



Orange County Economic Recovery Task Force
Wednesday, May 27, 2020
Minutes

Welcome: Mayor Demings provided a welcome to the Task Force members. I will remind everyone that we are reopening the County in a thoughtful and methodical way. We are receiving daily updates from our healthcare experts regarding the virus, and I feel comfortable as we move towards reopening with the low positivity rate of 2.8%. This is half of the entire state of Florida, which is 5.7%. Dr. Pino shared with us that over time, active cases remain a fraction of the positive cases historically, and 320 people are still active with the virus in our community. There are others that are asymptomatic and live in our community. We must balance the safety concerns in this healthcare crisis. Dr. Pino said this is a battle between what is dirty and what is clean. The focus of the task force is to reopen business in a clean, safe manner. I know we are going to have presentations from our theme parks today, and I look forward to the dialogue. I do appreciate the volunteer time collectively that all of you have contributed to make the reopening of Orange County a success. I will now turn over the meeting to George Aguel.

George thanked the Mayor for the update and the good news on how the county is tracking with respect to the Coronavirus.

Roll Call: George Aguel provided the roll call of the Task Force members. The following members were present:

- AdventHealth, Scott Brady, MD, Senior Vice President of Ambulatory Services – Dr. Vincent Hsu on behalf of Dr. Brady
- Alford Inn, Jesse Martinez, General Manager
- Black Business Investment Fund (BBIF), Inez Long, President and CEO
- CareerSource Central Florida Pamela Nabors, President and CEO
- Central Florida Auto Dealers Association, Evelyn Cardenas, Ph.D., President
- Church Street Entertainment, Doug Taylor, Managing Partner
- City of Orlando & Orlando Venues, Allen Johnson, Chief Venues Officer
- Curley and Pynn, Dan Ward, President
- Darden Restaurants, Dave George, EVP and Chief Operating Officer
- Don Julio's Mexican Kitchen, Florencio "Larry" Rodriguez, Owner
- Dr. Phillips Center for the Performing Arts, Kathy Ramsberger, President & CEO
- Florida Department of Health in Orange County, Raul Pino, MD, Health Officer
- Florida Restaurant & Lodging Association, Keri Burns, Regional Director
- Highwoods Property, Steve Garrity, Vice President
- Hyatt Regency Orlando, Brian Comes, Area Vice President
- J Henry's Barber Shop, John Henry, Owner
- Johnny Rivers Grill & Market, Johnny Rivers, Owner
- Kissimmee/Osceola County Chamber of Commerce, John Newstreet, President/CEO
- Lake County Agency for Economic Prosperity, Brandon Matulka, Executive Director
- M.C. Spa & Nail Spa, Mary Chau, Founder and CEO

- Mosaic Hair Studio, Mike Van del Abbeel, Salon Owner
- National Entrepreneur Center, Jerry Ross, Executive Director
- Nelson, Mullins/Broad and Cassel, Wayne Rich, Of Council
- Orlando City Soccer Club, Alex Leitao, CEO
- Orlando Health, George Ralls, MD, System Chief Quality Officer
- Orlando International Airport, Phil Brown, CEO
- Orlando Magic, Alex Martins, CEO
- Orlando Shakespeare Theater, Douglas Love-Ramos, President
- Prospera, Augusto Sanabria, President and CEO
- Rejoice in the Lord Ministries & President, African American Council of Christian Clergy, Pastor Roderick Zak, CEO
- Rosen Shingle Creek, Dan Giordano, General Manager
- SeaWorld Parks & Entertainment, Brad Gilmour, Vice President of Operations
- The Mall at Millennia, Steve Jamieson, General Manager
- The Vineyard Wine Bar & Healthy Bistro, Deborah Linden, Owner
- UCF Rosen College of Hospitality Management, Youcheng Wang, Ph.D., Dean
- Unicorp National Development, Chuck Whittall, President
- United Safety Council, Chris Earl, Executive Director
- Universal Orlando, Rich Costales, Executive Vice President of Resort Operations
- VMD Ventures, Harold Mills, CEO
- Walmart, Inc., Monesia Brown, Director of Public Affairs and Government Relations
- Walt Disney World Resort, Thomas Mazloun, Senior Vice President, Resort & Transportation Operations
- WaWa, Inc., Todd Souders, Senior Director Florida Operations and New Market Development
- Wyndham Destinations, Frank Goeckel, SVP, Strategy, Integration & Acquisitions
- YMCA of Central Florida, Dan Wilcox, President & CEO

