

Operational Strategies for Now and the Next Normal

Wednesday, April 1, 2020



Asking Questions

The screenshot displays the Cisco WebEx Event Center interface. The main window is titled "Cisco WebEx Event Center" and includes a menu bar with "File", "Edit", "View", "Communicate", "Participant", "Event", and "Help". The "Event Info" tab is selected, showing details about the event, including the host (Conference Manager), audio connection instructions, and the event number.

On the right side, there is a sidebar with icons for "Participants", "Chat", and "Q&A". The "Q&A" icon is highlighted with a red box. Below the sidebar, a "Participants (7)" panel is visible, showing a list of participants: "Conference Manager (1 lost)" and "Attendees: 1 (1 displayed)". The attendee "Joe Bloggs (mc)" is listed.

At the bottom of the interface, there is a "Q&A" section. A red box highlights the "Q&A" dropdown menu, which is labeled with a blue circle containing the number "1". Below this, there is a "Ask:" dropdown menu with "All Panelists" selected, labeled with a blue circle containing the number "2". A text input field for asking a question is labeled with a blue circle containing the number "3". A "Send" button is labeled with a blue circle containing the number "4". The status "Connected" is shown at the bottom right.

Operational Strategies for Now and the Next Normal

Additional Resources

GTS Statement



Discuss



Get Help



Webinar Wednesdays

11 AM PST/2 PM EST

- Galaxy Best Practices in a Time of Crisis (3/18)
- Managing Pass Updates, Renewals and Bulk Orders (3/25)
- **Operational Strategies for Now and the Next Normal (4/1)**
- The New Guest Experience (4/8)
- Reopening Strategies and Transitioning to a Capacity Managed Attraction (4/15)
- What the Heck Should I Be Doing Right Now!?!? (4/22)

Webinar Agenda

- 60 minutes in length
- Community forum style
- 45 minutes of conversation from panelists
- Approximately 15 minutes of questions and answers / discussion

The background is a solid blue color with a white circuit board pattern. The pattern consists of various lines, including straight horizontal and vertical lines, and diagonal lines forming right angles. Small white circles are placed at various points along these lines, representing solder points or components on a circuit board. The pattern is centered and covers the entire background.

WHAT'S NEW?



Brija Josselyn is with Randy Josselyn

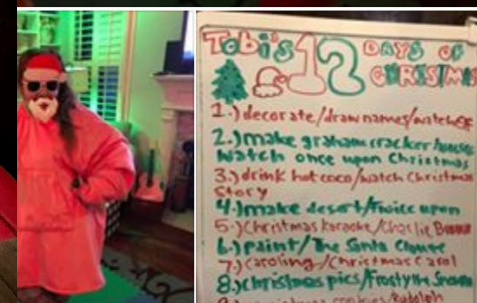
March 29 at 10:02 AM · 🧑🏻

This is the true story (true storrrry 🎵 🤪) of 7 live in a house. Making messes, having fights eating, trying to stay sane and healthy and ke #quarantine #socialdistancing



Jade Josselyn and Randy Josselyn. ...

Christmas cheer up in here. And since we together a few months ago when we were as music all afternoon and even created a ed us all for a family meeting tonight and ave 12 days of Christmas, each day with watch. #stayhome #ChristmasInApril



- Tobi's 12 DAYS OF CHRISTMAS
- 1.) decorate/draw names/artwork
 - 2.) make graham cracker house watch once upon Christmas
 - 3.) drink hot cocoa/watch Christmas story
 - 4.) make desert/twice upon
 - 5.) Christmas karaoke/Khor li Bana
 - 6.) paint/The Santa Clause
 - 7.) caroling/Christmas Carol
 - 8.) Christmas pics/Frosty in Snow
 - 9.) Christmas cookies/Baklah

CNN

US World Politics Business Opinion Health Entertainment Style Travel Sports Videos

LIVE TV

Edition

Q

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LIVE

New York Gov. Andrew Cuomo

CORONAVIRUS: Live updates | New York Gov. Andrew Cuomo

People with symptoms fueling coronavirus



New estimates show 25% to 50% of carriers can infect others blindfolded, prompting US officials to reth...

