



COVID-19 Reopening Plan



Overview



The Little Rock Zoo closed to the public on March 16, 2020 in an effort to help curb the spread of COVID-19. The Little Rock Zoo and the City of Little Rock now request permission from the Arkansas Department of Health to reopen the Zoo within the guidelines set forth in the Directive Regarding Large Outdoor Venues.

The Little Rock Zoo is accredited by the Association of Zoos and Aquariums (AZA) and draws on the expertise of a network of facilities in North America and around the globe for best practices in managing a zoo during this global pandemic. Our Zoo also draws recommendations from the United States Department of Agriculture (USDA), the World Health Organization (WHO), the Centers for Disease Control (CDC), the Arkansas Health Department, the City of Little Rock and other health organizations to create a comprehensive pandemic response plan to maintain the health and safety of our staff, guests, volunteers and animals.

Actual Capacity



Guidelines set for by the Arkansas Department of Health allow large outdoor venues to operate with one third of their capacity. The Little Rock Zoo reached its maximum capacity on March 7, 2009 when then Coleman Diary (now Hiland Diary) sponsored a free admission day for the Zoo. More than 27,000 people attended the Zoo in one day. One third of 27,000 guests is 9,000 people which is still a very crowded day at the Little Rock Zoo.

Capacity Formula



Member zoos of the Association of Zoos and Aquariums (AZA) are using a square footage formula for calculating capacity that we feel is a responsible way to estimate the capacity of our pathways for individuals and family groups to adequately socially distance inside the Zoo. Using this formula, the Little Rock Zoo could safely hold **2,760 individuals per day**.

Open Areas	Space - Square Feet	Comments
Inside Front Plaza	17,421	The area inside the front gate.
Main Path	45,084	The main path is 3,757 ft long X AVG. of 12 ft wide. The Veldt portion of the main path is only 10 ft wide. The rest is 12 ft wide. The main promanade in front of the Tropical Bird House, Elephants, Café and pavillion is 20 ft wide.
Pond Walk	6,416	802 ft long X 8 ft wide
Farm	5,072	634 ft long X 8 ft wide
Small Carnivore Area	6,633	737 ft long X 9 ft wide
Bears	11,025	735 ft long X 15 ft wide
Big Cats	3,069	341 ft long X 9 ft wide
Penguins	3,052	436 ft long X 7 ft wide
Siamang path	1,584	176 ft long X 9 ft wide
Total Open Space	99,356	

Square Footage per Group	36.0
Average Group Size	1
Safe Number of People at a time	2,760

Timed Entry



The Zoo will also break out total admissions for the day into timed entry slots to further enhance social distancing. This online, advanced ticket purchasing process will accomplish the following:

- Eliminate congestion at the front entry
- Eliminate crowded pathways
- Allow larger areas for families and individuals to properly socially distance
- Allow the Zoo to collect names and contact information from online tickets purchased if contact tracing becomes necessary *(all data is securely stored according to industry standards)*
- Allow for touchless gate entry when electronic ticket is scanned at entry
- Provide a safe, convenient way to purchase tickets online for Zoo guests
- Provide a safe, convenient way to reserve tickets online for Zoo members

Timed Entry Example



The following is an example of how timed entry can work:

<u>Timed Admission</u>	<u>Total Admitted</u>
9:00 a.m. to 9:30 a.m.	250
9:30 a.m. to 10:00 a.m.	250
10:00 a.m. to 10:30 a.m.	250
10:30 a.m. to 11:00 a.m.	250
11:00 a.m. to 11:30 a.m.	250
11:30 a.m. to Noon	250
Noon to 12:30 p.m.	250
12:30 p.m. to 1:00 p.m.	250
1:00 p.m. to 1:30 p.m.	250
1:30 p.m. to 2:00 p.m.	250
2:00 p.m. to 2:30 p.m.	250

Phased Opening Plan



Little Rock Zoo will do a slow rolling opening plan as outlined below.

Area	Phase 1	Phase 2	Phase 3
Zoo	Visitor Limits with One Way Path & touchless ticketing option. Begin with Members Only during first week.	Visitor Limits with One Way Path and touchless ticketing option.	Visitor Limits Removed. Touchless ticketing still available.
Restrooms	Open with cleaning every 2 hours and doors propped open	Open with cleaning every 2 hours and doors propped open	Open, doors closed and regular cleaning schedule
Vending Machines	Open with cleaning every 2 hours	Open with cleaning every 2 hours	Open
Café	Closed	Open air take out food service based on volume	Open for indoor dining
Gift Shop	Closed	Minimal contact shopping in open air area based on volume	Open original gift shop
Playgrounds	Closed	Open with cleaning every 2 hours	Open and regular cleaning schedule
Tropical Bird House	Closed	Closed	Open
Naked Mole Rats	Closed	Closed	Open
Cheetah Outpost	Walk Through with doors propped open	Walk Through with doors propped open	Open
Lorikeet Feeding	Closed	Closed	Open with additional hand sanitizing
Fish Feeders	Available with additional hand sanitizing	Available with additional hand sanitizing	Available with additional hand sanitizing
Farm Feeders	Not Available	Not Available	Available with additional hand sanitizing
Carousel	Closed	Closed	Open
Train	Closed	Open with limited seating based on volume & additional hand sanitizing & cleaned after every ride	Open
Conservation Learning Center	Closed	Closed	Open with cleaning every 2 hours
Stroller & Wheelchair Rental	Open - will rent at entrance and disinfected in front of guest	Open - will rent at entrance and disinfected in front of guest	Open - will rent at entrance and disinfected in front of guest

Phase 1



Area	Phase 1
Zoo	Visitor Limits with One Way Path & touchless ticketing option. Begin with Members Only during first week.
Restrooms	Open with cleaning every 2 hours and doors propped open
Vending Machines	Open with cleaning every 2 hours
Café	Closed
Gift Shop	Closed
Playgrounds	Closed
Tropical Bird House	Closed
Naked Mole Rats	Closed
Cheetah Outpost	Walk Through with doors propped open
Lorikeet Feeding	Closed
Fish Feeders	Available with additional hand sanitizing
Farm Feeders	Not Available
Carousel	Closed
Train	Closed
Conservation Learning Center	Closed
Stroller & Wheelchair Rental	Open - will rent at entrance and disinfected in front of guest

Phase 1



- Visitors limited to 2,760 people a day. – see Responsible Capacity slide
- Reduced touchpoints. – see Reduced Touchpoints slide
- Mostly one way path with bike racks blocking paths to reduce chance of path congestion. – see One Way Path and Front Entry Layout slides
- Operational Changes to encourage social distancing. – See Operational Changes slide
- Add additional sanitizing stations placed throughout the zoo at high touch point areas. – see Hand Sanitizing Station slide
- Personal Protective Equipment (masks) will be required for employees and for guests age 10 + in accordance with the current Health Department guideline. Masks will be available for purchase at entrance. – see Staff Policies Slide
- Add safety rangers to monitor social distancing, guest congregation and mask usage.
- Zoo will communicate COVID-19 plans and requirements via social media & website in addition, Strengthened Safety messages will be posted throughout the zoo. – see Strengthened Safety Messages slide

