



Attractions

Progressive Training Program

Course 1: Red

Attractions Department Introduction

Revised: February 2007

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Section 1: General Information

1.1 Attractions Overview

Welcome to the Attractions Department! While working in Attractions, you will find yourself working in a variety of different roles on a daily basis. Roles in Attractions include Carousel Operations, Simulator Operations, Coaster Operations, and Train Operations. In addition to these ride operation roles, Attractions Team Members may also work in various Support Roles, including Show/Exhibit Greeter, Playground Attendant, Train Greeter, Simulator Greeter, and Coaster Checker. Below is a brief description of each of the rides in the Attractions Department and the associated boarding requirements:

White River Junction Train Ride

Visitors climb aboard the White River Junction Train Ride for a tour of the "Zoo behind the Zoo." During the ten-minute journey, visitors learn about the Plains Biome animals, commissary, greenhouse, gardens, the Zoo's 15,000 square foot veterinarian hospital, maintenance and exhibits departments and other behind-the-scenes operations necessary to run the Zoo.

- Requires one ticket per person to board.
- Riders should be in good health, and free from motion sickness or any other condition that could be aggravated by the ride.
- Children under two years of age do not require a ticket to board.
- Children under ten years of age must be accompanied by a responsible adult and must be seated to the inside or enclosed side of the seat.
- Children who are able to sit upright unassisted must be seated in a seat.
- Handicapped persons must transfer from wheelchair to ride vehicle in order to experience this attraction.
- The seating on this ride may prohibit Guests of certain body shapes or sizes from riding.
- Food and beverage items must be finished prior to boarding.

Kōmbo Family Coaster

Featuring thirteen two-seater cars individually themed as safari jeeps, Kōmbo delivers just the right heights, speeds, twists and turns for the whole family to enjoy together. The coaster goes at a top speed of 21 miles per hour over a 656-foot long track with a maximum height of about 24 feet.

- Requires one ticket per person to board.
- Riders should be in good health and free from high blood pressure, heart, back, or neck problems, motion sickness or any other condition that could be aggravated by the ride.
- Expectant mothers should not ride.
- Persons who do not meet the minimum height requirement of 38" tall may not ride.
- Children under 47" tall who meet the minimum height requirement must be accompanied by a responsible adult.
- Handicapped persons must transfer from wheelchair to ride vehicle in order to experience this attraction.
- The seating on this ride may prohibit Guests of certain body shapes or sizes from riding.
- Food and beverage items must be finished prior to boarding.

3-D Ride

This exciting 3-D simulator ride takes adventurous Guests on one of two great adventures - either a spectacular dinosaur encounter or a fantastic journey through the worlds of Hanna Barbara! The ride can seat up to 18 passengers and the seats themselves move to catapult riders right into the action!

- Requires two tickets per person to board
- Riders should be in good health and free from high blood pressure, heart, back, or neck problems, motion sickness or any other condition that could be aggravated by the ride.
- Expectant mothers should not ride.
- Persons who do not meet the minimum height requirement of 38" tall must be accompanied by a responsible adult and may not ride in a motion seat.
- Handicapped persons must transfer from wheelchair to ride vehicle in order to experience this attraction.
- The seating on this ride may prohibit Guests of certain body shapes or sizes from riding.
- Food and beverage items must be finished prior to boarding.

Endangered Species Carousel

The carousel features many different hand-carved animals, such as butterflies, seahorses, penguins, seals, gorillas, elephants, rhinos, dolphins, lions, polar bears, and many more! This charming ride is always a favorite of our younger Guests.

- Requires one ticket per person to board.
- Riders should be in good health, and free from motion sickness or any other condition that could be aggravated by the ride.
- Children under three years of age must be accompanied by a responsible adult.
- Adults accompanying children for safety reasons do not require a ticket to board.
- This attraction can accommodate one passenger in a standard size wheelchair per ride.
- Animal figures are not designed to support weights in excess of 200 pounds.
- Food and beverage items must be finished prior to boarding.

1.2 Progressive Training Overview

The Attractions Department utilizes a Progressive Training Program that is designed to give you the ability to learn the skills required to work in our various areas at your own pace, and based on your own interests and skill set.

We have taken each of the operating areas within the Attractions Department and broken them down into five distinct courses. These courses and the topics covered are as follows:

Course 1: Red – Attractions Introduction

- General Information
- Safety
- Communications
- Ride Delays & Closings
- Ticketing
- Attractions Support Roles

Course 2: Blue – Carousel Operations

- Introduction
- Working Responsibilities
- Startup Procedures
- Daily Operation
- Closing Procedures

Course 3: Green – Simulator Operations

- Introduction
- Working Responsibilities
- Startup Procedures
- Daily Operation
- Closing Procedures

Course 4: Silver – Coaster Operations

- Introduction
- Working Responsibilities
- Startup Procedures
- Daily Operation
- Closing Procedures

Course 5: Gold – Train Operations

- Introduction
- Working Responsibilities
- Engines
- Startup Procedures
- Daily Operation
- Closing Procedures
- Multi-Train Operation

All Attractions Team Members will progress through the courses in the order outlined above. Starting at the Blue Course and thereafter, certification will be obtained to operate the rides only after achieving a passing score on both a written and hands-on test.

Written tests are computerized, multiple-choice tests over material covered in the training manuals. Operators are not permitted to use any notes or training materials when taking these written tests. Operators must score at least a 90% on the written test to pass.

Hands-on testing will be conducted by a Supervisor. If a Supervisor conducted your hands-on training, the test will be administered by a different Supervisor. Hands-on testing will involve actually operating the equipment with the Supervisor asking you questions about specific functions and asking you to perform certain tasks. The Supervisor administering the hands-on test will have a list of items to be performed and will give one point per item successfully completed. Operators must score at least a 90% on the hands-on test to pass.

Certification to operate a ride will not be obtained until a 90% has been scored on both the written and hands-on tests. Operators may re-test as many times as necessary until achieving the required scores for certification.

Section 2: Safety

2.1 State Ride Regulations

Safety in the Attractions area is always our primary concern. As a ride operator, you will be responsible for the safety of hundreds or thousands of riders a day. According to Indiana State Law, if an accident or injury occurs on a ride, the ride operator is the first person held responsible. Should it be discovered that the ride operator was not following the proper operating procedures, the operator can be held legally responsible, and could be subject to prosecution. Therefore, for both the safety of our Guests, and for your own personal protection, it is vital that you thoroughly understand the operation of any ride you may be operating. If you should ever feel that you do not completely understand the operations of a ride, or if you are uncomfortable in operating any ride or piece of mechanical equipment, contact a Supervisor immediately to be reassigned.

2.2 Daily Ride Inspections

Daily ride inspections are necessary to ensure the safety of both our Guests and operators. Ride inspections must be done on a daily basis, and should be done thoroughly. These inspections help to make us aware of safety issues so corrections can be made. Left un-inspected, problems could go on undetected and could result in serious or fatal injury to both Guests and operators.

- Every ride inspection sheet contains a maintenance section. This section must be completed by a mechanic before the ride can be opened to the public. If the maintenance section is not filled out and signed off, call for a Supervisor right away.
- The opening operator must complete all items on the opening checklist before the ride can be opened to the public. The operator must print his/her name, the date, and the time of completion on the sheet as well.
- **Under NO CIRCUMSTANCES shall a ride operate with any passengers on board unless BOTH the maintenance and operator opening checks have been completed and signed off on.**
- When both the maintenance and operator opening checks have been completed and the ride is ready for operation, the inspection sheet must be posted in the designated area at the ride location.
- At the end of the day, the closing operator must complete all the closing items on the checklist. The operator must print his/her name, the date, and the time of completion of the closing items on the sheet as well.
- All inspection sheets are to remain posted at the designated areas even after all closing items have been completed. The closing Supervisor will collect the sheets at the end of the day.

