

February 24, 2017

Elaine Thienprasiddhi  
Associate Planner  
City of Anaheim  
200 South Anaheim Boulevard  
Anaheim, CA 92805

Re: The Disneyland Resort® – Development Agreement Annual Review

Dear Ms. Thienprasiddhi:

Pursuant to the requirements of Section 4 of the Development Agreement No. 96-01 (“Development Agreement”) by and between the City of Anaheim and Walt Disney World Co., predecessor by merger to Walt Disney Parks and Resorts U.S., Inc., (“Disney”), we presented the Annual Review Report for the twentieth year of the Development Agreement’s term, augmented to respond to your requests to the report previously submitted on December 14, 2016.

If you have any questions, please feel free to contact me at (818) 544-4379.

Sincerely,

A handwritten signature in black ink, appearing to read "Manda Yakiwchuk", with a large, stylized flourish at the end.

Manda Yakiwchuk  
Regional Master Planning Executive

**ANNUAL REVIEW REPORT  
THE DISNEYLAND RESORT  
DEVELOPMENT AGREEMENT NO. 96-01  
December 14, 2016 and revised on February 24, 2016**

Development Agreement No. 96-01 (the “Development Agreement”) was made and entered into on October 26, 1996, by and between the City of Anaheim and the Walt Disney World Co., a Florida corporation now known as Walt Disney Parks and Resorts U.S., Inc. (“Disney”). On November 25, 1996, the Development Agreement was recorded with the Recorder of the County of Orange, California.

This Annual Review Report is submitted in compliance with the requirements of Section 4 of the Development Agreement and Section 6.2 of the City of Anaheim’s Procedures Resolution (Resolution No. 82R-565). Annual Review Reports were previously submitted and reviewed by the City Council for the first through the nineteenth years of the Development Agreement’s term (through October 21, 2015).

In accordance with a request by City staff, this Annual Review Report documents Disney’s good faith compliance with the provisions of the Development Agreement during the twentieth year of its term (October 21, 2015 through December 14, 2016). The following table identifies all obligations of Disney and summarizes the status of these obligations (as defined by Section 3.1, Agreement and Assurances of the Part of Disney) as of December 2016, and includes compliance information through the twentieth anniversary date of the Development Agreement. The summaries of obligations are provided herein for informational purposes only and are not intended to modify any terms, rights or obligations of the Development Agreement. The reader is referred to the Development Agreement for a full description of all related terms, rights and obligations.

<b>Section</b>	<b>Obligation</b>	<b>Status</b>
3.1.1	OPENING DAY – Disney to complete construction of the Opening Day Project (as identified on Exhibit F of the Development Agreement) on or before Opening Day (June 30, 2001).	Opening Day occurred on February 8, 2001. All components of the Opening Day Project were provided at that time, including: <ol style="list-style-type: none"> <li>1) Second gated theme park</li> <li>2) 750 new hotel rooms (in the Grand Californian)</li> <li>3) At least 200,000 square feet of retail, dining, and entertainment uses (Downtown Disney contained 196,497 square feet of retail at Opening Day, and an additional 98,434 square feet of retail, dining and entertainment uses associated with the Grand Californian were provided at Opening Day.)</li> <li>4) Pedestrian plaza between Harbor Boulevard and Disneyland Drive</li> <li>5) At least 5,800 net new parking spaces (9,996 parking spaces were provided at Opening Day in the Mickey</li> </ol>

**THE DISNEYLAND RESORT  
DEVELOPMENT AGREEMENT ANNUAL REVIEW, CONTINUED  
December 14, 2016 and revised on February 24, 2017**

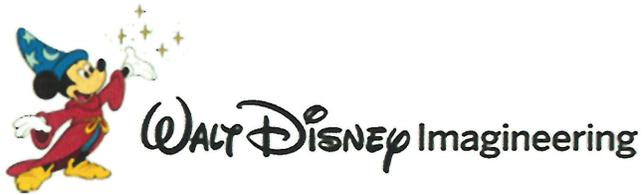
Section	Obligation	Status
		<p>and Friends Parking Structure (“West Parking Structure”); additionally, Parking spaces have been provided within The Disneyland Resort for individual attractions, as required by the Disneyland Resort Specific Plan (excess and temporary parking has also been provided)</p> <p>6) Mitigation measures and conditions of approval (individual mitigation monitoring plans were completed and approved for each component of the Opening Day Project.)</p>
3.1.2	<p>PHASING OF REMAINING DEVELOPMENT – Disney to use its best efforts, given market conditions and other economic factors, to develop the remaining portions of the project in accordance with the Development Agreement.</p>	<p>Since Opening Day, Disney has used its best efforts, given market conditions and other economic realities, to develop remaining portions of the project. From October 22, 2015 through October 21, 2016, the following portions of the Project have been implemented:</p> <p>Construction has been completed for the following new additions: N/A</p> <p>DLR Projects / Annual Capital Program – Projects completed:</p> <ol style="list-style-type: none"> <li>1. DTD Building H (Addition &amp; Renovation)</li> <li>2. DCA BOH Character Head Building (Addition)</li> <li>3. Building 100 Phase 1, Distribution Services Offices (TI)</li> <li>4. Fireworks Storage Building (NEW)</li> <li>5. Temporary On-site Kennels Facility (NEW)</li> <li>6. Tram Refueling Depot (NEW)</li> <li>7. Environmental Activities Center, ANNEX 2, Consumable Supply Storage (NEW)</li> <li>8. Environmental Activities Center, ANNEX 1, Regulated Waste Handling (NEW)</li> <li>9. Pope House Relocation (RELOCATE)</li> <li>10. Crane and Maintenance Services (TI within existing building)</li> </ol>

**THE DISNEYLAND RESORT  
DEVELOPMENT AGREEMENT ANNUAL REVIEW, CONTINUED  
December 14, 2016 and revised on February 24, 2017**

Section	Obligation	Status
		<ul style="list-style-type: none"> <li>11. Transportation Service Center (TI within existing building)</li> <li>12. Permanent On-Site Kennels Facility (Hospitality Dogs) (NEW)</li> <li>13. Facilities Operations Services West (TI)</li> <li>14. Facilities Operations Services Offices and Training Facilities (TI)</li> <li>15. Canopy A – Pesticide (NEW)</li> <li>16. Canopy B – Table/Chair Storage (NEW)</li> <li>17. Canopy C – Equipment Storage (NEW)</li> <li>18. Canopy D – Equipment Storage (NEW)</li> <li>19. Sand and Gravel Yard (NEW)</li> <li>20. Horticulture Shade Structure (NEW)</li> <li>21. Building 500, Divers and Laborers (TI)</li> </ul>
3.1.3	<p>RIGHT(S)-OF-WAY ACQUISITION AND DEDICATION – Disney to make irrevocable offers to dedicate any right(s)-of-way owned by Disney as of the effective date of the Development Agreement required by the mitigation measures and conditions of approval.</p>	<p>Disney has made irrevocable offers of dedication for the following rights-of-way owned by Disney as of the effective date of the Development Agreement: Harbor Boulevard; Disneyland Drive/West Street; Ball Road; Walnut Street; Katella Avenue; Clementine Street; and Magic Way.</p>
3.1.4	<p>EMPLOYMENT – Disney to create Anaheim jobs program and to implement jobs throughout the term of the Development Agreement. Within one hundred and eighty (180) days prior to commencement of operations of the Opening Day Project, Disney to submit a jobs program for the Opening Day Project to the City.</p>	<p>Disney submitted the jobs program to the City on July 31, 2000, began implementing it on Opening Day (as documented in the Resort Operations Annual Review report dated December 6, 2001), and has continued to implement it since that time (as documented in the Resort Operations Annual Review reports dated February 4, 2003, December 5, 2003, January 27, 2005, December 7, 2005, December 4, 2006, December 17, 2007, January 8, 2009, January 11, 2010, December 19, 2011, January 25, 2013, January 13, 2014, April 7, 2015, October 21, 2015, and December 14, 2016).</p>
3.1.5	<p>PROJECT QUALITY – Disney to construct hotel rooms as part of the Opening Day Project (and the Supplemental Future Hotel Rooms) in a manner that is comparable to the general quality of the</p>	<p>The City issued the first building permit for the Grand Californian in April 1999. A Certificate of Occupancy for the Grand Californian was issued by the City in September of 2001. A certificate of occupancy for the 274 hotel-key expansion of the Grand Californian Hotel was issued on December</p>

