



INTERNATIONAL RIDE OPERATOR CERTIFICATION
LOAD / UNLOAD STANDARDS OF PERFORMANCE

(revised April 23, 2020)

1. iROC Critical Component Standards of Performance for Loading / Unloading require, among other things, that operators/attendants:
 - a. Use an effective method to count and pre-group the appropriate number of riders for the cycle.
 - b. Communicate to riders any additional required safety information and directions.
 - c. Place riders in positions to balance weight when there is not a full load on a ride, ride unit, or vehicle as required by the manufacturer.
 - d. If necessary, lend a hand while using a proper stability stance to ensure their own safety and the safety of the guest.
 - e. Inform riders of special loading instructions.
2. In light of recent health concerns raised by the Covid-19 pandemic, IRT is issuing the following recommendations for Loading/Unloading. These recommendations are intended to encourage distancing between riders while on-board and to minimize physical contact between riders and operators/attendants.
3. For the sake of clarity, IRT is not requiring adherence to the recommendations discussed below. A facility may elect to continue Loading/Unloading procedures in accordance with the Loading/Unloading standards in the iROC Instructor and Operator Resource Manual and will remain in compliance with iROC Standards of Performance. Nonetheless, to the extent that reasonable health concerns – particularly in the wake of the Covid-19 pandemic – may be present or perceived with regard to the Loading/Unloading process, these recommended procedures should be considered options for iROC facilities that are fully compliant with iROC Standards of Performance.
4. **Increased Use Of Groupers:** To maximize adherence to social distancing policies, IRT recommends the use (or increased use) of Grouper positions on roller coaster boarding platforms and in other ride locations where



guests may be pre-grouped for the next ride cycle. Grouper positions should be positioned at the end of the queue at the transition point from the queue to the loading area. IRT recommends the following with regard to Grouper responsibilities in light of social distancing:

a. On roller coaster platforms:

- i. No more than one train-load of guests permitted on the platform at a time. The Grouper may begin loading the next train when the loading gates have opened and the previous riders have begun boarding the train.
- ii. To maintain social distancing to the greatest degree reasonably possible, riders should not be permitted to select their own seats. The Grouper will assign row positions to all riders.
- iii. Groupers should ask each guest how many are in their party. If the answer is more than one, IRT recommends that Groupers ask whether all members of the party reside in the same household.
- iv. Single riders or individual members of groups that do not reside in the same household should be directed to a boarding rows on the platform by themselves (assuming two-across seating design on the train). For ride units featuring four-across seating or more (i.e. dive coasters), Groupers should pre-load only enough riders to fill half the seats in a row. For these ride units, IRT recommends distancing indicators, such as painted circles or decals, in each boarding row queue to assist waiting riders with social distancing.
- v. Members of parties that reside in the same household may be grouped to ride together as these individuals need not remain distanced given their living situation.
- vi. As riders are assigned to boarding rows, the Grouper should advise that riders will be directed to assigned seats by the loaders/unloaders on the platform.

b. At other ride locations incorporating a pre-boarding or loading area:



- i. IRT recommends that no more than one load of guests may be permitted to wait in a pre-boarding or loading area at a time and only if they can remain distanced in this area. The Grouper may begin admitting riders to the loading area after all guests waiting in the loading area have been admitted to the ride. IRT recommends distancing indicators, such as painted circles or decals, be affixed to the ground in the loading area to ensure distancing as guests wait for the next cycle.
 - ii. As riders are admitted to the pre-boarding / loading area, the Grouper should advise that riders will be directed to assigned seats by the loader/unloaders in the ride area.
5. **Seating Arrangement:** To maximize social distance policy compliance, IRT recommends that riders be seated as follows:
 - a. Roller Coasters: IRT recommends that single riders be seated in a staggered formation so that riders are as distanced as possible while maintaining reasonable levels of ride capacity. Staggered formation ensures that single riders are not seated directly in front of or behind any other rider. For trains featuring more than two-across designs, riders should be seated in every other seat and in staggered formation, so they are not directly in front of or behind any other rider. Riders residing in the same household may ride together, including directly in front of or behind other riders from the same household, but attention should be paid to placement of other riders in proximity to groups. Other riders should be seated with at least one empty row between groups to maintain distancing. Loaders and Unloaders on the ride platform are responsible for ensuring riders are properly arranged in the train.
 - b. Flat Rides/Circulars/Kiddie Rides: For rides featuring seating with riders in close proximity (i.e. Music Express, Tilt-A-Whirl, Round Ups, Carousels), IRT recommends riders be seated in every other ride unit so that riders are as distanced as possible while maintaining reasonable levels of ride capacity. Riders should ride alone unless accompanied by another rider from the same household. Some ride designs may have sufficient distance between ride units to permit loading of each ride unit (i.e. Scrambler, Ferris Wheels, Sizzler, Enterprise, Tea Cups), but unit capacity should nonetheless be limited to single riders or riders from the same household.

- c. When assigning seats for riders, operators/attendants must remain cognizant of the need to balance the ride if required by the ride manufacturer.
6. **Loading / Unloading Assistance:** Loading/Unloading assistance creates an opportunity for person-to-person contact and potential exposure to the Covid-19 virus. To minimize potential exposure, IRT recommends the following:
 - a. Rather than offering their hand, Operators/Attendants may offer a shoulder or elbow to assist guests with loading and unloading. Operators/Attendants should maintain a stability stance when offering such assistance.
 - b. IRT recommends that Operators/Attendants refrain from lifting children in and out of kiddie rides. If children cannot load/unload the ride on their own, operators/attendants may ask a parent or guardian of the child to assist with loading/unloading.