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We promise our guests a safe and enjoyable day when they come to WALT DISNEY WORLD Vacation Kingdom, and you, as a host or hostess, must fulfill this promise. SAFETY is engineered into every attraction and should never be sacrificed for any reason.

In no other form of SHOW business does the audience interact with the show as it does in Walt Disney's theme parks. Keep in mind that not only the attractions, but also the landscaping, the cleanliness, the architecture, and you, make up the vital parts of the Show. YOU, AS HOSTS AND HOSTESSES, ARE THE DIRECT LINK TO OUR GUESTS. Through the years, we have built up a tradition of friendliness and it is your job to extend and preserve this tradition today.

By being COURTEOUS, you will automatically increase CAPACITY, because the guests will be more receptive to your directions.

Each one of these phases is an important part of the WALT DISNEY WORLD Show. Preserving the quality of the Show that DISNEYLAND made famous the world over is our greatest and continuing challenge. We can build new attractions and improve the old ones, but if we do not sincerely believe in Walt Disney's philosophy that each one of us has a distinct role to play, all the millions of manhours and dollars spent on growth have gone for naught.

EACH JOB IS ONE PART OF THE TEAM EFFORT, AND IT IS ESSENTIAL THAT EACH PERSON HELP THE OTHER TO INSURE THE BEST IN SAFETY, COURTESY, SHOW AND CAPACITY.

"You can dream, create, design, and build the most wonderful place in the world.... but it requires people to make the dream a reality."

Walt Disney

Walt Disney

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The forerunner of the monorail system at WALT DISNEY WORLD Vacation Kingdom is the DISNEYLAND Monorail System.

The DISNEYLAND Monorail System is owned and operated by RETLAW (Walter spelled backwards), which is a private corporation owned by the Disney family. It was unveiled at DISNEYLAND on June 14, 1959, by Walt Disney and then Vice President, Richard M. Nixon. The ribbon cutting ceremony was viewed by a national television audience watching the special "DISNEYLAND - 1959" television show. Since that time, monorails have carried millions of DISNEYLAND guests from every state and nearly every nation.

The monorail system operating the Mark I monorails was the first passenger carrying monorail in the Western Hemisphere to operate daily. The original monorail system at DISNEYLAND included two three-car trains, one station, and .8 miles of beamway.

Constant refinements have resulted in many changes and improvements. In the summer of 1961, the monorail system was extended to the DISNEYLAND Hotel. This made it the first monorail in America to operate adjacent to a major highway and also the first to cross city streets.

Also, this is when the Mark II monorails came into being. This enlarged the system to three four-car trains, two stations, and 2.5 miles of beamway.

Another change occurred in the summer of 1969. The Mark II monorails were replaced with four all new Mark III five-car monorails. This increased the number of trains and also the capacity of each train. Both stations were lengthened to accommodate the new trains. As with all phases in the development of the monorails, additional input is being gathered continuously for the next future generation of monorails at DISNEYLAND.

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The WALT DISNEY WORLD Mark IV monorails were designed by WED Enterprises, Inc. They are electrically powered and operate on 600 volts of direct current transmitted along a pair of stainless steel capped aluminum buss bars. Each of the ten monorails are powered by eight 100 horsepower direct current traction motors.

For their use here at WALT DISNEY WORLD Vacation Kingdom, the monorails have been designed and engineered to operate in either direction with a top speed of 40 miles per hour between each of the four stations. The Mark IV monorails are designed in two configurations; a five-car for use primarily on the lagoon beam and a six-car train for use primarily on the exterior beam.

The five-car monorails are 171 feet in length and can accommodate 40 guests per car and four guests in the control cab, for a total of 204 guests per monorail. The six-car monorails are 201 feet in length and can accommodate 40 guests per car and 4 guests in the control cab for a total of 244 guests per monorail. The five-car trains are designed with 22 doors on each side and the six-car trains have 26 doors on each side (4 doors per car and one door for each control cab).

The beamway is designed to offer two modes of transportation. There are two parallel beams which encircle the Seven Seas Lagoon. Each of these two beams on the main line is approximately 2.7 miles long. There is also a spur beam which connects the two beams with the Monorail Shop and is .7 miles long. On the main line, the inside, or lagoon beam, is most frequently used as local transportation for the guests, and the monorails operating on this beam will stop at all stations for the guests to board or disembark. The outside, or exterior beam, is most frequently used for express transportation only and the monorails on that beam will stop only at the two "major" stations. In the event that the lagoon beam is not operable, the exterior beam may be operated as a local with little difficulty.

There are four stations on the monorail system which include: The Transportation and Ticket Center (Monorail Base) and the Magic Kingdom (the two "major" stations); the Contemporary Resort and the Polynesian Village (the two hotel stations).

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The loading procedures vary at the different stations with loading being from the center of the platform and unloading being to the outside platforms at the Transportation and Ticket Center Station. At the Magic Kingdom Station, loading is done from the outside platforms, and unloading is to the center platform. At both of the hotel stations, loading and unloading takes place from the same side of the train.

Maintenance personnel are constantly making improvements and changes on our Mark IV monorails so that none of the 10 trains are exactly the same. Plans for the future include a new monorail system to EPCOT and World Showcase. Even further off are tentative plans for a monorail system to the WALT DISNEY WORLD Village at Lake Buena Vista.

The monorails have definite possibilities of becoming tomorrow's answer for mass transportation in large metropolitan areas and this idea becomes more believable every day.

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NUMBER OF MONORAILS: 5 five-car
 5 six-car
 TOTAL: 10 monorails

LENGTH: 5-car train - 171 feet
 6-car train - 201 feet

NUMBER OF TIRES PER MONORAIL:
 5-car train - 112
 6-car train - 134

MONORAIL CAPACITY:
 5-car train - 204 guests
 6-car train - 244 guests

POWER SOURCE: 600 volts D.C.

MONORAIL MOTORS: Electric D.C. motors
 Number: 8
 Horsepower: 100

MONORAIL SPEED: 40 miles per hour maximum

DESIGNERS: WED Enterprises, Inc.

BUILDERS: MAPO in California and
 Martin Marietta Corporation in Orlando, Florida

BEAMWAY LENGTH: Approximately 2.7 miles each for express and
 lagoon beams and .7-miles for the spur line.

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II. Basic Elements of Our Operation

A. SAFETY

Safety is the most important and most basic of the four elements of the WALT DISNEY WORLD operation. The ability to present our show successfully depends directly on how we incorporate safety factors into our equipment, our standard operating procedures, and our general consciousness on-stage.

Safety directly affects the other three basic elements of the operation and is a significant factor in the consideration of any action. For example, a vital part of our ability to be consistent in our standards for guest courtesy is carried out by our being conscious of and correcting unsafe conditions and procedures. The efficiency of our operation is a factor that we are aware of at all times and safety is a primary consideration when dealing with the operation's capacity. Safety must never be sacrificed when maximizing capacity.

The priorities of safety are as follows:

1. The safety of our guests.
2. The safety of ourselves and fellow employees.
3. The physical properties of the Company investment - our investment.

Your safety responsibilities include all of, but are not limited to, the following situations and examples. Deviations from these safety standards are considered violations of Company policy and may subject you to disciplinary action.

1. Guarding the Trough

The monorail is powered by 600 volts of DC electricity which is delivered to the monorail through steel capped aluminum buss bars. The buss bars are exposed when there is not a train on that section of beam and present a **CONSTANT DANGER IF CONTACTED BY ANY PART OF THE HUMAN BODY OR ANY UNINSULATED OBJECT.** The major safety responsibility associated with the platform positions at all monorail stations is guarding the trough.

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A. SAFETY (continued)

1. Guarding the Trough (continued)

a. Insure that all guests remain behind the load gates or railings, or at least 6 feet away from an area where a train is not occupying that section of the trough. If the guest desires to take pictures or assemble a stroller, insure that they are near the outside railing at the Transportation and Ticket Center Station and near the center railing at the MAGIC KINGDOM Station.

(1) If you observe a guest standing at the edge of the trough:

- (a) If possible, gain the attention of the person at the station console.
- (b) Slowly approach the guest.
- (c) Calmly gain his/her attention.
- (d) Ask him/her to move slowly away from the trough.

(2) If you observe someone about to fall in the trough or standing on the beam:

- (a) Kill power to that beam if you are in a position to do so.
- (b) Try to assist that person away from the trough as quickly and calmly as possible.

b. The only time you are allowed to cross the beam is at the Contemporary Resort and then only to check the trough at opening before power has been applied to the buss bar. Otherwise, never.

(1) If you observe a guest step across the beam you should:

- (a) Quietly and calmly approach the guest and assist him/her away from the trough.
- (b) Politely explain to the guest the hazards involved in that type of action.

(2) If you observe an employee step across the beam you should:

- (a) Quietly and calmly approach the employee and assist him/her away from the trough.
- (b) Politely explain to the employee the hazards involved in that type of action.
- (c) If at all possible, determine the employee's name and work location and report it to a monorail supervisor or lead.

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A. SAFETY (continued)

2. Other Safety Responsibilities

- a. Wet platforms and ramps - guests should be urged to exercise caution in areas that are wet. The lead should be notified and areas that are wet should be swept clean at his/her direction.
- b. Gates, poles, chains, and any object in the onstage area should routinely be examined for safety hazards such as sharp edges, looseness, or defects in construction.
- c. All load area gates should be closed when a train is not in the station covering that section of the trough.
- d. When you are on the monorail platform and wish to enter or pass through a monorail, there must be doors visibly opened already, or the train must be in stop before you can safely open a door.
- e. Whenever you see a guest approaching to board a monorail and that guest has a "papoose" type baby carrier on his/her back, you should suggest that he/she might want to remove the carrier before entering the monorail. If they do not wish to remove the carrier, you should suggest that they at least use extra care to avoid bumping the child on the door frame of the monorail while boarding.
- f. Whenever a small child approaches a hotel turnstile, warn his/her parents to watch the back of their child's head. If the child is by himself, assist the child in going through the turnstile.
- g. Whenever using a "scoop" or other approved items to secure an article from the trough:
 - (1) There must be another employee watching you with a finger on the kill button for the trough that you are working by.
 - (2) There must not be an incoming monorail any closer than three train lengths out of the station.
 - (3) The tool you are using to secure the item must be of non-metallic nature and/or designed for that purpose by the Monorail Shop.

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A. SAFETY (continued)

2. Other Safety Responsibilities (continued)

- h. If there is not a non-metallic or otherwise approved item available to retrieve articles from the trough, Monorail Shop personnel should be notified to retrieve the lost article.
- i. The turnstiles at the hotels are not to be locked other than upon instructions from a lead or supervisor.
- j. Do not leave your assigned working position unless:
 - (1) You are replaced by another employee.
 - (2) You have permission from your lead or supervisor.
 - (3) There is an emergency situation.
- k. Be aware of the presence of guests at all times as well as the movement of the monorails and fellow employees in the on-stage area.
- l. Only authorized maintenance personnel and the lead or supervisor will be allowed in the equipment rooms, near a monorail being checked by maintenance, or near the buss bar. All others must obtain permission from the lead or supervisor for access to these areas.
- m. Any activity near the monorail beam that may be potentially hazardous should be monitored and reported to the base lead or monorail supervisor, whether the people involved are guests or employees.

In the area of safety on the monorail itself and general system safety, there are many built-in safety systems which are explained in detail in the appropriate sections of this manual. The cast member should always be aware of the responsibilities for the lives of his/her 200+ guests and follow all safety procedures. **UNDER NO CIRCUMSTANCE SHOULD SAFETY EVER BE SACRIFICED FOR ANY REASON.**

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A. SAFETY (continued)

3. Fire Prevention

Here at WALT DISNEY WORLD Vacation Kingdom, we have the finest engineered fire protection system for a project community of this size in our country, and possibly the world, today.

All of this is of limited value if all of our employees are not aware that they are a vital part in this never ending operation.

Eight basic steps in fire prevention are as follows:

- a. Fire prevention is the responsibility of each and every one of us at WALT DISNEY WORLD Co.
- b. It is the responsibility of every employee to know the location of all extinguishers in his/her area of responsibility. The location of all extinguishers in the immediate monorail area are as follows:
 - (1) Transportation and Ticket Center:
There are three (3) CO₂ extinguishers located on the platform. One (1) at the console and one (1) in the center of each unload ramp. The closest hydrant connection is located in the grass area mid-way between the East Gate building and the monorail station.
 - (2) Polynesian Village:
There are two (2) CO₂ extinguishers and two (2) water extinguishers located on the Polynesian station platform. One (1) extinguisher of each type is located at the end of each (lagoon and exterior) platform. The closest hydrant connections are on the first floor of the hotel on the east and west side of the main building at the base of pylons #138 and #141, respectively. Emergency stairways are located at both ends of the platform on both beams.

