



Dallas Park & Recreation

COVID-19 Operations Plan Update

Current Operations and Re-Entry Plan

Quality of Life, Arts and Culture Committee

May 5, 2020

Emergency History

- On March 13th, the Park and Recreation Department began to proactively address the COVID-19 emergency
- In accordance with emergency declarations and to reduce community spread, the Park and Recreation Department closed facilities, suspended programs, and cancelled reservations in order to lessen density
- After closures and cancellations were initiated all that remained open to the public in the park system was open spaces in parks and trails

Safety Moving Forward

- Safety Team comprised of staff from all divisions has been identified to conduct site inspections and ensure our daily operations and staff safety procedures are followed throughout the Department
 - Temperature checks upon arrival
 - Personal Protective Equipment on hand (Mask, Sanitizers)
 - Alternative work schedules implemented and followed
 - 10-person limit to work areas and practicing social distancing at all times
 - Provide daily reports on compliance to division Assistant Directors

Division Current Operations Summary and Re-Entry Strategies

- All divisions have been analyzing strategies and developing options to re-open components of the park system while ensuring safety to park users and staff is the top priority at this time

Park Maintenance

Re-Entry Plan

- Start 4-day work week with 10-hour days Mon-Thurs
 - Park Rangers will continue to provide 7-day coverage
 - Staff will be on emergency call on Fridays
 - Administration will work Monday thru Friday with all working from home on Fridays
 - Staggered shifts remain in effect with detailed minimal contact plans for each Service Center
 - Weekend Litter crews working Friday thru Monday
 - Up to 2 per truck in crew cab with face masks (front and back seat sitting opposite)
- Tennis Courts Re-open
 - Gates chained open to minimize surface contact
 - Singles play only signage installed at every court
 - Nets Reinstalled

Park Maintenance

Re-Entry Plan Continued

- Services and Initiatives
 - Current key initiatives and services remain in place
 - Trimming and edging re-incorporated into grounds maintenance
 - Ornamental bed maintenance resumes
 - Turf management program resumes
 - Athletic field grooming resumes
 - Pet waste station servicing resumes
 - Limited volunteer work resumes
 - Irrigation and Forestry services resumes

Recreation Services

Re-Entry Plan

- Evaluate and modify facility operations to reflect reduced hours, capacity, and programming levels
- Based upon budgetary considerations utilize phased re-opening strategy for recreation facilities
 - Consider opening 20 centers (45 hours per week) the first week of June as Phase 1, focusing on social distancing and facility cleanliness
 - After an assessment and evaluation of the first 20 centers' operations during Phase 1, consider opening the remaining 20 centers later in the summer
- Assess possibility for an abbreviated aquatics and summer camp season with a reduced seasonal hiring process
- Continue to develop virtual programming opportunities for all ages
- Implement alternative work schedules to promote social distancing among staff

Planning, Facility, and Environmental Services

Re-Entry Plan

- Construction Activities
 - Continue construction with outside contractors
 - Project management and construction inspection staff will implement alternative work schedules
 - Procurements will continue to be managed virtually/electronically
- Facility Services
 - Continue maintenance and construction services utilizing appropriate safety measures
 - Remove basketball goal locks when courts are to re-open
 - Staff members that are able will continue to work from home (primarily administrative staff) and/or implement alternative work schedules
- Environmental Services
 - Continue to monitor the Zoo Wetlands
 - Continue performing environmental virtual trainings and add some in-person trainings following social distancing guidelines
 - Begin inspections of facilities

Partnerships and Strategic Initiatives

Re-Entry Plan

- **Operating Partners**
 - All partners are developing plans to resume operations with limited capacities when appropriate and authorized
 - Dallas Zoo and Dallas Arboretum tentatively plan to reopen in mid May with reduced capacity, timed ticketing and enforcement of social distancing
 - Klyde Warren Park, Fair Park, Turtle Creek Conservancy, Trinity River Audubon Center, Friends of Katy Trail and others are currently working with vendors, tenants and event organizers to establish a timeline for resumption of programs and events
- **Strategic Initiatives**
 - Staff intends to adopt an alternative work schedule to include working from home for a portion of the week while continuing to implement and manage projects

