

**Santa Clara Tourism Improvement District
Advisory Board Special Meeting – AGENDA**

June 11, 2020, 8:00 a.m.

COVID-19 NOTICE

Consistent with the California Governor’s Executive Order No. N-29-20 and the Santa Clara County Health Officer’s March 16, 2020 Shelter in Place Order, the Santa Clara Tourism Improvement District (TID) Advisory Board Regular Meeting will not be physically open to the public and the TID Advisory Board members will be teleconferencing from remote locations.

The public can participate remotely via Zoom: <https://santaclaraca.zoom.us/j/99227206862> (Meeting ID: 992 2720 6862) or by phone: 1 (669) 900-6833.

Call to Order

Roll Call

Public Comments

Public comment for items not on the Agenda.

Consent Calendar

Matters listed in the Consent Calendar section will be considered routine by the Advisory Board and will be enacted by one motion. If discussion is requested, that item will be removed from the section entitled Consent Calendar and will be considered separately.

1. Action on the Minutes of the April 9, 2020 Santa Clara Tourism Improvement District Advisory Board Regular Meeting, the Minutes of the April 16, 2020 Santa Clara Tourism Improvement District Advisory Board Special Meeting, and the Minutes of the May 15, 2020 Santa Clara Tourism Improvement District Advisory Board Regular Meeting.

Consent Items Pulled for Discussion

General Business – Items for Discussion

2. City of Santa Clara Update (City)
3. Update on the Convention Center Booking Strategy (JLL)
4. Update on the Santa Clara Convention Center Calendar and Future Events (Spectra)
5. Update on the Silicon Valley/Santa Clara DMO, Inc.’s CEO Recruitment (JLL)
6. California Department of Public Health Reopening Guidelines and Checklist for Hotels
7. Update from the Tourism Improvement District Subcommittee on the Progress of the Funding Subsidy Guidelines.

General Updates

Adjournment

The next regular scheduled meeting is on July 9, 2020, 8:00 a.m..

Please see COVID-19 NOTICE

Brown Act:

Government Code 54950 et seq (the Brown Act) requires that a brief description of each item to be transacted or discussed be posted at least 72 hours prior to a regular meeting. Action may not be taken on items not posted on the agenda. Meeting facilities are accessible to persons with disabilities. If you require special assistance to participate in the meeting, notify Peter Hart, GM at peter.hart@hilton.com prior to the meeting.

Notice to Public:

You are welcomed and encouraged to participate in this meeting. Public comment is taken (3 minutes maximum per person) on items listed on the agenda will be heard at the meeting as noted on the agenda. Public comment on items not listed on the agenda will be heard at the meeting as noted on the agenda. Comments on controversial items may be limited and large groups are encouraged to select one or two speakers to represent the opinion of the group. The order of agenda items is listed for reference and may be taken in any order deemed appropriate by the Board of Directors. The agenda provides a general description and staff recommendation; however, the Board of Directors may take action other than what is recommended.

ATTACHMENTS

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**Santa Clara Tourism Improvement District
Advisory Board Regular Meeting – MINUTES**

**TID MEETING:
June 11, 2020
AGENDA ITEM: 1**

April 9, 2020 9:00 a.m.

Call to Order

Eron Hodges, Chair, called the meeting to order at 9:02 a.m.

Roll Call

Present: 8 Callette Nielsen, General Manager, Marriott Santa Clara
Joe Eustice, General Manager, Hilton Santa Clara
Peter Hart, General Manager, Embassy Suites
Eron Hodges, General Manager, Hyatt Regency Santa Clara
Jean-Phillippe Rollet, General Manager, The Plaza Suites
Mark Salquist, General Manager, Avatar Hotel
Jon Siebring, General Manager, Biltmore Hotel
Jordan Austin, General Manager, Element Santa Clara

Absent: 3 Alan Mass, General Manager, Hyatt House
Justin Hart, General Manager, AC Hotel Santa Clara
Virginia Scimeca, General Manager, TownePlace Suites by Marriott

A quorum was met.

In Attendance

Kelly Carr, General Manager, Santa Clara Convention Center
Dan Fenton, Executive Vice President, JLL (call-in)
Nancy Thome, Assistant to the City Manager, City of Santa Clara
Ruth Shikada, Assistant City Manager, City of Santa Clara

Public Comments

There were no public comments.

Consent Calendar

Matters listed in the Consent Calendar section will be considered routine by the Advisory Board and will be enacted by one motion. If discussion is requested, that item will be removed from the section entitled Consent Calendar and will be considered separately.

1. Action on the Minutes of the February 14, 2020 Santa Clara Tourism Improvement District Advisory Board Special Meeting.

A motion was made by Peter Hart, seconded by Mark Salquist, to approve the Consent Calendar. Motion passed unanimously (8-0).

Consent Items Pulled for Discussion

None.

General Business – Items for Discussion

2. Update on the Formation of the new Santa Clara Tourism Improvement District.

Council first approved changing to a 1.5% assessment on February 11. City Council action to approve the Resolution of Intention to establish the new Santa Clara Tourism Improvement District under the 1994 Law was on the March 17 Council Meeting agenda. With the COVID-19 related events at that time March 17 Council items were continued to a special Council Meeting on March 24. At the March 24 meeting, the TID item was pulled from the consent calendar and discussed on the dais. This item did not pass on a vote of 3-3. Council at that time, directed staff to return to the April 8 Council with options for the TID with a flat rate TID assessment.

Both Eron and Joe attended the April 8 Council meeting whereby City staff presented two options to Council. The first option was to continue with formation of the new District and the levy of a flat rate assessment under the 1994 Law. The second option was to defer formation of the new District under the 1994 Law and renew the current District. Council voted, 4-2, in favor of option 2 to temporarily postpone the formation process and to allow time for staff to assess the City's overall economic situation and outlook.

TID members were disappointed in Council's decision to stay at a flat rate and agreed they would like to get further clarification from City Council on what temporary means.

Per Council's direction to renew the current TID, the Advisory Board needs to prepare an annual report and proposed FY 20/21 TID budget for presentation to Council on May 19. The public hearing is tentatively scheduled for June 23. JLL will work with the TID to develop the proposed budget and a TID Special Meeting will be scheduled for the following week to discuss and review. City requested that the TID submit the annual report and the proposed FY 20/21 by the end of April.

3. Action on the Tourism Improvement District FY 19/20 Quarter 3 (ending April 3, 2020) Financial Report.

Nancy Thome reported that the total TID revenue through April 3 is approximately \$1.56 million which includes year-to-date revenue of \$600,000. It was noted that the total amount of reserves at the start of FY 19/20 was adjusted to reflect the total revenue posted during Quarter 4 of FY 18/19. The total amount expended in Quarter 3 was \$56,567 bringing the year-to-date expenditures amount to \$140,331.