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A. SAFETY (continued)

3. Fire Prevention (continued)

(3) MAGIC KINGDOM:

There are three (3) water extinguishers, five (5) CO₂ extinguishers, and three (3) water hoses located at the MAGIC KINGDOM station. There is one CO₂ extinguisher at the console and at the top of each load ramp. In the middle of each load platform is a fire hose box containing a water extinguisher and water hose. The maintenance (pit) area of the MAGIC KINGDOM contains two (2) CO₂ extinguishers - one (1) just inside the door and one in the center hall. There is also a fire hose in the center hall of the pit area in a cabinet with a water fire extinguisher.

(4) Contemporary Resort:

There is one (1) CO₂ extinguisher at the console and one (1) CO₂ extinguisher at the fourth floor ticket booth on the east side of the entrance turnstiles at the base of the monorail escalator. The closest water hoses are located at the base of the north and south stairwells on the fourth floor. Emergency stairwells are located at the extreme south and north ends of the platform. If at all possible, use the north stairwell which will bring you to the fourth floor lobby.

(5) Cab of Monorail

There is one (1) dry chemical fire extinguisher located under the driver's seat in each of the cabs of all ten trains.

c. It is the responsibility of every employee to be proficient in the use of a fire extinguisher.

To use a fire extinguisher:

- (1) Hold it upright. If the extinguisher is too heavy to carry, it may be easily dragged.
- (2) Pull the pin securing the discharge lever (break the plastic seal in doing this).
- (3) Aim the nozzle at the fire. If the extinguisher is CO₂, do not touch the nozzle while using it or for several minutes afterward due to frost-bite danger.

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A. SAFETY (continued)

3. Fire Prevention (continued)

- (4) Press the lever to discharge the extinguisher.
- (5) Discharge at the base of the flame.

NOTE: Anytime it is necessary to use a fire hose at a monorail station, it is critical that the power to the buss bar be killed before the hose is used.

- d. One of the most important factors, if you are involved in a fire, is to REMAIN CALM and DO NOT PANIC. Bear in mind that our guests will look to you for guidance and the safety of our guests is paramount at all times.
- e. Anytime the presence of smoke or fire is detected it should be referred to as a "signal 25" and reported in the following manner:
 - (1) Walk over to your lead and quietly inform the lead of the problem and where it is located.
 - (2) If the lead is not available, call extension 4777 and give them the information including your name, location, and what is on fire.
 - (3) Calmly keep all guests from the area of the fire.
 - (4) Using available equipment, attempt to extinguish the fire.

In many cases a fire may be started by smoking material deposited in a trash can. The monorail itself may produce smoke or emit a burning smell in a number of different breakdown situations. These occurrences should be reported immediately to the lead or supervisor.

- f. Report all fire hazards to your lead or supervisor or, if supervision is not available, to the Fire Prevention office, extension 4698.
- g. There is a sin in using a fire extinguisher and that is to use it and not report it. Report all fires and all uses of extinguishers, no matter how small or trivial they may seem.

NOTE: Anytime a band is broken or removed from a fire extinguisher, the extinguisher must be removed by Fire Prevention. Do not touch an extinguisher unless you plan to use it.

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A. SAFETY (continued)

3. Fire Prevention (continued)

- h. Practice good fire prevention methods every day. Keep your area clean and free of unneeded combustibles. Observe "no smoking" and other safety regulations.

The following are the classes of fire and the correct extinguisher that shall be used for control and extinguishment:

CLASS "A" - Where ordinary combustible material such as wood, cloth, paper, rubber and most plastics is involved.

Most effective extinguisher:

1. Any water type
2. Dry chemical
3. CO₂ can be used

CLASS "B" - Where flammable liquids, gases, oils, and various greases are involved.

Most effective extinguisher:

1. Dry chemical
 2. CO₂
- NOTE: Never use water.

CLASS "C" - Where energized electrical equipment is involved, such as motors, transformers, lighting, radios, televisions, and switch gear.

Most effective extinguisher:

1. CO₂
 2. Dry chemical
- NOTE: Never use water.

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A. SAFETY (continued)

4. Guest Accident

- a. REMAIN CALM. You can and will influence those around you.
- b. Immediately ask the guest if he/she is all right (if child, ask the parents).
- c. Make the guest involved as comfortable as possible.
- d. Calmly and quietly walk up and notify your lead of the situation.
- e. If a guest is unable to move, never take it upon yourself to try to assist in moving. If you are located at the MAGIC KINGDOM or hotel stations, call Central First Aid at extension 4703.
 NOTE: The Contemporary Hotel has a First Aid station facing the Marina that is open daily from 9:00 a.m. to 6:00 p.m. at extension 68-3762. If you are at the Transportation and Ticket Center station, call TTC First Aid at extension 4243. In either case, state:
 - (1) Your name
 - (2) The location of the incident (be specific)
 - (3) The nature of the illness or injury
- f. Stand by until the nurse arrives and follow instructions.
- g. If the injury is of an emergency nature, call Control at extension 4777 giving Control the pertinent information.
- h. If the injury is minor, ask the guest if he/she would like to go to First Aid.
 - (1) If the offer is accepted inform the lead who will then have them escorted to First Aid.
 - (a) Anything but the accident may be discussed with the guest while escorting them to First Aid.
 - (b) Never comment to guests about accidents or safety problems that are related to working at or visiting WALT DISNEY WORLD Vacation Kingdom.

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A. SAFETY (continued)

4. Guest Accident (continued)

- (c) When you arrive at First Aid, give the nurse or secretary only your name, and the telephone extension where you may be reached. Do not discuss the accident with the nurse or guest, but leave immediately.
- (2) If the offer is refused, immediately inform the lead of the accident anyway. Before leaving the guests involved, if possible, obtain their name, address, age, and details of the accident.
 - i. When you return to your location, assist in completing a guest accident report - to be filled out in conjunction with a lead or supervisor giving the exact details of the accident. Do not assume anything as to what happened.
 - j. If a guest has an accident of a personal nature:
 - (1) Ask the guest if he/she would like to go to First Aid.
 - (2) Border off the area affected.
 - (3) Utilize the proper materials to clean the area.

5. Personal Property Damage

- a. If a guest claims personal property damage such as torn clothing, paint on clothing, cameras or purses dropped in water, etcetera, direct the guest to City Hall (extension 4521) inside the MAGIC KINGDOM, or Guest Relations (extension 4631) at the Transportation and Ticket Center, whichever is more convenient for the guest. If possible, alert the appropriate location that the guest is on the way. DO NOT PROMISE REIMBURSEMENT FOR DAMAGED CLOTHING OR PROPERTY.
- b. If the guest claims personal property damage such as wet hair or wet clothing, direct him/her to the closest First Aid station that is open.

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A. SAFETY (continued)

6. Employee Accident

- a. Employees must report all on-the-job injuries to the lead at the station.
- b. At the lead's instruction, you will be sent to First Aid.
- c. In the case of injury, you will have to complete an employee accident report form in conjunction with the lead or supervisor.
- d. Employees who receive an injury, or become ill on-the-job and are sent home, will be given a Release From Shift slip from First Aid.
- e. Employees returning to work from on-the-job injuries or who have been out sick from work three or more scheduled days, must first obtain a Return To Work slip from First Aid.
- f. Any employee requesting an early release (ER) due to illness, should be sent to First Aid for release. This will insure being able to file for sick leave, if entitled, for balance of shift.

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B. GUEST COURTESY

Guest courtesy is the second most important key to the success of WALT DISNEY WORLD Co. As one of the basic elements of our overall operation, its presence is a necessity and our understanding of what is involved in our daily guest contact under all situations becomes even more vital.

The guests at WALT DISNEY WORLD Vacation Kingdom interact closely with our show and in many cases actually become a part of the show. The attention you give a guest may reflect on that guest's total outlook toward their visit. When you are on-stage, you are there not just to perform in your role as a monorail host/hostess, but also as a public relations person--give individual attention to guests and let them know that they are important.

Courtesy is a friendly, outgoing feeling--a natural human feeling that, in our case, takes the position of the guest into consideration. It is no easy task to answer the same questions 74 times in the same patient and friendly way. Your skill in dealing with people is a vital asset and is often a most difficult item to attain and maintain. It is important to put yourself in the place of a guest on his first visit--to anticipate his confusion--to explain why things are done in a certain manner. If you can leave a guest with a pleasant impression, he will be glad he asked you the question and you will stimulate better cooperation. Patience, understanding, and a pleasant concern can usually make all of the difference in our guest contacts.

Some general considerations and suggestions in the area of guest courtesy are as follows:

1. Use terms like "Please" and "Thank you". When pleasantly spoken they will stimulate guest cooperation and good feeling.
2. Accept guests as they are--not as you might prefer them to be.
3. Watch your voice control--you are assisting guests by making remarks, not to sound as though you are giving orders in the army.

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B. GUEST COURTESY (continued)

4. Give individual attention to the guest; take time to listen to his question or problem and see that a proper answer or explanation is offered.
5. Brush up on your sense of humor--look for the funny side of any situation. It takes less effort to smile than to frown and it will make both the guest and yourself feel better.
6. Tips on working with our guests are:
 - a. Whenever the guest flow on the ramp or through the gate must be stopped, a short courteous explanation is necessary to the guests still waiting, for example: "Would you folks mind waiting here for just a moment?" or "The next monorail will arrive in just a few minutes."
 - b. Whenever working a platform position, always make yourself available to the guests for questions by standing nearby and facing them; it is discourteous to turn your back on the guests and it is also a violation of your safety rules.
 - c. If time permits while waiting for the next train, briefly discuss park hours, monorail route, and any special events to them. Ask if they have any questions.
 - d. If, while piloting a monorail and loading guests, no one has asked to ride in the front cab, quietly ask a select number of guests if they would like to join you in the cab, unless Monorail Base, a monorail lead, supervisor, or maintenance has asked you to not load the nose.
 - e. When communicating with the guests, phrase your remarks as a request, for example: "Would you folks please step away from the gate." Or, "Would you folks please move all the way down to the chain." By asking the guests to do something, better communication and good feelings will be stimulated.

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B. GUEST COURTESY (continued)

- f. Be ready to explain the reasons behind a rule if necessary. Do not give the guest a short answer or no answer at all. For example, if a train leaves the station with 2 cars empty explain to the guest that it is faster for him if we cycle the trains instead of holding each train and filling it to capacity.
- g. If a guest approaches you with a complaint, do not automatically send the guest to City Hall. The complaint should be handled on the spot.

Tips for handling this situation are as follows:

- (1) Try to take the guest to an area out of sight and/or earshot of other guests...privacy may settle him/her down.
- (2) Be understanding...put yourself in the guests shoes.
- (3) A guest always feels that he/she has a legitimate reason to complain or he/she would not take the time and effort to do so.
- (4) Listen carefully to what the guest has to say. Do not interrupt. Many times the guest feels better for the simple reason that someone listened to him/her.
- (5) Do not argue with the guest.
- (6) Do not raise your voice in an effort to be heard.
- (7) Make every effort to determine the cause of the complaint, and remain impartial until the situation is clear in your own mind.
- (8) Let the guest know that you are concerned and interested.
- (9) Do not make light of any guest's complaint.
- (10) If the guest is right, let him know that he/she is...then make a sincere effort to correct the situation.
- (11) If we are not at fault, politely explain the appropriate company policy or procedure to the guest.
- (12) Be flexible--standing rigid for the sake of it will only anger the guest more.

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B. GUEST COURTESY (continued)

- (13) Some people are complainers by nature...try to determine if this is the case. In this instance you will find that all you will probably be able to do is listen.
- (14) Guests almost always want to voice their complaint to a "higher-up" - they will ask to see the "person in charge".
- (15) If the problem persists, contact your lead.
- (16) Rude or abusive language on your part will not be tolerated.

