

Wachusett Mountain

Chair Lift Evacuation Guideline - 24/25

OBJECTIVE

In the event of a chairlift malfunction the objective is to evacuate all passengers in a safe and efficient manner. All passengers will be evacuated from the mountain to shelter as safely and as quickly as possible.

Chairlift Evacuation Training

Chairlift evacuation training will be conducted in the fall of each year and in the spring for summer employees as well as those who did not attend the fall training.

Training on the various chairlifts will include instruction in how to perform the various functions involved with chairlift evacuation as well as the Evacuation Leaders duties and responsibilities.

Trainees will include Wachusett Mountain Lift Department, Ski Patrol, Rangers, Terrain Park, Instructors. Other departments will be invited to participate and will include Maintenance, Electrical, Customer Service, Food Service & Mountainside employees.

Training will be documented with training logs maintained in the Patrol Room along with the Evacuation Guideline. A copy of the Guidelines is also at the Ski Patrol buildings located at the top of A & B.

LIFT EVACUATION PLAN

In case of a Lift not starting the Lift Mechanic will report to the affected Lift and determine the cause of the problem. The Lift Supervisor (L-1) will inform Manager on duty (MOD) in the absence of Jeff Crowley or Carolyn Stimpson(M-1) as well as Joe Greenwood (P-1). In the absence of P-1 the Ski Patrol Hill Captain on duty (HC) will be notified. In the absence of HC, Jon Longley (P-2) Rick Nitti (P-3) shall be notified of the cause of the alert and the estimated time necessary to repair the lift.

If determined that the chairlift can run on auxiliary power the chairlift will run at slow speed to unload all passengers and then the repair will be made.

A chairlift SHALL be evacuated if the repair time is estimated to be longer than a reasonable time.

If a chairlift evacuation is necessary, the MOD will inform the HC that the chairlift evacuation plan needs to be activated. (During Summer Operations refer to page 15 thru 17 for all contact numbers as well as the text alert notification)

The Ski Patrol HC is the Evacuation Leader (EL) in the absence of P-1, P-2 or P-3. If the HC is on the affected lift, he will assign another patroller the role of Evacuation Leader until they can assume Command.

The Evacuation Leader will refer to the Wachusett Chair Lift Evacuation Guideline.

Wachusett Mountain

Chair Lift Evacuation Guideline

1. General Procedures

a) Evacuation is only initiated at the request of the MOD in the absence of M-1. This request is made to Ski Patrol HC. The HC or designated Patroller is the Evacuation Leader (EL) and shall be responsible for the entire evacuation unless command is transferred or assumed by a higher authority by face-to-face communications.

b) **Power to the lift will be disconnected and Locked out/Tagged out** by the Maintenance supervisor (L-1) and the Evacuation Leader (EL).

c) If on-duty Ski Patrollers are on the lift, the EL will assign personnel to evacuate them as soon as possible.

d) In consultation with the EL, the MOD will determine whether outside assistance is needed i.e.: call for additional Ski Patrollers, Fire, Police, Ambulances etc.

e) Activate the emergency call back, see page 17 as well as list on pages 15 & 16.

f) The EL command location will be in the base of Lift being Evacuated or other area designated by EL or M-1. Staging Area will also be determined and should be remote from Command Area.

g) The EL will assign a person to travel (ski or snowmobile) the length of the Chairlift to notify occupants of Evacuation, Identify Special Needs individuals, & determine # of passengers online. Make sure bar is down on each chair.

h) The Public Information Officer (PIO) for media inquiries shall be notified; Chris Stimpson or designee determined by M-1. ***(The location of the PIO and Media if present will be removed from the area of the Lift being evacuated as well as Ski Patrol)***

i) The EL will form 3-person Rescue Teams consisting of:

- A Team Captain who coordinates the team's activities with the evacuee, handles the tag line, and assists the evacuee at ground level.
- One person trained in chairlift evacuation procedures will be the prime belayer.
- One person as the backup belayer.
- Team Captains, if practical, are to be Ski Patrollers.

j) **Equipment Locations.**

Note: All the equipment below is located at the Ski Patrol base during Summer Ops.

