



BACK-TO-BUSINESS TASKFORCE
Attractions & Tourism Industry Subcommittee

May 5, 2020 at 2:00pm
Board of Supervisors Hearing Room
130 W. Congress Street, 1st Floor
WebEx Remote Access Available

MINUTES

Members Present

Bob Hoffman, Tucson Roadrunners
Kate Calhoun, Tucson Convention Center
Nancy Kluge, Reid Park Zoo
Curtis McCrary, Rialto Theatre
Priscilla Storm, Old Tucson

Members on WebEx

Adriana Gallego, Arts Foundation of Southern AZ
Amanda Powers, FC Tucson
Bonnie Schock, Fox Tucson Theatre
Brent DeRaad/Vanessa Bechtol, Visit Tucson
Craig Ivanyi, Arizona-Sonora Desert Museum
Danette Bewley, Tucson Airport Authority
Michele Conklin, Tucson Botanical Gardens
Michele Hatch, Casino del Sol
Peggy Johnson, Loft Theatre
Peter Catalanotte, Film Tucson
Scott Marchand, Pima Air and Space Museum
Trenna Parvello, Desert Diamond Casino

County Staff Present

Chuck Huckelberry, County Administrator
Dr. Francisco Garcia, Deputy County Administrator
Diane Frisch, Pima County Attractions & Tourism
Catherine Strickland, Pima County Attractions & Tourism
Michelle Flanagan, Pima County Attractions & Tourism
Steve Charlton, Pima County IT
Dusty Alexander, Pima County IT
Taylor Green, Pima County IT
Joe Barr, Pima County NRPR



Meeting called to order by County Administrator, Chuck Huckelberry at 2:03PM.

Welcome and Introductions

County Administrator, Chuck Huckelberry welcomed the group. Reopening anticipated to be soon. Recapped the Restaurant Subcommittee meeting explaining how the County reconfigured their feedback to provide best practices for reopening. Goal is to do the same for Attractions & Tourism Subcommittee.

Diane Frisch, Director of Attractions & Tourism, introduced the County staff and subcommittee members present in the room and online.

Health Department COVID19 Update

Dr. Francisco Garcia gave a brief update of where things stand currently in the state and county.

- Arizona: 9,305 cases | 395 deaths
- Pima County: 1,379 cases | 105 deaths

Pima County believed to have higher case load due to long-term care population. Arizona ranks last or second to last for testing which means 1% of population in Pima County has been tested. Looking to encourage practices that improve/flatten curve, especially maintaining social distancing.

Subcommittee Discussion & Questions Concerning Reopening

Diane Frisch facilitated comments from members present followed by members participating online.

Nancy Kluge, Reid Park Zoo—looking forward to welcoming guests as a walk-through safari experience in first phase of reopening. Concerns—that guests and staff feel safe and understanding the best practices. Looking to limit capacity to 25%, require reservations, modify food sales and gift store transactions to reduce touch points, high touch items and places off limits, not clear about water fountains, limit door opening by leaving restroom doors open, need access to large quantities of hand sanitizer, is washing hands in restrooms sufficient?, can they require staff to wear masks and gloves, thermal screening requirements, asking guests to wear gloves? Plan to clean touch points throughout the day, do deep cleaning of bathrooms 2-3x per day. Volunteer population largely at risk so bring them back later when safer. Same for classroom programs. What's recommended for guest signage to communicate expectations?



Bob Hoffman, Tucson Roadrunners—modeling different scenarios, how many fans could be comfortable and safe in their seats, looking to Coyote as partners and ASM to weigh in on practices for cleanliness and safety and distancing features. Cashless system, apps and technology to preorder. Modify ingress/egress, flow and merchandise options.

Priscilla Storm, Old Tucson—Old Tucson is primarily outdoors. Thank you for allowing our restaurant to be open throughout the closure. Summer is slow, very marginal time of year to look at pros/cons of reopening/closing. All performances are outdoors, bleachers are marked to space people out, closed most restaurants, gloves are available, bandana and water bottles will be given to guests, restrooms limit occupancy to 2 at a time, marked off main corridors, sanitizer out on main street, limited capacity—but struggle is how to break even, looking to County for any assistance to accessing younger volunteer pool that are not in at-risk populations and for help paying for cost of advertising the reopening.

Curtis McCrary, Rialto Theatre—Most of the criteria for reopening/decreasing physical distancing have not been met so how can we increase testing and contact tracing to feel better about safely reopening. Bars are to remain closed but capacity of other places run the gamut. Want to understand guidance for these venues. Is it just where you can maintain distancing? Where will tests come from? Are there any plans for contact tracing? Will PPE be available? How will distancing enforcement within facilities be monitored? County or City? If capacity was cut in half, where's the compliance mechanism for that. How often will authorities assess if we've been successful in our reopening? We have to determine trigger point for increase in cases from the reopening. HR issues—people live with at-risk people, can't spread people out, can't telework, what do say to employee who doesn't feel safe?