A motion was made by Callette Nielsen, seconded by Jordan Austin, to note and file the Tourism Improvement District FY 19/20 Quarter 3 Financial Report. Motion passed unanimously (8-0).

4. Action to Approve Invoice #339 from Destination Advantage in the Amount of \$2,000 for Destination Marketing Services for February 2020.

Nancy Thome reported that while the agreement between Destination Advantage and the DMO has been fully executed, the Agreement began in March. The attached invoice #339 submitted from Destination Advantage was for services provided for the month of February 2020 at the same agreed upon rate of \$2,000 per month.

A motion was made by Jean-Phillippe Rollet, seconded by Mark Salquist, to approve payment of \$2,000 to Destination Advantage for services provided for February 2020. Motion passed unanimously (8-0).

5. Update on the Silicon Valley/Santa Clara DMO, Inc.'s CEO Recruitment (JLL).

Dan Fenton reported that between JLL and Searchwide, over 100 potential candidates have been contacted. JLL recently completed Skype interviews with four potential finalist candidates. JLL will review next steps with DMO Board in terms of how they would like to proceed.

6. Update on the Temporary Sales Position Interviews and Candidates (JLL).

Dan Fenton reported that two candidates went through the interview process with Nadine Nader and Nancy Thome (City of Santa Clara), Kelly Carr (Spectra), and himself and Bethanie DeRose (JLL). JLL will further discuss with the DMO Board at the next meeting.

7. Update from the Tourism Improvement District Subcommittee on the Progress of the Funding Subsidy Guidelines.

There was no subcommittee update. JLL has offered to assist and provide the subcommittee with other examples.

8. Update on the Convention Center Booking Strategy (JLL).

Dan Fenton reported that they received good feedback around differentiating weekday versus weekend bookings and to strengthen P3 and P4 bookings. The attachment included a redline version of where input was provided on the document. Work can continue to move forward and hotels were asked to submit any additional edits.

9. Update on the Visit Santa Clara Website and Lead Generation (City).

Nancy Thome, City of Santa Clara, and Audrey Marshall, Convention Center, have been provided access to the Visit Santa Clara website and are able to make simple updates to the website. Donovan Shia with Destination Advantage has been very responsive to requests and offers/provides help as needed. Board members were asked to review the website <https://www.santaclara.org/> when they are able to and to note any pages or information that requires updating. It was also noted that the copyright information on the website (bottom of page) has already been changed to Silicon Valley/Santa Clara DMO, Inc.

Nancy Thome now has access to the SwiftRFP program which is the back-end of the Convention Calendar <https://conventioncalendar.com> where visitors can submit requests for proposals. During the interim period, Nancy will receive the RFPs through the system and forward to the identified lead contacts at the TID hotels and Convention Center. It was determined that RFPs would be forwarded to all partners so that they can see what types of requests are coming through the system.

10. Updates on the COVID-19 Impact on Convention Center and Hotels.

The Convention Center exhibit halls have been converted to a Federal Medical Station (FMS) with 250 beds. There are five patients currently. Spectra is operating with minimal staffing to maintain the opposite side of the building with some of their staffing working remotely. Most of the events that were scheduled for March and April have been moved to a future date. Additionally, Spectra booked four new pieces of business last week.

The Element Santa Clara is open and housing some medical personnel and medical support staff. There are approximately 12 hotel staff and the management team working.

The Avatar Hotel reopened and have very limited staffing.

Embassy Suites is currently still open with very limited staffing.

The Hyatt is selling into May and are following the guidelines of the Santa Clara County Health Officer and State.

The Biltmore is currently closed and looking at moving up construction. They are tentatively scheduled to open May 4 pending any changes in the current shelter-in-place orders.

The Plaza Suites are tentatively planning to open mid-May pending any changes in the current shelter-in-place orders.

General Updates

Jordan Austin will be out on maternity leave until September.

Adjournment

The next regular scheduled meeting is on May 14, 2020, 9:00 a.m..

**Santa Clara Tourism Improvement District
Advisory Board Special Meeting – MINUTES**

April 16, 2020, 9:30 a.m.

Call to Order

Eron Hodges, Chair, called the meeting to order at 9:34 a.m.

Roll Call

Present: 7 Callette Nielsen, General Manager, Marriott Santa Clara
Joe Eustice, General Manager, Hilton Santa Clara
Justin Hart, General Manager, AC Hotel Santa Clara
Eron Hodges, General Manager, Hyatt Regency Santa Clara
Jean-Phillippe Rollet, General Manager, The Plaza Suites
Mark Salquist, General Manager, Avatar Hotel
Jordan Austin, General Manager, Element Santa Clara

Absent: 4 Alan Mass, General Manager, Hyatt House
Peter Hart, General Manager, Embassy Suites
Jon Siebring, General Manager, Biltmore Hotel
Virginia Scimeca, General Manager, TownePlace Suites by Marriott

A quorum was met.

In Attendance

Kelly Carr, General Manager, Santa Clara Convention Center
Dan Fenton, Executive Vice President, JLL
Bethanie DeRose, Vice President, JLL
Nancy Thome, Assistant to the City Manager, City of Santa Clara

Public Comments

Public comment for items not on the Agenda.

Consent Calendar

Matters listed in the Consent Calendar section will be considered routine by the Advisory Board and will be enacted by one motion. If discussion is requested, that item will be removed from the section entitled Consent Calendar and will be considered separately.

Consent Items Pulled for Discussion

General Business – Items for Discussion

1. Discussion on the Santa Clara Tourism Improvement District Proposed Budget for FY 2020/21.

The proposed FY 2020/21 operating budget is \$1,244,060 which includes the use of \$717,060 of TID reserve funds. The budget is organized into Sales & Services, Marketing &

Communication, Administration, and Contingency. During this first phase of implementation, the budget will support four positions: director of sales, national sales manager, marketing director and CEO. Included as additional cost impacts are the City's administrative fees (\$3,000), and first-year cost of hotel reimbursement (\$4,000) and start-up costs of (\$70,000). There was discussion to consider increasing the salary for the marketing director position and to include a line item to reimburse hotels for costs associated to establish its corporation through work with Civitas. JP will reach out to Civitas to obtain back-up documentation for future reimbursement request.

Jean-Phillippe Rollet left meeting at 10:00 a.m.

TID Revenue for FY 2020/21 and FY 2020/21 is estimated at approximately \$600,000 (a 25% reduction) and it is projected that if the TID continues at the same flat rate assessment, there will be less than \$200,000 of TID reserves remaining at the end of year two.

Members stressed the importance of attendance at the May 19 Council meeting to provide public comment or to participate via eComment as made available to the public. Additionally, TID members are encouraged to provide letters of support to be included in the Chair's presentation and annual report.

A motion was made by Joe Eustice, seconded by Jordan Austin, to approve the Proposed FY 2020/21 TID Budget with modifications to include a line item for hotel reimbursement and any revisions needed for year two TID revenue projections. Motion passed unanimously (6-0).

