OPERATIONAL AUDIT PROGRAM

The Basics

Laura Woodburn and
Nancy Heard

NAARSO 2013
Man, 31, hospitalized after freak kiddie ride accident

(July 8, 2012) - A 31-year-old man was hospitalized with a blood infection and internal injuries after a freak accident at Furuvik theme park in Sweden. The man's daughters, aged 2 and 4, were on a kiddie car ride, when the man noticed that his 4-year-old needed help operating her vehicle. When he boarded the ride in an attempt to assist the girls, his rectum became impaled on a tow hitch that protruded from behind the vehicle. A park employee helped free the man. The tow hitch has been removed from the vehicle.
Overloaded Ferris wheel collapses

(August 6, 2012) - Three teenagers were injured after a fully loaded Ferris wheel collapsed at a carnival in Jambi, Indonesia. The ride separated from its axle and collapsed to the ground. Twenty-eight people were aboard the ride at the time of the accident, but most escaped injury. The carnival, which was reportedly uninsured, was ordered closed.

Police are investigating.
Water slide collapse injures 15

(August 21, 2012) - Fifteen people suffered various injuries when a water slide collapsed at Nicco Park in Calcutta, India. The ride is designed for a maximum load of two people. Park officials said that the victims, who were mostly students, ignored warnings and overloaded the slide. Six of the riders suffered serious injuries, including broken legs, arms, and shoulders.
Park worker crushed in fatal roller coaster accident

(September 8, 2012) - At an amusement park in Koriyama, a city located in Fukushima Prefecture, Japan, an accident on a steel roller coaster claimed the life of a park worker. The employee suffered fatal injuries after somehow becoming pinned underneath the front car of the ride's 36-passenger train.
Operational Inspections

- Operational Basics
- Operational Inspections
Operational Basics

- Orientations / Trainings (ASTM F770-11)
  - Thorough – use all resources
  - Safety & Emergency Procedures
  - Follow Manufacturer’s Ride Manual
  - DOCUMENT!
Operational Basics

So what are the rules?

- What does the manual say?
  - Speed
  - RPM
  - Ride Duration
  - Passenger Restraints
  - Rider Requirements / Restrictions
  - ADA Guidelines
Operational Basics

- Provide examples of what it looks like
- Explain importance of following training
Operational Basics

- Employees must have
  - Training Documentation
  - Ride Manual knowledge
  - ???
  - ???
  - ???
  - ???
  - ???
Operational Basics

- Employees must understand
  - Function at all positions
  - Emergency procedures
    - Unscheduled versus scheduled cessation
    - Health emergency
    - EAP
### Comet

**Operator - Operator/Minor**

**Volunteer**

**Employee ID:**

---

#### 2011

#### Name:

---

<table>
<thead>
<tr>
<th>TM</th>
<th>Trainer</th>
<th>General Information</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Explain the procedures for cleaning bodily fluid spills and the equipment needed.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Explain how to measure a guest using a height stick or height sign.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Review proper attire for guests riding the attraction and which guests are restricted to ride due to height, weight, or physical limitations.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Point out location of items such as light switches, microphone, fire extinguisher, phone, cleaning supplies, etc.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Explain how to make periodic inspections of Ride Vehicles, Restraints, Seats, Lighting, etc., and how to call Ride Base or a Supervisor to report items that need fixed or replaced.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Review speeches for loading, unloading, safety, weather, and breakdowns.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Answer Questions.</td>
</tr>
</tbody>
</table>

#### TM Trainer Pre-Opening Procedures

- Check to see if Temporarily Out of Service sign has been removed.
- Explain Opening Procedures: Claiming access to attraction. Cleaning Inspection Sheet. Make sure supplies are stocked: rags, petrasorb, cleaner, and first aid kit. Complete one full test cycle without guests.