- h. If a guest becomes uncontrollably disorderly, rude, or abusive, and your lead or supervisor is not available, call Control at extension 4777.
- i. If a guest insists on going to City Hall with a complaint, call City Hall at extension 4521, and inform them that the guest is coming.
- j. If you are working a platform position and a guest jumps or climbs over a fence, tactfully approach the guest and ask him/her to refrain from doing that again. If in doing this you actually see that they broke in front of other guests who were ahead of them and who will not be able to board the same monorail, you may request that they step back into line.
- k. If a guest opens a monorail door, a cab door, a platform gate, or drops open a chain, tactfully ask him/her to please refrain from doing that again.
- l. If a guest approaches you and is in possession of alcoholic beverages or an illegal item, the following procedure should be followed:
 - (1) If the guest is drinking an alcoholic beverage at one of the hotels, the guest must finish or discard the drink before passing through the turnstiles. (If the alcohol is in a closed container with its seal intact and enclosed in a bag, you may allow it aboard at a hotel station.)

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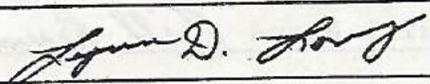
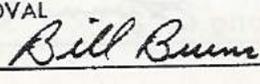
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B. GUEST COURTESY (continued)

- (2) If a guest is drinking an alcoholic beverage at either the Transportation and Ticket Center or MAGIC KINGDOM, inform him/her that the item must be discarded immediately or they will not be allowed to board the monorail.
- (3) If a guest is in possession of an illegal item, immediately contact your lead with:
 - (a) A description of the guest and the number in the party.
 - (b) A description of the illegal item.
 - (c) The destination of the guests, if possible.
- m. When you are working at a station and there is a breakdown that prevents you from loading guests, you should give the guests the following information:
 - (1) Directions to alternate means of transportation.
 - (2) Suggest that they check back later in the day.
 - (3) Do not tell them when the problem will be fixed.
 - (4) "We are experiencing technical difficulties." This is the only reason that should be given (unless we are closed for a scheduled event).
- n. When working a crowd control position at any station, don't overestimate the wait time. Be as accurate as possible in making approximations.

7. Employee Courtesy

- a. Teamwork is essential for an efficient operation -- especially on busy days. Extra courtesy and assistance to other crew members relieves the burden for everyone.
- b. Employees from other areas frequently use the monorails for transportation and they should be dealt with as courteously as the regular guests.
- c. Remember that when dealing with other employees in any situation (wardrobe, cafeteria, etcetera) that they have their frustration and problems also, and that they respond to and appreciate kind phrases and attitudes as much as our guests.

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B. GUEST COURTESY (continued)

8. Lost Children

Lost Children is located in the Baby Care Center next to the Crystal Palace restaurant. Children are not lost at WALT DISNEY WORLD Vacation Kingdom, but at times they become separated from their parents and need a friend to help them. It is one of our responsibilities to assist them in any way that we can and to reunite them with their family.

When you find a lost child:

- a. Identify yourself (give your name), ask the child his/her name and let the child know that you are going to help him/her.
- b. Notify your lead. The lead will assist you in helping the child.
- c. Call Lost Children, extension 4707, and give the child's name, age, description and the location where he/she was found, including your duty location and extension.

NOTE: Also, inform Lost Children if the child has any type of handicap.

- d. Walk the child in the immediate vicinity of where he/she was found. Try to obtain a description of the parents and/or other members of the child's party. Be alert to those facts as you escort the child. If you are unable to leave your work area to escort the child, contact your lead. If the lead is unavailable, contact Security, at extension 4781, for assistance.
- e. If the parents cannot be located after a reasonable amount of time, the child should then be escorted to Lost Children in the Baby Care Center next to the Crystal Palace restaurant and your lead notified. At the Transportation and Ticket Center, you should take the child to the Guest Relations window at the East Gate

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B. GUEST COURTESY (continued)

8. Lost Children (continued)

- e. Building, and at the hotels, you should take the child to the Guest Services desk or to the front desk.

NOTE: If Lost Children is closed, the child should be escorted to City Hall; after the MAGIC KINGDOM is closed, the child should be escorted to Security.

- f. If the child and parents are reunited in your area, Lost Children (and Control if they have been involved) should be notified immediately.

Procedures for assisting parents who have become separated from their children are:

- a. Identify yourself (give your name). Obtain from the parents, the child's name, age, description and the vicinity and time the parents were last with the child.
- b. Notify your lead. The lead will assist you in helping the parents.
- c. Call Lost Children, extension 4707, giving all information pertaining to the child including your duty location and extension. Call the surrounding attractions and information and ticket booths in your area, giving them a description of the child.

NOTE: Call Control, extension 4777, and inform them if the lost child has a handicap or any special needs so that Security supervision can be notified.

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B. GUEST COURTESY (continued)

8. Lost Children (continued)

- d. If possible, walk with the parents in the vicinity of where the child was last seen. Be alert for children matching the description of the lost child.
- e. Lost Children will notify your extension if the child is located. Verify the exact location of the child and direct or escort the parents to that location. If the child has not been located after a reasonable amount of time, the parents should be escorted or directed to Lost Children in the Baby Care Center and your lead notified.

NOTE: If the Baby Care Center is closed, the parents should be escorted or directed to City Hall; after the MAGIC KINGDOM is closed, the parents should be escorted to Security. At the Transportation and Ticket Center the parents should be escorted to the Guest Relations window at the East Gate Building, and at the hotels, to the Guest Services desk or front desk.

NOTE: If a signal 70 (lost child) is broadcast by Security, Area Supervision will contact the area leads with the description of the child. Be especially alert for the lost child and if located, contact your supervision immediately.

- f. If the parents and child are reunited in your area, Lost Children (and Control if they have been involved) should be notified immediately.

9. Lost and Found Articles

- a. The following procedures should be implemented when you are involved with an article in each of these different situations:
 - (1) If a guest has lost an article in the trough:
 - (a) Ask the guest to wait away from the trough.
 - (b) Inform the lead.
 - (2) If a guest has lost an article on board a monorail:
 - (a) Ask the guest to wait.
 - (b) Obtain from the guest, the color of the monorail, where the guest was sitting and the time it was lost.

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B. GUEST COURTESY (continued)

9. Lost and Found Articles (continued)

- (3) If you find an article onboard a monorail or at one of the stations, give the article to your lead immediately.
 - (4) If you find an article away from a monorail train or station, take it to the nearest lost and found office as soon as possible at either the Transportation and Ticket Center or MAGIC KINGDOM or take it to the Guest Services desk at a hotel station.
- b. Do not make promises pertaining to a found article to a guest. It may be the wrong item or it may be damaged.
 - c. Under no circumstances should you give the lost article to a fellow employee. You will be held totally responsible for that article until you either give the found article to your lead or supervisor or personally take the found article to one of the above mentioned locations.
 - d. It is essential that any lost article be turned in the day it is found. If at all possible, within 2 - 4 hours after finding it.

10. Area Information

The following information is often asked of a monorail host/hostess and is important to know if you are to be able to properly serve our guests:

- a. When working at the Transportation and Ticket Center monorail station, the locations below are useful to know:
 - (1) Guest Rest Rooms - to the left on the way to the Ferryboat Dock.
 - (2) Employee Rest Rooms - in the West Gate locker rooms.
 - (3) Public Telephones - to the left on the way to the Ferryboat Dock.
 - (4) Mailboxes and Stamps - located by both guide-stands.

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B. GUEST COURTESY (Continued)

10. Area Information (Continued)

- (5) Public Lockers - next door to the Transportation and Ticket Center Lost and Found and under the train station at the MAGIC KINGDOM entrance.
- (6) Film and Camera Supplies - at the guidestands at the Transportation and Ticket Center and at Disney Camera Center on Main Street U.S.A.
- (7) Strollers and Wheelchairs - to the right just before the train station as you enter the MAGIC KINGDOM.
- (8) City Hall - on Main Street U.S.A. to the left as you pass under the train station entering the MAGIC KINGDOM.
- (9) Shuttle Buses - on the east side of the Eastgate building after passing through the turnstiles by the guidestand.
- (10) Monorail to Polynesian Village or Contemporary Resort hotels - before 1:00 p.m., this can be done by boarding a lagoon monorail at the MAGIC KINGDOM. After 1:00 p.m., this can be done by boarding a lagoon monorail at the Transportation and Ticket Center.
- (11) First Aid - across from the timecard racks in the Westgate building.
- (12) Guest Relations - at the front of the Eastgate building.
- (13) Guided Tours - go to City Hall on Main Street inside the MAGIC KINGDOM.
- (14) Wardrobe for Monorail - located at the Westgate building by the locker rooms.
- (15) Guest Check Cashing - at the bank building on the left as you enter Main Street from the train station until 4:00 p.m. daily. After that time, checks may be cashed at the ticket booth upstairs at the Main Street Train Station.
- (16) Cigarettes and souvenirs - at the guidestands.
- (17) Employee Check Cashing - Cash Control - Westgate building.
- (18) Handicapped Parking Lot - to the right as you walk toward the Main Parking Lot from the ticket booths.
- (19) Lost and Found - in front of the Westgate building.

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B. GUEST COURTESY (Continued)

10. Area Information (Continued)

b. When working at the Polynesian Village Monorail Station, the following locations are useful to learn:

- (1) Guest and employee restrooms - to the left of the upstairs lobby across from the Tambu Lounge.
- (2) First Aid - at the Transportation and Ticket Center or Central First Aid inside the MAGIC KINGDOM.
- (3) Mailboxes and stamps - at the Newsstand in the lobby on the first floor and in the Village Gift Shop in the lobby on the second floor.
- (4) Shuttle Buses - downstairs in the front of the hotel. *
- (5) Guest Services - on the backside of the downstairs lobby.
- (6) Luau Cove - to the left of the swimming pool/marina area.
- (7) Employee Cafeteria - to the left side of the downstairs lobby through the door under the stairwell.
- (8) Guest Food locations - the South Seas Dining Room and Barefoot Snack Bar are located on the first floor while the Coral Isle Coffee Shop and Papeete Bay Verandah are located on the second floor. The Tangaroa Terrace is located in the new addition east of the hotel.
- (9) Shopping Areas - to the right of the upstairs lobby or around the back corner of the downstairs lobby.
- (10) Lounges - the Tambu Lounge is located to the back side of the upstairs lobby and Captain Cook's Hideaway is located down a hallway to the back left side of the downstairs lobby.
- (11) Wardrobe for monorail - at the Transportation and Ticket Center Westgate Wardrobe.
- (12) Launches, boat rentals, and boat cruises - at the marina dock behind the hotel.
- (13) Guest Check Cashing facilities - at the front desk of the hotel on the first floor in the lobby.
- (14) Employee Check Cashing - at the Cash Control Office through the door by the elevators on the first floor.

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B. GUEST COURTESY (Continued)

10. Area Information (Continued)

- (15) General Polynesian Information - the Guest Services Desk.
- (16) Game Room - in Moana Mickey's Fun Hut adjacent to Tangaroa Terrace in the building closest to the monorail beam east of the main lobby.
- (17) Lost and Found - at the front desk of the hotel in the first floor lobby (for articles found only at the Polynesian Hotel).

c. When working at the Contemporary Resort Monorail Station, the following locations are useful to know:

- (1) Guest Restrooms - down the escalator and immediately to the left.
- (2) Employee Restrooms - in the backstage service area after going through the door past the elevators on the first floor in the locker rooms.
- (3) Shopping Areas - down the escalator in the fourth floor lobby.
- (4) Guest food locations - Top of the World is on the 15th, the Gulf Coast Room on the second floor, Fiesta Fun Center Snack Bar on the first floor, and all other major locations on the fourth floor.
- (5) Lounges - Top of the World on the 15th floor, Monorail Club Car and Coconino Cove on the 4th floor.
- (6) First Aid - before 6:00 p.m., on the waterfront side of the hotel outside of the main lobby on the left. After 6:00 p.m., at the Central First Aid.
- (7) Wardrobe for monorail - at the Transportation and Ticket Center.
- (8) Shuttle Buses - in front of the hotel.
- (9) Launches, boat rentals, and boat cruises - at the dock on the waterfront side of the hotel.
- (10) Mailboxes and stamps - on the fourth floor by the shops on the left hand side as you go down the escalator from the monorail platform.