**THE DISNEYLAND RESORT  
DEVELOPMENT AGREEMENT ANNUAL REVIEW, CONTINUED  
December 14, 2016 and revised on February 24, 2017**

<b>Section</b>	<b>Obligation</b>	<b>Status</b>
	Wilderness Lodge located in The Walt Disney Resort in Florida.	7, 2009. Additional future hotel rooms will be constructed in a manner that is of comparable quality.
3.1.6	NEIGHBORHOOD IMPROVEMENTS/HOUSING – The Finance Agreement provides for five million dollars (\$5,000,000) to be used by the City of Anaheim for neighborhood improvements/housing in the immediate vicinity of the Anaheim Resort. Payment of such amount, pursuant to the Finance Agreement, shall be deemed satisfaction of Condition of Approval No. 61.	This obligation was satisfied as a result of: (1) the approval by the City Council, on October 8, 1997, of the Infrastructure and Parking Finance Agreement by and among the City of Anaheim, the Anaheim Public Financing Authority, Walt Disney World Co. and The Walt Disney Company for The Disneyland Resort, the Anaheim Resort and the Convention Center Expansion; and (2) the subsequent issuance of the bonds on February 13, 1997.
3.1.7	LANDSCAPE AND LIGHTING DISTRICT – Disney to cooperate in the formation of a Landscaping and Lighting District, pursuant to certain conditions contained in the Development Agreement.	Disney cooperated in the establishment of the Anaheim Resort Maintenance District, which was created on June 22, 1999. The Anaheim Resort Maintenance District began maintaining all landscape in the rights-of-way and resort setback areas within The Disneyland Resort on July 16, 2001.



February 24, 2017

Elaine Thienprasiddhi  
Associate Planner  
City of Anaheim  
200 South Anaheim Boulevard  
Anaheim, CA 92805

Re: The Disneyland Resort® – 2016 Operations Annual Review

Dear Ms. Thienprasiddhi:

In accordance with the adopted Modified Mitigation Monitoring Program (No. 0067) for the Disneyland Resort®, and in response to your questions regarding our original submittal on December 14, 2016, we have prepared and attach the revised 2016 Disneyland Resort Operations Annual Review report documenting compliance for the year 2016. This report is in a format consisted with that established as part of the Resort Operations Annual Review reports prepared and submitted in previous years.

If you have any questions, please feel free to contact me at (818) 544-4379.

Sincerely,

A handwritten signature in black ink, appearing to read "Manda Yakiwchuk", written in a cursive style.

Manda Yakiwchuk  
Regional Master Planning Executive

**The Disneyland Resort**  
**2016 Annual Review of Status of Resort Operations Requirements**  
**(revised on February 24, 2017)**

Mitigation Measure/ Project Design Feature	Summary of Text of Mitigation Measure / Project Design Feature	Status of Implementation of Mitigation Measure / Project Design Feature
PDF 3.3-15	Complete and implement Transportation Demand Management Program	Transportation Demand Management Program approved on March 23, 2000 and July 18, 2000. Transportation Demand Management Program was implemented concurrent with commencement of operation of Disney's California Adventure. See enclosed letter from <b>Luanna Huber</b> dated 11/11/2016 documenting ongoing compliance.
MM 3.4-3	Schedule goods movement for off-peak traffic hours and utilize clean fuel for attraction rides and other uses, as practicable, to reduce emissions	This mitigation measure was implemented concurrent with commencement of operation of Disney's California Adventure. See enclosed letters from <b>David Steele</b> dated 11/11/2016, <b>Jan Jacobsen and Mark Hollingworth</b> dated 11/14/2016 and <b>Jason Lovelace</b> dated 11/11/2016, documenting ongoing compliance.
PDF 3.4-2	Develop and market The Disneyland Resort to reduce dependence upon private automobiles, thereby reducing and/or avoiding traffic-related emissions	As in past years, Disney has continued to comply with PDF 3.4-2 during this review period. See enclosed letter from <b>Mary Niven</b> dated 2/24/2017.
PDF 3.4-5	Utilize speed parking procedures in the East and West Public Parking Structures, and all other public day-use parking facilities, on an on-going basis	As in past years, Disney has continued to comply with PDF 3.4-5 during this review period. See enclosed letter from <b>Mary Niven</b> dated 2/24/2017.
PDF 3.4-8	Complete and implement a comprehensive and aggressive Transportation Demand Management Program for all project employees	Transportation Demand Management Program was approved on March 23, 2000 and on July 18, 2000. Transportation Demand Management Program was implemented concurrently with commencement of operation of Disney's California Adventure. See enclosed letter from <b>Luanna Huber</b> dated 11/11/2016 documenting ongoing compliance.
MM 3.5-2	Obtain annual permit for use of fireworks	As in past years, Disney has continued to comply with MM 3.5-2 during this review period. See enclosed letter from <b>Mary Niven</b> dated 2/24/2017.
MM 3.5-7	Muffle engines on parking lot sweeping equipment utilized in the public parking facilities, South Parking Area and any hotel parking facilities adjacent to residential areas	As in past years, Disney has continued to comply with MM 3.5-7 during this review period. See enclosed letter from <b>Mary Niven</b> dated 2/24/2017.

**The Disneyland Resort**  
**2016 Annual Review of Status of Resort Operations Requirements, Cont.**  
**(revised on February 24, 2017)**

Mitigation Measure/ Project Design Feature	Summary of Text of Mitigation Measure / Project Design Feature	Status of Implementation of Mitigation Measure / Project Design Feature
PDF 3.5-1	Utilize lower noise-producing fireworks displays during 11:00 p.m. show in Second Theme Park, meeting the noise levels set forth in the City of Anaheim Sound Pressure Level Ordinance	This project design feature is not applicable at this time, as there is not currently an 11:00 p.m. fireworks show in the Second Theme Park.
MM 3.6-5	Coordinate earthquake training for hotel staff and cast members with Fire Department	As in past years, Disney has continued to comply with MM 3.6-5 during this review period. See enclosed letter from <b>Mary Niven</b> dated 2/24/2017.
MM 3.7-4	Clean all paved areas not maintained by the City of Anaheim including, but not limited to, private streets and parking lots on not less than a monthly basis. Use of water to clean streets, parking lots, theme parks and back-of-house areas shall be in accordance with the applicant's and City's NPDES permits	As in past years, Disney has continued to comply with MM 3.7-4 during this review period. See enclosed letter from <b>Mary Niven</b> dated 2/24/2017.
PDF 3.9-1	Continue use of Disneyland theme park and hotel special employment programs in The Disneyland Resort	This project design feature was implemented concurrently with commencement of operation of Disney's California Adventure. See enclosed letter from <b>Robin Zais</b> dated 11/11/2016 documenting ongoing compliance.
PDF 3.10.1-1	Extend existing services and capabilities of the Disneyland Fire Department within The Disneyland Resort	This mitigation measure was implemented concurrently with commencement of operation of Disney's California Adventure. See enclosed letter from <b>Mary Niven</b> dated 11/08/2016 documenting ongoing compliance.
MM 3.10.2-2	Provide adequate staff of private security officers for patrol and surveillance of the public parking facilities	This mitigation measure was implemented concurrently with the commencement of operation of the public parking facilities. See enclosed letter from <b>Mary Niven</b> dated 11/08/2016 documenting ongoing compliance.
MM 3.10.2-6	Continue to provide anti-gang and substance abuse educational programs to park security cast members	This mitigation measure was implemented concurrently with the commencement of operation of the public parking facilities. See enclosed letter from <b>Mary Niven</b> dated 11/08/2016 documenting ongoing compliance.

