and in a noticeable location.
- iv. Restroom signs are secured and visible.
- v. Signs are clean, painted, and free of protrusions.

D. Walkways

- i. Walkways have a uniform surface and are level with the ground and free of trip hazards.
- ii. Walkways are free of litter and debris.
- iii. At least one walkway meets ADA requirements.
- iv. Walkways have unobstructed accessibility (i.e. free from low and protruding limbs, guide wires, etc.).
- v. Walkways are neatly edged.
- vi. Walkways are clear of weeds and grass growth in cracks and expansion joints.

E. Trash Receptacles

- i. Receptacles are free of graffiti.
- ii. Concrete receptacles are intact and free of cracks and damage.
- iii. Area around trash receptacles and roll-off containers is clean and free of trash and debris.
- iv. Roll-off containers and dumpsters are screened and placed in less intrusive areas.

F. Ornamental Steel Fencing

- i. Hardware is intact.
- ii. Fences are properly installed and anchored.

- iii. Support rails are properly connected and straight.
- iv. Bolts and screws are flush with the surface with no exposed sharp points.
- v. Fence is straight with no excessive bends.
- vi. Gates and latches are operational.

G. Chain Link Fencing

- i. Material is galvanized chain link and is the appropriate-gauge wire for specified use.
- ii. Fencing material is properly secured to support rails.
- iii. Support rails are properly connected and straight.
- iv. Fencing is free of holes, protrusions, and catch points.
- v. Gates and latches are operational.

H. Lights: Security and Exterior Facility Lights

- i. 90% of security and facility lights are operational.
- ii. No electrical conducting wires are exposed.
- iii. Lights comply with current building codes.
- iv. Electrical components are operational, properly installed, and secured.

I. Bridges in Community Park and for Trails

- i. Bridges have a uniform surface and are free of trip hazards.
- ii. Bridges have handrails intact and are properly installed and anchored.
- iii. Bridges are free of litter and debris.

F. Maintenance Standards For Sports Fields

The following standards provide goals and achievable benchmarks by which staff can assess the condition of the Park's sports fields and facilities.

1. Athletic Fields

A. Turf

- i. Ballpark turf has a healthy, dense stand of grass
- ii. Play area has a uniform surface and is well drained.
- iii. Turf is mowed at the appropriate height for the type of field.
- vi. Turf is free of litter and debris.

B. Skinned Infields

- i. Infields have a uniform surface are free of lips, holes, and trip hazards.
- ii. Infields are well drained with no standing water areas.

- iii. Infields have proper soil consistency for intended usage.
- iv. Infields are free of weeds and grass.
- v. Infields are free of rocks, dirt clods, and debris.
- vi. Bases and plates are properly installed, level, and are at the proper distances and anchored in accordance with manufacturer's specifications and league requirements.

C. Soccer/Lacrosse, Rugby Goals

- i. Goals are properly installed and anchored.
- ii. Goals show no excessive bending.
- iii. Nets are supplied and maintained by the leagues.

D. Bleachers

- i. Hardware is intact.
- ii. Bracing is tightly connected.
- iii. Seating surface is clean, smooth, and free of protrusions and has no exposed sharp edges or pointed corners.
- iv. Bleacher areas have clean trash receptacles present and are in good condition.

F. Fencing

- i. Fencing material is galvanized chain link and is the appropriate-gauge wire for specific use.
- ii. Fencing material is properly secured to support rails.
- iii. Support rails are properly connected and straight.
- iv. Fencing is free of holes and protrusions.
- v. Gates and latches are properly operational.

G. Restrooms

- i. Restrooms are clean, sanitary, and properly stocked with paper products.
- ii. Lighting and ventilation systems are operational.
- iii. Toilets, water faucets, stall doors, and hand dryers are operational.
- iv. Restrooms are free of graffiti.
- v. Restroom doors are properly marked, according to gender.
- vi. Restrooms have clean trash receptacles.
- vii. Restroom doors and locks are operational.
- viii. Restrooms are in compliance with the requirements of the Americans with Disabilities Act.