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B. GUEST COURTESY (Continued)

10. Area Information (Continued)

- (11) Employee Cafeteria - backstage on the first floor of the hotel at the Bottom of the World.
- (12) Guest Check Cashing - at the front desk of the hotel on the first floor in the lobby.
- (13) Employee Check Cashing - at the Cash Control office in the employee service area on the first floor.
- (14) Top of the World - take the elevator to the 15th floor.
- (15) General Contemporary Resort information - Guest Services Desk.
- (16) Game Room - in Fiesta Fun Center on 1st floor.

d. When working at the MAGIC KINGDOM Monorail Station, the following locations are useful to know:

- (1) Guest Restrooms - to the right hand side of City Hall.
- (2) Employee Restrooms - behind the employee breakroom at the MAGIC KINGDOM Entrance.
- (3) Public telephones - by the ticket booth at the entrance to the MAGIC KINGDOM.
- (4) Mailboxes and stamps - at the Newsstand located to the left hand side of the turnstiles as you enter the MAGIC KINGDOM.
- (5) Public Lockers - under the train station at the entrance to the MAGIC KINGDOM.
- (6) Film and camera supplies - at the Newsstand located to the left hand side of the turnstiles as you enter the MAGIC KINGDOM and at the camera center on the right hand side of Main Street.
- (7) Strollers and Wheelchairs - to the right of the Steam Train Station just as you enter the MAGIC KINGDOM.
- (8) City Hall - to the left hand side of Town Square as you enter Main Street and pass under the Train Station.
- (9) Shuttle Buses - none are available from the MAGIC KINGDOM.
- (10) Boats to the resort hotels - none are available from the MAGIC KINGDOM.
- (11) Boats to Fort Wilderness - on the waterfront by the ferry dock (resort I.D. required).

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B. GUEST COURTESY (Continued)

10. Area Information (Continued)

- (12) Boats to Discovery Island - The World Cruise may be boarded on the right after you exit the monorail platform. The Fort Wilderness launches from the MAGIC KINGDOM entrance may also be used to Discovery Island with a ticket for Discovery Island.
- (13) Trams to the Parking Lot - may be found at the Transportation and Ticket Center. Trams run from the MAGIC KINGDOM to the Transportation and Ticket Center only during breakdowns and extremely busy periods.
- (14) First Aid - to the left at the other end of Main Street just before the Crystal Palace.
- (15) Guided Tours - by City Hall on Main Street.
- (16) Wardrobe for monorail - at the Transportation and Ticket Center Westgate Wardrobe.
- (17) Guest Check Cashing - at the bank building on the left as you enter Main Street from under the train station until 4:00 p.m. daily. After that, at the ticket booth on the second floor of the Main Street Train Station.
- (18) Foreign Currency Exchange - the same place as guest check cashing.
- (19) Employee check cashing - at the employee check cashing facility behind the bank on Main Street.
- (20) Cigarettes and souvenirs - at the Newsstand located to the left hand side of the turnstiles just inside the MAGIC KINGDOM.
- (21) Maps of the Park and guide books - at City Hall.
- (22) Hotel, Luau, Pioneer Hall, and Fort Wilderness reservations - at City Hall.
- (23) General MAGIC KINGDOM Information - at City Hall.
- (24) A place to eat breakfast - full breakfast at the Town Square Cafe and the Crystal Palace at the other end of Main Street, Pastries at Sara Lee's on Main Street.
- (25) Baby changing facilities - at Gerber Baby Care Center by the Crystal Palace restaurant at the end of Main Street.

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B. GUEST COURTESY (Continued)

10. Area Information (Continued)

- e. All WALT DISNEY WORLD guest bus routes originate from the bus loading area at the Transportation and Ticket Center, except the routes between the Polynesian Resort and Golf Resort (Green Flags), the route between Fort Wilderness Pioneer Hall shows and Polynesian luaus, from the Golf Resort, Polynesian Village and Fort Wilderness, (Black Flags), the route at Lake Buena Vista between the Walt Disney World Village and the Vacation Villas, Club Lake Villas, and Fairway Villas, etc, (Green-Gold Flags), and the route at Lake Buena Vista between the Walt Disney World Village and the Lake Buena Vista Hotels. (Blue-White Flags).
- f. By taking a WALT DISNEY WORLD shuttle bus or any other form of transportation to the Transportation and Ticket Center, a guest can then catch a bus to all other major guest areas of WALT DISNEY WORLD except for the MAGIC KINGDOM.
- g. Some WALT DISNEY WORLD shuttle buses require a WALT DISNEY WORLD Resort I.D. To ensure that the guest receives the proper information, please call Bus Information (4129) for specific details.
- h. Taxi service to leave WALT DISNEY WORLD may be found in the Handicapped Parking Lot located to the right as you walk toward the main parking lot.
- i. A guest seeking bus information should be directed to the Bus Information booth located by the shuttle bus loading area past the Eastgate building.
- j. Trams run from the Transportation and Ticket Center to the parking lot until five minutes after the official monorail operating hours.
- k. The operating hours for the WALT DISNEY WORLD guest shuttle bus system are 8:00 a.m. to 2:00 a.m. daily. (Minimum - some routes run longer in busy periods).
- l. The daily operating hours for Discovery Island are at least from 11:00 a.m. to 4:00 p.m. During warmer seasons, the hours are longer. The operating hours are posted on the Watercraft bulletin board at Westgate.

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Byford Trexler

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B. GUEST COURTESY (Continued)

10. Area Information (Continued)

- m. A guest may get to Discovery Island by taking the World Cruise or a Fort Wilderness launch from the MAGIC KINGDOM entrance. The World Cruise departs every hour on the hour until an hour before the Island closes. Launches run from both hotels, the Magic Kingdom, and Fort Wilderness for those guests with WALT DISNEY WORLD Resort I.D.'s or Discovery Island tickets during the Island's operating hours.
- n. Guests may purchase tickets to Discovery Island at the ticket booth at the MAGIC KINGDOM entrance and at the Guest Services desks at the Resort Hotels and Fort Wilderness.
- o. The operating hours for the launches between Fort Wilderness and the MAGIC KINGDOM are approximately the same as the MAGIC KINGDOM operating hours.
- p. The operating hours for River Country can be obtained through Information 4500.
- q. Boat service between the Contemporary Resort and Fort Wilderness begins in the morning whenever River Country or Discovery Island opens (depending upon which opens first) and stops after the last Pioneer Hall show ends at 12:00 midnight.
- r. The Moonlight Cruise is available from the Contemporary Resort. Tickets can only be purchased at the Guest Services desks at any of the WALT DISNEY WORLD Resorts and at the boat before the cruise if tickets are available.
- s. Departure times for the Moonlight Cruise are available wherever tickets are sold for the cruise.
- t. If you are unsure of the times for any of the events previously discussed, you may call extension 4500 or 68-1 to find the correct information.
- u. The operating hours for the ferryboat between the Transportation and Ticket Center and MAGIC KINGDOM are approximately the same as those for the express monorail system.

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B. GUEST COURTESY (Continued)

10. Area Information (Continued)

- v. If a guest wants to walk from the Transportation and Ticket Center to the Polynesian Village, you should tell them that it is okay except that he/she will need either a handstamp or a transportation ticket from the Transportation and Ticket Center to board the monorail at the hotel. Explain that this is because the hotel ticket booths only sell tickets to hotel guests. This is to be discouraged when possible.
- w. The show times for the Electrical Water Pageant are between 9:00 p.m. and 10:00 p.m. The pageant is located on Bay Lake and the Seven Seas Lagoon. For specific times and locations, refer to your entertainment show schedule.

11. Non-English Speaking Guests

We should make an extra effort to be polite and understanding of our non-English speaking guests as WALT DISNEY WORLD can be especially confusing to them.

- a. If the guests speak Spanish or French, escort them to the nearest park telephone and dial extension 7900 between the hours of 9:00 a.m. and 6:00 p.m.
- b. If the situation involves a language other than French or Spanish, or if it occurs at a time other than the ones listed in (a) above, you should try to locate an employee that speaks the language in your immediate working area; or at City Hall, extension 4521; Transportation and Ticket Center Guest Relations, extension 4633; or at Guest Services in the hotels, extension 68-1.
- c. If no success is achieved in reaching an employee with the proper linguistic skills, then you should try to reach an understanding of the guest's needs and assist them in the best way possible.

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C. SHOW

The third basic element of our operation, show, is probably the hardest to define and explain. The show has been defined generally as anything that happens on our 27,500 acre stage. The show is made up of a myriad of components that, blended together, provide a pleasant, enjoyable, and stimulating experience to each guest at WALT DISNEY WORLD Vacation Kingdom.

Your position as a cast member on the WALT DISNEY WORLD Monorail System involves more than learning the mechanics of the job. It means accepting the position as a role in a presentation; as an actor or actress in a show. A basic duty and responsibility of a monorail cast member is to present the monorail show to the guests of WALT DISNEY WORLD Vacation Kingdom. For example, the monorail show is made up of many components including the view of sleek monorail trains gliding into the Contemporary Resort 60 feet above the ground, cheerful hosts and hostesses greeting and loading guests into a monorail and clean, trash free ramps and platforms. The guest courtesy aspect of the show is also one of the basic elements of our operation at WALT DISNEY WORLD Vacation Kingdom -- every guest being treated like a VIP by courteous hosts and hostesses. This aspect of the show, along with maintaining proper safety standards is one of the prime components of the show. Without continued emphasis on these areas, all our other efforts are meaningless.

The efficient operation of the monorail system is an important part of the show since it demonstrates the practical operation of a futuristic transportation system to our guests who we hope will be impressed and have their imaginations stimulated by our efforts. Cleanliness is our primary source of guest compliments and is another important part of the monorail show. Cleanliness of the whole area, including the entry areas, the platforms, exit ramps and adjacent garden areas is a part of the show at WALT DISNEY WORLD Vacation Kingdom that sets us apart from other outdoor entertainment projects. Our cast members are also continuously commended by the guests on their clean-cut appearance and courteous behavior. We are devoted to maintaining this source of compliments by adherence to the grooming standards and maintaining the area in the appearance it was designed to present.

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C. SHOW (continued)

The quality of the show presented to the guests at DISNEYLAND and WALT DISNEY WORLD Vacation Kingdom has made both of these projects successful. Walt Disney wanted DISNEYLAND to be a "different kind of amusement park." When he planned its construction; sparkling clean attractions and courteous and helpful employees were two essential elements in Walt's plan. We are committed to maintaining these standards at WALT DISNEY WORLD Vacation Kingdom to insure the success of our project and to maintain the image that Walt Disney intended for his project to possess. Every cast member is responsible for the show and everyone should be conscious of what constitutes good show and what can be done to improve it.

In order to maintain and improve the presentation of our monorail show, it is first important for everyone to be aware of his part in the show. Whenever you are in an on-stage area or in view of the guests, you are a part of the show and should assume your role as a monorail host/hostess.

1. Tips on the Monorail Show

- a. When on-stage, you are there to perform your duties as a host/hostess. These do not include smoking, eating, drinking beverages or chewing gum. An on-stage area is any guest area during normal operating hours regardless of whether a guest is present or not.
- b. Be aware of the cleanliness of the entire area at all times, bend over and pick up cups and trash, push down overflowing trash cans, and assist or direct custodial to problem areas.
- c. Put any personal items such as coats, purses, or books in designated cabinets or closets; keep them out of the view of the guests.
- d. Some of the elements of good on-stage posture are hands not in pockets, both feet down and not up on a railing, standing up straight and not leaning on anything. Never sit down on the job unless you are driving a monorail.
- e. Maintain wardrobe and grooming standards. Your costume and its appearance are important parts of the show and must meet standards of fit and

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C. SHOW (continued)

1. Tips on Monorail Show (continued)

- e. cleanliness. Your helmet is a part of your costume and must be worn at all times in show areas. The grooming policy is a part of the overall cleanliness concept of WALT DISNEY WORLD and constitutes an important part of the show; this policy should be followed by each host/hostess without reminders.
- f. Horseplay and practical jokes are obviously a bad show and may subject you to disciplinary action.
- g. Do not enter other on-stage areas while in costume; the monorail costume is not intended to be displayed in other themed areas.
- h. When you are in the park as a guest (out of costume), function as a guest. Do not wander around the console or walk up unload ramps, or bother individuals at work.
- i. Always be aware of the presence of guests and your role as a host/hostess in dealing with their questions or problems.
- j. Avoid standing around in groups. The guests are not as apt to approach you as when you are standing by yourself.
- k. The efficient operation of the Monorail System depends entirely on teamwork; on cooperating with your fellow employees, assisting them in their regular duties and responsibilities. The most exciting part of the show results when the system runs smoothly and efficiently with proper guest relations and good employee attitudes.