General Updates

Adjournment

The next regular scheduled meeting is May 14, 2020, 9:00 a.m.

CVB Budget \$1/Room Includes COVID Implications			
Budget Item	Amount	% of Budget	Notes
SALES & SERVICES			
Personnel	\$ 325,000	25%	Selling Director of Sales and 1 National Sales Manager includes base salary, benefits and incentive
Conferences & Events	\$ 25,000	2%	Ability to go to a few shows as registered attendees - not booth or sponsorship, includes travel, accomodations, per diem, registration
Regional			
Misc			
Sponsorships			
Support Services	\$ 60,000	5%	Sales client engagement
Site Tours	\$ 19,000		Cost to bring in clients to tour the SCCC (travel costs, food and beverage, etc.)
Familiarization Trips	\$ 19,500		Prospective client trips into Santa Clara to visit the SCCC and relevant sites
Client Events	\$ 19,000		Hosting and facilitating client events on or offsite
Subscriptions & Dues	\$ 2,500		CVB will determine which organizations to join based on need
Travel & Entertainment	\$ 15,000	1%	Sales employee travel and client entertainment
Incentives	\$ 64,160	6%	Any incentive funds are approved by TID in advance - will provide TID approval process
SUBTOTAL	\$ 489,160	37%	
MARKETING & COMMUNICATION			
Personnel	\$ 90,000	8%	Marketing Manager salary and benefits
Contract Services	\$ 60,000	5%	Design and/or consultant work to develop marketing materials to support sales initiatives
Website	\$ 50,000		
Website maintenance	\$ 24,000		Destination Advantage (Cost is \$2,000/month)
Development	\$ 26,000		Fees associated with freelance development work
SUBTOTAL	\$ 200,000	15%	
ADMINISTRATION			
Personnel	\$ 354,900		CEO base compensation, incentive and benefits
Salary	\$ 210,000		
Incentive	\$ 63,000		
Benefits	\$ 81,900		
Contract Services	\$ 140,000		
Contract HR	\$ 30,000		Contract HR services
Contract Finance	\$ 15,000		Contract finance (CPA, taxes, etc) services
Legal	\$ 20,000		Contract legal services as needed
Payroll costs	\$ 15,000		Payroll costs across all departments
Annual Audit	\$ 10,000		Annual financial audit
Insurance	\$ 50,000		D&O, General Liability, Workers Comp
Network Support	\$ 5,000		Drive/Cloud storage costs, networks, etc.
Misc	\$ 5,000		Purchased goods and services as needed (i.e. office supplies, postage, rent, etc.)
SUBTOTAL	\$ 504,900	38%	
Contingency/Reserves	\$ 50,000		Held in a reserve, or used to account for uncollected assessments, for another program, administration or renewal cost (DMO Board discretion)
SUBTOTAL	\$ 50,000	4%	
OPERATING BUDGET TOTAL	\$ 1,244,060		\$344,060 over Initial proposed of \$900,000
City Administration Fee	\$ 3,000	0%	For City costs associated with the administration and collection of TID funds (reduced from total collection amount to TID/DMO)

Hotel Reimbursement	\$ 4,000	0%	Hotel reimbursement for previous work with Civitas (estimated \$500 x 8 hotels)
TOTAL	\$ 1,251,060		
Start Up Costs			Costs associated with standing up the organization
Computers, Hardware, Supplies	\$ 20,000		For 4 staff
Contract Services	\$ 50,000		
Total Start Up Costs	\$ 70,000	5%	
YEAR-1 TOTAL	\$ 1,321,060	100%	
FY 2020/21 Revenue Collected	\$ 600,000		Projected revenues for FY 2020/21
Reserves Needed	\$ 721,060		
Reserves Beginning Year-2	\$ 840,661		Beginning July 1, 2020 \$ 1,561,721 Current reserve balance as of April 3, 2020 . Will fluctuate as there are charges pending.
FY 2021/22 Revenue Collected Year-2	\$ 600,000		Projected revenues for FY 2020/21
Budget Year-2	\$ 1,247,060		YEAR-1 Total minus start up costs and hotel reimbursement (-\$74,000)
Reserves Balance Year-2	\$ 193,601		

**Santa Clara Tourism Improvement District
Advisory Board Regular Meeting – MINUTES**

May 14, 2020, 9:00 a.m.
Conference Call/Skype Meeting

Call to Order

Eron Hodges, Chair, called the meeting to order at 9:13 a.m.

Roll Call

Present: 5 Joe Eustice, General Manager, Hilton Santa Clara
Peter Hart, General Manager, Embassy Suites
Eron Hodges, General Manager, Hyatt Regency Santa Clara
Jean-Phillippe Rollet, General Manager, The Plaza Suites
Mark Salquist, General Manager, Avatar Hotel

Absent: 6 Alan Mass, General Manager, Hyatt House
Callette Nielsen, General Manager, Marriott Santa Clara
Justin Hart, General Manager, AC Hotel Santa Clara
Virginia Scimeca, General Manager, TownePlace Suites by Marriott
Jon Siebring, General Manager, Biltmore Hotel
Jordan Austin, General Manager, Element Santa Clara

A quorum was not met.

In Attendance

Kelly Carr, General Manager, Santa Clara Convention Center
Bethanie DeRose, Vice President, JLL
Dan Fenton, Executive Vice President, JLL
Nancy Thome, Assistant to the City Manager, City of Santa Clara
Ruth Shikada, Assistant City Manager, City of Santa Clara

Public Comments

There were no public comments.

Consent Calendar

Matters listed in the Consent Calendar section will be considered routine by the Advisory Board and will be enacted by one motion. If discussion is requested, that item will be removed from the section entitled Consent Calendar and will be considered separately.

1. Action on the Minutes of the April 9, 2020 Santa Clara Tourism Improvement District Advisory Board Regular Meeting and the Minutes of the April 16, 2020 Santa Clara Tourism Improvement District Advisory Board Special Meeting.

There was no motion for the items on the Consent Calendar as a quorum was not met.

Consent Items Pulled for Discussion

None.

General Business – Items for Discussion

2. Update on the FY 2019/20 Tourism Improvement District Assessment Year-to-Date Collections.

The City ran an updated report on May 3, 2020. The year-to-date TID revenue collected is \$709,977 and the current balance of funds is \$1,666,386.

3. Review of the Santa Clara Tourism Improvement District FY 2019/20 Annual Budget and FY 2020/21 Proposed Budget Submitted to the City of Santa Clara May 5, 2020.

Eron Hodges reviewed the TID Annual Report that was submitted to City staff for the May 26 Council meeting. The report provides a brief history and a list of the TID's achievements during this fiscal year. The FY 2020/21 Proposed Budget was updated to reflect the most recent totals provided by the City, otherwise, there were no other changes. Eron Hodges also reviewed the presentation prepared for the Council meeting which reflects a summary of the Annual Report. Joe Eustice suggested adding obtaining Visit Santa Clara naming rights and the work with Civitas on the conversion of the district to the list of accomplishments.