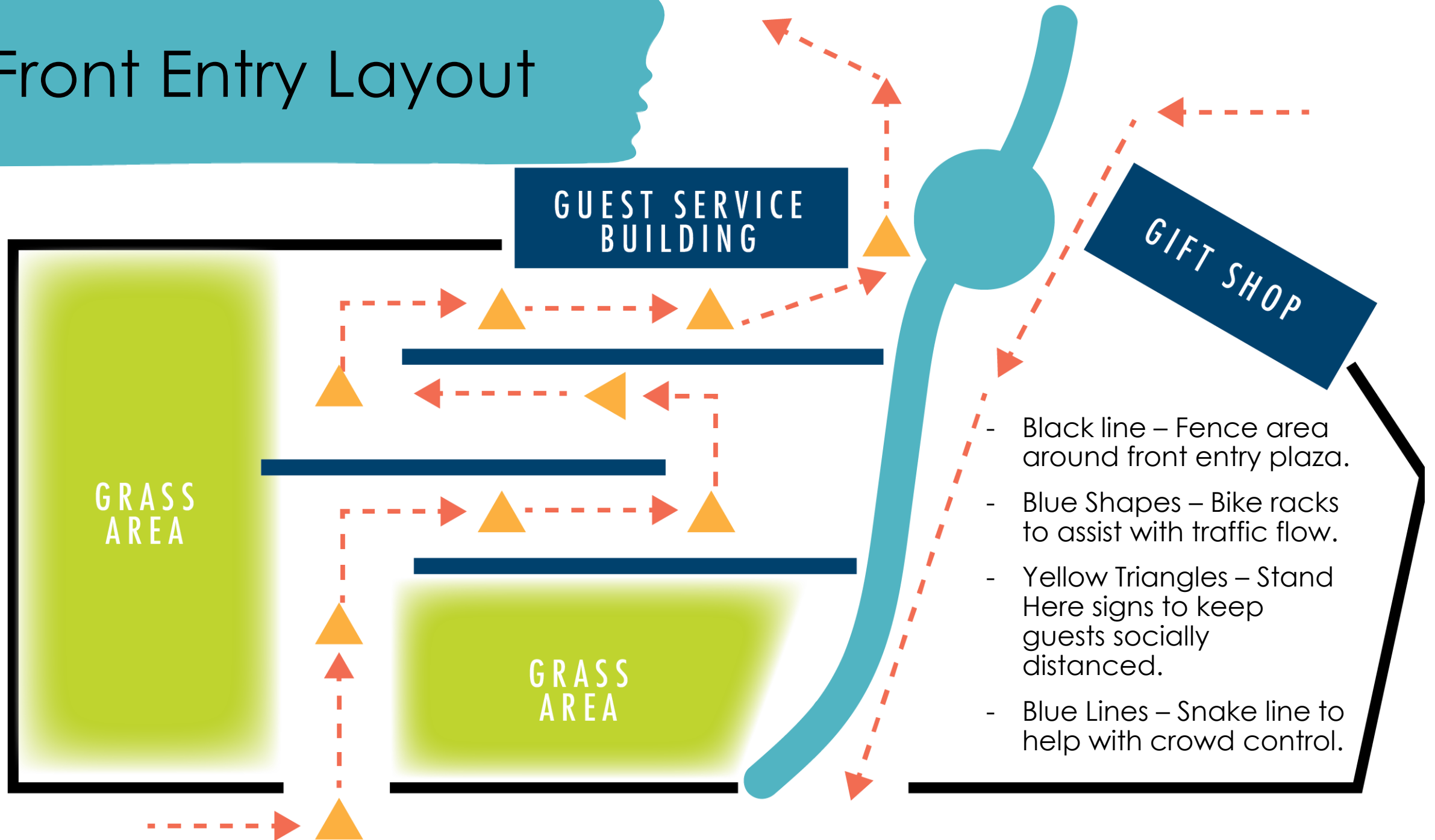
Reduced Touchpoints & Sanitation

- Contactless entry at front gate for showing membership card and ID
- Contactless payment options for ticketing
- Digital map available on visitor's smartphone
- Doors will be propped open to all restrooms and open buildings (Cheetah Outpost where people walk through)
- Barriers will be added to ensure 6 feet between animals and public
- Additional sanitation of high contact areas every two hours (bathrooms, handwashing station, door handles, railings)
- Wipe down surface after every interaction at payment stations

Yellow Areas indicate where paths are dual direction. These areas will be monitored for congestion.



Front Entry Layout



Operational Changes



- Masks will be required for guests age 10 + in accordance with the current Health Department guideline. Masks will be available for purchase at entrance.
- Add safety rangers to monitor social distancing, guest congregation and mask usage.
- All seating (benches and picnic tables) separated by at least 10 feet.
- All indoor areas, Zoo amphitheater and playgrounds closed until phase 2.
- Group sales, special events, event rentals, birthday parties and catering suspended until Health Department guidelines recommend larger group gatherings.
- Off site programs or keeper chats suspended to separate essential animal staff from the general public.
- Rides suspended until further notice.

Strengthened Safety Messages

Yard sign:



- Health Department sign will be placed at entry.
- Signs will be placed throughout the zoo in areas where people are waiting in line, at hand sanitizing, washing stations and high touch areas.

Pathway &
Floor Signage:



Staff Policies (general overview)



- All staff in guest areas required to wear masks. All animal, janitorial and maintenance staff required to wear masks.
- All animal, janitorial and maintenance staff shifted into "A" & "B" schedule to minimize exposure between teams.
- All animal staff required to wear nitrile gloves when handling animal food or anything that goes into an animal habitat.
- Administrative staff able to work from home will continue to do so.
- All guest services staff will have their temperature checked at the start of each shift.
- Sanitizing practices in all areas enhanced.

