

***Conferenza Internazionale del
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**Safety Challenges
Consumers and Employees Behavior**

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agenda

- Context and datas
- Causes of incidents - Case of unsafe behaviors
- Trends of evolution
- Management of Guest with Disability (example)
- What are our responsibilities?
- What are our challenges for the coming years?
- How our industry can manage this challenge?

Context and datas

- A report done by the French Consumers safety committee (governmental agencies) indicates different studies:
 - Canadian Study in 2003
 - 70%of attractions incidents were due to lack of attention, children supervision
 - UK study between 1985 and 1995
 - on 6 mains causes of incidents 5 were due to visitors behavior
 - Frequency rate of incident are higher when the vehicle or the machine is driven by the visitor
- This year 2 fatal incidents (France, USA) were due to employee crossing the track or present in the ride path....
 - Other source:
 - "Employees Accident statistics from all industries have been compiled over the years by insurance companies and governmental agencies. The results of analyzing hundreds of thousands of accidents reveal 85 to 98 percent of all accident causes result from the unsafe acts of employees. There may be more than one cause of an accident, but most accidents are caused, in whole or in part, by the unsafe acts of employees."*

D. LES CAUSES ET LES CIRCONSTANCES DES ACCIDENTS

1. Les défaillances humaines

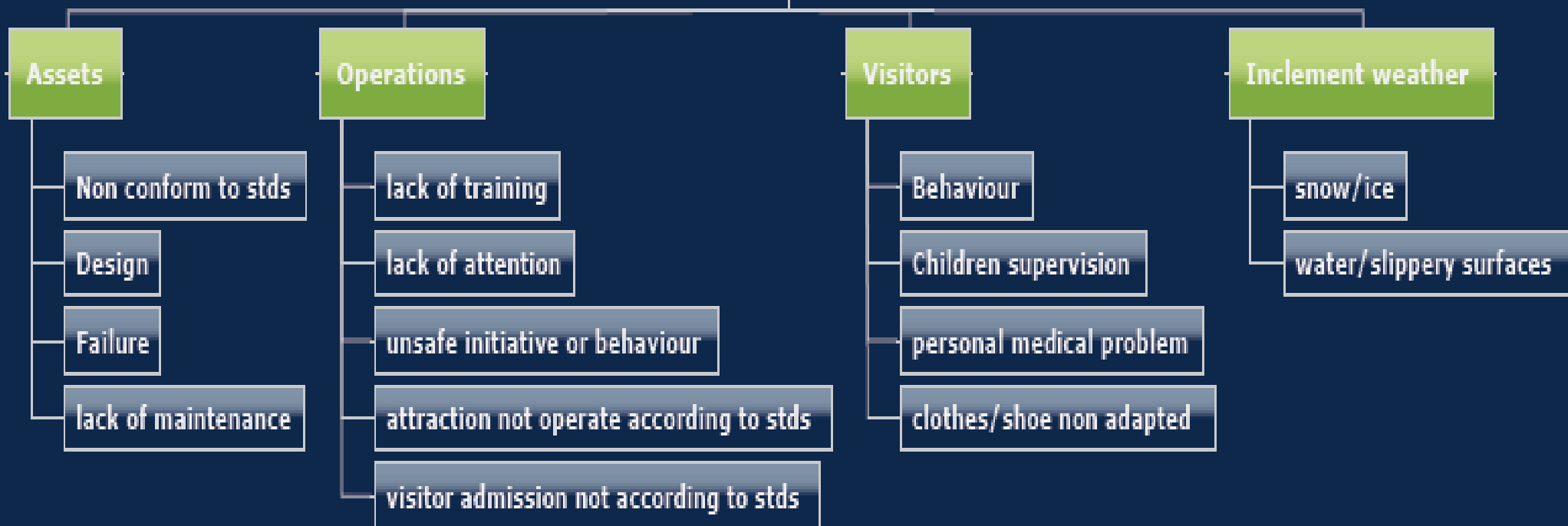
De l'avis de l'ensemble des professionnels auditionnés par la Commission, et au vu des études consultées, le comportement des usagers et les défaillances humaines seraient la première source d'accidents sur les matériels d'attraction[20], tous niveaux de gravité confondus :

- au Canada, dans l'état d'Ontario, l'étude CNTS[21] de 2003 conclut que, toutes causes confondues, 70 % des accidents survenant dans les parcs de loisirs sont la conséquence du défaut de surveillance des adultes sur les jeunes enfants ou des erreurs des opérateurs affectés à la conduite ou à la surveillance des passagers ;

- au Royaume-Uni, parmi les six premières causes d'accidents les plus fréquemment identifiées entre 1985 et 1995, cinq sont comportementales (défaut de surveillance des parents, position dangereuse dans l'attraction, non respect des consignes de sécurité, défaut d'utilisation du système de retenue du passager, erreur de l'opérateur).

