



# OPERATIONS MANUAL

Rev. 0

**SOARING EAGLE ZIP LINE**

April, 2017

## Revision Sheet

Release No.	Date	Revision Description
Rev. 0	6/15/2016	Maintenance & Operations Manual initial release.

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Manufacturer: SOARING EAGLE ZIP LINE

Manufacturer Address: 326 West 2500 North Logan, Utah 84341

Country: United States of America

Ride Name: The Castle Fun Center

Location/Ride: 109 Brookside Ave Chester, NY 10918

Serial Number: J0116

Model Number: BL-635

Max Speed: 28mph

Ride Duration: 2:00 min

Electric Power: 480V. 36.5A. 3PH. 60hz

Largest Motor: 15hp

Environmental Restrictions:

Heavy Snow, Lightning, High Wind Speed, and other prohibitive weather conditions.

Total Passenger Capacity: 450lb

Single Passenger Capacity: 300lb

Passenger Capacity: 2 persons

Passenger Restrictions:

- Passenger must be at least 107 cm (42”) tall and fit securely in the restraint systems.
- Passengers with physical disabilities must be able to be secure in the restraints.
- All legs must be present to the knee at a minimum.
- Prosthetics are not allowed on the ride.
- Expectant mothers.
  - Due to the nature of the restraining device (i.e. lap belt), expectant mothers are discouraged from riding, and should be verbally warned that a lap band could place undue force or pressure on the baby.

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# OPERATIONS MANUAL

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## **1.0 Ride Personnel**

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## 1.1 Safety Concerns

It is only through skilled operation and close attention to detail by a regular crew on a daily basis that a ride such as the **Soaring Eagle Zip-Line** can be run safely.

Soaring Eagle Zip-Line, Inc. recommends the use of daily inspection sheets found in Section 4 of the maintenance manual. The inspection sheets must be signed off by a responsible supervisor/inspector, indicating that the various inspections and checkouts have been performed and approved by the Ride Supervisor each morning before the ride has been opened to the public.

It is important that unexplained events, control discrepancies, etc., be thoroughly investigated and causes determined. When a problem is found, it must be resolved before permitting the ride to be opened or before continued operation. The ride must be operating properly in all respects whenever it is carrying passengers.

## 1.2 Personnel Requirements

The operation staff is responsible for safe operation of the ride with each team member contributing an important function. Attention to duties and responsibilities is very important and vital to the safety of passengers as well as other operation staff members.

There are no specific limits to the number of personnel required. It is reasonable to assume that there should be enough qualified operators and attendants to carry out these duties without being overburdened. Operation Management should determine the personnel requirements based on the passenger loads and other local conditions. At a minimum there shall be one Ride Operator.

Any individual responsible for operating the ride must not run more than one zip-line at a time. For installations with two or more zip-line there shall be at least one operator per zip-line. Operators must monitor the riders until the ride is completed. Operators must not be under the influence of drugs or alcohol. Any persons responsible for operating a zip-line must be at least 16 years old.

### 1.2.0 Ride Operator

The Ride Operator position is essential. The Ride Operator is responsible for operating the controls at the control console. The Ride Operator must sit or stand directly in front of the control console. He/she must ensure that they are able to reach the switches and are able to see all of the attendants, passengers, and queue gates.

The ride operator must give undivided attention to the operation of the ride at all times. **Under no circumstances may the operator leave his/her post while the ride is in operation.**

If there is only one Ride Operator and no Attendants and no Ride Supervisor then they are responsible to see to it that all maintenance, inspections, and procedures are carried out properly. They are also responsible to carry out all other necessary duties as outlined in this manual and all other relative associated manuals including the duties of the attendants.

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Ride Operators may assist in inspection of ride components if they are properly trained and certified by the Ride Supervisor. However, unless a ride operator is a Certified Weld Inspector, they cannot assist in weld inspections for the ride.