In short, the more professionally you conduct yourself in all facets of the operation, the better the show will be.

2. Guest Dress Code

The dress code requirements for a guest seeking to board the Monorail System are as follows:

- a. All guests must have shoes on their feet.

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C. SHOW (continued)

2. Guest Dress Code (continued)

- b. Shirts and tops are required for all guests and must be buttoned (at least one).
- c. Clothing imprinted with obscene language or pictures is not permitted.
- d. Guests wearing bathing suits may board at the hotels if they meet all other dress code requirements.

If you ever have any problem in this area, notify your lead or supervisor.

3. Grooming

The "Disney Look" is a very important part of our overall show. When it comes to your appearance as a part of our cast, there are certain standards you must follow. Here are the elements of our WALT DISNEY WORLD look.....

Hostesses

Hair Styling - Hostesses should keep their hair neatly combed and arranged in an attractive, easy-to-maintain style. Any extreme in hair styling...such as that of shaving the head and eyebrows...is not permitted. Hairstyles termed "natural" or "afro" are accepted provided they are neatly packed and shaped.

Haircoloring - The "Disney Look" does not permit extremes in dyeing, bleaching or tinting. Frosting or streaking are not permitted.

Teasing - If the hair is teased, it should be kept to a minimum and should be for body and shape only.

Length - Those who prefer long hair should take special care that it is neat and well groomed. Hair below the shoulder length should be worn in such a manner that it is combed away from the face so that it will not fall forward or over the face while performing normal job duties. Side tendrils, if worn, should not extend below the bottom of the ear lobe.

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C. SHOW (continued)

Hostesses (continued)

Hair Confinement and Accessories - Hair below shoulder length may need some confinement so as not to fall forward over the face while working. In keeping with the "Disney Look" there are three acceptable hair accessories...a plain barrette in gold, silver or tortoise shell with no ornamentation; yarn; and hair ribbons.

If yarn or hair ribbon is worn, it should compliment the costume and be no wider than one-half inch, and no longer than four inches, when tied. Hair ribbons are for the express purpose of holding the hair away from the face, not as a decorative addition to the costume.

Stick-pin barrettes (both leather and plastic) and knitted chignon (bun) holders are not acceptable.

Wigs and Hairpieces - Wigs and hairpieces are not permitted unless for medical cosmetic purposes as approved by supervision.

Cosmetics

Face Makeup - For hostesses, only a natural makeup is permitted. Foundation bases, powders and blushes should correspond with each individual's skin coloring.

Eye Makeup - If mascara is worn, it should be applied lightly in shades of black or brown. The "Disney Look" does not include eye-shadow, eye liner, or false eyelashes.

Lipstick - Lipstick, if worn, should be applied lightly and should compliment your appearance. Wear a true or natural color of lipstick.

Perfume - Perfume or scented powders should not be used excessively.

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C. SHOW (continued)

Hostesses (continued)

Fingernails - Fingernails should be kept clean and, if polish is used, it should be clear or flesh tones. Dark red, gold and silver tones are not considered a part of the "Disney Look". Fingernail tips should not exceed one-fourth inch.

Jewelry - Small rings, class rings, wedding bands, engagement rings, watches and company service pins are permitted. Only one ring per hand with the exception of a wedding set. A petite post stud earring is acceptable. A stud constitutes a simple, inconspicuous gold, silver or colored earpost, not to exceed one-fourth inch in diameter.

Shoes - Hostesses in costume, unless otherwise advised, are required to provide their own white shoes with a plain toe and defined heel. Shoes should be polished and kept in good repair. Stockings or white socks are required to be worn at all times with the shoes. White tennis socks are acceptable as long as there are no tassels on the heel. Prescribed shoes are required the first day you are in costume, unless otherwise informed. (Earth type shoe styles, wedge styles, and moccasin-toe, where the stitching appears in a raised fashion around the toe, styles are not acceptable.)

Name Tag - We are a first name organization. You have been issued a name tag. Please wear it with pride. The hostess name tag should be worn on the left side above or below the monorail emblem. If no emblem is present, it should be worn approximately where the emblem would be.

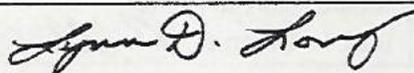
Hosts

Hair - A neat natural haircut and a clean shave are essential each day. The hair is to be neatly groomed so that it does not extend beyond or cover any part of your ears. Hair must not stick out over your shirt collar or from around your helmet.

Any extreme hair styling...such as that of shaving the head and eyebrows...is not permitted any more than is any other hair style which is not the proper length.

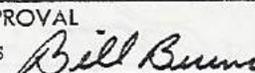
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C. SHOW (continued)

Hosts (continued)

Haircoloring - The "Disney Look" for hosts does not permit extremes in dyeing, bleaching, or tinting.

Sideburns - Sideburns should be neatly trimmed and may be permitted to extend to the bottom of the earlobes, following their natural contour. Flares or muttonchops are not permitted.

Moustaches and Beards - Moustaches and beards are not permitted.

Wigs - Wigs and hairpieces for men are not permitted unless for medical cosmetic purposes as approved by supervision.

Fingernails - Clean presentable fingernails are a must. Fingernail tips should not extend beyond the tip of the finger.

Jewelry - Small rings, class rings, wedding bands, approved tie clips, watches, and company service pins are permitted. Only one ring per hand.

Shoes - Hosts in costume, unless otherwise advised, are requested to wear plain black leather lace oxford shoes with defined heels no more than one-half inch high and black socks. Earth shoe styles and wedge styles are not a prescribed shoe. Shoes should be polished and kept in good repair. Prescribed shoes and socks are required the first day you are in costume.

Name Tags - We are a first name organization. You have been issued a name tag. Please wear it with pride. Hosts' nametags should be worn in full view on the outside front of the costume. It should be worn on the left side above or below the monorail emblem. If no emblem is present, it should be worn where the emblem would be.

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C. SHOW (continued)

Host and Hostesses

Costumes - Costumes should be clean and neat at all times. If it should happen that a costume change is necessary during your shift, check immediately with your lead.

NOTE: You will have to pay for any part of your costume that is lost or unnecessarily damaged. You should keep your wardrobe locker locked at all times when you are not directly in front of it.

Sunglasses - Sunglasses are a block to interpersonal communication with the guests throughout WALT DISNEY WORLD Vacation Kingdom and should be avoided in the on-stage areas, if possible. As a general policy, sunglasses may be worn when glare would prevent you from doing your job safely or efficiently. Glasses with silver-coated lenses that would prevent a person from seeing your eyes are not acceptable in the on-stage area. Sunglasses when worn, should not detract from the costume or contradict the theme of the area. When sunglasses are not in use, they should be kept in a non-conspicuous place.

Sweaters - Black turtleneck sweaters are available during the colder seasons. Sweaters are to be worn under the monorail shirt. The sleeves should not be rolled or pushed up the arm.

Pants - Pants should be worn no longer than two inches from the back of the bottom heel.

Shirts - The zipper in the shirt should be zipped up at least one inch. United Way pins can be worn on the collar.

Jacket - Jacket sleeves should not be rolled up. The shirt collar should be worn under the jacket.

Helmets - No pins should be worn on the helmet, except for the monorail insignia.

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C. SHOW (continued)

Hosts and Hostesses (continued)

Pea Coats - Pea Coats are available in colder weather. If not wearing your coat, it should be put in a non-conspicuous place.

Scarf - Scarfs are available in colder weather.

Gloves - Gloves are available during colder weather. When you are not wearing your gloves, they should be put in a non-conspicuous place.

Any exceptions to these standards must be approved by the Wardrobe Department. Any questions pertaining to your costume should be directed to supervision, to make sure that your appearance conforms with the requirements for the "Disney Look".

D. CAPACITY

Capacity is the manner in which the inherent design of the Monorail System is utilized to transport guests most efficiently in a given situation. It is the fourth of the basic elements of the operations of WALT DISNEY WORLD Co. and relates closely to the other elements of safety, courtesy, and show. In other words, capacity involves presenting a good "show" to the greatest number of guests possible without sacrificing "safety" and "courtesy". By maintaining the standards for safety, courtesy and show, the requirements for capacity will be satisfied with little additional effort.

The capacity of the Monorail System depends directly on the efficiency with which we perform the basic mechanics of the operation. The system will operate in the most efficient manner when operators on the platform work together at accomplishing their duties and the operators in the monorails keep themselves constantly aware of their responsibilities and obligations.

In general, the monorails should be loaded and unloaded as quickly as possible except in cases where a rapid load and dispatch would adversely affect the spacing of the monorails in the cycle. The cycle time (time required for a monorail to move from one point on the beam and return to the same point) should always be taken into consideration. Listed below are tips on maximizing capacity in different locations:

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D. CAPACITY (continued)

1. While Driving A Monorail

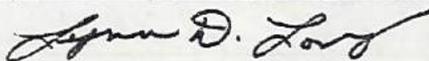
- a. Be in your cab, ready to go, before all doors are closed.
- b. Maintain your relationship to other monorails on your beam.
- c. If you see that the train in front of you is too far ahead, try to make an extra effort while assisting unloaders and loaders in the station. The key place to make-up time is inside the station -- not speeding on the beam.
- d. If you see that the position of the train in front of you may result in your train having to stop at a holding point, you should adjust your speed approaching that holding point to avoid a complete stop, if possible.
- e. If you approach a station on the lagoon beam with heavy guest flow and some of the guests on board are continuing their trip, ask them, over the train's P.A., to please slide all the way across the seat to the appropriate side to allow room for those guests boarding.

2. While Working at the Transportation and Ticket Center Station

- a. On hotel load side, ask the guests to step to the area around the gate to be opened when the train arrives (based on crowd flow).
- b. On the exterior load side, when the single ramp comes to a stop, ask guests to step to their left as they approach the top of the ramp and proceed down to the double chain.
- c. When loading a 5-car train on exterior and a 6-car train is next, ask guests at the top of the ramp to step down to the gate at the far end as soon as the 5-car train starts loading and there is enough room for the guests to walk down.

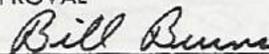
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D. CAPACITY (continued)

3. While Working at the MAGIC KINGDOM Station

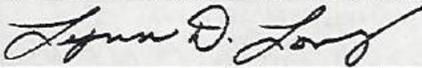
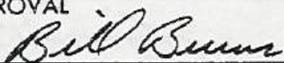
- a. On hotel side, as guests fill the queue area on the east end of the station, ask them to step up to the gate and fill in all available space. The same procedure should be applied to filling the west end queue area.
- b. While waiting for the next train, to insure proper loading, you should check the destination of all guests in your queue area.

4. While Working Exterior Load Side at Either Major Station

- a. If you are waiting to load your gate, ask the guests to step all the way down the platform and please not step into a gate area.
- b. At the top of the ramp, ask the guests to keep their parties together and to know how many are in their party.
- c. When directing guests to another employee, use the employee's name. It is courteous and gives the guest a specific direction to follow. If an employee is not available, use a landmark; for example: "The second gate on your right," or "just on the other side of the pole".

5. While Working at the Polynesian Village Station

- a. After guests have stepped through the turnstiles, ask them to step all the way down to the appropriate boarding area.
- b. When the line backs up at the Polynesian, make sure the line forms around the east side of the lobby and is not blocking the monorail exit.
- c. When a train enters the station, hold the guests at the turnstiles to avoid loading stragglers and therefore decreasing cycle time.
- d. While waiting for the next train, to insure proper loading, you should check the destination of all guests in your queue area.

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D. CAPACITY (continued)

6. While Working at the Contemporary Resort Station

- a. Ask the guests to step all the way down to a specific location, for example, to the white chain or the end of the platform, and give them the approximate wait time.
- b. When loading an exterior monorail: Advise the guests of the procedure that is to be followed and if possible, open 2 or 3 gates to speed the loading (consult with the lead on this).
- c. When the line backs up at the Contemporary turnstile, ask the guests to form a single file line straight back from the turnstiles. Make sure the exit from the escalator is not blocked.
- d. While waiting for the next train, to insure proper loading, you should check the destination of all guests in your queue area.