2. Playgrounds

A. Play Equipment

- i. Play equipment and surrounding play areas meet ASTM and National Playground Safety Institute standards.
- ii. Play equipment and hardware is intact.

- iii. Play equipment is free of graffiti.
- iv. Age-appropriate play equipment is available.

B. Surfacing

- i. Fall surfacing is clean, level, and free of litter and debris.
- ii. Surfacing meets ASTM and National Playground Safety Institute standards.
- iii. Surfacing is well drained.
- iv. Rubberized surfacing is free of holes and tears.
- v. Rubberized surfacing is secure to the base material and curbing.

C. Borders

- i. Playground borders are well defined and intact.
- ii. Playground borders meet ASTM and National Playground Safety Institute standards.

D. Park Benches

- i. Slats are smooth and structurally sound.
- ii. Hardware is intact.
- iii. Nails, bolts, and screws are flush with the surface.
- iv. Seats and backing are smooth with no protrusions and have no exposed sharp edges or pointed corners.

III. THE OPERATIONAL PLAN

This Operational Plan (the “Plan”), set forth as Appendix B, provides the framework and information describing how the Park will be operated and managed. The Plan confirms the management team’s aims of enhancing the Park’s social benefits and economic values while offering to provide consistently well-managed facilities and activities for the local community and wider visiting public, engaging them in the varied programs offered in multiple sports and recreational pursuits. The Plan outlines the strategic and policy context of the Park’s vision and core objectives.

The Plan will be continually reviewed and updated to ensure it is responding to changing needs, complying with the latest legislation and business requirements in accordance with the Park’s priorities and objectives in concert with the City’s and the community’s interests through an open and inclusive process more fully detailed in the Community Benefits Plan (to be determined).

For the purposes of the Plan, the Park is divided between the “Sports Park” (including The Ballpark at Hamilton Fields, The Baseball/Softball Complex, The Future Prospects Training Center and the Multi-Sport Complex) and the “Community Park” (including the biking/jogging/walking trails and Dog Park).

APPENDIX A

THE HAMILTON FIELDS COMMUNITY PARK

Dog Park Maintenance And Operations

1. Introduction

There are many perspectives that need to be taken into consideration when developing and managing an off-leash dog park that successfully balances with the surrounding community as well as with the park users. Community support and involvement is integral to this process, especially in promoting a harmonious relationship with the neighbors of the park.

Maintenance of the park is the single most important determinant of success of a dog park. The primary concerns shall be the safety to humans and other dogs; noise generated from a concentration of barking dogs, and sanitation problems from the build-up of feces.

2. Safety

Studies reveal that injuries to people and dogs from dog bites at legal off-leash areas are rare. One possible reason for the low risk of a dog bite may be that park users almost always do not bring dogs that are likely to bite other dogs or people. However, overly assertive, overly unruly, and under socialized dogs can negatively impact the behavior and welfare of other dogs visiting the park.

To help ensure that this does not become an issue, the following suggestions shall be implemented:

a. Overtly aggressive, overly assertive, overly unruly, and under socialized dogs shall not be allowed to enter the park. Through signage and literature, Park users will be educated in the signs that dogs display when performing these behaviors. While not aggressive to the point of fighting with other dogs, a dog that displays these types of behaviors can cause other dogs to become excessively fearful.

b. Park users shall be discouraged from bringing young puppies or fearful dogs to parks, as they may be made more fearful by highly assertive dogs, highly interactive dogs, or rough play. A fearful dog may snap or bite as a way of defending itself, and perhaps develop problems that can be seen outside of the confines of a dog park.

c. The park users must have their dog under voice control.

- d. A responsible adult must be present to supervise their children.
- e. Owners must carry their leash on them at all times.