Remember: By filling out a Daily Inspection Checklist and signing your name at the bottom, you are certifying that you have thoroughly inspected all the designated components listed, and can account for the safety of the Guests and staff members at that attraction.

2.3 Maintenance Logs

In addition to daily inspection checklists, each ride location keeps a maintenance log. This log is kept near the inspection sheets and serves as a means of daily communication between the operators and mechanics.

The maintenance log should be checked by the opening operator each morning, and any issues that arise during the day should be written both on the back of the daily inspection sheet and in the maintenance log.

Note: The maintenance log is NOT a replacement for the daily inspection sheets. Issues should be logged on BOTH sheets as they arise.

Simulator Maintenance Log	
8/10/06	Joe Operator Base 4 was making a strange noise. Extra bumps in the motion were observed while the ride was operating. We turned off the motion on base 4 for the remainder of the day.
8/11/06	Bob Maintenance I examined base 4, replaced the transducer on the left rear cylinder assembly, and tightened the ELCO connector. Ran the base in warm-up mode and seemed to be operating normally.

The example above outlines how entries should be made in the maintenance logs. Be sure to include the date, your name, and a description of the issues. Be sure to take as much space as needed to thoroughly describe the problem.

Section 3: Communications

3.1 Indianapolis Zoo Radio Protocol

Radios are an essential means of communication between various departments within the zoo. All radios are stored at Security in the Administration Building. Radios should be checked out from and returned to Security on a daily basis.

When engaging in any radio communication, it is important to follow these guidelines:

1. Proper radio etiquette is to be used at all times. The radio is monitored by the FCC and by management at the zoo. Cursing, swear words, talking about personal issues, etc are all forbidden. **The FCC and the Indianapolis Zoo will not tolerate improper language.**
2. Do not hold the radio too close to your mouth when speaking. A distance of 3-4 inches away should be adequate to send clear transmissions.
3. When calling someone on the radio, first acknowledge who you are and then who you are trying to reach. Allow ample time for the other party to respond. If no response is received, attempt a couple more times, or try back later.
4. Be considerate and do not "walk" over another person's transmission. Listen for conversations to be finished before you begin a transmission.
5. Keep conversations short, precise and to the point. Hesitation is not warranted.
6. If a lengthy conversation is needed, switch to the designated talk-about channel (TAC).

3.2 Radio Channels

The Zoo's radio network consists of three primary channels for communication. These channels and the departments that utilize them are listed below.

Channel 1 is the primary channel for:

- Security
- Maintenance
- Collections
- Horticulture
- Vet Hospital

Channel 3 is the primary channel for:

- Admissions
- Attractions
- Housekeeping
- Education
- Marketing/Special Events

Channel 4 is designated as a talk-about channel (TAC).

3.3 Department Call Numbers

Many individual departments at the Zoo have call numbers. These numbers are used to identify the department being called over the radio. Departments with call numbers are as follows:

- 31 – Oceans
- 36 – Marine Mammals
- 55 – Housekeeping
- 60 – Attractions
- 63 – Horticulture
- 64 – Maintenance
- 75 – Facilities

- 91 – Vet Hospital
- 92 – Plains (elephant, giraffe, mixed plains, rhino, lion and baboon)
- 97 – Encounters
- 98 – FDC (Forests, Deserts and Commons)

Notice that the call number for Attractions is **60**. To call a department, you would simply use their call number. To call a specific person, use the call number for their department, followed by their name. Example: “60 Mark” would be used to call Mark in Attractions. Call numbers should be used whenever available. If a department does not have a call number, you would use the department name in place of the call number.

3.4 Radio Codes

The zoo utilizes a set of standardized codes for communicating various messages over the radio. As a majority of staff members at the zoo carry radios, Guests can at times hear radio communications when in the vicinity of a staff person with a radio. There are times when items might need to be communicated over the radio that should not necessarily be heard by Guests. The use of these codes allows us to communicate effectively and efficiently without giving away too much information to the casual listener. Therefore, it is important to use the appropriate radio codes whenever possible.

The codes utilized in the Attractions Department and sample phrases are listed below:

10-4 Message Received – “Ten four.”

This code is used to acknowledge that you received and understood a radio transmission directed to you. This will mostly be used during normal peer-to-peer communications.

10-7 Out of Service – “60 [name] to Base, [ride] is 10-7.”

This code is used to communicate that an attraction has ceased operation for the day. The 10-7 code **must** be called into Base when the attraction is completely powered down and secured under normal conditions.

10-8 In Service – “60 [name] to Base, [ride] is 10-8.”

This code is used to communicate that an attraction has begun operation for the day. The 10-8 code **must** be called into Base when all inspections have been completed and the attraction is ready for Guests, but before operation actually begins.

10-20 Location – “60 [name] to [name], what’s your 20?”

This code is used to ask for the location of an individual or object. This code will mostly be used during normal peer-to-peer communications.

10-33 Emergency – “60 [name] to Base, we have a 10-33 at [location].”

This code is used to communicate that a serious/medical emergency situation has occurred at an attraction. The 10-33 code **must** be called into Base immediately upon discovery of the emergency so that the appropriate response can be made quickly.

11-1 Normal Operations Interrupted – “60 [name] to Base, [ride] is 11-1 due to [reason].”

This code is used to communicate that a normal ride operating cycle has been interrupted due to an abnormal circumstance. The 11-1 code **must** be called into Base

when the ride cycle has been interrupted. **In the event a ride goes 11-1, the ride CAN NOT resume operations until clearance has been obtained by the Attractions Duty Manager.** Some examples of these circumstances include, but are not limited to:

- Breakdown/mechanical failure
- Train derailment
- Activation of E-Stop
- Weather conditions
- Addition/removal of a 2nd train
- Loading and securing a wheelchair on the carousel

11-8 Normal Operations Resuming – “60 [name] to Base, [ride] is 11-8.”

This code is used to communicate that a ride is resuming normal operation after an 11-1 has been cleared. **An 11-8 CAN NOT be called until clearance has been obtained from the Attractions Duty Manager.** The 11-8 code **must** be called into Base before the ride resumes operation.

Signal 100

This code can only be issued by Base and is used to indicate that all non-emergency radio traffic should be immediately halted.

3.5 Attractions Phone Numbers

Most of the operating areas in the Attractions Department are equipped with phones. When answering a phone, it is important to clearly state the location and your name. Phone locations and their associated extensions are as follows:

Attractions Office	5160	Roller Coaster	5113
Rides Ticket Booth	5130	Simulator	5112
Train Station	2067		

A listing of other important Zoo phone extensions is posted at every phone location within the department.

3.6 Using Radios vs. Phones

Due to the nature of the Attractions Department, our primary means of communication will be via radio. However, it is important to know when it is appropriate to make certain communications over the radio, and when a phone call should be placed instead.

All radio communications can be monitored by third parties. Therefore, it is important that we keep sensitive subjects from being broadcast over the radio. Sensitive subjects may include but are not limited to any type of emergency situation such as fire, serious accident or injury, or train derailment.