#### TM Trainer Operating Procedures

- Review Height Restrictions for attraction: HERSHEY BAR, TWIZZLER, and JOLLY RANCHER may ride. REESE'S may ride, but MUST be accompanied by a responsible rider.
- Review Ride Capacity for attraction: No more than 1 person per seat, 2 people per row.
- Review the different positions: one operator at the control panel, one attendant (16 years or older) who pushes the dispatch button, and a second attendant to double check lap bars.
- Explain procedures to follow if the operator must leave their ride.
- Review procedures for crossing the track (through an empty train in the station only).
- Explain how to open queue gates by turning the switch to OPEN and allowing the guests to enter train and review the park and load procedure.
- Explain how to close the queue gates (always visually check that guests are behind the yellow line before closing the entrance gates) and push the LAP BARS CLOSED button.
- Explain that all non-riders must be outside of the ride area before the ride is started.
- Demonstrate the HOLD and CLEAR signals to be used at all times.
- Demonstrate how to operate the ride that after the dispatch attendants pushes the dispatch button, and the operator receives two CLEAR signals: the operator may then dispatch the train by pulling and releasing the DISPATCH button. The train will park itself upon returning to the station. When the train has come to a complete stop, the operator may push the LAP BAR OPEN button.
- Review speeches for loading, unloading, safety, weather, and breakdowns.
- Explain that both attendants must check every safety bar (push down and then pull up) and lap belt to confirm that they are in the proper position.
- Review the use of seat belt extensions (only one extension per rider).
- Explain the purpose of intercom phones. They should only be used to relay information pertinent to the operation of the ride.
- Show how to secure any doors, belts, or safety restraints the attraction may have.
- Review that the most important operating procedure is to BE ALERT at all TIMES. Keep eyes and ears open for any potentially dangerous situations.
- Guests with disabilities may be accompanied by 3 additional guests.

**The TRAINER has demonstrated the proper operating procedures for the TEAM MEMBER and the TEAM MEMBER has operated and attended the attraction four complete ride cycles.**

**The TEAM MEMBER has successfully trained the TRAINER.**

---

<table>
<thead>
<tr>
<th>TM</th>
<th>Trainer</th>
<th>Closing Procedures</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Close the chain and put the Temporarily Out of Service sign in place.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Push E-STOP, turn off all ride lights, buckle all seatbelts, close umbrella, etc.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Return clipboard, key, and capacity sheets to designated area.</td>
</tr>
</tbody>
</table>

#### TM Trainer Storm Closing/ Emergency Procedures

- Storm Closing Procedures
  - Rider Base will notify you when to close the ride.
  - The operator will make an announcement to notify guests of the closing.
  - Rider Base will notify you when to open the ride.

- Emergency Procedures
  - Review emergency stop procedures: "EMERGENCY STOP" button.
  - Notify Rider Base if maintenance is needed.
  - Calmly inform guests that there will be a slight delay.
  - The Control Panel Operator will push E-STOP if any employees leave the station proper or if there are any unauthorized persons in hazardous zones.
  - Explain the use of the OUT OF SERVICE signs/harmones and the proper procedures in the event of a breakdown or emergency.

**Team Member: By signing this form you agree that you have been trained on all of the items mentioned above, and feel confident operating the COMET.**

**Trainer: By signing this form you agree that you have trained the employee on all the items listed above to the best of your ability, and feel confident in his or her ability to operate the COMET.**

<table>
<thead>
<tr>
<th>Team Member: Name and Employee #</th>
<th>Trainer: Name and Employee #</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Team Member: Signature and Date</th>
<th>Trainer: Signature and Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
# 2009 Ride Training Certification

