Theme Park Safety Consulting, LLC

IAAPA
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Improving Safety Performance

Presenters
Randy King
Ron Morrison
What is Safety?
Safety is a Noun!

• What is a noun?
  – Person, place, or thing
Safety is a Noun!

• Your employees, facilities, and equipment
• AND…
• The sum of decisions made by you and your team
Heinrich's Triangle

Applies To Employees and Guests

1 – Serious Injury

30 – Minor Injury (claims)

300 – First Aid Only

3000 – At Risk Behaviors
Benefits of Safe Behavior Sampling

- Identifies specific performance gaps (PG) – e.g. hand signals, eye contact – retrain only the identified PG’s
- Allows for immediate correction and positive reinforcement
- Improves safe performance
- Reduces losses
- REWARD “DESIRED” BEHAVIOR!
How Some Accidents Have Occurred

- Miscommunication
  - hand signals
  - eye contact
  - verbal communication
- Not performing to plan
  - ride operating guidelines
    - e.g. restraint check, verifying signals, perimeter check
- Running unsafe rides
  - not empowered to shutdown unsafe rides
  - management / maintenance intimidation
- Guests’ misbehavior
Critical actions required to create expected performance (EP) outcomes

- They are procedure driven
- When they are measured and reinforced they are consistent
- They match the training or intended plan
What are “Desired” Behaviors?

- They are measured by observation
- They *can* be faked, but not for long
- Measurement is subjective

- REWARD “DESIRED” BEHAVIOR!
Behavior Performance Gaps

• Expected performance (EP) is trained from written procedures
• Actual performance (AP) creates outcomes
• Performance gap (PG) is the difference between the two
• \( (EP - AP) = PG \)
Identifying Desired Behaviors

1. Adequate # of Attendants
2. Alert/Aware
3. Main Panel Secure
4. Visual Scanning
5. Eye Contact
6. Verbal Communication
7. Listening
8. Hand Signaling
9. Height Check
10. Loading/Securing
11. Track Cross Procedure
12. Verifying
13. Clear PA
14. Proper Dispatch
15. Managing Dock
16. Proper Equipment
17. Perimeter Secure
18. Lockout / Tagout
Why Measure?

• Because what gets measured is what gets done!

• What gets rewarded, gets repeated.
10 Point Safety Inspection

Safety Compliance
- OSHA Standards
  - HAZCOM
  - Lockout / Tagout
  - Blood Borne Pathogen
  - Fall Protection, etc.
- Life Safety Codes
  - Buildings
  - Fire Prevention
  - Equipment, etc.
- Other Regulations
  - Hazardous Materials
  - Waste Disposal
  - Water Discharge, etc.

Working Safely
- Job Training
  - Rides
  - Restaurants
  - Grounds, etc.
- Technical Training
  - Maintenance
  - Technicians
- Safety Culture
  - Measuring Behaviors
  - Desired vs. Undesired
  - Accountability among Team Members
1. Area is clean, well maintained and free of clutter and debris.
2. Aisles, paths, and stairs are free of obstruction with 36" clearance.
3. Fire protection equipment is present and working properly.
4. Materials are appropriately labeled and properly stored.
5. Electrical panels are in good condition and are free of obstruction.
6. Flexible electric cords are in good condition and are properly used.
7. Personal Protective Equipment is available and properly used.
8. Equipment is in good condition and guarded as required.
9. Lighting is adequate, proper for use, and well maintained.
10. Exits are clearly marked and free of obstruction.
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The End

Safe Behavior Sampling
And
The 10 Point Safety Inspection