Tracking the outbreak | Alerts | News | Q&A | Timeline

LIVE UPDATES Cuomo predicts NY at end of April

Pence: Vice President seeks to blame China for any delay in US coronavirus response

Impact: One block. Six businesses disaster.

Dr. Gupta: 200,000 deaths from virus

Opinion: What happens in the 4th round of negotiations

Coronavirus COVID-19 Global Cases by the Center for Systems Science and Engineering (CSSE) at Johns Hopkins Universi...

Total Confirmed

887,067

Confirmed Cases by Country/Region/Sovereignty

190,740 US

105,792 Italy

102,136 Spain

82,361 China

74,508 Germany

52,870 France

47,593 Iran

29,842 United Kingdom

17,137 Switzerland

13,964 Belgium

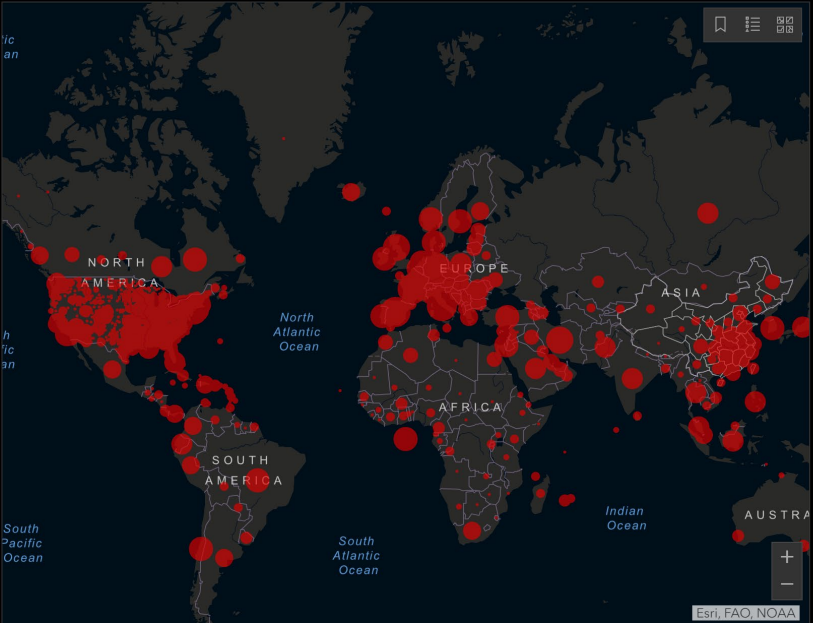
13,696 Netherlands

13,531 Turkey

10,553 Austria

9,887 Korea, South

8,591 Canada



Cumulative Confirmed Cases

Active Cases

180

countries/regions

Last Updated at (M/D/YYYY)

4/1/2020, 11:02:03 AM

Lancet Inf Dis Article: [Here](#). Mobile Version: [Here](#). Visualization: JHU CSSE. Automation Support: Esri Living Atlas team and JHU APL. Contact US. FAQ.

Data sources: WHO, CDC, ECDC, NHC, DXY, 1point3acres, Worldometers.info, BNO, state and national government health departments, and local media reports. Read more in this [blog](#).

Downloadable database on GitHub: [Here](#). Feature layer: [Here](#).

BBC

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Welcome to BBC.com

Wednesday, 1 April

Total Deaths

44,264

12,428 deaths Italy

9,053 deaths Spain

3,523 deaths France

3,193 deaths Hubei China

3,036 deaths Iran

2,352 deaths United Kingdom

1,173 deaths Netherlands

1,096 deaths New York City New York US

Total Recovered

185,541

76,405 recovered China

22,647 recovered Spain

16,100 recovered Germany

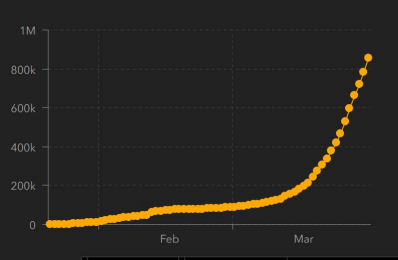
15,729 recovered Italy

15,473 recovered Iran

9,561 recovered France

7,141 recovered US

5,567 recovered Korea, South



Confirmed

Logarithmic

Daily Increase

FUTURE

CULTURE

April Danz @momuses · Mar 25
Replying to @johnkrasinski
#SomeGoodNews my daughter, Coco, finished her final chemo treatment yesterday and our friends had a surprise social distancing welcome home parade for her!