### **1.2.1 Attendants**

Attendants are employees assigned to assist the Ride Operators in managing patrons and passengers. Their tasks are to make sure that passengers are in their seats properly and that each and every restraint is locked before the cart is dispatched. It is recommended that the attendants be responsible for maintaining the orderly progression of the passengers in the station. Attendants main work will take place on the loading platform and over the course of the patron line.

### **1.2.2 Ride Supervisor**

The Ride Supervisor is responsible for the ride at all times. When the ride supervisory staff is away from the ride, another responsible lead person must be designated as Station Master. At all times, every member of the operation staff must know who is in charge of the ride. The supervisor is responsible for the following procedures.

- Provide breaks for the crew to prevent fatigue and ensure safety of the passengers.
- Update the daily operations report as necessary.
- Ensure that inspections, maintenance, and procedures as recommended by the Maintenance Manual are completed and proved to be satisfactory. Ride operators may assist in this if they are trained appropriately.
- Close the ride at the proper time.

The Ride Supervisor must be properly trained to safely operate the Soaring Eagle Zip-Line Amusement Ride.

### **1.2.3 Station Master**

The Station Master is a temporary Ride Supervisor to be in charge of the ride if the Ride Supervisor is required to leave his/her post for any reason. Station Masters must be selected from the Ride Operators. Attendants may not act as Station Master under any circumstances. After the Ride Supervisor returns the Station Master will return to their duties as a ride operator.

### **1.2.4 Maintenance Personnel**

Maintenance personnel are the only individuals who can perform maintenance on ride equipment. Only Certified Maintenance Technicians can act as Maintenance Personnel. All maintenance on the ride must be performed according to the Maintenance Manual.



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### 1.2.5 Operations Management

Operations Management is the person or persons in charge of the park or facility. If there is no such person, then the ride owner is the Operations Management. The Operations Management is required to provide an Operations Management Check List that must contain the following items.

- Components to check if the Ride cannot be restarted
- Additional maintenance items that should be inspected in this particular installation
- Class I ride Evacuation Check List

### 1.2.6 Ride Mechanic

The Ride Mechanic is the person assigned by the Park or facility to run ride diagnostics. Specific duties of the Ride Mechanic as they pertain to this ride are detailed in section 5.2.

## **2.0 Passenger Instructions**

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The following section contains instructions for passengers including physical and medical limitations, passenger behavior, signage, guest rules, and complaints.

## **2.1 Riding Instructions**

Passengers should wait patiently in line behind the gates or starting line for their turn to ride the zip-line. Once the cart arrives at the station and all of the previous passengers have un-boarded the cart, the Ride Supervisor will give the approval to board the cart. The passenger will then board the cart one at a time as directed by the Ride Operators.

Once seated, the passenger needs to place the lap restraint over their lap making it available for the Ride Operators to insert and latch into the locking mechanism. The passenger should remain seated, facing forward, keeping their arms and legs inside the cart at all times during the ride.

As the cart enters the station at the conclusion of the ride, the passenger should remain seated until the cart comes to a complete stop and the Ride Supervisor gives the approval for the Ride Operators to assist passengers in un-boarding the cart. At this time the passenger should exit the cart and loading station in an orderly fashion. At no time should the passenger run or push others out of their way while unloading or loading the cart.

## **2.2 Physical Limitations**

Passengers must meet the following physical limitations to be permitted to ride the Zip-Line:

- Those with any impairment that would prevent normal seating or use of the safety restraints as provided.
- Passenger must be at least 107 cm (42”) tall and fit securely in the restraint systems.  
Passengers between 42” and 47” must be accompanied by an adult.
- Passengers with physical disabilities must be able to be secure in the restraints.
- Persons with fear of height should not ride.
- All legs must be present to the knee at a minimum.
- Prosthetics are not allowed on the ride.

## **2.3 Medical Limitations**

Passengers with the following medical conditions should not be allowed to ride the zip-line:

- Expectant mothers.
- Persons with neck or back problems.
- Persons with heart conditions.
- Persons with high blood pressure.
- Persons who have had recent surgery.
- Those with any impairment that would prevent normal seating or use of the safety restraints as provided.
- Persons with any other condition that they may be aware of that may result in injury or complication.