7. While Working at Either Hotel

- a. As guests approach the turnstiles, ask them to have their hotel I.D., handstamp or transportation ticket ready.
- b. If the guest flow is heavy, the second turnstile at the Contemporary should be opened. The lead should first be notified and the turnstile reading taken. As guests fill the queue or escalator to capacity, stop the flow at the turnstiles.

8. While Working at any Load Position

- a. As the guests step from the gate or queue area, ask them to "Please step in the monorail and slide across to the far side. There is room for 5 across."

Just to reemphasize, capacity is a basic and necessary element of the Monorail System's operation. However, safety, guest courtesy or show should never be sacrificed to maximize capacity.

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SECTION Basic Elements of Our Operation	TIPS	PAGE 2-41	

E. TIPS AND SUGGESTIONS FOR MAINTAINING GENERAL SYSTEM EFFICIENCY

1. Stay clear of the station console area unless you have specific business there.
2. Handling your timecard:
 - a. Always bring your timecard to the lead at the station to which you are assigned for that day.
 - b. You must always punch your timecard in and out every day that you work.
 - c. No one else is allowed to punch your timecard in or out.
 - d. On Saturday, at the end of your shift, or at the end of your last scheduled shift for every work week, you must:
 - (1) Insure that your lead completes the timecard for the work week.
 - (2) Verify the hours totaled.
 - (3) Sign the timecard.
3. Before you leave the West Gate Building every day, check the monorail bulletin board for your next scheduled shift.
4. Sick pay (if entitled) must be filed for within three days after you return to work from the illness.
5. At least two weeks notice (in advance of the posting for the schedule, including your vacation) is required for submitting vacation requests.
6. If you must call in sick, absent or late:
 - a. Call in as far as possible in advance of the start of your shift.
 - b. Call either to the Transportation and Ticket Center Monorail Station, Transportation Base, the monorail station at which you are scheduled to work that day, or to a monorail supervisor at the Operations office.

SUBMITTED BY <i>Lynn D. Long</i>	MANAGERIAL APPROVAL <i>Bill Burns</i>
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E. TIPS AND SUGGESTIONS FOR MAINTAINING GENERAL SYSTEM EFFICIENCY (continued)

6. c. You must give the following information to the person you talk to:
 - (1) Your name
 - (2) Nature of illness
 - (3) Where and when you were due in
 - (4) A phone number where you can be reached
 - (5) When you will be returning to work
7. The proper way to answer a telephone is to give the name of the station where the phone is located and your first name.
8. An E.R. is an employee request to be released from completing the remainder of that employee's shift. It does not obligate your lead to grant your request.
9. Your paycheck may be picked up each week at the Transportation and Ticket Center after 1:00 p.m. on Thursday and in MO-7 after Saturday.
10. Your costume should be exchanged at the end of your shift unless wardrobe is closed.
11. The Operations Supervision Office is located in MO-7 which is the office area located above the Bordens/Crystal Art Shop area of Main Street U.S.A. in the MAGIC KINGDOM.
12. The only place you should park if you are coming to work for the day, picking up your paycheck, conducting any other business, or anything other than visiting as a regular guest, is in the employee parking lot in the Chip 'n Dale parking area or North Service area employee parking area.
13. If you are visiting WALT DISNEY WORLD Vacation Kingdom, you should park only in the designated guest parking area for the guest facility that you will be visiting.
14. You are never supposed to park in the Kennel Parking Lot, Handicapped Parking Lot, near the West Gate Building or the service area of the hotels.

SUBMITTED BY Lynn D. Long <i>Lynn D. Long</i>	MANAGERIAL APPROVAL Bill Burns <i>Bill Burns</i>
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DIVISION Operations	 STANDARD OPERATING PROCEDURE	ISSUE NO. 6	DATE 01/25/81
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E. TIPS AND SUGGESTIONS FOR MAINTAINING GENERAL SYSTEM EFFICIENCY (continued)

15. The console telephones are reserved for business calls only. Personal calls are not permitted because they may interfere with the functioning of the entire system. Refer all business calls to the lead or the person in charge of the platform -- many factors are involved in the functioning of the system and many times only the lead is aware of the important considerations on whether or not, for example, a monorail should be dispatched or held. All paperwork, phone calls, and personnel business are the leads responsibilities unless specifically designated otherwise by the lead or a supervisor.
16. All information pertinent to the efficient operation of the system should be immediately reported to the lead -- for example, monorail or station defects, wheelchairs, guest illness or complaints.
17. The time limit for submitting a shift change request is three days advance notice of the date the change is to be effective.
18. The time limit for submitting an ADO is two weeks advance notice of the date requested off.
19. Shift Change and ADO requests should be placed on the monorail bulletin board at the West Gate Building for approval by supervision. The requests will be replaced on the bulletin board after approval or disapproval and signed by a supervisor. If you have personal confirmation from a supervisor, the request form will not have to be replaced on the board.
20. Employees in costume are not authorized to ride in the operating cab of a monorail unless given permission by a lead or supervisor.

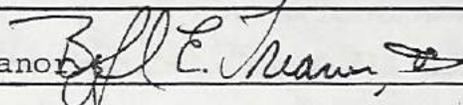
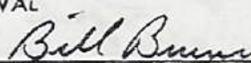
SUBMITTED BY Lynn D. Long <i>Lynn D. Long</i>	MANAGERIAL APPROVAL Bill Burns <i>Bill Burns</i>
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DIVISION Operations	 STANDARD OPERATING PROCEDURE	ISSUE NO. 6	DATE 01/25/81
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SECTION Platform Positions			PAGE 3-1

A. TRANSPORTATION AND TICKET CENTER AND MAGIC KINGDOM EXTERIOR PLATFORM POSITIONS AND RESPONSIBILITIES

1. Grouper

- a. Counts guests into groups of 35 to 40.
- b. Sends each group to proper holding areas.
- c. When there are two groupers, each grouper will load three holding areas with each ramp.
- d. At the MAGIC KINGDOM, when there is only one grouper and two ramps are being used, the grouper will load three holding areas with each ramp.
- e. Will not load stragglers on the monorail when they would hold up the normal cycle of the monorails.
For example:
 1. Four train operations at TTC - Stop loading when the next incoming monorail has reached the secondary holdpoint outside TTC.
 2. Four train operation at MAGIC KINGDOM - Stop loading when the next incoming monorail has reached pylon 46 (exiting the Contemporary Hotel).
 3. Three train operation at TTC - Stop loading when the next incoming monorail has reached the north/west rectifier break.
 4. Three train operation at MAGIC KINGDOM - Stop loading when the next incoming monorail has reached the secondary holdpoint outside MAGIC KINGDOM.
 5. Two train operation at TTC - Stop loading when the other train has exited the MAGIC KINGDOM Station.
 6. Two train operation at MAGIC KINGDOM - Stop loading when all guests have boarded who were on the platform when the train entered the station.

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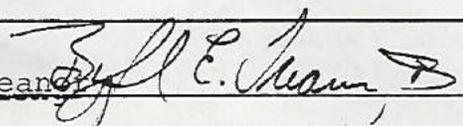
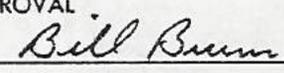
A. TRANSPORTATION AND TICKET CENTER AND MAGIC KINGDOM EXTERIOR
PLATFORM POSITIONS AND RESPONSIBILITIES (continued)

1. Grouper (continued)

- f. To reduce congestion on the platform and to serve as an overflow area, the gate nearest the grouper should be the last one loaded.
- g. Whenever a five-car monorail is operating on the exterior beam, gate #1 should not be loaded.

2. Loaders #1 through #6

- a. Direct the guests into the proper aisles, insuring that only the proper number of guests (ten adult sized guests or the equivalent thereof) are directed into each aisle. As the guests are approaching, let them know what you are trying to do.
- b. Double check to make sure the proper number of guests per aisle have been grouped out and adjust where necessary.
- c. Talk with the guests and answer their questions.
- d. Open the platform gates as the entering monorail passes by them.
 - (1) While waiting for the next monorail, insure that no guests are sitting on the platform gates or railings.
 - (2) Before moving a gate you must insure that all employees and guests hands and fingers are clear of the gate.
 - (3) As you open the gates, clearly request that your guests stand back and wait until the doors of the monorail open automatically toward them before they move past the gate -- then watch to insure that they do so!
- e. As the guests are entering the monorail, verbally caution them to lower their heads and keep hands, fingers, and legs away from open doors.

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A. TRANSPORTATION AND TICKET CENTER AND MAGIC KINGDOM EXTERIOR
PLATFORM POSITIONS AND RESPONSIBILITIES (continued)

2. Loaders #1 through #6 (continued)

- f. Close the doors and gates after the guests enter the monorail and check to assist the other loaders.

NOTE: When closing any platform gate at any station, use only your hands to move the gate to retain control over the movement of the gate. Also, insure that all employees and guests are clear of the gate and its travel area before moving the gate.

- g. Try to keep the guests moving smoothly and be courteous at all times.
- h. Loaders will keep the railing or a closed gate between themselves and the trough at all times until the entering train has passed by their position.
- i. It is Loader #1's responsibility to assure that only a proper number of guests are selected and grouped for entering the control cab. Guests should be placed in the cab of every train, unless instructed by a lead or Monorail Base to hold the cab.

NOTE: Due to weight limitation factors, the proper number is limited to four adults or the equivalent of four adults' weight. Example: Two adults and three small children, or up to a total of six guests. This must be coordinated with the driver as the driver will be held responsible for an overloaded cab.

- j. Closing monorail doors:
- (1) When closing doors, always use the door handles. Even if there are no guests in the car, use the handle.
 - (2) If you have loaded guests into a car, the doors on that car must be pulled closed instead of pushed closed.
 - (3) After closing a door, check the red light below it to insure that the door is completely closed and latched properly.

SUBMITTED BY

Byford Treanor

Byford E. Treanor, TD

MANAGERIAL APPROVAL

Bill Burns

Bill Burns

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A. TRANSPORTATION AND TICKET CENTER AND MAGIC KINGDOM EXTERIOR PLATFORM POSITIONS AND RESPONSIBILITIES (continued)

2. Loaders #1 through #6 (continued)

- K. Unless otherwise authorized by a monorail lead or a monorail supervisor, no guests are to be allowed to ride in the non-operating cab of a monorail and monorail employees are to ride there only when there are no available seats in the main cars of that monorail.

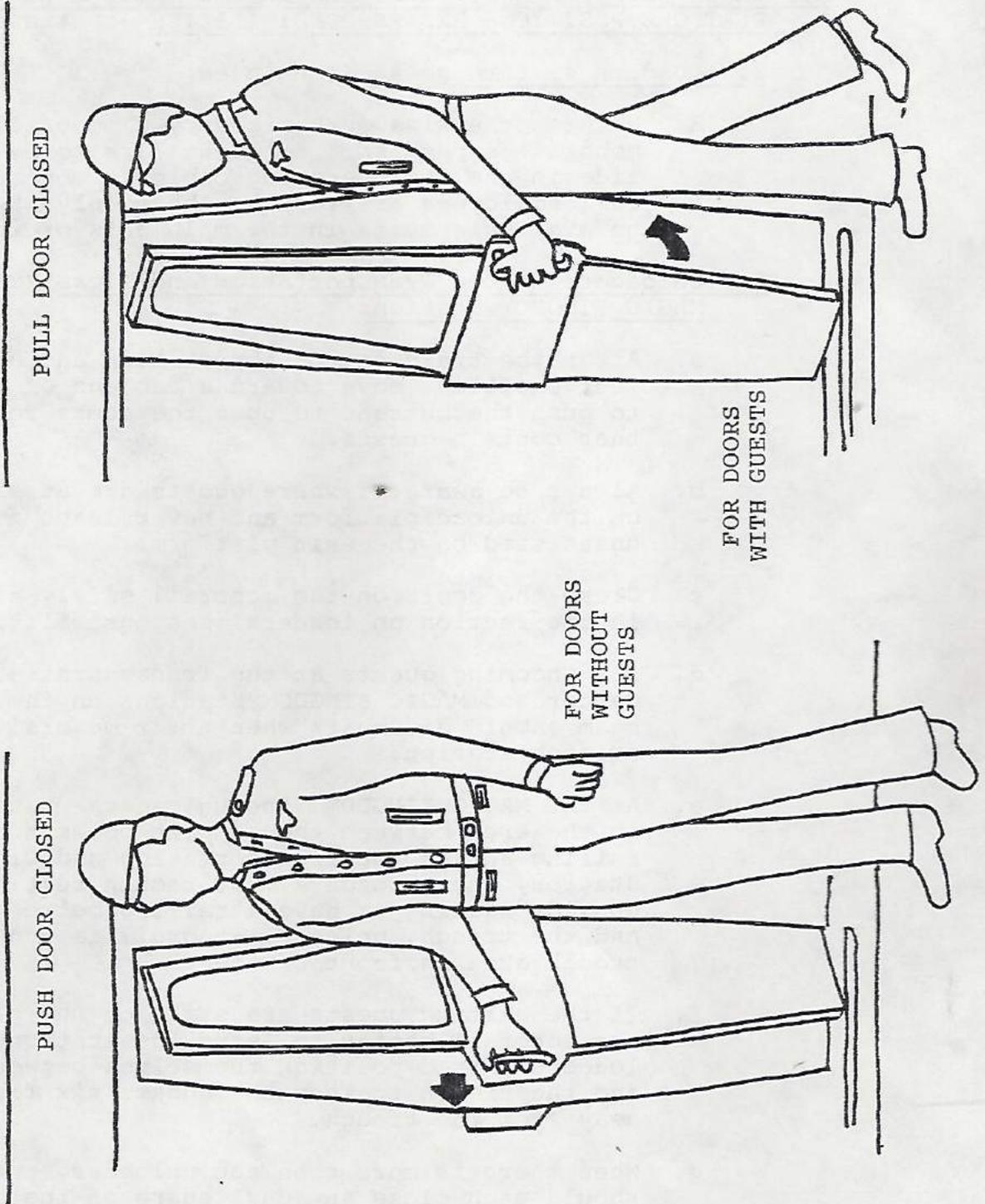
3. Unloaders at the Transportation and Ticket Center and MAGIC KINGDOM Stations.