Elad Strohmayer @EladStr · Mar 30
Meanwhile in @Israel: The @Mdais team takes a moment to entertain the people coming to get checked at a #coronavirus testing station.
#Covid_19 #SomeGoodNews



Michelle @Michell69066093 · Mar 30
Right before the stay at home order, my daughter sold her 5,000th box of Girl Scout cookies. She earned a free trip to Disney World, but she is going to give her trip away to another GS family who have lost so much. She will surprise the family in a few weeks. **#SomeGoodNews**



Jonathan @JonAddisonLake · Mar 30
@johnkrasinski **#SomeGoodNews** Hi John. We as a family have been welcoming our mum home from work as a hero. She is a nurse in the NHS in Britain and is working so hard everyday! We will continue to do this every time she returns home from work.



ika Diffendall @missdiffendall
Replying to @johnkrasinski
We were supposed to go to Paris for spring break but had to cancel our trip. Instead, @luke_mcclung brought Paris to Fredericksburg, VA and proposed! 💍❤️ So sweet and romantic!



Universal Orlando Resort is temporarily closed through April 19th. [See details.](#)



Universal Orlando Update

[Home](#) > [Operations Update](#)

We know Coronavirus (COVID-19) has impacted your travel and vacation plans and we will be adjusting our destinations when the time comes. We are asking our guests and team members our top priority is the health agencies and government of

This means we are extending the closure of our theme parks and hotels have also temporarily suspended operations.

We will continue to monitor the situation and will continue to check here for updates.

Please stay safe and take care of yourself.

Frequently Asked Questions

Can I get a refund?

Unexpired single-day tickets that have not been used within 365 days from the purchase date. Unexpired annual passes purchased will also be valid for first-time use. All tickets, always, must be used within seven days of the purchase date. Windows and blackout dates remain in effect.

If you cannot travel during this time, you can apply the value of a wholly unused ticket toward a new purchase.



IMPORTANT UPDATE FOR OUR GUESTS

In adherence to the evolving restrictions and guidance of the CDC and state and local governments in response to the coronavirus pandemic, we are delaying the opening of LEGOLAND® New York Resort until 2021.

This move is consistent with the closure of venues and postponement of events worldwide. In this unprecedented and challenging time, nothing is more important to us than the health, safety and security of our guests.

If you have purchased an annual pass or single-day ticket, we will honor it when we open in 2021. Please click one of the links below for further information, and email any questions to LLNY.Experience@LEGOLAND.com. Due to high volume, replies may be delayed, and we appreciate your patience.

We will continue to monitor the situation in close communication with state and local authorities. Further updates will be provided here on our website, via email, and on our social media pages.

We are grateful for your support and we can't wait to build unforgettable memories with you and your family in 2021.

[View Frequently Asked Questions](#)

Before the coronavirus-forced shutdowns, Disneyland had recently opened Star Wars: Rise of the Resistance, a high-tech attraction that quickly became popular with park-goers. (Allen J. Schaben / Los Angeles Times)

Los Angeles Times

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April 1





Featured Stories



Wed, April 1, 2020

#DisneyMagicMoments: Flags Still Flying High at Disney Parks

Magic Moments

[More Magic Moments Stories](#)



Other Stories by



by Kevin Rafferty, Jr.,
Communications,
WDI

Tue, March 31, 2020

**#DisneyMagicMoments:
A Virtual Tour of
Walt Disney
Imagineering: Part 1**

Mon, December 23, 2019
[Disneyland Resort](#)

**Every Role a Starring
Role – Corporate
Citizenship Specialist
at Disneyland Resort**

The Zoo is temporarily closed.



TICKETS

MEMBERSHIP

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DISCOVER

ANIMALS

CARE

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Nature at Home

WILD LEARNING

Staying at home? Missing animals? We've got the solution – Nature at Home!

Kids at home due to coronavirus-related school closures can now explore wildlife online.

Scroll for animal videos, scavenger hunts, pollinator gardens and more.