3. Sanitation

Most users of dog parks are conscientious about picking up after their dogs. The park will feature a significant number of posted signs and other literature highlighting the rule of picking up and properly disposing of dog feces. Refuse receptacles will be readily available, accessible and not overflowing. To help assure compliance with community expectations of a clean park, we will assure the following:

- a. Appropriate maintenance and cleaning schedule, done by the Park maintenance staff managing the dog park.
- b. Placement of signs stating the rules at the entrance(s) to the park, as well as within the park, profiling the rule that owners must pick up the feces of their dogs.
- c. Provide adequate disposable bags, or other means of removing feces, and refuse cans for feces cleanup.
- d. Partner with a local dog club to help monitor the sanitation of the park.

4. Maintenance

The Park management team will plan and budget for the appropriate maintenance of the dog park and adhere to a regular cleaning schedule, which includes adequate sanitation procedures, filling of holes that are dug by dogs, proper maintenance of the substrate, and proper maintenance of fencing and amenities.

The dog park maintenance plan includes, but is not limited to:

- a. Frequency of emptying refuse cans
- b. Re-supplying disposable plastic pick up bags
- c. Replacing or fixing broken, bent, or weathered signs displaying rules
- d. Filling holes dug by dogs
- e. Irrigation and maintenance of vegetation and turf
- f. Repairing any damaged fencing.

APPENDIX B

HAMILTON FIELDS SPORTS PARK EVENT OPERATIONS PLAN

1. Introduction and Overview

The following “Hamilton Fields Sports Park Event Operations Plan” outlines the planning, organization and execution of game production, facility presentation, entertainment and promotion of games, events and general day-to-day operations in the Park. The Park is planned for a wide range of sports and recreational activities that will be conducted in accordance with the Event Operations Plan that governs the execution of the vision and goals of the management team.

The purpose of the Event Operations Plan is to assure the proper organization and operation of the Park functions and to provide Park guests with a memorable experience while in the Park, increase Park utilization, increase revenues and enhancing the overall impression of the Park and the greater Novato community.

2. Organizational Structure (TBD)

- Owners/Board of Directors
- Senior Management Team
- Managers
- Full-Time Staff
- Part-Time Staff
- Day of Game Staff
- Staff Hiring Policies
 - Human Resources Function
 - Local Hiring Preferences
- Staff Training Program
 - Customer Service training
 - Roles and Responsibilities
- Security Agency
- Internship Program

3. General and Administrative (TBD)

- Marketing and Sales Plan
- Corporate Partners Plan
- Naming Rights Program

4. Elements of the Fan Experience (TBD)

- a. Concessions
- b. Entertainment
- c. Special Events and Promotions
- d. Merchandise Sales

5. Community Outreach Program (TBD)

- a. Opportunities for non-profit fundraising
- b. Athlete appearances at hospitals, schools and community groups
- c. Donations
- d. Scholarships
- e. Educational programs
- f. Social/Community/Business events

6. Public Access and Hours of Operation

- a. Hours of Operation for The Community Park: The Community Park is publicly accessible between 8 a.m. and 10 p.m., however the park is accessible to pedestrians/bikers utilizing the trails within the Community Park perimeter even after dark.
- b. Hours of Operation for The Sports Park: The Sports Park is a restricted access area and is open to guests between 8 a.m. and dusk, except that the Ballpark may remain open until the conclusion of activities under the lights and the Training center may remain open until 10 p.m.

7. Conditions of Entry

Terms and conditions on entry, to be posted prominently at each point of Park entry shall state:

“By entering this site you agree to comply with the following rules:

- Possession, sale or consumption of illegal drugs is not permitted
- Drunken or other inappropriate behavior will not be tolerated. Any person deemed intoxicated by the Park or security staff will be asked to leave.
- Any person breaching these rules risks being ejected from the Park and if appropriate, reported to the Police.”

8. Responsible Neighborhood Policy

The Park recognizes it has a duty to help preserve the quiet enjoyment of the Park neighbors. We will be monitoring any issues arising during the

Park hours that may occur in the surrounding area and if necessary security will attend to assist.

