



City of Phoenix
OFFICE OF THE CITY MANAGER

Candlelight Open Air
455 N. Galvin Pkwy
Phoenix, AZ 85008

March 16, 2021

Dear Mr. Kausin,

Thank you for communicating with our team regarding your planned activity of Candlelight Open Air on February 3 – June 19, 2021. Under normal conditions the City of Phoenix would not be involved in a “special event” like this, however, during this pandemic the Governor’s Executive Order 2020-43 authorizes the City of Phoenix to approve “public event” greater than 50 people if the plan is to implement “adequate safety precautions.”

It should be clearly understood that approval does not mean your guests, or your staff, are not at risk from the COVID-19 pandemic. There is no pathway we could outline that would establish with 100% certainty that no one will contract the virus. Additionally, the City of Phoenix accepts no liability, and offers no indemnification, for anyone electing to be at this event. Finally, the plan needs to include a waiver that includes the City of Phoenix.

Our understanding of the event is that it is:

- No Tickets sold on site
- No food or beverage sold or allowed to brought in
- Temperature checks
- Contactless check-in
- Floor markers for spacing
- Masks provided if guest doesn't have one
- Safety protocols at every touchpoint
- Sanitizer throughout space
- 100% seated concert
- No intermission

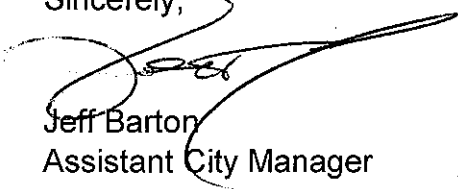
However, there were a few items that should be addressed:

- Cleaning products should be EPA registered antimicrobial cleaning and disinfecting chemicals for use against COVID-19.
- Implement additional safety measures at entrance and exit points to ensure attendees maintain physical distancing and do not cluster in groups.

Under those circumstances the City of Phoenix is approving the event scheduled beginning February 5, 2021.

The COVID-19 Operational Protocols that you are required to implement and enforce will be posted on the City's website and a copy will be submitted to the Arizona Department of Health Services in accordance with Executive Order 2020-59 issued by the Governor on December 2, 2020.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jeff Barton', with a long, sweeping horizontal stroke extending to the right.

Jeff Barton
Assistant City Manager



City of Phoenix

Special Event COVID Pre-Application

All public and private events requiring an operating permit shall first complete and submit this pre-application regarding the event's COVID-19 practices and procedures. This application is intended to provide insight into the event, and its planned operations, procedures and considerations for the response to COVID-19. The provided information will be used in the review and evaluation process. This application does not replace any other event permit application required by any other agency/department. If this application is approved the event must still submit for and obtain all necessary event permits and licenses. This application provides no guarantee the event can be held. See attached

Event Information			
Name of Event	Candlelight Open Air		
Event Address	455 N Galvin Pkwy	Stationary Event? Moving? (parade, etc) <input checked="" type="checkbox"/>	
Name of Venue	Lakeside at The Phoenix Zoo		
Date(s)/Time of Operation	Start Date 3/19/21	End Date to 6/19/21	Start Time 7:00 PM
			End Time to 10:15 PM
Contact Familiar with COVID Procedures & Plans	Name Erik Kausin	Phone 4805249484	
Contact Email	phoenix.cm@candlelightexperience.com		
Attendance	Anticipated Number of Attendees 500	Public Event <input checked="" type="checkbox"/>	Private Event <input type="checkbox"/>
		Open to All? Ticket-RSVP? <input checked="" type="checkbox"/>	
Social Distancing	Provide plan and documentation on how social distancing will be implemented, monitored, and enforced. See attached <input type="checkbox"/>		
	Provide plan for temperature checks for attendees. See attached <input type="checkbox"/>		
Plan and Layout	Layout (attach plan showing event layout. For inside events, include all seating and food areas). Show pre-COVID setup and proposed setup, if applicable. See attached <input type="checkbox"/>		
Venue Details	Square Footage of Event Space: 10,000		
	Indoor	Outdoor <input checked="" type="checkbox"/>	Both
Arrangement	Seating <input type="checkbox"/>	Standing <input type="checkbox"/>	Reception <input type="checkbox"/>
		Booths <input type="checkbox"/>	Other
Occupant Load	Maximum Occupants with No Restrictions 1000	Social Distancing Occupant Load 336	
Barriers/Security	Provide plan on how barriers or que lines for crowd control will be implemented? See attached <input type="checkbox"/>		
	Event Security?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Cleaning & Disinfection	Provide plan for reducing touch points and how surfaces will be cleaned and disinfected. See attached <input type="checkbox"/>		
Cleaning and Disinfection Product(s) EPA approved against COVID-19?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
What type of CDC COVID recommend signage and messaging will be provided around venue? Provide examples. See attached <input type="checkbox"/>			
Outside Vendor Providing Cleaning & Disinfection Service?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	