**Employee #:** 86023  
**Name:** Adams, Cody  
**Group:** Boardwalk  
**Position:** Lifeguard

<table>
<thead>
<tr>
<th>Ride</th>
<th>Date</th>
<th>Op</th>
<th>Alt</th>
<th>Trainee Signature</th>
<th>Trainer Signature / Emp</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ballon Fife</td>
<td></td>
<td></td>
<td></td>
<td>SEE 2008 FILE</td>
<td></td>
</tr>
<tr>
<td>Body Bins</td>
<td></td>
<td></td>
<td></td>
<td>SEE 2008 FILE</td>
<td></td>
</tr>
<tr>
<td>Cannon</td>
<td></td>
<td></td>
<td></td>
<td>SEE 2008 FILE</td>
<td></td>
</tr>
<tr>
<td>Coal Cracker - Tumbrel</td>
<td></td>
<td></td>
<td></td>
<td>SEE 2008 FILE</td>
<td></td>
</tr>
<tr>
<td>Coal Cracker - Lifts</td>
<td></td>
<td></td>
<td></td>
<td>SEE 2008 FILE</td>
<td></td>
</tr>
<tr>
<td>Coal Cracker - Down Chute</td>
<td></td>
<td></td>
<td></td>
<td>SEE 2008 FILE</td>
<td></td>
</tr>
<tr>
<td>Canoe</td>
<td></td>
<td></td>
<td></td>
<td>SEE 2008 FILE</td>
<td></td>
</tr>
<tr>
<td>Convoy</td>
<td></td>
<td></td>
<td></td>
<td>SEE 2008 FILE</td>
<td></td>
</tr>
<tr>
<td>Dinosaur</td>
<td></td>
<td></td>
<td></td>
<td>SEE 2008 FILE</td>
<td></td>
</tr>
<tr>
<td>Driscoll</td>
<td></td>
<td></td>
<td></td>
<td>SEE 2008 FILE</td>
<td></td>
</tr>
<tr>
<td>Dry Otch</td>
<td></td>
<td></td>
<td></td>
<td>SEE 2008 FILE</td>
<td></td>
</tr>
<tr>
<td>Falcon</td>
<td></td>
<td></td>
<td></td>
<td>SEE 2008 FILE</td>
<td></td>
</tr>
<tr>
<td>Peri &amp; Wheat</td>
<td></td>
<td></td>
<td></td>
<td>SEE 2008 FILE</td>
<td></td>
</tr>
<tr>
<td>Flying Falcon</td>
<td></td>
<td></td>
<td></td>
<td>SEE 2008 FILE</td>
<td></td>
</tr>
<tr>
<td>Frontier Flyers</td>
<td></td>
<td></td>
<td></td>
<td>SEE 2008 FILE</td>
<td></td>
</tr>
<tr>
<td>Pop Hampton</td>
<td></td>
<td></td>
<td></td>
<td>SEE 2008 FILE</td>
<td></td>
</tr>
<tr>
<td>Granny Bugs</td>
<td></td>
<td></td>
<td></td>
<td>SEE 2008 FILE</td>
<td></td>
</tr>
<tr>
<td>Great Bear</td>
<td></td>
<td></td>
<td></td>
<td>SEE 2008 FILE</td>
<td></td>
</tr>
<tr>
<td>Helicobathers</td>
<td></td>
<td></td>
<td></td>
<td>SEE 2008 FILE</td>
<td></td>
</tr>
<tr>
<td>Rising Tower</td>
<td></td>
<td></td>
<td></td>
<td>SEE 2008 FILE</td>
<td></td>
</tr>
<tr>
<td>Ladybug</td>
<td></td>
<td></td>
<td></td>
<td>SEE 2008 FILE</td>
<td></td>
</tr>
<tr>
<td>Lightning Racer</td>
<td></td>
<td></td>
<td></td>
<td>SEE 2008 FILE</td>
<td></td>
</tr>
<tr>
<td>Lucy &amp; Stables</td>
<td></td>
<td></td>
<td></td>
<td>SEE 2008 FILE</td>
<td></td>
</tr>
<tr>
<td>Merry Go Round</td>
<td></td>
<td></td>
<td></td>
<td>SEE 2008 FILE</td>
<td></td>
</tr>
<tr>
<td>Mediterranean Star</td>
<td></td>
<td></td>
<td></td>
<td>SEE 2008 FILE</td>
<td></td>
</tr>
<tr>
<td>Naut - at</td>
<td></td>
<td></td>
<td></td>
<td>SEE 2008 FILE</td>
<td></td>
</tr>
<tr>
<td>Naut - Scrambler</td>
<td></td>
<td></td>
<td></td>
<td>SEE 2008 FILE</td>
<td></td>
</tr>
<tr>
<td>Naut Train</td>
<td></td>
<td></td>
<td></td>
<td>SEE 2008 FILE</td>
<td></td>
</tr>
<tr>
<td>Manoral - Hand</td>
<td></td>
<td></td>
<td></td>
<td>SEE 2008 FILE</td>
<td></td>
</tr>
<tr>
<td>Manoral - Auto</td>
<td></td>
<td></td>
<td></td>
<td>SEE 2008 FILE</td>
<td></td>
</tr>
<tr>
<td>Music Express</td>
<td></td>
<td></td>
<td></td>
<td>SEE 2008 FILE</td>
<td></td>
</tr>
<tr>
<td>Mut</td>
<td></td>
<td></td>
<td></td>
<td>SEE 2008 FILE</td>
<td></td>
</tr>
<tr>
<td>Pony Parade</td>
<td></td>
<td></td>
<td></td>
<td>SEE 2008 FILE</td>
<td></td>
</tr>
<tr>
<td>Red Baron</td>
<td></td>
<td></td>
<td></td>
<td>SEE 2008 FILE</td>
<td></td>
</tr>
</tbody>
</table>

