Progressive Training Program

Course 5: Gold

White River Junction Train Ride

Standard Operating Procedures

Revised: March 2007

Table of Contents

Section 1: Introduction to White River Junction

1.1 White River Junction Fact Sheet

DEVELOPMENT

1. Construction Started: 9/1985
2. Grand Opening: 6/11/1988
3. Manufacturer: Chance Rides

TRACK

1. Type of Ride System: 24-gauge CP Huntington Engine
2. Track Length: ¼ mile
3. Total Number of Track Switches: 3

VEHICLES

1. Number of Engines: 3
2. Engine Numbers: 64, 88, 332
3. Total Number of Passenger Cars: 8
4. Number of Benches per Car: 7
5. Number of Guests per Car: 14 adults or 21 children
6. Maximum Hourly Capacity: 540
7. Maximum Speed: 11 m.p.h.
8. Ride time: Approximately 8 minutes

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

Air Brakes – a braking system that is controlled by pumping pressurized air through hoses to push brake pads against wheels, creating enough friction to stop the train.

Choke – a valve that controls the flow of air into the carburetor of the train's gasoline engine.

Coach – a passenger car containing seven bench seats that is connected to the engine or another coach.

Compressor – the device used to build up the air pressure to ensure that the Air Brakes and other Engine components function properly.

Emergency Coach Brake Valve – a valve that, when pressed, releases the air from the Air Brake system and automatically applies the brakes on all the passenger coaches.

Engine – the drive unit of the train that contains the gasoline motor and pulls the passenger coaches.

Front Load Gate – the gate at the south end of the Holding Area that is opened to allow guests access to the end of the Platform nearest the front of the train.

Gear Shift – the lever on the Engine used to shift the train engine between reverse, neutral, and drive.

Parking Brake – A separate braking system on the engine that is for use in the event of an emergency or in case of failure of the air brake system.

Platform – the area of the Station used for loading and unloading of the trains.

Pre-Boarding Area – the area in the queue after guests' tickets have been collected that is used to contain the load of guests waiting to board the next train.

PSI (Pounds per Square Inch) – the measurement of the amount of air pressure that has been built up in the Engine's Compressor.

Queue – the pathway a line of waiting guests follows prior to boarding the attraction.

Rear Load Gate – the gate at the north end of the Holding Area that is opened to allow guests access to the end of the Platform nearest the rear of the train.

Station – the sheltered facility containing the Queue and Platform in which the loading and unloading of trains occurs.

Switch – a device consisting of two sections of track and accompanying apparatus used to transfer the train from one track to another.

Throttle – the lever on the Engine used to regulate the speed of the train.

Section 2: Working Responsibilities

2.1 Greeter

The standard location for this work position is at the access control point in the Station. The Greeter is primarily responsible for the collection of tickets at the boarding point, for allowing guest parties into the holding area, and assisting in the efficient loading of the train.

Specific Responsibilities:

1. Greet each guest party entering the attraction.
2. Collect one ticket for each guest, with the exception of children under 2 years of age.
3. Validate each collected ticket in the access control computer.
4. Determine the number of guests in each party allowing only enough people to fill the next train to pass through into the pre-boarding area.
5. Ensure that all guests finish all food and drinks prior to boarding the attraction.
6. Inform Guests of seating restrictions so they can select an appropriate number of seats.
7. Assist guests in quickly and safely finding available seating on the train.
8. Verify that all guests are properly seated before the train leaves the station. (See Section 5)
9. Monitor platform area, making sure it remains clear of guests while trains are in motion.
10. Monitor guest behavior in the station keeping an eye out for any safety issues.
11. Ensure that the Station remains clean at all times. Sweep the platform and queue area as necessary. Contact Housekeeping if any trash receptacles are in need of being emptied.
12. Courteously answer any guest questions.

2.2 Driver

The standard location for this work position is on the Engine. The Driver is primarily responsible for the safe and efficient loading and unloading of the train in the Station, and for the safe and efficient operation of the ride.

