

October 30, 2023

# Maintenance and Operations Review

T-Mobile Park



## Review Team

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# T-Mobile Park

## 2023 Maintenance & Operations Review

1. Review overall condition of ballpark to include cleanliness and wear and tear
2. Review organization of back of house spaces
3. Review level of documentation for operating procedures
4. Provide professional judgment as to the operator's adherence to the Operating Standard
5. Provide professional judgment as to the operator's adherence to the Operating Plan
6. Provide PFD observable difference or deviations from the Operating Plan or Operating Standard
7. Provide recommendations on potential operating improvements

### Review Process

1. Documents review
2. 1 ½ days to assess overall condition of the ballpark
3. Interviews with Ballpark Operations Staff
4. Interview with the Public Facilities District Staff
5. Observed during Mariners games with the Los Angeles Angels on September 12 and 13

### Key Findings

1. Mariners continue to meet their obligations to PFD as set forth in Lease
2. Ballpark continues to be in excellent condition for its age
3. Overall, maintenance and upkeep continues to be at a high level of quality & care
4. Mariners have long term plan for capital investment which was updated in 2022
5. Mariners have a professional staff to maintain ballpark going forward
6. There are areas of improvement that can be made going forward such as more detailed written policies and procedures, improvements to public restrooms, address water penetration/seeping in garage

### Additional Report Highlights

1. The Mariners, like every other Ball Club in the MLB has been facing staffing challenges, but the Mariners have worked to effectively to provide a very high level of attendee experience.
2. The Consulting Team finds that the Mariners continue to place a high value on continuous improvement in staffing and in fan and attendee offerings.
3. We noted a marked improvement in food and beverage offerings and a new focus on service, speed and quality.
4. The consultants were very impressed with the improvements in the club areas.

### Areas for Improvement

1. Finishes including tile and floors in the public restrooms are in need of refurbishment
2. Most noticeable was a decline in the condition of the ballpark exterior and landscaping
3. Water seeping through garage concrete needs to be addressed
4. Continued commitment to the development of operating written policies and procedures
5. No MLB Ballpark is perfect, but the condition of T-Mobile Park remains one of the best maintained and operated ballparks within its competitive set

## Service Level



## Main Concourse



## Suite Level



## Terrace Level



## Upper Concourse



## Seating Bowl



# T-Mobile Park 2023 Maintenance & Operations Review

## Exterior



## Garage



# Questions