- (5) sets of Chairlift Evacuation Equipment located in the Ski Patrol top shack at the Top A
- (5) sets of Chairlift Evacuation Equipment located in the Ski Patrol top shack at the Top B
- (4) sets of Chairlift Evacuation Equipment located in the Ski Patrol base
- (1) Dilemma bag setup located in the Ski Patrol base

(Total of 14 sets of Chairlift Evacuation equipment and 1 Dilemma setup)

k) The EL will assign Rescue Teams to lift towers, distributing teams as evenly as possible. There are 15 towers on A & B, 6 on H lift, and 13 on C lift. We also have Three (4) surface Lifts Ollies, Easy Rider & Polar Kid & Whittier.

l) Each rescue team will have at least one radio for communications with the EL.

m) All communications between the Mountain Crew and Ski Patrol should be through the EL or MOD to minimize confusion.

n) Rescue Teams and equipment will be moved to their assigned location by skiing to the assigned site or by transport with area vehicles.

o) The Team Captains (TC) will explain evacuation procedures to each passenger prior to the start of evacuation.

p) Children should be evacuated from the chair prior to adults. Handicapped individuals must also be evacuated before their guide or coach if they are riding with one. If a chair is occupied by 3 or more people, the individual in the middle is evacuated first.

q) During an evacuation, **No Ski Patroller is allowed to climb a tower.** ONLY Mountain personnel properly trained are to climb lift towers with properly issued equipment that is assigned to them.

r) Give priority to passengers in exposed areas and those that may need special attention.

s) Look for any guest that needs special attention i.e.: special needs, shock, fatigue, frostbite, symptoms of hypothermia, heat stroke and or any other medical condition and request assistance if needed.

t) Team Captain or designee shall give each passenger a "Lift Evac. Coupon" and direct them to the determined location i.e.: Granite Rm, Customer Service, etc., or arrange transportation to the location if needed. The TL will initial each Lift Evac. coupon. All evacuated passengers should be encouraged to warm up before going skiing again. The TC will arrange for emergency transportation if necessary.

u) Rescue Teams are to remove all equipment from the lift when the evacuation is completed.

v) The EL will dispatch a final sweep of the lift. The sweep personnel shall check that all passengers are off the lift and no equipment is left on the hill.

w) Check to see no rider is still on Trail, heading to determined location at base.

- x) No items of equipment have been left on the lift rope, chairs, or on the trail.
- y) After completion of the lift line sweep, M-1 & L-1 shall be notified by the EL that the Lift is clear, and the EL may remove his/her lock from the lockout.
- z) After rescue operations have been completed, all equipment will be brought to the Patrol room for inspection and evaluation.
- z1) All chairlift evacuation equipment must be inspected. This will be done by the Wachusett Ski Patrol's HC or designees. After inspection, equipment that is safe for reuse is to be repacked and returned to assigned locations for future use. Equipment that is damaged or needs to be Out of service (OOS) shall be marked clearly as OOS and given to P-1, P-2 or P-3.
- z2) Any questions by the public about any phases of the evacuation are to be referred to the PIO.

No Staff member shall make any statements to the public or media unless specifically asked to do so by M-1 or P-1.

2. Emergency Lighting During a Power Failure

Emergency lighting is available using area vehicle lighting, emergency LED flares and safety light sticks.

Emergency LED flares and safety light sticks are in the Ski Patrol Base.

3. Tramway Incident report

Shall be completed by L-1 immediately after incident.

4. Mass Causality Incidents (MCI)

911 System shall be activated, an Incident Command Structure shall be formed for a unified command to run all aspects of the incident. The Incident Command System is known as the National Incident Management System (NIMS).

Triage shall be established after initiating 911 Emergency response.

Wachusett Mountain Chairlift Evacuation

3.0 Chairlift Evacuation

Evacuation Leader's (EL) Check List

Hill Captain (HC) Name: _____ Date: _____

Evacuation Leader's Name: _____ Start Time: _____

Manager on duty (MOD) Name: _____ Position: _____

Outside Assistance Requested: Yes ___ No ___ Time: _____

What/Who: _____

EL Command Location: _____

___ Lock out by Operations & Ski Patrol. Who has keys? _____

Weather Conditions: Temp: _____ Wind: _____ Visibility: _____ Precip: _____

___ Call main office and request help for call-ins & other non-evacuation assistance (MOD) responsibilities.

___ Call in additional Patrollers – Activate call back notification. ___

___ Assign person to travel down the length of the Chairlift to notify occupants of the Evacuation, Identify Special Needs people, & determine # of passengers. Name: _____

___ Form rescue teams and assign locations to begin Chairlift Evacuation. Give priority to any Special Needs Passengers (i.e., Injuries, Hypothermia, etc.)

___ Assign a radio to each evacuation team leader. Communication between the Mountain Crew and Ski Patrol should be through the EL and MOD

Wachusett Mountain Chairlift Evacuation

4.0 Lift Evacuation Teams

Team No.

Location Assigned

Team Captain

Team Member

Team Members

1

2

3

4

5

6

7

Note:

Lift Evacuation Equipment locations:

Note: All the equipment below is located at Ski Patrol base during Summer Ops.

- (5) sets of Chairlift Evacuation Equipment located in the Ski Patrol top shack at the Top A
- (5) sets of Chairlift Evacuation Equipment located in the Ski Patrol top shack at the Top B
- (4) sets of Chairlift Evacuation Equipment located in the Ski Patrol base
- (1) Dilemma bag setup located in the Ski Patrol base

(Total of 14 sets of Chairlift Evacuation equipment and 1 Dilemma setup).

Wachusett Mountain Chairlift Evacuation Guideline

5.0 Lift Evacuation Steps

Steps:

1. Attach the lite line (smaller diameter rope) to the eye hook on the throwing device which consists of softball attached to a dowel.
2. Holding the dowel, throw the softball (throwing device) over the chairlift wire rope from inside to out away from the communications lines.

Note: Alternate methods of placing the evacuation rope over the wire rope include a powered Line Launcher or a sling shot device (Shown below).

3. Attach the evacuation rope (larger diameter rope & line saver) to the tag line and pull up over the wire rope.
4. Seat the line saver over the wire rope. Note: the line saver will be located within 2 - 4 feet of the loop near the rope's leading end as it comes out of the rope bag.
5. Attach the evacuation rope to the eye at the top of the evacuation seat with a locking carabiner.
6. If A tag line is needed. Using a carabiner attach the tag line to the evacuation seat at the small hook eye located ~3/4 way down the seat's vertical component.
- 7) In order to increase the friction on the evacuation rope and reduce the force required by the belayer, cross the belay end of the evacuation rope around the portion of the rope that will attach to the evacuation seat. This will ease the amount of force the belayer has to apply while lowering an individual to the ground. Note: it will also increase the amount of force required to raise the evacuation chair into position.
- 8) The TC will reassure the evacuees that they will be safely lowered from the chair using an evacuation seat. **Please make sure the Restraint bar is down when talking to guests in a chair and until all guests are evacuated.**
- 9) The TC will explain and demonstrate how to use the evacuation seat prior to it being hauled up to them.
- 10) The TC will check with all team members to assure they are ready before the evacuation seat is raised to the evacuee.
- 11) The evacuation seat is now hauled up to the evacuee. Stop just prior to reaching the evacuee and attach the PETZL ID EVAC to the rope and harness on the belayer.
- 12) Continue to raise evacuation seat up to the evacuee.

- 13) instruct evacuees to put evacuation seat under the restraint bar not over it as the bar is still in the down position.
- 14) Coach the evacuee on the use of the evacuation seat.
- 15) Once the evacuee is secured onto the evacuation seat properly ask the belayer if he/she is ready.
- 16) After confirming the belayer is ready have evacuee raise restraint bar and remain seated.
- 17) Have the belayer take up all the slack in the belay line.
- 18) Confirm again that the belayer is ready.
- 19) Instruct evacuee to move with evac seat out to edge of chair lift seat. Have evacuee place one hand on the seat for when he/she comes off seat to prevent hitting the edge of seat with head until they are lowered below the chair lift seat.
- 20) Remind anyone else in the lift seat to remain seated and to the back of the chair with bar restraint down.
- 20) Once an evacuee is lower than footrest on lift chair instruct remaining guests on chair to lower bar again.
- 20) gradually lower evacuee to ground to be received by ground staff positioning guest horizontally to hill.
- 21) Once on ground and received by ground staff belayer loosens evac line to assist evacuee getting off evac seat.
- 22) Fill out the Chairlift Evacuation Record (Courtesy coupon) – sign and date the other half and give to the customer.
- 23) Repeat steps 9 through 21 as needed until all have been removed from chair.

5.2 Moving the Evacuation Rope to the Next Chair:

After each chair is emptied, the evacuation rope will be "flipped" over the chair and moved to the next one. To do this the Leader will position him or herself on the carrier grip spring side (North) of the haul rope approximately 3 to 6 feet downhill from the chair and approximately 6 feet outside of the chair. The belayer will move to a similar position on the other side of the haul rope. The evacuation rope will be pulled down to the grip. The rope saver will remain on the wire rope. The Leader, on the side with the spring pack, will flip first. While the Leader is flipping, the Assistant will do nothing except hold on to his/her end of the evacuation rope. There should be no simultaneous flipping of the evacuation rope. The belayer will then flip the rope to finish the job. If the evacuation rope does not completely fly over the grip, flip the rope back and try again. If the evacuation rope still does not completely fly over the grip (but goes over the spring pack), both team members should move 10 feet below the chair and close enough to shake hands. The belayer will then flip the rope to finish the job.

Next, reposition the rope saver back onto the wire rope and pull the evacuation rope to the next chair.

When a tower is reached, the evacuation rope will be removed from the wire rope and moved below the tower. The entire process is then repeated.

5.3 Removing the Evac Rope from the Chairlift Cable:

To remove the evacuation rope, flip the line saver off the haul rope. Slowly pull the evacuation rope from the wire rope. Be very careful not to pull the evacuation rope too fast because when the free end of the evacuation rope is near the wire rope it could start to whip, and you might unintentionally tie a hitch around the wire rope. This can potentially cause issues in removing the lift evacuation rope from the wire rope.

5.4 Special Chairlift Evacuation Situations:

Chair Stopping on wire rope Carrier Sheaves.

In the event a chair stops over the sheaves at a lift tower the chair-evacuation team must call the Mountain Crew to advise the chair is on the sheave.

A member of the Mountain climbing Crew will climb the tower and thread the evacuation rope between the sheaves so that the end of the rope drops to the ground in front of the chair to be evacuated. The line saver must be placed on the wire rope.

The evacuation team will then proceed with their chair-evacuation procedure.

When chair evacuation is complete the chair- evacuation team will pull the end of the rope back up to the pulley carrier and the member of the Mountain climbing Crew will free the rope and line saver.

SKI PATROLLERS ARE NOT ALLOWED TO CLIMB TOWERS

5.5 Non-Cooperative Person:

When a non-cooperative person is encountered during a chairlift evacuation, the evacuation team leader will contact the evacuation leader (EL) and inform him/her of the location (Lift, chair number, and nearest tower), the age of the person, and the reason for not wanting to be evacuated. The evacuation team will then move to the next person to be evacuated and return back to the non-cooperative person when more assistance arrives.

The EL will request assistance from the L-1. If L-1 has no one available, the EL shall consider activating the 911 system for assistance.

The person sent to assist with the non-cooperative person will ascend to the chair and assist that person onto the evacuation chair. That person will then be lowered to the ground using standard chair-evacuation procedures.

****Note: A second rope will be required for climbing to the non-cooperative person. Ski Patrollers are not to ascend unless they have the proper training and are approved for such duty by Wachusett Management Team.****

6.0 Bi & Mono - Skis

Adaptive Skiing Equipment

The Ski program at Wachusett uses special adaptive skiing equipment which enables individuals with mobility, visual, or cognitive impairments to experience the thrills of skiing.

There are several types of adaptive skiing equipment, including sit-skis, mono skis, and bi-skis (collectively called SMBs). For chairlift evacuation purposes the SMBs are the evacuation device. Each of the SMB's are equipped with a nylon webbing safety harness permanently attached to the unit. This provides a single attachment point to fasten to our evacuation rope. All of the people using this type of equipment will be assisted by two trained assistants or mentors. Each of these assistants is knowledgeable in the chairlift evacuation procedures for these skiing devices.

****Important Note: If you evacuate an adaptive chair, you should evacuate one of the mentors first, then the adaptive equipment followed by the remaining mentor.**

****Speak with the coaches/instructors/mentor with the customer for any guidance.****

Some SMBs are equipped with a retention device that attaches the SMB to the chair during the chairlift ride. When evacuating an SMB-user, this securing device (if used) must be released from the chair after the evacuation rope is attached and before starting to lower the passenger.

Outrigger users should not be asked to "drop" their forearm crutches. Losing or breaking the outriggers will no longer allow the individual to be mobile once lowered from the chair. The outriggers should be lowered separately from the skier.

Once the evacuation rope and tag line are attached, lower the person slowly to the ground.

Note: All of the people using this type of equipment will be assisted by trained assistants or mentors. Each of these assistants is knowledgeable in the chairlift evacuation procedures for these skiing devices.

7.0 Special Equipment

CAUTION: Do not aim the sling shot at people either on the ground or in lift chairs.

7.1 Line Launcher Instructions

(Lucky Launcher II)

INSTRUCTIONS

1. A location midway between chairs should be selected and skiers and other people warned to stay clear of the area where the projectile may land.
2. The person with the Line Launcher should be positioned slightly to the side of the wire rope on the down-cable side. The Individual should face the wire rope and slightly up-hill. Aim the projectile **BETWEEN** the up-cable and the adjacent center cable. If the line is projected over more than the up-wire rope, you will have to start over.
3. To prepare the Line Launcher tie the lite line to the loop on the Projectile then slide the Projectile onto the launcher shaft.
4. Open the breech by depressing the breech lock thumb latch and tip the shaft assembly down to gain access to the chamber.
5. Insert a 22 caliber Blank cartridge into the chamber. Make certain the cartridge is fully seated.
6. Close the unit and press the thumb latch in to assure that it is fully closed.
7. Aim the unit in the direction you wish to fire the projectile, placing the shoulder stock firmly against your shoulder.
8. Pull back the bolt to the locked position.
9. The Launcher is now ready to fire. Pull the trigger when ready.
10. To remove the spent cartridge, depress the breech lock thumb latch and tip the shaft assembly down to gain access to the extracted shell casing. The extractor will not eject the shell but raise it enough to be easily removed.
11. Always remove the projectile from the barrel when not in use.
12. Proceed normally from here.

CAUTION

****** Do not aim the Line Launcher toward anyone on the ground or in a lift chair ******

7.2 Big Shot - Line Launcher

Big Shot kit includes:

- (2) 4' poles that couple together to make (1) 8' pole.
- (1) - rubber sling and pouch
- (1) - throw weight with ring
- (1) - lite-line with bag

1. Using the metal wire loop on the throw weight attach the lite line to it.

7.3 Sheet Bend (Knot)

The Sheet Bend knot is used to attach the 1/8" nylon lite line to the 11mm Evacuation Rope.

8.0 Contents of Chairlift Evacuation Equipment Bags

8.1 Evacuation Gear

- Evacuation Rope (11 mm or 10.5mm X 150 ft. kernmantle static nylon rescue line 6050lb. rating).
- Cascade Rescue chair Lift Evac seat
- Petzl ID Evac and Locking Carabiner to connect to Evac harness
- Evac Harness
- Red bag for Evacuation Rope.
- Line Saver - attached to the Evacuation line near the leading end.
- Locking Carabiner – attached to end of Evacuation Rope
- Throwing Device - (softball on dowel with hook eye).
- Metal clip - attached to Throwing Device.
- 100 ft. - 1/8 Inch nylon lite-line in stuff sack (350 lb. rating).
- Courtesy Coupons. (Chairlift Evacuation record/courtesy coupon)

Wachusett Mountain Emergency Contacts

Office: 978-464-2300

Management:

- | | |
|-----------------------------------|--------------------|
| 1) Jeff Crowley (President) | Cell: 978-621-4821 |
| 2) Carolyn Crowley-Stimpson (CCO) | Cell: 978-273-5500 |

Lift Department

Alex Arcangeli (L1)	Cell: 978-621-4825
Reed Brewer (L2)	Cell: 978-956-4559
(L-3)	Cell: 508-340-6788

Electrician

Gary Mann	Cell: 978-270-2738
-----------	--------------------

Mountain Manager

David Crowley Jr.	Cell: 978-337-8249
-------------------	--------------------

Maintenance

Paul McCullin	Cell: 774-364-0316
---------------	--------------------

Marketing/P.I.O.

Chris Stimpson	Cell: 978-870-0082
----------------	--------------------

Personnel Manager/HR

Molly Buckley	Cell: 978-868-0134
---------------	--------------------

Customer Service

Kaitlyn Farley	Cell: 978-895-8257
----------------	--------------------

Food & Beverage

Cassie Koranda Cell: 508-332-8796

Mountainside Ski Shop

Mike Vlass Cell: 774-364-1832

Parking/Ground Ops.

Chrissy Zajac Cell: 978-501-2124

Ski Patrol Director

Joe Greenwood (P1) Cell: 774-622-1215

Volunteer Patrol Director

Jon Longley (P2) Cell: 508-439-9885

Assistant Patrol Directors

Rick Nitti (P3) Cell: (508) 410-3690

Ski School Manager

Courtney Crowley Cell: 774-364-1786

Snowmaking

Mike Hayward Cell: 978-270-2737

Vehicle Maintenance

Mark Hendrick Cell: 978-855-9127

EMERGENCY CALL BACK NOTIFICATION TEXT ALERT

Staff List: wma-staff-cell@wachusett.com

Patrol list: wma-patrol-cell@wachusett.com

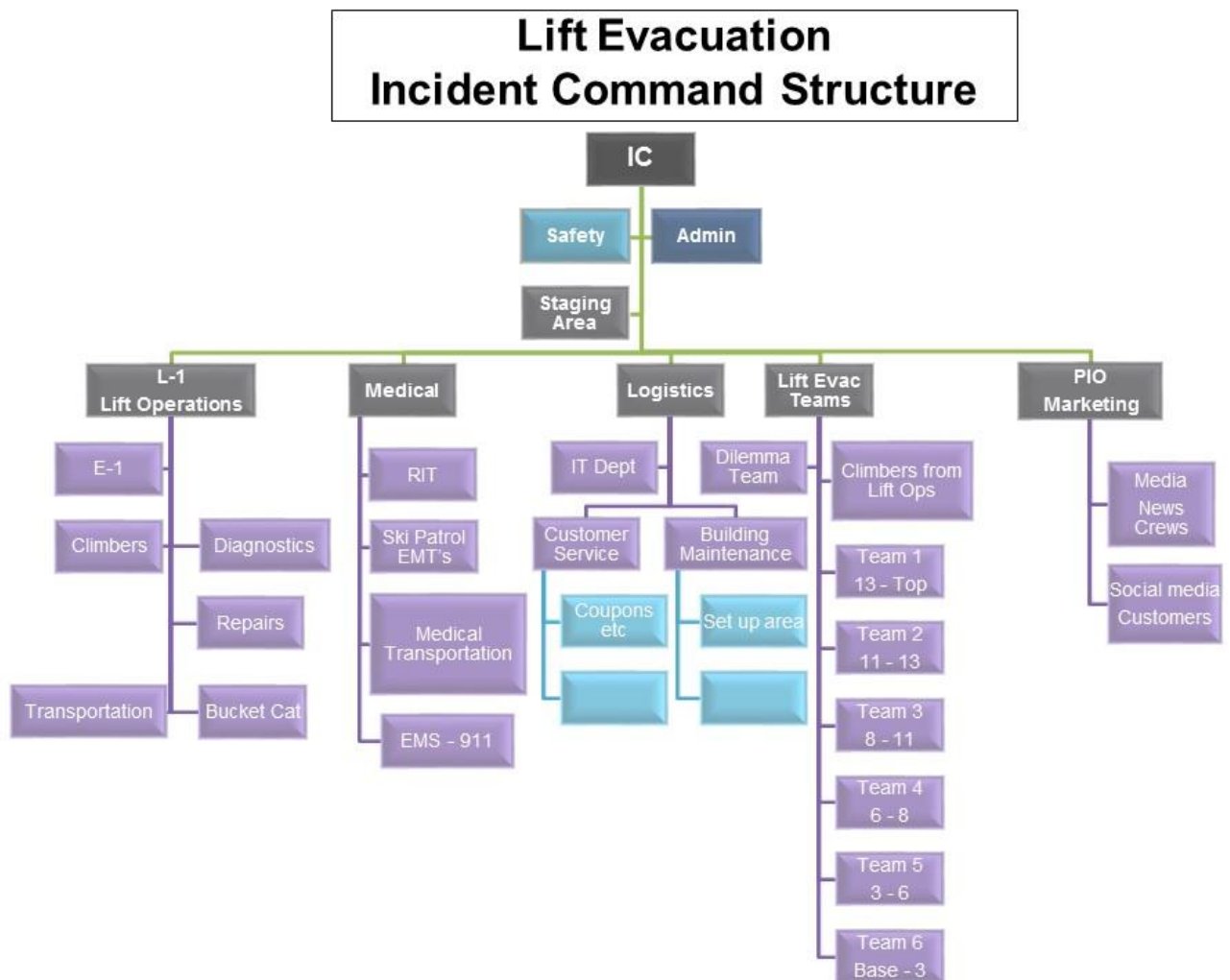
Ranger list: wma-ranger-cell@wachusett.com

Enter any selected email above into your send email address to send an alert to the members that group.

Within the text section enter the message you want to send to that group, i.e.:

This is Wachusett Mountain, we are in the process of a Lift Evacuation if you could please respond to the staging area, i.e.: Granite Rm, Ski Patrol, Ski School, etc. to assist us.

Thank you.



Chairlift Evacuation Record

Date: _____ **Lift:** _____
Tower: _____ **Time:** _____
Chair #: _____
NAME: _____
ADDRESS: _____

PHONE: _____

We are sorry for the inconvenience you experienced today!



Please report to the designated Customer Service Reception area with this coupon.

 Authorized Ski Patrol Signature

 Date

Chairlift Evacuation Record

Date: _____ **Lift:** _____
Tower: _____ **Time:** _____
Chair #: _____
NAME: _____
ADDRESS: _____

PHONE: _____

We are sorry for the inconvenience you experienced today!



Please report to the designated Customer Service Reception area with this coupon.

 Authorized Ski Patrol Signature

 Date

Chairlift Evacuation Record

Date: _____ **Lift:** _____
Tower: _____ **Time:** _____
Chair #: _____
NAME: _____
ADDRESS: _____

PHONE: _____

We are sorry for the inconvenience you experienced today!



Please report to the designated Customer Service Reception area with this coupon.

 Authorized Ski Patrol Signature

 Date

Chairlift Evacuation Record

Date: _____ **Lift:** _____
Tower: _____ **Time:** _____
Chair #: _____
NAME: _____
ADDRESS: _____

PHONE: _____

We are sorry for the inconvenience you experienced today!



Please report to the designated Customer Service Reception area with this coupon.

 Authorized Ski Patrol Signature

 Date

Abbreviated Terms:

EL	Evacuation leader
HC	Hill Captain
L-1	Lift Manager (Alex Arcangeli)
L-2	Lift Assistant Manager (Reed Brewer)
L-3	Lift Assistant Manager (Zachary Horton, Aidan Tamulen & Shane Skamarycz)
M-1	Mountain Administration (Jeff Crowley- Pres., Carolyn Crowley – VP)
MOD	Manager on Duty
P-10	Hill Captain
P-1	Joe Greenwood (Ski Patrol)
P-2	Jon Longley (Ski Patrol)
P-3	Rick Nitti (Ski Patrol)
TC	Team Captain
B-1	Building Maintenance (Paul McCullin)
E-1	Gary Mann (Electrician)
S-1	Snowmaking (Mike Hayward)
S-2	Snowmaking (Joe Borelli)

LIFT EVACUATION EQUIPMENT



EVAC. ROPE BAG



EVAC. CHAIR



11m. ROPE



PETZL EVAC ID



LINE SAVER



LOCKING CARABINER



LOCKOUT / TAGOUT



Petzl PITAGOR
Evacuation Triangle



EVAC. HARNESS



BIG SHOT

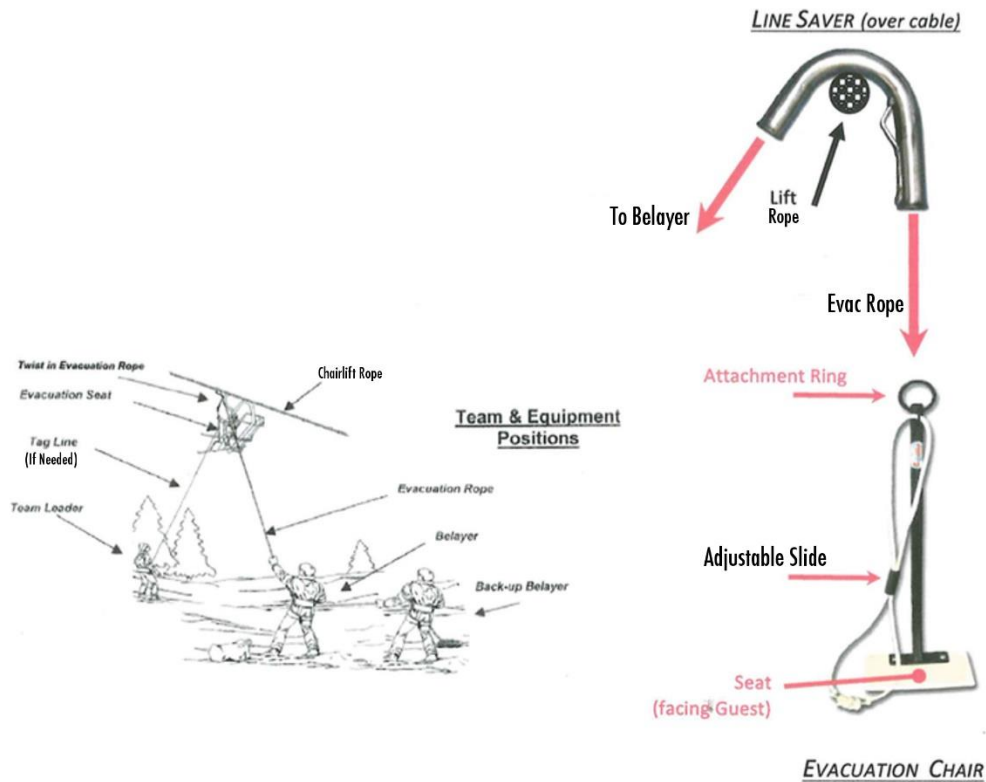
4FT STICKS (X2)

THROWING WEIGHT

SOFTBALL STICK
W/LITE LINE

LUCKY LINE
LAUNCHER

LIFT EVACUATION EQUIPMENT



Evacuation Guide on times and initial alert.

(5-10minutes)

When a lift malfunctions, the Lift Operator immediately attempts to determine and correct the problem. If they are unable to restart within three minutes, the operator notifies the Lift Manager on duty, (L-1) and Ski Patrol Manager or Hill Captain if unavailable.

(15 Minutes)

The Lift Manager, (L-1) will investigate and evaluate the situation. L-1 will report the situation status to the Mountain Manager on duty (MOD) within 10-15 minutes. If the Lift is unable to restart, an alert will be initiated by the MOD.

Alert Initiated

- The patrol base will notify all departments by telephone if possible and preparations for an evacuation regarding personnel, vehicles and Evac equipment readiness will begin.
- A Patroller will be dispatched from the top of the involved lift to ski the lift line to reassure all guests on the lift that we are working on the problem and will get them off the lift in time safely, make sure all restraint bars are down on chairs with occupied by guests and complete the initial survey.
- The survey will consist of priority evacuees (elderly, small children, medical issues as well as the number of riders on the lift.) Please note the location (*tower numbers or chair numbers*) of anyone that is a priority.

(20-25 minutes)

- If determined by the Lift Manager that the lift cannot be restarted in a reasonable amount of time the Manager will notify the Mountain Manager on duty and he/she will call for an evacuation to commence.
- Reasonable time could range from immediate upon notification to 30 minutes or more depending on the weather conditions. Be cautious of the wind chill factors as well.

All crossover trails should be closed. The lift evacuation will continue until the entire lift is vacated and all equipment is removed. Finally, all trails serviced by the downed lift will be swept.

Minuteman (A) Lift: 82 chairs – potential of **164** passengers.

Polar Express (B) Lift: 81 chairs / **Summer Ops** – reduced to: 66 chairs *up to 264 passengers*.

Monadnock (C) Lift: 52 chairs **Vickery Bowl (H) Lift:** 55 chairs

Evacuation bags: Total of 14 Evac Bags and (1) dilemma bag:

(5) Patrol Top of B, (5) Patrol Top of A, (4) Patrol base & (1) Dilemma bag.

Text Message Call Back Notification for Lift Evacuation by Departments

Patrol list = wma-patrol-cell@wachusett.com

Ranger list = wma-ranger-cell@wachusett.com

Staff list = wma-staff-cell@wachusett.com

Use the above emails to send a notification to the list that you want.

Your body of the email should be something like:

This is a notification from Wachusett Mountain that we have a Lift Evacuation taking place and request your assistance if available.

Please report to the staging area located at Ski Patrol Base on your arrival or whatever location is established i.e. Ski School, Granite Rm etc. but DO NOT tell them to report to the area being evacuated.

This allows us to establish who is assigned to what task.