

CONFERENCE: Nov. 15-18, 2021
TRADE SHOW: Nov. 16-19, 2021

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Five Ways To Improve Your Operation's Safety

(that are within your budget)

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Erik H. Beard

Managing Member &
General Counsel
International Ride
Training LLC

- 10 years with Cedar Point, Worlds of Fun, Universal Orlando
- Litigation attorney 2005-2018
- Ride Operations Safety Consulting 2018-Present
- IAAPA North American Government Relations Committee
- WWA Government Relations Committee
- IBCCES Advisory Board Member
- 2nd Vice President, NEAAPA, The Northeast's Entertainment Association

Anna Danau

Managing Director
Hospitality Intelligence



- Trainer/Consultant/Operator in Guest Service, Safety, Staffing, Cultural Awareness, and Operations in Asia-Pacific, 2016-Present
- Based in Vietnam and working in Asia-Pacific in attractions/amusement for 6 years
- Ride Operations Auditor, 2017-Present
- 12 years of global affairs & international business experience
- Worked in security/intelligence for 7 years
- Member, IAAPA Education Sub-Committee



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Five Ways To Improve Your Operation's Safety

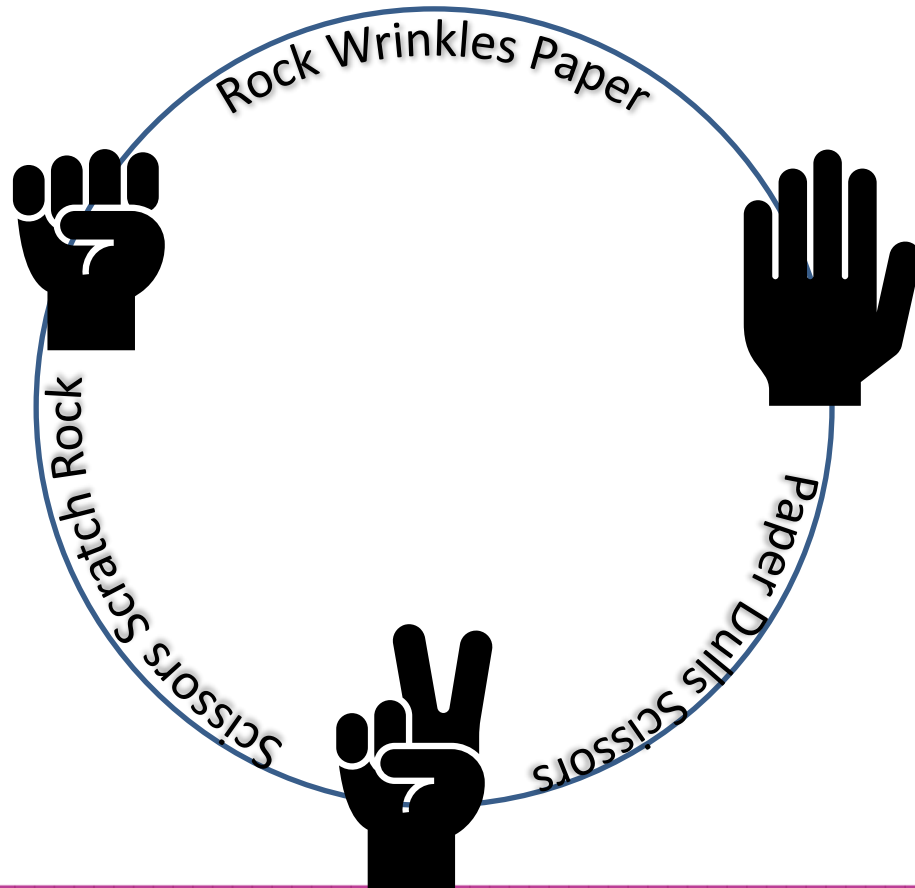
1. Read Your Law.



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Scan Me.



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True or False:
I have read my current governing
ride safety statutes and regulations.