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There are, most likely, other persons who should not ride the ride due to various disabilities that are beyond simple guidelines. The decision as to whether they are allowed to ride is solely the responsibility of the Ride Supervisor.

## **2.4 Passenger Behavior**

Passengers must exhibit the following behaviors to be permitted to ride the zip-line:

- Passengers shall comply with all warnings and instructions provided by the Operations Management.
- Passengers shall refrain from behaving in any manner that may cause or contribute to the injury of themselves or others, including and not limited to the following:
  - Exceeding the limits of the passenger's ability.
  - Interfering with safe operation of the ride.
  - Disengaging any safety devices provided.
  - Disconnecting or disabling any safety or restraint device.
  - Throwing, dropping, or expelling any object from the ride during operation.
  - Attempting to board the ride when they or their parent/guardian have reasonable doubts concerning their safety or ability to use the ride.
  - Being under the influence of alcohol or any controlled substance that affect his/her ability to safely use the ride.
  - Disregarding any and all posted or oral instructions of the ride operator.

## **2.5 Guest Rules**

The ride control operator should enforce the following rules for the safety of the guests:

- Guests may not enter the ride with food, beverages, glass, or any other loose items.
- Guests may not be allowed to sit on or lean over the gates or line area railings.
- Guests may not move past the gates or safety line until it is their turn to ride.
- The carts are designed to carry only one passenger per seat. Sometimes, two children, or an adult and a child may attempt to share a seat – this must never be allowed. Children in arms or infants must never be allowed.
- Passengers should be able to sit up properly in the seat and brace themselves adequately against the forces created by the ride.
- Under no circumstances should any passenger be allowed to be in the fenced safety area during the ride sequence unless seated and secured in a passenger seat except during loading and unloading.

## **2.6 Complaints**

The Ride Supervisor is responsible for handling guest complaints. In handling guest complaints, the ride supervisor will listen, considering the guest would not bother verbalizing the problem unless it seemed serious to him/her. Try to rectify all guest-related problems as soon as they are brought forward. The more time that elapses before a solution is reached, the more complex the situation becomes. In the event that the Ride Supervisor cannot satisfy the guest, contact operations management.

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## 2.7 Signage

It is the responsibility of the Operations Management to place warning signs in prominent locations at the entrance to the ride and along the queue line area, so they can be seen by all persons who are about to board. Signs must include, as a minimum, the following information:

- Passenger must be at least 107 cm (42 inches) tall to board this ride.  
Passengers between 42” and 47” must be accompanied by an adult.
- All riders must sit up straight, with head and shoulders against the backrest, and their arms and legs must be inside the cart.
- All personal belongings and loose items must be left in the designated area while being seated in the ride.

The following signs shall be placed in a conspicuous public place on or near the ride at a height that is easy to read.

"Normal operation of this ride may be hazardous to the following people:

Those who are pregnant;

Those with heart conditions;

Those with serious back problems;

Those subject to motion sickness; or

Those with other health problems that may make them more vulnerable to injury.

The following people shall not use this ride:

Those under the influence of alcohol or drugs."

## **3.0 Operating Instructions**

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## 3.1 Pre-Opening Procedures

The Ride Operators should complete the following procedures each morning before opening the ride to the guests:

- Ensure that the ride area and queue are clean and free from debris or obstructions.
- Inspect the line area. If additional line areas are necessary, be prepared to set them up in the appropriate locations.
- Establish the position assignments for the day. The Ride Supervisor must also make sure that each Ride Operator and Attendant is properly trained for each assigned position.
- The Ride Supervisor is required to ensure that daily inspections of the ride as detailed in the Maintenance Manual for the Soaring Eagle Zip-Line ride are completed and found to be satisfactory.
- The Ride Supervisor is to record that all inspections have been carried out by signing off the inspection check list and keeping it on record. Do not operate the ride until your sign-off sheet has been completed.
- Ensure that all inspections Operations Management check lists are completed.
- Disconnect battery charge cords from carts. Coil power cords and store in provided area.
- Latch seat belts at each seating location. The ride will not operate if all seat belts are not latched.
- Move power switch on cart to ON position.
- At control panel, rotate main power breaker arm from OFF to ON position, turn key-switch from OFF to AUTO mode.
- Complete at least one test cycle of the ride. Inspect moving parts for abnormal movement (e.g. wobble in drive and idler pulleys).
- Testing of the ride must be completed by the Ride Supervisor daily.
- During testing, be aware of all aspects of the unit's operations. If anything unusual is apparent, (i.e., strange noises, vibrations, etc.), follow the Unplanned Downtime procedures.
- Testing the ride may **NOT** be done with passengers.
- Ensure that the restraints are functional.
- Ensure that the ride control system operates normally during cycling.
- Ensure that Maintenance Personnel are informed of any irregularities, anomalies, strange noises, etc.
- If for some reason the ride is not operational at opening time, call Operations Management and report the ride as being "down."
- Complete all pre-opening procedures prior to the scheduled opening time.

## 3.2 Attendant Procedures

Prior to loading, passengers should be pre-checked according to applicable sections in the Passenger Instructions section (section 2.0) in the station while waiting in line.

Ensure that guests do not enter the ride with loose items such as glass, large plush toys, food/drink, or video/photo equipment.

Strictly enforce all guest rules and restrictions.

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Do not permit guests, for any reason, to move past the gates or safety line until it is their turn to ride.

### **3.3 Passenger Loading**

To aid in the maintaining an efficient operation, a smooth passenger flow should be established for unloading and loading passengers.

The passengers will be directed to place the lap restraint over their legs where it will be accessible to the Ride Operator to latch into the locking mechanism to the rear of the cart.

At this time the Ride Operator will verify that the restraints are locked and working properly by pulling on both lap belt restraints. The restraint locks must be checked to insure the passenger will not be harmed by the restraint while on the ride.

### **3.4 Passenger Restraint Description**

The passenger restraint system for the Soaring Eagle Zip Line amusement ride is a redundant system consisting of a conventional seat belt buckle accompanied by a pecker restraint. The two belts latch into their respective buckles. The conventional restraint latches into a buckle located towards the back of the main cart frame. The pecker restraint buckle is mounted on a channel section beam under and to the side of the patron seat and adjacent to the conventional buckle. The pecker restraint buckle is equipped with two proximity sensors that can determine if the pecker restraint is secure or unsecure. The release button for the conventional buckle is on the buckle body and is inaccessible to the patron though it is easily accessible to the Ride Operator. The release lever for the pecker restraint is located inside a metal shroud on the back side of the cart frame weldment making it completely inaccessible to passengers though accessible to the Ride Operators. The conventional buckle has two states of configuration, latched and unlatched. The pecker restraint has seven states of configuration being unlatched, fully inserted and latched, and several states of partially inserted and latched conditions. The release mechanisms for bolt latches are situated in such a way as to prevent riders from disengaging them.

It is recommended that the passenger restraint system be used in the following manner. Once the passengers are seated securely in the cart latch the conventional restraint and pull the strap on the conventional restraint in such a way as to tighten it around the waist of the passenger. Do not tighten the strap such that the passenger is in unnecessary discomfort but make certain that the passenger is secured. Next, latch the pecker restraint and pull the strap such that the passenger is securely situated in the cart seat.

Once the ride has been completed and the passenger is ready to dismount the cart, unlatch the pecker restraint and then the conventional restraint.

### **3.5 Operator's Safety Checks**

The Ride Operators are required to perform the following checks during the ride cycle:



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- The passengers must meet the physical requirements for riding the ride, as dictated by sections 2.2 and 2.3.
  - Ensure that passengers have placed loose items in the designated area.
  - The restraint is correctly positioned against the passenger, and the restraint locks have been checked.