Hand Sanitizing Stations

- 2 at Front Entrance and Exit
- 1 at each drinking fountain/machine (Carousel, Penguins, Colobus, Great Apes, Big Cats)
- At each eating area (5 at Café doors, 1 Elephant Stage, 1 Pavilion)
- At high touch areas (Gorilla Statue, Farm touch sign)
- In indoor spaces (2 at temporary Gift Shop, 3 Cheetah Outpost entrance/exit)
- In areas for periodic placement (1 Zebras, 1 Gibbons)
- By each fish feeder (Lemurs, 5 Waterfowl, Siamangs)

Phase 2



Area	Phase 2
Zoo	Visitor Limits with One Way Path and touchless ticketing option.
Restrooms	Open with cleaning every 2 hours and doors propped open
Vending Machines	Open with cleaning every 2 hours
Café	Open air take out food service based on volume
Gift Shop	Minimal contact shopping in open air area based on volume
Playgrounds	Open with cleaning every 2 hours
Tropical Bird House	Closed
Naked Mole Rats	Closed
Cheetah Outpost	Walk Through with doors propped open
Lorikeet Feeding	Closed
Fish Feeders	Available with additional hand sanitizing
Farm Feeders	Not Available
Carousel	Closed
Train	Open with limited seating based on volume & additional hand sanitizing & cleaned after every ride
Conservation Learning Center	Closed
Stroller & Wheelchair Rental	Open - will rent at entrance and disinfected in front of guest

Phase 2



- Visitors limited to 2,760 people at one time – based on previous slide
- Reduced touchpoints still in effect with touchless transaction options
- Mostly one way path with bike racks blocking paths to reduce chance of path congestion – based on previous slides
- Add additional sanitizing stations placed throughout the zoo at high touch point areas – see Hand Sanitizing Station Phase Two slide
- Operational changes start to be eased – see Phase 2 Operational Changes slide
- Continue with park rangers to monitor social distancing, guest congregation and mask usage
- Zoo will communicate COVID-19 plans and requirements via social media & website in addition to Strengthened Safety messages will be posted throughout the zoo – based on previous slide
- Personal Protective Equipment (masks) will be required for employees and guidelines followed for guests according to guidelines from the Arkansas Department of Health

Hand Sanitizing Stations Added

- 2 in Gift Shop entrance/exit
- 2 at Amphitheater entrance/exit
- At rides (2 at Train, 1 Carousel entrance/exit)
- 2 at Lorikeet Landing entrance/exit
- At each Playground (2 Sensory Garden, Jambo Gym, Nature Play)