Administration and Business Services

Re-Opening Plan

- Financial, IT and other administrative staff will be implementing alternative work schedules to include working from home for a portion of the week
- Golf, Tennis, Elm Fork Gun Range and Outdoor Fee-Based Programs re-opened May 1st under restrictions implemented to protect the safety of customers and staff; these include, but are not limited to, the following:
 - **Golf Courses**
 - Allow only one golfer per cart unless the other rider is a child aged 10 or under
 - Restrict tee time reservations to online or by phone only – no walkups
 - Restrict tee times to group sizes of foursomes (four players at a time) only
 - Restrict access to the pro shops to pro shop staff only and no more than four customers at a time
 - Golf pros will clean and sanitize carts after each rental and before being checked out

Administration and Business Services

Re-Opening Plan Continued

- Tennis Centers
 - Restrict access to the pro shop to no more than two players at a time
 - Restrict groups to no more than four players at a time on every other court
 - Require court reservations to be taken over the phone or online
- Elm Fork Gun Range
 - Place 6' markings for points where lines form
 - Open only every other shooting lane for rental
 - Remove group seating areas
- Outdoor Programs (e.g. Fitness Camps)
 - Provide for a minimum of 12 feet between participants with clearly identified workout locations
 - Ensure that all equipment is wiped down and sanitized after each user and before issuing to the next participant

Dallas Zoo and Dallas Arboretum Re-Opening Plans

- Department staff have been in close coordination with partners during this emergency
- All partners are working to develop plans to re-open facilities and programs in order to minimize delays when authorization is received
- Dallas Zoo and Dallas Arboretum have provided the summary of their plans for review and input

Dallas Zoo Plan Summary



COVID-19 Operational Plan

Safety & Health of Staff, Visitors & Animals



OPERATION PLAN OVERVIEW:

We have developed a preferred, controlled path through the zoo that allows for proper social distancing with adequate signage and hand sanitizing stations. Tight, high traffic areas (like the children's zoo) will be highly managed with controlled entrance and exits. The overall visitor in-park capacity will be managed with hourly allotments of tickets available in advance on-line and on-site (when available) and pre-paid parking. All que areas through-out the zoo will be clearly marked for social distancing. High traffic areas like restrooms, viewing glass and handrails will have additional sanitation schedules. All staff will be required to wear face coverings. Any staff retail transaction will be behind sneeze guards and they will be required to wear gloves. It is recommended that visitors wear face coverings during their visit.

Social Distancing Facility Plan

- *Managed traffic path with directional and social distancing guidelines signage*
- *Manage all visitor queuing areas and visibly marked for distancing*
- *All smaller indoor buildings will be closed*
- *Reptile Building & Children's Zoo (animals only w/no interactives) will be open but highly managed entrance and exit for capacity management*
- *Monorail and Carousel will be open but managed with social distancing standards*

Safety & Sanitation Standards

- *Extra sanitation for high touch visitor areas & restrooms*
- *Staff required to wear face coverings and gloves*
- *Staff retail transactions behind sneeze guards or glass*
- *Adding additional visitor sanitation signage & hand sanitizer stations*
- *All Visitors recommended to wear facial coverings*

Minimal Person to Person Interactions

- *Advanced online admission & parking ticket sales*
- *Limited and pre-order food service available*
- *Highly managed interpretive encounters with proper distancing*
- *No on-grounds education camps or schools until a future date T.B.D.*