After reviewing my card, I feel that I have been properly trained and am comfortable operating any of the rides that have been listed as previously trained (SEE 2008 FILE).

**Employee Signature:** _____________________________  
**Date:** ____________

**Trainer Signature:** _____________________________  
**Date:** ____________

**Trainer Signature / Emp:** _____________________________  
**Date:** ____________
BIZZY BEES

- Guests may not exceed 54" in height to ride. **MINIATURES, KISSES, REESE'S, or HERSHEY BAR** height categories may ride. **NO HAND HELD INFANTS.**

- Be sure that guests with disabilities meet the minimum and/or maximum height requirements and are able to support themselves properly. If you feel a guest is questionable, please contact your supervisor before allowing the guest to ride.

- This ride may not accommodate guests of a larger size (height and/or weight) due to the configuration of the safety restraint system. If you feel a guest is questionable, please contact your supervisor before allowing the guest to ride.

- This ride is for children.

- To start the ride:
  a. Secure all entrance and exit gates
  b. Insert and turn the ride KEY.
  c. Pull out the EMERGENCY STOP button.
  d. Step on the FOOT PEDAL.
  e. Press the **START** button.

- The ride is on a timer and will stop automatically. To stop the ride prior to the timer:
  a. Push the EMERGENCY STOP button.
  Or
  b. Remove your foot from the FOOT PEDAL.
  When the ride is stopped, press the EMERGENCY STOP button, remove the KEY, and assist the children in exiting the ride area.

- Nearest Park phone: Swing Thing.

- Phone Numbers:
  
  Central Dispatch .... 3897
  Get The Answer .... 3636
  First Aid .......... 3370
  Security ........... 8988
  Emergency ........ 3444

In the event of an Emergency

- Turn off and lock the power switch.
- Contact First Aid (3370).
- Contact Central Dispatch (3897).
- Retain witnesses.
- Clear the ride area.
- Keep the guests and yourself calm.

(For More Detailed Information Consult Your Rides Manual)

COMET

- Guests must exceed 42" in height (REESE'S, HERSHEY BAR, TWIZZLERS, JOLLY RANCHER) to ride. **However, guests that are between 42" and 48" (REESE'S) must be accompanied by a responsible rider.**

- Non-ambulatory guests may be accompanied by a maximum of five (5) additional guests.