- a. After the train enters the station and has passed your position, move toward a cab end of the train to push the buttons to open the doors for all cars that contain guests.
- b. Always be aware of where guests are at all times on the unload platform and never leave a guest unassisted on the exit platform.
- c. Close the doors on the monorail safely as outlined in the section on loaders' responsibilities.
- d. All incoming guests at the Transportation and Ticket Center and MAGIC KINGDOM Stations on the exterior beam should disembark when their monorail arrives at each station.
- e. At the MAGIC KINGDOM, the unloaders must remain in the area between the support poles and the center railing and at the Transportation and Ticket Center Station, the unloaders must remain next to the outside railing or have a railing between themselves and the trough, unless a monorail is occupying the trough area in front of them.
- f. If the exiting guests are still on the platform as the monorail begins to leave the station, the unloaders should position themselves between the guests and the trough to keep the guests six feet or more away from the trough.
- g. When there is more than one unloader, the unloaders should each close an equal share of the open doors unless one of them is assisting with a wheelchair guest or similar type of situation.

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Byford Treanor *Byford E. Treanor*

MANAGERIAL APPROVAL
Bill Burns *Bill Burns*

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SUBMITTED BY Byford Treanor <i>Byford E. Treanor</i>	MANAGERIAL APPROVAL Bill Burns <i>Bill Burns</i>
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A. TRANSPORTATION AND TICKET CENTER AND MAGIC KINGDOM EXTERIOR
PLATFORM POSITIONS AND RESPONSIBILITIES (continued)

4. Crowd Controller Responsibilities

- a. Should be positioned at the bottom of the entrance ramp to either the Transportation and Ticket Center or the MAGIC KINGDOM Stations.
- b. Assist guests with information regarding all means of transportation and other items.
- c. Contact the station lead regarding any major changes in guest flow to the monorails and open and close the ramp areas as directed by the lead.
- d. Assist the guests with general information about WALT DISNEY WORLD Vacation Kingdom.
- e. Keep the area clean. Check trash cans for overflowing and if the can is overflowing, push the trash down.
- f. During peak periods, suggest that wheelchair guests take the ferryboat for convenience. If wheelchair guests wish to ride the monorail, their wheelchairs will proceed up the ramp with normal guest flow.
- g. During peak periods, suggest other means of transportation (ferryboats, or MAGIC KINGDOM Trams) in order to avoid a long wait for the monorail.
- h. Insure that all signs at the entrance to the station are positioned correctly.
- i. Insure that all guests are wearing shirts and shoes.

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B. DESIGNATED CAR LOADING LAGOON BEAM

In order to develop an operation in which it is possible to utilize simulated through loading, a system has been developed which allows certain doors to be loaded while at the same time other doors are being unloaded. This system, designated car loading, has reduced cycle times, therefore increasing guest capacity. This system will allow for future expansion projects such as an additional hotel. The success of this system depends on everyone fulfilling their responsibilities as quickly and safely as possible.

Except where noted, the positions for the designated car loading system remain the same at all four station.

NOTE: It is important to remember that at many times you will be responsible for more than one position. At no time should the quality of our show be sacrificed. Take a few extra seconds to explain to our guests what is happening or what you would like them to do. Guests are more than willing to co-operate if they know what is expected of them.

1. Turnstile Position

a. Admission Media - The following are acceptable admission media to board a monorail at a hotel station. For any other items then the ones listed below, please consult your lead or supervisor.

- (1) Current I.D. cards or room keys from any of the three WALT DISNEY WORLD Resort Hotels or the Fort Wilderness Campgrounds or a Gold Key Card (one card per person).
- (2) The handstamp of the day for either the MAGIC KINGDOM or the transportation system.
- (3) WALT DISNEY WORLD transportation admission coupons (to be torn in half and both halves placed in the ticket box).
- (4) DISNEYLAND Main Gate admission coupons - to be retained by the guest until reaching the MAGIC KINGDOM.
- (5) Blue WALT DISNEY WORLD employee I.D. cards and all members of their party.
- (6) Blue with gold stripe WALT DISNEY WORLD employee I.D. cards and all members of their party.
- (7) All WALT DISNEY WORLD passports.

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Byford Treanor

Byford E. Treanor

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Bill Burns

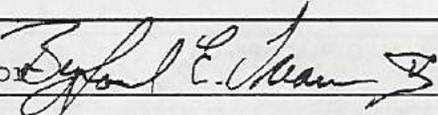
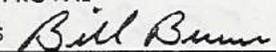
Bill Burns

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B. DESIGNATED CAR LOADING LAGOON BEAM (continued)

1. Turnstile Position (continued)

- a.
 - (8) All members of a V.I.P. tour.
 - (9) Employees in costume or with their I.D. cards.
 - (10) Gold Main Gate Passes and all members of their party.
 - (11) All other current Disney I.D.'s or Disney Main Gate Passes and the number of dependents listed on the back.
 - (12) DISNEYLAND Coupons listing the monorail as an attraction.
- b. Greet all guests and assist them with information.
- c. Direct the guests to alternate means of transportation when necessary.
- d. When working the turnstiles, please be flexible and understanding. Remember, our guests do not always understand instructions given them concerning hand-stamps. Look for packages or ticket books that may indicate that they have already been in the park. If you have any doubts of whether a person should be allowed through the turnstiles, consult the lead or supervisor.
- e. Take the turnstile reading on the hour and insure that it is recorded on the turnstile reading sheet.
- f. Ask guests who have strollers to please fold them up before passing through the turnstiles.
- g. Ask guests to please finish their drinks or open food before passing through the turnstiles. Also inform guests that there is no smoking on board the monorail. Large luggage items or golf bags are allowed, but for convenience, buses would be better.
- h. All guests passing through the turnstiles should be properly attired. This includes wearing a shirt and shoes.

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B. DESIGNATED CAR LOADING LAGOON BEAM (continued)

1. Turnstile Position (continued)

i. Polynesian Village:

- (1) When a monorail enters the station, ask the guests to wait at the turnstiles and explain that another monorail will be in shortly. Do not lock the turnstiles.
- (2) Assume the handstamp position and make sure all guests who need a handstamp receive one on his or her left hand only (because the MAGIC KINGDOM re-entry handstamp is given on the right hand).
- (3) Assist guests with wheelchairs. (As outlined in the section on Wheelchair Procedures.)

NOTE: At the Polynesian, the turnstile position will also assume the guest relations and handstamp positions unless otherwise instructed by a lead or supervisor.

j. Contemporary Hotel:

- (1) Control the guest flow up the escalator and give special attention to guests who may have problems using the escalator. (See Escalator Procedure section following.)
- (2) We may not (for safety reasons) allow a guest to board a stopped escalator and then restart the escalator for that guest to go either up or down on the escalator.
- (3) An escalator can be stopped for the purpose of allowing a guest to walk up or down on it as long as it remains stopped for the period of time that it has any guests on it.
- (4) An escalator must be completely clear of all guests before either starting or stopping it, except for when it is stopped for emergency purposes to avoid harming individuals or property.
- (5) To stop an escalator you simply depress any one of the red buttons located below the ends of the handrails at either the top or the bottom of the escalators.
- (6) To start up an escalator, you must insert the escalator key in one of the key slots located by the red stop buttons on the escalator. You then turn the key to start up the escalator.

SUBMITTED BY

Byford Treanor

Byford E. Treanor

MANAGERIAL APPROVAL

Bill Burns

Bill Burns

DIVISION Operations	 STANDARD OPERATING PROCEDURE	ISSUE NO. 6	DATE 01/25/81
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B. DESIGNATED CAR LOADING LAGOON BEAM (continued)

2. Guest Relations Position

- a. Insures that the guests are directed to the appropriate queue areas according to their destination.
- b. Talk with the guests and answer their questions.
- c. Control the flow of guests by cutting the line whenever the queue areas are filled with the maximum amount of guests (according to the number of doors or when monorail enters station.) Inform those guests waiting that another monorail will be arriving in just a few minutes.
- d. When a guest informs you that he would like to ride around, politely and courteously explain that he will need to wait for the first available cab. Direct him to the proper waiting area.

3. Loader

- a. Group specified number of guests into queue area or gates according to number of designated doors.
- b. Talk with the guests and answer their questions. To insure proper loading, recheck the destination of all guests in the queue area.
- c. Remain behind the railing until the incoming monorail has passed your position.
- d. Direct the guests into the cars and close the monorail doors by the handle as outlined in the section on exterior beam loaders responsibilities.
- e. Assist in the loading of wheelchairs, following the procedures outlines in Section C concerning wheelchair policies.
- f. All guests who were already positioned by a gate in the queue area should be allowed to board the monorail unless seating is not available.
- g. Any guests waiting to board should be informed that another monorail will be arriving in a few minutes.

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B. DESIGNATED CAR LOADING LAGOON BEAM (continued)

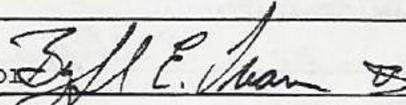
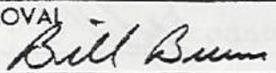
3. Loader (continued)

- h. Insure that all guests remaining on the platform are behind a closed gate or railing before the monorail begins moving.
- i. Ask guests in a polite and courteous manner to please refrain from sitting on railings or gates.
- j. Always have a gate or railing between yourself and the trough when a monorail is not occupying that part of the trough.
- k. Transportation and Ticket Center:
 - (1) After the doors on the opposite side of the monorail have opened, you should then manually open the designated doors on your side of the monorail to accommodate the waiting guests.

NOTE: The loader will assume the guest relations position when that position is not filled or if instructed to do so by a lead or supervisor.

4. Unloader

- a. Remains behind the railing, or 6 feet from the trough, unless a monorail is occupying the trough area in front of you.
- b. When the train comes to a full stop, open the designated cars.
- c. Close the doors on the monorail safely as outlined in the section on loaders' responsibilities.
- d. Always be aware of where guests are at all times and never leave a guest unassisted on the platform.
- e. If guests are still on the platform as the monorail begins to leave the station, the unloader should position themselves between the guests and the trough to keep the guests 6 feet or more away from the trough.

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DIVISION Operations	 STANDARD OPERATING PROCEDURE	ISSUE NO. 6	DATE 01/25/81
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B. DESIGNATED CAR LOADING LAGOON BEAM (continued)

4. Unloader (continued)

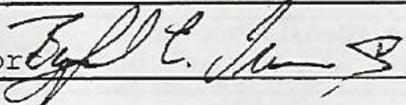
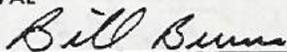
f. Contemporary:

- (1) When a train comes into the station and has made its stop, open the swinging gate (so that guests can exit off the platform) before opening the designated cars.
- (2) Will load guests who would like to ride in the operating cab.

