



City of Phoenix
OFFICE OF THE CITY MANAGER

Ms. Jane Vukovich
Visit Phoenix
400 E. Van Buren Street
Phoenix, AZ 85004

May 20, 2021

RE: PCMA EduCon Networking Reception

Dear Ms. Vukovich,

Thank you for completing the Special Event COVID Pre-Application and communicating with our team regarding The Professional Convention Management Association (PCMA) EduCon Networking Reception to be held at the Phoenix Convention Center on July 8, 2021. Approval of an operating permit 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 declines to indemnify anyone electing to attend this event. Finally, we require that Visit Phoenix have its attendees sign a liability waiver to attend the event, and that the waiver includes the City of Phoenix as a party the attendees are releasing from liability. Please provide us a copy of any draft waiver for our review and approval before finalizing.

Our understanding of the event is as follows:

- The number of attendees will be 300-400
- Pre-registration will be used for the event
- There is a strong focus on distancing and having designated spaces (signs, floor appliques).
- We appreciate the requirement for masks to be worn throughout the event
- PCMA will utilize the Safe Expo Clear app for vaccine/testing validation.
- The number of attendees will be limited to three people per table
- Attendees will remain seated until called up for dinner service socially distanced
- A health questionnaire will be filled out by all in attendance

The City of Phoenix is approving the event scheduled on July 8, 2021. While we are approving your submitted plan we reserve the right to re-evaluate that approval if there is evidence that you are not complying with the protocols set forth in your plan or if there is a sudden and dramatic increase in the COVID-19 infection rates within our community.”

Sincerely,

A handwritten signature in black ink, appearing to read 'Inger Erickson', with a long horizontal flourish extending to the right.

Inger Erickson
Deputy 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 it's 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	PCMA EduCon Networking Reception				
Event Address	100 North Third Street	Stationary Event? <input checked="" type="checkbox"/> Moving? (parade, etc) <input type="checkbox"/>			
Name of Venue	Phoenix Convention Center				
Date(s)/Time of Operation	Start Date 07/08/2021	End Date to 07/08/2021	Start Time 6:30 pm	End Time to 8:30 pm	
Contact Familiar with COVID Procedures & Plans	Name Jane Vukovich		Phone 602-388-2948		
Contact Email	jvukovich@visitphoenix.com				
Attendance	Anticipated Number of Attendees 400 → 300	Public Event <input type="checkbox"/>	Private Event <input checked="" type="checkbox"/>	Open to All? <input type="checkbox"/>	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"/>				
Plan and Layout	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: 45,600				
Venue Details	Indoor <input checked="" type="checkbox"/>	Outdoor <input type="checkbox"/>	Both <input type="checkbox"/>		
Arrangement	Seating <input type="checkbox"/>	Standing <input type="checkbox"/>	Reception <input type="checkbox"/>	Booths <input type="checkbox"/>	Other <input type="checkbox"/>
Occupant Load	Maximum Occupants with No Restrictions 6,514		Social Distancing Occupant Load 1,628		
Barriers/Security	Provide plan on how barriers or que lines for crowd control will be implemented? See attached <input type="checkbox"/>				
Barriers/Security	Event Security?		Yes <input 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 checked="" type="checkbox"/> No <input type="checkbox"/>

If yes, provide plan showing how CDC and State guidelines for food dining will be implemented.
See attached

Seating for Food Consumption? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If yes, how many? 400	Public Water Stations Provided? 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 type="checkbox"/>	
	Ticket Sales on Site?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	Ticket Scanning at Entrance?	Yes <input 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"/>

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 checked="" type="checkbox"/> No <input 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 checked="" type="checkbox"/>

Attachments	The following attachments are required as part of this resume.
	✓ 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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The Phoenix Convention Center's (PCC) re-opening plan engages five strategies to ensure the safest conditions possible for future events.

1. Follow CDC recommendations for physical distancing
2. Follow CDC recommendations for personal protective measures
3. Remove touch points whenever possible
4. Engage in a process of constant cleaning and disinfection
5. Focus efforts on client communication and staff training

As hosts of the PCMA EduCon Reception, PCC staff and the Visit Phoenix staff have developed an event plan which applies these five strategies to this unique setting.