English



Groups

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Cincinnati Zoo & Botanical Garden®

TICKETS

PLAN YOUR VISIT

EVENTS

ANIMALS

SAVING WILDLIFE

EDUCATION

GARDENS

SUPPORT



Home Safari Resources



While the Cincinnati Zoo is closed and kids are home from school, let us help make your children's hiatus from school fun and educational.

Join us for a [Home Safari Facebook Live](#) each day at 3pm EDT where we will highlight one of our amazing animals and include an activity you can do from home.

Don't have access to social media? No worries! All videos will be posted to this webpage and to our [YouTube channel](#) shortly after the Facebook Live ends.

If you're enjoying these Home Safaris, please consider making a small donation. We rely on ticket revenue, so being closed has a big impact on Zoo operations. Your support makes a difference now more than ever. Thank you!

[Donate](#)

Follow us on social!

Home > News > Aquarium Launches Online Academy



ONLINE ACADEMY

Aquarium Launches Online Academy



ONLINE ACADEMY

MARCH 23, 2020

The Aquarium of the Pacific is now offering an Aquarium Online

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AQUARIUM NEWS

AQUARIUM LECTURES

NEWS ARCHIVE

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- Exhibits
- General
- MCRI
- Ocean Forum
- Research
- Seafood for the Future
- Workshops

To limit health risks associated with COVID-19, we are closed temporarily through April 30. Click here for more information.

Colonial Williamsburg

Explore Visit Learn Give Tickets Donate

Home Page → Learn → Explore From Home

Explore From Home

Travel back in time from your couch

With schools closed, social distancing recommended around the world, Colonial Williamsburg closed, and those who can working from home, we're gathering materials here so you can escape to the 18th-century, learn a little and find some entertainment. We'll be adding new blogs and content from the people who bring history to life, so visit often and share with your friends and family to combat boredom.

FOR EDUCATORS

Teacher Resources

RE: Virtual Visitations



Chad Wallace

To Randy Josselyn



Tue 4:22 PM

Point Defiance Zoo – Tacoma, WA: One of my favorite places like this to be in the world. The Polar Bears here are awesome and my favorite thing to see there.



<https://www.pdza.org/discover/schools/nature-at-home/>

NorthWest Trek – Sister site to Point Defiance Zoo. It's like a Safari Park but Northwest Animals

<https://www.nwtrek.org/visit/field-trips/nature-at-home/>



Detroit Zoo – Great Zoo and one of their best exhibits are the penguins. They have lots of cameras you get to right from the home page.

<https://detroitzoo.org/>

Cincy Zoo – I love these guys too. They have been doing some live animal events. If nothing else though the kids need to see baby Fiona the hippo. She's a lot bigger now but still small. When I saw her you could really tell she was born at the zoo versus her mommy. Mommy stays away from the glass and people whereas Fiona swims (hippos don't swim they walk under water) over to the glass and looks for people to smile and wave at her. She is by far my favorite animal at the their zoo.

<http://cincinnatzoo.org/home-safari-resources/>



Monterey bay Aquarium – One of the biggest and the best aquariums in the world.

<https://www.montereybayaquarium.org/animals/animals-a-to-z>

Seattle Aquarium – Lots of content here, nice, small aquarium.

<https://www.seattleaquarium.org/experience-aquarium-anywhere>

Phoenix Zoo – They have a digital safari, some videos, photos and blogs. They are good friends of mine and I love them.

<https://www.phoenixzoo.org/camps-programs/videos/>



Desert Botanical Garden

<https://dbg.org/blog/> - It looks like some activities here too



Colonia Williamsburg – They have a teacher resource center

<https://www.colonialwilliamsburg.org/learn/explore-from-home/?from=homecarousel>

<https://www.lazoo.org/> - Home page is some videos

Aquarium of the Pacific – Online Academy

http://www.aquariumofpacific.org/news/story/aquarium_launches_online_academy

Panelists

Jarrid Vaughn

jarrid.vaughn@cincinnatizoo.org

Senior Manager of Visitor Experience & FUN



Panelists

Donna Powell

donna.powell@nwtrek.org

Business & Administrative Service Manager



Panelists

Kelly Bules

kbules@gatewayticketing.com

Business Solutions Manager



Presenters

Matthew Hoenstine

mhoenstine@Gatewayticketing.com

Destinations Principal



Moderator

Randy Josselyn

rjosselyn@Gatewayticketing.com

Wildlife and Conservation Principal



The background of the image is a solid teal color with a subtle, light-colored circuit board pattern. The pattern consists of various lines, right-angle turns, and small circular nodes, resembling a printed circuit board (PCB) layout. These elements are distributed across the entire frame, creating a technical and digital aesthetic.