Dallas Zoo Plan Summary



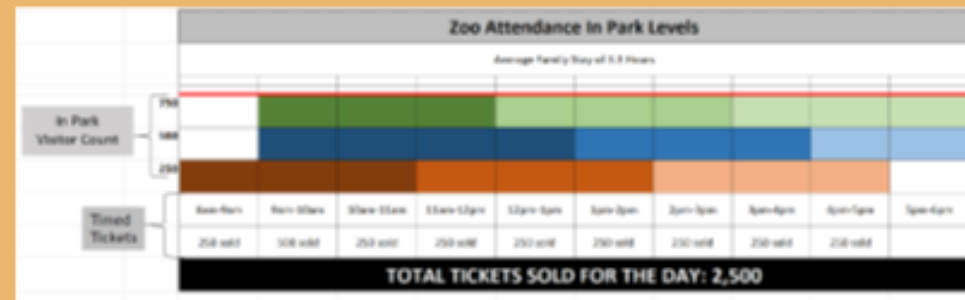
COVID-19 Operational Plan

Managing In-Park Capacity w/Social Distancing



Peak Capacity Management Plan:

The Zoo is a very large facility with over 110 total acres. Within its boundaries there is over 500,000 sq ft dedicated visitor space. Allowing for social distancing (150 sq ft) and the normal visitation group size of three, the Zoo could have over 7,000 visitors in park and still easily maintain social distancing standards. However, the Zoo is going to start off very conservatively and allow for an average of 250 tickets sold per hour that will result in an estimated peak capacity of 750 visitors in the Zoo at any one time. This will allow us initially to have 2,500 tickets sold maximum per day. The Zoo will gradually increase the amount of tickets sold per hour over the coming weeks and months and will eventually manage up to those peak in-park capacities with social distancing standards still in place. All additional on-grounds programs (camps, workshops, pre-school, etc.) will be virtual for the time being and will eventually resume on-grounds at date TBD.



Draft Dallas Zoo Re-Opening Dates

- *May 14-17: Member's Only Days (soft opening)*
- *May 19-20: First Responder's Days (soft opening)*
- *May 21: Begin access to general public (with peak capacity management plan in place)*

Dallas Arboretum Plan Summary



DALLAS ARBORETUM
AND BOTANICAL GARDEN

Safety

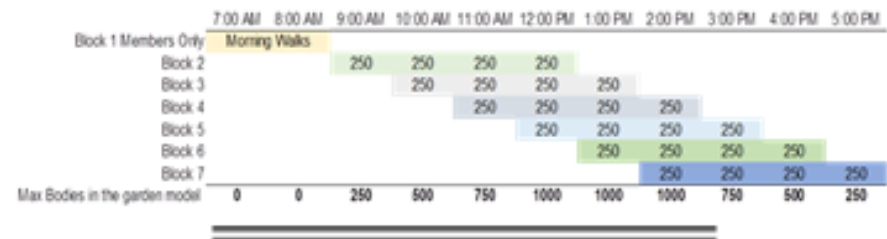
- No trams, golf carts or wagon rentals.
- One-way path with ground markings and signage for directions.
- All public buildings and Children's Garden will remain closed.
- Limited restroom facilities are opened & cleaned with increased frequency.
- Very limited food service, no water stations or vending will be open.
- Follow CDC guidelines for wearing masks and social distancing- with markings and signage in the garden.

Dallas Arboretum Plan Summary

Admissions Management

- Online ticketing only.
- Timed ticketing in 4-hour blocks.
- Color coded wristbands manage ticketing blocks.

Ticketing Model



DALLAS ARBORETUM
AND BOTANICAL GARDEN

Dallas Arboretum Plan Summary



DALLAS ARBORETUM
AND BOTANICAL GARDEN

Tentative Dates Reopening

- May 11th to May 29th- soft opening to test online reservation, one-way flow, way-finding and other new systems in place.
- May 30th open to public using timed ticketing.
- Maximum ticket per block is 250, for a potential total of guests in the garden not to exceed 1,000.
- Timed ticketing in four-hour blocks.
- Color coded wrist bands to manage guest access.



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