Specific Responsibilities:

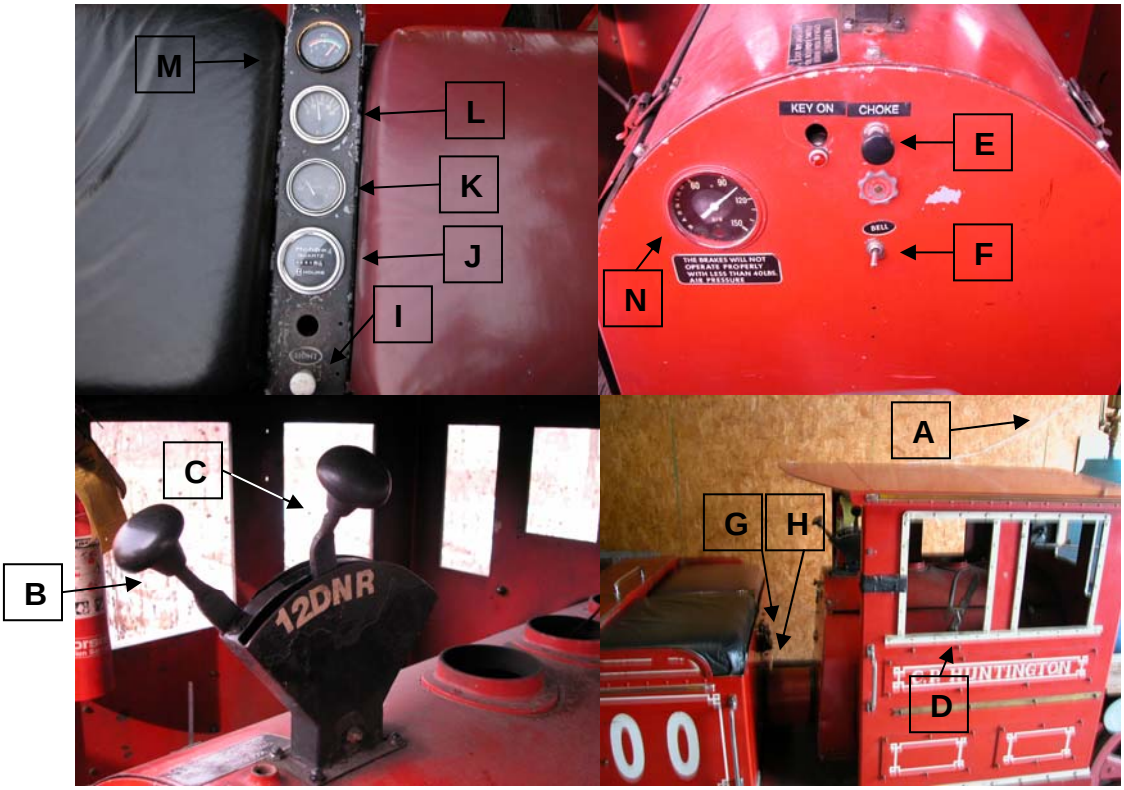
1. Drive the train. Please see Section 3 for a detailed description of each control and indicator featured on the engines, and the proper procedures to be used in driving the train.
2. Courteously direct guests to board and exit the train when appropriate.
3. Assist the Greeter in the efficient loading of the train.
4. Verify that all guests are properly seated before the train leaves the station.
5. The train may depart the station only when all guests are seated, the front and rear load gates are closed, and the platform is clear of any guest traffic.
6. Periodically monitor the coaches, being prepared to stop if a guest attempts to stand up, jump off, or perform any other unacceptable behavior while the train is in motion.
7. Check each coach on a routine basis for trash and lost articles.
8. Ensure the platform and passenger coaches remain clean at all times. Sweep as necessary.

Section 3: Engines

3.1 Chance Rides C.P. Huntington Train Operation Manual

A copy of the manufacturer's manual for engine 332 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 when operating engine 332 unless otherwise stated in these Standard Operating Procedures.

3.2 Controls & Gauges for Engines 64 & 88



A. WHISTLE – Pulling this rope will blow the train whistle.

B. THROTTLE – This lever is used to regulate the speed of the train during operation. This is similar to a gas pedal in an automobile.

C. GEAR SHIFT – This lever is used to change gears on the engine between neutral, reverse, drive 1 and drive 2.

D. PARKING/EMERGENCY BRAKE – Use the parking brake lever to hold the train when parked. This brake locks the drive train on all eight drive wheels on the locomotive. To avoid wear on the brake components, do not apply the parking break when the train is moving except in an emergency. In an emergency, the parking brake can be used to lock up the locomotive drive train. Squeeze the release handle and pull back on the lever to apply the parking brake. Squeeze the release handle and push forward to release the parking brakes.