Kate Calhoun, TCC—Over 200,000 of meeting space, host 350 events annually. Been furloughed. Looking forward to reopening. Want to instill highest level of confidence. ASM Global launching new program, Venue Shield, which looks at best practices for safety. Most touring shows rescheduled to fall. How long will government limit capacities? How to open events in the arena such as graduations, etc.

Adriana Gallego, Arts Foundation of Southern AZ—Artists have taken hit based on facilities being closed and limited access to virtual alternatives. What does it mean to provide safe environment for families and employees? What do we know or expect for reopening? Will cases relapse? Will it be more dangerous than first phase of pandemic? Programming to minimize people entering a space, i.e. theatre space, think differently about use of spaces, what



safety supplies will we have access to? Wearing protective gear? For how long and what circumstances?

Amanda Powers, FC Tucson—Season March – October. Been member of COVID19 Taskforce to work with MLS to address impacts. Been using PPP loans and furlough. Focus on three scenarios: 1) return to play at KSC North, max capacities at 23%, not financially viable 2) World Cup play behind closed doors to host at KSC North and South with ESPN coverage—maybe could be as early as this summer as long as keep to medical guidelines 3) shut down and forgo season. Still have to pay athletes and fulfill commitments. US Soccer Federation working on relationships with FDA approved testing for players. Concerns about outbreak from resuming play too soon. Financials—cost benefit analysis to remain closed and continue to flatten the curve vs. opening too soon. Do we understand cost of testing and burden attached to diminished purchasing power? Costs and access to testing. Leverage PSAs with social media to alert community and fans to changes like going cashless.

Bonnie Schock, Fox Tucson Theatre—How to manage push back from guest compliance. What support from County or state to assist? The pandemic has been politicized—will this be problematic for staff and visitors? Lots of different expectations. What protection will County or State provide for legal ramifications of an outbreak? Insurance providers are not forthcoming and see possible lawsuits. Need the protection. Distinction in scale and scope of operations. Different scenarios for limited capacity seating. With 6 foot spacing, end up with 19% of capacity which is not viable for events. How to assure the community that these organizations which are downtown anchors are able to make it through shut down that could go to 2021 or longer.

Craig Ivanyi, Arizona-Sonora Desert Museum—Questions concern governance, reopening guidelines, won't repeat questions already submitted so as not to be repetitive. A new question—temperature checks for employees, what if tester is an asymptomatic carrier? How to deal with non-COVID19 issues and overheated people. Volunteers are at-risk, should we view volunteers vs. paid staff differently when considering having them on property in terms of the risk factors?

Michelle Conklin, Tucson Botanical Gardens—look forward to reopening but want to do so safely and have time and resources to do so. Reviewing capital sources to keep things open. Developing one way circulation, may keep Children's garden and café closed. It's a slow time. Dynamic ticket pricing to flex with product offering. Need resources to institute changes.



Temperature checks and masks for visitors—a requirement or recommendation for guests?
Training for frontline staff to enforce the outcome.

Peggy Johnson, Loft Theatre—PPE, monitoring and enforcement, testing increases, and cases increase, tentatively planning to open in July. Offering streaming, some online events. Most of big releases will be opened via streaming or fall. Christopher Nolan’s film opens in July 21, only 70mm theatre in state so good opportunity to pursue for reopening. Maybe have specific show for older people. Mapping of the theatre for pairs of seats to have 6 feet apart, only have to seat 77 people and will sell reserved. Just be showing films, not events. Plan to take temperature with no-touch thermometers. Will patrons react? Can we require them to wear masks in certain areas? July will be clearer hopefully but some of the things worried about. Is there a set of best practices provided and forum to share best practices to reopen together with support?

Scott Marchand, Pima Air and Space Museum—Is there medical liability with monitoring visitors and staff? Risk of confrontation from the public? What can we require? Large outdoor venue. Can absorb patrons with large spaces. Easter was end of last visitor season. What do we need to implement before next season and will we be ready? Pedals for doors, floor flush toilets, auto taps. Remove water fountains? Access to PPE? Most suppliers are out of them. County have vendors or procurement process to get masks? Closed touching exhibits, most are old fashioned not requiring touch, not bringing back volunteers until new year to keep them safe. Expecting long slow climb out since missing visitor revenues. Have some donor support, etc. but will have to reduce staff. Titan is shuttered and will not reopen until October at earliest. Closed spaces and handrails with tours so hard to achieve distancing.

