

Cindy Fields, SP+

Putting the Plus in SP+

Many of you know our parking routes and procedures have been a little different this year due to increased security. As much as we try to communicate to our fans before and on gameday, we always get a few fans who aren't aware of the changes. One team member whose duties were most affected by the change is Cindy Field, the Lot D parking attendant. Cindy has been the Lot D parking attending for years and has made the parking experience for fans and employees super smooth. No matter the weather or the not so pleasant encounters with fans, she is always polite, cheerful, and providing service with a smile.

Last game against the Houston Texans was no different when a fan was less than happy about some of our new parking procedures. The fan did not have the appropriate credentials to park in Lot D, so Cindy had to kindly turn them away. The fan did not take this well and proceeded to get angry with Cindy and argue that she was wrong. He even went as far as brushing Cindy with his car. Cindy was thankfully not injured in the process and through it all, kept her same polite and cheerful attitude and did not waver. She chose to stay positive and upbeat and did not let one fan interaction affect how she was going to treat the rest of our fans coming to the game.

Thank you, Cindy, for demonstrating our motto of "Attitude is a Choice"