E. CHOKE – This knob will sometimes need to be used when starting the engine. It should be pushed all the way in during normal operation.

F. BELL SWITCH – Move the switch up to ring the bell. The down position is "Off".

G. KEY SWITCH – The key switch has four positions:

- "Acc" (Accessories) – Turn the key counter-clockwise from "OFF" to energize accessory circuits such as the P.A. system for use when the engine is not running.
- "Off" – This center position is used to stop the engine and disable all accessory circuits.
- "On/Run" – Turn the key clockwise to this position to energize the ignition system as well as all accessory circuits.
- "Start" – Turn the key further clockwise against the spring to engage the starter motor. Release the key as soon as the engine starts.

NOTE: *The GEAR SHIFT must be in "Neutral" to operate the starter.*

H. BRAKE LEVER – Move the brake lever to the left to apply the air brakes to the locomotive wheels (except false drive wheels) and all coach wheels. Move the lever to the right to release the brakes. Do not use the air brakes as a parking brake when the engine is stopped.

I. LIGHTS SWITCH – Move the switch up to turn on the headlight and gauge lights. Move the switch down to turn off the headlight and gauge lights.

J. HOUR METER – The hour meter indicates the total time the engine has run, in hours and tenths of hours. It operates whenever the KEY SWITCH is in the "On" position.

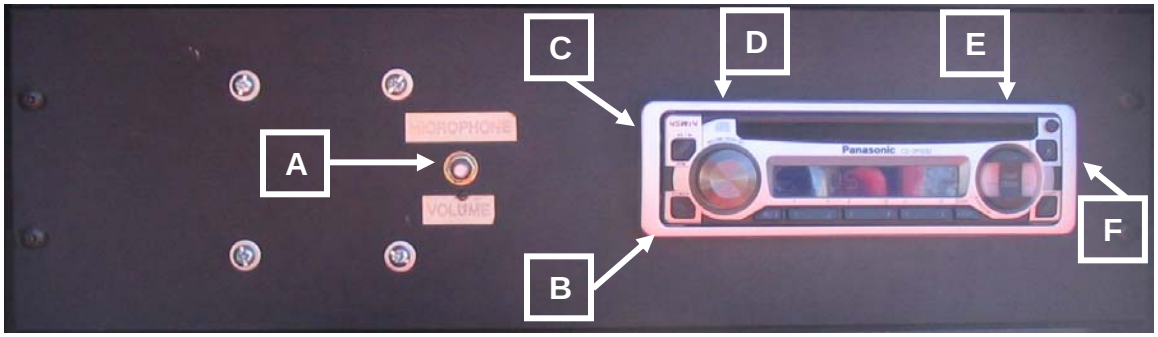
K. WATER TEMPERATURE GAUGE – This gauge indicates the temperature of the engine coolant. Normal temperature is 178-205º F. If overheating occurs, stop the engine and investigate the cause.

L. OIL PRESSURE GAUGE – This gauge indicates the pressure of the engine lubrication system. Normal operating pressures are 7 psi at idle, and 36-71 psi at full throttle. Pressures will be slightly higher when the oil is cold. Do not operate the engine at less than the recommended pressures.

M. VOLT METER – The volt meter indicates the rate of charge or discharge of the battery. Under normal operation, the voltage will be between 12 and 14 volts. A drop in voltage while electrical accessories are in use is normal. If an extreme high or low voltage is indicated during normal operation, stop the engine and check the system.

N. AIR PRESSURE GAUGE – This gauge indicates the pressure in the main air supply tank. Normal operating brake air pressure is 90-110psi. A red indicator light will illuminate at the bottom of the gauge when the air pressure is below 55-65psi.

3.3 Onboard Audio System



The White River Junction train ride is accompanied by a pre-recorded digital narration that plays throughout the coaches during the course of the ride. All trains are equipped with a sound system composed of a CD player and microphone. Some of the controls that may be needed on the audio system are as follows:

A. Microphone Volume Control – This knob controls the volume of the microphone.

B. System Power – This button turns on and off the power for the system. **Remember to turn off the main power at the end of the day!**

C. Play/Pause – This button will play or pause the CD.

D. Master Volume – This knob controls the volume level of the system. Pressing this knob will also allow you to adjust the balance between the passenger coaches and the monitor speaker on the engine.