**The Disneyland Resort**  
**2016 Annual Review of Status of Resort Operations Requirements, Cont.**  
**(revised on February 24, 2017)**

Mitigation Measure/ Project Design Feature	Summary of Text of Mitigation Measure / Project Design Feature	Status of Implementation of Mitigation Measure / Project Design Feature
PDF 3.10.2-1	Expand Disneyland Security Department to provide equivalent levels of service to the entire Disneyland Resort. Entry points to the theme parks shall be patrolled by the Disneyland Security Department.	As in past years, Disney has continued to comply with PDF 3.10.2-1 during this review period. See enclosed letter from <b>Mary Niven</b> dated 2/24/2017.
PDF 3.10.2-3	Continue to provide and expand Court Liaison program to meet the needs of The Disneyland Resort	This mitigation measure was implemented concurrently with the commencement of operation of the public parking facilities. See enclosed letter from <b>Mary Niven</b> dated 11/08/2016 documenting ongoing compliance.
MM 3.10.3-3	Approval and subsequent implementation of Solid Waste Management Plan for The Disneyland Resort theme parks	Solid Waste Management Plan for The Disneyland Resort was approved on March 8, 1999. This mitigation measure was implemented concurrently with the commencement of operation of Disney's California Adventure. See enclosed letter from <b>Frank Dela Vara</b> dated 11/11/2016 documenting ongoing compliance.
PDF 3.10.3-1	Expand existing solid waste recycling and waste minimization practices at the Disneyland theme park to serve The Disneyland Resort	This project design feature was implemented concurrently with the commencement of operation of Disney's California Adventure. See enclosed letter from <b>Frank Dela Vara</b> dated 11/11/2016 documenting ongoing compliance.
PDF 3.10.5-1	Continue educational programs and/or substitute similar programs of equal importance	This project design feature was implemented concurrently with the commencement of operation of Disney's California Adventure. See enclosed letter from <b>Jill Bolton</b> dated 11/11/2016 documenting ongoing compliance.
MM 3.10.6-2	Implement water conservation measures	This mitigation measure was implemented for the entire project concurrently with the commencement of operation of Disney's California Adventure. See enclosed letter from <b>Rich Langhorst</b> dated 11/11/2016 documenting ongoing compliance.
PDF 3.11-1	Expand current compliance efforts for hazardous materials utilized at the existing Disneyland theme park and Disneyland Hotel to The Disneyland Resort	This project design was implemented concurrently with the commencement of operation of Disney's California Adventure. See enclosed letter from <b>Mary Niven</b> dated 11/08/2016 documenting ongoing compliance.

November 8, 2016

Elaine Thienprasiddhi  
Associate Planner  
City of Anaheim  
200 South Anaheim Blvd.  
Anaheim CA 92805

RE: The Disneyland Resort – Resort Operations Annual Review (PDF 3.10.5-1)

Dear Ms. Elaine Thienprasiddhi:

This letter is being written to document Disney's compliance with Project Design Feature 3.10.5-1, contained in the adopted Mitigation Monitoring Program for the Final Environmental Impact Report for the Disneyland Resort. This Project Design Feature is required to be implemented on an ongoing basis during project operations.

Six of these programs listed below are managed within the Corporate Citizenship Department at the Disneyland Resort, some in partnership with other resort departments, under the direction of Jill Bolton, Director of corporate citizenship. The Community Arts Showcase is managed by our Entertainment division as part of their community outreach, and the College Program is offered by our Human Resource Division.

Several of the programs identified in Project Design Feature 3.10.5-1 have been revised since the Mitigation Monitoring Program for the Disneyland Resort was adopted. The revised programs are identified in Project Design Feature 3.10.5-1, which requires the following:

The existing Disneyland theme park has developed and/or engaged in a series of educational programs in cooperation with the local community and regional agencies and organizations designed to enhance and complement the educational opportunities and experiences for the youth. The eight educational programs that currently exist are indicated below: (see Section 3.10.5-5, Schools, for detailed information regarding these programs)

1. Band concerts for 2<sup>nd</sup> graders
2. Disneyland Resort Dreamers and Doers
3. Happiest Class on Earth – Anaheim 6<sup>th</sup> grade ticket program
4. Anaheim Elementary School Exploratory Wheel Music Education Program
5. Anaheim Union High School District AIME program support
6. Literacy efforts – Rolling Readers, Gift of History and Guest Author Workshops
7. Community Arts Showcase
8. College Program

Ms. Elaine Thienprasiddhi  
November 8, 2016  
Page 2

The above-identified programs were implemented or launched during the year 2015 - 2016. If you have any questions on the implementation by Disneyland of Project Design Feature 3.10.5-1, please do not hesitate to contact me at (714) 781-1563.

Sincerely,

A handwritten signature in black ink that reads "Jill Bolton". The signature is written in a cursive style with a long horizontal line extending to the right. It is positioned above the printed name and title.

Jill Bolton  
Director, Corporate Citizenship

November 14, 2016

Elaine Thienprasiddhi  
Associate Planner  
City of Anaheim  
200 South Anaheim Boulevard  
Anaheim, CA 92805

Re: The Disneyland Resort - Resort Operations Annual Review (MM3.4-3)

Dear Ms. Elaine Thienprasiddhi:

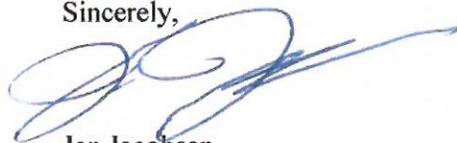
This letter is being written to document Disney's compliance with Mitigation Measure 3.4-3 contained in the adopted Mitigation Monitoring Program for The Disneyland Resort. This Mitigation Measure is to be implemented on an ongoing basis during project operations.

Mitigation Measure 3.4-3 requires the utilization of clean fuel for attraction rides and other uses, as practicable, to reduce emissions. As the General Manager for Entertainment Operations at The Disneyland Resort, my role includes ensuring that our entertainment functions comply with these requirements to the extent we utilize fueled machinery.

All entertainment operations have been conducted during 2016 in compliance with these clean fuel requirements, with the exception of the World of Color maintenance workboats. The attached synopsis describes our considerable but ultimately unsuccessful efforts to engineer a feasible, clean fuel-powered vehicle meeting the unusual criteria required to maintain the World of Color attraction at DCA. Although a clean fuel solution was ultimately determined to be impracticable in this instance, we remain mindful of and committed to The Disneyland Resort's obligation to employ clean fuel solutions whenever practicable in the Resort's operations.