4. Update on the Silicon Valley/Santa Clara DMO, Inc.'s CEO Recruitment (JLL).

Dan Fenton reported that during this week, three candidates are having informal informational meetings with DMO Board Members. This was discussed as an engagement strategy until face-to-face meetings can take place. Next steps will be discussed at the next DMO Board of Directors meeting.

5. Update from the Tourism Improvement District Subcommittee on the Progress of the Funding Subsidy Guidelines.

Dan Fenton had an initial meeting with Joe Eustice and will have an update to report at the next TID meeting. Current members of this subcommittee include Joe Eustice and Callette Nielsen. The vacancy created by Mike Lerman has not been filled.

General Updates

There was a proposal to change the start time of the TID meetings. The 9:00 a.m. timeslot is a regular schedule conflict for some of members. Nancy Thome will survey the members to see if an 8:00 a.m. start time would work.

Adjournment

The meeting adjourned at 9:56 a.m. The next regular scheduled meeting is on June 11, 2020, 9:00 a.m.

TID MEETING:
June 11, 2020
AGENDA ITEM: 3



Santa Clara TID Interim Booking Policy Review

June 11, 2020

1

Original Proposed Mid-Week Booking Policy


Priority	Peak Room Nights	Combined Building Spend	Economic Impact	Convention Center Impact	Community Impact	Booking Window
Priority1 (full center user)	1,100 rooms on peak or greater	\$1,000,000+	High	High	Medium	18+ months
Priority2	600-1,099 rooms on peak	\$750,000- \$1,000,000	High	Medium	Low	13-18 months
Priority3	100-599 rooms on peak	\$500,000- \$750,000	Medium	Medium	Medium	0-13 months
Priority4	<100 rooms on peak	\$200,000- \$500,000	Medium	High	Low	0-13 months
Priority5 (social events)	Nonroom night generating	\$90,000- \$199,000	Low	High	Medium	0-12 months
Priority6	Nonroom night generating	\$10,000- \$89,000	Low	Medium	Medium	Within six months
Community	Nonroom night generating	N/A	Low	Low	High	0-6
Non-Eligible Events	Nonroom night generating	<\$10,000	Low	Low	Low	Not eligible



2

Original Proposed Weekend Policy


Priority	Peak Room Nights	Combined Building Spend	Economic Impact	Convention Center Impact	Community Impact	Booking Window
Priority1 (fullcenter user)	400 rooms on peak or greater	\$450,000+	High	High	Medium	18+ months
Priority2	200-399 rooms on peak	\$200,000- \$449,000	High	Medium	Low	13-18 months
Priority3	50-199 rooms on peak	\$100,000- \$199,000	Medium	Medium	Medium	0-13 months
Priority4	<50 rooms on peak	\$50,000- \$99,000	Medium	High	Low	0-12 months
Priority5 (social events)	Nonroomnight generating	\$10,000- \$49,000	Low	High	Medium	0-6 months
Community	Nonroomnight generating	N/A	Low	Low	High	0-6
Non-Eligible Events	Nonroomnight generating	<\$10,000	Low	Low	Low	Not eligible



3

Interim Mid-Week Policy Post Covid-19 for 6 Months


Priority	Peak Room Nights	Combined Building Spend	Economic Impact	Convention Center Impact	Community Impact	Booking Window
Priority1 (fullcenter user)	800 rooms on peak or greater	\$600,000+	High	High	Medium	18+ months
Priority2	500-799 rooms on peak	\$250,000- \$599,000	High	Medium	Low	13-18 months
Priority3	100-599 rooms on peak	\$150,000- \$249,000	Medium	Medium	Medium	0-13 months
Priority4	<100 rooms on peak	\$50,000- \$149,000	Medium	High	Low	0-12 months
Priority5 (social events)	Nonroomnight generating	\$15,000- \$49,000	Low	High	Medium	0-6 months
Priority6	Nonroomnight generating	\$10,000- \$89,000	Low	Medium	Medium	Within six months
Community	Nonroomnight generating	N/A	Low	Low	High	0-6
Non-Eligible Events	Nonroomnight generating	<\$10,000	Low	Low	Low	Not eligible



4

Interim Weekend Policy Post Covid-19 for 6 Months


Priority	Peak Room Nights	Combined Building Spend	Economic Impact	Convention Center Impact	Community Impact	Booking Window
Priority1 (fullcenter user)	400 roomson peak or greater	\$400,000+	High	High	Medium	18+ months
Priority2	150-399 roomson peak	\$200,000-\$399,000	High	Medium	Low	13-18 months
Priority3	50-149 rooms on peak	\$100,000-\$199,000	Medium	Medium	Medium	0-13 months
Priority4	<100rooms on peak	\$50,000-\$99,000	Medium	High	Low	0-12 months
Priority5 (social events)	Nonroomnight generating	\$10,000-\$49,000	Low	High	Medium	0-12 months
Community	Nonroomnight generating	N/A	Low	Low	High	0-6
Non-Eligible Events	Nonroomnight generating	<\$10,000	Low	Low	Low	Not eligible



5

Proposed Policy Comparison Mid-Week vs. Weekend

Mid-Week				Weekend			
Priority	Booking Window	Minimum Room Nights on peak	Combined Building Spend	Priority	Booking Window	Minimum Room Nights on peak	Combined Building Spend
P1	18-months +	800	\$600,000+	P1	18-months +	400	\$400,000+
P2	13-18 months	500-799	\$250,000-\$599,000	P2	13-18 months 0-12 months	150-399	\$200,000-399,000
P3	0-13 months	100-499	\$150,000-\$249,000	P3	0-13 months	50-149	\$100,000-\$199,000
P4	0-9 months	99	\$50,000-\$149,000	P4	0-6 months	49	\$50,000-\$99,000
P5	0-3 months	N/A	\$15,000-\$49,000	P5	0-3 months	N/A	\$10,000-\$49,000



6



Key Considerations

1. 6 months as a trial and a formal review should be conducted at that time
2. We are not in a normal market, so we need to experiment.
3. One alternative approach is that P1 and subsequent peak night room totals for each priority booking should remain the same
4. The targeted revenues for the SCCC took a big shift in the newly proposed models.
5. Should we anticipate having the same influx of business demand albeit likely later in the year when restrictions ease and gathering begins to strengthen?
6. In practice Priority 3 Weekday and Priority 5 Weekday space can be booked on 1st option beyond 13 month and 6 months respectively with approval
7. As the DMO emerges, we need to work collaboratively on what is the deciding factor on business approval in this process.
8. We need to ensure we are keeping the door open to the best possible business and 9 months out may be prohibitive.
9. How do we vet applicant's event history as criteria and seek out the best possible business for the time period in review?
10. Event Upgrading Priorities should be a well thought out decision with the engagement of the DMO for approval. Any upgrading of an event must have significant value or be in a historical need period that justifies the priority upgrade.