E. Skip – Pressing the left half of this button will skip to the previous track on the CD. Pressing the right half of this button will skip to the next track on the CD.

F. Eject – This button will eject the CD.

Section 4: Opening Procedures

4.1 Key & Radio Checkout

A key ring containing all keys necessary to access all areas of the train ride are located at Security and should be checked out by the opening Operator. Radios should be checked out by the Greeter, and any Drivers.

4.2 Warming Up the Engine

1. Before warming up the engine, you must verify that the train is cleared for operation by Maintenance. Check the Daily Inspection & Checklist sheet to be sure that the Maintenance portion has been completed. If this section is incomplete, radio for a Supervisor immediately.

2. Before starting the engine, check to be sure that the Gear Shift/Directional Control is in Neutral.

3. On Engines 64 & 88, pull the Choke out about halfway and turn the ignition key. **Note that the engine may creep forward a few inches when initially started.** Once the engine has started, push the Choke all the way in. It may be necessary to give the engine a little gas using the Throttle to get it to start.

4. On Engine 332, simply turn the ignition key to start the engine.

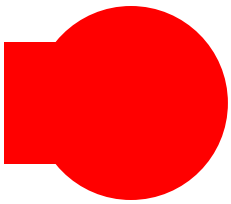
5. Apply the brake and let the engine sit and idle until the Air Pressure gauge reaches 90 p.s.i. At this point, the engine is warmed up.

4.3 Track Switches

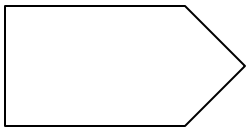
Track switches are used in several places on our track system to transfer the train from one line of track to another. Our track consists of three switches, all of which are in the garage area.

It is important to understand how track switches work, and to be sure that switches are properly thrown before pulling the trains through them. Improper switch positions could result in a derailment of the trains.

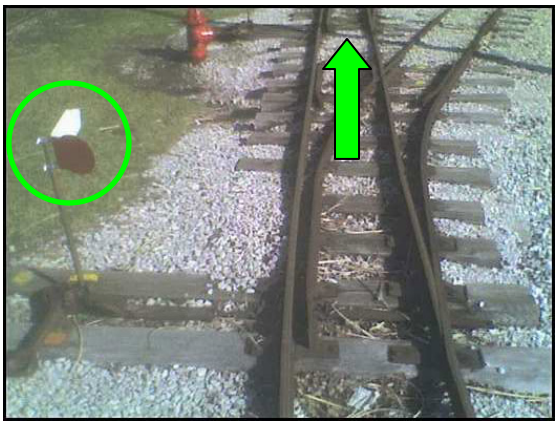
Track switch indicators are used to signal to the driver which track is set for traffic.



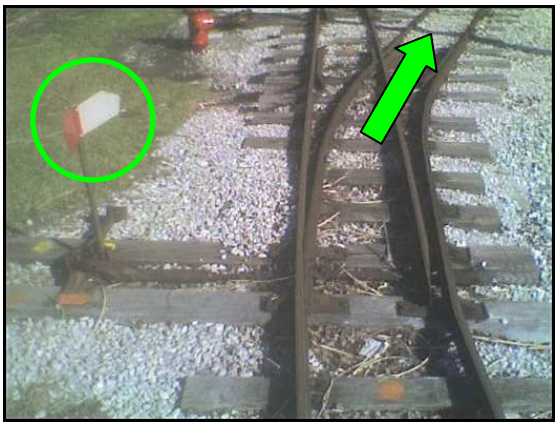
A red circle on the track switch indicator means that the track switch is set for the straight track.



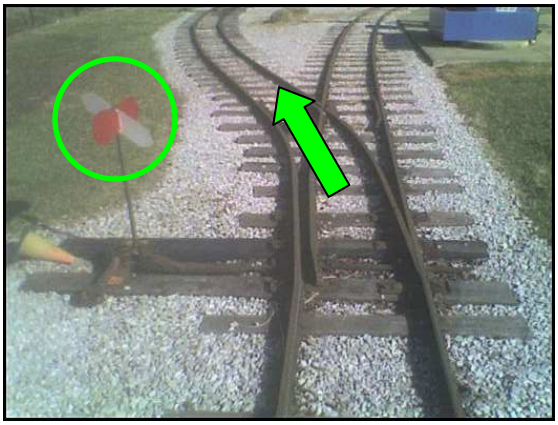
A white arrow on the track switch indicator means that the track switch is set for the spur line that goes off to the right or left (which ever direction the arrow points).