If you have any questions on Disneyland's implementation of Mitigation Measure 3.4-3 with respect to entertainment operations, please do not hesitate to contact me at (714) 817-2570.

Sincerely,



Jan Jacobsen  
General Manager, Entertainment Operations



Co-Signer  
Mark Hollingworth  
Manager, Technical Development

# World of Color Workboat

**Requirements:** The World of Color attraction, with its 1200+ fountain systems installed within the Paradise Bay, must be maintained with a watercraft. This workboat must be able to transport up to six hands, move 750 pounds of cargo and draft-in less than 12 inches of water in order not to damage the fountain system stored below the water. It must have a 48" square deck hole with a removable, walkable cover. In addition, the boat must have a jib crane with a lifting capacity of 750 pounds and a reach of 120" beyond the vessel's bow. The boat must be easily removable from the water on a daily basis.

**Process:** No stranger to building unique watercraft to meet very specific criteria, Disney researched several potential boat builders around the country before selecting SeaArk Marine to build the World of Color workboat. SeaArk Marine is experienced in crafting one-off and limited run vehicles needing to meet unusual specifications, and supplies the military and Coast Guard with some of their most unusual small watercraft.

After consulting with SeaArk, Disney selected the transporter model of craft as it could be constructed to meet the WoC boat loading and drafting requirements. This particular design is scalable and can be altered to meet specific needs.

The main concern SeaArk and other boat builders had with Disney's requirements was the need to accommodate large loading capacity with an exceedingly short draft while providing a large deck hole in the middle of the boat. All potential builders believed the only way to achieve this combination of requirements was to use two outboard engines. To further insure that the boat would not damage the fountain system, SeaArk (and the others) recommended that the outboard engine be a jet drive. Only two manufacturers make such an engine: Honda and Mercury. At the time of Disney's purchase in 2008, the Honda engine had a certified Tier 3 emission rating while the Mercury did not. Since that time, however, the Mercury engine has been upgraded and is now also certified to meet Tier 3 ARB standards. Both manufacturers have confirmed that their engines cannot be converted to CNG or other fuels.

Together with Duffy Marine in Newport Beach, a world leader in electric watercraft, Disney did study the possibility of using an electric motor to power the WoC workboat. Duffy's engineers determined that an electric solution was not viable as the battery weight-to-service time ratio would not balance out.

**Solution:** Given the results of its research on potential WoC boat designs and power sources, Disney purchased a specifically designed and built watercraft from SeaArk Marine. This workboat couples the SeaArk Marine Transporter with two Honda four-stroke jet drive outboard engines. The Disney service team has been factory-trained and maintains the engines as specified by the manufacturer.



# WALT DISNEY Parks and Resorts U.S.

Mary M. Niven  
Senior Vice President  
Experience Development and Integration

February 24, 2017

Ms. Elaine Thienprasiddhi  
Associate Planner  
City of Anaheim  
200 South Anaheim Boulevard  
Anaheim, CA 92805

Re: The Disneyland Resort® – Resort Operations Annual Review  
PDF 3.4-2, PDF 3.4-5, MM 3.5-2, MM 3.5-7, MM 3.6-5, MM 3.7-4 and PDF 3.10.2-1

Dear Ms. Thienprasiddhi:

This letter documents Disney's compliance with Project Design Feature 3.4-2, Project Design Feature 3.4-5, Mitigation Measure 3.5-2, Mitigation Measure 3.5-7, Mitigation Measure 3.6-5, Mitigation Measure 3.7-4 and Project Design Feature 3.10.2-1 contained in the adopted Mitigation Monitoring Program for The Disneyland Resort®. These mitigation measures and project design features are implemented on an ongoing basis.

Project Design Feature 3.4-2 requires Disney to develop and market The Disneyland Resort to reduce dependence upon private automobiles, thereby reducing and/or avoiding traffic-related air emissions. Since the construction of Disney's California Adventure and during this reporting period, Disney has marketed The Disneyland Resort® to reduce dependence on private automobiles by actively encouraging Disney's Annual Passholders to carpool or use other forms of transportation, providing multiple pick-up and drop-off areas for private vehicles, public transportation, and ridesharing services (Uber/Lyft), and providing electric vehicle charging stations in the Mickey & Friends Parking Structure. Disney also maintains a program to reduce use of private automobiles by cast. Disney conducts an annual mandatory commuter survey of cast members at The Disneyland Resort to assist in developing carpools and use of public transportation by cast members, and provides incentives to cast members to carpool and use public transportation. Disney incorporates the results of this survey into an Employee Commute Reduction Plan, submitted and approved by the South Coast Air Quality Management District. This year, Average Vehicle Ridership (AVR) by cast members exceeded the long term target or increased from last year for nearly all regulated sites.

Project Design Feature 3.4-5 requires Disney to utilize speed parking procedures in the East and West Public Parking Structures, and all other public day-use parking facilities, on an on-going basis. During this reporting period, Disney continued to use speed parking procedures in the Mickey & Friends Parking Structure and on the Pinocchio, Simba, Pumbaa, and Toy Story parking lots.

Mitigation Measure 3.5-2 requires Disney to obtain an annual permit for use of fireworks; however, the City now issues permits for fireworks on a monthly basis. During this reporting period, Disney obtained permits from the City of Anaheim for Disneyland park-wide fireworks show on December 28, 2015, January 21, 2016, March 1, 2016, April 5, 2016, April 19, 2016, May 20, 2016, June 16, 2016, July 26, 2016, August 25, 2016, September 15, 2016, October 14, 2016, November 28, 2016, and obtained a permit for the Fantasmic-Rivers of America fireworks element on October 6, 2015 and December 28, 2015.

Mitigation Measure 3.5-7 requires Disney to muffle engines on parking lot sweeping equipment utilized in the public parking facilities, South Parking Area and any hotel parking facilities adjacent to residential area. During this reporting period, Disney has continued to use the services of Sunset Property Services, which utilizes sweeping equipment with muffled engines throughout The Disneyland Resort®.

Mitigation Measure 3.6-5 requires Disney to coordinate earthquake training for hotel staff and cast members with Fire Department. During this reporting period, Disney provided regular all-hazard (including earthquake preparedness) training and drills for hotel staff and cast members. Training sessions occurred frequently throughout the year with all hotel staff and theme park cast leaders required to participate, and additional preparedness programs were conducted in October in conjunction with the Great California ShakeOut. The City of Anaheim Fire Department is regularly consulted and apprised of the Resort's earthquake preparedness practices and events, and in some cases – most notably hotel evacuation drills – AFD directly participates in the training.

Mitigation Measure 3.7-4 requires Disney to clean all paved areas not maintained by the City of Anaheim including, but not limited to, private streets and parking lots on not less than a monthly basis. Also, the use of water to clean streets, parking lots, theme parks and back-of-house areas must be in accordance with Disney's and the City's NPDES permits. During this reporting period, Disney has continued to use the services of Sunset Property Services to clean all paved areas within The Disneyland Resort® not maintained by the City of Anaheim. The contractor sweeps a portion of the Disneyland Backstage Road twice a week, the backstage roads at Disney California Adventure after fireworks shows, and the roads at Disneyland after fireworks shows. The contractor pressure washes portions of the Katella Cast Member Lot (KCML) and the Toy Story Parking Lot once a month. In compliance with Disney's and the City's NPDES permits, the contractor uses recycled or reclaimed water, when water is needed for sweeping operations.

PDF 3.10.2-1 requires Disney to expand the Disneyland Security Department to provide equivalent levels of service to the entire Disneyland Resort and to have the entry points to the theme parks patrolled by the Disneyland Security Department. During this reporting period, Disney hired 500 new members of the Disneyland Security Department to enable it to maintain equivalent levels of service and patrolling of entry points. Disney recently reconfigured the security screening locations throughout the Disneyland Resort®, working in close collaboration with Anaheim Police Department and other local law enforcement agencies to employ best practices for security and protection of Resort guests while delivering a memorable guest experience.

Letter to Ms. Elaine Thienprasiddhi, City of Anaheim  
February 24, 2017

If you have any questions regarding compliance with these project design features or mitigation measures, please feel free to contact me or my staff at (714) 781-0888.

Sincerely,

A handwritten signature in black ink, appearing to be 'M. Niven', with a large, sweeping flourish extending from the end of the signature.

Mary M. Niven, Senior Vice President  
Experience Development and Integration



# WALT DISNEY Parks and Resorts U.S.

November 11, 2016

Elaine Thienprasiddhi  
Associate Planner  
City of Anaheim  
200 South Anaheim Boulevard  
Anaheim, CA 92805

Re: The Disneyland Resort – Resort Operations Annual Review (MM 3.10.6-2)

Dear Ms. Elaine Thienprasiddhi:

This letter is being written to document Disney's compliance with Mitigation Measure 3.10.6-2 contained in the adopted Mitigation Monitoring Program for the Final Environmental Impact Report for The Disneyland Resort. This Mitigation Measure is required to be implemented on an ongoing basis during the project operations.

Mitigation Measure 3.10.6-2 states the following:

Among the water conservation measures to be shown on plans and implemented by the property owner/developer (to the extent feasible within the Theme Park District) within the Specific Plan area include the following:

- 1) Use of low-flow sprinkler heads in irrigation systems.
- 2) Use of reclaimed water for irrigation and washdown when it becomes available.
- 3) Use of efficient irrigation systems such as drip irrigation and automatic systems that use moisture sensors.
- 4) Use of irrigation systems primarily at night when evaporation rates are lowest.
- 5) Continue to provide information to the public in conspicuous places regarding water conservation.
- 6) Use of water-conserving landscape plant materials whenever feasible.
- 7) Implementing the practice of using mulch top dressing in BOH (Back Of House) locations, and themed attractions such as Redwood Creek Challenge Trail, Jungle Cruise and the park periphery for water conservation.

The following components have been implemented on an ongoing basis within The Disneyland Resort and to the extent feasible in Disney California Adventure, compliant with MM 3.10.6-2:

- a) The use of low-flow sprinkler heads in the irrigation systems.
- b) The use of efficient irrigation systems.
- c) The use of irrigation systems at night when evaporation rates are lowest.
- d) The use of water-conserving landscape plant material.



Elaine Thienprasiddhi  
November 11, 2016

Page 2

If you have any questions on Disney's implementation of Mitigation Measure 2.10.6-2 for 2016,  
please do not hesitate to contact me at 714/781-3122.

Sincerely,

A handwritten signature in black ink, appearing to read 'Rich Langhorst', written in a cursive style.

Rich Langhorst  
Vice President-Facilities & Operations Services  
The Disneyland Resort



Disneyland  
RESORT

November 11, 2016

Elaine Thienprasiddhi  
Associate Planner  
City of Anaheim  
200 South Anaheim Boulevard  
Anaheim, CA 92805

Re: *The Disneyland Resort – Resort Operations Annual Review*  
(MM 3.10.3-3, PDF 3.10.3-1) *Solid Waste Management, Recycling*

Dear Ms. Elaine Thienprasiddhi:

This letter is being written to document Disney's compliance with Mitigation Measure 3.10.3-3 and Project Design Features 3.10.3-1, contained in the adopted Mitigation Monitoring Program for the Final Environmental Impact Report for The Disneyland Resort. These Mitigation Measures and Project Design Features are required to be implemented on an ongoing basis during project operations.

Mitigation Measure 3.10.3-3 states the following:

A solid waste management plan shall be submitted for review and approval by the applicant for The Disneyland Resort theme parks to ensure that the project plans comply with AB939, as administered by the City of Anaheim, and the County's and City's Integrated Waste Management Plans. Waste management mitigation measures that shall be taken to reduce solid waste generation shall include:

- A. Detailing the locations and design of back-of-house recycling facilities.
- B. Complying with all Federal, State and City regulations for hazardous material disposal.
- C. Continuing participation in the City of Anaheim's voluntary "Recycle Anaheim" program or other substitute program as may be developed by the City.

In order to meet the requirements of the Solid Waste Reduction Act of 1989 (AB939), the applicant shall implement numerous solid waste reduction Programs at The Disneyland Resort, including:

- Facilitating paper recycling by providing chutes or convenient locations for recycling bins.
- Facilitating cardboard recycling (especially from retail areas) by providing adequate space and centralized locations for collection and baling.
- Facilitating glass recycling (especially from restaurants) by providing adequate space for collecting and storage.



- Providing trash compactors for nonrecyclable materials whenever feasible to reduce the total volume of solid waste and the number of trips required for collection.
- Prohibition of curbside pick-up within The Disneyland Resort.

Project Design Feature 3.10.3-1 states the following:

The existing solid waste recycling and waste minimization practices at the Disneyland theme park shall be expanded as feasible to serve The Disneyland Resort. Existing practices include:

- Usage of recycled paper products for stationary, letterhead and packaging.
- Recovery of materials such as aluminum and cardboard.
- Collection of office paper for recycling.
- Collection of glass, plastics, kitchen grease, laser printer toner cartridges, oil, batteries and scrap metal for recycling or recovery.

A Solid Waste Management Plan for The Disneyland Resort was approved by the City on January 30, 2001. This Plan identified solid waste facilities that would be installed as The Disneyland Resort was expanded. All facilities identified in the Solid Waste Management Plan were installed prior to Opening Day and these operational components continue to be utilized on a daily basis. The Solid Waste Management Plan was updated in late 2008 and describes the recycling activities (as enumerated above under PDF 3.10.3-1) that were to be expanded to serve all areas of The Disneyland Resort. One significant change has been to partner with the City's Franchise waste hauler to implement a single stream recycling program for many commodities, allowing for more recycling opportunities throughout The Disneyland Resort.

The following materials are currently being recycled or diverted from landfill at The Disneyland Resort:

- Cardboard
- Food Waste
- Office Paper, Newspaper, Brochures, Magazines, etc.
- Glass Bottles
- Aluminum Cans
- P.E.T. Plastic Bottles and L.D.P.E.
- Cooking Oil
- Waste Oil
- Batteries
- Scrap Metal
- Used Tires
- Printer Toner Cartridges
- Landscaping Green Waste and soil
- Steel/Tin Cans
- Scrap Lumber and Wood Pallets



Elaine Thienprasiddhi  
November 11, 2016  
Page 3

- Concrete and Asphalt

The Environmental Affairs Department continues to monitor the programs listed above to insure that participation continues at the highest possible levels. Third party locations are required to participate in The Disneyland Resort recycling programs. Inspections are conducted to insure that contamination is being avoided and that the materials are being collected and bulked per vendors' recommendations.

The Disneyland Resort continues to do our part to be good neighbors and responsible corporate citizens at the local and corporate level. At The Disneyland Resort, paper towel, tissue, napkins and popcorn boxes are made from recycled material. There is a commitment to the three "R's" (Reduce, Reuse, Recycle) and The Disneyland Resort is proud of the programs that have been developed. The Disneyland Resort will continue to promote recycling and waste prevention programs as described in the Resort Solid Waste Management Plan as we do our part to help the City reach its mandatory, AB939 landfill diversion requirements.

