

Unseated Passenger Guideline Introduction

Wisp Resort is committed to promoting slope safety including using lifts safely.

Wisp Resort has established these guidelines for responding when a person is not seated correctly or becomes unseated on the lift chair during operations and is in danger of falling from the chair.

Wisp Resort recognizes that every load, ride, and unload situation is unique, and no one set of guidelines can cover every situation or occurrence which is why each lift may have its own unique unseated passenger plan. While guests and persons using lifts have the responsibility to load, ride, and unload themselves safely, lift operators and attendants monitor this process by aiding, watching, anticipating, instructing, directing, and occasionally physically assisting passengers.

Unseated passenger situations must be anticipated by the lift staff and responded to quickly, however, many employees and departments may be involved as needed. Training for responding to unseated passengers may be similar to or included in lift evacuation or single aerial rescue trainings and must be conducted in accordance with the Lift Evacuation Plan. However, an unseated passenger plan and response is different from a lift evacuation plan and response, which may include situations where the entire lift line must be cleared of passengers.

If a guest is unseated, the operator/attendant, all available employees, and potentially the public could assist this plan and deploy the deceleration device (large bean bag). In many situations, multiple actions are likely to take place simultaneously. Lift staff should be prepared to deploy the deceleration device as a backup in the event the passenger could fall. Passengers should not be instructed to jump or let go, until a deceleration device is in place.

The following department's employees should understand and/or be trained in the steps to take in the event of an unseated passenger: (Listed below are the departments that may be involved in an unseated passenger incident.

- Lift Operations
- Lift Maintenance
- Coaster staff
- Area Management
- Adventure park staff
- Mountain Operations
- Ski Patrol
- Mountain Hosts
- Risk Management

Definitions and Terminology

ANSI B.77 Standard

The ANSI B.77.1 is a document that establishes a minimum standard for the design, manufacture, construction, operation, and maintenance of passenger ropeways.

Lift Evacuation Plan

- A written document that outlines the people, process, and procedures used when it becomes necessary to remove passengers from a lift.

Unseated Passenger

- Any person who is not correctly seated in the chair and is at risk of falling out of the chair.

Unseated Passenger Plan

- ° A written document that outlines the people, process, and procedures used when it becomes necessary to rescue a passenger or passengers that have failed to load properly or become unseated at any point when riding the lift.

Devices Used at Wisp Resort

- A large bean bag is deployed at the bottom operators' station and one at the top operator's station
- The operators and attendants will check at the start of each day's operation that these bean bags are available at these designated locations.

Unseated Passenger Actions

If a passenger does not load or stay fully seated on the chairlift seat there is a risk that the passenger will fall from the chair, even if he/she is holding on to the carrier or is suspended by an article of clothing or personal equipment.

If a passenger becomes unseated the following actions should be taken. Note that this list is not all inclusive or sequential and multiple actions may take place simultaneously.

1. Lift Operator

- . Assess the situation and determine if the lift should keep running or be stopped.
- Consider the following in making that decision:
- How far up the lift has the passenger travelled?
- How far from the load or unload station has the passenger travelled?
- How high is the passenger and will they get lower or higher as the chair travels?
- If the determination is to continue running the lift:
- Stop loading passengers to reduce the chance for stoppages until the unseated passenger can
- lower themselves to the ground or stand up.
- Call the top operator to alert them to the situation.
- Call using the radio or ask someone else to call the supervisor and Patrol Dispatch to report an unseated passenger as soon as it is safe to do so.

2. Lift Operators and any available personnel

- Secure the scene, control traffic and direct traffic away from the area.
- Assemble available personnel including by standers, retrieve bean bag, and deploy the bag under passenger.
- If Available place nearest tower pad under the bean bag for additional padding. Inspect the condition of tower pads for before use.
- With available personnel position the bean bag under the passenger in case the passenger falls. Do not instruct the passenger to jump or let go until it has been deemed appropriate.
- Lift maintenance staff may assist or take over the attempted rescue or assist by deploying the bean bag.
- Lift maintenance staff will verify the lift is ready for operation when the incident is complete.
- Lift maintenance team to gather relevant documentation for reporting purposes.

