

MZATUG Lean Coffee - May 27th @ 1pm Eastern

Date and Time:

27 May 2020 - All items on the board
18:22 (UTC+00:00)

Facilitator:

Mark Dubose

Attendees:

Nate Pearson - Mystic Aquarium, Shannon Christopher, Nicole Lake, Nicole Lake, Amber, Meredith, Anne Robichaux | The Historic New Orleans Collection, Trini, Aaron Coleman, Pam Hamrick, Amanda Abernathy- Shedd Aquarium, Julie Brellenthin, Mark Rhodes, Alycia Anderson, Karen Pogoda, Jeff Waldschmitt, Neal, Science Museum of MN, jessica walls - CMHOFM, Amanda Rothschild, Amber, Liz Tjepkema, Derrek, Neal, Science Museum of MN, shannon christopher, Jerry, Casey, MCA Chicago, Kaley Daeger, Megan, Jim CMA, Angela Leftwich, Keisha, Liz Tjepkema

Summary:

Shortened meeting. All topics compressed to 3 minutes, so notes may not be fleshed out.

Actions

Learning

Topics discussed:

Who's open? What's your experience like so far?

Votes: 19

Suggested by: Mark Dubose

Comments:

- **Mark Dubose**
Dallas Zoo doing 3 days of Member only entry before opening to public

- **Mark Dubose**
DZ. Messaged to members first before messaging to public.
- **Jeff Waldschmitt**
Requiring masks? Providing masks?
- **Derrek**
Optional masks, disposable ones available on request.
- **Derrek**
Optional masks, disposable ones available on request.

Has anyone started one-page giving?

Votes: 9

Suggested by: Casey, MCA Chicago

Comments:

What's your plan for guest entry?

Votes: 5

Suggested by: Mark Dubose

Comments:

- **Mark Dubose**
GAQ "strongly encouraging" masks
- **Jeff Waldschmitt**
We're requiring staff to wear masks, general public strongly encouraged and we're providing masks if they want one and don't have one.
- **Mark Dubose**
Timed Admission the overwhelming standard

When is everyone reopening and are you limiting attendance by category (members, city pass, etc.)

Votes: 4

Suggested by: Nicole Lake

Comments:

What is GA Aquarium's custom reservation process? :)

Votes: 3

Suggested by: Kaley Daeger

Comments:

- **Mark Dubose**
Can break through holds with certain API calls

Is anyone using ticketing kiosks? If so what brand?

Votes: 3

Suggested by: Neal, Science Museum of MN

Comments:

- **Mark Dubose**
GAQ using Kiosks. Radiant branded. KIS did the coding
- **Mark Dubose**
Nashville (Kaley) Using QR codes to direct onsite patrons to their website

Is there a way to issue gift certificates in mass as opposed to one by one.

Votes: 2

Suggested by: Nicole Lake

Comments:

How much are you extending memberships and what kind of reporting are you looking at for financials.

Votes: 1

Suggested by: Nicole Lake

Comments:

Suggested topics with no votes:

Who's using custom or interesting seat maps for theaters and other enclosed spaces?

Votes: 0

Suggested by: Mark Dubose

Comments:

What is your contact tracing plan? How much data are you collecting about patrons?

Votes: 0

Suggested by: Karen Pogoda

Comments:

Does anyone know of a way to produce multiple certificates at once or is individual the only option?

Votes: 0

Suggested by: Keisha

Comments: