



INTERNATIONAL RIDE TRAINING

COMPANY PROFILE



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ABOUT IRT

International Ride Training LLC provides the gold standard in operational safety services to the amusement industry. IRT's management team is comprised of passionate leaders who are experienced in ride operations at all levels of leadership. As the saying goes, "They have walked in your shoes." It is what gives IRT its drive for quality. Its focus is to ensure that safety is not just taught but learned so that it results in a true culture of safety at each client facility. Our team collectively has over a century of operations safety experience. As a company, IRT has, for over 17 years, provided direct operations training, auditing, advisory services, interactive safety education and coaching, training and leadership development, Standard Operating Procedures (SOP) development, and general ride safety consulting to over 75 theme parks worldwide. Our safety standards incorporate ride manufacturer's operational recommendations and are compliant with International Ride Operator Certification (iROC) standards, industry standards, ASTM International standards, and governing law.

IRT's goals are based on a true respect, love and passion for the industry. IRT's team is comprised of former ride operators, managers, and directors and each member understands the importance of giving tomorrow's operators the right tools and skills necessary to succeed in the amusement industry.

COMPANY GOALS AND VALUES

- To promote safety at all rides and attractions through operator training and performance auditing.
- To increase ride and attraction leadership's awareness, commitment and dedication to safety practices.
- To develop ride operation team's confidence in their knowledge and ability to provide both safe and fun interaction with the guests.
- To encourage and develop team orientation and establish safety and service best practices.
- To minimize incidents in the industry.

IRT TRAINING SERVICES

- I. International Ride Operator Certification
- II. International Ride Operator Certification – Aquatic Operator
- III. Learning the R.O.P.E.S.
- IV. Operations Performance Auditing
- V. Ride Operations Compliance Auditing
- VI. Training & Development
- VII. Standard Operating Procedure Development and Ride Operations Commissioning
- VIII. Efficiency Study and Audits



INTERNATIONAL RIDE OPERATOR CERTIFICATION ("IROC")

Your lifeguards are certified, why aren't your ride operators? That's the question IRT asked itself over a decade ago and which led to the creation of the world's only third-party ride operator certification, the International Ride Operator Certification. Drawing on decades of experience training, managing, and developing ride operators, as well as in-depth experience developing amusement ride operating standards through active leadership and participation in organizations such as ASTM International, AIMS International, NAARSO, and IAAPA, IRT, in consultation with leading industry operators, has developed the International Ride Operator Certification (or "iROC") program.

WHAT IS IROC CERTIFICATION?

iROC is a third-party certification that a facility's ride and aquatic operators are trained to the Ten Critical Component Standards of Performance and have demonstrated compliance with those standards through observation of performance during operation.

There are three components to iROC-certification: training, accountability, and post-incident support.



iROC Training: Training according to the iROC Ten Critical Components begins with licensed iROC Instructors. Instructors generally obtain their license to administer the iROC program through attendance at the annual iROC “Ride Camp” Safety School. Once licensed, IRT authorizes iROC instructors to administer the iROC program at their home facility, by training in-house trainers on the fundamental principles of the Ten Critical Components, the iROC training philosophy, and how the Ten Critical Components fit into the operating procedures for any specific ride. iROC Instructors and Trainers then train and test front-line ride operators on these fundamental principles using IRT-provided classroom training materials, testing, and videos (all provided online) as well as during on-site training at specific ride locations.



iROC Accountability: The iROC Program provides the tools necessary to ensure that an operator's training is realized in performance. iROC Facilities receive access to IRT's proprietary iROC Self-Auditing Mobile App to ensure accurate tracking and management of performance standards as well as two unannounced Certification Audits annually conducted by IRT-trained auditors. IRT audits typically include twelve ride locations chosen at random to include a mix of ride types, from kiddie rides to the largest thrill rides and waterslides. Ride Operator performance is assessed based on more than thirty audit criteria each ride cycle. Scores on individual rides are aggregated to award an overall facility score.



iROC Post-Incident Support: iROC Operators are among the best in the world. Nonetheless, in the unlikely event that a serious injury or fatality occurs in the park, IRT is your partner. Upon request, IRT will assist in the investigation of the incident and, if necessary, provide expert witness and documentary support. There is no additional fee for this service other than travel expense.

HOW DOES IROC THIRD-PARTY CERTIFICATION BENEFIT YOU?



SAFETY. Studies show that amusement park injuries are primarily caused by guest misconduct or, less frequently, operator error. The iROC program reduces the opportunity for guest misconduct by ensuring that operators are paying appropriate attention and proactively taking steps to prevent misconduct before it starts. Moreover, iROC operators are trained to actively manage and control the entire ride cycle from beginning to end, reducing the opportunity for boredom and careless errors in ride operation.

STANDARDIZATION. In the wake of an unfortunate incident in the amusement industry, an oft-repeated theme in media reports is the lack of standardization in amusement regulation. iROC provides consistent operational standards for safe, professional, and efficient operation regardless of where the facility is located. For multi-park systems, iROC bridges the gap created by state regulation, giving your guests and your team members confidence that the rides they experience at one park will be subject to the same operating standards across the entire chain. For standalone parks, iROC instills in your guests confidence that your rides are being operated according to a national set of standards absent under the current system of state-by-state ride regulation.



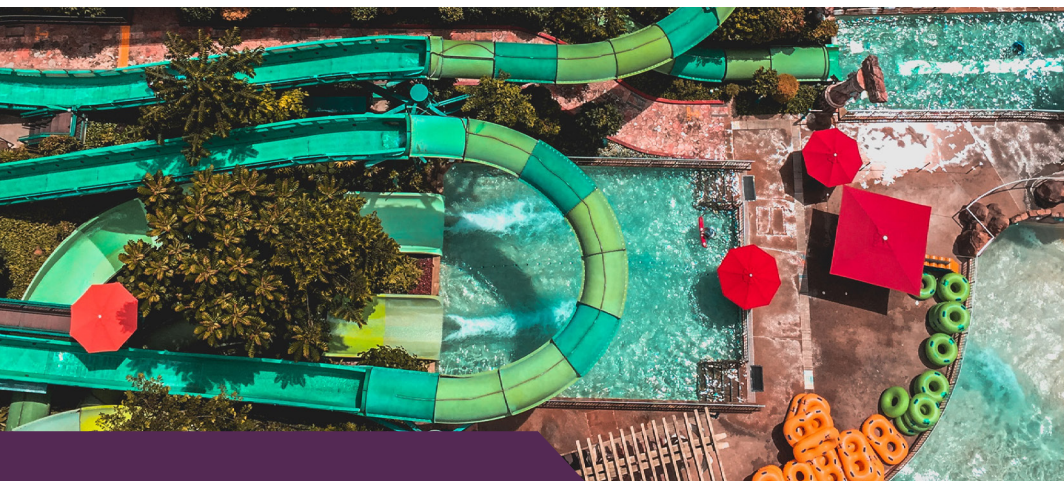
SUPPORT AND COMMUNICATION. RT facilitates communication between facilities to ensure an open dialog and innovation in the area of ride safety regardless of corporate affiliation. iROC facilities do not hesitate to communicate with one another when safety is on the line. And that is good for the entire industry.

RISK MANAGEMENT. According to studies¹ the median personal injury jury award in the United States is over \$1 million and facilities can expect to spend another \$1 million, or more, solely on the administrative costs of a lawsuit including employee time, lost profits and productivity, and lost opportunities. Those costs are not insured and come directly from your bottom line. The iROC program gives you the training and assessment tools necessary to help you avoid these expensive and time-consuming claims. Avoiding even one such claim, saves your facility substantial expense and pays for the iROC program many times over.



EDUCATION. iROC clients are invited to the annual iROC “Ride Camp” Safety School, the primary means of attaining and maintaining iROC Instructor Certification. Hosted by an iROC Facility each year, Ride Camp provides unparalleled in-depth continuing education focused exclusively on ride operations excellence. Ride Camp is a fun, educational, immersive, and singularly focused experience devoted entirely to ride operations training and performance.

¹ See Thomason Reuters, Current Award Trends in Personal Injury, 55th ed; Polinsky and Shavell, The Uneasy Case for Product Liability, 123 Harv. L. Rev. 1437, 1470 (2010); Tort Liability Costs for Small Businesses, U.S. Chamber Institute for Legal Reform, July 2010, Executive Summary, July 2010 at 6.



IROC AQUATIC OPERATOR

Waterparks are an essential and exciting component of the attractions industry. Lifeguards are trained to exacting standards to save lives in the event of a drowning. They watch over their guests, singularly focused on preventing tragedy that can be a result of the inherent risks of aquatic recreation. But lifeguards are also ride operators, charged with the responsibility for operating waterslides, water coasters, surfing simulators, and other aquatic attractions bearing far more similarity to a traditional amusement ride than to a pool or beach. In 2019, International Ride Training implemented the iROC – Aquatic Operator (or iROC-AO) program to address the need for ride safety training, standards, and accountability on these types of aquatic attractions.

Statistics show that waterslide operations are among the safest kind of recreation when it comes to the risk of drowning. In short, thanks in no small part to the lifesaving skills continually reinforced in lifeguard certification programs, guests on a waterslide have an incredibly small chance of drowning during their experience. Unfortunately, the same is not true when it comes to other kinds of injuries associated with waterslide operation such as bumps and bruises, lacerations, or contusions associated with the ride experience. From 2015 through 2019, the U.S. Consumer Product Safety Commission estimates nearly 30,000 emergency room visits associated with these kinds of injuries incurred in connection with waterslides. Each of these injuries carries with it a toll with regard to guest safety and a cost in terms of potential liability and risk management. That's where the iROC-AO program comes in.

The iROC – Aquatic Operator program is not a lifeguarding certification. It focuses on the other hat that every lifeguard operating an aquatic attraction must wear: that of an operator working to dispatch riders, assist riders in unloading and exiting, or conveying ride units to the dispatch point using specialized lift conveyors. The iROC-AO program focuses aquatic operators in the waterpark on the Ten Critical Components of Ride Safety and shows how those concepts apply with equal force to an aquatic attraction so that our guests receive the same safe, professional, and efficient operational experience regardless of whether their ride unit operates on wheels or water.

WHAT IS INCLUDED WITH THE IROC AND IROC-AO CERTIFICATION PROGRAM FEE?

Whether you are a hard park, water park, mobile operator or family entertainment center, the iROC Program Fee includes all the tools and resources necessary for your facility to succeed in implementing and maintaining compliance with the Ten Critical Components of Ride Operator Safety. This includes, but is not limited to, all of the following:



RIDE / AQUATIC OPERATIONS TRAINING SUPPORT:

- **Registration to the annual iROC “Ride Camp” Safety School** (number of registrations dependent upon facility size. Tuition is normally approximately \$1595 / person.) (included registrations do not include travel expenses). Ride Camp is the primary means of obtaining or renewing iROC Instructor Certification (complimentary Ride Camp registration not included with iROC-FEC program);
- **iROC Instructor Resource Manual:** A comprehensive resource guide for iROC Instructors that includes detailed descriptions of all Ten Critical Component standards of performance, suggested lesson plans for incorporation into park training, and suggested in-service lesson plans for follow up training during the season;
- **iROC Operator Resource Manual:** A training manual for ride operators that includes detailed descriptions of all Ten Critical Component standards of performance, so that operators have a clearly defined set of expectations at the outset of training and throughout their tenure as an iROC Ride Operator.
- **iROC Ten Critical Component “Black Book”** : A quick training / reference guide on the standards of performance under the iROC Ten Critical Components. The “Black Book” is great for quick reference during on-the-job training and/or in-service brush up training;
- **Streaming iROC Training Videos:** A series of 11 videos designed specifically for front-line employees with little or no experience in ride operations;
- **iROC “Eight Great” Presentation skills booklet for iROC Instructors and Trainers:** A practical guide to maximizing trainer presentation skills so that iROC trainees get the most possible from their iROC training;

- Dedicated SharePoint website for electronic storage of all certification records, audit records, and year-end reports.
- Electronic Operator & Trainer testing accessible via computer, tablet, or mobile phone
- **Initial Program Roll-Out support:** IRT will, in the first year of program participation and upon request, participate in on-site pre-season training for a maximum of two days to roll-out the iROC Program and ensure as smooth a transition as possible;
- Unlimited iROC Ride and Aquatic Operator Certifications (certification valid for 1 year);
- Unlimited iROC Trainer Certifications (certification valid for 1 year);



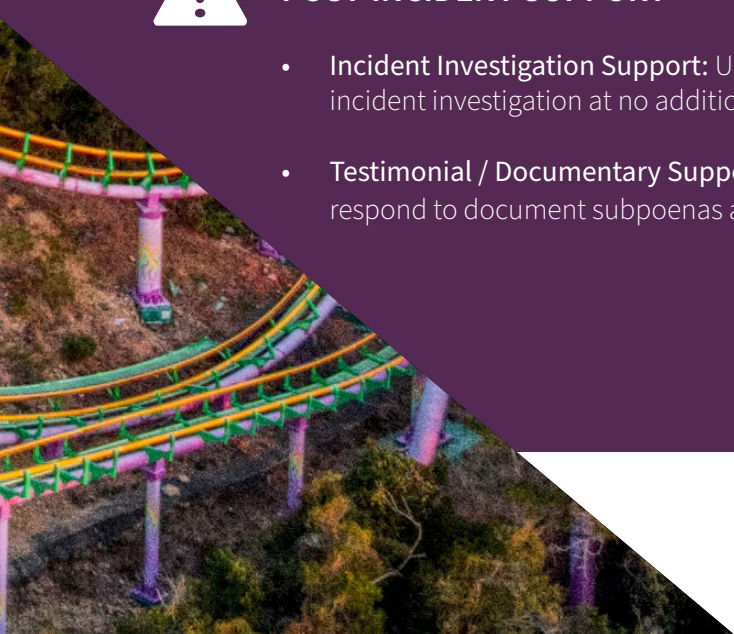
RIDE OPERATIONS ACCOUNTABILITY TOOLS

- Access to iROC Auditing App (available on Apple and Android devices) to enable park management to better manage and track performance trends using the iROC Critical Component Standards of Performance.
- **Two unannounced iROC Certification audits annually (all audit travel expenses included in the annual fee):** Audits assess performance with regard to approximately 35 performance criteria. Audit results are presented to management, with copies of all videos, audit worksheets, and a written narrative report, the day following the audit;
- **Year-End Reporting:** Annual year end performance report to summarize performance over the prior season and to assist in identifying historical strength / weakness trends in performance;



POST-INCIDENT SUPPORT

- **Incident Investigation Support:** Upon request, IRT will assist iROC facilities in ride-related incident investigation at no additional fee (other than travel expenses);
- **Testimonial / Documentary Support:** Upon request, IRT will provide expert witness support and respond to document subpoenas and requests at no additional fee (other than travel expenses)





LEARNING THE R.O.P.E.S.: RIDE OPERATIONS PROFESSIONALISM, EFFICIENCY & SAFETY

IRT's newest training for the attractions industry. Designed by International Ride Training using standards developed in consultation with some of the leading ride operations professionals in the world, Learning the ROPES is an ideal course for both new ride operators who have little or no background in the fundamentals of safe, efficient, and professional operation and seasoned operators who may be in need of a "back to basics" refresher course to shake off bad habits and refocus on their operation with fresh eyes.

A ride is a ride is a ride.

International Ride Training believes that the core principles of ride operation do not change regardless of whether the ride is located in a waterpark, fixed site theme park, carnival, family entertainment center, or a standalone attraction. Regardless of where the ride is located, our guests expect that their ride experience will always be safe, conducted with an eye toward great guest service, and feature a professional ride operator. Learning the ROPES teaches ride operators to be cognizant of each of these issues so that their operation not only meets, but exceeds, guest expectations.

Each lesson features three training resources: the "Learning the ROPES Operator Handbook," streaming video, and a training assessment to ensure comprehension of learned concepts. Lessons range from approximately 15-20 minutes per lesson with the entire course lasting approximately 2 ½ hours. For new ride operators, International Ride Training recommends that

trainees complete the course before beginning their on-the-job training at their particular ride location. This enables trainees to have a full understanding of safe operating fundamentals before learning how those fundamentals apply to their particular amusement ride. For experienced operators, Learning the ROPES is an effective annual "brush-up" training to refocus ride operators on the job at hand.

Annual Subscription: For employers that would like all ride operators to take the "Learning the ROPES" training, International Ride Training offers annual subscription plans. An annual subscription allows unlimited access to all ride operators at the facility. Facilities have unfettered ability to enroll their ride operators in the Learning the ROPES training whenever they would like and have access to site-specific electronic training records for each operator that completes the training. Annual subscription rates vary depending upon the size of the facility and the number of ride locations.



Learning the ROPES is a self-directed, online course broken down into 11 lessons:

- Professionalism
- Guest Engagement
- Rider Screening
- Loading
- Unloading
- Area Access Control
- Restraint Device Security Verification
- Operator/Attendant Communication
- Safe Zones
- Pre-Dispatch Safety Check
- Preparedness



IV/ OPERATIONS PERFORMANCE AUDITING

IRT works with amusement facilities to audit ride operations performance to identify potential strengths and weaknesses with respect to safe ride operating fundamentals. Performance audits are unannounced so that IRT can capture as close to a real-world snapshot of operator performance as is possible. Following each on-site performance audit, IRT meets with park management to communicate audit results and make recommendations for improved performance. IRT also prepares and submits a written audit report containing all scored audit criteria and narrative summary of audit results and recommended corrective actions.

Performance audit criteria include, but are not limited:

- Rider screening procedures (loose articles, height / weight requirements, guests with disabilities)
- Operator communication (hand signals, dispatch notification)
- Restraint verification
- Rider warnings (signage, spiels, discrete warnings / instructions during operation)
- Loading and Unloading efficiency
- Ride area security (fencing and gate security; restricted area signage; pre-start security assessment)
- Guest communication (including appropriate interaction with guests during ride cycle)
- Area cleanliness (including control booth and ride platform cleanliness)
- Operator appearance (including uniform and posture)
- Operator attention (including attention to ride during the ride cycle and attention to appropriate area of responsibilities)

A Ride Operations Performance Audit specifically includes each of the following:



- a. Ride Operations performance observation (includes videotaped ride operator performance and additional, unrecorded, observed cycles);
- b. Audit includes random sampling of twelve rides to include a mix of high thrill, flat, circular, and children's rides;
- c. All video recordings, narrative audit report, and audit assessment spreadsheets provided to park management at the conclusion of each audit;
- d. Exit meeting of approximately 90 minutes with park Operations Management to discuss audit results, review selected audit video, discuss any trends that may arise over time, and discuss recommended corrective actions and potential strategies for implementation.



RIDE OPERATIONS COMPLIANCE AUDITING

IRT's Ride Operations Compliance Audit assesses park operations documentation for compliance with ASTM and jurisdictional requirements, including but not limited to ASTM F770-18; ASTM F2376-17a; applicable EN standards (for European facilities), and US / EU legal requirements (including state and local law). IRT's Compliance Audit includes review and assessment of training and operations documentation for random selection of park rides.

Documentation to be reviewed includes, but is not limited to:

- Standard Operating Procedure Manuals;
- Manufacturer manuals;
- Trainer qualifications;
- Training checklists (both blank and completed);
- "Train the trainer" manuals and checklists (both blank and completed);
- Daily operational reporting (throughput, downtime, rotations, etc.);
- Daily operational inspection reports (both blank and completed);
- Ride evacuation procedures and training records;

Results of additional compliance audit are presented to park management via a written report and reviewed during an audit exit meeting with management following completion of the audit.

VI// **TRAINING AND DEVELOPMENT**

IRT is much more than a safety consultancy, it is a team of skilled trainers that understand how to “train the trainer” to ensure that, from front line staff to upper management, every member of the team shares a common vision of excellence and a culture of safety. IRT’s trainers are renowned in the industry for their unique presentation skills, interactivity, and ability to relate to operators at all levels. IRT has received accolades from our clients and attendees at industry forums such as AIMS, the IAAPA Expo and Trade Show, WWA, the IAAPA Operators Forum, and many others.

IRT has presented training seminars to clients on any number of topics directly impacting your operation including:

- Ride Operations Safety and Efficiency
- Leadership and Development
- Guests with Disabilities and ADA Accessibility
- Improving Guest Service
- Management and Employee Retention
- Social Media Policy
- Ride Regulation and ASTM Compliance

IRT works with your organization to develop a customized training seminar that fits within your time and budget and is tailored to your audience.



VII/ STANDARD OPERATING PROCEDURE DEVELOPMENT AND RIDE OPERATIONS COMMISSIONING

IRT has worked with park operators, ride manufacturers, retail stores, shopping malls, and other entertainment venues, to support the development of operating procedures, training, and commissioning of new attractions, from individual rides to an entire park.

At the foundation of any safe and efficient ride operation is standard operating procedures. But even the most well-developed procedures are only as effective as their implementation. IRT works with its clients to develop, draft, and implement SOPs with an eye on practicality. IRT finds the balance between what is written on the page and what is happening in the field so that both are consistent and lay the groundwork for safe, efficient, and professional operation. IRT then assists its clients in revising (sometimes re-writing) manuals, checklists, and other operational documents to ensure, from a practical level, that SOPs reflect operational reality and not simply “perfect world” aspirations, and, from a legal and regulatory level, that they are compliant with ASTM standards and state and local jurisdictional requirements.

Once written procedures are in place, IRT’s job is not finished. IRT works closely with ride manufacturers and facility owners / operators to provide “turn key” ride operations commissioning. IRT sets the entire operation in motion, first coordinating with ride engineers to ensure operational goals are achieved, then training management and supervision staff to fulfill various key roles, and finally conducting initial front-line operational training. IRT even stays on-site during the critical days and weeks following attraction opening to ensure continuity of staff training, to address the unforeseen issues that inevitably arise in the operation, and to ensure that the client is well prepared to operate and manage the attraction moving forward.

VIII/ EFFICIENCY STUDY AND AUDITS

Safe throughput is the lifeblood of an amusement park. In a pay-as-you-go environment, ride efficiency directly impacts profitability. But in a pay-one-price facility, throughput has no less impact on profits.

Simply put, guests standing in line are not spending money elsewhere in the park. Moreover, guests spend more when they are having fun and guests waiting needlessly hours on end are not having fun. Increasing ride efficiency is therefore important and attainable. IRT has worked with clients to study ride efficiency and find solutions for maximizing it. IRT’s efficiency studies combine review and analysis of historical data, interviews with operations management and supervisions, on-site observation and analysis of current operating procedures and operator performance to determine the root cause for efficiency problems and to find practical corrective measures to maximize throughput.

IRT also offers follow up auditing to assess compliance with recommended efficiency corrective measures.



REPRESENTATIVE IRT CLIENTS

IRT has undertaken operations and training consulting at properties and for organizations throughout the world.

Below is a representative list of IRT clients.

Morey's Piers
Darien Lake Theme Park Resort
Elitch Gardens Theme Park
Frontier City
Splashtown
Waterworld
Wild Waves Theme Park
Big Kahuna's Water and
Adventure Park
Wild Adventures
Fashion Island Mall
Irvine Spectrum Center Mall
Libertyland
Paul Bunyan's Northwood
Restaurants
Legoland – Carlsbad, CA
Ray Cammack Shows
Scheel's All Sport (9 Stores)
Valley Fair Amusement Park
Skycoaster, Inc
Amusement Industry
Manufacturers &
Suppliers International (AIMS)
Tennessee Association of Fairs
Austin's Park
Magic Carousels, LLC
ROAR Inflatable Trade
Organization
Ninja Jump Inflatable Company
Alabama Adventure
Funtastic Shows

Wet Zone Waterpark
Pacific Park – Santa Monica, CA
Columbus Zoo and Zoombezi
Bay
San Francisco Zoo
Playland Park
Movie World, Germany
Movie World, Australia
Sea World Australia
Wet N Wild Australia
Kongeparken, Norway
Silverwood Theme Park
Schlitterbahn Waterparks &
Resorts
Dorney Park
Kings Dominion
La Ronde Theme Park
Six Flags America
Six Flags Discovery Kingdom
Six Flags Fiesta Texas
Six Flags Great Adventure /
Hurricane
Harbor
Six Flags Great America
Six Flags Great Escape
Six Flags Hurricane Harbor
Arlington
Six Flags Kentucky Kingdom
Six Flags Magic Mountain /
Hurricane
Harbor

Six Flags Mexico
Six Flags New England
Six Flags over Georgia
Six Flags Over Texas
Six Flags St. Louis
Six Flags White Water
Six Flags Astroworld
Six Flags New Orleans
The Park at OWA
Wet N Wild Phoenix
Cedar Point
Canada's Wonderland
Gilroy Gardens
Knott's Berry Farm
California's Great America
Kings Island
Texas State Fair
Ocean Park, Hong Kong
Michigan's Adventure
Carowinds
Dixie Landin'
Fun Town Splash Town
Clementon Park and Splash
World
Kemah Boardwalk
Worlds of Fun
Canobie Lake Park
Mall of America
West Edmonton Mall Galaxyland
HolidayWorld
Valleyfair

A photograph of a roller coaster with passengers, viewed from a low angle looking up at the tracks against a clear blue sky. The coaster has yellow and blue tracks.

CLIENT REFERENCES

Pacific Park on the Santa Monica Pier has had a long-term relationship with IRT and have had the benefit over the years of utilizing their talents on an as-needed basis. IRT has grown and evolved over the years, and when we saw an opportunity to participate in their Ride Camp and become a Member Park, we did our due diligence and joining is a critical key to our continued success. The tenure, experience and passion of the entire IRT Team is second to none in our industry, and their training and auditing programs are keenly focused on the challenges we all face with our “boots-on-the-ground” front line operations.

- Dana Wyatt
Pacific Park
Director of Operations

iROC has given Cedar Point a strong foundation to build a solid training program that produces consistent, competent ride operators.

- Colleen Murphy Brady,
Vice President, **Cedar Point**
Park Operations

By providing a comprehensive and standards-based curriculum, iROC means consistency in training – both trainers and front-line staff. The Ten Critical Components and their associated standards of performance mean enhanced accountability and a logical path to success. iROC instills a level of pride and accomplishment throughout our team. It gives them a clear purpose and results in an operation where safety takes the highest priority in everything we do.

- Dino Fazio, **Morey's Piers**
Director of Operations



ADA FAQ is the amusement industry's first ever ADA training program geared specifically toward front line operations employees. ADA FAQ is a comprehensive and flexible training program designed specifically to instill basic knowledge of the ADA necessary to guide front line employees through their daily interactions with guests with disabilities.

The ADA FAQ program includes:

- The **ADA FAQ** Training Handbook. This manual teaches operators the fundamentals of ADA compliance without delving into incomprehensible legalese. Not only does it explain the legal requirements that arise in a given situation, it provides “Practical Pointers” to guide employees to a compliant solution, including suggested scripts, verbiage, and practical considerations for dealing with particularly tricky issues in the park. **General Topics covered in the ADA FAQ training handbook include:**
 - ADA Basics
 - Guest Service
 - Wheelchairs and Mobility Devices
 - Ride Access
 - Waterpark Attractions
 - Service Animals
 - Guests with Cognitive Disabilities
 - Food & Beverage
- The **ADA FAQ** Video Series. A set of seven streaming videos designed to seamlessly integrate with and complement the ADA FAQ training handbook. The ADA FAQ video series includes:
 - A one-hour summary of the ADA including ADA Basics, the intersection between guest service and the ADA, ride access issues (including compliant evaluation of guests with disabilities), service animals, and cognitive disabilities.
 - A 20-minute ADA FAQ video addressing waterpark attractions.
 - Individual modules for ADA Basics, Guest Service, Ride Access, Service Animals, and Cognitive Disabilities, ranging from 4 minutes to 20 minutes each. Modules are ideal for targeted mid-season follow-up training or customized training for various operating departments.
- **ADA FAQ** Online Testing is provided on each topic covered in the ADA FAQ Training Handbook and Video Series. Testing is provided by topic, allowing facilities to tailor testing to the precise training provided to employees.





CINDEE HUDDY **OWNER / MANAGING MEMBER**

Cindee Huddy is a managing member of International Ride Training and Co-Owner of When Pigs Fly, Creative Operational Concepts. She has over 35 years of experience in the areas of amusement rides and water park operations, safety, training, leadership, guest service and employee development.

BACKGROUND

- Six Flags Over Texas
- Opryland USA
- Fiesta Texas
- MGM Grand Adventures
- Former ASTM F-24 Committee Task Chair for F770
- Member, AIMS International
- Member, IAAPA
- Member, American Society of Training and Development
- Recipient, Antonio Zamperla Safety Award, AIMS Best Presenter Award (twice)
- Bachelor of Science, Texas State University

PATTY BEAZLEY **OWNER / MANAGING MEMBER**

Patty Beazley, a native of Nashville, Tennessee, is a managing member of International Ride Training, LLC. She has 40 years of operational experience in the areas of amusement rides and water park safety, educational facilitation, leadership training and human resource functions.

BACKGROUND

- Opryland USA
- Nashville Shores Waterpark
- Recipient, Harold Chance Award for Best AIMS Presentation, Antonio Zamperla Safety Award, World Waterpark Association Best Presentation
- Masters of Science, University of Tennessee
- Member, ASTM International F24 Committee
- Member, AIMS International
- Member, IAAPA





ERIK H. BEARD

OWNER / MANAGING MEMBER / GENERAL COUNSEL

Erik Beard is a managing member and general counsel to International Ride Training. He has worked in the amusement industry for over thirty years in both park operations and as an attorney. In addition to spending a decade in ride operations management, he has advised attractions industry clients on any number of issues including ride and aquatic safety, accessibility and ADA compliance, drowning and ride incident investigations, operational best practices, and legislative / regulatory matters throughout the United States.

BACKGROUND

- Cedar Point
- Worlds of Fun
- Islands of Adventure
- Member, North American Government Relations Subcommittee, IAAPA
- Member, Government Relations Committee, World Waterpark Association
- Second Vice President, NEAAPA: The Northeast's Entertainment Association
- Board Member, National Association of Amusement Ride Safety Officials
- Advisory Board Member, International Board of Credentialing & Continuing Education Services
- Member, ASTM F24 Committee
- Member, AIMS International
- Bachelor of Arts, The Catholic University of America
- Juris Doctor, George Mason University School of Law

ANNA DANAU

DIRECTOR OF STRATEGIC ENGAGEMENT

Anna Danau is Director of Strategic Engagement and Managing Director of Hospitality Intelligence LLC, a safety, operations, and guest service consultancy company in the amusement & attractions industry. She has been living in Vietnam since 2018, working with Attractions clients in Asia to boost standards, improve training methods, and execute world-class operations. Anna also carries eight years of global affairs & international business experience across a variety of entities, including the U.S. Department of State.

BACKGROUND

- ICE! At Saigon Centre & AEON Mall Tan Phu (Vietnam)
- Hello Kitty Ice Town (Vietnam)
- Just Kidding Family Entertainment Center (Vietnam)
- Northrop Grumman
- Certified, Levels I & II Strategic & Competitive Intelligence Professional
- Thunderbird Global Business Executive Program
- Bachelor of Science, George Washington University
- Masters, Georgetown University





**INTERNATIONAL
RIDE
TRAINING**

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