While initial communication regarding these types of incidents may be made via radio using the appropriate radio codes, any detailed information should be communicated via a park phone. If necessary, you can call an individual over the radio and ask them to call your extension. If you are ever in doubt as to whether or not something should be communicated over the radio, it is always a good idea to use a phone line instead.

Section 4: Ride Delays & Closings

4.1 Weather Delays

In the event of inclement weather in the area, all rides will be delayed for the safety of both our Guests and Team Members. A weather delay may be called due to a weather advisory issued from Base or due to sighting of lightening in the area. The Attractions Duty Manager will make the call to place all rides under a weather delay. When placed under a weather delay, the following actions shall be taken immediately:

1. All rides are to immediately cycle down. Cycling down involves completing any ride cycles currently in progress, unloading those Guests, and shutting down the ride control systems.
2. An 11-1 radio call **must** be made to Base immediately on Channel 3.
3. All ticket sales for all rides will be stopped.
4. Further access to the queue and/or pre-boarding area will be halted.
5. If any Guests are still waiting in the queue or pre-boarding areas, the following announcement shall be made by the ride operator over the P.A. system:

“Ladies and Gentlemen, may I have your attention please. Due to inclement weather conditions in the area, normal operations of [ride name] have been delayed. At this time, we do not know how long this delay will last. If your ticket has already been collected and you choose not to wait, please see the nearest attendant to receive a re-admission ticket to ride at a later time. Thank you for your patience and understanding. We will resume normal operation as soon as possible.”

Weather delays will typically be implemented when lightening is within 10 miles of the zoo and will last until radar clearly shows that the inclement weather has cleared the area. The Attractions Duty Manager will continually monitor the situation and will give the all clear to resume operations once the storm is a safe distance away from the immediate area.

4.2 Operational Delays

An operational delay is defined as any delay to the normal operating cycle of a ride or attraction. Some examples of operational delays include, but are not limited to, mechanical/technical difficulties, derailment, power outage, and/or emergency vehicle traffic on the service roads. In the event of an operational delay, the following actions shall be taken immediately:

1. An 11-1 radio call **must** be made to Base immediately on channel 3.
2. The Attractions Duty Manager will monitor channel 3 and respond to the scene.
3. All ticket sales for the affected ride should be stopped.
4. Further access to the queue and/or pre-boarding area will be halted.
5. Guests on board the attraction or already in the queue/pre-boarding area should remain where they are.
6. The following announcement shall be made by the ride operator over the P.A. system:

“Ladies and Gentlemen, may I have your attention please. [Ride name] is experiencing a temporary delay due to circumstances beyond our control. At this time, we do not anticipate this delay lasting very long. If your ticket has already been collected and you choose not to wait, please see the nearest attendant to receive a re-admission ticket to ride at a later time. Thank you for your patience and understanding. We will resume normal operation as soon as possible.”

4.3 Ride Evacuations

A ride will be evacuated under any of the following circumstances:

- An animal escape warrants an evacuation
- A severe weather emergency warrants an evacuation
- An operational delay exceeds 15 minutes in length
- A serious medical emergency/injury has occurred at the ride
- Direction has been given to do so by the Attractions Duty Manager

While specific evacuation procedures for each ride will be outlined in the individual Standard Operating Procedure manuals for those rides, the following are general actions to be taken during a ride evacuation:

- All ticket sales for the affected ride will be stopped.
- All Guests still holding valid tickets will be cleared from the queue.
- Guest Assistance Tickets will be distributed to any riders who have had their tickets collected and did not complete a ride, and these Guests will be cleared from the queue and/or pre-boarding area.
- An Attractions Team Member will be positioned at the entry to the ride queue to prevent any Guest access to the attraction area. **Note: The Attractions Team Member should not give details about the reason for the closure, but should simply inform Guests that the ride is experiencing technical difficulties.**

Additionally, when direction has been given to evacuate a ride, the following announcement shall be made by the ride operator over the P.A. system:

Ladies and Gentlemen, may I have your attention please. Due to circumstances beyond our control, normal operation of [ride name] has been delayed indefinitely. We apologize for the inconvenience. At this time, we ask that any Guests who have already had their tickets collected please remain where you are and an attendant will distribute re-admission tickets for you to ride at a later time. We ask that all Guests who still have their tickets please exit at this time. Thank you for cooperation.

4.4 Emergencies

Severe Weather Emergency

In the event of a severe weather emergency where Guests and employees are directed to seek shelter, the following actions should be taken immediately:

1. Any rides still in operation will be cycled down and evacuated. **Danger may be imminent! The formal evacuation procedures in Section 4.3 should be abandoned and the staff and Guests should seek shelter immediately!**
2. The ride should be quickly powered down and secured. Remember to bring any keys with you to the shelter area. **Note: It is not necessary to complete formal closing procedures or checklists at this time. Safety of Guests & staff is the first priority.**
3. An 11-1 radio call **must** be made to Base.
4. Attractions Team Members should assist in quickly escorting any Guests on grounds to the following designated shelters in the Attractions area:
 - Restrooms between Dog 'n Suds and the Performance Amphitheater
 - Encounters Building (Critter Corner or Restrooms)
5. Special assistance should be given to any Guests with disabilities or mobility issues in reaching the designated shelter areas.
6. Once all Guests have been escorted to shelter areas, radio the Attractions Duty Manager to communicate your status.

Animal Escape Emergency

In the event of an animal escape, a Code Red will be issued on all radio channels. Communication regarding the emergency will take place on Channel 1. **Attractions staff should remain on Channel 3.** The Attractions Duty Manager will monitor Channel 1 during the course of the emergency and will issue specific instructions to Attractions Team Members on Channel 3. Actions that will need to be taken depend on the risk posed by the escaped animal:

Level 1 – High Risk Animal

- All ride operations are halted.
- Evacuation procedures as outlined in a Severe Weather Emergency will be followed.
- Do not go outside of your shelter area until the situation has been resolved.

Level 2 – Moderate Risk Animal

- All ride operations are halted.
- Procedures for an Operational Delay as outlined in Section 4.2 will be followed.
- Attractions Team Members may need to assist with crowd control in the incident area.
- Staff should be prepared for a full-scale evacuation should the risk escalate.

Level 3 – Low Risk Animal

- All rides continue normal operation.
- Attractions Team Members may need to assist with crowd control in the incident area.
- Staff should be prepared to follow Operational Delay procedures should the risk escalate.

Medical Emergency

In the event of a medical emergency, the following actions should be taken immediately:

1. A 10-33 radio call **must** be made to base immediately on Channel 3.
2. The Attractions Duty Manager will monitor Channel 3 and respond to the scene.
3. The ride operator(s) already on the scene should stay with the affected person until relieved by a member of management of Security.
4. The procedures for an Operational Delay as outlined in Section 4.2 should be followed.

Serious Ride-Related Injury Emergency

In the event of an emergency situation involving serious injury at a ride or attraction, the following actions should be taken immediately:

1. The ride, if still in operation, must be stopped immediately. Use the E-Stop if able. **Do not move or attempt to move any part of the ride or equipment unless doing so would assist in the rescue or safety of a person. The scene must remain in tact as is until an investigation has been completed.**
2. A 10-33 radio call **must** be made to Base immediately on channel 3.
3. The Attractions Duty Manager will monitor channel 3 and respond to the scene.
4. The ride operator(s) already on the scene should stay with any injured or affected persons until relieved by a member of management or Security.
5. **DO NOT COMMENT ON OR DISCUSS POSSIBLE CAUSES OF THE INCIDENT WITH ANY INJURED PERSON(S).**
6. The entire attraction will be evacuated, including ride vehicles, queue line, and pre-boarding area as outlined in the evacuation procedures.
7. All ticket sales for the affected ride will be stopped.
8. Access to the queue and/or pre-boarding area will be blocked off.
9. The operator and any other witnesses will be required to provide a statement to the investigating Security officer.

Section 5: Ticketing

5.1 Ride Tickets & Pricing

All ride tickets are good for one year from the date of purchase, and may be bought individually or as part of a package. The different sales options, pricing, and ticket requirements for each ride are listed below:

<u>Ticket Sales Options</u>	<u>Ride Ticket Requirements</u>
Single Ride Ticket	White River Junction
3 Ticket Package.....	Kombo Family Coaster
5 Ticket Package.....	Carousel.....
7 Ticket Package.....	Pony Ride
	3-D Ride.....

5.2 Timed Ticketing

Popular shows and exhibits in the Zoo utilize a timed ticketing system to be sure that the capacity of the show or exhibit is not exceeded. Timed tickets allow Guests to reserve a seat for a specific show, or choose a time interval in which they can view a popular exhibit. This, in turn, prevents the Guests from spending their time waiting in line for a show only to have it reach capacity before they are admitted. It also prevents Guests from waiting in lines to access popular exhibits and prevents overcrowding at those exhibits.

Timed tickets may be reserved online and printed at home, or are available on-site at the General Admission booths, Membership Services box office, and the Member Entrance. As an Attractions Team Member, you may be assigned to greet at a show or exhibit that utilizes timed ticketing. It is important that you check timed tickets to be sure they are for the correct date and time.

5.3 Galaxy 3 Admission Control System

The Galaxy 3 Admission Control system is utilized at the ticket collection points of each ride. Each ride is assigned a laptop computer and a ticket scanner that must be checked out each day from the Attractions office and setup at the ride before it can open. This system allows us to more accurately track the number of rides given on each attraction as well as prevent holders of used and/or expired tickets from gaining access to a particular ride.

You will need to setup the scanning laptops each day prior to opening a ride. It is very important that the following components are properly plugged in prior to booting up the laptop computer:

- Laptop power cord is completely plugged into the correct port on the back of the laptop and into the wall outlet
- Network cable is completely plugged into the correct port on the back of the laptop and into the network jack on the wall
- Ticket scanner is completely plugged into the correct port on the back of the laptop

Once everything is properly plugged in, open up the laptop and power it up by pressing the power button. Allow the computer to completely boot up in-interrupted. Once the laptop is setup and

turned on, it should automatically boot up to the Galaxy 3 system and display the following login screen.

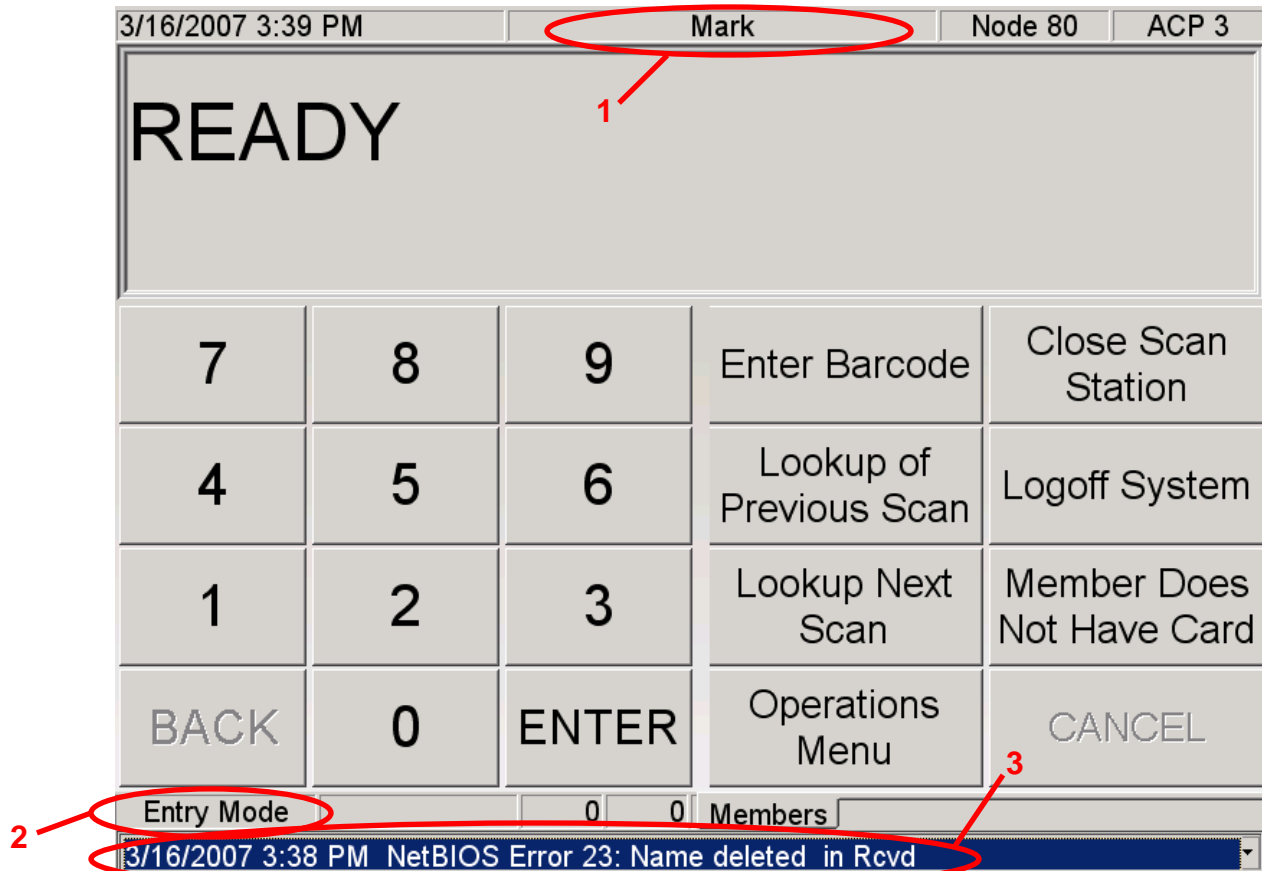


All Attractions Team Members will be assigned a user ID and password to access the Galaxy 3 Admission Control program. It is important that your password be kept to yourself so as to keep your account safe from any unauthorized activity.

Once you have logged into the system, the Admission Control Point (ACP) window will open. This is the main window that will be used to validate ride tickets.

Once your ACP window is open, you should be sure that it is properly connected and ready for operation by checking the following items (see diagram below):

1. Look in the center of the bar at the top of the screen and be sure it displays your name.
2. Make sure that "Entry Mode" is displayed in the lower left corner of the screen.
3. Check the bar at the bottom of the screen for any error messages. Report any error messages immediately.