PCC has installed permanent and temporary signage which reminds occupants to:

- Keep physical distance using:
 - Printed and digital signs
 - Floor appliques
 - Table tents and table signs
- Require face covering be worn by all persons at all times, unless consuming food or beverages
- Encourage "right hand travel" through doors and in circulation areas
- Direct participants to hand sanitizer and disinfecting wipes, which are liberally dispersed in all public areas

All doors will be held open to eliminate touch points. Restrooms have been modified to add additional barriers between occupants. All fixtures are touchless, including faucets, soap dispensers and paper towel machines. Water bottle refill stations are available and are touchless. Parking operations are fully automated, eliminating person to person interaction. Restrooms will be cleaned throughout the day based on the event schedule. Restrooms will be disinfected nightly. All tables, chairs and equipment will be cleaned, disinfected and reset nightly.

Close communication with Visit Phoenix staff has enabled the creation of the event plan which follows. Visit Phoenix will communicate these points to all participants.

PCMA EduCon Reception
Phoenix Convention Center – 350 to 400 guests
6:30 pm – 8:30 pm
July 8, 2021

Group will be staying at the JW Marriott Desert Ridge Resort & Spa and attending a three-day meeting. On July 8th, the group will travel by motorcoach to the Phoenix Convention Center for dinner. Both the Hotel and Group are following strict CDC guidelines for meetings as well as the Marriott Connect with Confidence plan.

Attendees are being asked to upload Vaccination Cards or provide a negative COVID-19 test prior to arrival with Safe Expo + Clear Health Attestation Program. If a guest has not taken a test prior to arrival, there will be an onsite testing option available. Guests will have temperature checks each day and answer health questions before they are allowed into the meeting. If a guest has a fever, they can get re-tested and if still high return to their room. Group will also provide Urgent Care directions for any guests who require it.

Attendees will be transported to PCC in busses provided by Southwest Conference Planners. Their cleaning and safety guidelines for the busses is attached. There will be 8-9 busses depending upon final attendance and guests will be physically distanced on the busses and will be required to wear masks.

Guests will be lined up, while maintaining physical distance, inside the Ballroom Lobby at the Hotel and then moved in groups to board the busses.

Once busses have arrived at PCC, the entry doors will be propped open and guests will be released 6 feet apart to enter building and proceed to the North Ballroom. Masked staff will act as human arrows to guide the way and carry signs (see attached picture) that say, "Please Wear a Mask" and "Keep 6 feet of Physical Distance".

Doors to the North Ballroom will be propped open and guests will go right in and be seated. (See PCC Cleaning plan and Diagram). Ample Hand Sanitizing stations will be inside and outside of ballroom.

After all guests have arrived, they will be informed that they will only be allowed to remove Masks when seated and physically distanced and only when eating or drinking.

The Master of Ceremonies will announce the process for Food and Beverage Service and release tables. (See F&B Plan attached).

Room Monitors will circulate with signs to remind guests to wear their masks and remain physically distanced, when not eating or drinking.

At the end of the event, we will announce that busses are leaving, and release guests in sections to ensure that they stay physically distanced to get back on the busses and return to the JW Marriott Desert Ridge Resort & Spa.

Occupancy

120AD (45,600 sq ft)

Capacity with No Restrictions	COVID Capacity	Maximum Occupancy	Percentage of Normal Capacity	Percentage of COVID Capacity
6,514	1,628	400	6.1%	24.6%

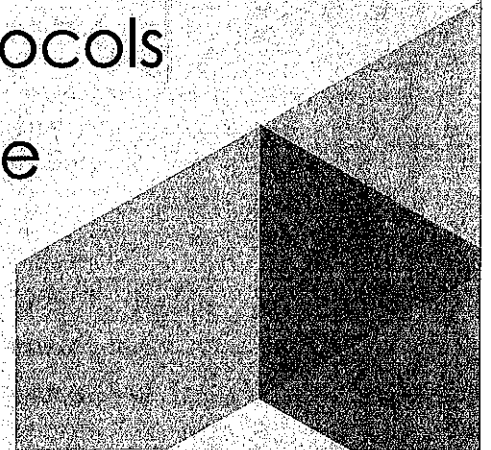


Health and Safety Protocols Food and Beverage

Aventura Catering



aventura
A PREMIER CATERING COMPANY



Safety & Sanitation

Food Safety and Sanitation has always been a top priority for Aventura Catering. To ensure our standards continue to go above and beyond in the post-COVID-19 environment, we have added to the recommendations of leading organizations like the FDA, NRA, OSHA, NIH, CDC, and the WHO. Among these measures are:

- Creating Clean Teams in conjunction with the Phoenix Convention Center a visible, actionable resource to engage in a process of constant cleaning and disinfecting
- Revising Aventura's hygiene policy standards and procedures
- Revising cleaning and sanitation procedures to include new processes and products
- Extensive expansion of training
- Modification of employee standards such as uniforms, check-in, and screening
- Staff temperatures checked and health surveys prior to shift
- Personal Protective Equipment (PPE) - Face coverings and gloves required at all times for staff



Safety & Sanitation

Cleaning and disinfecting are part of a broad approach to preventing infectious diseases.

The Clean Team Program

- Areas, equipment and utensils to be cleaned on a high frequency throughout each day
- Designated employees responsible for specific cleaning
- Cleaning and disinfecting with products specifically EPA approved
- Frequency of cleaning, disinfecting, inspection and monitoring of equipment and records on a daily basis

Cleaning Protocol

- Thoroughly detail-clean and sanitize food and beverage facilities daily
- Follow appropriate procedures to ensure proper cleaning and sanitizing of all areas and equipment
- Utilize the list of high touch point areas to be addressed on a daily basis
- PPE (Personal Protective Equipment) — such as gloves, slip-resistant shoes and face mask — is used by employees every day as part of Aventura's normal operations and employee job duties

Enhanced Employee Training

- Additional health policy and procedures for all staff including hand washing and proper use of PPE (Personal Protective Equipment)
- Frequent handwashing every 15 minutes, and at the beginning and at the end of each shift and break, after using the restroom, sneezing, touching their face, cleaning, eating or drinking
- Enhanced education and training to ensure proper food safety and handling
- COVID-19 daily pre-shift training for all food and beverage staff

Personal Protective Equipment (PPE)

- All employees are required to wear gloves and masks to protect both employees and guests, changing them frequently. This will not replace frequent hand washing.
- Install sanitizing units in high-traffic areas for both guests and employees, such as at condiment carts, near concessions stands, portables and food stations



Service Style Changes

The terms "unprecedented" and "challenging" have become the norm in describing the current environment, so it's no surprise that expectations of service will be equally unprecedented and challenging.

Aventura Catering takes great pride in handling every detail of your food service needs, providing the utmost in quality, flavor, presentation and variety.

Our team has thoughtfully planned out options that abide by high safety standards, while giving you the flexibility needed to customize your dining experience.

These standards will evolve and continuously align with local, state and federal guidelines, as well as our company health and safety protocols.



Catering

Buffet Service

A shift from the buffet presentation of food and serviceware to individually wrapped, covered or prepared items provides the highest level of sanitation and ensures minimum touch points among guests.

Hot food is served by an attendant behind a sneeze guard. Cold and ambient food is served from the buffet line, served individually and presented as a Market experience. Drinks are all pre-packaged self-serve or served by attendant.

Serviceware for Buffets and Stations

Napkins, plates and utensils set out for self-serve use will be discontinued. All efforts will be made to use the most sustainable disposable products available. Products made of renewable materials, such as paper and fiber along with products made of recycled content will be used where possible.

Flatware and Napkins

- Disposable flatware and napkin in wrapped sleeve
- Napkins are individually wrapped with utensils and/or in a dispenser
- Sanitation station provided to guests near each buffet station
- Linen, China and Glassware will be temporarily discontinued

Plated Meals

Please consult your Aventura professional to work closely with you to find creative options that work best for your event.

For all plated events the following protocols have been put into place:

- Reduced number of guests at each table
- Rolled silverware is used
- No communal items will be present or serviced
- All beverages will be individually packaged or served tableside



Condiments

Open-air communal condiment containers will be discontinued. Personal-consumption packets will be utilized on request. This includes individual salt & pepper, dressings etc. Individual wrapped condiment packets will be provided for coffee station to include sugar, cream and stir stick.