## 3.6 Operating Procedures

An operating procedure similar to the following should be developed by the park to meet their specific needs. These procedures should be followed by the ride personnel.

- Signal the guests to enter the ride-loading platform.
- Guests must have weighed in verifying total rider weight does not exceed the maximum 450 pounds.
- Once all guests are on the ride platform, close and lock the entrance gate.
- Direct the guests to their assigned seating location and secure the seatbelt restraints.
- Check each of the guest seatbelt restraints. The ride attendants are required to verify that each and every restraint is locked into position. Seatbelts should be pulled snug around the patrons' waist. Failure to do so can result in the passenger being ejected from the cart during the ride.
- Before starting the ride, make sure that all personnel and guests are away from the ride and in safe positions and that the entrance gate is closed.
- Once the restraints are properly secure, the cart is ready to be released.
- Using the hand or foot control, raise the cart until the pull-down strap becomes loose. Remove the pull-down strap and lay it, magnet down, over the strap-secure sensor (within provided C-channel).
- Once the operator secures the passengers, the pull-down strap is placed in the proper position, and the ride platform is clear, the cart is ready for dispatching.
- The cart will dispatch once the green button, located on the control box is pressed. In the event of an emergency press the red "E-Stop" button to stop the ride.
- The ride is complete once it returns to the load/unload location and comes to a complete stop.
- Re-attach the pull-down strap to the cart. Caution should be used so that no twists exist in the strap. Use the controller to bring the cart down to load/unload height. (The pull-down mechanism will automatically stop at the correct height.)
- Do not release the seatbelts until the cart is at the proper height (strap no longer reels in).
- Assist the guests in opening their restraints and leaving the ride platform. Remind the guests to take their personal belonging with them.
- Once the guests have left the ride platform, close and lock the exit gate.

Avoid unintentional pressing of the emergency-stop. Keep the switch in the pulled-out position while intending to operate the ride (rotate clockwise). The operator must be able to see all of the passengers up to the time the vehicle is dispatched. In the event of an emergency-stop, at the control panel, switch the key from AUTO to MANUAL mode and jog the cart UP or DOWN until positioned above the pull-down mechanism (Home Position), then return the switch to the AUTO position.

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## 3.7 Environmental Restrictions

The following conditions must be adhered to in regard to weather conditions.

1. It is not recommended that the Soaring Eagle zip ride be operated during the following weather conditions
  - a. Thunder/Lightning Storms
  - b. Rain Storms
  - c. Snow Storms
  - d. Winds exceeding 33 mph
2. It is recommended that the cable tensions be monitored/checked for proper height during extreme temperature fluctuations. For example, on extremely hot days the main cable (3/4") will have a tendency to lengthen. In this scenario the ride height of the cart would need to be adjusted.
3. After periods of snow/ice storms, accumulation on the cable is likely. It is recommended that the operator cycle the zip ride at least six times. This is to ensure proper operation prior to opening the ride of the public.
4. It is recommended that during thunder/lightning storms that the system be entirely shut down by turning the power supply switch to the off position. The onboard electronic system could be damaged if operator under such conditions.
5. After carefully monitoring weather conditions, if the temperature is going to drop below 10° F for an extended period of time, it is recommended that the battery in the cart be removed and properly stored in a warm and dry place.

## **4.0 Scheduled Closing**

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When a scheduled closing of the ride occurs, adhere to the following procedures:

- Accommodate all guests waiting in line at the scheduled closing time of the ride. (Do not let new arriving guests enter the line.)
- Check that passengers are not occupying any of the seats.
- Ensure that the ride system is turned off.
- Ensure that the restraint is latched and locked.
- Ensure that the on-ride power switches are turned off.
- Ensure cart is secured and pulled down a minimum of 1 foot with pull-down strap.
- Ensure that battery charger is plugged in and secured.
- Ensure that all electrical components are turned off.
- Ensure that all maintenance logs have been completed and signed.