If you have any questions on Disney's implementation of Mitigation Measures 3.10.3-3 and Project Design Feature 3.10.3-1, please do not hesitate to contact me at (714) 781-4344.

Sincerely,

A handwritten signature in cursive script that reads "Frank Dela Vara".

Frank Dela Vara  
Director of Environmental Affairs  
Disneyland Resort



The **WALT DISNEY** Company

November 11, 2016

Elaine Thienprasiddhi  
Associate Planner  
City of Anaheim  
200 South Anaheim Boulevard  
Anaheim, CA 92805

Re: The Disneyland Resort – Resort Operations Annual Review (PDF 3.3-15 and PDF 3.4-8)

Dear Ms. Elaine Thienprasiddhi:

This letter is being written to document Disney's compliance with Project Design Features 3.3-15 and 3.4-8 contained in the adopted Mitigation Monitoring Program for The Disneyland Resort. These Project Design Features are to be implemented on an ongoing basis during the project operations.

Project Design Features 3.3-15 and 3.4-8 require the implementation of a comprehensive Transportation Demand Management (TDM) program. As Director, Corporate Transportation Demand Management, for The Walt Disney Company, it is my responsibility to oversee the development and implementation of the TDM program for The Disneyland Resort. A summary of the TDM Program is attached for your files. This program was approved 3/23/00 and implemented before or concurrent with the operations of Disney California Adventure. This TDM program is a key part of The Disneyland Resort's operations.

If you have any questions on The Disneyland Resort's implementation of the Project Design Features 3.3-15 and 3.4-8 for 2016, please do not hesitate to contact me at 714-781-1272.

Sincerely yours,

A handwritten signature in blue ink that reads "Luanna Huber".

Luanna Huber  
Director, Corporate Citizenship  
Environment & Conservation  
TDM & Environmental Integration  
The Walt Disney Company

cc: Bob Antonoplis  
Grant Dawdy  
Manny Grace  
Beth Stevens



# RULE 2202 - REGISTRATION FORM

YEAR: 2015

MULTI-SITE ID:

600010

## Section IV: Good Faith Effort Determination Elements

### MARKETING STRATEGIES

Employers who have not attained the target AVR must select at least five (5) Marketing Strategies to be implemented at each site by inserting the appropriate frequency code inside the box from the following:

#### \*Frequency Codes Table:

D = Daily	B = Bi-monthly
W = Weekly	Q = Quarterly
M = Monthly	S = Semi-annually
A = Annually	O = Other (specify)

- A** Attendance at a Marketing Class, at least Annually (must submit proof of attendance)
- Direct Communication by the highest ranking official, at least Annually (written or electronic)
- Q** Employer Newsletter, Flyer/Announcements/Memo/Letter to Employees, at least Quarterly. If provided electronically, an update or notice must be sent to all employees of the communication's availability.
- S** Employer Rideshare Events, at least Annually
- W** New Hire Orientation, as needed
- M** Rideshare Bulletin Boards/Commuter Information Kiosks/Display Racks
- Rideshare Meetings/ Focus Group(s), at least Semi-Annually
- Q** Rideshare Website, at least Quarterly announcements to employees (If provided electronically, an update or notice must be sent to all employees of the communication's availability)
- M** Other Marketing Strategies (please specify below):
 

- 1) Maintain a new stand-alone transportation website, DisneyCommuterAssistance.com. This will be a continuing effort.
  - 2) Build our presence on internal social media platforms such as Yammer and Backlot.



# RULE 2202 - REGISTRATION FORM

YEAR: 2015

MULTI-SITE ID: 60010

GRT will be provided by utilizing one or more of the following transportation modes or options:

<input type="checkbox"/> Employer Vehicle	<input type="checkbox"/> TMA/TMO Provided
<input checked="" type="checkbox"/> Supervisor or Fellow Employee	<input type="checkbox"/> Rental car
<input checked="" type="checkbox"/> Taxi	<input type="checkbox"/> Other (specify) <input type="text"/>

If GRT is provided by an entity other than the Employer, please provide name of the entity providing this service.

Personalized Commute Assistance – The employer provides personalized assistance such as transit itineraries, carpool matching and personal follow-up to employees.

Check all that apply:

<input type="checkbox"/>	Organize Focus Group(s) or Task Force(s)
<input checked="" type="checkbox"/>	Coordinate the Formation of Carpools/Vanpools
<input checked="" type="checkbox"/>	Assist in Identifying Park & Ride Lots
<input checked="" type="checkbox"/>	Assist in Identifying Bicycle and Pedestrian Routes
<input checked="" type="checkbox"/>	Assist in Providing Personalized Transit Routes and Schedule Information
<input checked="" type="checkbox"/>	Provide Personalized Follow-up Assistance to Maintain Participation in the Commute Program

Preferential Parking for Ridesharers - The employer provides eligible employees with preferential parking spaces to park their vehicles. These spaces shall be clearly posted or marked in a manner to identify them for carpool and vanpool use only.

<input type="text" value="679"/>	Total Number of Preferential Parking Spaces for All Worksites
<input type="text" value="2"/>	Minimum Number of Persons (per vehicle) Required to be Eligible
<input type="text" value="1 (3 days/wk Reserved)"/>	Minimum Number of Days or % of Ridesharing Required to be Eligible
<input type="text" value="Placard or Sticker"/>	Method of Vehicle Identification (i.e. tags, stickers, license plate No.)



# RULE 2202 - REGISTRATION FORM

YEAR:

2015

MULTI-SITE ID:

60010

**Other Basic/Support Strategies** - The employer can provide other types of basic/support strategies designed to encourage solo commuters to participate in the Employee Commute Reduction Program. If your worksite is implementing strategies not identified in this package, please provide a detailed description, identifying eligibility requirements and all information needed to implement the strategy. If additional space is needed, you may photocopy this page and include it in this submittal. Examples of Other Basic/Support Strategies may include, but are not limited to:

- On-Site Amenities,
- TMA/TMO Services,
- Car Sharing Services,
- Mobility Hub Services,
- EV Infrastructure, and/or
- Voluntary Worksite Transfers.

## 1. Inter-site Shuttle Service (L.A. County)

We added a shuttle route for our worksite in North Hollywood. Currently, there are a total of 4 CNG shuttles with scheduled routes in the Burbank, Glendale, and North Hollywood areas that run from 8:00 a.m. to 8:15 p.m., Monday through Friday, providing alternative transportation for employees needing to travel between Disney sites. The schedule is published and marketed by Transportation Demand Management. We offer a mobile app for iPhone and Android devices through the DoubleMap app. Employees can view the location of each shuttle in real-time and see when the shuttle will be at their preferred stop.

Frequency: D      Eligibility: No minimum

## 2. Intra-site Shuttle Service (Orange County)

Backstage shuttles with scheduled routes at the Disneyland Resort operate from 7:00 am to 7:00 pm, seven days per week, providing transportation for Cast Members needing to travel around the Disneyland Resort. This allows anyone to get to work and meeting locations without a car.