Breaks

- All snacks will be served individually packaged and served by attendant
- All beverages to be served by attendant or prepackaged
- Individual personal consumption condiments for coffee stations will be provided to include sugar, cream, stir stick individually wrapped

Water Service

- Bulk water stations and water coolers eliminated unless served by attendant
- Touchless water bottle refill stations are located throughout the facility

Boxed Meals

An expanded Bento boxed meal program has been implemented that will include both hot and cold meals for breakfast, lunch, dinner and snacks.

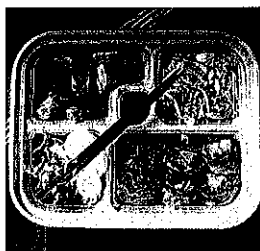
Receptions

- Cold and ambient food is served in closed containers
- Personal-consumption condiments are served on request
- Food stations are served by attendant behind sneeze guard
- Packaged cold beverages are provided

Tray Pass

Temporary reduction in tray pass service - please consult your Aventura Sales Manager

Sample Packaging



Alcohol Policies

Age Verification Process

Guests to hold up ID for bartenders to avoid interaction. Bartenders only touch IDs if there is a concern with its validity. If so, bartender will remove gloves and wash hands immediately. If guest is wearing a mask, the mask must be pulled down to verify ID.

Host Bar Service

- Eliminate all cocktail fruit at bar locations
- Individually wrapped straws available upon request
- Cans will not be opened by bartender
 - » Bottles will be opened using bottle opener by bartender
- All glasses will be switched out between pours

No Host Bar Service

- Eliminate all cocktail fruit at bar locations
- Individually wrapped straws available upon request
- Cans will not be opened by bartender
 - » Bottles will be opened using bottle opener by bartender
- All glasses will be switched out between pours
- Cashless transactions only

Cashless Transactions Only

Cashless transactions with credit / debit cards reduce touch points and increase speed of service. For those guests that do not carry credit / debit cards, reverse ATMs (or cash-to-card kiosks) that dispense prepaid debit cards will be located in main lobbies.



Concessions

Traditional Locations

- All food served in containers with hinged lids or covers
- Personal consumption condiment packets served on request
- Plexiglass dividers to protect both guests and employees
- Queuing lines managed with stanchions, signage and floor markers to keep guests distanced from one another
- Limit the number of point of sale open inside each location - e.g. every other register
- Sanitizer wipes/pumps will be provided throughout the area
- Cashless transactions only
- Social distancing signage provided
- Seating areas redesigned to provide adequate physical distancing

Self-Serve Locations

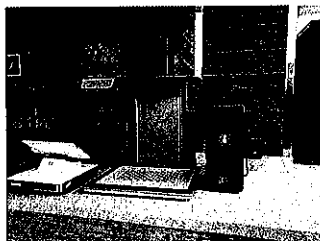
- All food served in containers with hinged lids or covers
- Plexiglass dividers to protect both guests and employees
- Temporary suspension of self-serve fountain machines
- Limit the number of point of sale open to allow distances between self-serve ordering locations and/or provide barriers between point of sale
- Dedicated attendants to keep kiosks sanitized and to monitor guest compliance
- Sanitizer wipes/pumps will be provided throughout the area
- Cashless transactions only
- Social distancing signage provided

Show Concessions - Exhibit Hall

- All food served in containers with hinged lid or with cover
- Plexiglass dividers to protect both guests and employees
- Control guest's route using stanchions and signage
- Queuing lines managed with stanchions and signage to keep guests distanced from one another
- Bottled soda, water and other beverages in sealed containers
- Sanitizer wipes/pumps will be provided throughout the area
- Cashless transactions only

Cashless Transactions Only

Cashless transactions with credit / debit cards reduce touch points and increase speed of service. For those guests that do not carry credit / debit cards, reverse ATMs (or cash-to-card kiosks) that dispense prepaid debit cards will be located in main lobbies.