## **5.0 Planned/Unplanned Downtime Procedures**

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Predetermined ride closure is called planned downtime. When this occurs, follow the scheduled closing procedures.

## 5.1 Unplanned Downtime

When unplanned downtime occurs, follow these procedures:

- Stop the operation.
- Unload the ride.
- Notify Operations Management immediately.
- Remain in positions until directed elsewhere by the Ride Supervisor.
- Explain to guests that the ride will be reopened as soon as possible.
- When talking with guests, do not be specific concerning the nature of any problem other than if it was caused by a guest's misbehavior.
- Record the reason and the time of stopping the operation.
- Unless the Maintenance Personnel have confirmed it as a momentary downtime, do not give guests a time estimate for the ride to be back in operation.
- Operations Management and Maintenance Personnel should decide whether the line should be cleared.
- If operation was discontinued due to mechanical reasons, the ride should not be restarted without the approval of the Maintenance Personnel.
- Record the time of restarting operations.

If the safety restraints malfunction for any reason passengers should not be allowed to board the zip-line and the safety restraints must be repaired before opening the ride again.

If there are adverse weather conditions such as heavy rain, a snow storm, excessive wind, or other weather conditions that may inhibit the Ride Operators ability to operate the ride in a safe manner or risk the passengers safety, then the ride must be closed and remain closed until the adverse weather conditions subside and the ride can be safely operated again.

If the ride is shut down and closed to operation for unplanned reasons, i.e., mechanical failure, electrical failure, etc., the ride power should be turned off. Guests should not be permitted to approach the ride.

## 5.2 Emergency Evacuation Plan

In the case of an emergency stop, mechanical, and/or electrical failure there are multiple ways to safely evacuate the patron from the cart, load/unload, and queuing locations. When emergency evacuation is necessary, follow these procedures:

1. Whenever the ride will not restart under its primary power source, the ride operator will go through their Operations Management Check List forms. If the ride still will not start, the operator will call the Operations Manager and tell them that the ride is non-functional. The Operations Manager will call the Ride Mechanic of the day and inform him of the **Alert**.
2. Instruct the passengers and those in line to wait patiently while the Ride Mechanic looks into things.

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3. The Ride Mechanic will report to the affected ride and determine the cause of the problem.
  4. The Ride Mechanic will inform the Operations Management and the Ride Supervisor of the cause of the alert and the approximate time necessary to repair the ride.
  5. A ride will be evacuated if the repair time is estimated to be longer than thirty minutes.
  6. Evacuation is **only initiated** at the request of the Ride Supervisor or Station Master. This request is made to Operations Management. The Ride Supervisor is the Evacuation Leader and shall be responsible for the entire evacuation. Ride Operators may serve as Assistant Evacuation Leaders if it is required and they are properly trained.
  7. Operations Management will issue the Evacuation Alert. Power to the ride will be disconnected. Ride Operators are instructed to abstain from attempting a restart of the lift until given permission from the Operations Management.
  8. The Operations Management will determine whether outside assistance is needed, e.g. to request Fire & Rescue, additional Support Staff. etc.
  9. The Evacuation Leader command location will be at the load/unload location.
  10. The Evacuation Leader or Assistant Evacuation Leader will explain evacuation procedure to each passenger before evacuation. (Note: instruct passengers not to jump; not to remove equipment; to keep calm; assist in medical emergency).
  11. Proceed to evacuate passengers from the cart.
  12. Give priority to passengers that may need special attention.
  13. Give first aid to passengers if needed. Check for shock, fatigue, and injury.
  14. Any questions by the public about any phases of the evacuation are to be referred to management. Ride Operators should not make any statements to the public or media unless specifically asked to do so by Operations Management.
  15. The Evacuation Leader, all rescue personnel, and Ride Operators will conduct a follow-up evaluation of the operation and submit a written report to Operations Management to improve the effectiveness of future evacuation. This evaluation should occur as soon after the evacuation event as practically possible.