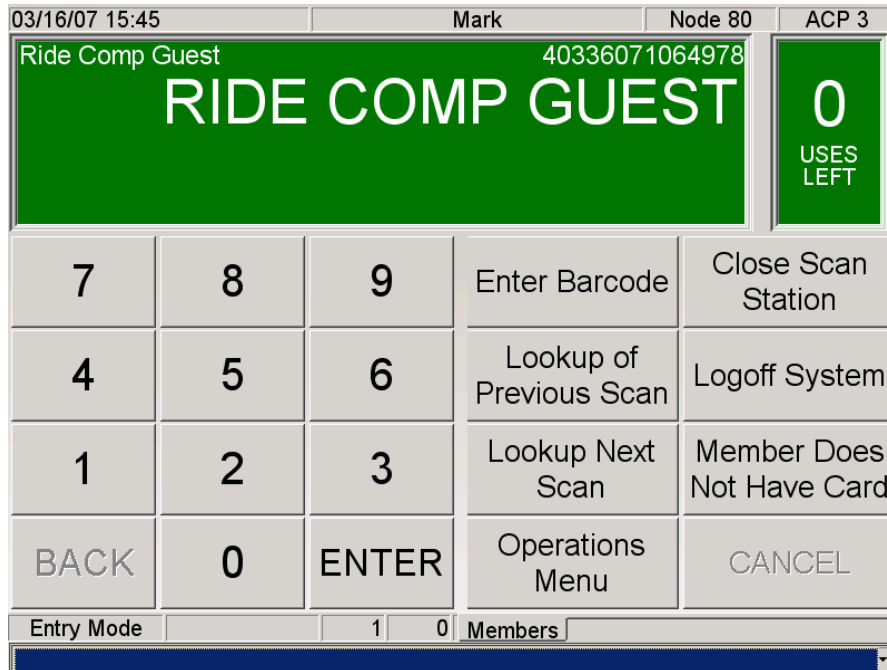


If any of your settings are incorrect, or if an error message is displayed at the bottom of the window, call for a Supervisor right away. If everything is clear and displaying the correct information, the system is setup and ready to receive ticket scans for validation.

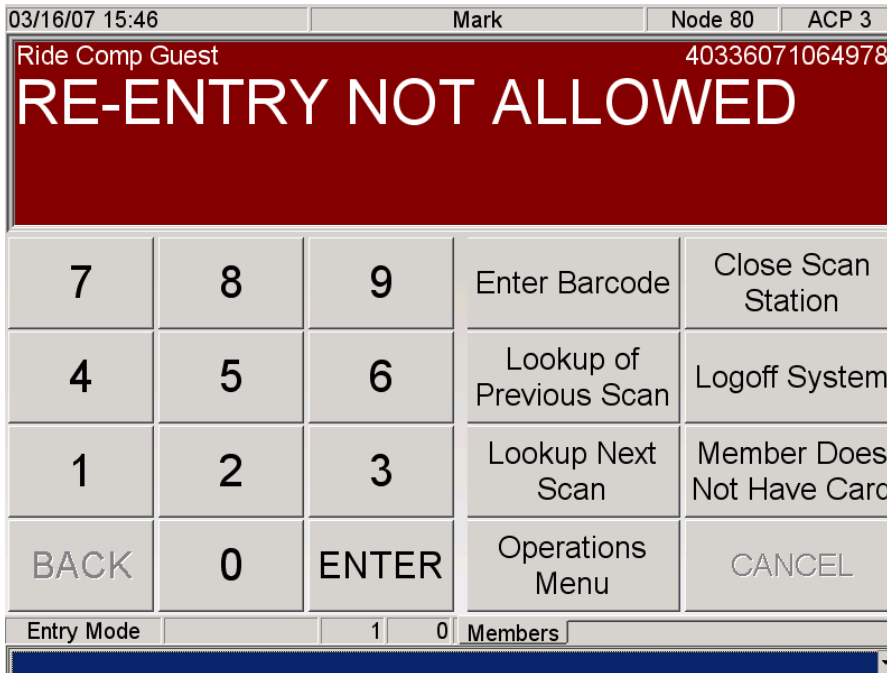
All ride tickets contain a unique barcode by which the admission control system identifies it. To validate a ticket, simply wave the barcode printed on the ticket under the scanner and wait for the scanner to beep. The beep of the scanner only indicates that the scanner read the barcode. This does not mean that the ticket is valid, or that it has been counted in the system. Therefore, when scanning tickets, it is also important to watch the ACP window on the laptop screen to be sure that the ticket was read by the system and that it is being checked for validation.

Once a ticket is scanned into the ACP software, the computer automatically checks the system to be sure that it is for admission to a ride and that it is not expired or already used. The system will then display the appropriate information on the ACP screen and sound an audible signal.

If a valid ticket is scanned, a chime will sound and the ticket type name will appear in bold white text against a green background in the ACP window (see example below).



If the ticket scanned is not a valid ticket, an alarm will sound and an error message will appear in bold white text against a red background in the ACP window (see example below).



Possible error codes and their associated meanings are as follows:

- **Used [date] [time]** – The ticket has already been validated by an ACP at the specified date and time.
- **Expired [date]** – The ticket expired on the date specified.
- **Returned** – The ticket was voided by the system.
- **Invalid** – The ticket is not recognized by the system as being a valid ticket.

To logoff of the system either when rotating to a new position or at the end of the day, simply click on the “Logoff System” button on the right side of the ACP window or hit the [F4] key on the keyboard.

At the end of the day, be sure to completely close down the Galaxy 3 system on the laptops. To do this, you will need to logoff the system and return to the login screen. From this screen, type [Ctrl] + [F4] on the keyboard to exit the program. You should then go to the Windows Start menu and choose “Shut Down” to completely power down the laptop.

5.4 Guest Assistance Tickets

Guest Assistance Tickets (GAT's) are issued to Guests whose tickets have already been validated through the ACP system, but they did not complete the ride experience. Guests have two options for redeeming the GAT's:

Option 1:

The GAT may be taken back to the ticket booth to obtain a refund. The amount of the refund will be calculated by adding up the total number of tickets to be refunded, and calculating the value of those tickets based on our current ride ticket package pricing. **Note: Refunds may ONLY be given on the DAY OF ISSUANCE of the GAT. GAT's may NOT be refunded at a later date.**

Option 2:

GAT's also contain an expiration date. The GAT may be used as a single ride ticket on any of the zoo's rides during a future visit prior to that expiration date. Expiration dates are always at least one year from the date of issuance. **Note: The GAT acts as a single ride ticket. Additional tickets will still be needed for Guests to access Attractions that require more than one ticket to ride.**

A small amount of GAT's will be signed out by the ride operators every day and may be used for smaller situations including scared children or Guests who change their mind about riding. Anytime an operator issues a GAT, the date, reason for issuance, and operator name must be recorded on the log sheet (see example below). Barcode numbers will be filled in by a Supervisor before you sign out your GAT's for the day.

Ticket Returns Form			Ride: <u>Coaster</u>
Date	Ticket Barcode Number	Reason for Return	Operator Name
8/31	02305111228344	Child scared	Mark F.
8/31	02305111228345	Decided not to ride	Mark F.
8/31	02305111228346	Child not tall enough	Mark F.

In the event of a major delay or closure of a ride in which a large quantity of Guests are affected, Supervisors will come to the scene and issue the GAT's to all of the Guests concerned.