Frequency: D      Eligibility: No minimum

## 3. Commuter Assistance via Intranet and stand-alone website

Disney Commuter Assistance information is available via Intranet 24 hours a day, seven days a week, for all Disney employees/Cast Members. In addition to Commuter Assistance information, the Intranet includes links to real time traffic, public transit sites, shuttle schedules, and other resources. Our stand-alone website, [DisneyCommuterAssistance.com](http://DisneyCommuterAssistance.com), was launched in July 2014 and enables employees to research ridesharing opportunities, find ride matches, redeem points, and report their participation. Educational elements are included to encourage employees to consider their personal responsibility to help improve air quality, and mitigate traffic and congestion.

Frequency: D      Eligibility: No minimum

## 4. Electric Vehicle Charging

Currently, 54 Level Two EV parking spaces have been installed at several locations throughout our L.A. County work sites. In addition, Disneyland Resort now has 26 Level Two charging spaces for Cast Members.

Frequency: D      Eligibility: No minimum



# RULE 2202 - REGISTRATION FORM

YEAR:

2015

MULTI-SITE ID:

600010

**Compressed Work Week** - A Compressed Work Week (CWW) schedule applies to employees who, as an alternative to completing the basic work requirement in five eight-hour workdays in one week, or ten eight-hour days in two weeks, are scheduled in a manner which reduces trips to the worksite.

Does a written policy exist?  Yes  No

The Compressed Work Week schedule is offered to:

All employees  Eligible employees/Depts.

Please enter the aggregated total number of employees for each type of CWW used for all worksites:

		Eligible Number of Employees
<input type="checkbox"/>	3/36 Compressed Work Week	
<input checked="" type="checkbox"/>	4/40 Compressed Work Week	127
<input checked="" type="checkbox"/>	9/80 Compressed Work Week	59

**Direct Financial Awards** - The employer, or other funding source, provides eligible employees with direct cash awards for participation in the employee commute reduction program.

Mode	Award Amount	Frequency Code**	Eligibility Code**	Minimum Requirement**
2 person vehicle				
3 person vehicle				
4 person vehicle				
5 person vehicle				
6 person vehicle				
Vanpool (7 - 15)				
Bus				
Rail/plane				
Walk				
Bicycle				
Telecommuting				

**Discounted/Free Meals** - The employer provides eligible employees with free or discounted meals for their participation in the employee commute reduction program.

<input type="checkbox"/>	The employer provides eligible employees free meals
<input type="checkbox"/>	The employer provides eligible employees discounted meals

Participation in the employer's discounted/free meals program is as follows:

Average Value Per Meal	Frequency Code**	Eligibility Code**	Minimum Requirement**



# RULE 2202 - REGISTRATION FORM

YEAR:

2015

MULTI-SITE ID:

600010

X

### Parking Cash Out/Parking Management Strategies (Voluntary)

The State's Parking Cash-Out Program, California Health & Safety Code, Section 43845, requires certain employers who provide subsidized parking for their employees to offer a cash allowance in lieu of a parking space. If per State requirements you are NOT mandated to implement this program but are doing so voluntarily, please mark this Strategy and complete questions 1-5 at the bottom of Appendix J of these Compliance Forms (See Section V-B., Page 29 of ECRP Guidelines for applicability requirements and additional information).

X

Points Program - Employees earn points for each day of participation in the employee commute reduction program. Points are redeemed for such rewards as time off, gift certificates, cash or merchandise.

Value of Point	Per # of Points	Frequency Code <sup>1</sup>	Eligibility Code <sup>2</sup>	Minimum Requirement <sup>3,4,5</sup>
\$2 for Bike/Walk; \$1 for other modes	2	D	D	5 Days for Bike/Walk; 10 days for other modes

X

Prize Drawings - The employer provides eligible employees with a chance to win prizes for participation in the employee commute reduction program.

Type of Prize	Average Value Per Prize	Number of Prizes	Frequency Code <sup>1</sup>	Eligibility Code <sup>2</sup>	Minimum Requirement <sup>3,4,5</sup>
Gift cards, electronics	\$100	75	A	DW	1
Cash	\$1,000	50	A	DW	3

Start Up Incentive - Incentives designed to reward solo commuters for joining a carpool or vanpool, or using other alternative commute modes and generally provided over a short period of time.

Mode	Award Amount	Duration	Frequency Code <sup>1</sup>	Eligibility Code <sup>2</sup>	Minimum Requirement <sup>3,4,5</sup>
2 person vehicle					
3 person vehicle					
4 person vehicle					
5 person vehicle					
6 person vehicle					
Vanpool (7 - 15)					
Bus					
Rail/plane					
Walk					
Bicycle					
Telecommuting					

Is Incentive offered by:  Employer  Other

If Other, please provide name of entity: \_\_\_\_\_



# RULE 2202 - REGISTRATION FORM

YEAR:

2015

MULTI-SITE ID:

600010

X

**Transit Subsidy** - The employer provides eligible employees a bus and/or rail subsidy for participation in the employee commute reduction program.

Mode	Award Amount	Frequency Code*	Eligibility Code**	Minimum Requirement***
Bus	50% off up to \$80	M	D	1
Rail	50% off up to \$80	M	D	1

Do you offer any other type of transit program to employees?

X

Yes

No

If Yes, please explain:

At our Orange County sites, Disney provides an annual OCTA Employer Pass (ePass) free of charge for Cast Members who commute to work by bus. Disney pays the cost of the actual fares, as tracked by OCTA.

X

**Vanpool Program** - The employer provides eligible employees with a vanpool program designed to encourage the use of existing vanpools or the development of new vanpools.

Employer owned/leased

Employee owned/leased

X

Third-party owned/leased

Total number of vans participating in program

96

Employer provided insurance

Employer provided fuel/maintenance

X

Employer provides cash subsidies for vanpoolers

Subsidies prorated based on rideshare participation level

Ridership Charge for Employer Owned/Leased Vans:

\$ 12.88/wk

\$49.81/wk

Minimum

Maximum

If empty seats are subsidized, how much?

\$12.88/wk

\$49.81/wk

Per Seat

For how long are empty seats subsidized?

60 Days

Do you offer any other type of vanpool program to employees?

X

Yes

No

If Yes, please explain:

Vanpoolers receive a subsidy of 50% off the monthly fare, up to \$80 maximum, from Disney. Our vans also receive subsidies from OCTA and Metro vanpool incentive programs. Eligible vans typically receive \$400 per month to reduce the overall lease cost. The fares are calculated after incentives are received. Vanpoolers also participate in pretax programs.



Disneyland  
RESORT

November 11, 2016

Elaine Thienprasiddhi  
Associate Planner  
City of Anaheim  
200 South Anaheim Boulevard  
Anaheim, CA 92805

Re: The Disneyland Resort - Resort Operations Annual Review (MM3.4-3)

Dear Ms. Elaine Thienprasiddhi:

This letter is being written to document Disney's compliance with Mitigation Measure 3.4-3 contained in the adopted Mitigation Monitoring Program for The Disneyland Resort. This Mitigation Measure is to be implemented on an ongoing basis during project operations.

Mitigation Measure 3.4-3 requires the utilization of clean fuel for attraction rides and other uses, as practicable, to reduce emissions. As the Director of Attractions Maintenance for Disney California Adventure, my role includes providing engineering and maintenance services that support our operations policies and requirements at The Disneyland Resort, including those needed to comply with MM 3.4-3.

All attractions engineering and maintenance subject to MM 3.4-3 has been conducted during 2016 in compliance with its requirements and, with the exception of the World of Color maintenance workboats, with the use of clean fuels. I understand that a separate letter from Jan Jacobsen, our General Manager of Entertainment Operations, is included in this submittal to discuss our efforts with respect to that matter.

If you have any questions on Disneyland's implementation of Mitigation Measure 3.4-3, please do not hesitate to contact me at (714) 817-2196.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jason M. Lovelace', with a long horizontal line extending to the right.

Jason M. Lovelace  
Director, Disney's California Adventure Engineering Services



Disneyland  
RESORT

November 11, 2016

Elaine Thienprasiddhi  
Associate Planner  
City of Anaheim  
200 South Anaheim Boulevard  
Anaheim, CA 92805

Re: The Disneyland Resort - Resort Operations Annual Review (MM3.4-3)

Dear Ms. Elaine Thienprasiddhi:

This letter is being written to document Disney's compliance with Mitigation Measure 3.4-3 contained in the adopted Mitigation Monitoring Program for The Disneyland Resort. This Mitigation Measure is to be implemented on an ongoing basis during project operations.

Mitigation Measure 3.4-3 requires the scheduling of goods movement for off-peak traffic hours so as to reduce emissions. As The Disneyland Resort Distribution Services Director, my role includes the development and implementation of the support operations policies and programs for The Disneyland Resort. The following procedures have been implemented for goods movements to The Disneyland Resort to reduce emissions.

- Consolidation of food and merchandise deliveries by third party vendors to minimize the number of trucks entering The Disneyland Resort.
- Scheduling of third party deliveries to in-park locations between 4am-7am.
- Consolidation of 65% of merchandise volume from Ontario DC, with shuttles between Ontario and Anaheim from 10am-4pm (1-6 deliveries/day).
- Converted shuttle trucks from diesel to CNG.
- Delivery to World of Disney store at Downtown Disney has been consolidated to reduce truck traffic.
- Formal scheduling of all inbound vehicles to monitor volume and distribute traffic demands throughout the day (this minimizes tractor idling time as well).

If you have any questions on Disneyland's implementation of Mitigation Measure 3.4-3, please do not hesitate to contact me at (714) 781-6344.

Sincerely,

David Steele  
Director, Distribution Services



# WALT DISNEY Parks and Resorts U.S.

Mary M. Niven  
Senior Vice President  
Disneyland Resort Operations

November 8, 2016

Elaine Thienprasiddhi  
Associate Planner  
City of Anaheim  
200 South Anaheim Boulevard  
Anaheim, CA 92805

Re: The Disneyland Resort – Resort Operations Annual Review (Mitigation Measures 3.10.2-2 and 3.10.2-6 and Project Design Features 3.10.2-3, 3.10.1-1, and 3.11-1)

Dear Ms. Elaine Thienprasiddhi:

This letter is being written to document Disney's compliance with Mitigation Measures 3.10.2-2 and 3.10.2-6 and Project Design Features 3.10.2-3, 3.10.1-1, and 3.11-1 contained in the adopted Mitigation Monitoring Program for The Disneyland Resort. These mitigation measures and project design features are implemented on an ongoing basis.

Mitigation Measure 3.10.2-2 requires Disney to provide an adequate staff of private security officers for the patrol and surveillance of the public parking facilities. The Disneyland Resort consistently schedules security staffing to monitor all Cast and Guest parking facilities.

Mitigation Measure 3.10.2-6 requires Disney to provide an anti-gang and substance abuse training to Security Cast Members. The Disneyland Resort Security Cast Members are trained on both suspicious activity and response procedures and drug and alcohol activity and response procedures. These topics are taught and received during the Patrol Duties, Observation Techniques and Persons Under the Influence modules of the on-the-job training program. This training is enhanced with additional curriculum on behavioral assessment.

Project Design Feature 3.10.2-3 requires Disney to provide and expand its Court Liaison program to meet the needs of The Disneyland Resort. The Disneyland Resort has one full-time Cast Member assigned to support the program and has one trained individual to serve as back-up. The Court Liaison program supports all components of The Disneyland Resort, including Disney California Adventure Park, Disney's Grand Californian Hotel and Spa, Downtown Disney and the Guest and Cast parking facilities.

Elaine Thienprasiddhi

November 8, 2016

Page 2

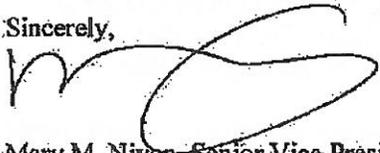
Project Design Feature 3.10.1-1 requires the existing services and capabilities of the Disneyland Fire Department to be extended within The Disneyland Resort. Existing services include pre-construction checks, pre-prevention program activities, and monitoring of pyrotechnics and special effects. The Fire Marshal of The Disneyland Resort has overseen the extension of the Disneyland Fire Department to cover Disney California Adventure, Downtown Disney, Disney's Grand Californian Hotel and Spa, and the Guest and Cast parking facilities of The Disneyland Resort. The services provided by the Disneyland Resort Fire Department include pre-construction, pre-investigation, pre-planning for fire and evacuations, fire prevention, and monitoring of pyrotechnics and special effects. These topics are covered in the on-the-job training for the Fire Department.

Project Design Feature 3.11-1 requires The Disneyland Resort to expand current compliance efforts for hazardous materials utilized at the existing Disneyland theme park and Disneyland Hotel to The Disneyland Resort. In addition to current hazardous material education and information, training on chemical families was conducted this past year for all Cast. Our ongoing environmental compliance efforts are governed by the laws and regulation listed below:

California Health and Safety Code, Fish and Game and Food and Agricultural Code, Water Code, California Code of Regulations, Uniform Fire Code, Code of Federal Regulations, and the United States Code.

If there are any questions regarding these implementation measures please feel free to contact me or my staff at (714) 781-0888.

Sincerely,



Mary M. Niven, Senior Vice President  
Disneyland Resort Operations



Disney Worldwide Services, Inc.

November 11, 2016

Elaine Thienprasiddhi  
Associate Planner  
City of Anaheim  
200 South Anaheim Boulevard  
Anaheim, CA 92805

Re: The Disneyland® Resort - Resort Operations Annual Review (PDF 3.9-1)

Dear Ms. Elaine Thienprasiddhi:

This letter is being written to document Disneyland® Resort's compliance with Project Design Feature 3.9-1 contained in the Mitigation Monitoring Program for the Final Environment Impact Report for The Disneyland Resort. This Project Design Feature is to be implemented on an ongoing basis during project operations.

Project Design Feature 3.9-1 requires that the following be implemented on an ongoing basis during project operations:

The existing Disneyland® Resort theme parks and Disneyland® Resort hotels special employment programs, such as: Summer deployment for teachers and educational programs offering local high school students jobs will continue. The Disneyland® Resort will also aggressively recruit workers who are already part of the resident work force in the region. Implementation of The Disneyland® Resort specific plan will further efforts in offering employment opportunities at various socioeconomic levels.

The existing Disneyland® Resort theme parks and Disneyland® Resort hotels special employment programs continue to be implemented. We used various marketing media in 2016 to attract talent to The Disneyland® Resort. To extend The Disneyland® Resort employment opportunity message out to a broad base of local candidates, we employ such practices as attending area job fairs and advertising on the internet via social media. In addition, a high percent of new hires come from emphasizing our internal marketing campaign, which encourages present employees to refer family and friends to work at The Disneyland® Resort. The Disneyland® Resort is committed to the maintenance of special employment programs in the future.

If you have any questions on The Disneyland® Resort's implementation of Project Design Feature 3.9-1, please do not hesitate to contact me at (714) 781-1548.

Sincerely,

A handwritten signature in blue ink that reads "Robin Zais".

Robin Zais  
Director, Casting & Recruitment/Development Analytics  
Walt Disney Parks and Resort