Each day of Park operations staff will be vigilant in encouraging a quiet dispersal guests and security will be employed to assure this.

9. Parking Policies

It is a firm Park policy that staff and guests may not park outside the internal Park parking lots so as not to disturb the Park neighbors.

There is sufficient onsite parking for staff or guests. Sports Park participants can park in the main parking lot situated adjacent to the entrance of the Sports Park. There is a designated parking lot for the Community Park as well as the Training Center. Parking for full-time staff is provided for at the Training center lot. Day-of-game staff parking is allocated in the Main Parking Lot.

10. Safety and Security/Risk Management Plan

- a. Retain services of local security agency to provide security officers to:
 1. Provide entry gate and internal foot patrol services while Sports Park and Community Park are in operation
 2. Guard and mobile security patrols when Park is not in operation
- b. Maintain the highest level of public safety and security on Park property and in Park facilities through coordination, communication, design, and maintenance efforts.
- c. Assign a staff liaison to work closely with the Novato Police Department
- d. Create a Hamilton Neighborhood Advisory Committee to address issues of mutual concern.
- e. Provide funding to address signage needs within established park areas to ensure that all Park facilities are appropriately signed to welcome visitors, allow for quick identification by emergency response personnel and the public, and promote adherence to adopted rules and regulations.
- f. Maintain funding and staffing for graffiti and vandalism removal and repair.
- g. Ensure that the design and maintenance of Park amenities and recreation features promote public security and maintain user safety.

- h. Implement Park design and maintenance standards that incorporate principles of Crime Prevention Through Environmental Design (CPTED).
- i. Conduct regular inspections and preventative maintenance of Park facilities, including playgrounds, safety/security lighting, trees that need pruning, and others.
- j. Provide training for park managers and staff regarding public safety and security needs.
- k. Ensure safe delivery of sports and recreation program services through advanced training programs and hold licenses and certificates necessary to comply with applicable laws and better ensure public safety and quality of service delivery.
- l. Ensure that sports and recreation programs are adequately managed and staffed to address safety needs of facility users and recreation customers.
- m. Implement proactive risk management programs, strategies, and projects that promote safety for the public, staff, and environment.
- n. Train staff to work safely, address public safety needs, and protect the environment.
- o. Provide funding for the Park's safety officer to provide routine staff training, review work conditions, and provide advice on potential public safety challenges.
- p. Monitor accident rates and types and provide follow-up to eliminate or reduce the potential for future accidents.
- q. Require training and certification of appropriate staff for specialized activities involving potential safety risks.
- r. Work with the City's risk management staff to address public safety needs, plan for emergency response, implement major safety initiatives and ongoing safety training

11. Guest Management

It is expected that Park users will be predominantly good-natured and family-oriented. Past experience of facilities of a similar nature lead us to believe that we would ordinarily expect no major behavioral problems or crowd management issues.

Park personnel will be trained and instructed to be on the lookout for any individual's intent on creating public disorder problems. They will also be instructed NOT to attempt to have a physical argument with a member of the public but seek assistance from their supervisor, security staff and/or the Park General Manager. Overall responsibility for provision of guest safety and management plan is that of the Park General Manager, assisted by the security agency consultant and the Novato Police Department.

Communications will be by radio handsets to facilitate communications between the security staff and guest services/safety personnel. Briefings on duties, site facilities and emergency evacuation procedures etc. will be held in regular intervals before daily Park operations commence. Security staff responses during any incidents or emergency situation, (up to and including a major incident) will be a critical component of the overall response to such a situation. Arrangements for such incidents are particularly dependent on effective radio communications between all personnel and Park Management.

a. The principal duties of Park security and management is to:

- Protect public safety
- Provide information to the public
- Regulate access to the event site (through ticket inspection and perimeter patrols), and access to restricted areas
- Act as a readily identifiable point of contact for the public
- Provide intelligence and feedback to Park security personnel
- Assist in carrying out agreed emergency procedures
- Assist in the reporting of incidents and the taking of witness statements,
- Assist the Police or other statutory body in the carrying out of their duties.

b. Specific Event Related Duties:

- Managing Park entry lines during peak times
- Sale of tickets at main entrance
- Searching all bags on entry.
- Operating a zero tolerance drug policy.
- Ensuring all fire exits / emergency roads are kept unobstructed pre, post and during Park operating times.
- Assuring the welfare of staff, patrons and all persons on the Park site at all times.
- Securing the site against non ticketed persons when relevant.

Despite the fact that crowd management is not expected to pose any significant problems, it is recognized that despite effective pre-planning and effective operational event management, there may still be such occurrences, which if not addressed immediately and effectively may escalate into a more serious emergency situations. Hence resolution of such incidents must be intrinsic to the operational event management plan. At all times while open to the public and one hour prior to and post operational hours trained security staff will be present to assist and guide the public in a safe manner.

12. Alcohol Management Plan

The purpose of this policy is to establish the rules and regulations regarding the sale and service, as well as the consumption, of alcoholic beverages in the Park. It is the commitment of the Park management team to provide the residents of Novato and the other Park users with the broadest opportunities to enjoy the Park facilities while protecting the community and its citizens from disruptive behavior.

a. TEAM Training

Alcohol management strategies have been developed at many arenas and stadiums where professional sporting events are held, including AT&T Park in San Francisco. Key in developing these strategies in many stadiums has been a nonprofit organization called Techniques for Effective Alcohol Management (TEAM). TEAM formed in the mid-1980s in response to the high number of traffic fatalities resulting from heavy drinking at sporting events and to increasing public awareness of the problem of alcohol-impaired driving. Team owners, operators, concessionaires, and public facility managers joined with the National Highway Traffic Safety Administration (NHTSA) to form TEAM, a coalition of 17 private companies, nonprofit organizations, and government agencies.

TEAM has two major goals: to reduce the incidence of alcohol impaired driving and to promote responsible alcohol service and consumption at public-assembly facilities. To further these goals, TEAM developed the comprehensive Facility Alcohol Management (FAM) program. FAM assists public facilities operators in developing effective alcohol management programs.

All staff of a public facility, including management, concessionaires, and security staff work together in this process, guided by FAM program guides. FAM programs train facility staff who interact with patrons, not just those who serve alcohol, because all staff are needed to implement the policies effectively. Training focuses on areas such as how to check age identification, identify impaired guests, and take action to prevent impaired guests from harming themselves or others.

b. Alcohol Management Strategies

TEAM develops alcohol management strategies in four areas: transportation alternatives, admissions policies, public communications, and vending practices. A comprehensive alcohol management plan for a sports and recreational facility can draw from each of these areas.

The Park will create and implement the following alcohol management policies:

- The Park will provide its patrons with transportation alternatives, such as a free shuttle service back to residences or subsidized cab rides for impaired guests. In addition, a facility can offer nonalcoholic beverages at reduced prices to guests who are “designated drivers.”
- The Park will employ security patrols in parking lots to detect drinking by patrons, confiscating any alcoholic beverages that patrons try to bring into the facility, and providing a special security patrol to deal with impaired patrons.
- The Park will employ public communications strategies that will include messaging about responsible drinking printed on buttons, signs, or beverage cups. These campaigns will remind patrons that impaired guests are not allowed to enter the Park and that admissions policies are strictly enforced.
- The Park will halt alcohol sales no later than one half hour from the scheduled Park closing time and at the Ballpark no later than the 5th inning of a seven inning game or the 7th inning of a nine inning game.
- Only 2 alcoholic beverages can be purchased in a single trip. Also the Park will offer free or reduced-priced soft drinks to patrons who pledge to remain alcohol free so that they can drive their friends home after the day.