5.5 Ride Ticket Accountability

Because ride tickets carry a value, each operator will be responsible for the tickets that he/she collects throughout the day. In order to ensure that ticket counts are accurate, operators will be responsible for the following procedures:

1. Each operator will be assigned a ticket drop box at the beginning of the day. You must sign out your drop box on the Daily Schedule Sheet each morning.
2. The ticket drop box will be locked into place near the ACP computer at your assigned attraction.
3. Login to the Galaxy 3 Admission Control system using your assigned user ID and password.
4. As each Guest arrives at the ticket collection point, collect the tickets and immediately scan them into the ACP computer.
 - If the tickets are valid, allow the Guest(s) into the pre-boarding area or onto the ride.
 - If the tickets are not valid, check the error message displayed on the ACP computer and call for a Supervisor. Depending upon the error message displayed, try to obtain information from the Guest regarding how, when, and where they acquired the affected tickets. You may also try to scan them again and should double check the printed information on the ticket to be sure it coincides with the information on the ACP screen. Ask the Guest(s) to step aside until a Supervisor arrives to assist. Be sure to apologize for the inconvenience.
5. Immediately drop all valid tickets into your assigned ticket drop box.
6. When leaving the ticket collection point either for a break or at the end of your shift, logout of the ACP computer and use the appropriate key on your assigned attraction's key ring to release your assigned ticket drop box.
7. Bring your ticket drop box to the Attractions Office to be placed in the safe or to begin the closeout procedure.
8. When closing out for the day, a Supervisor will unlock your box and retrieve your collected tickets.
9. Use the ticket counting machine to count your ride tickets and generate a receipt with the date and your total number of tickets printed on it.
10. Write your name and the ride from which your tickets were collected on the receipt and place a rubber band around all of your tickets with the receipt on top.
11. A Supervisor will generate a report from the Galaxy system showing how many tickets you validated in the system. This number will be compared to the total number of tickets recorded on your receipt.
12. The variance between the number of tickets collected and the number of tickets scanned will then be calculated and the overage or shortage of tickets will be recorded.
13. Continual or large discrepancies in ticket reconciliations will be subject to appropriate disciplinary actions.

Section 6: Attractions Support Roles

6.1 Show/Exhibit Greeter

Show and Exhibit Greeters will be positioned at the entries of some of our popular shows and/or exhibits that utilize timed ticketing (see Section 5.2). Staff assigned to this work location will be responsible for the following items each day:

1. If working at a show, arrive to the greeting location 45 minutes prior to the start of the show. If working at an exhibit, arrive 15 minutes prior to the scheduled opening time.
2. Monitor the entry area of the show or exhibit for cleanliness, making sure to clear any litter or debris as necessary.
3. Provide assistance and direction to Guests who may need to obtain a timed ticket.
4. Collect tickets and admit Guests to the show or exhibit according to the procedures stated below.
5. If working at a show, check in with a Supervisor between show times for specific assignments.
6. If working at a show, you will be permitted to take your break in between show times as long as you are back at the greeting location at least 45 minutes prior to the next show. When working at an exhibit, another Attractions Team Member will arrive to relieve you for a break.

The entry procedures for Guests holding timed tickets will differ slightly depending upon if the ticket is for a scheduled show, or for entry into a popular exhibit. In either case, the Show Greeter will be responsible for following these procedures.

Scheduled Shows & Performances

1. Greet the Guests with a smile and a friendly greeting.
2. Collect one timed ticket per Guest who will be occupying a seat at the show/performance.
3. Double check that the ticket is being used on the correct date and at the correct time.
4. Discard all collected timed tickets into the provided recycling containers.
5. If a Guest presents a timed ticket for a show time other than the show currently being seated, politely explain to the Guest that their ticket may only be used at the time printed on the ticket. If desired, the Guest may choose to wait in a standby line for any seats that may still be unoccupied for the current show. **Be sure the Guest understands that waiting in the standby line does not guarantee they will be seated for the show.**
6. If a Guest arrives for a show and does not have a timed ticket, the Greeter will be supplied with a small amount of timed tickets for remaining shows throughout the day. If the Greeter's supply of extra timed tickets is exhausted, the Guest may choose to wait in a standby line for any seats that may still be unoccupied for the current show. **Be sure the Guest understands that waiting in the standby line does not guarantee they will be seated for the show.**
7. Be aware of regulations regarding admittance of strollers into the performance area. If strollers are not permitted, politely direct Guests to park their strollers in the designated stroller parking areas. **Note: Wheelchairs and/or strollers for children with special needs are permitted in all areas.**
8. Be aware of regulations regarding use of food and/or beverages inside the performance area. If food and/or beverages are not permitted, politely ask the Guests to finish any such items, or discard them in the nearest waste receptacle. **Note: Bottles with closeable lids may be permitted as long as the Guest is informed that it must remain closed while in the performance area.**

9. Five minutes prior to the scheduled start of the show, Guests waiting in the standby line may be admitted to fill any remaining unoccupied seats. Guests from the standby line shall be admitted according to the order in which they entered the line.
10. Note that there are approximately 30 more seats in performance areas than the total number of timed tickets available for distribution. These un-ticketed seats should be used at the discretion of the Show Greeter for any Guests who may become confrontational about being denied entry to a show or performance. These seats may also be filled by Guests waiting in the standby line.

Exhibits

1. Greet the Guests with a smile and a friendly greeting.
2. Collect one timed ticket per Guest who will be entering the exhibit.
3. Double check that the ticket is being used on the correct date and at the correct time.
4. Discard all collected timed tickets into the provided recycling containers.
5. If a Guest presents a timed ticket for an entry time that has not yet arrived, politely explain to the Guest that their ticket may only be used at the time printed on the ticket.
6. If a Guest presents a timed ticket for an entry time that has already passed, they should be allowed to enter the exhibit.
7. If a Guest arrives at an exhibit and does not have a timed ticket, politely explain to the Guest that a timed ticket is required to be admitted to the exhibit. Radio Admissions to inquire on the availability of any tickets remaining. If time intervals are still available, explain to the Guest where a timed ticket may be obtained.
8. Depending on the number of Guests currently accessing the exhibit, the Exhibit Greeter may use discretion in allowing entry to Guests without timed tickets, or Guests who have timed tickets for a different time. If large numbers of Guests are arriving to the exhibit without timed tickets, call a Supervisor for assistance.
9. Be aware of regulations regarding admittance of strollers into the exhibit area. If strollers are not permitted, politely direct Guests to park their strollers in the designated stroller parking areas. **Note: Wheelchairs and/or strollers for children with special needs are permitted in all areas.**
10. Be aware of regulations regarding use of food and/or beverages inside the exhibit area. If food and/or beverages are not permitted, politely ask the Guests to finish any such items, or discard them in the nearest waste receptacle. **Note: Bottles with closeable lids may be permitted as long as the Guest is informed that it must remain closed while in the exhibit area.**

6.2 Playground Attendant

The Playground Attendant will be assigned to work at both our wet and dry playgrounds and will be responsible for the following items each day:

- Spraying down and/or thoroughly cleaning the playgrounds each morning
- Inspecting playground equipment for loose or broken parts, or anything else that could be potentially dangerous
- Maintaining the cleanliness of the playgrounds and the main Guest pathways in, around, and between the playgrounds throughout the day
- Performing detailed cleaning of playground equipment during down times
- Monitoring playground activity for safety, and contacting First Aid for any injuries
- Playground Attendants are responsible for approaching children who are playing in an unsafe manner or not following posted rules. If a child continually fails to follow posted rules, contact a Supervisor right away to handle the situation. **At no time should the Playground Attendant touch a child or banish them from playing in the playgrounds.**

- When working as the Playground Attendant, you should always keep yourself busy by bouncing between the two playgrounds, monitoring for cleanliness and unsafe activity.