June 2020 TID Monthly Convention Calendar

CONFIDENTIAL

**TID MEETING:
June 11, 2020
AGENDA ITEM: 4**

Event Date	Event Name	Nature of Event	Attendance Per Session	Hotel Rooms Required
7/10/2020		Meeting	400	0
6/26/2020		Special Events	5000	1300
7/17/2020		Special Events	250	0
7/17/2020		Meeting	200	0
7/25/2020		Special Events	500	0
7/24/2020		Public Show	1200	300
7/27/2020		Meeting	100	0
7/24/2020		Meeting	200	595
8/ 1/2020		Sporting Events	40	0
8/ 1/2020		Banquet	300	0
7/31/2020		Meeting	200	0
8/ 9/2020		Convention	1500	750
8/14/2020		Trade Show	1000	40
8/15/2020		Special Events	500	0
8/23/2020		Public Show	600	0
8/24/2020		Convention	2500	0
8/26/2020		Meeting	150	0
8/29/2020		Banquet	500	0
8/27/2020		Special Events	500	0
9/ 2/2020		Convention	2000	600
9/ 3/2020		Meeting	700	50
9/ 5/2020		Special Events	600	0
9/ 1/2020		Convention	200	989
9/ 9/2020		Convention	2000	1200
9/12/2020		Trade Show	1500	0
9/12/2020		Meeting	700	0
9/12/2020		Meeting	1700	0
9/12/2020		Special Events	600	0
9/ 7/2020		Trade Show	1000	400
9/16/2020		Trade Show	2500	0
9/18/2020		Trade Show	1200	0
9/18/2020		Special Events	500	0
9/19/2020		Meeting	1000	0
9/20/2020		Special Events	600	0
9/20/2020		Sporting Events	200	0
9/22/2020		Convention	800	50
9/24/2020		Meeting	500	0
9/27/2020		Meeting	500	0
9/27/2020		Public Show	2500	0
10/3/2020		Public Show	2500	0
10/3/2020		Special Events	600	0
10/3/2020		Banquet	1000	0
10/5/2020		Convention	1500	900
10/7/2020		Meeting	200	0

June 2020 TID Monthly Convention Calendar

CONFIDENTIAL

Event Date	Event Name	Nature of Event	Attendance Per Session	Hotel Rooms Required
10/10/2020		Public Show	2500	0
10/9/2020		Meeting	1200	335
10/10/2020		Special Events	500	0
10/11/2020		Public Show	1000	0
10/12/2020		Trade Show	1500	150
10/14/2020		Public Show	3000	1937
10/24/2020		Meeting	2500	0
10/25/2020		Special Events	400	0
10/23/2020		Meeting	200	0
10/27/2020		Meeting	400	547
10/26/2020		Meeting	600	650
10/30/2020		Public Show	2500	0
10/30/2020		Banquet	1300	0
11/1/2020		Special Events	300	0
11/2/2020		Trade Show	2500	600
11/6/2020		Meeting	400	0
11/13/2020		Meeting	300	250
11/17/2020		Meeting	600	0
11/18/2020		Meeting	800	0
11/21/2020		Banquet	1000	0
11/26/2020		Meeting	200	0
12/3/2020		Meeting	1000	0
11/30/2020		Convention	2000	2820
12/5/2020		Special Events	500	0
12/10/2020		Special Events	300	0
12/10/2020		Banquet	600	0
12/12/2020		Meeting	800	0
12/12/2020		Banquet	1800	0
12/19/2020		Banquet	200	0
12/20/2020		Special Events	500	0
12/26/2020		Meeting	300	120
1/ 8/2021		Meeting	200	315
1/10/2021		Sporting Events	1000	0
1/16/2021		Meeting	200	280
1/23/2021		Public Show	600	0
1/22/2021		Meeting	200	418
2/ 4/2021		Meeting	600	0
2/ 2/2021		Convention	1000	600
2/ 6/2021		Trade Show	800	0
2/ 5/2021		Meeting	1000	0
2/ 8/2021		Meeting	500	0
2/ 9/2021		Convention	2500	950
2/12/2021		Meeting	1000	0
2/16/2021		Public Show	7000	2145
2/22/2021		Meeting	500	0
2/26/2021		Meeting	1	0
3/ 6/2021		Convention	2100	2500
3/11/2021		Convention	1200	850
3/11/2021		Meeting	1000	0
3/13/2021		Banquet	1000	0

June 2020 TID Monthly Convention Calendar
CONFIDENTIAL

Event Date	Event Name	Nature of Event	Attendance Per Session	Hotel Rooms Required
3/19/2021		Meeting	325	0
3/22/2021		Meeting	1000	0
3/22/2021		Meeting	2000	1150
3/26/2021		Meeting	200	326
4/ 8/2021		Convention	1500	1543
4/13/2021		Convention	2500	1170
4/23/2021		Meeting	200	468
5/14/2021		Meeting	1000	350
5/27/2021		Meeting	200	300
6/ 1/2021		Convention	0	900
6/14/2021		Convention	2500	200
6/17/2021		Meeting	200	400
7/ 2/2021		Convention	800	1505
6/30/2021		Meeting	1000	1265
7/ 6/2021		Trade Show	4000	2690
7/13/2021		Convention	200	1000
7/18/2021		Meeting	400	600
8/ 6/2021		Meeting	400	200
8/31/2021		Meeting	900	0
9/ 7/2021		Convention	1200	1500
9/11/2021		Meeting	300	0
9/15/2021		Convention	800	1100
9/15/2021		Meeting	800	1010
10/14/2021		Meeting	200	395
10/13/2021		Trade Show	3000	1937
11/5/2021		Meeting	145	0
11/12/2021		Meeting	800	240
11/18/2021		Convention	2000	800
1/15/2022		Meeting	200	280
1/21/2022		Meeting	1200	0
1/28/2022		Meeting	1000	0
2/11/2022		Meeting	200	600
2/25/2022		Meeting	100	0
3/ 3/2022		Convention	1500	1400
3/ 4/2022		Convention	200	1447
3/25/2022		Meeting	200	600
4/15/2022		Meeting	2000	0
4/13/2022		Convention	5000	1,550
4/29/2022		Meeting	200	600
5/13/2022		Meeting	200	600

Comments on events through August

Waiting on response from Hyatt for decision
Canceled, just waiting on final approval from JW headquarters
Would be done with social distancing-opponents not at same table if allowed
Waiting on response from Hyatt for decision
Hoping County/City will allow groups of 50 and they will break up the event by age group to adhere to the allowable rules and social distancing
Conference call on 6.8.2020 to discuss future of the show
This event would be by appointment only and would be able to observe social distancing if allowed to hold
Waiting on response from Hyatt for decision
Would be done with social distancing, if allowed
Would be done with social distancing, if allowed
Waiting on response from Hyatt for decision
Most likely will not take place
Most likely will not take place
Would be done with social distancing, if allowed
Planning on canceling event
Most likely will not take place, looking at future date
Would be done with social distancing, if allowed
Would be done with social distancing, if allowed
Would be done with social distancing, if allowed

COVID-19 General Checklist for Hotels and Lodging Employers

May 7, 2020

This checklist is intended to help hotels and lodging employers implement their plan to prevent the spread of COVID-19 in the workplace and is supplemental to the [Guidance for Hotels and Lodging Employers](#). This checklist is a summary and contains shorthand for some parts of the guidance; familiarize yourself with the guidance before using this checklist.