- Be sure that guests with disabilities meet the minimum and/or maximum height requirements and are able to support themselves properly. If you feel a guest is questionable, please contact your supervisor before allowing the guest to ride.

- This ride may not accommodate guests of a larger size (height and/or weight) due to the configuration of the safety restraint system. If you feel a guest is questionable, please contact your supervisor before allowing the guest to ride.

- Do not permit guests to take glass or other dangerous or costly items on the ride.

- Only one employee should be in the operator's booth while the ride is in motion.

**OPENING SPEECH:** Welcome to the Comet. Please fill each available seat with no more than two riders per seat. Once you are seated buckle your seat belt. At the sound of the click, push forward and pull back on your bar to lock it. For those of you waiting in line, please stand back behind the yellow line, as the gates will be closing. While riding, we ask that you please remain seated and keep your arms and legs inside the train at all times and hold onto the grab bars. Please hold onto your hats, glasses, purses, and other loose items. Thank you and enjoy your ride.

**CLOSING SPEECH:** Welcome back. To unlock your bar, at the sound of the click, push down then pull up. Unbuckle your seat belt then exit to your right and all the way up the ramp. Thank you for riding the Comet and enjoy the rest of your day here at HERSEYPARK.

- In the event of a breakdown:
  a. Notify Central Dispatch.
  b. **-Train stopped on Lift:** Only the Ride Foreman or Supervisor should go to the train.
  - **Train stopped on Emergency Brake:** NO ONE is to go to the train. Keep them calm and informed by switching the microphone to the outside speaker and making the following announcement: **Ladies and Gentlemen: We ask that you please remain calm and stay seated while we regain operation of the ride. The maintenance department has been notified of the situation and will have your train moving again shortly. Again, please remain seated. Thank you for your patience.**

- Phone Numbers:
  
  Central Dispatch - 3897
  Get The Answer .... 3636
  First Aid .......... 3370
  Security ........... 8988
  Emergency ........ 3444

In the event of an Emergency:

- Call First Aid (3370).
- Call Central Dispatch (3897).
- Retain witnesses.
- Clear the ride area.
- Keep the guests and yourself calm.

(For More Detailed Information Consult Your Rides Manual)
Operational Basics

- Special Programs
  - Park / Show information
  - Manuals
  - Cleaning Programs / BBP
  - ADA
LOADING:

Welcome to the Pirate. Please seat 5 to 6 people per seat. For your own safety, watch your arms; the bars will be lowering automatically. Please secure all loose items and place a protective arm around small children. While the ride is in motion, remain seated, hold on to the grab bars, and keep your arms and legs inside the ship at all times. Thank you and enjoy your ride.

UNLOADING:

Once the ride has come to a complete stop, exit to the opposite side of the boat from which you entered towards the blue Monorail track. Thank and enjoy the rest of your day here at HERSEYPARK.
Operational Basics

Not just for ride operators – get everyone involved!

RIDE SAFETY GUIDELINES

✓ Always assume the ride’s power is turned on.
✓ Always assume the ride can start at any time.
✓ Always have someone accompany you anywhere you go.
✓ Always stay at least 5 feet always from any moving parts or ride paths unless given permission.
✓ Always obtain permission from the ride operator before crossing over the track or path of a ride.
Operational Basics

- Maintenance
  - Lock Out Tag Out
  - Fall Arrest
Operational Basics

- What’s new in the world of ops?
What’s New in the World of Ops?

Disney Tackles Major Theme Park Problem: Lines

Visitors wait in line at the Space Mountain attraction at Walt Disney World in Orlando, Fla. Disney has installed game stations along the way to entertain visitors while they wait.