Applications may be faxed to 602-495-7429, submitted in person weekdays 8 am to 5 pm at the address below, emailed to applications.pfd@phoenix.gov or mailed to the address below. For application questions please call: 602-262-6771

For more information visit www.phoenix.gov/fire/prevention

Phoenix Fire Department - Fire Prevention Section

150 S 12th St Phoenix, AZ 85034 - 602-262-6771



City of Phoenix

If yes, provide company information (Name, address, phone, contact, email):													
Food Service	On-Site Preparation? Yes <input type="checkbox"/> No <input type="checkbox"/> Consumption on-site? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If yes, provide plan showing how CDC and State guidelines for food dining will be implemented. See attached <input type="checkbox"/>												
<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; border: none;">Seating for Food Consumption?</td> <td style="width: 50%; border: none;">Public Water Stations Provided?</td> </tr> <tr> <td style="border: none;"> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If yes, how many? </td> <td style="border: none;"> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If yes, how many? </td> </tr> </table>		Seating for Food Consumption?	Public Water Stations Provided?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If yes, how many?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If yes, how many?								
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Restroom Facilities	Existing/Built-In <input checked="" type="checkbox"/> Portable <input type="checkbox"/> How will handwashing and/or hand sanitizer be provided, include cleaning schedule for restrooms? See attached <input checked="" type="checkbox"/>												
Merchandise & Payments	Describe what physical barriers, such as sneeze guards and partitions be provided at all points of sales? See attached <input checked="" type="checkbox"/> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; border: none;">Ticket Sales on Site?</td> <td style="width: 25%; border: none;">Yes <input type="checkbox"/></td> <td style="width: 25%; border: none;">No <input checked="" type="checkbox"/></td> </tr> <tr> <td style="border: none;">Ticket Scanning at Entrance?</td> <td style="border: none;">Yes <input checked="" type="checkbox"/></td> <td style="border: none;">No <input type="checkbox"/></td> </tr> <tr> <td style="border: none;">Queue lines for Scanning</td> <td style="border: none;">Yes <input type="checkbox"/></td> <td style="border: none;">No <input type="checkbox"/></td> </tr> <tr> <td style="border: none;">Ticket sales available prior to event?</td> <td style="border: none;">Yes <input type="checkbox"/></td> <td style="border: none;">No <input type="checkbox"/></td> </tr> </table>	Ticket Sales on Site?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Ticket Scanning at Entrance?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	Queue lines for Scanning	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Ticket sales available prior to event?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
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Event Staff	What process is in place for symptom and temperature checks prior to start of shift? What training has staff received on all COVID safety protocols? Consider using Interim Guidance for Businesses and Employers as a guide. See attached <input checked="" type="checkbox"/>												
Transportation	Event sponsored /provided transportation (shuttle, private bus, scooter, etc.)? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> How is the promoter recommending attendees to arrive to and from the event? How is cleaning in accordance with CDC guidelines, being achieved? See attached <input type="checkbox"/>												
Attachments	The following attachments are required as part of this resume. <ul style="list-style-type: none"> ✓ Social Distancing Plan ✓ Event Layout (include all seating and food areas) ✓ Barriers/Security/Que Line Plan ✓ Cleaning & Disinfection Plan for all Touchpoints and Surfaces ✓ Samples of COVID Safety Signage & Messages (include mask requirements) ✓ Food Service Preparation & Service Plan ✓ Handwashing/Sanitation Plan ✓ Physical barriers for Points of Sale Plan ✓ Event Staff Shift Checks ✓ Transportation Cleaning & Disinfecting Plan 												