CINCINNATI ZOO

METRO PARKS TACOMA

THE “NEW NORMAL” REQUIRES A NEW MINDSET



- **Focus on customers**
- **Unleash advertising and marketing power**
- **Employ game-changing strategies**
- **Be a Leader**
- **Invest in people**

“It is often said that we must learn from past mistakes so we don’t repeat them. Less said, but equally valid, is that we need to learn from past successes”.

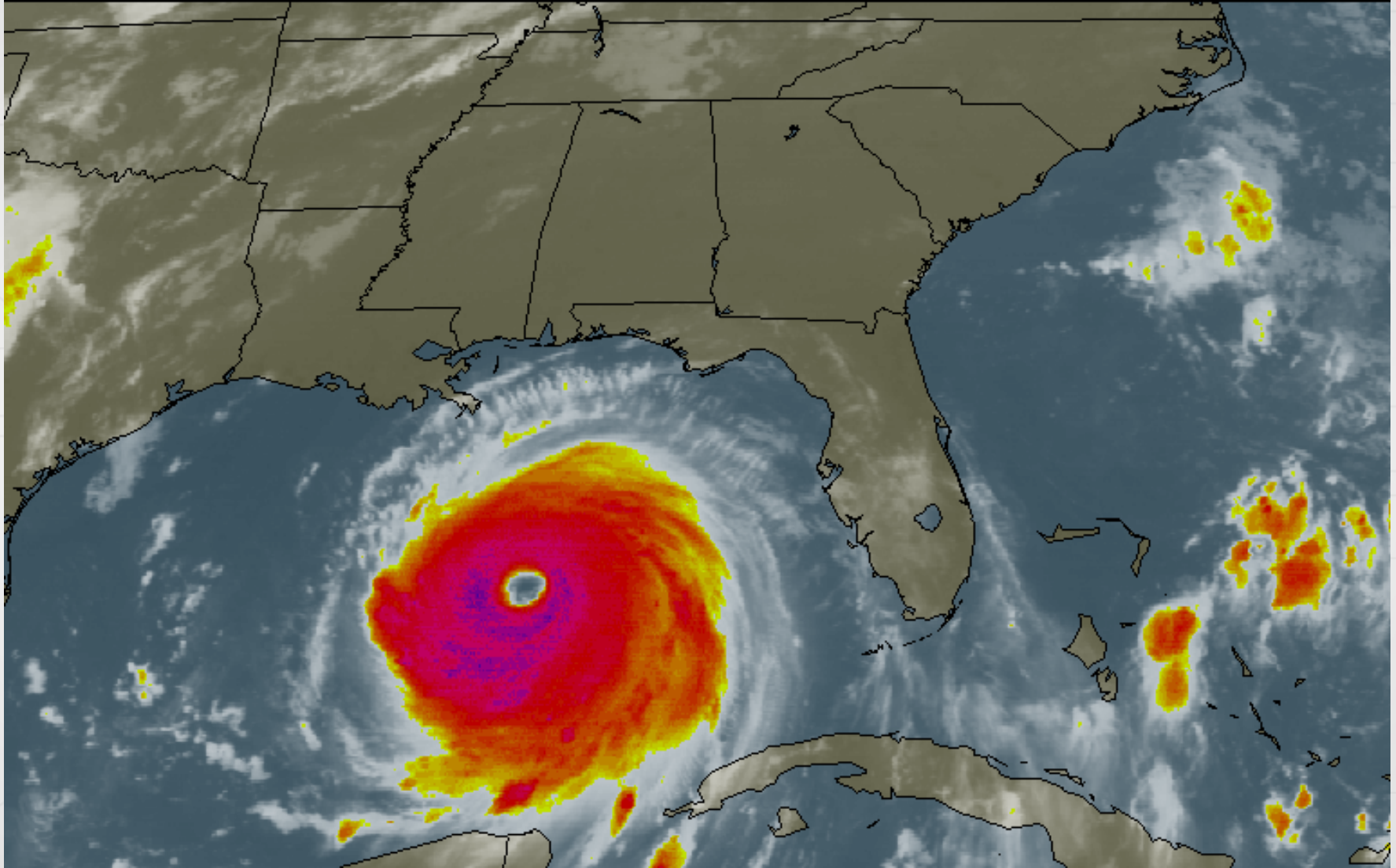
* Source Ivy Business Journal



The background is a solid blue color with a white circuit board pattern. The pattern consists of various lines, including straight horizontal and vertical lines, and more complex, stepped lines that resemble traces on a PCB. Small white circles are placed at various points along these lines, representing solder points or vias. The overall effect is a technical, digital aesthetic.

AUGUST 28
2005

12:00 28-AUG-2005 GMT ©Copyright WSI Corporation <http://www.wsi.com>



Lessons Learned from a Crisis

- Welcome to the new(er) normal
- Uncertainty is exhausting
- Positive motion is perpetual
- Handling stress and negativity
 - Put on your oxygen mask first
 - Staff follows their leader. Where are you headed?
 - Making tough decisions
- Use this time wisely
 - Plan for a number of scenarios, none of which will go exactly as planned
- Pivot!
 - Assume your role will change
- Allow yourself to grieve but keep moving forward.

The background features a warm orange-to-yellow gradient. Overlaid on this is a faint, light-colored circuit board pattern consisting of various lines, right-angle turns, and small circular nodes, reminiscent of a printed circuit board (PCB) layout.

COMMUNITY DISCUSSION

The background of the slide features a complex, light-colored circuit board pattern on a dark orange gradient. The pattern consists of numerous thin, interconnected lines and small circular nodes, resembling a microchip or a network diagram. The lines are primarily horizontal and vertical, with some diagonal segments, creating a dense, technical aesthetic.

TOP 5 TAKEAWAYS

Top 5 Takeaways

1. Think differently / collaborate creatively
2. Focus on past successes
3. Just Ask! Ask for help – creatively
4. Plan for positivity / prepare purposefully
5. Take care of yourself and your team

Think Differently

I would like my membership to be