A.True

B.False

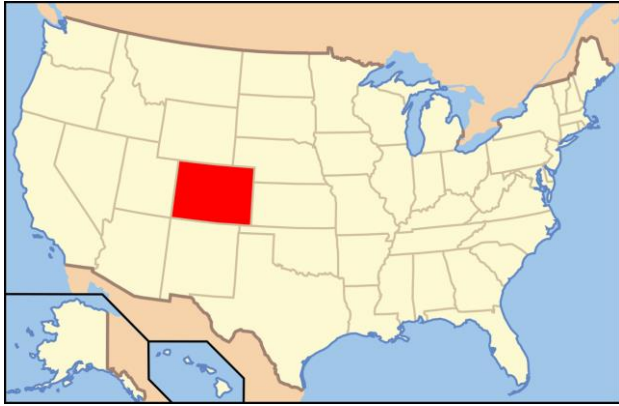
True or False:
I am legally required to follow ASTM
F770.

A.True

B.False

C.I Don't Know.

Operators In Colorado Must Have A Written plan for the management of emergencies that includes:



- Prevention Strategies
- Emergency Preparedness
- Administrative Response to Emergencies
- Field Response to Medical Emergencies
- Field Response to incident/accident and fatalities.
- Technical Rescues
- Activating the emergency medical system
- Evacuations; and
- Addressing severe weather.

7 CCR 1101-12-2-5(D).



Georgia's Amusement Ride Regulations Never Mention ASTM F770 (or any other specific ASTM Standard).



Recommended passenger restrictions and limitations, where applicable, such as but not limited to, height, weight, age, passenger placement, or other appropriate restrictions shall be provided to the end user by the manufacturer or seller of the amusement ride or device. In the event the manufacturer is unwilling or unable to provide said restrictions, thereby rendering himself in non-compliance with this Law and A.S.T.M. Standards, the said restrictions and/or limitation must be established by the owner and/or manager and shall be acceptable to the Office.

Read Your Law

- Ensures compliance – especially important in the event of an incident
- Ensures common understanding of your operation regardless of the regulator.

Five Ways To Improve Your Operation's Safety

1. Read Your Law
2. Look At Your Facility Through The Guest's Eyes



FAMILY FEUD



What are the most important issues to your RIDE SUPERVISORS?

1	
2	
3	
4	



What are the most important issues to your GUESTS?