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Introduction

- Candlelight is a concert series put on by Fever.
- It is an intimate classical music concert series held by candlelight in unique spaces.
- In order to bring back some live music in the safest manner, we've adapted our series and prioritized hosting it at venues with high ceilings, lots of airflow, and especially in outdoor spaces.
- At Fever we're extremely dedicated to safety, so we're not looking to do anything that's against public health guidelines or that would create any kind of unsafe environment.
- All concerts, even pre-covid, were seated and in a controlled environment. We established our global safety protocols before resuming hosting events, and are dedicated to enforcing them, regardless of whether they are more stringent than local guidelines require. We have been able to successfully operate during the pandemic in cities such Chicago, NYC, Atlanta, New Orleans, and many more, all without incident. PBS feature of covid-safe event
- For this series of concerts, we will be working with The Phoenix Zoo, a venue that we have confidence in helping uphold safety standards, and has already shown they are able to do so with their existing Zoo Lights series.
- **Event Dates** (7:00 PM - 10:15 PM)
 - March 19, 2021
 - March 26, 2021
 - April 1, 2021
 - April 2, 2021
 - April 17, 2021
 - April 24, 2021
 - April 29, 2021
 - May 8, 2021
 - May 22, 2021
 - June 5, 2021
 - June 19, 2021

Overview of safety protocols

- No tickets sold on site - no box office
- No food or beverage sold or allowed to be brought in
- Temperature checks and safety pledges on way in
- Contactless check-in (also leads to speedy check in with little line build up)
- Floor markers for spacing
- Sanitizer throughout space

- Masks provided if guest doesn't have one
- We reinforce safety protocols at every touchpoint - during check in, while being seated, during introductory speech, etc.
- 100% seated concert
- No intermission
- Sanitization between seatings

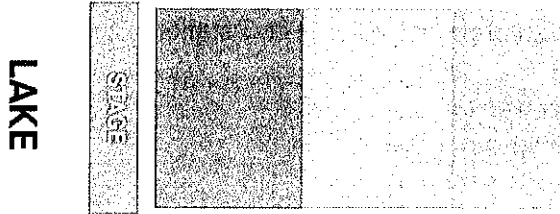
Social Distancing Plan

- We determined a seating plan using measurements to ensure a 6ft distance between groups of seats, as well as at least 10ft distance between performers and audience.
- This seating plan has an exact # of seating groups and their sizes, and we sell only the tickets accordingly.
- In other words, guests must book their seats with their entire party together, and we do not move or alter the seating plan on-site. This seating plan is also consistent seating to seating, so there's little room for error when setting the space.
- The current seating plan has **250 total seats**. We have two shows per night, totalling 500 attendees a night.

	# of groups	# of tickets
Zone A	(20) Groups of 2 (4) Groups of 4	96
Zone B	(48) Groups of 2	96
Zone C	(27) Groups of 2	54

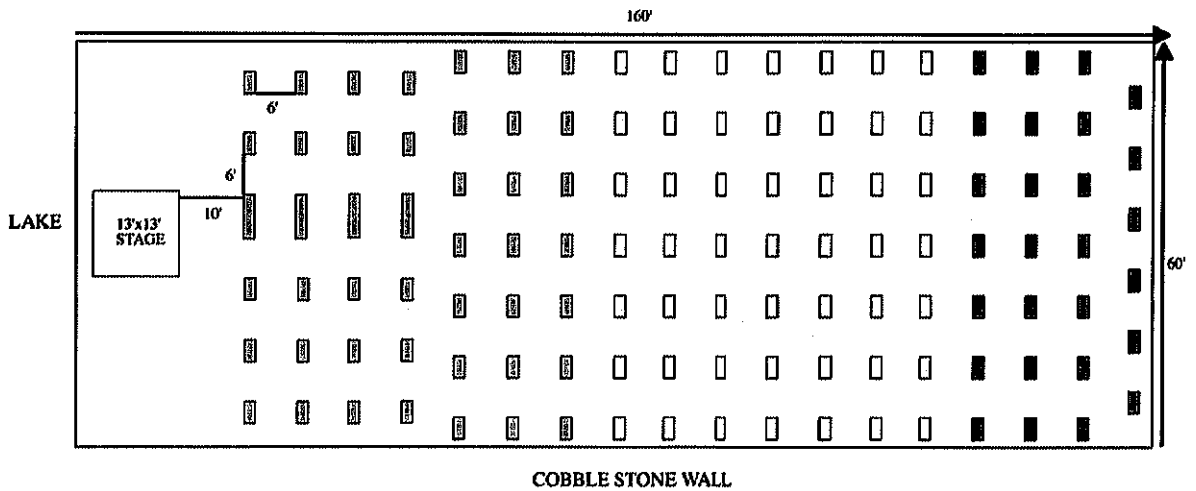
Seating Plan Diagram and Notes

fever Seating Lakeside
at The Phoenix Zoo



Zone A Zone B Zone C

Here is the draft seating plan showing distance measurements:



- Seats will be further staggered in reality for greater distance between rows
- This diagram overestimates space needed for each group of seats by 6-12 inches (as such, distance will be greater)
- Easy access to pathway to the entrance/ exit on the east side of the map

Event Layout and Flow

Event is occurring at Lakeside, and we will make use of the main entrance of the venue for check in.