Contents of Written Worksite Specific Plan

- The person(s) responsible for implementing the plan.
- A risk assessment and the measures that will be taken to prevent spread of the virus.
- Training and communication with employees and employee representatives on the plan.
- A process to check for compliance and to document and correct deficiencies.
- A process to investigate COVID-cases, alert the local health department, and identify and isolate close workplace contacts of infected employees until they are tested.
- Update the plan as necessary to prevent further cases.



Topics for Employee Training

- Information on [COVID-19](#), preventing spread, and who is especially vulnerable.
- Self-screening at home, including temperature and/or symptom checks using [CDC guidelines](#).
- The importance of not coming to work if employees have a frequent cough, fever, difficulty breathing, chills, muscle pain, headache, sore throat, recent loss of taste or smell, or if they or someone they live with have been diagnosed with COVID-19.
- When to seek medical attention.
- The importance of hand washing.
- The importance of physical distancing, both at work and off work time.
- Proper use of cloth face covers.



Individual Control Measures & Screening

- Symptom screenings and/or temperature checks.

- Encourage workers who are sick or exhibiting symptoms of COVID-19 to stay home.
- Encourage frequent handwashing and use of hand sanitizer.
- Provide disposable gloves to workers using cleaners and disinfectants and consider them as a supplement to frequent hand washing for tasks such as handling commonly touched items or conducting symptom screening.
- Strongly recommend cloth face covers.
- Communicate frequently to customers that they should use face masks/covers.
- Housekeepers and others who must enter guest rooms should be provided with face covers.
- Housekeeping must only service rooms when guests are not present.
- Housekeepers should be instructed to minimize contact with guests' personal belongings when cleaning.
- Housekeepers should be instructed to have ventilation systems operating and/or windows open if possible, to increase air circulation.
- Hotels should allow housekeepers extra time to clean rooms without loss of pay to account for required precautions and to allow them to conduct more thorough cleaning and disinfection of rooms between guests.
- Guests and visitors should be screened upon arrival and asked to use hand sanitizer and to wear a face cover.
- Appropriate signage should be prominently displayed at all entrances and strategically throughout the property on face covering and physical distancing.



Cleaning and Disinfecting Protocols

- Perform thorough cleaning in high traffic areas.
- Frequently disinfect commonly used surfaces.
- Clean and sanitize shared equipment between each use.
- Clean touchable surfaces between shifts or between users, whichever is more frequent.
- Make hand sanitizer and other sanitary supplies readily available to employees.
- Ensure that sanitary facilities stay operational and stocked at all times.
- Use products approved for use against COVID-19 on the Environmental Protection Agency (EPA)-approved list and follow product instructions and Cal/OSHA requirements.
- Adjust or modify hours and quotas to provide adequate time for additional cleaning.
- Provide time for workers to implement cleaning practices before, during, and after shifts.
- Install hands-free devices if possible, including motion sensor lights, contactless payment systems, automatic handwashing water, soap, paper towel dispensers, and timecard systems.
- Encourage the use of debit or credit cards by customers.
- Consider upgrades to improve air filtration and ventilation.

Additional Cleaning and Disinfecting Protocols for Hotel Operations

- ❑ Remove reusable collateral from rooms. Critical information should be provided as single-use collateral and/or electronically posted.
- ❑ Bag dirty linens for transport and wash at a high temperature and cleaned in accordance with CDC guidelines.
- ❑ Consider leaving rooms vacant for 24 to 72 hours between occupancy.
- ❑ Develop a quarantine and cleaning plan for rooms where an infected guest has been.
- ❑ Install hand sanitizer dispensers throughout the property.
- ❑ Consider providing guests an amenity bag during check-in containing face cover, hand sanitizer, and a COVID-19 awareness card.



Physical Distancing Guidelines

- ❑ Implement measures to physically separate workers by at least six feet using measures such as physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate to where workers should stand).
- ❑ Use signage to remind customers of physical distancing at every opportunity.
- ❑ Reconfigure, restrict or close breakrooms and create alternative space for breaks where physical distancing is possible.
- ❑ Adjust in-person meetings, if they are necessary, to ensure physical distancing.
- ❑ Stagger employee breaks, in compliance with wage and hour regulations, to maintain physical distancing protocols.

Additional Physical Distancing Guidelines for Hotel Operations

- ❑ Guests should enter through doors that are either propped open, if possible, or are automated or manually operated by a dedicated gloved employee.
- ❑ Implement peak period queueing procedures to enforce physical distancing.
- ❑ Employees should not open the doors of cars or taxis.
- ❑ Guest room service should use contactless pick-up and delivery protocols.
- ❑ Limit food and beverage offerings to take-out and "contactless" room service until dine-in establishments are allowed to resume.
- ❑ See detailed guidance for resumption of other facilities such as restaurants, salons, spas, fitness centers and golf courses.



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COVID-19 INDUSTRY GUIDANCE: Hotels and Lodging

May 12, 2020

[covid19.ca.gov](https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/COVID-19/industry-guidance-hotels-and-lodging.aspx)



OVERVIEW

On March 19, 2020, the State Public Health Officer and Director of the California Department of Public Health issued an order requiring most Californians to stay at home to disrupt the spread of COVID-19 among the population.

The impact of COVID-19 on the health of Californians is not yet fully known. Reported illness ranges from very mild (some people have no symptoms) to severe illness that may result in death. Certain groups, including people aged 65 or older and those with serious underlying medical conditions, such as heart or lung disease or diabetes, are at higher risk of hospitalization and serious complications. Transmission is most likely when people are in close contact with an infected person, even if that person does not have any symptoms or has not yet developed symptoms.

Precise information about the number and rates of COVID-19 by industry or occupational groups, including among critical infrastructure workers, is not available at this time. There have been multiple outbreaks in a range of workplaces, indicating that workers are at risk of acquiring or transmitting COVID-19 infection. Examples of these workplaces include long-term care facilities, prisons, food production, warehouses, meat processing plants, and grocery stores.

As stay-at-home orders are modified, it is essential that all possible steps be taken to ensure the safety of workers and the public.