Operational Changes

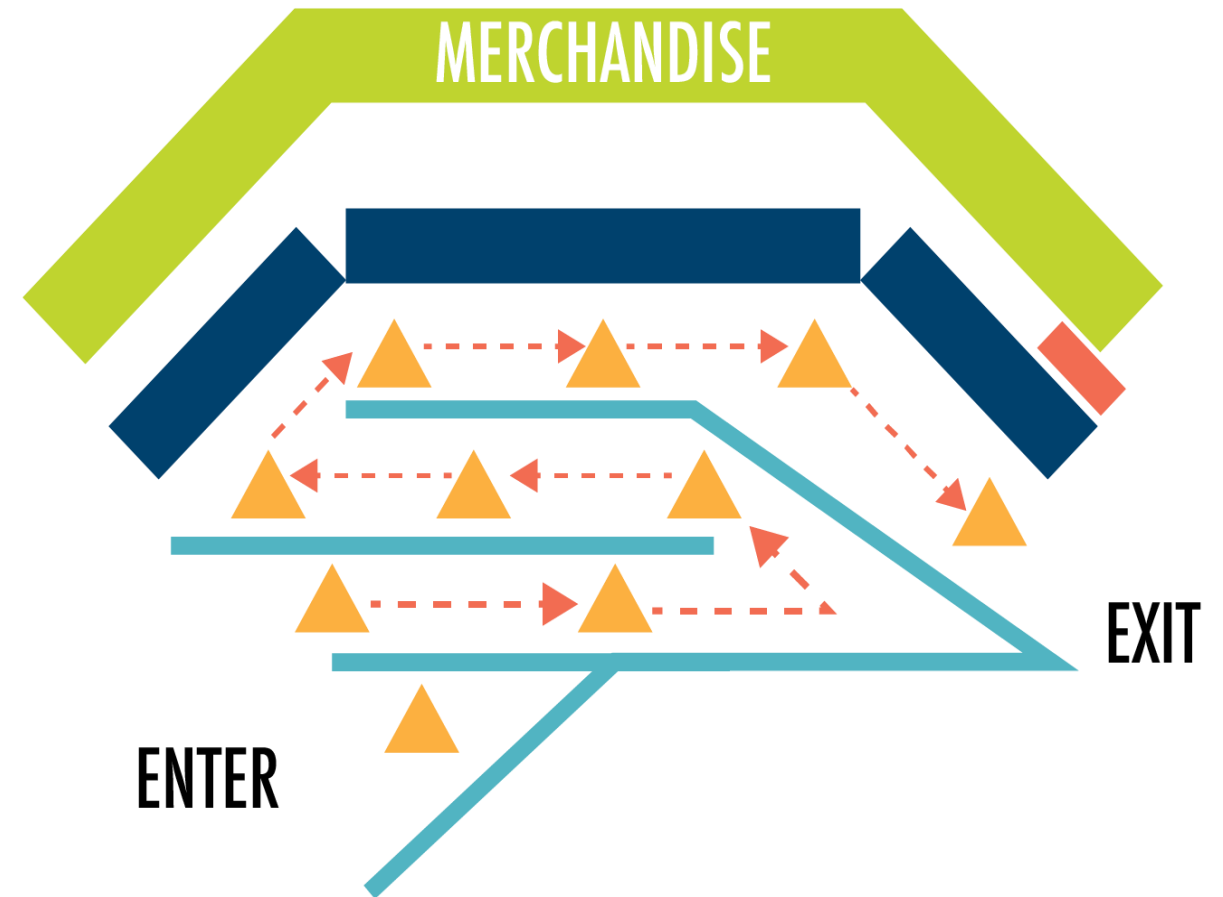


- Playgrounds are opened up with cleaning every 2 hours
- Café is open for take out only
- Gift Shop is open with minimal contact shopping – see Minimal Contact Gift Shop slide
- Sneeze guards will be added at Café & Gift Shop
- Zoo amphitheater shows resume with social distancing seating. – see Amphitheater Seating slide
- Train rides resume with social distancing seating. – see Train Ride slide
- Catered events, birthday parties and off-site programs resume at Health Department recommended group allowance
- Still in effect
 - All indoor areas are closed
 - No special events, keeper chats or carousel

