

April 24, 2020

Dear Commissioners Greg Felt and Keith Baker,

RE: Whitewater Rafting Industry’s Response to Operations in a Covid-19 Environment.

The Arkansas River Outfitters Association (AROA) has created a subcommittee to develop best practices to safely operate during the phased approach of reopening the economy after the stay-at-home orders have been rescinded. We are confident outfitters can adopt procedures to provide safe trips for our guests and employees. Some of our preliminary protocols are highlighted here:

**Phase 1 / Stay Safer at Home**

Employees will wear facial coverings in all situations where it does not cause an additional risk to one’s health.

**Employees**

* Daily symptom screening including temperature readings and questioning.
* Assign work stations that are 6’ apart for indoor employees.
* Frequent hand washing throughout the day. Access to hand sanitizer.
* Employees will be updated daily of any new protocols as conditions change.

**Guest Check-in Process**

* Outfitters will provide a no contact check-in for guests when possible.
* Signage at entry doors will display procedures to explain the movement of guests through our facilities.
* Occupancy will be managed by staff.
* Additional check-in times will reduce the volume of people arriving at the same time.
* Guests will sign digital waivers when appropriate to eliminate contact.
* Hand sanitizer will be available in the office, retail areas and in restrooms.
* All restrooms, touch screens, changing rooms, handles and high contact areas will be cleaned and sanitized after each tour rotates through.

**Trip Size**

* The people per boat average on the Arkansas River in 2019 was 4.86 guests per boat +1 guide, which equals an average of 5.86 people per boat, so group size is well under 10.
* Trip sizes will be reduced to maintain proper social distancing.

**Transportation**

* Outfitters will use guidelines used by the RTD public transportation operation in regards to vehicles.
* Initially, we will allow only 20 people per bus to ride on rafting trips. Seating will be spaced for appropriate social distancing.
* Hand sanitizer will be offered upon entry to the vehicle.
* Employees will wear face coverings and guests will be encouraged to do the same.
* Windows will remain open during transport.
* All surfaces including seats, windows and railings will be cleaned and disinfected after each use.

**Equipment**

* All rafting equipment will be cleaned and disinfected after every trip. This includes life jackets, wetsuits, helmets, splash jackets, paddles and boats.

**Cleaning and Sanitizing**

* All cleaning and sanitizing will be done using procedures and products verified by the CDC. Hand sanitizer will be available where hand washing may not be.

The above guidelines have been made on behalf of the Arkansas River Outfitters Association.

Bob Hamel, Executive Director