Key prevention practices include:

- ✓ physical distancing to the maximum extent possible,
- ✓ use of face coverings by employees (where respiratory protection is not required) and customers/clients,
- ✓ frequent handwashing and regular cleaning and disinfection,
- ✓ training employees on these and other elements of the COVID-19 prevention plan.

In addition, it will be critical to have in place appropriate processes to identify new cases of illness in workplaces and, when they are identified, to intervene quickly and work with public health authorities to halt the spread of the virus.

Purpose

This document provides guidance for the hotels and lodging industry to support a safe, clean environment for workers and customers. The guidance is not intended to revoke or repeal any employee rights, either statutory, regulatory or collectively bargained, and is not exhaustive, as it does not include county health orders, nor is it a substitute for any existing safety and health-related regulatory requirements such as those of Cal/OSHA.¹ Stay current on changes to public health guidance and state/local orders, as the COVID-19 situation continues. Cal/OSHA has more safety and health guidance on their [Cal/OSHA Guidance on Requirements to Protect Workers from Coronavirus webpage](#). CDC has additional guidance [for businesses and employers](#).



Worksite Specific Plan

- Establish a written, worksite-specific COVID-19 prevention plan at every facility, perform a comprehensive risk assessment of all work areas, and designate a person at each facility to implement the plan.
- Identify contact information for the local health department where the facility is located for communicating information about COVID-19 outbreaks among employees.
- Train and communicate with employees and employee representatives on the plan.
- Regularly evaluate the workplace for compliance with the plan and document and correct deficiencies identified.
- Investigate any COVID-19 illness and determine if any work-related factors could have contributed to risk of infection. Update the plan as needed to prevent further cases.
- Identify close contacts (within six feet for 15 minutes or more) of an infected employee and take steps to isolate COVID-19 positive employee(s) and close contacts.
- Adhere to the guidelines below. Failure to do so could result in workplace illnesses that may cause operations to be temporarily closed or limited.



Topics for Employee Training

- Information on [COVID-19](#), how to prevent it from spreading, and which underlying health conditions may make individuals more susceptible to contracting the virus.
- Self-screening at home, including temperature and/or symptom checks using [CDC guidelines](#).
- The importance of not coming to work if employees have a frequent cough, fever, difficulty breathing, chills, muscle pain, headache, sore throat, recent loss of taste or smell, or if they or someone they live with have been diagnosed with COVID-19.
- To seek medical attention if their symptoms become severe, including persistent pain or pressure in the chest, confusion, or bluish lips or face. Updates and further details are available on [CDC's webpage](#).

- The importance of frequent handwashing with soap and water, including scrubbing with soap for 20 seconds (or using hand sanitizer with at least 60% ethanol or 70% isopropanol when employees cannot get to a sink or handwashing station, per [CDC guidelines](#)).
- The importance of physical distancing, both at work and off work time (see Physical Distancing section below).
- Proper use of face coverings, including:
 - Face coverings do not protect the wearer and are not personal protective equipment (PPE).
 - Face coverings can help protect people near the wearer, but do not replace the need for physical distancing and frequent handwashing.
 - Employees should wash or sanitize hands before and after using or adjusting face coverings.
 - Avoid touching eyes, nose, and mouth.
 - Face coverings should be washed after each shift.
- Ensure temporary or contract workers at the facility are also properly trained in COVID-19 prevention policies and have necessary PPE. Discuss these responsibilities ahead of time with organizations supplying temporary and/or contract workers.
- Information on employer or government-sponsored leave benefits the employee may be entitled to receive that would make it financially easier to stay at home. See additional information on [government programs supporting sick leave and worker's compensation for COVID-19](#), including employee's sick leave rights under the [Families First Coronavirus Response Act](#) and employee's rights to workers' compensation benefits and presumption of the work-relatedness of COVID-19 pursuant to the Governor's [Executive Order N-62-20](#).



Individual Control Measures and Screening

- Provide temperature and/or symptom screenings for all workers at the beginning of their shift and any vendors, contractors, or other workers entering the establishment. Make sure the temperature/symptom screener avoids close contact with workers to the extent possible. Both screeners and employees should wear face coverings for the screening.
- If requiring self-screening at home, which is an appropriate alternative to providing it at the establishment, ensure that screening was performed

prior to the worker leaving the home for their shift and follows [CDC guidelines](#), as described in the Topics for Employee Training section above.

- Encourage workers who are sick or exhibiting symptoms of COVID-19 to stay home.
- Employers should provide and ensure workers use all required protective equipment. Employers should consider where disposable glove use may be helpful to supplement frequent handwashing or use of hand sanitizer; examples are for workers who are screening others for symptoms or handling commonly touched items.
- Face coverings are strongly recommended when employees are in the vicinity of others. Workers should have covers available and wear them when on property, in breakrooms and offices, or in a vehicle during work-related travel with others. Face coverings must not be shared.
- Housekeepers and others who must enter guest rooms should be provided with and required to wear face coverings. Housekeeping must only service rooms when guests are not present. Housekeepers should be instructed to minimize contact with guests' personal belongings when cleaning. Housekeepers should be instructed to have ventilation systems operating and/or open windows if possible to increase air circulation.
- Employers should encourage handwashing for employees after they check guests in or out, clean rooms, and open mail or handle other commonly touched items. Valet service drivers, baggage handlers, and housekeepers should wash their hands regularly during their shift and use proper hand sanitizer. Baggage deliveries should be done when guests are not in their rooms.
- Hotels should allow housekeepers extra time to clean rooms without loss of pay to account for required precautions and to allow them to conduct more thorough cleaning and disinfection of rooms between guests.
- Guests and visitors should be screened upon arrival and asked to use hand sanitizer and to wear a face covering. Appropriate signage should also be prominently displayed outlining proper face covering usage and current physical distancing practices in use throughout the property.



Cleaning and Disinfecting Protocols

- Perform thorough cleaning in high traffic areas such as hotel lobbies, front desk check-in counters, bell desks, break rooms and lunch areas, changing areas, loading docks, kitchens and areas of ingress and egress including stairways, stairwells, handrails, and elevator controls. Frequently disinfect commonly used surfaces including door handles, guestroom

interior locks, vending and ice machines, light switches, TV remote controls, phones, hairdryers, washer and dryer doors and controls, baggage carts, shuttle door handles, toilets, and handwashing facilities.