extended by one month

As an alternative to the month extension, I invite you to consider donating your month back to the Zoo instead! To put it into perspective for you, your Individual Standard membership is only \$4.67 per month. If you forgo your month extension, you will be donating \$4.67 to the Zoo, animal care teams and animals you love. As you can imagine, the grocery bill of the over 2,000 animals in our care is expensive at \$1.6M/year, especially without any additional revenue coming in. To donate your month back to the Zoo, please click below.

I would like to donate a month of my membership
to help the animals and care teams
at the Zoo

Think Differently



[@ncwhm](https://twitter.com/ncwhm)

Think Differently



Nat'l Cowboy Museum @ncwhm · Mar 11

Join Kimberly Roblin, Director of the Dickinson Research Center and Curator of Archives, National Cowboy & Western Heritage Museum, as she explores the new exhibition Dorothea Lange: Politics of Seeing, organized by the Oakland Museum of California, tomorrow, March 12 from 12-1pm



2

6

161



Nat'l Cowboy Museum @ncwhm · Mar 18

We have a very cool photography exhibition right now called Dorothea Lange: Politics of Seeing that runs through May 20, 2020. Her photographs are very moving. That is a photo of her. She looks like someone I'd want to have a beer with. Thanks, Tim



114

776

13.1K



[@ncwhm](#)

Focus on your past Success

- Know and rely on your role as a leader in your industry
- There is good information out there from past challenges and successes
- Embrace / create technologies to help us with change
- The realities of the present are the once in lifetime opportunity for your organization to change


Conte

LA RESTAURANT NEWS 5

Don't Worry, LA's In-N-Out Drive-Thru Lines Are Still Very, Very Long

This video is insane
by [Farley Elliott](#) | Mar 30, 2020, 12:31pm PDT

[f](#) [t](#) [SHARE](#)



An In-N-Out drive thru line | In-N-Out

Even the current novel coronavirus pandemic can't stop those **In-N-Out** drive-thru lines. The ongoing global health crisis has caused restaurants across the state of California to shut down **dine-in services** and switch to offering delivery and takeout

 **Rabi Abonour**
@rabonour

It's apparently going to take more than a plague to keep Angelenos from their double-doubles.



