



**INTERNATIONAL RIDE OPERATOR CERTIFICATION**  
**RIDER SCREENING STANDARDS OF PERFORMANCE**

(revised April 9, 2020)

1. iROC Critical Component Standards of Performance for Rider Screening require operators/attendants to identify and screen potential riders for applicable height, weight, age, and any other rider requirements. Per the iROC Instructor and Operator Resource Manuals, operators/attendants verify rider height by measuring riders using a measuring device with the rider standing with the feet close together, standing straight with back against the measuring device. The operator/attendant should adjust their position to the guest's eye level if possible, and ensure the head of the rider is looking straight-forward to obtain an accurate measurement.
2. In light of recent health concerns raised by the Covid-19 pandemic, IRT anticipates that, upon opening for the 2020 operating season, there may be reasonable health concerns, from both guests and employees, about measuring children using the procedure as defined in the iROC Instructor and Operator Resource Manuals. More specifically, this procedure, while effective for accurately measuring children, may raise reasonable health concerns to the extent it requires operators to "adjust their position to the guest's eye level if possible." This posture puts riders and operators face-to-face in close proximity with one another. In light of social distancing recommendations, and reasonable concerns about social distancing that may remain even after stay-at-home orders are lifted, IRT offers the following recommendations that accommodate these concerns while continuing to accurately measure riders.
3. For the sake of clarity, IRT is not requiring adherence to the recommendations discussed below. A facility may elect to continue measuring riders in accordance with the Rider Screening 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 with regard to the Rider Screening process, these recommended procedures should be considered options for iROC facilities that are fully compliant with iROC Standards of Performance.

4. **Fixed Measurement Devices:** Whenever possible, IRT recommends the use of fixed measuring devices that allow accurate determination of rider height without the need for the operator and guest to be in close proximity. Operators/attendants must observe rider measurement to ensure compliance with applicable height requirements and restrictions, but, to facilitate operator-rider distancing, IRT recommends asking parents or guardians to assist in measuring their children. By way of example only, this would include the following:
- a. **Ride Entrance Height Signage:** Operators/attendants may politely direct children and their parents to a fixed height sign with a clearly visible measurement indicator. Operators may instruct parents to ensure their children are standing with their feet together, backs against the height sign, looking straight ahead. The operator, standing at a distance from the child, may determine in most instances whether the child is tall enough without the need for close proximity. Regardless of parental assistance, whether the child meets the height requirement is solely the decision of the operator/attendant.
  - b. **Swing-Top Height Stands:** Many parks use swing-top height stands that feature a rigid, swiveling bar set to the appropriate height affixed to a support pole. Riders stand on a fixed platform with feet together and their back to the support pole, looking straight ahead. Under the operator's supervision, operators/attendants may instruct parents of children requiring measurement to slowly move the bar over the child's head. If the bar makes contact with the child's head, the child may ride. Regardless of parental assistance, whether the child meets the height requirement is solely the decision of the operator/attendant.
  - c. To facilitate parental assistance with measurement, iROC facilities may consider additional instructions on height signage or near swing-top height stands describing the proper rider posture for measurement and/or how to operate the measurement device. In conjunction with instructions from the operator/attendant, such instructions, which may include pictograms or illustrations of the proper position, may be an effective means of involving parents in the measurement process while maintaining distance between the operator/attendant and rider.



5. **Height Sticks or Close Measurements:** Where fixed measurement devices are unavailable operators/attendants may need to measure riders with a height stick, requiring closer proximity between the rider and operator. Closer proximity may also be required with the use of fixed height measurement devices when children are too close to the requirement to allow height to be determined from a distance. In these instances, IRT recommends that the operator/attendant shift his/her position. Rather than positioning himself/herself “to the guest’s eye level” as described in the iROC Instructor and Operator Resource Manuals, operators/attendants should position themselves at the rider’s height, but to the side of the rider to avoid face-to-face proximity. Regardless of the operator’s/attendant’s position, the rider should stand with his/her back to the height stick, feet together, looking straight ahead as described in the iROC Instructor and Operator Resource Manual.
  
6. **Official Measurement Stations:** IRT also recommends that iROC facilities consider the use (or increased use) of “official” measurement stations throughout the facility that may help to reduce the number of measurements a rider is exposed to throughout the day and the number of measurements an operator/attendant is required to perform. Both of these reduce potential exposure between rider and operator.
  - a. Regardless of whether a facility chooses to equip ride operators/attendants with personal protective equipment such as masks and gloves at ride locations, PPE of this sort may be more effectively and easily implemented for use by operators/attendants assigned to measuring stations, thereby adding an additional layer of protection to the rider screening process. IRT expresses no opinion on the effectiveness or use of masks or gloves, but recognizes that this kind of PPE may give some guests and employees additional comfort while working in proximity to one another.
  
  - b. Should iROC facilities adopt or increase the use of “official” measurement stations, IRT recommends reasonable precautions to ensure that the measurement credential (i.e. wristband, hand stamp, etc.) cannot be transferred from rider-to-rider and that operators/attendants be trained to deny access to riders that do not meet the height requirement – even if the credential is present.