In this picture, note that the track switch indicator (inside the green circle) is displaying the red circle. This switch is set for traffic along the straight track.



In this picture, note that the track switch indicator (inside the green circle) is displaying the white arrow pointing to the right. This switch is set for traffic along the spur line off to the right.



In this picture, note that the track switch indicator (inside the green circle) is displaying the white arrow pointing to the left. This switch is set for traffic along the spur line off to the left.

When moving trains out of the garage, the following procedures should be followed when moving the train through the switches and onto the main track.

1. Visually inspect all three switches, ensuring that all switches are in the proper position.
2. **SLOWLY** back the train out of the garage, through the switches, and onto the main track.
3. Pull the train all the way through the switches, watching to the rear until the engine is clear of the main track switch.
4. Apply the brake and put the engine in Neutral.
5. Walk to the front of the train and throw the main track switch back in position for the main loop line.
6. Pull the train to the station for operation.

4.4 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.

Note that during a two train operation, each train must have a separate inspection sheet completed before it is permitted to operate.

INDIANAPOLIS ZOO Attractions

White River Junction Train Ride
Daily Inspection & Checklist

Engine #:

MAINTENANCE PRE-OPENING CHECKS ☐ Comments noted on the back of this sheet ➔

- ☐ Check engine oil
- ☐ Check gas tank **Gallons Added:** _____
- ☐ Check coach couplings
- ☐ Check brake shoes
- ☐ Check truck swivels, lubricate as needed
- ☐ Lubricate track as needed
- ☐ Equipment is cleared for operation

_____ _____ _____
Mechanic (print full name) Date Time

OPERATOR PRE-OPENING CHECKS ☐ Comments noted on the back of this sheet ➔

- ☐ Station, ramp, and surrounding pathways are clear of litter and debris
- ☐ Access control system is setup and powered up with no error messages
- ☐ Train audio system (microphone & CD player) working properly, volume set to 38
- ☐ Check tracks for obstructions or deficiencies
- ☐ Check passenger coaches for cleanliness and condition of seating
- ☐ Check compressor to be sure air pressure is above 90 PSI **Indicate actual PSI:** _____
- ☐ Inspect brake hoses listening for air leaks
- ☐ Air brake system is functioning properly with adequate stopping time
- ☐ Whistle and bell are operating properly
- ☐ Full test lap successfully completed
- ☐ Crossing lights at West Gate functioning properly
- ☐ Background station music turned on
- ☐ Call in 10-8, note official in service time at top of sheet

_____ _____ _____
Opening Operator (print full name) Date Time

OPERATOR CLOSING CHECKS ☐ Comments noted on the back of this sheet ➔

- ☐ Call in 10-7, note official out of service time at top of sheet
- ☐ Power down and pack up access control system
- ☐ Station lights, heat, & audio system powered down
- ☐ Close and lock utility closet door
- ☐ Train returned to garage
- ☐ Train audio system powered down and headlight turned off
- ☐ Ignition key removed and left on driver's seat
- ☐ Garage lights turned off, overhead doors closed

_____ _____ _____
Closing Operator (print full name) Date Time

_____ _____ _____
Closing Supervisor Date Time

4.5 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.

4.6 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. Power up the sound system in the station.
3. Check the cleanliness of the station area, including the entry/exit ramps and surrounding pathways.
4. Call in a 10-8 over the radio to the Base to confirm opening.
5. Open the ride to Guests.

Section 5: Daily Operation

5.1 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 White River Junction Train Ride, Guests should meet the following boarding requirements:

- 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.
- 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.

5.2 Standard Ride Cycle

A standard ride cycle for the train shall proceed as follows:

1. The Greeter will greet each Guest, check to be sure that all riders meet the boarding requirements, and validate all ride tickets before the riders enter the boarding area. Once the boarding area is full, hold any remaining Guests at the ticket collection point until the next boarding cycle.