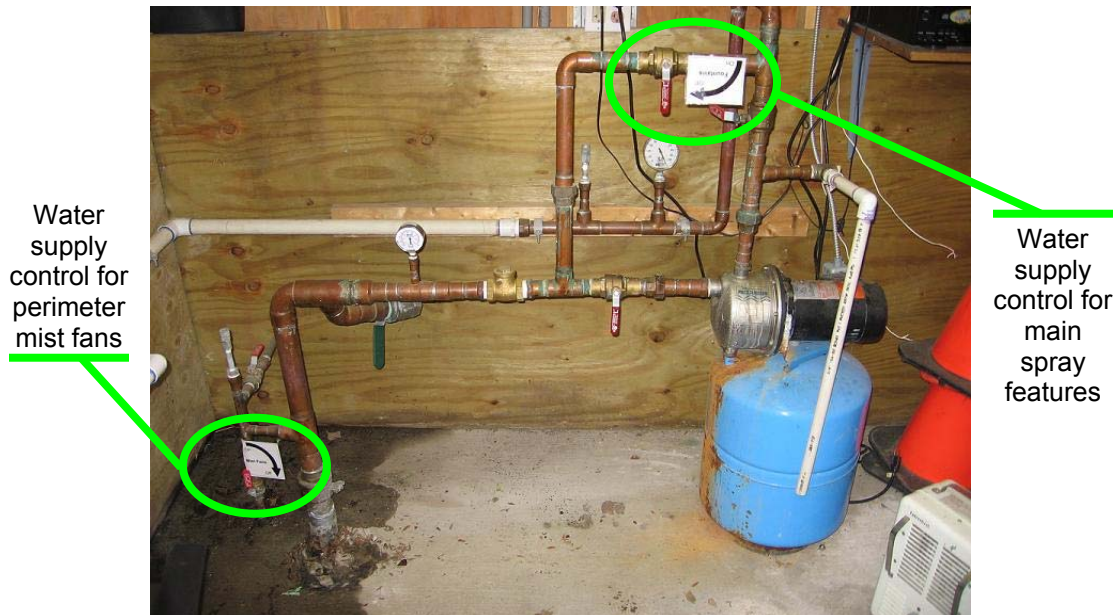
Playground Opening Procedures

When opening the playgrounds, the following items must be completed daily:

1. Checkout a radio and the playground keys from Security.
2. Complete the Operator pre-opening checks on the Daily Inspection Checklist.
3. Sign and date the Daily Inspection Checklist and leave it posted in the utility closet.
4. Ensure that all trash, litter, and/or debris are removed from the playgrounds. This includes in bushes and other foliage surrounding the playgrounds.
5. Completely hose down the wet play area, making sure it is cleaned sufficiently.
6. Turn on the music at the Enchanted Mill playground and set it to repeat all disks.
7. If the temperature is at least 70 degrees, turn on the water at the Enchanted Mill playground (see Enchanted Mill Water Feature Controls below).
8. If the temperature is at least 80 degrees, turn on the mist fans surrounding the Enchanted Mill playground (see Enchanted Mill Water Feature Controls below).
9. Call in a 10-8 over the radio to Base to confirm opening.
10. Unlock the café playground gate, un-chain the Enchanted Mill entries, and open the playgrounds to Guests.

Enchanted Mill Water Feature Controls

The water feature controls are located in the utility closet at the Enchanted Mill playground. To turn on any of the water features, you must first turn on the water supply. The water supply is activated by turning the appropriate red lever in a counter-clockwise direction. Note that there is a separate water control lever for the main water features and the perimeter mist fans.



Main Water Features (in-ground jets, sea lion & dolphin):

After you have turned on the water supply to these features, you will need to turn on the computer that controls the random spray patterns of these features. The computer cabinet is located just inside the Enchanted Mill utility closet door to the left.



The control knob on the water feature control computer should be turned to the left, or to the “Hand” position. The main water features should now be activated. **NOTE: When first turning on the features for the day, it may take a few minutes for the water pressure to build and the features to reach their maximum spray height.**

Perimeter Mist Fans:

After you have turned on the water supply to the perimeter mist fans, it will be necessary to turn on the power to the fans themselves. Each individual mist fan has a power switch that must be turned on at each fan location. Turning on the water will activate the misters only, but the power must be turned on to each individual mist fan for the fan blades to rotate.

Playground Closing Procedures

When closing the playgrounds, the following items must be completed daily:

1. Close the playgrounds to Guests, close and lock the café playground gate, and replace the chains at the entry points to the Enchanted Mill playground.
2. Call in a 10-7 over the radio to Base to confirm closing.
3. Turn off the water supply to any features that may have been activated during the day.
4. Turn off the power to each individual mist fan if applicable.
5. Complete the closing checks on the Daily Inspection Checklist and sign and date it.
6. Visually inspect the playground areas and clean up any trash or litter.
7. Power down the sound system at the Enchanted Mill playground.
8. Replace all cleaning tools in the Enchanted Mill utility closet.
9. Be sure the Enchanted Mill utility room door is closed, locked, and secured.
10. Turn the Daily Inspection Checklist in to the Attractions Office.
11. Return the playground keys and your radio to Security.

Inclement Weather

In the event of rain, the Café on the Commons playground gets very slippery. For safety reasons, it will need to be cleared of Guests and closed. The gate should be closed and locked, and appropriate signage should be displayed noting the reason for the closure. Additionally, both playgrounds will adhere to the procedures for weather delays and severe weather emergencies.

6.3 Train Greeter

The standard location for this position is at the ticket collection point. While working as the Train Greeter, you will be responsible for the collection of tickets at the boarding point, for allowing Guest parties into the pre-board area, and assisting in the safe and efficient loading of the trains.

Specific Responsibilities:

- Greet each Guest party entering the attraction.
- Collect one ticket for each Guest, with the exception of children under 2 years of age.
- Monitor Guest flow, only allowing one train load of Guests into the pre-board area.
- Ensure that all Guests finish all food and drinks prior to boarding the attraction.
- Inform Guests of seating restrictions so they can select an appropriate number of seats.
- Assist Guests in quickly and safely finding available seating on the train.
- Verify that all Guests are properly seated before the train leaves the station.
- Monitor platform area, making sure it remains clear of Guests while trains are in motion.
- Ensure that the station and queue remain clean at all times.
- Courteously answer any Guest questions.

A standard loading cycle of the train would proceed as follows:

1. The Greeter will collect and validate tickets, allowing Guests in the queue to pass into the Holding Area, while also verifying that each party has an adequate number of tickets.
2. The Loader should monitor how many Guests have accessed the Holding Area. Once the predetermined capacity has been reached, any remaining Guests in the queue will be held at the ticket collection point.
3. After the train has stopped in the station and all departing Guests have exited the platform, the Driver will open the rear load gate, allowing Guests in the holding area to board the train.



Maximum capacity for each seat is 2 adults and 1 child. Children who can sit upright unassisted must be seated in a seat. Children under 10 must have a responsible adult seated with them, and must be seated to the inside or enclosed side of the seat.

4. Once all Guests from the holding area have been seated, the Driver will close the rear load gate. If there is a shortage of seating, any un-seated Guests should be directed back to the holding area.
5. If Guests still remain in the queue, the driver will then check the coaches and signal to the Greeter if any seats remain unoccupied. This will be accomplished by holding up one finger for every bench seat that is unoccupied.
6. If seats remain unoccupied, the Greeter will allow just enough Guests in the queue to pass directly through the front load gate and onto the platform. The driver will assist in directing these Guests to the remaining available seats.
7. Once all the Guests have been loaded, the Loader will close the front load gate.
8. Any tickets collected by either the Loader or the Driver should be validated and placed in the ticket tube next to the ticket collection point.
9. The Driver is now clear to start the ride. Once the front and rear load gates are secured, the Loader may begin the process again.

