



Attractions

Progressive Training Program

Course 3: Green

ZooWerks 3-D Ride

Standard Operating Procedures

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Section 1: Introduction to ZooWerks 3-D Ride

1.1 ZooWerks 3-D Ride Fact Sheet

DEVELOPMENT

1. Construction Started: 3/2006
2. Grand Opening: 5/19/2006
3. Manufacturer: Simex-lwerks

STATISTICS

1. Number of Motion Bases: 9
2. Number of Guests per Motion Base: 2
3. Maximum Capacity per Ride: 18 Guests
4. Estimated Hourly Capacity: 144 Guests
5. Number of Films: 2
6. Ride time: Approximately 5 minutes
7. Restraint System: Locking Seat Belts

1.2 Guest Convenience Items

1. Closest restrooms: Between Dog 'n Suds and the Performance Amphitheatre
2. Closest drinking fountain: Restrooms between Dog 'n Suds and the Performance Amphitheatre
3. Closest pay telephone: Outside Zoo Exit
4. Closest food and beverage facility: Edy's Ice Cream (open seasonally), Dog 'n Suds (open seasonally), Café on the Commons (open daily)
5. Stroller and Wheelchair Rental: Rental counter just inside Zoo Main Entrance (regular season only), Zoo Admissions (off season)
6. First Aid: Inside Zoo Main Entrance, or call 5111 from any park phone
7. Lost and Found Inquires: Security/First Aid or Zoo Admissions (Main Entrance)

1.3 Glossary of Terms

Pre-Show – The video introduction that serves to setup the storyline for the main film and plays while riders are waiting to enter the main theater.

BGM – Background music. The BGM loop plays inside the theater between shows.

Teaser – The teaser is a BGM loop that when combined with the large film poster outside of the theater serves to build excitement and draw the attention of potential riders.

Section 2: Working Responsibilities

2.1 Greeter

The standard location for this work position is at the ticket collection point at the entry to the pre-show area. While working as the simulator 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.
- Collect two tickets for each Guest and validate each ticket BEFORE permitting the Guests to enter the pre-show area.
- 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 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.
- 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.

2.2 Operator

The standard location for this work position is in the control room. The Operator Host/Hostess is primarily responsible for the safe and efficient operation of the ride.

Specific Responsibilities:

1. Operate the Operator's Control Panel. Please see the manufacturer's manual for detailed descriptions of each control and indicator featured on the panel, and the proper procedures to be used in operating the panel.
2. Monitor riders as they enter the theater ensuring they do not change rows. **Riders who wish to change rows must completely exit the theater and re-enter in the desired row.**
3. Check with the Greeter/Ticket Attendant to be sure that all riders meet applicable boarding requirements for motion seats. Turn off motion for any riders who do not meet these requirements or who specifically request a non-motion seat.
4. Check seatbelts of all occupied seats. Pull up on the belts to be sure they are securely fastened.
5. Clearly inform all riders that if the motion becomes too intense, or if they experience any motion sickness, to raise their hand and make eye contact with you in the control room so you may deactivate the motion on their seat.
6. During the ride, monitor all activity in the theater (sound, motion, & picture) to be sure all is functioning properly.
7. Be watchful for distress signals from riders and quickly deactivate the motion on their seat.
8. When the show ends, clearly announce to all riders that the doors to their left will open automatically in just a few seconds. Remind them to please return their 3-D glasses.
9. Check the theater interior for trash or any lost items. Sweep inside as necessary.


Section 3: Opening Procedures

3.1 Key & Radio Checkout

A key ring containing all keys necessary to access all areas of the ZooWerks 3-D Ride are located at Security and should be checked out by the opening Operator. A radio should also be checked out from Security by the Operator.

3.2 Daily Inspection

A daily inspection must be completed by the opening Operator. This completed inspection sheet must be signed and posted before the attraction can open to the public. Be sure to also check the Maintenance Log for any notes from the mechanics or operators from the previous day.