Refill Program

Discontinue souvenir soda programs

Social Distancing

Social distancing is essential to mitigating the spread of COVID-19. To ensure the adherence of these practices, the following policies have been introduced:

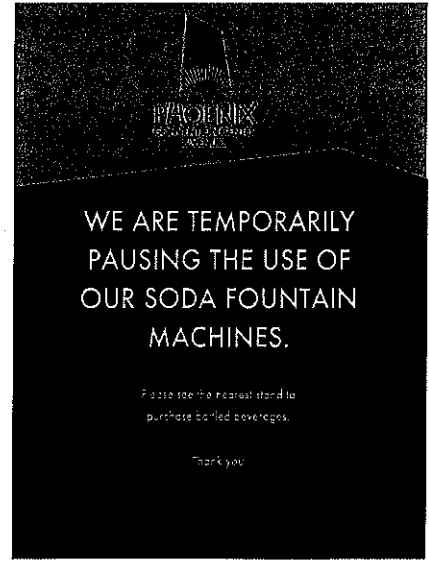
- Utilize stanchions and markings at concessions lines for guest social distancing
- Utilize floor markers in food preparation/service and back of house areas for employee social distancing
- Clearly mark/indicate seating areas in Food Hall
- Seating areas redesigned to provide adequate physical distancing