Approval of Minutes – Tim Giuliani indicated the members received the draft minutes for the May 13th meeting for review. Tim asked for any changes to the minutes. There were no changes, and a motion to approve the minutes was made by Doug Taylor and a second from Chuck Whittall. The minutes were approved unanimously by the members.

Public Comment: George Aguel, Co-Chair, shared information about the public comments received from the residents. Orange County staff read five public comments into the record.

Health Update: Dr. Pino, Florida Department of Health in Orange County shared recent data collected to include the total number of cases, deaths, and hospitalizations in Florida. Miami-Dade is very active. For testing, 1,849 cases positive cumulative, and we have tested over 66,000 in Orange County. Our cumulative positivity rate is 2.8%. The epidemic has not been fully controlled as you can see the graph goes up and down. We have managed to sterilize areas where we have high incidents. The number of ER visits for flu and for COVID-19 has continued to decline. The positivity rate continues to remain low. Dr. Pino shared a density map by zip code and rate (population size). The highest activity is in 32703 and

32824. In those areas we had two outbreaks that we are following. We will start calling attention to employers and others on break rooms. We've had a few cases that have been able to track to breakrooms in the workspace. People don't think about the efficiency of sanitation in the breakrooms. We are to concentrate our efforts in these areas and best practices.

Q. Chuck Whittall: Despite opening businesses, the data is showing that we are continuing to go down in cases? The percentage of positivity rate is low. Do we meet this 15-day trend that points us in the direction to Phase Two. Dr. Pino – When you compare the last seven days to prior seven days there is a slight increase in the positivity rate, which is minimal. We are also doing more testing and the positivity rate has increased slightly from week to week. Chuck – we have not seen the spike that we were concerned about. Dr. Pino – No, we have seen the spike. Chuck – what about hospitalizations. Dr. Pino- they continue to decrease. Dr. Pino shared a graph on the downward trend of positivity rate by percentage of cases.

Dr. Vincent Hsu, AdventHealth: Dr. Hsu spoke about the dashboard census of Central Florida cases from March 10 to present. We had a high of 100 in the middle of April, and now we are at the lowest level. The trend in census data lags several days behind the testing. On the testing side, we see around a 1% positivity rate.

Dr. George Ralls, Orlando Health: We continue to see low numbers and we were at the lowest point of COVID-19 positive a few days before the weekend. We are at 19 right now. The numbers are still low, and the trend is moving the way we hoped. Our testing capacity is very robust, testing thousands of patients every week and we continue our enhanced testing practices.

Q: The second wave is that still expected, is that further down the road and are we heading in that direction? Dr. Hsu- we have not seen a second wave as of yet. It's difficult to predict and when and if it will come. Every pandemic that has occurred has some sort of second wave. Remaining prepared is the best thing we can do.

Dr. Pino – I agree with Dr. Hsu, and we are slowly going in that direction. We are going to have more cases as social activity increases. The dilemma will be how that increase happens. How big is the second wave? If we continue social distancing than I predict 50% of the number of cases when we were at the highest. It depends on how the public reacts and how we keep the measures in place.

Q: Any comparison to the seasonal flu? Dr. Hsu – there have been some studies that do indicate that other corona viruses do exhibit some sort of seasonality. Human behavior is going to be a big issue and being prepared.

Q: Inside dining vs. outside dining – more invasive situations. Dr. Hsu – in general, outdoor dining tends to be safer when we talk about the risk of spreading the disease. This is due to a large amount of air circulating indoors and the number of people in a given air space. Dr. Pino- I agree with Dr. Hsu. Outside dining seems to be safer.

Theme Parks Presentations: Tim Giuliani, Co-Chair, introduced SeaWorld Parks & Entertainment presentation followed by Walt Disney World, and then Orange County Planning, Development, and Environmental Services Department. Tim introduced the following speakers from SeaWorld Parks & Entertainment: Marc Swanson, Interim CEO, SeaWorld Parks & Entertainment, Kyle Miller, President, SeaWorld Orlando and Brad Gilmour, Vice President of Operations, Discovery Cove.

Mark Swanson: Thanked the Task Force for their work and allowing us to present. We had a good visit yesterday with the public health officials, and they were able to see firsthand what we will present today. I want to talk about the dates we are targeting to open the parks to employees - June 10th and when we will open to the public - June 11th.

Mr. Swanson spoke about enhanced park operations to ensure employee, guest and animal safety. We've been operating the SeaWorld Park in Orlando for over 45 years. We will have videos on our website and signage. The overall park enhancement will include face coverings (required for employees and guests; we will provide guests face covering if they do not have them), physical distancing (contactless payment system, and Plexiglas to separate employees and guests), cleaning and sanitation (more rigorous and increased hand sanitation throughout the park), employee and guest temperature screenings (before they will be allowed to enter the park), work and sick policy (encourage employees to not come to work if they feel sick and reinforce the policy through training) and provide enhanced COVID-19 training for our ambassadors. Specific enhancements to key operational areas include; guest arrival and ticketing (a lot of signage as you enter the park, ticketing area, touchless turnstiles to enable physical distancing), Restaurants (create physical distancing in our restaurants, prepackaged items, paper menus, Google Pay or Apple Pay to check out without contact) Retail Shops (dedicated entries and exits, distance markers in the shops, employees will scan purchases through the Plexiglas) and animal exhibits and interactions (certain tours and interactions will be restricted to one-party at time and viewing areas will have marked for distancing).

Public spaces (throughout the park and show/presentation venue) we will have enhanced cleaning and appropriate distancing. Rides and Attractions will include hand sanitizer as you get on and off the ride and enhanced cleaning throughout the day. Parades and meet and greets are subject to physical distancing. We will provide examples of signage throughout the park and guest communications (entrance and exit signs) as well as adaptive protocols and guidelines. We will continue to work closely with the Task Force and health leaders and will modify procedures based on information.

Tim Giuliana, Co-Chair: Let's move into the next presentation. He recognized Jim McPhee, Senior Vice President of Operations, Walt Disney World. Jim McPhee: Thanked the Task Force members for their leadership. Yesterday morning we met with Mayor Demings and his staff to preview our proposed reopening plans. I will take you through the reopening plans for our phased reopening beginning with the Magic Kingdom and Disney's Animal Kingdom on Saturday, July 11th, and Epcot and Disney's Hollywood Studios opening on Wednesday, July 15th. We have incorporated our reopening protocols throughout our guest experience and our cast experience.

We will deploy a series of soft opening tactics that allow us to launch, learn, and adjust along the way. We have many enhancements to our safety protocols. We will be managing our overall attendance demand through our new theme park reservation system. It will require our guests to obtain a reservation in advance. We will share more details in the future.

Approach to Health and Safety Protocols: Objective – Establish and implement enhanced health and safety protocols for a responsible re-opening of the Walt Disney World Resort.

- Enhanced Protective Measures – require face coverings for all guests and cast members and more frequent hand washing and sanitizing stations and physical barriers for social distancing.
- Physical Distancing – a significant reduction in theme park capacity for appropriate distancing and all steps will be facilitated by our Cast Members and signage
- Enhanced Cleaning and Sanitation –implement more frequent cleaning protocols for Guests and Cast Members
- Temperature/Health Screening – conduct Guest and Cast Member (at home as well) temperature checks on site.
- Limited Contact Enhancements – reduction of Guest and Cast Member contact points – examples mobile food ordering options, cashless transactions, and temporarily pausing character interaction. We will train our Cast to operate in the new environment and familiarize our Guest with our new enhanced safety measures.

We will have online information and signage so our Guests know what to expect.