ZooWerks 3-D Ride Simulation Theatre

Daily Inspection & Checklist

MAINTENANCE PRE-OPENING CHECKS

- Morning walk around
- Motion base elco plugs tight
- Check for leaks around bases
- All motion bases operational
- Seatbelt locks work
- Seatbelts in good condition
- Projectors filters (2 per) clean
- Emergency lights working

Comments noted on the back of this sheet →

- All lights in theatre working
- Interior Clean
- Test show complete (no problems)
- Entrance Stair rails/bolts tight
- Exit Stair rails/bolts tight
- All Trailer jacks tight
- Teaser monitors/audio working
- Awning drains put away

Mechanic (print full name)

Date

Time

OPERATOR PRE-OPENING CHECKS

- Simulator area and surrounding pathways are clear of litter and debris
- Access control system is setup and powered up with no error messages
- Pre-show awning and railings are in good repair
- Exit stairs/gate in good repair
- Replace liners in 3-D glasses collection bins at exit doors
- Completely wipe down all motion bases and seats using the cleaner provided
- Sweep out theater and pre-show areas
- Check seats for loose or broken parts

Comments noted on the back of this sheet →

- Engage ride computer and run a test show
- Check that all motion bases are synchronized with the film
- Check that the 3-D image is aligned and clear
- Check that entry & exit doors and pre-show are activated on cue
- Turn on teaser music loop and theater background music loop and set to repeat
- Check volume levels of background music loop, teaser music loop, and pre-show audio
- Call in 10-8, note official opening time at top of sheet

Opening Operator (print full name)

Date

Time

OPERATOR CLOSING CHECKS

- Call in 10-7, note official closing time at top of sheet
- Turn off projectors
- Turn off pre-show TV monitors
- Turn off pumps
- Push in Emergency Stop button
- Turn off power to all components in control room
- Clean projector filters (4 total)

Comments noted on the back of this sheet →

- Store containers with remaining clean glasses under pre-show TV monitor
- Bring any empty glasses storage containers to office
- Pull bags of glasses from collection bins and take to office
- Turn off lights
- Lock entry and exit doors

Closing Operator (print full name)

Date

Time

Closing Supervisor

Date

Time

3.3 Admission Control System

The Galaxy 3 Admission Control System is utilized at the ticket collection point of this ride. The assigned laptop computer and a ticket scanner 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 login screen.

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:

1. Look in the upper-right corner and be sure that the "User" displays your name.
2. Make sure that "ACP Mode:" is set to "Entry Mode."
3. Check the bar at the bottom of the ACP window for any error messages (I.E. "TCON Offline"). Error messages will show up in the bottom-left or bottom-right corners of the window.

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.

3.4 Final Opening Checks

Before opening the attraction to the public, be sure the following things have been completed:

1. Post the completed inspection checklist in the designated area.
2. Check the cleanliness of the simulator, including the pre-show area and surrounding pathways.
3. Call in a 10-8 over the radio to the Base to confirm opening.
4. Open the ride to Guests.

Section 4: Daily Operation

4.1 Simex-Iwerks Motion Theater Operation Manual

A copy of the manufacturer's manual for this ride is located in the appendix of this manual. You are responsible for reviewing and understanding the written operating procedures and guidelines contained in the manufacturer's manual, and are expected to adhere to them at all times unless otherwise stated in these Standard Operating Procedures.

4.2 Guest Screening

All Guests should be aware of the nature of an attraction before they decide to ride. Guest Screening is the procedure by which those Guests who cannot or should not ride the attraction are personally contacted by an operator and informed of the safety policies which may prohibit them from riding. All operators, no matter what their working position, should screen Guests. **Never at any time should physical contact be made with a Guest. If a problem arises, call for a Supervisor or Security.**

In order to board the Simulator, Guests should meet the following boarding requirements:

- 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.

4.3 Standard Ride Cycle

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. To conserve heat/air conditioning, the Operator should close the entrance doors as soon as all Guests have entered the theater.
3. The Greeter will assist in seating Guests and checking seatbelts.
4. The Operator will complete all safety checks and give appropriate instructions to each rider.
5. The Operator will start the show and monitor the activity inside the theater, being ready to stop the show or turn off individual seats if necessary.
6. 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.

7. The Greeter will validate all ride tickets and load the pre-show area, checking to be sure that all riders meet the boarding requirements. 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, the Operator will remind Guests to return their 3-D glasses.
9. The exit doors will automatically open at the pre-programmed time and the Guests will exit the theater.
10. While the Guests are exiting, the Operator should give a quick check of each row for any trash or lost articles.
11. When the pre-show ends, the entry doors will automatically open and the cycle will repeat.