Minimal Contact Gift Shop

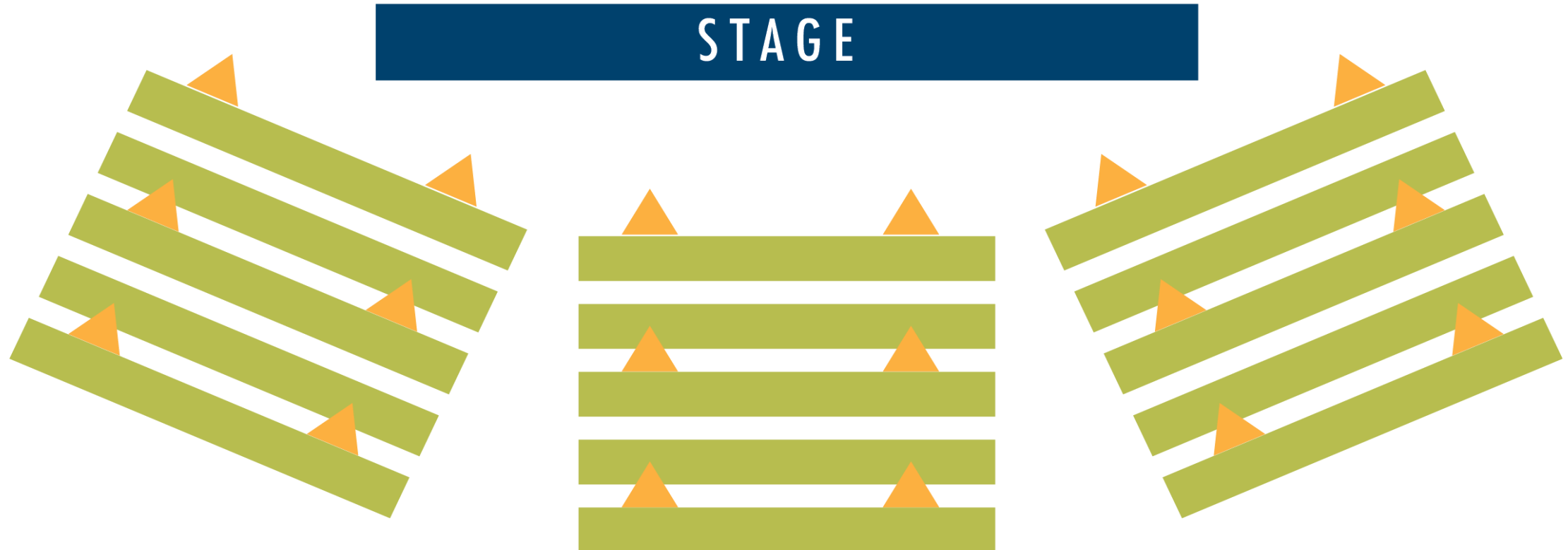


- Merchandise displayed on back walls.
- Blue Rectangles – Tables to keep guests from touching merchandise.
- Red Rectangle – Cashier that rings up the guest. We will need a second person to be the runner to go get the purchased merchandise.
- Yellow Triangles – Stand Here signs to keep guests socially distanced.
- Blue Lines – Snake line to help with crowd control.



Amphitheater Seating

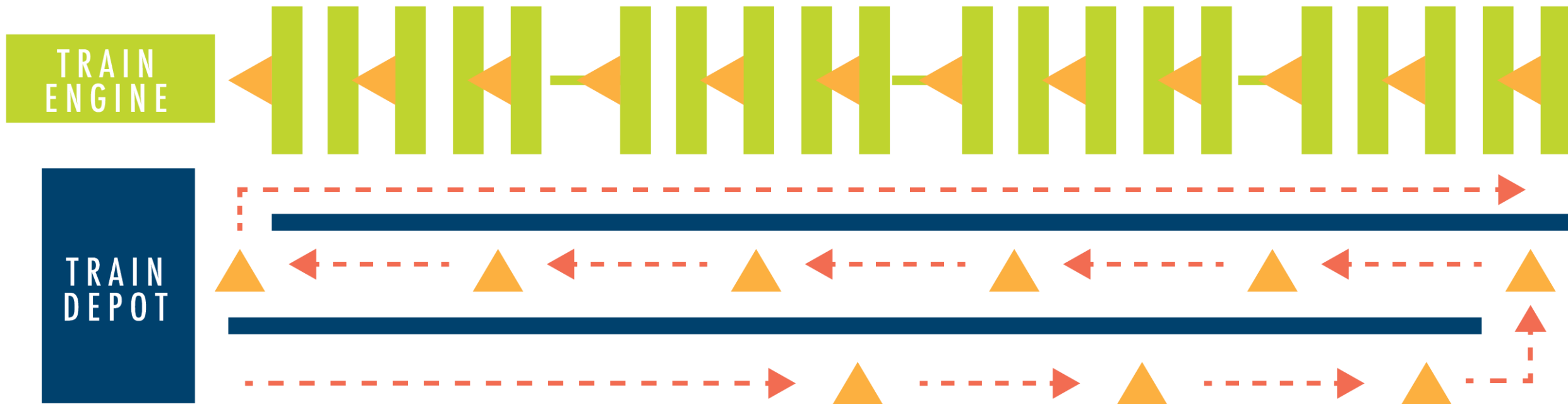
- Show will resume with families/individuals separated by six feet and speaker separated by 12 feet.
- Yellow Triangles – Sit Here signs to keep guests socially distanced in every other row.



Train Ride



- Line will indicate safe social distancing spacing.
- Riders will be seated with 6 feet between groups.
- Train will be disinfected after each rider.
- Yellow Triangles – Sit Here signs to keep guests socially distanced in every other row.



Phase 3



Area	Phase 3
Zoo	Visitor Limits Removed. Touchless ticketing still available.
Restrooms	Open, doors closed and regular cleaning schedule
Vending Machines	Open
Café	Open for indoor dining
Gift Shop	Open original gift shop
Playgrounds	Open and regular cleaning schedule
Tropical Bird House	Open
Naked Mole Rats	Open
Cheetah Outpost	Open
Lorikeet Feeding	Open with additional hand sanitizing
Fish Feeders	Available with additional hand sanitizing
Farm Feeders	Available with additional hand sanitizing
Carousel	Open
Train	Open
Conservation Learning Center	Open with cleaning every 2 hours
Stroller & Wheelchair Rental	Open - will rent at entrance and disinfected in front of guest