Jim McPhee reviewed in more detail the Guest and Cast Member enhanced health and safety protocols. He indicated that they would temporarily suspend parades, fireworks and other events that create crowds. Modification to facilities to enable physical distancing for Cast Members. We will have a multi-tiered approach to enhance our cleaning and sanitation with frequent and increased cleaning across high-touch surface areas onstage and backstage. They will conduct Temperature checks at the main entrance arrival points of theme parks for arriving guests. They will expand the focus on other contactless payment systems. They are closing higher-touch experiences such as character meet and greets, and playgrounds and water effects that may draw gatherings and compromise physical distancing.

Our key focus is as it is related to health and safety protocols is around Education, Communication, and Engagement. We are developing a series of know before you go communication vehicles to reinforce health and safety guidelines with our Guests. Ongoing communication is critical and will reinforce the messaging throughout. Protocols will be present in our onstage and backstage areas. Engagement is key and Cast Members will be trained to help regularly communicate new protocols to Guests. We will also have a dedicated team of cast members to serve our Social Distancing Squad. These Cast Members have been very effective at Disney Springs.

Jim McPhee reviewed the COVID-19 General Health and Safety signage that will be deployed at all locations throughout the resort.

Jon Weiss, Director of PEDS Department: Results of on-site inspection conducted at SeaWorld and Walt Disney World. Jon reviewed the Governor's Executive Order and the guidelines for Guest and Staff safety and re-opening date. Mayor Demings asked the team to pull together to perform an on-site inspection and review reopening plans and policies and procedures. The Inspection team included personnel from the Florida Department of Health Epidemiologists, Dr. Zuver, Health Services, and Jon Weiss, and the Building Official conducted the on-site visit. We reviewed the readiness of both organizations to implement their plan, wellness protocols for staff, guest arrival process, including parking and temperature checks. We looked at ticketing procedures, restaurant operation, mobile ordering, and payment options and queue management process for attractions to maintain social distancing, and hand sanitizer stations and enhanced cleaning protocols for high touch surfaces. In summary, staff did find that both SeaWorld Parks & Entertainment and Walt Disney World are ready to implement the plans presented to the Task Force.

Q: Chris Earl – what is the recourse for noncompliance of guests. We had a public comment that spoke to the chemicals that are in the mask. What will be recourse for the guests that do not wear a mask? Jim McPhee: we've had the opening with required masks and we have our social distancing squad that is encouraging Guests to keep the masks on and we haven't encountered any specific issues if someone doesn't comply. We are looking to setup relaxation zones. All Cast Members understand the policy on face coverings. Mark Swanson: SeaWorld, I would second what our friends at Disney said. I think people realize we live in different times and we will have plenty of signage and reminders, and wearing a mask will be a part of the experience.

Mayor Demings – both parks that have presented today, with the team from SeaWorld and Walt Disney World, I appreciate the thoroughness and preparation for reopening the various parks. They have exhibited a significant amount of due diligence in making certain that their desire to reopen, and return commerce to their parks they have also taken into consideration the safety of their guests. Thank you for being thorough in your process. You can see they have used the guidance from the CDC and the Florida Department of Health through this process. I want to thank my staff for the number of hours they've worked and done their due diligence to review the reopening plans. I appreciate the global effort of the Economic Recovery Task Force and taking their time for their due diligence.

Q: Evelyn – contactless menu which is a QR code. I'm not sure if that is being considered for the parks instead of throwing away single-use menus. Jim McPhee - we do have the QR capacity through a mobile device, and we do have disposal menus, but our goal with mobile order is to ensure it's contactless throughout. Mark Swanson: We've eliminated paper copies of the park maps, and guests will be able to download the map on their phone.

Q: Chuck: In reference to disposal menus, the CDC said it's hard to transmit the virus through surfaces. Since the virus has the three-day life, collect all menus and then recycle them and use them every fourth day. Mark Swanson: we just have the one restaurant where you would receive a menu; the remainders of the restaurants are on a menu board.

Tim Giuliani called for a motion of the reopening plans separately. **Motion** to approve the SeaWorld Parks & Entertainment reopening plan as presented by Alex Martins, and second by Phil Brown. No Discussion. Task Force Members abstained from voting – Thomas Mazloum, Chris Earl, Rich Costales, Dan Ward, Brad Gilmour, and Vincent Hsu, MD. The motion was approved by the members of the Task Force.