Section 5: Closing Procedures

5.1 Power Down Procedures

Turn Off Pumps

1. Push in red Pump button under monitor.
2. Push in red Emergency Stop button under monitor.

Turn Off Projectors

1. Stand directly behind the two projectors.
2. Point the remote control at the projectors and push the button labeled in **RED** as **ON/OFF**.
3. "Power Off?" will appear on the screen. Push the **ON/OFF** button on the remote control again to power them down.

Turn Off Components

Starting at the top of the left rack, turn off the power to the following components (listed here from top to bottom):

1. Teaser music CD player
2. Pre-show DVD player
3. DTS sound system
4. Pre-show / Teaser music amplifier
5. Pre-show video monitors (2 monitors)
6. Left eye DVD player
7. Right eye DVD player
8. BGM CD player
9. Mixer
10. Mixer
11. Amplifier
12. Amplifier

Starting at the bottom of the right rack, turn off the power to the following components (listed here from bottom to top):

1. Power strip
2. Show control computer
3. Turbo Tour Theater controls

5.2 Final Closing Checks

Once the simulator is completely powered down and closed to Guests, the following things must be completed:

1. Call in a 10-7 over the radio to Base to confirm closing.
2. Clean the filters on the projectors (4 total).
3. Pull out the liners containing the used 3-D glasses, and take them to the ticket booth for cleaning the following day. (Do not replace liners in the event of overnight rain.)

4. Complete all closing checklist items on the daily inspection checklist and leave posted in the designated area.
5. Check the theater and pre-show areas for trash or lost items.
6. Lock all exit doors and the entry doors for the front and middle rows.
7. Turn off the lights
8. Exit out the top row entry door and lock it using the appropriate key on the simulator key ring.
9. Power down the ACP laptop and return it to the office.
10. Turn in completed inspection sheet to the Attractions office.
11. Return keys and radio to Security.

Section 6: Evacuation Procedures

6.1 Queue Evacuation

The following procedures shall be followed when evacuating Guests from the queue:

1. The Pre-Show should be stopped if in progress.
2. The teaser music outside should be turned off and the following announcement shall be given:

Ladies and Gentlemen, may I have your attention please. Due to circumstances beyond our control, normal operation of the ZooWerks 3-D Ride 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 the area at this time. Thank you for cooperation.

3. All guests waiting in the queue still holding tickets should be directed to leave the area immediately.
4. All guests waiting in the pre-show area are to remain where they are until a Supervisor arrives to issue Guest Assistance Tickets. As GAT's are issued, those Guests should be directed to exit the pre-show area immediately.
5. An Attractions Team Member should proceed to block off access to the pre-show area and explain to any approaching Guests that the attraction is closed.

6.2 Theater Evacuation

The following procedures shall be followed when evacuating Guests from the theater:

1. The Main Show should be stopped if in progress using the E-Stop function.
2. The BGM loop inside the theater should be turned off and the following announcement shall be given:

Ladies and Gentlemen, may I have your attention please. Due to circumstances beyond our control, normal operation of the ZooWerks 3-D Ride has been delayed indefinitely. We apologize for the inconvenience. At this time, we ask that all Guests please remain seated and an attendant will distribute re-admission tickets for you to ride at a later time. Thank you for cooperation.

3. All guests in the theater are to remain seated until a Supervisor arrives to issue Guest Assistance Tickets. As GAT's are issued, those Guests should be directed to exit the theater immediately.
4. An Attractions Team Member should proceed to block off access to the pre-show area and explain to any approaching Guests that the attraction is closed.

6.3 Severe Weather/Animal Escape Evacuation

In the event of a severe weather or animal escape emergency where danger is imminent, the following evacuation procedures shall be followed:

1. The Operator will be responsible for evacuating all Guests inside the theater to the pre-show area and for quickly powering down the ride control systems.
2. The Greeter will be responsible for evacuating Guests in the pre-show area and those waiting in the queue.
3. If a show is in progress, it should be immediately stopped using the E-Stop function.
4. If a pre-show is in progress, it should be immediately stopped.
5. The ride control systems should quickly be powered down.
6. All Guests will be quickly escorted to a designated shelter area.