1	
2	
3	
4	



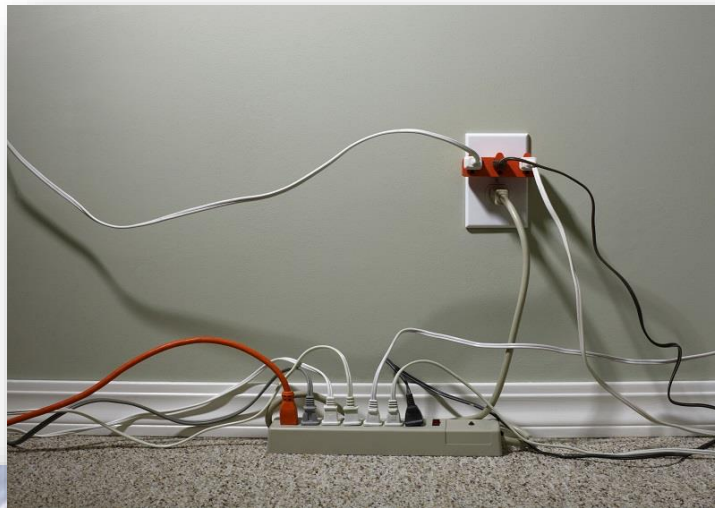




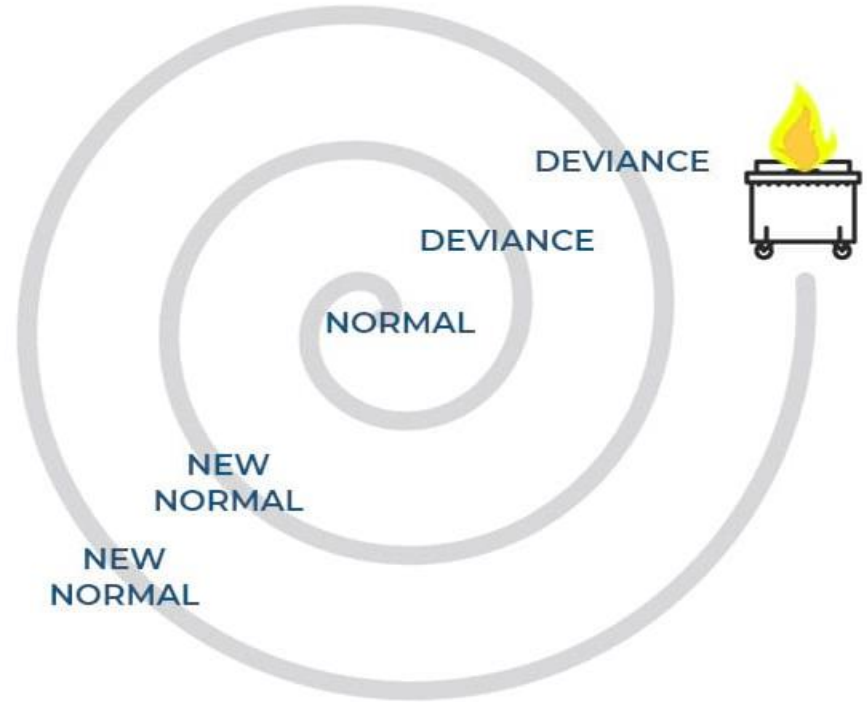




Look around you...



Complacency



Source: <https://akfpartners.com/growth-blog/normalization-of-deviance-in-the-workplace-and-software>

MBWA



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Best Practices – Management by Walking Around (MBWA)

- Engage with **EVERYONE**
- Do it regularly
- Go by yourself
- Ask questions
- Watch and listen
- Prompt feedback at an appropriate time



Benefits of a Third Party Auditor

- No “in-house bias”
- Broader knowledge base
- No business interruption or scheduling issues
- Consistent standards
- Industry Benchmarks





Five Ways To Improve Your Operation's Safety

1. Read Your Law
2. Look At Your Facility Through The Guest's Eyes
3. Checklists!





May 31, 2014
Bedford, MA
Gulfstream IV – N121JM

- Crashed on takeoff because gust lock was engaged and plane could not achieve takeoff velocity.
- All crew and passengers killed (7 total)
- Pilots had more than thirty years flying experience between them.
- No pre-flight checklists completed. Crew overlooked that the gust lock was engaged.



May 31, 2014
Bedford, MA
Gulfstream IV – N121JM

“Executing checklists by memory or without standardized verbal callouts removes many of their benefits and leaves a flight crew more susceptible to error. Thus, the flight crewmembers’ nonadherence to best practices for checklist execution made it more likely that they would commit an error of omission and that such an error would go undetected. The NTSB concludes that the flight crewmembers’ lack of adherence to industry best practices involving the execution of normal checklists eliminated the opportunity for them to recognize that the gust lock handle was in the ON position and delayed their detection of this error.”



May 31, 2014
Bedford, MA
Gulfstream IV – N121JM

"Further, a review of QAR data revealed that the flight crewmembers had neglected to perform complete flight control checks before 98% of their previous 175 takeoffs in the airplane, indicating that this oversight was habitual and not an anomaly."



Effective Checklists

- Use a checklist for all inspections and trainings.
- Based on manufacturer, regulatory, and industry standards / criteria.
- Qualified, trained inspectors (maintenance / operations)
- Identify “Go / No Go” inspection items
- Periodically audited to ensure proper completion



Five Ways To Improve Your Operation's Safety

1. Read Your Law
2. Look At Your Facility Through The Guest's Eyes
3. Checklists!
4. Listen To The Front Line



Did I mention?...

MBWA



Currently, what is the biggest challenge in your life?



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Employee-Performed Auditing

- Offer free tickets to your team members
- Provide audit tools, checklists, and standards
- Team members perform the audit as a “guest”