Motion to approve Walt Disney World reopening plan as presented to the Task Force by Phil Brown, and a second to the motion by Dan Giordano. No discussion. Task Force Members abstained from voting: Thomas Mazolum, Dan Wilcox, Chris Earl, Alex Martins, John Newstreet, Brad Gilmour, Vincent Hsu, MD, Jerry Ross, Kathy Ramsberger, Dan Ward, & Rich Costales. The motion was approved by the members of the Task Force.

Bringing Back Tourism Working Group Update: Jesse Martinez provided the Bringing Back Tourism Working Group Update. We heard two proposals from iFLY Orlando and Orlando Water Sports Complex on their reopening guidelines in the near future. We spoke with our medical professionals and building inspector on both facilities. We conducted a general question and answer period regarding the facilities. There were no concerns moving forward with their guidelines as presented. We are recommending the iFLY Orlando and Orlando Water Sports Complex reopening plans as presented. We did speak about the Orange County Convention Center and getting this facility reopened is imperative to the success of the economic recovery of Central Florida. We understand from Mayor Demings that this is a top priority in getting this facility reopened in a thoughtful and healthy way. We are recommending that the Orange County Convention Center present their reopening plans at some time in the future.

George Aguel, Co-Chair, thanked the working group for their time. George called on Director Weiss for the on-site inspection of the smaller attractions.

Jon Weiss: performed two on-site inspections on the iFLY Orlando and Orlando Water Sports Complex. Both facilities were anxious to open up and identified a date of May 28th to reopen. County staff went through employee health screenings and practices, employee training plans, sanitization procedures, signage for employees and guests, and limiting any operational capacity. Both attractions demonstrated the ability to implement the reopening plans as presented today.

Recommendation: Approve iFLY Orlando and Orlando Water Sports Complex reopening plans as presented by Doug Taylor and a second by Jerry Ross. No Discussion. Task Force members abstaining from the vote: Thomas Mazloum, Rich Costales, Wayne Rich, Brad Gilmour, and Dan Ward. The motion was approved by the members.

Tim - Recommendation: Orange County Convention Center make a presentation at a future Task Force meeting on their re-opening plan by Dan Wilcox, and a second by Evelyn Cardenas. No Discussion. Task Force members abstaining from the vote: No members abstained from the vote. The motion was approved by the members.

Consumer Confidence Survey Results: Tim Giuliani, Co-Chair, introduced the presentation on the Consumer Confidence Survey Results presented by Jason Reynolds, Manager, Neighborhood Services

Division. I will cover the background, questions and responses, and key findings. Background: The recommendation came from the Business Compliance and Consumer Confidence Working Group. We wanted to gauge the community's thoughts about patronizing business how the community felt about reopening and advance an electronic survey as the county begins to reopen. The survey was translated into English, Spanish, and Haitian Creole to ensure inclusion. The survey launched May 13th and closed on May 22nd. The community wanted to take the survey and share their thoughts. We received 15,000 surveys. The county population is 1.4M people, and we surveyed more than 1% of the population. A map was prepared to show where the respondents were located. Questions and Responses: What language do you write most fluently? How concerned are you about you businesses enforcing social distancing – majority very concerned and concerned 65%; How likely to dine at a restaurant the next 3-4 weeks – majority very unlikely and unlikely at 19%; How likely to shop in a store in the next 3-4 weeks – majority are very likely and likely second most common response; Are you more likely to shop in a store in dine in a restaurant where employees are required to wear a face mask/covering at all times – majority said yes 69%; Are you more likely to shop in a store in dine in a restaurant where employees and patrons are required to wear a face mask/covering – the majority said yes at 65%; Are you more like to shop or dine in a restaurant where daily temperature checks are taken of all employees and patrons – the majority said yes with 66%; Would you attend a social gathering of 50 or more people if all health and safety precautions are taken – 53% said no; Would you attend a social gathering of 100 or more people if all health and safety precautions are taken – the majority said no; How do you think the general economic has changed for you because of COVID-19 - 68% said things have gotten worse; How has your standard of living change because of COVID-19- 42% stable and 52% have gotten worse; How do you expect the general economic situation in Orange County to change over the next 12 months – 34% said things we get a little better and 15% said a lot better. In addition, 24% said things we get a little worse; How do you see the number of unemployment changing in the next six months – 50% think it will increase; Prices for typical weekly purchases in the past two months – the majority of people saying costs increased slightly, moderately or a lot. Key Findings: Dr. Lin reviewed the data and provided high level findings which include: Business Practices - Consumers are more comfortable patronizing businesses that take health and safety measures (temperature checks, face coverings, etc.). Economic Outlook: Conditions have changed and there is a level of optimism regarding a recovery. Consumer Spending has increased in the short-term. The survey results can be found at the Economic Recovery Task Force Page - www.ocfl.net/EconomicRecoveryTaskForce and the ArcGIS Insights is available to analyze the data.