3. Risk Management

- Reviews the incident documentation and collects and maintains any video of the incident.
- Prepares and sends all relevant documentation to the general manager
- Scan, save, and file all incident documentation

4. Area Management

- Prepares and provides marketing with incident information for resort statement and press releases statement from the resort and press release with the assistance of the Marketing Department.

5. Marketing Department

- Serves as point of contact with media.
- Prepares all press releases.

As previously noted, no two unseated passenger events are the same and the above procedures are guidelines only. In any one incident all the above actions or a portion thereof may be needed or utilized. Quick reaction and decisive actions are the key to the fastest resolution possible, while striving for the safety of all guests and employees.

Lift Operator and Lift Passenger Responsibilities

The ANSI B.77.1-2017 standard addresses the construction, operation, maintenance, and use of aerial tramways, aerial lifts, surface lifts, tows, and conveyors. This standard recognizes that certain dangers and risks are inherent in machinery of this type, and their operation. It is also recognized that inherent and other risks or dangers exist for those who are in the process of embarking, riding, or disembarking from aerial lifts (loading, riding, and unloading). Passengers accept the risks inherent in such participation of which the ordinary prudent person is or should be aware of. Passengers shall use good judgement and act in a responsible manner while using the aerial lift.

Passenger Responsibilities and Conduct

Passengers shall be presumed to have sufficient ability, physical dexterity, and/or personal assistance to negotiate and to be evacuated safely. Passengers accept the risks inherent in such participation of loading, riding, and unloading from lifts. In addition, passengers are responsible for:

- Their own loading, riding, and unloading,
- Understanding and observing the proper loading, riding, and unloading procedures.
- Being responsible for getting on and getting off lift at designated areas corresponding to their skiing ability.
- Maintaining control of their speed and course while loading and unloading.
- Participating in the loading, riding, and unloading processes in such a manner as to reduce the risks for themselves and others.
- Obeying all written and oral instructions and warnings
- Properly using the chair lift

Passengers should use good judgment while riding a lift, including refraining from:

- Throwing or expelling any objects from the lift
- Riding the lift while under the influence of drugs or alcohol
- Any act that would interfere with the operation of the lift.
- Any act that may contribute to or cause injury to any other person.

The ANSI B. 77.1-2017 Standard also states the below Lift Operator Responsibilities:

- Being knowledgeable of operational and emergency procedures and the related equipment needed to perform the assigned duties.
- • Monitoring the passengers' use of the aerial lift; including observing, advising, and assisting them as they embark on or disembark from the aerial lift.
- Responding to unusual occurrences or conditions and responding by choosing an appropriate action, which may include any of the following:
- Assisting the passenger; slowing the aerial lift (if applicable); stopping the aerial lift; continuing operation and observation.
- Denying access to the aerial lift to any person; using procedures and criteria provided.
- Advising the lift supervisor of observed abnormal or unusual conditions that may adversely affect the safety of the operation.

Lift Safety Education

Wisp Resort educates its employees and guests about ski lift safety in the following ways:

Guest Education

- Web site Posting
- Signage in the loading and unloading areas of the lift
- Social media
- Lift attendant / operator engagement with the guests

Lift Operators

- Ask guest to remove backpacks and other articles that can push their center of gravity forward and keep them from using the seat "pocket" effectively.
- Educate guests on loading, riding, and unloading the lift as requested.

Employee Education

- All employees will receive training upon hiring, and annually thereafter, including lift use policy and unseated passenger response.
- Employees from other departments that use when working will receive education about lift use policies and unseated passenger response.
- Training may take place in conjunction with other lift operations related training, such as lift evacuation.

Unseated Passenger Training Document

Unseated passenger Definition

Any person who is not correctly seated in the chair and is at risk of falling out of the chair.