By BROOKS BARNES
Published: December 27, 2010

ORLANDO, Fla. — Deep in the bowels of Walt Disney World, inside an underground bunker called the Disney Operational Command Center, technicians know that you are standing in line and that you are most likely annoyed about it. Their clandestine mission: to get
Operational Inspections

• What is MBWA?
  – Company
  – Industry
  – Regulatory
Operational Inspections

- Inspection results can help you to...
  - Identify at risk behaviors
  - Identify safe behaviors
  - Identify areas, procedures, and employees that require corrective action
Operational Inspections

- Internal Audits completed by
  - Full time Duty Personnel
  - Part time supervisors
  - Loss Prevention Staff
  - Third Party
Operational Inspections

What do you inspect?
- Amount of operators
- Vigilance
- Safety zones
- Height checks
- Checking restraints
Operational Inspections

What do you inspect?
- Weight limits
- Speeches
- Load and unload sequence
- Employee Communication
Operational Inspections

What do you inspect?
- Following rules of the ride
  - Rider restrictions
  - Prosthetics
  - Loose Articles
Operational Inspections

What do you inspect?
- Entrance / Exit gates secured
- Communication among employees
- Ride and queue cleanliness
- Guest behavior
Operational Inspections

What do you inspect?

- Equipment (don’t forget fire extinguishers)
- Signage
- Daily operational checks
- Training Documentation
Operational Inspections

Sample Audit

3 areas for review
- Operator Vigilance
- Communication
- Procedural
# Operational Inspections

## RIDES DEPARTMENT

**BEHAVIOR SAMPLING DATA COLLECTION SHEET**

<table>
<thead>
<tr>
<th>ATTENTION LEVELS</th>
<th>SAFE</th>
<th>AT RISK</th>
<th>WA</th>
<th>COMMENTS AND/OR AT RISK BEHAVIOR CORRECTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alert and aware of operations/guests</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Focused on job/task</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Actively listening</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Visual scanning of ride</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Responsive to instructions/guests</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Sequence</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Unloading assistance</td>
<td></td>
</tr>
<tr>
<td>Checking safety procedure</td>
<td></td>
</tr>
<tr>
<td>Standing in safety window</td>
<td></td>
</tr>
</tbody>
</table>

**RIDE:** ____________________________  **DATE:** ________  **TIME:** ________

**EMPLOYEES OBSERVED:** _____________________________________________
Operational Inspections

- Attention levels
  - Alert and aware
  - Listening and responding
  - Focus
  - Scanning ride
# Operational Inspections

## RIDES Department Behavior Sampling Data Collection Sheet

<table>
<thead>
<tr>
<th>Communication</th>
<th>Safe</th>
<th>At Risk</th>
<th>WA</th>
<th>Comments and/or At Risk Behavior Corrections</th>
</tr>
</thead>
<tbody>
<tr>
<td>Verbal instructions given</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Visual/eye contact made</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Physical &quot;ok&quot; hand signal</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Verifying physical signals</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clear PA instructions</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Procedural</th>
<th>Safe</th>
<th>At Risk</th>
<th>WA</th>
<th>Comments and/or At Risk Behavior Corrections</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crossing path</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Loading/unloading</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ladder constraints</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Proper signal sequence</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unloading assistance</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Crossing track procedure</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Standing in safety barriers</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

RIDE: ______________________  DATE: _______  TIME: _______

EMPLOYEES OBSERVED ____________________________
Operational Inspections

- Communication
  - Verbal instructions
  - Hand signals
  - Visual contact
  - “All Clear” signals
Operational Inspections

Rides Department
Behavior Sampling Data Collection Sheet

<table>
<thead>
<tr>
<th>PROCEDURAL</th>
<th>SAFE</th>
<th>AT RISK</th>
<th>WA</th>
<th>COMMENTS AND/OR AT RISK BEHAVIOR CORRECTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Checking guest heights</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Loading/checking lapbars or restraints</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Proper dispatch sequence</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unloading assistance</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Crossing track procedure</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Standing in safety zone(s)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Unloading assistance
Crossing track procedure
Standing in safety zone(s)

RIDE: ___________________  DATE: _______  TIME: _______
EMPLOYEES OBSERVED ________________________________
Operational Inspections