2. The Operator will open the front load gate to allow the Guests access to the train. Guests may select any available seat in the passenger coaches. When all Guests have cleared the boarding area and are loading onto the train, the Operator will close the front load gate.

   Maximum capacity for each seat is 2 adults and 1 child. Children who are able to sit upright unassisted must be properly seated on the bench 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.

3. If benches in the passenger coaches remain unoccupied, the Operator will signal to the Greeter how many benches are available by holding up one finger for every available bench seat.

4. The Greeter will then open the rear load gate and validate enough Guests' tickets to fill the available seats.

5. When all passengers have been seated on the train, the Greeter will close the rear load gate. The Greeter can now resume validating tickets for any Guests still waiting, and direct them into the boarding area.

6. The Operator will turn on the audio system and listen to be sure it is playing in the coaches. Adjust the volume as necessary.

7. Once the safety instructions have played, the Operator will turn around to verify that all Guests are safely seated. The train may now be taken into operation.

8. Follow the instructions outlined in the manufacturer's manual to operate the engine controls.

9. Listen to the recorded audio through the engine speaker and be certain that all visual cues line up with the corresponding audio cues. Use brakes and throttle as necessary to keep the audio in synchronization with the views from the coaches.

10. Throughout the ride, monitor the track ahead for clearances and/or any obstructions.

11. Just before crossing the service drive leading into the Elephant holding building, the engine bell will be activated to warn that the train is approaching. Once the engine has completely cleared the service road crossing, the bell can be deactivated.

12. At the service road crossings near the Vet Hospital and West Gate, the bell will be activated when the engine is approximately 25 yards from the crossing, and will remain on until the engine has cleared the crossing.

13. At the service road crossings near the Vet Hospital and West Gate, the whistle will be blown two times for about one second each when the engine is approximately 15 yards from the crossing.

14. Just before reaching the service drive behind the Maintenance & Commissary buildings, the engine bell will be activated to warn any traffic of the oncoming crossing. At the same time, keep a watch out for any oncoming traffic that may be out of view.

15. When the train is approaching the station, the bell will be activated to announce the arrival of the train and to allow the Greeter ample warning to ensure that the platform area is clear of Guests.

16. When arriving at the station, the brake will be gently applied so as to bring the train to a smooth stop at the designated stopping point.

17. Once the brake has been fully applied and the train has come to a complete stop, the gear shift should be in the neutral position. **Never disembark from the engine unless the brake is applied AND the gear shift is in neutral.**

18. Once the recorded unload spiel has completed, pause the audio so it does not repeat while loading is taking place for the next ride.

19. The Driver will walk the length of the train to verify the cleanliness of the coaches by checking for trash or personal items left behind.

20. The loading process will now be repeated.

Section 6: Multi-Train Operation

6.1 Adding Second Train

When adding the second train, the following actions shall be taken:

1. Alert a Supervisor when conditions warrant the addition of a 2nd train.
2. A Supervisor will accompany the driver of the 2nd train to the garage area.
3. Warm-up the engine according to stated procedures
4. Check to be sure the maintenance pre-opening checks have been completed on the daily inspection checklist.
5. Complete the operator pre-opening checks on the daily inspection checklist while the train is in the garage.
6. Call the driver of the 1st train to communicate the status of the 2nd train.
7. Standby until the driver of the 1st train calls in the 11-1 to Base.
8. When the 11-1 call has been made, check that all track switches are in the proper position, changing any as necessary, and move train onto main track.
9. When the train is completely on the main track and the main track switch is in the proper position for regular traffic, call in the 10-8 to Base for the 2nd train.
10. The Supervisor will call the driver of the 1st train to confirm that the switches are clear and give clearance to resume normal operations.
11. Wait for the driver of the 1st train to call in the 11-8 to Base.
12. Once the 11-8 has been confirmed, the 2nd train should be driven to the station.
13. The inspection checklist for the 2nd train shall be posted in designated area at the station.