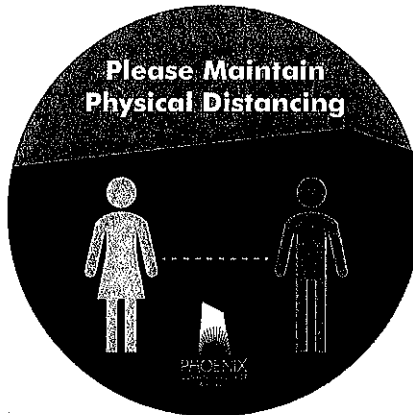
Consumer - Communication Examples



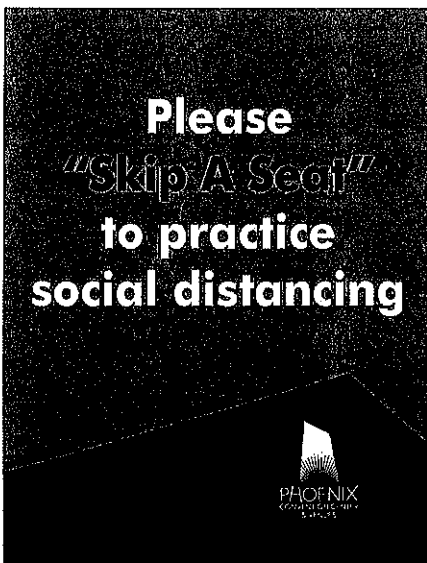
Poster - Cashless, Touchless Payment



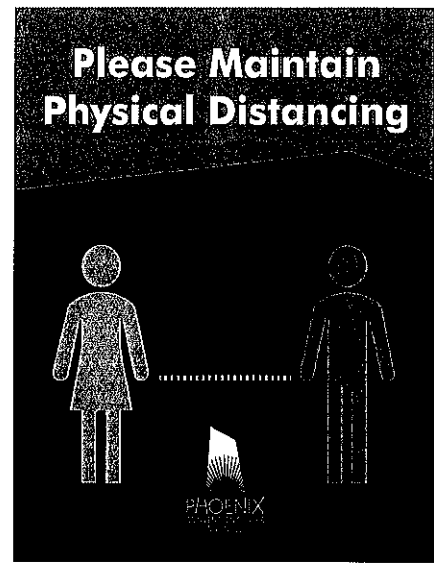
Poster - Soda Fountain Machines



Floor Decal - Physical Distancing



Poster - Maintain Physical Distancing



Poster - Skip A Seat





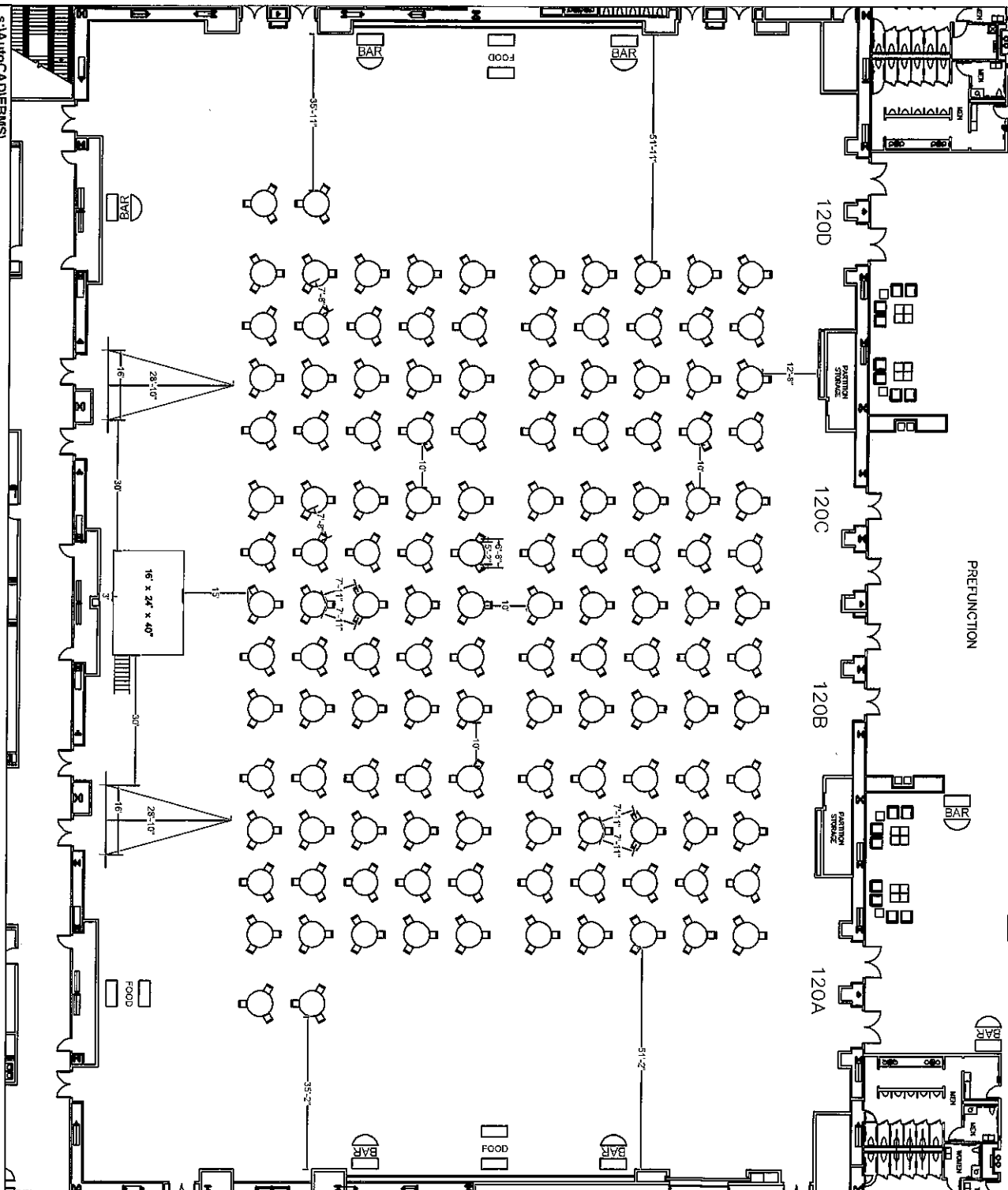
Southwest Conference Planners

Transportation Fleet Cleaning and Sanitizing Procedures

- Sanitizing/disinfecting all areas of our buses, paying close attention to all high touch areas in our vehicles at the beginning and ending of each shift.
- Foggers (sanitizing machines) used inside vehicles
- Discuss procedures with drivers and other staff including the importance of washing hands thoroughly with soap and water for a minimum of 20 seconds multiple times daily. Should soap not be available, drivers will use an alcohol-based hand sanitizer containing at least 60% alcohol.
- Directed all employees, if you been in contact with anyone that has tested positive for the virus or any symptoms reported by the CDC to stay home.
- Areas where there may have been employees or customers that have tested positive for COVID-19, will be closed off for 24 hours before cleaning.
- Advise charter and tour groups to encourage passengers who are ill to remain home.
- Alcohol based hand sanitizer upon boarding and provided in the restroom.
- Limit close contact with maintaining a safe distance when possible and enforce facial masks.

EQUIPMENT REQUIRED

- 120AD
 - 1 16' x 24' x 40" Stage
 - 1 Stage Steps up 40"
 - 2 12' x 16' Screen
 - 134 6' Round Tables
 - 402 Ballroom Chairs
 - 5 Bar Stations
 - 3 Food Stations
- Pre Function
 - 2 Bar Stations
 - 1 Food Station



NOTES:

