

## Standard Operating Guideline

Topic: Foot Passengers on Lifts - Winter

Approved: Lift Management

Mount Snow Lift Operations

Updated: December 2015

**PURPOSE:** To establish a procedure to ensure the safe and efficient loading and unloading of foot passengers during winter operations.

### REQUIRED:

- Employees must be identifiable as a Mount Snow employee (i.e. season pass, uniform)
- Non-employees must obtain “authorized foot passenger” pass prior to riding any lift.
  - Reference “non-employee foot passenger” section below.
- All foot passengers must be wearing close-toed shoes with stabilization/traction devices.
- All must identify themselves to the lift operator as foot passengers.
- All may use the service entrance but must wait in line prior to loading.
- All foot passengers should use the Grand Summit Express (lift 11), when available.
- All foot passengers must use the restraint bar while riding any lift.

### RECOMMENDED:

- Dress in layers including winter pants, jacket, gloves, and goggles (weather changes).

### PROHIBITED:

- Unauthorized non-employees are not permitted to ride any lift as foot passengers.

### FIXED GRIP LIFTS:

- The lift must be stopped for all foot passengers during the loading and unloading process at both the drive and return of the lift.

### DETACHABLE LIFTS:

#### Uploading

- Foot passengers may load the lift at the direction of the lift operator without the lift being slowed or stopped.
- Foot passengers must proceed from the “wait here” line to the “load here” line where they will load the chair.
- Once seated, foot passengers should raise their feet until they are off the loading deck.
- The operator should call the top and advise which chair(s) contain foot passengers.
- The lift must be stopped while the foot passengers disembark the chair at the top.
- Once the lift is stopped, foot passengers should proceed down the unloading ramp at a safe speed and promptly clear the unloading area.
- Once all foot passengers are off the chair and clear, the lift operators may proceed with restart procedures.

#### Downloading

- Foot passengers must make contact with the lift operator before attempting to download.
- The operator **MUST** stop the lift and direct the foot passengers to load. The operator should assist as requested.
- Once the foot passengers are seated, the operator may proceed with the restart procedure and notify the bottom operator of the chair with foot passengers.
- Upon arrival at the bottom of the lift, the chair must be stopped for the foot passengers to disembark.

### Non-Employee Foot Passenger

- Definition
  - Non-employees are defined as any person not actively employed by Mount Snow which includes: contractors, vendors, media, and similar.
- Timing
  - When non-employees need access to any lift as foot passengers, when possible, they should avoid being scheduled during peak hours. The best time would be 1 hour before opening until 10a or after 2pm, when possible.
- Obtaining authorization
  - Non-employee foot passengers must obtain a “foot passenger pass” from dispatch or mountain admin prior to accessing the lift.
    - Dispatch is located on the 3<sup>rd</sup> floor of the Lifts/Rescue Building
    - Mountain admin is on the top floor of the Mountain Operations Building.
  - When obtaining the pass the following information shall be logged:
    - Requesting employee name and department
    - Name of passenger or vendor/company
    - Number of foot passengers and any equipment
    - Reason for transport (service, emergency repair)
    - Contact number for non-employee on the mountain
  - Once the information is logged, the “foot passenger pass” will be issued to the non-employee which must be presented at the lift prior to loading.
  - One pass shall be issued for each group requiring lift access.
  - Passes must be returned to the place of pick-up upon returning to the base.
- Notification to non-employee
  - The employee requesting foot passenger transport for a non-employee should communicate the content of this guideline with the non-employee upon scheduling them for service and prior to arriving at the lift.