Vanessa Bechtol, Visit Tucson—What can attractions require in terms of temperature checks, face masks, who enforces it? Attraction or law enforcement? Regarding health and safety guidelines for restaurants—how are they applied to the restaurants in the attractions?

Hilary Van Alsborg, Children’s Museum Tucson—Thankful for the united front. Two points to consider: going into busiest time of year (summer). How to expand outside safely? All museums going through same analysis and concerns. How are reaching marginalized audience who cannot do virtual ticket purchases? Accessibility for whole community?



Michele Hatch, Casino del Sol—Looking at May 15 reopening which will not be entire property. Golf open with some changes but already open. Changes within scheduling, telecommute days, reconfigure office space, employees will wear masks, catering space to have table rounds of 6 and how social distancing will apply to these activities. Everyone has different comfort levels with PPE—need to find happy medium in making people feel safe and comfortable.

Danette Bewley, Tucson Airport Authority—Still open with teleworking practice. Some are in airport, some at home. Emergency people there. Masks provided to employees or they can wear their own. Airline industry right now: 95% of traffic is gone. Went from 7,000-8,000/day to hundreds. Several restaurants are closed down. There is rent relief from airline to rental car companies and concessionaires. CARES ACT: \$22.6 million grant. Keep receipts for reimbursement. Caveats though—must be unique to airport. Cannot reduce staff by more than 10% of what it was when they received the grant in March 2020. Too soon to say what to expect. Airlines are not committing to any percentage to restore service. Not sure how to budget without knowing revenue from airlines. Building lots of scenarios. Service will not be same. Half of fleet grounded. Furloughing pilots. Nonstop service might be different. Reduction in routes. Still trying to encourage use of flights and goal to restore all service lost. Upgraded sanitary cleaning, equipment, sneeze guards everywhere between passengers. Social distancing signage, lines will be branded and metered along floor, remove or use decals on seating. Video and PA messaging. Encourage use of masks. Will need to purchase masks for passengers who forget. Airlines will mandate masks on aircraft. Not sure for process.

Trenna Parvello, Desert Diamond Casino—Closed until May 15. Waiting for Tohono O’odham Nation to interpret Governor’s Executive Order. Working on some preparedness regulations. Will not operate at 100%. Not operating all of food and beverage facilities, limited amenities, masks for employees, some for guests. Unknown if will use PPE. Increased sanitizing of high touch areas.

Peter Catalanotte, Film Tucson—Working with Matthew Earl Jones at State Film Office to provide input for how to allow film in a pandemic world. Limiting people on set, taking temperatures, safe guards to wipe down equipment, props, sets, etc. Looking into production insurance for COVID19, getting things in place, receiving lots of inquiries from production companies about AZ being open for business.



Closing Comments

Mr. Huckelberry gave the following closing remarks in response to subcommittee's feedback.

1. Pima County does not envision attractions requiring temperature checks or masks for patrons of your facilities
2. Water fountains most likely should be removed since it is not realistic to clean them between users
3. Temperature checking as quality control with vendors or employees is good practice. Note that attractions should prepare for false readings in summer due to outdoor heat, but good practice to help mitigate spread among workforce. Not sure about requiring it. But can rule out for patrons.
4. Regarding the questions brought up about testing—refer to County Administrator's communications to the Board of Supervisors found under "Administrator" on pima.gov for more information.
5. PPE—navigate to COVID19 Resources online (pima.gov/COVID19) and you can enter in your organization's PPE need so County can distribute donated PPE appropriately.

Dr. Garcia gave the following closing remarks in response to subcommittee's feedback.

1. All making this up as we go along. Using the best available evidence for actions we are taking as a County Health Department.
2. Contact Tracing—we have 20-25 staff plus volunteers/students dedicated to address this.
3. Testing—process is delayed: doctor takes test, sends to lab, 2-7 days to get results, state doesn't report back to counties until even later. Huge lag. That means logistical challenge. Name, DOB, sometimes address and usually the provider and facility are sent with test results from the state which means County has to be detective to ascertain where it comes from. Health Department can take 2-12 days to get results of test. Have noticed a trend that when County sets expectation, results in pretty good compliance.
4. PPE—challenge across the County. Does not foresee getting everyone medical grade mask that wants one. But best practice will be to make your own and encourage employees to do so
5. Size of venue/gatherings—coming from Executive Order. Right now it is capped at 10 people so need to wait until the max is increased for event venue to be viable. Governor's order is largely based on White House COVID19 Taskforce language. Phase 2 may increase max again to 50—still not large enough for a lot of venues but guidance of CDC, etc.
6. Goal is to develop uniform solutions that align with the state since it is not feasible to

Meeting adjourned at 3:50pm