- enfin, on constate généralement un taux d'accidents plus fréquent sur les attractions dont le fonctionnement est commandé par l'usager (auto-tamponneuses, kartings, toboggans, punching machines...) que sur celles conduites par un opérateur à partir d'une cabine centrale.

Causes of incidents





Unsafe behaviours

Voluntary unsafe (behind limits)

challenge

games

deliberately deceived the safety rules

passive behaviour

knowledge of own medicals
restrictions but don't take them in
account

Don't reads safety instructions

don't evaluate hazard or unsafe situations

believe that somebody will prevent

employees who don't follow the
operating guidelines or safety
instructions

lack of attention

lack of children supervision

reactive behaviours

panic reactions in scary situations

unappropriate reflex action

Evolution of mentality, behavior and responsibilities

- Visitors expect less constraints during their Park experience
- They consider that this our responsibility to take care of their safety
- They less accept remarks, become conflicting...
- Repeaters visitors (Teenager) like to «play with unsafe situations»
- Employees turnover is high, especially with part time jobs
- Authorities, court, citizen or social medias are often focus on the responsibility of the industry or the operator before to analyze the context of visitor or employee behavior

Conclusion

- We have to face to a triple challenge:
 - Visitors behavior change
 - Employees behavior change
 - Accidents are less and less acceptable by Authorities, court and Citizens

Example of accident investigation report

At approximately 4:05 pm on July 8, 2011, Mr. Hackemer entered the Guest Relations building near the entrance of the park and inquired about handicapped boarding policies. According to interviews, the Guest Relations staff explained their "go up the exit" procedure, which permits those passengers with disabilities to enter ride platforms through the exit ramp. Guest Relations staff further offered Mr. Hackemer a copy of the brochure titled "A Guide to Fun at the Park for Guests with Disabilities" which outlines restrictions and policies for patrons at Darien Lake. Mr. Hackemer refused the brochure and indicated that he already possessed a copy. Guest Relations staff further explained to Mr. Hackemer the policy regarding the loading and unloading disabled patrons onto their rides. Mr. Hackemer then exited Guest Relations.

At approximately 5:30 pm on July 8, 2011, Mr. Hackemer, along with his nephew, entered the Ride of Steel through the exit ramp and stopped at the gate adjacent to the unload platform. The unload attendant notified the ride operator that a disabled guest needed to be loaded. Mr. Hackemer was loaded into the Red Train (car 11 seat 2) with the assistance of his nephew, who then seated himself next to Mr. Hackemer (car 11 seat 1). The rest of the Red Train was loaded in its usual manner with all restraints checked by the attendants and then launched. According to witnesses, shortly after cresting the 3rd hill, Mr. Hackemer was ejected from his seat. The Red Train continued along the track and completed its run. Upon stopping in the braking station, passengers began to inform the ride attendants of the accident and gave an approximate location of the incident as the train was brought into the station to unload. Ride staff began the notification of Darien Lake Emergency Response, to respond to the accident. Darien Lake Security and EMS staff located the body of Mr. Hackemer

After considerable review of all documentation, as well as interviews with employees, it can be concluded that the accident was caused by operator error. While Mr. Hackemer used the appropriate entrance to board the Ride of Steel, he did not meet the minimum requirements to be a passenger on the Ride of Steel. Ride operators and attendants permitted Mr. Hackemer to board the Red Train with the assistance of his nephew, contrary to their training of the manufacturer's restrictions for passengers and Darien Lake's policies. Mr. Hackemer did not meet the minimum height requirements, nor did he possess the requisite two legs, as pointed out in the ride information signage provided at the regular and the "handicap access entrance", as well as the brochure distributed by customer services. The brochure states that passengers must possess two legs to ride this ride. It should be noted that part of the passenger restraint system on the ride is specifically designed to lock the passenger's shins in place to help ensure that a passenger cannot fall out or be ejected from the ride.

Mr. Hackemer, a military veteran, did not have a left leg or left hip, and his right leg was amputated above the knee due to injuries suffered during his military service. Mr. Hackemer was not wearing prosthetic limbs while at Darien Lake, and was using a wheel chair during his visit to the park.

Over the days since the accident occurred, all documentation has been reviewed in various work sessions by me with assistance by Sr. Inspectors Mc Ewan and Brown, Supervising Inspector Frederick, and Program Manager Guizzotti. After exhaustive review of all the documentation and interviews, it appears that the ride operator and ride attendant training materials met the requirements of the manufacturer; however, issues concerning the employee's comprehension of the training material and their ability to retain the associated requirements of their position, specifically in reference to rider restrictions, became apparent.