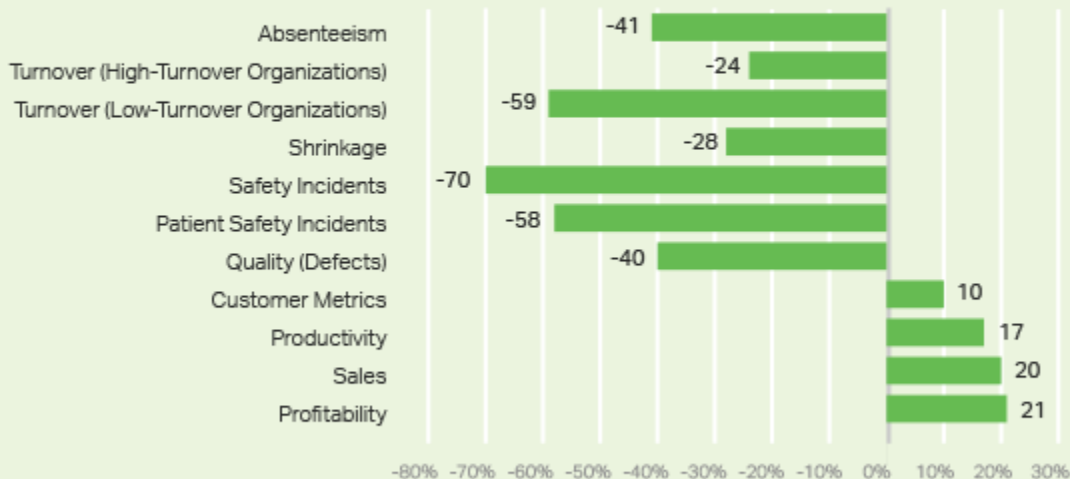


Team Member Engagement Survey

- **TMs will be more likely to be honest in an anonymous survey**
- **Improves morale and boosts confidence**
- **Opens lines of engagement**
- **Provides new ideas that can improve your business**

Engagement's Effect on Key Business Outcomes

When compared with business units in the bottom quartile of engagement, those in the top quartile realize improvements in the following areas:



GALLUP

Best Practices – TM Engagement Survey

- Be prepared
- Keep the questions simple
- Open-ended vs Closed-Ended
- Test run
- Swift, active follow up

Employee Satisfaction Survey					
	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree
1. I can see myself working here in five years.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I have a clear understanding of my company's strategic goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I can easily see how my work affects the company's overall success.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. I always know what is expected of me when it comes to my goals and objectives.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. It really feels like everyone is on the same team at my company.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. My manager recognizes my full potential and capitalizes on my strengths.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. I always want to give my best whenever I'm at work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. I'm proud to be part of this company.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. I always recommend my company to others.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. The leaders of my company really know what they're doing.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. I believe in my company's mission.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other Engagement Strategies

- Have an open-door policy
- Meet new TMs within first 24 hrs
- Regular team meetings
- Recognize good performance
- Connect work to the big picture
- Implement TM suggestions



Benefits of Employee Engagement



Five Ways To Improve Your Operation's Safety

1. Read Your Law
2. Look At Your Facility Through The Guest's Eyes
3. Checklists!
4. Listen To The Front Line
5. Train for the Long Term



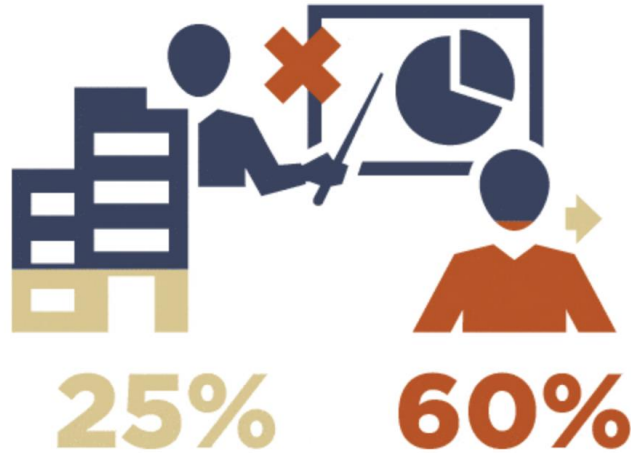
MYTH:

Training is unnecessary, too expensive, and does not generate profits.

REALITY:

Skills training increases retention, enhances productivity, and pays for itself.

Source: <http://dspace.bu.ac.th/bitstream/123456789/4346/1/Kaung%20San%20final.pdf>



25% of companies admitted that their onboarding program does not include any form of training, which leads to a loss of 60% of a company's entire workforce

Source: <https://www.go-gulf.ae/employee-training-importance/>



Source: <https://www.go-gulf.ae/employee-training-importance/>

National Institute for Occupational Safety & Health

- Teenagers are injured in the workplace once every 5 minutes.
- Injuries requiring emergency room visits are 2.2 times greater for 15–19-year-olds than those 25+



QUESTIONS?



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