- Provide time for workers to implement cleaning practices during their shift. Cleaning assignments should be assigned during working hours as part of the employee's job duties.
- Equip workstations, desks, and help counters with proper sanitation products, including hand sanitizer and sanitizing wipes, and provide personal hand sanitizers to all staff directly assisting customers.
- Ensure that sanitary facilities stay operational and stocked at all times and provide additional soap, paper towels, and hand sanitizer when needed.
- When choosing cleaning chemicals, employers should use products approved for use against COVID-19 on the [Environmental Protection Agency \(EPA\)-approved](#) list and follow product instructions. Use disinfectants labeled to be effective against emerging viral pathogens, diluted household bleach solutions (5 tablespoons per gallon of water), or alcohol solutions with at least 70% alcohol that are appropriate for the surface. Provide employees training on manufacturer's directions and Cal/OSHA requirements for safe use. Workers using cleaners or disinfectants should wear gloves as required by the product instructions.
- Avoid sharing phones, tablets, laptops, desks, pens, other work supplies, or offices wherever possible. Never share PPE. Any shared tools and equipment should be sanitized before, during and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, folios, housekeeping carts and cleaning equipment, keys, time clocks, and all other direct contact items.
- Discontinue the use of shared food and beverage equipment in office pantries (including shared coffee brewers). Close manually operated ice machines or use hands free machines.
- Consider installing portable high-efficiency air cleaners, upgrading the building's air filters to the highest efficiency possible, and making other modifications to increase the quantity of outside air and ventilation in offices, guest rooms, and other spaces.



Additional Cleaning and Disinfecting Protocols for Hotel Operations

- All reusable collateral, such as magazines, menus, local attraction details, coupons, etc., should be removed from rooms. Critical information should be provided as single-use collateral and/or electronically posted.
- Dirty linens should be removed and transported from guest rooms in single-use, sealed bags and pillow protectors on the guest room beds should be changed daily. Bagging of these items should be done in the guest room to eliminate excess contact while being transported. All bed linen and laundry should be washed at a high temperature and cleaned in accordance with [CDC guidelines](#).
- Consider leaving rooms vacant for 24 to 72 hours prior to or after cleaning.
- In the event of a presumptive case of COVID-19, the guest's room should be removed from service and quarantined. The guest room should not be returned to service until case has been confirmed or cleared. In the event of a positive case, the room should only be returned to service after undergoing an enhanced sanitization protocol, ideally by a licensed third-party expert and in accordance with [CDC guidelines](#).
- Install hand sanitizer dispensers, touchless whenever possible, at key guest and employee entrances and contact areas such as driveways, reception areas, hotel lobbies, restaurant entrances, meeting and convention spaces, elevator landings, pools, salons, and exercise areas.
- Consider providing guests an amenity bag during check-in containing face covering, hand sanitizer, and a COVID-19 awareness card. Where possible, equip hotel rooms with a bottle of sanitizer for guest use.



Physical Distancing Guidelines

- Implement measures to ensure physical distancing of at least six feet between employees and others. This can include use of physical partitions or visual cues (e.g., floor markings or signs to indicate to where employees and/or guests should stand). Any area where guests or employees queue should be clearly marked for appropriate physical distancing. This includes check-in, check-out, elevator lobbies, coffee shops and dining, and taxi and ridesharing lines.
- Physical distancing protocols should be used in employee break areas, uniform control areas, training classrooms, shared office spaces, the employee services window (via a teller style window), and other high-density areas in order to ensure appropriate distancing between employees.

- Employee pre-shift meetings should be conducted virtually or in areas that allow for appropriate physical distancing between employees. Larger departments should stagger employee arrival times to minimize traffic volume in back of house corridors and service elevators.
- Consider offering workers who request modified duties options that minimize their contact with customers and other employees (e.g., managing inventory rather than working at the concierge desk or managing administrative needs through telework).
- Stagger employee breaks, in compliance with wage and hour regulations, to maintain physical distancing protocols.
- Close breakrooms, use barriers, or increase distance between tables/chairs to separate workers and discourage congregating during breaks. Where possible, create outdoor break areas with shade covers and seating that ensures physical distancing.
- Redesign office spaces, cubicles, lobbies, front desk check-in areas, business centers, concierge service areas, and other spaces if possible to ensure workspaces and guest accommodations allow for at least six feet distancing.
- Discourage employees from congregating in high traffic areas such as bathrooms and hallways and establish directional hallways and passageways for foot traffic, if possible, to eliminate people from passing by one another.
- Limit the number of individuals riding in an elevator and ensure the use of face coverings. Use signage to communicate these requirements.
- Require employees to avoid handshakes and similar greetings that break physical distance.
- Eliminate person-to-person contact for delivery of goods to physical offices. Avoid touching others' pens and clipboards



Additional Physical Distancing Guidelines for Hotel Operations

- Guests should enter through doors that are either propped open, if possible, or are automated or manually operated by an employee that is frequently handwashing and/or using proper hand sanitizer.
- Implement peak period queueing procedures, including a lobby greeter and having guests queue outside to maintain at least six feet of physical distance between persons.

- Employees should not open the doors of cars or taxis.
- Guest room service, laundry and dry-cleaning services, and amenity deliveries should be made available using contactless pick-up and delivery protocols.
- Hotel operations with restaurants should limit food and beverage offerings to take-out and “contactless” room service until dine-in establishments are allowed to resume modified or full operation.
- Hotels with pools should ensure that physical distancing requirements can be enforced, this could include limiting one person per lane in swimming pools.
- Hotels with golf courses should only allow one player per cart, except for immediate family and people who cohabitate, and increase tee time spacing, and should only open once golf courses are allowed to reopen.



Considerations for Hotels When Full Operations Resume

- Hotels operations with dine-in restaurants, bars, fitness centers, spas, salons, large meeting venues, banquet halls, or convention centers should keep those areas closed until each of those types of establishments are allowed to resume modified or full operation.
- When allowed to reopen to modified or full operation, hotels with dine-in restaurants and bars should:
 - Reduce seating capacities or reconfigure seating to allow for a minimum of six feet between each seated group/party of guests.
 - Implement additional and specific cleaning and sanitizing protocols for food processing and restaurant operations.
 - Refer to guidelines for the restaurant and bar industries when they become available on the [COVID-19 Resilience Roadmap website](#).
- When allowed to reopen to modified or full operation, hotels with fitness centers, spas, and salons should refer to the relevant guidelines on the [COVID-19 Resilience Roadmap website](#) when available.
- When larger gatherings are permitted by state/local orders, those hotels with meeting, conference, banquet, or other event accommodations must:

- Adjust room configurations to allow for physical distancing between guests.
- Decrease the capacity for conference and meeting rooms in order to maintain at least six feet of physical distance between participants.
- Suspend self-serve buffet style food service and replace it with alternative service styles.
- For additional direction on meetings and convention centers, refer to the guidelines on the [COVID-19 Resilience Roadmap website](#) when available.

¹Additional requirements must be considered for vulnerable populations. The hotels and lodging industry must comply with all [Cal/OSHA](#) standards and be prepared to adhere to its guidance as well as guidance from the [Centers for Disease Control and Prevention \(CDC\)](#) and the [California Department of Public Health \(CDPH\)](#). Additionally, employers should be prepared to alter their operations as those guidelines change.