Numerous conversations were held with representatives from Herschend and Darien Lake to discuss suggestions to enhance the ride operator and ride attendant training programs for the Ride of Steel. Additionally, modifications to passenger warning signage and ways to provide visual reminders of rider restrictions for use by employees were discussed. Furthermore, Herschend brought additional corporate training and safety resources as well as outside consultants to the facility to review and enhance all facets of operation for not only the Ride of Steel, but all amusement devices at Darien Lake. Herschend has created a new "auditor" position at Darien Lake to review all training programs, and also to routinely audit employees related to the requirements for the amusement device and the employee's retention of the training information, pertaining to their respective assignment. Herschend has provided copies of all revised training materials and also copies of the new safety and audit procedures and forms, which Supervising Inspector Frederick and I both found acceptable.

On July 19, 2011, Supervising Inspector Frederick and myself witnessed the revised training procedures to be implemented in a training session for operators and attendant positions for the Ride of Steel at Darien Lake. The enhanced changes to the program were acceptable to both of us; we observed the entire training session.

Mechanical deficiencies were not found with the amusement device during the course of the entire investigation.

Management of Guest With Disabilities

Example of priority access card to abide to the French law (Loi 2005-102 dated 11 February 2005 in favor of Equal Rights and Chances) requiring easy access to public buildings and priority in queue lines for people with disabilities.



Disable priority card

CAST MEMBER _____

GUEST ANNUAL PASS

Family name _____

First name _____















Validity date from _____ to _____

This card allows you with one helper (adult and capable of helping you) and your kids to use dedicated accesses. It can only be used by named cardholder and you may be asked for proof of identity. If you are not riding the attraction your helper and accompanying must use the regular queue line.
For your security, some attractions are subject to restrictions on access that apply to all guests.

For further information refer to the "Guide for guests with disabilities".

I hereby acknowledge that I have familiarized myself with all the advice and recommendations. Signature _____


***Adult accompanying requested**

















<input type="checkbox"/> 	Visitor with difficulty standing, walking	<input type="checkbox"/> 	Visitor using a wheelchair*
<input type="checkbox"/> 	Mentale deficiency*	<input type="checkbox"/> 	Visitor using a wheelchair able to transfert
<input type="checkbox"/> 	Visual imparment	<input type="checkbox"/> 	Blind visitor*
<input type="checkbox"/> 	Visitor with hearing aid, usage of induction loops	<input type="checkbox"/> 	Visitor having an atrophy
		<input type="checkbox"/> 	Visitor with no hearing aid*
<input type="checkbox"/> 	Assistance	<input type="checkbox"/> 	Practice sign language*
	Kids accompanying		
	<input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/> 		

Management of Guest With Disabilities

Example of employee instructions card to greet GWD

The Twilight Zone Tower of Terror



NON ADMIS	ADMIS SOUS CONDITIONS	ADMIS SANS CONDITIONS	
			
 Femmes enceintes	 Visiteurs en fauteuil roulant (en mesure de se transférer)	 Station debout pénible, pénibilité de déplacement	
 Visiteurs ayant une atrophie d'un ou plusieurs membres	 <input type="text" value="OU"/> Visiteur non-voyant	 Déficience visuelle	
 Visiteurs en fauteuil roulant (pas en mesure de se transférer)	 <input type="text" value="OU"/>	 Déficience auditive et ou pratiquant la langue des signes	
 Chiens-guide et d'assistance non admis. Devra être gardé par un accompagnateur	 Déficience mentale	 Visiteurs ayant un problème médical temporaire	
ACCÈS INTERDIT	BESOIN D'ACCOMPAGNEMENT ATTENTION : POUR DES RAISONS DE SÉCURITÉ, UN SEUL VISITEUR PAR CYCLE	PAS DE RESTRICTION DE NOMBRE	

What are our responsibilities regarding Employees or Visitors?

- Even when causes of an event are explained or clarified each stakeholder can have his own interpretation of responsibilities:
 - Attorney, court and authorities
 - Family
 - Medias
 - Insurance Company, etc.
- Situations of unsafe behavior are not easy to justify or to explain to these stakeholders, even when you have consistent safety preventative program
- This could impact your liability and/or your brand image
- In France to protect the consumer the law requests that you have the obligation to prevent of any reasonably foreseeable risk

What are our challenges for the coming years?

1. Hiring and education of Employees related to safety culture
evolution of the visitors' behaviors
2. Current configuration of our assets are not in some cases
adapted to prevent different situations
3. Perception of stakeholders
4. Evolution of responsibilities?

How our industry can manage this challenge?