13. Bomb Threats / Terrorist Activity

Given the nature of the Park and the events and activities held within its boundaries, the risk of a bomb threats and terrorist activity is considered low. However in light of current security concerns ALL event personnel must remain alert to the potential risk involved. Bomb threats may be received by any agency and are likely to come by way of telephone. In the event of a bomb threat or suspicious activity being reported to Park Management, the Police will be notified immediately, who will then become responsible for the co- ordination of any response.

14. Communications

The Park Managers recognize the importance of clear and effective communication on and across the Park property, including the Sports Park and the Community Park. Regular operational staff meetings and community meetings, regularly updated procedures manuals, the extensive

use of handheld radios and frequent user focus groups to elicit guest feedback will help facilitate an effective communications plan.

All designated Park personnel will be allocated with a radio for use throughout the Park. All radio communication will go via a central security control and a log will be kept.

Communication with the public, if necessary, will take place via the emergency PA system.

15. Noise Management Plan

The purpose of the Noise Management Plan (the “NMP”) is to identify and implement strategies that will minimize disturbance of residents and other noise sensitive receivers from the games and events held at the Park. The NMP is intended to apply primarily to amplified sound from the Ballpark but as well to cheering, parking lot traffic and use of the Community Park.

a. Objectives of NMP

The objectives of this NMP are to minimize noise impacts arising from Park events by:

- Complying with the noise limits set out in this NMP and by City ordinance;
- Complying with the time limits for events as set out in this NMP;
- Developing and implementing strategies to reduce noise impacts on the local community;
- Monitoring and reporting on the effectiveness of the mitigation measures to be implemented in the NMP; and
- Identifying alternatives and mitigations to ensure the NMP’s continued effectiveness and improvement.

b. Focus Groups and Stakeholder Interviews

The Park management team will create focus groups and stakeholder interviews with local neighbors and other interested parties to identify and discuss in detail key issues regarding noise impacts for residents who live in close proximity to the Park, as well as those who had previously expressed concerns regarding the NMP. Both the groups and the interviews will enable detailed discussion about the nature of the issues of concern and the potential for improvement to current noise management approaches.

c. Communications with Local Residents

The need to communicate information about the activities of the Park which impact on the surrounding community is one of the key issues to address in the NMP. Good communication with residents is a key factor in avoiding negative impacts of events being held in the Park. A strategy that provides general information to the resident population coupled with an intensive and active communication strategy targeting residents in the immediate vicinity of the Park is required and shall include:

- Complaint processing
- Notification of event schedules
- Targeted communications
- Neighborhood Advisory Board

d. Noise Monitoring

Compliance with the NMP will be assured through sound monitoring by an accredited acoustical consultant mutually determined by the City and the Neighborhood Advisory group. Compliance monitoring will focus on the surrounding residential area to effectively monitor noise emissions from varied Park events.

- **Early Warning System:** Warnings will be triggered when measured venue noise levels are not more than 3dB of limits. This will result in better noise management, reduce the potential for breaches and result in lower noise levels at residences. The 3dB has been chosen on the basis of being slightly above the threshold of human perceptibility and also equates to half of the sound energy.
- **Wind Speed Measurement:** A device capable of recording wind speed and direction at 10-minute increments will be installed on site during major events. Data from such a device will be accessible before, during and after an event. This will be used to better understand the influence of wind on sound propagation and hence preempt enhancement of noise. The benefits yielded from such data will include, amongst other things, informing of noise monitoring locations such that the worst affected residences are captured. This will result in better management of noise emissions during major events.
- **Sound Amplification Equipment:** The audio equipment installed within the Park within will observe the following guidelines:
 - a) Any sound amplification equipment used at any time on Park property will be installed in such a way as to minimize the noise impact on residential premises or sensitive receivers.

b) The sound amplification equipment will be maintained in a proper and efficient condition so as to minimize the noise impact on residential premises or sensitive receivers.