### 5.2.1 Definitions

**ALERT** -Any condition in which the ride is unable to run under its primary power source.

**Class I Ride Evacuation** - All passengers are on board and there are no ride related injuries. An auxiliary power unit will be used.

**Class II Ride evacuation** - All passengers are on board and there are no ride related injuries. A gravity assisted evacuation is necessary.

**Class III Ride Evacuation** - All passengers are on board and there are no ride related injuries. A man powered evacuation is necessary.

### 5.2.2 Objective

In the event of a ride malfunction, it is the objective of the Operations Manager to evacuate all passengers in a safe and efficient manner within two hours of the malfunction. All passengers will be evacuated from the ride as safely and as quickly as possible.

### 5.2.3 Class I Ride Evacuation

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1. If Class I evacuation. Person confirming "Lock-Out Tag-Out" \_\_\_\_\_
  2. Notify Operations Management and Maintenance Personnel. (Note Times)
    - a. Operations Manager: \_\_\_\_\_
    - b. Ride Mechanic: \_\_\_\_\_
  3. Send personnel down the line by foot to re-assure the passengers.
    - a. "We are experiencing some mechanical difficulties with the ride. The mechanic is working on it now and we hope to be running again in a few minutes."
  4. Connect auxiliary power.
  5. Ride Operator to go thru their "Operation Management Check Lists" form.
  6. Manually "Jog-UP" or "Jog-DOWN" cart until at the home or load/unload position.
  7. Proceed to evacuate passengers.

#### **5.2.4 Class II Ride Evacuation**

1. If Class II evacuation. Person confirming "Lock-Out Tag-Out" \_\_\_\_\_
2. Notify Operations Management and Maintenance Personnel. (Note Times)
  - a. Operations Manager: \_\_\_\_\_
  - b. Ride Mechanic: \_\_\_\_\_
3. Send personnel down the line by foot to re-assure the passengers.
  - a. "We are experiencing some mechanical difficulties with the ride. The mechanic is working on it now and we hope to be running again in a few minutes."
4. Release emergency brake located on the back side of the motor.
  - a. Occasional application of the brake may be necessary to control the decent speed of the cart.
5. Allow cart to coast to home or load/unload position.
6. Proceed to evacuate passengers.

#### **5.2.5 Class III Ride Evacuation**

1. If Class III evacuation. Person confirming "Lock-Out Tag-Out" \_\_\_\_\_
2. Notify Operations Management and Maintenance Personnel. (Note Times)
  - a. Operations Manager: \_\_\_\_\_
  - b. Ride Mechanic: \_\_\_\_\_
3. Send personnel down the line by foot to re-assure the passengers.
  - a. "We are experiencing some mechanical difficulties with the ride. The mechanic is working on it now and we hope to be running again in a few minutes."
4. Remove the guard cover from the drive assembly.
5. Have one person release emergency brake located on the back side of the motor.
6. Have a second person manually turn the pulley, if they do not come down under gravity.
7. Position cart at home or load/unload position.
8. Reengage the emergency brake.
9. Proceed to evacuate passengers.



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## 6.0 Operator Training

All employee's involved in the Soaring Eagle Zip-Line amusement ride need to be trained using this manual such that they can competently and safely operate the ride. A copy of this training sheet needs to be approved by management and kept on file for the duration of their employment.

I have completely read the operation manual on the date I signed this sheet. I understand the instruction laid out within it.

I have read and understood the manufacturer's recommendations for the operation of the ride and, if applicable, any operations manual provided by the owner;

I know the safety-based limitations, including height, weight or other rider requirements, on who may ride the ride. I also know how to operate the ride in a safe and efficient manner.

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(Printed Name)  
Operator

---

(Signature)  
Operator

---

DATE

---

(Printed Name)  
Supervisor/Ride Owner

---

(Signature)  
Supervisor/Ride Owner

---

DATE