6.4 3-D Ride Greeter

The standard location for this position is at the ticket collection point at the entry to the pre-show area. While working as the 3-D Ride Greeter, you will be responsible for the collection and accurate validation of tickets at the entry point, for the courteous and efficient grouping of Guests into groups of six riders per row, and for checking to ensure that all passengers meet the applicable safety requirements prior to boarding the ride.

Specific Responsibilities:

- Greet each Guest party entering the attraction.
- Ensure all Guests meet the applicable height requirement. Measure Guests as necessary using the height measurement stick. Ensure that Guests being measured stand flat-footed with their head straight. If you should encounter any Guests who fail to meet the applicable height requirement, inform them that they may only ride with a responsible adult in a non-motion seat.
- Be alert to any expectant mothers, Guests in wheelchairs, and Guests with canes, visible casts and/or braces. Advise them of the safety concerns associated with this attraction and strongly discourage them from riding.
- Collect two tickets for each Guest and validate each ticket before permitting the Guests to enter the pre-show area.
- Distribute one pair of 3-D glasses to each Guest.
- Determine the number of Guests in each party, and assign Guests to a row or rows, with no more than 6 riders assigned to a single row.
- Ensure that all Guests finish all food and beverage items prior to entering the pre-show area. **Food and drinks are not allowed in the pre-show area or inside the theater.**
- Ensure that the pre-show area remains clean at all times. Sweep as necessary. Contact Housekeeping if any trash receptacles are in need of being emptied.
- Courteously answer any Guest questions.

A standard ride cycle of the simulator shall proceed in this order at all times:

1. Once the pre-show ends, the entry doors will automatically open. Guests waiting in the pre-show area may enter the theater at this time.
2. The Greeter will assist in seating Guests and checking seatbelts.
3. The Operator will complete all safety checks, and start the main show.
4. At the pre-programmed time during the main film, the pre-show will automatically start to introduce the next group of Guests to the storyline of the main show.
5. The Greeter will validate all ride tickets and load the pre-show area, checking to be sure that all riders meet the boarding requirements.
6. The Greeter will assign riders to a row, making sure that no more than 6 riders are assigned to any given row.
7. Once all rows are occupied, remaining Guests must wait at the ticket collection point until the next loading cycle.
8. When the main show ends inside the theater, riders will exit out the doors on the opposite side of the theatre.
9. When the pre-show ends, the entry doors will automatically open and the cycle will repeat.

6.5 Coaster Checker

The standard location for this work position is on the Unload Platform. The Checker will be responsible for verifying that all riders are safely seated and properly restrained before the ride is dispatched, as well as monitoring activity in the station and ensuring no Guests access the station through the exit gate.

Specific Responsibilities:

- Greet each Guest party boarding the attraction.
- Ensure all Guests meet the applicable height requirement. Measure Guests as necessary using the height measurement stick. Ensure that Guests being measured stand flat-footed with their head straight. If you should encounter any Guests who fail to meet the applicable height requirement, notify the Operator and/or Greeter and direct the Guest to step through the train in the station to the exit ramp.
- Be alert to any expectant mothers, Guests in wheelchairs, and Guests with canes, visible casts and/or braces. Advise them of the safety concerns associated with this attraction and strongly discourage them from riding. Guests not wishing to ride should also be directed to walk through the train parked in the station over to the exit ramp.
- Watch for large items such as umbrellas, canes, and large packages. Advise the Guests that those items will not be permitted on board the ride for safety reasons. Such items may be left on the Unload Platform for retrieval after the ride. Items that could potentially roll off of the Unload Platform into the track area should be placed inside the bin provided on the Unload Platform until the ride is completed.
- Caution any Guests either carrying or wearing loose articles to secure them prior to clearing the train for dispatch.
- Verify that all lap bars are properly lowered and locked, physically checking them by pulling upward on each lap bar at each car, starting with the first car in the train and working backward.
- Signal to the Operator by giving the “thumbs up” gesture to indicate that the train is cleared for dispatch.
- Monitor the activity in the station while the ride is in operation.
- Assist Guests in properly unloading from the train, and direct them to the exit ramp.
- Regularly check each car for trash or any lost articles.

A standard ride cycle of the coaster shall proceed in this order at all times:

1. The **Operator** will verify the eligibility of all riders, including checking heights of small children.
2. The **Operator** will collect and validate all ride tickets into the admission control system.
3. Once all seats are occupied or no Guests remain in the queue, the **Operator** will block access to the pre-boarding area at the top of the ramp.
4. The **Operator** will close the boarding gates & lock the lap bars.
5. Standing on the unload platform, the **Checker** will start at front car and works towards rear checking and/or lowering each lap bar.
6. While checking lap bars, the **Checker** will collect any loose items in the designated collection bin and keep them at exit ramp until the Guests disembark.
7. The **Operator** will activate the automated load safety announcement while lap bars are being checked.

8. Once all lap bars have been checked, the **Checker** will give the “thumbs up” hand signal to the **Operator** to signal that all lap bars are secure.
9. The **Operator** MUST return the “thumbs up” hand signal to the **Checker** to verify that everything is clear for the ride to start.
10. The **Checker** must be behind the yellow safety line before the train is dispatched, and must remain behind that line during the complete ride cycle.
11. The **Operator** will engage the ride system and continuously monitor the activity of the coaster train during each lap around the track.
12. During the ride cycle, the **Operator** must watch the train and station at all times. The **Operator** is not to check tickets or load the pre-boarding area during the ride cycle.
13. The **Checker** will monitor the activity in the station and on the exit ramp to ensure that no un-authorized persons enter restricted areas while the ride is in operation.
14. As ride cycle ends, the **Operator** will activate the automated unload safety announcement.
15. The **Checker** will monitor the disembarking riders to ensure they exit properly, and will direct any Guests who have exited on the incorrect side to step through an open car to the exit platform rather than across the tracks.
16. When all Guests from the previous ride have stepped out of their cars and onto the exit platform, the **Operator** will open the boarding gates.
17. The **Operator** will then unblock Guest access to the pre-boarding area in preparation for loading Guests in the next ride cycle.

During periods of heavy attendance, a **Greeter** will be added to this procedure. The **Greeter** will be responsible ONLY for validating Guest tickets and verifying rider eligibility, including height checks for small children. Under this setup, the **Operator** will ONLY be responsible for operating the ride control system. Additionally, to increase efficiency, the **Greeter** will scan and validate Guest tickets while the ride is operating to allow for immediate boarding of the next ride cycle. In this case, there will be no need to block access to the pre-boarding area while the ride is in operation.



At NO TIME should Guests or Staff Members cross between the Unload Platform and Load Platform by stepping across the tracks, regardless of whether or not the ride is in operation. Crossing from one platform to another should be done by stepping through the coaster cars after they have stopped in the station.



The audible signal **MUST** be sounded anytime the train is being moved out of the station to alert any staff members who may be near the area to stay clear. This is especially important during the warm-up process and when operating the ride in Emergency Mode.



The train must **NEVER** be dispatched as long as there are Guests or staff members standing inside the yellow safety zone on the unload platform or between the Boarding Gates and the train. All persons must be clear of the station safety zone before the ride can be dispatched.