c) The sound amplification equipment will be operated in a proper and efficient manner so as to minimize the noise impact on residential premises or sensitive receivers.

e. Reporting

The Park management team will undertake a reporting program to stakeholders, including the City, the Neighborhood Advisory Group and local residents. The objectives of this reporting are to:

- Provide stakeholders with timely updates on the results of noise monitoring of events including any non-compliance with noise or time limits;
- Provide details of the incidence and duration of any noise exceedances during Park usage including any action that was taken;
- Provide details of complaints received by the Park management team relating to monitored events including any action that was taken; and
- In the longer term, provide information which will inform review of the effectiveness of the NMP.

f. Complaint Processing

- Establishment of an 800 number to record complaints covering the periods including event and post event periods. At a minimum the 800 number will be staffed during business hours but critically it shall be staffed during and immediately following each major event at the Park. This would ensure that where required immediate action can be taken with regard to a complaint.
- Formal written response to all calls logged from one day prior to one day post each Park usage date should be undertaken within 48 hours following the usage date.
- Reporting of complaints and complaint summaries included in quarterly news flier targeting immediate residents of the Park.

16. Contractors / Leased Equipment

A number of contractors will be employed to provide varying services as a result of Park operations. There shall be a preference for the hiring of local vendors, contractors and suppliers to the extent that the goods and services are priced competitively with outside providers.

All leased equipment must be installed with due respect for the safety of the public and others on site. Where appropriate contractors will be asked to provide a copy of their Health & Safety Policy and will be required to provide sufficient and relevant insurance coverage. Any installations will be clear of trip hazards and sharp projections, and suitably protected from unauthorized access if necessary.

17. First Aid

A qualified first aid provider will provide First Aid each day of Park operations. Treatment will be for routine medical assistance only during the Park hours of operation.

All Park users and their guests will be required to sign participation waivers stating that they are responsible for all activities that take place throughout the Park and any actions that could affect others during their visit. Vendors and contractors, and where applicable, their suppliers, shall be required to provide suitable evidence of insurance.

The Park is committed to providing, maintaining and promoting, so far as is reasonably practicable, the highest standards of health, safety and welfare for its guests and staff. Successful safety management requires the commitment, involvement and co-operation of all those on-site at the Park.

18. Inclement Weather / Extreme Weather

As elements of the Park are outdoors, from time to time it may possibly be subject to foul weather. Such conditions can obviously affect Park operations and events to varying degrees of severity. Long-range weather reports will be regularly examined in an effort to attempt to predict prevailing conditions each day of Park operations. Contingency plans will be developed as necessary.

19. Litter Clearance/Waste Disposal

Recycling for glass and cardboard will be implemented. Cleaning staff will aggressively clean the Park and properly dispose of litter and garbage following each day of Park operations and will circulate throughout the Park during hours that the Park is open picking up litter and removing rubbish. All rubbish must be securely tied in black bin bags. Food waste is to be kept separate from packaging and general waste.

Park management will ensure that, as far as is reasonably practicable, that the Park site and all facilities are kept as clean and tidy as possible at all times.

20. Risk Assessments

Qualified risk consultants for the Park will be retained to identify sources of potential hazards and to ensure suitable control measures are put in place in order that such risks are eliminated or reduced to a manageable level.

21. Rest Rooms

Rest Rooms, including special access facilities, are located throughout the Park property as follows:

- The Ballpark: Behind home plate
- The Training Center
- The Baseball/Softball Complex:
 - At the “Home Plate Club” in the center of the cloverleaf
 - At the end of the southern end of the cloverleaf corridor
- The Multi-Sport Complex: At the main concession stand
- The Community Park: At the main concession stand between the Little League Field and the Youth Multi-Sport Field

22. Lost/Found

Lost and Found Property shall be handed to Park staff and delivered to a central “Lost Property” desk at the Training Center. A Found Property Report will be filled in for each item handed in. Anyone wishing to report the loss of property will be directed to the Lost Property desk at the Training Center.