25.1K views 0:33 / 0:56

237 5:00 PM - Mar 29, 2020

129 people are talking about this

“Your customers are constantly keeping a tally in their head about your consistency and performance. They file away your actions for retrieval when the time comes. How your business chooses to act now will leave an impression tomorrow and may be the difference when you reopen.” [Randy Josselyn](#)

Ask for Help

THE ZOO IS
TEMPORARILY
CLOSED.

[Click here for info on COVID-19 updates](#)

[Click here for Home Safari Resources](#)

Please consider a [donation to our emergency operating fund](#) to assist us in the care of our animals and team members. Your support is more critical now than ever.

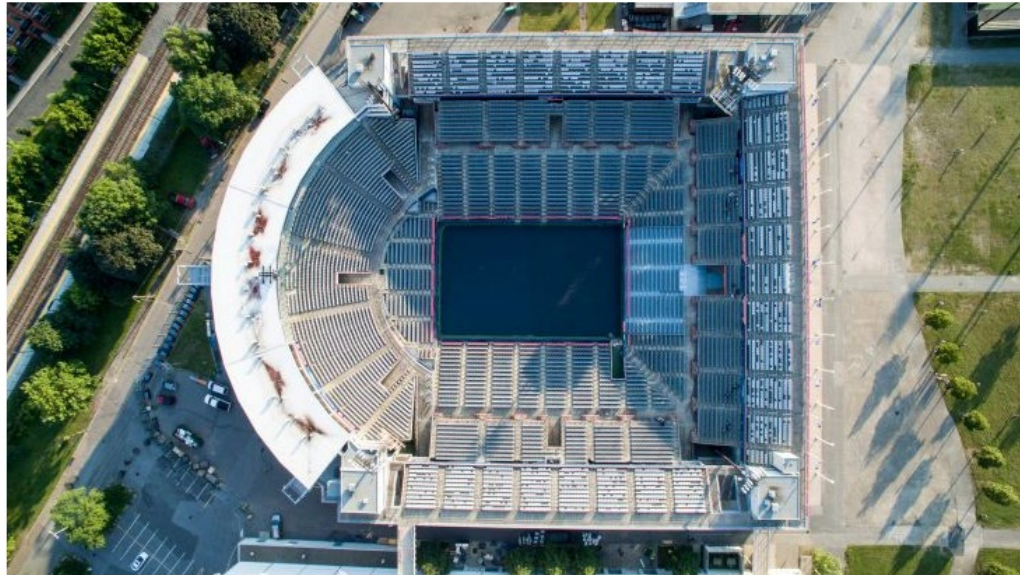
Plan for Positivity / Prepare Purposefully

- We will reopen
- Make a rehire plan today
- It will be bumpy, but it will become normal
- Positive motion – move your body, move your brain!
- Think about your destination
- Be ready for your #1 fans!





HOME NEW! COVID-19 VIDEO SERIES ARTICLES PODCAST LIVE EVENTS CONSULTING SUBSCRIBE



Navigating the guest experience in a post-coronavirus world

March 27, 2020 AttractionPros Crisis Management, Guest Experience



“Upon reopening, the first guests who visit you are undeniably your most loyal. These are the guests that have been eagerly awaiting your reopening and they have committed, while in isolation, that your business was the first they wished to patronize when given the opportunity to leave their home. Let that sink in for a minute. Think of the alternative options that they had. These guests are special. How are you showing them that you recognize that?” – [Attraction Pros](#)

Take Care of Yourself and Your Team

- Reach out personally to your teams if you can
- “You are not working from home, you are working differently during a crisis at your house.”
- Leaders are allowed to be stressed – put on your own oxygen mask
- Be flexible and be ready to pivot

If you're not already on our email list and would like to receive information about our future Webinar Wednesdays, please email:
marketing@gatewayticketing.com

And you're going to receive a follow up email with a survey after this webinar. Please take two minutes to answer the four questions. It will help us out immensely in planning the topics for our upcoming webinars.