6.2 Multi-Train Operation

In order to ensure an efficient operation of two trains, it is important to always have one train loading while the second is in operation. To ensure that the timing and spacing between the trains remains consistent, listen for the train in operation to blow the whistle at the road crossings. When the whistle is heard, that is a signal that the loading process should be wrapped up and preparations should be made to depart within a 2-minute time frame. **Note: When approaching the station, watch to be sure the other train has cleared the station before approaching. If the other train remains in the station, stop and wait for clearance. Keep at least one train length of space between the two trains at all times.**

6.3 Removing Second Train

When removing the second train, the following actions shall be taken:

1. Alert a Supervisor when conditions warrant the removal of the 2nd train.
2. A Supervisor will accompany the driver of the 2nd train to the garage area.
3. Drive the 2nd train to switch area, stopping just before reaching the main track switch.
4. Call the driver of the 1st train to communicate the status of the 2nd train.
5. Standby until the driver of the 1st train calls in the 11-1 to Base.
6. When the 11-1 call has been made, check that all track switches are in the proper position, changing any as necessary, and pull the train into the appropriate garage.
7. When the train is completely off of the main track, parked in the garage, and the main track switch is in the proper position for regular traffic, call in the 10-7 to Base for the 2nd train.
8. The Supervisor will call the driver of the 1st train to confirm that the switches are clear and give clearance to resume normal operations.
9. The driver of the 1st train will call in the 11-8 to Base.

Section 7: Closing Procedures

7.1 Returning Trains to the Garage

When a train has been cleared for decommission for the day, the following procedures will be followed in putting the trains away.

1. The Operator should walk the length of the train, checking for any trash or personal items that may have been left behind.
2. Once the platform is clear of Guests, the train should be driven back toward the garage area, stopping just before reaching the main track switch.
3. Walk to the front of the train and throw the main track switch allowing access to the garages.
4. Check all three track switches to verify that you have a clear path to the garage for your train.
5. Return to the engine, and **SLOWLY** pull the train through the switches and into the garage.
6. As soon as the last car is clear of the overhead door, apply the brake, shift into neutral, and turn off the engine. Remove the keys and place them on the driver's seat.
7. Power down the onboard audio system.
8. If the headlight was needed, be sure it is turned off.
9. Call in a 10-7 to Base to confirm the train is out of service.
10. Close any overhead doors that are still open.
11. Exit the train garage through the back door, making sure it is completely closed and locked after you exit. **Remember to turn off the lights in the garage.**

7.2 Securing the Station

Once all trains have been put away, the following things must be completed at the station:

1. Turn off station music.
2. Turn off all station lighting if applicable.
3. Turn off overhead heater if applicable.
4. Secure utility room door.
5. Pack up the ACP computer system and bring back to the Attractions Office
6. Complete all closing checks on the Daily Inspection Checklist and leave posted in the designated area.
7. Return all keys and radios to Security.

Section 8: Evacuation Procedures

8.1 Station Evacuation

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

1. The music in the station should be turned off and the following announcement shall be given over the P.A. system in the station:

   Ladies and Gentlemen, may I have your attention please. Due to circumstances beyond our control, normal operation of the White River Junction train 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 station at this time. Thank you for cooperation.

2. All guests waiting in the queue still holding tickets should be directed to exit immediately.
3. All guests on board the train parked in the station and any Guests waiting in the pre-board 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 station immediately.
4. An Attractions Team Member should proceed to the bottom of the entry ramp to block off access and explain to any approaching Guests that the attraction is closed.

8.2 Ride Evacuation Away From Station

In the event of a train evacuation away from the station, the following procedures shall be followed:

1. All guests on board the attraction are to remain seated until backup assistance arrives. Backup assistance may arrive in the form of:

   - Attractions Duty Manager (ADM)
   - Manager on Duty (MOD)
   - Security
   - Other Guest Services Management

2. Guest Assistance Tickets (GAT's) will be distributed to the affected passengers as they disembark from the ride.
3. The ADM, MOD, Security, or other G.S. Management will lead the affected passengers as they walk around the service drive back into guest areas of the park.
4. The operator will follow behind the group assuring that no guests stray from the group or go into any unauthorized areas.

8.3 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. Drivers will be responsible for evacuating all the passengers on their respective trains.
2. The Greeter will be responsible for evacuating Guests waiting in the station.
3. Any trains in operation away from the station should be immediately halted where they are and Guests should be quickly escorted into the nearest building. **Be careful not to block service drive crossings if stopping in service area.**
4. Train engines will be turned off, the ignition key removed and taken with the Driver.
5. All passengers waiting in the station will be quickly escorted to a designated shelter area.