This can occur after loading the chair at the bottom from a miss load. It may occur as the passenger prepares to unload at a middle station or top unloading stations. An unseated passenger situation can also occur anywhere on the lift, if a passenger moves around on the chair seat, or leans too far forward on the seat.

The operator, attendant, or other on mountain staff shall always be on the watch for an unseated passenger and be prepared to respond as quickly as possible. Quick judgement and action shall be taken as soon as a situation is noted. Not all possible scenarios can be listed, but here are some types of situations and possible reactions that should be followed.

Person misloads at the loading station

If lift can be stopped while person is still close to the loading terminal and can be assisted back into the chair seat or lowered to the ground this would be the first option.

If the person is beyond the terminal and up in the air in height but close to a lift tower where assistance can be rendered from the tower it may be best to keep lift running and position chair close to the lift tower.

If the person is too far from a tower and the height above the ground is increasing, the lift should be stopped and the bean bag or any other available fall reduction device should be deployed below the person as soon as possible.

As soon as it is possible the lift shift supervisor and ski patrol should be made aware of the situation

Person misloads at the unloading station

If the person is unseated as approaching the top terminal the lift can be kept running to get the chair closer to terminal where the potential drop height to ground would be reduced or eliminated, then keep lift running

If the person is below the lift terminal and up in the air in height but close to a lift tower where assistance can be rendered from the tower it may be best to keep lift running and position chair close to the lift tower.

If the person is too far from a tower and the height above the ground is increasing the lift should be stopped and the bean bag or other fall reduction device should be deployed below the person as soon as possible.

If a bean bag is not in close vicinity to the unseated passenger other items may be used that may be close, such as a tower pad, a pad from a snow gun or anything that may be used to soften the fall of the unseated passenger.

As soon as it is possible the lift shift supervisor and ski patrol should be made aware of the situation

Person slips from chair away from any lift terminal

As soon as a person is noted to be an unseated passenger, the lift shall be notified, and lift stopped if needed and bean bag or other fall reduction items be placed as needed

If the potential level of fall will be reduced by the lift continuing to run to reduce the potential fall height the lift shall stay running.

This shall be based up upon the judgement of the person noting the unseated passenger.

If a bean bag is not in close in vicinity to the unseated passenger other items may be used that may be close, such as a tower pad, a pad from a snow gun or anything that may be used to soften the fall of the unseated passenger

As soon as it is possible the lift shift supervisor should be made aware of the situation

Unseated passenger staged devices (bean bags)

Bean bag locations will be at the top of all lifts and bottoms of all lifts, the exception will be on lifts 2 and 3 where one bag will be at the bottom, middle and top of lift 2 shared by the two lifts.

Duties and responsibilities in regard to unseated passengers

It is part of the duty of lift operators to ensure the bean bags are at the locations listed and that they are in good shape in case of the need of deployment. This shall be documented on the daily lift log.

Lift attendants and operators shall always be on the lookout for potential unseated passengers and be ready at any time to act if necessary

All other on mountain staff such as but not limited to – lift maintenance, ski patrol, mountain hosts, terrain park staff, snowmakers, groomers, Adventure Park staff, risk management staff, or any other wisp employees that may be on the mountain shall understand this training and always be on the watch for potential unseated passengers

Unseated Passenger Training Acknowledgement

(It is recommended that you document the training received as part of new and returning employee training and who received that training Below is an example acknowledgment.)

I, _____ have received training, and I understand Wisp Resort's Guidelines for Unseated Passengers. I will seek the clarification necessary prior to accepting the responsibilities of my role in Unseated Passengers if there is anything I do not understand.

1. I understand the actions to take if there is an unseated passenger near the load or unload station.
2. I understand the actions to take if there is an unseated passenger beyond the load or unload stations.
3. I understand that I should contact Supervisor immediately if there is an unseated passenger.
4. Prior to signing this document, I have clarified anything I did not understand in regard to wisp policy in regards to unseated passengers.

Employee Signature

Date

Department