Q: Tim Giuliani, Co-Chair, asked if the information can be sent to the Task Force members. Jason: Yes, we will arrange to have that completed.

Q: Wayne Rich – percentage of respondents to the population in terms of the size of the survey. 15,3000 respondents and Orange County is 1.4M people which is about 1% and Dr. Lin indicated that's a strong response.

Q: Mary Chau – any concern with nail salon or massage. Jason – we grouped all retail shops together.

Q: Dan Giordano - what is your plan to do this survey again. Jason – there is a plan. A part of the survey response was asking people to participate in a follow-up survey. We will discuss internally to see when the appropriate time is to send the survey out again.

Q: Evelyn – concentration of where we got the most responses – one of the zip codes that has the most cases. Are we getting more responses from areas that have been impacted or less impacted? Jason – we can look at that data, but I don't have the information now and we can work with Dr. Lin to research that further. I noticed when we were a lot of the neighborhoods that don't have the economic status, they weren't getting the PPE, and they were the ones not covering up. When Orange County started being more proactive and handing out PPE, we've seen things get better. I wanted to see if they were being represented and had the opportunity to take the survey.

Mayor Demings: I would like to respond to Dr. Cardenas' question. The response to the survey is associated with density and where our population primarily lives and not where we have cases.

Q: Chuck – was there 14,000 people surveyed. We received responses from 15,300 people. That's not 1% that 0.1% percent.

Q: Is there a breakdown on the survey by age? Yes, that information is available online.

Open Discussion: George opened the floor for open discussion for the Task Force members. Johnny Rivers – I'm very concerned about the restaurant opening from a purification perspective. More restaurants are tied into a building instead of a patio. Is there a system that restaurants can use to kill the bacteria? I have a USDA and FDA food production facility and we constantly wear masks. It's just a thought for a purification system that could go through the air conditioning that would make the air safer inside restaurants.

Q: I feel we are receiving a lot of questions from clients on what phase we are in? Mayor Demings responded that we are at full Phase One per the Governor's directive. Phase 2 is undetermined at this point.

Lucas: I have an additional public comment from Dennis Burgess from Apopka, Florida. I will send his public comment to the entire task force and add it to the official record.

Next Steps: Tim Giuliani, Co-Chair, - The next scheduled meeting of the full task is Wednesday, June 3rd at 2pm. Just a reminder that all Task Force and Working Group meetings are streamed live on Orange TV and public comment can be submitted to public.comment@ocfl.net before 5pm the day before the Task Force or Working Group meeting. Tim thanked the members of the task force and the special presentations today. We walked away more informed and confident of the steps the theme parks and attractions are taking to further reopen Orange County. We look forward to the Convention Center presentation at a future meeting.

Closing: Mayor Demings – If you're like me, you probably found today's task force meeting very informative. I applaud our theme parks for their comprehensive reports that indicate a thoughtful and methodical reopening and ramp-up. I hope the information that was shared from the Consumer

Confidence Survey provided some level of feedback to all of the public and their expectations as businesses reopen. We did receive a little more than 1% of the total population, which is a very good response as we make public policy decisions going forward. The task Force is broadly representative of our entire community, and I appreciate the community involvement and engagement in the process as we make decisions. On behalf of the Board of County Commission, I applaud all of you for your volunteer efforts in assisting us in establishing public policy in Orange County.