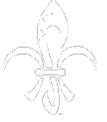


LOUISVILLE'S HOSPITALITY REOPENING TASK FORCE



SUGGESTED REOPENING PLANS AND BEST PRACTICES

Louisville Tourism has established a hospitality reopening task force led by each industry sector to align together as we plan to once again welcome visitors and locals back to our businesses. **The overall goal of the task force is to develop expert identified plans and best practices for each hospitality sector.** Using national resources, local leaders in each category collaborated to develop guidelines and best practices related to their specific industry segment.

Each set of guidelines and best practices will be utilized two-fold: **to help guide local businesses in reopening safely and identify a framework of criteria for each meeting and event organizer to use when building their own convention, meeting or event plans.** These best practices can also be used as a resource for individual leisure travelers, small groups and the local community to understand **how the hospitality industry is preparing for a safe and healthy return to business.**

The overall task force is made up of **nine industry sector groups.** Key leaders from each industry make up the various groups and have established reopening best practices that can be adopted and applied to individual business needs.

INDUSTRY SECTOR GROUPS


ACCOMMODATIONS


AIRPORT


ARTS & CULTURE


ATTRACTIONS


GROUND TRANSPORTATION


OUTDOOR EVENTS & FESTIVALS


RESTAURANTS


SPORTING EVENTS


VENUES

Attached documents are recommendations and will be continually updated in accordance with the latest guidance provided by state and local officials. Changes can be made at any time. The plans and best practices are fully subject to review and alteration to ensure compliance and legality with all state and federal laws.

Ground Transportation Sector Group

Overview

A SHARED RESPONSIBILITY - Responding effectively to COVID-19 is a shared responsibility. The Louisville Transportation Advisory Board's guidance reflects the essential role the Louisville transportation industry must play to help promote the health and safety of our guests and employees. By working together, we will overcome the challenge, begin to reopen our economy and responsibly welcome travelers to Louisville again.

Sector Group Members

Chair , Sean Higgins <i>Owner</i>	Mint Julep Experiences
Jeremy Priddy <i>Executive Communications Manager</i>	Transit Authority of River City (TARC)
John Miller <i>Owner</i>	Miller Transportation
Mike Hawkins <i>Owner</i>	Xtreme Transportation
Travis Baker <i>Safety Manager</i>	zTrip Taxi

PLANNING GUIDELINES

ENHANCED SANITATION

It is important to acknowledge that our pandemic planning is not a stand-alone project, but is integrated with existing crisis management structures and procedures within each Louisville transportation company in order to be effective. We remain vigilant regarding guest and employee safety as we continually are looking out for our customers' well-being to give them peace of mind while they travel with us. We will be following the guidelines issued by state government officials and the CDC compliance recommendations throughout our entire operations.

The Louisville Transportation Advisory Board has built on its comprehensive cleaning program by expanding the cleaning procedures already used during overnight detailing to now include frequent cleanings of all vehicles. This cleaning will use a disinfectant approved by the Environmental Protection

Agency (EPA) and includes:

- In all interior areas, entries, exits, seatbelt buckles, armrests, seats, window shades, and windows. It also includes wiping door and overhead bin handles.
- In team member areas, enhanced driver/passenger seating area cleaning, and guide rest seats. The new enhancements add dashboard and control surfaces as well.

These measures build on new and expanded cleaning procedures we added in early March, including additional touch points within the vehicles, increased provisioning of PPE for team members and guests, and expanded exterior disinfectant for all vehicles.

EMPLOYEE AND GUEST WELL BEING

We have enhanced and adapted operations and modified employee practices to help protect employees and customers utilizing our transportation services.

These strategies will include practices such as:

- Utilizing personal protective equipment (PPE) such as masks and gloves
- Reinforcing hand hygiene which can decrease the risk of transmission of respiratory viruses by offering PPE items such as masks and/or hand sanitizer when available to our guests while in our vehicles.
- Encouraging social distancing by posting new signage to ensure proper separation in lines and common areas, discouraging congregating in crowded areas or limiting the number of guests in various areas including our vehicles
- Thinking creatively to limit staff physical contact with customers where practical while still delivering superior service
- Educating both employees and customers about their shared responsibility to help protect each other in a COVID-19 environment.

In addition, the Louisville Transportation Advisory Board has recommended implementing touchless solutions, where practical, to limit the opportunity for virus transmission while also enabling a positive travel experience.

Such measures include adopting contactless technologies or procedures for:

- Ticketing
- Identification
- Check-in
- Payment for goods and services

We have recommended the adoption and implementation of enhanced sanitation procedures specifically designed to combat the transmission of COVID-19.

- Establish a policy implementing more frequent hand washing by all employees
- Modifying business hours when necessary to carry out thorough sanitation and disinfection procedures
- Providing new training for employees on implementing these measures with oversight on execution
- Researching technological innovations and testing new procedures, as appropriate, to enhance sanitation

All Louisville Transportation companies will promote health screening measures for employees and isolate workers with possible COVID-19 symptoms and provide health resources to customers.

These companies have adopted health screening procedures that require all employees:

- To monitor their health
- To not report to work if they are ill and/or showing any symptoms
- To self-isolate if showing symptoms of COVID-19, if awaiting test results, or if diagnosed with COVID-19
- To encourage protective face masks

- Temperature will be taken of all employees upon their arrival at work

Travelers also have a role to play in preventing the spread of COVID-19. To help them fulfill this responsibility, transportation companies will offer appropriate resources to customers to better enable them to monitor and screen their own health, including:

- Signage communicating COVID-19 symptoms
- Guidance to local public health resources in case testing or treatment is needed
- Materials describing good health practices to protect themselves and others
- Communications encouraging travelers to stay home if they are sick and to postpone travel until they are well