Procedural items
  - Checking height
  - Load / unload
  - Dispatch sequence
  - Guest Assistance
  - Correct use of equipment
Operational Inspections

- Present Switch / Dead Man Switch
Operational Inspections
Operational Inspections
Operational Inspections

WARNING

ANY EMPLOYEE WHO IS CAUGHT TAMPERING WITH THIS SAFETY DEVICE WILL BE SUSPENDED IMMEDIATELY.
**RIDES DEPARTMENT Internal Audit (Operator)**

**Employee:** ____________________________

**Emp #:** _________ **Date:** ______________

**Ride:** ______________ **Position:** ______

**Trainer:** ________________________________

**Sampled By:** __________________________

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>H</strong></td>
<td>Heights of all guests checked before loading into ride vehicles</td>
<td><strong>SAFE</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>O</strong></td>
</tr>
</tbody>
</table>

| **E** | Entrance and Exit gates are locked before each ride cycle | **SAFE** | **AT RISK** | **N/A** |
|     |                                                           | **O**     | **O**     | **O**   |

| **R** | Restraints are locked and double checked before each ride | **SAFE** | **AT RISK** | **N/A** |
|     |                                                           | **O**     | **O**     | **O**   |

| **S** | Scanning of the entire area prior to the start of each ride cycle | **SAFE** | **AT RISK** | **N/A** |
|     |                                                               | **O**     | **O**     | **O**   |

| **H** | Hold/Clear signals are given and received before each ride cycle | **SAFE** | **AT RISK** | **N/A** |
|     |                                                                | **O**     | **O**     | **O**   |

| **E** | Eyes are focused on the ride for the duration of the ride cycle | **SAFE** | **AT RISK** | **N/A** |
|     |                                                              | **O**     | **O**     | **O**   |

| **Y** | Employee is stationed on the yellow X or in a safety zone | **SAFE** | **AT RISK** | **N/A** |
|     |                                                           | **O**     | **O**     | **O**   |

**FOLLOW UP TRAINING:**

Employee reviews training sequence of assigned position with Supervisor
HOSPITALITY QUESTIONS:

1. What are the 3 Kiddie Swap programs?

2. How are Pink Wristbands used?

3. Where is Lost and Found located?

Disciplinary Action:

☐ Re-Train
☐ Disciplinary PAM
☐ Disciplinary PAM and 3 Day Suspension
☐ Thank You PAM issued

Ride Lead ____________________________

<table>
<thead>
<tr>
<th>SAFE</th>
<th>AT RISK</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Comments: ___________________________________________

_________________________________________________________________

Action Taken:

☐ Verbal Warning
☐ Information PAM
☐ Disciplinary PAM
☐ Disciplinary PAM and 3 day Suspension
☐ Thank You PAM issued
Operational Inspections

- Official Daily Ride Inspection Sheet

- Completed by ride operators (ASTM F770-11)
Operational Inspections

- Back of Daily Ride Checklist
  - Completed by all operators of the ride, including break people
Operational Inspections

Inspector’s point of view
- Must know proper procedures
- Must be aware of proper policies
Operational Inspections

- PA Amusement Ride Inspection Act
  - June 18, 1984
  - Regulation 81.84

- ASTM F770-11
Operational Inspections

- PA Amusement Rider Safety Liability Act
  - July 1, 1994
  - Regulation 58.94

**Pennsylvania Act No. 1994-58**
requires that riders must obey all warnings and directions regarding this ride and must behave in a manner that will not cause or contribute to injury to themselves or others. Failure to comply is cause for dismissal from the Park without refund.
Operational Inspections

- Sponsorships signs
- Theming / decorations
- Lighting
Operational Inspections

What is the Purpose?
A. To satisfy insurance?
B. To satisfy Authority having Jurisdiction?
C. To satisfy the show owner?
D. To identify potential risk?
Operations and Inspections

- Safety is always first!
- A safe ride every ride!
- Inspections Count!