- Guests will park and enter from the main entry of the zoo where staff will greet them for check in.
- Our check in procedure is a multi step process split in 2 or 3 stations
 - 1) Temperature check
 - 2) Sign safety pledge/liability waiver
 - Pens are sanitized after each use
 - 3) Touchless entry via QR code scanning

Barriers/Security/Que Line Plan

- There will be floor markers to indicate spacing at all potential areas where queues may occur - at each step of check in, as well as the bathrooms.
- Seating is first come first served, which leads to less of a queue when entering performance space, as ushers can lead guests to next available seat
- Event Staff will be actively checking and enforcing spacing if queues do build up.
- Security will be provided by the venue

Cleaning & Disinfection Plan for all Touchpoints and Surfaces

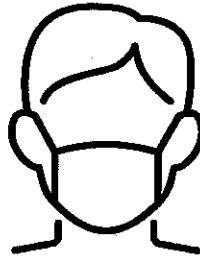
- During the performances and between seatings, event staff will wipe all seats, door handles, rails, or any other touch points through-out the event. This event is designed so users could essentially touch nothing from arrival to departure, with the exception of a door here or there if it is unable to stay propped open.
- Bathrooms will be maintained by the venue staff per their already established protocols
- Pens used to sign safety pledge / liability waivers are wiped down before being reused

Samples of COVID Safety Signage & Messages (include mask requirements)

Signage:

**One-use
Face Masks
available here**

**Face masks
required**



fever

fever

**Please follow
health instructions**



**Please
respect
social
distance**



**No gathering
in crowds**



**Please wash
your hands
frequently;
please wash
your hands
with soap and
water or use
hand sanitizer**



**Please avoid
touching
surfaces**



**Exhibiting
symptoms?
Please stay
home**



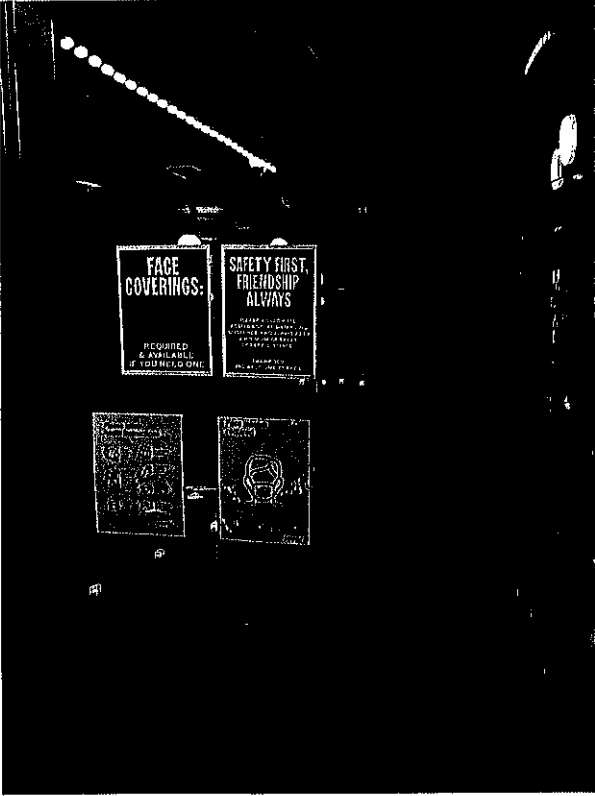
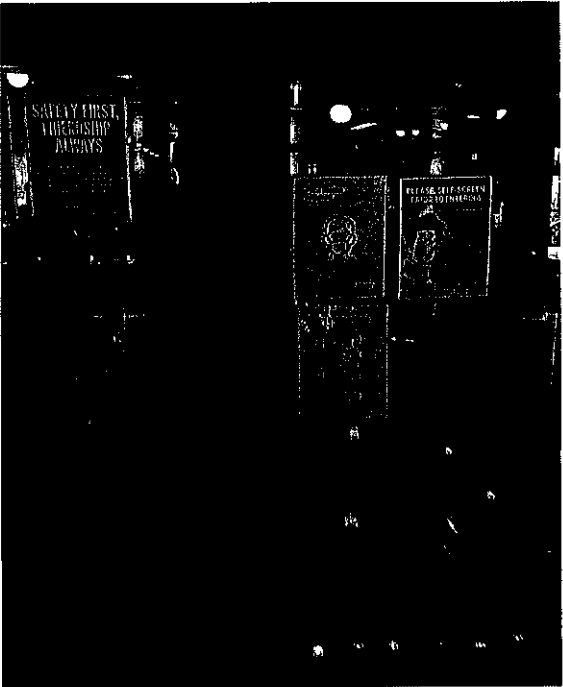
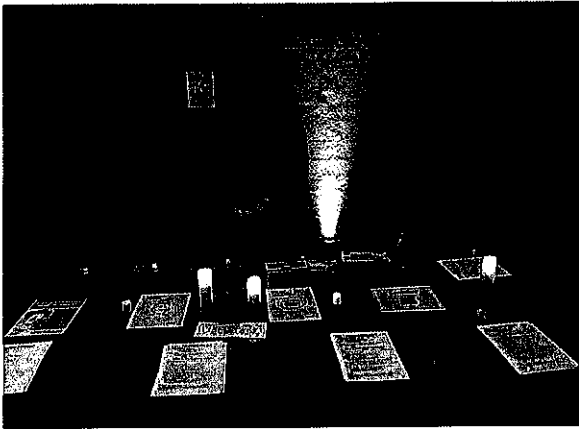
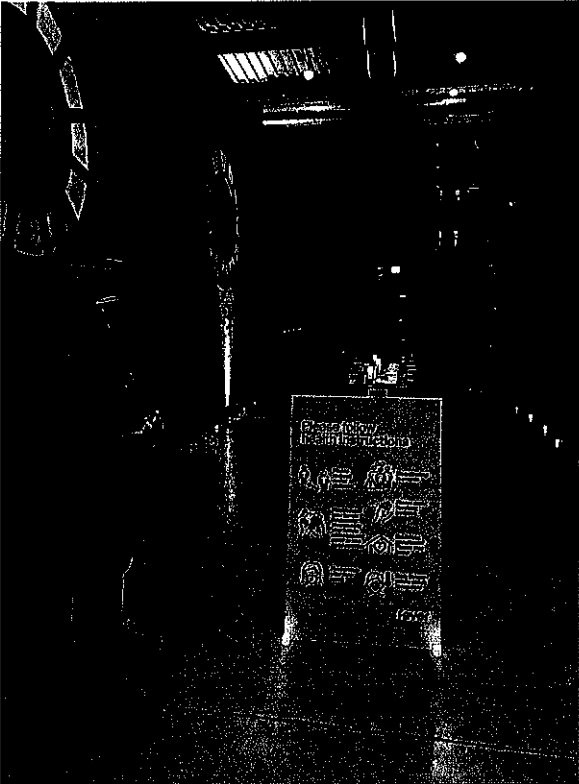
**Please wear
your face
mask**



**Body tempe-
rature check
is required**

fever

Images of signage in use at events we have put on recently:



Food Service Preparation & Service Plan

These events will not have food or beverage. If this ever changes, we will resubmit the application with an updated plan.

Handwashing/Sanitation Plan

Hand sanitizer will be available at several points throughout the venue, especially at check in. Handwashing available in bathrooms. Bathrooms will be cleaned regularly by venue staff in accordance to their already established operating procedures.

Physical barriers for Points of Sale Plan

No points of sale. The staff member scanning tickets with devices will be masked and have the option of wearing provided face shields. They will be separated by a table. Tickets for each group of 2-4 will typically all be on one device, so there will not be a need for the staff member scanning tickets to interact with each guest.

Event Staff Shift Checks

Event staff will have a virtual training on Fever's and local covid safety protocols. Staff will be asked to self-screen before leaving their homes for each shift, and will have their temperature checked upon arrival.

Transportation Cleaning & Disinfecting Plan

There is no event sponsored transportation. Event staff and guests will be arriving in their own transportation.