- g. The unloader will assume the handstamp or the loader positions when those positions are not filled or if instructed to do so by a lead or supervisor.

5. Handstamp Position

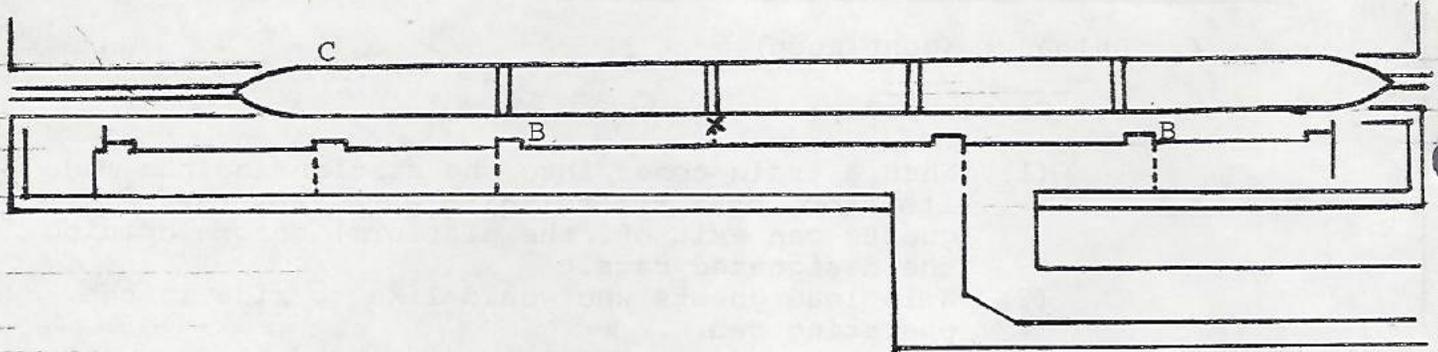
- a. Politely ask all exiting guests whether they need a handstamp for reboarding at no additional charge.
- b. Give handstamps to guests on their left hand (MAGIC KINGDOM handstamp is given on the right hand).
- c. Answer any guest questions.

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SECTION	DESIGNATED CAR LOADING POSITIONS	PAGE 3-13
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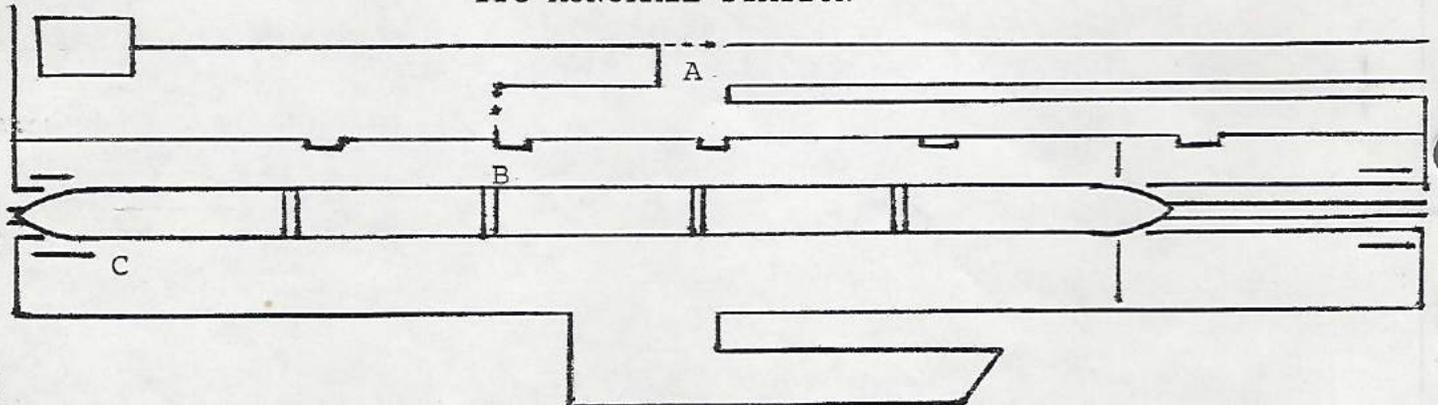
MAGIC KINGDOM MONORAIL STATION



DESIGNATED CAR LOADING POSITIONS

- A. GUEST RELATIONS
- B. LOADER
- C. UNLOADER

TTC MONORAIL STATION



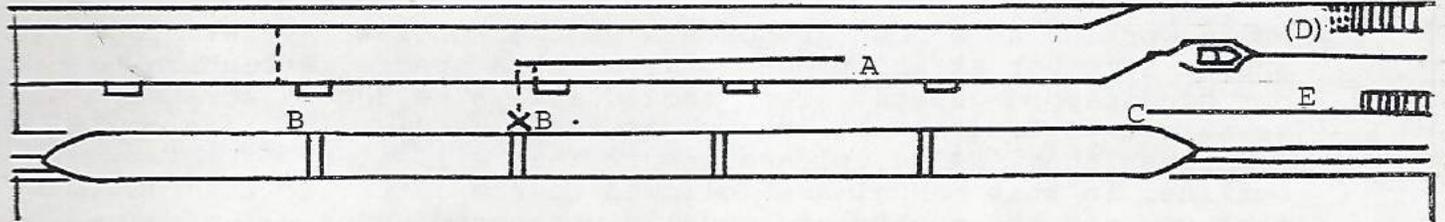
*NOTE: A&B are the same person.

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DIVISION Operations	Walt Disney World STANDARD OPERATING PROCEDURE	ISSUE NO. 6	DATE 01/25/81
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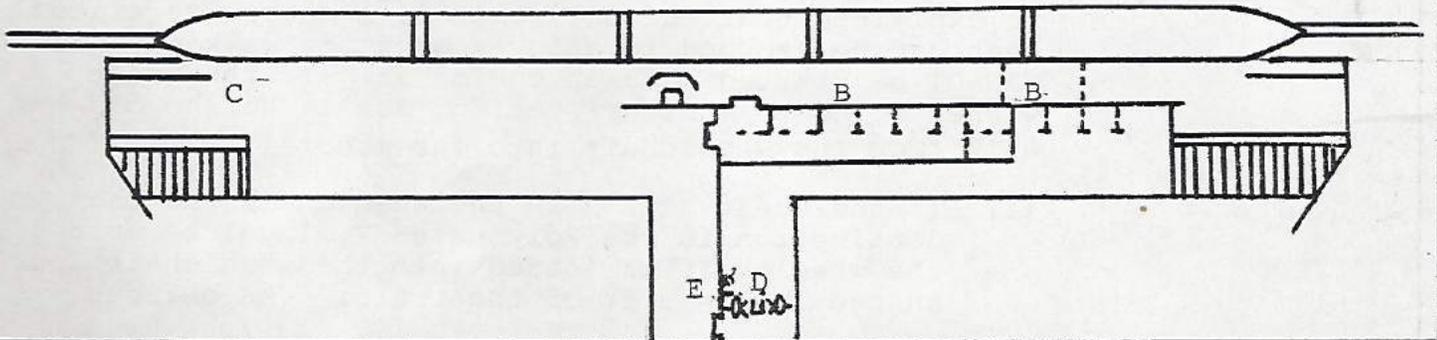
CONTEMPORARY MONORAIL STATION



DESIGNATED CAR LOADING POSITIONS

- A. GUEST RELATIONS
- B. LOADER
- C. UNLOADER
- D. TURNSTILES
- E. HANDSTAMPS

POLYNESIAN MONORAIL STATION



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C. WHEELCHAIR POLICIES AND PROCEDURES FOR THE MONORAIL SYSTEM

While working as a host or hostess on the Monorail System, you should remember at ALL times to give extra special attention to our handicapped guests. This should always be done discretely so as not to draw notice to them or their handicap as this could embarrass them. Also, please insure that all safety policies outlined in this manual are followed to the letter to insure that you and the guests are equally protected under all circumstances.

1. Policies for Handling Wheelchairs

- a. The Contemporary Resort - If you are working at the turnstile position and a guest in a wheelchair approaches you to use the monorail, you should:
 - (1) Find out if the guest can get out of the wheelchair and walk or ride up and down the escalator.
 - (a) If the guest can do this, then assist the guest in folding the wheelchair and apply the appropriate escalator procedures that are outlined in the Lagoon Beam Platform Positions and Responsibilities section of this manual.
 - (b) If the guest(s) cannot do this, then politely advise them that they will need to utilize the special shuttle bus which can be secured in front of the Contemporary Resort in the bus loading zone.
 - (2) If the special wheelchair van is needed, Bus 4 should be notified immediately. They can be notified at Bus Point, extension 4180, or Bus Information, extension 4129.

- b. All Stations Other Than the Contemporary Resort - When a guest in a wheelchair approaches the loading area, the guest should be asked his or her destination. If they wish to go to the Contemporary Resort, it should be explained that the only exit is a narrow escalator that can be stopped to allow a guest to walk down but CANNOT be started with anyone on it. If the guest wishes to go to another station, ask if he/she can step from the wheelchair into the monorail.
 - (1) If the guest remain in the wheelchair and the destination is the Polynesian Village, be sure the wheelchair is loaded into the wheelchair door on the lagoon side of the train. (An obvious

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C. WHEELCHAIR POLICIES AND PROCEDURES FOR THE MONORAIL SYSTEM
(continued)

1. Policies for Handling Wheelchairs (continued)

- b. (1) problem will result if the wheelchair is loaded in the exterior wheelchair door in this situation.)
 (2) After determining the party's destination, they should be directed into an aisle opposite the wheelchair door or an area opposite Car 3, if on lagoon. The wheelchair party should be given a seat to themselves and loaded as soon as possible after the train stops.

2. Wheelchair Door Operating Procedures

a. For loading a wheelchair:

- (1) Lift the seat upward with both hands; it will move upward exposing the seat support.
- (2) Press the seat support firmly into position and check to see that the seat is tightly held by the support. If the seat latch does not work to hold the seat up, ask the guests to wait for the next monorail.
- (3) The wheelchair key is then placed into the keyhold and turned to the outside approximately one quarter turn which will allow the wheelchair door to open completely.
- (4) The guests should then be allowed to load the wheelchair into the monorail. It should be explained that the wheelchair may be rolled up over the edge of the floor and into the monorail. Unless unusual circumstances require it, a guest should never be carried by an employee into a monorail or onto an attraction. The host or hostess may assist in loading the wheelchair but should always try to allow the other members of the guest's party to do any actual loading or lifting of the handicapped guest. If circumstances dictate that either of the above mentioned situations be accomplished, please exercise extreme caution for the safety of the guest. Whenever possible, alert the lead or supervision to the necessity of our handling the loading situation.

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C. WHEELCHAIR POLICIES AND PROCEDURES FOR THE MONORAIL SYSTEM
(continued)

2. Wheelchair Door Operating Procedures (continued)

- (5) Once the wheelchair is in place inside the monorail apply the brakes on the wheelchair to hold it in place.
- (6) Once the party is inside the monorail, the wheelchair door should be closed by turning the key first and then closing the door. The lead should be made aware of the destination of the wheelchair and the monorail it is on. Handle this yourself if a lead is not present.

NOTE: If you need to use the wheelchair door on the lagoon beam and there are already guests seated in that compartment, it is permissible to ask them if they would mind relocating to another seat in the same car of the monorail (provided that you actually have such space available). If they refuse to do so, explain this to the wheelchair party and await the next monorail.

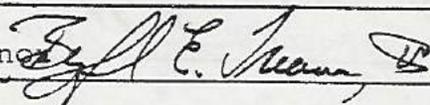
- (7) Advise the guest that there will be someone to help them out of the monorail at their destination.

b. For Unloading a Wheelchair:

- (1) The wheelchair door should be opened as explained above.
- (2) The unloader should assist the guests in unloading the wheelchair.
- (3) The wheelchair door should always be secured before the seat is lowered. Do not slam small wheelchair door shut. Close gently, turning key and releasing when door is flush.
- (4) After the door is secured, the seat support may be released by pulling out the circular metal extension at the base of the support. Lower seat as gently as possible.

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D. STROLLERS:

When guests approach the monorail with a stroller, it is not necessary for the guests to remove their children from the stroller before they enter the monorail. If a stroller is of such a size that it will fit through a regular monorail door, it is permissible to allow the stroller to remain in the open position with the child inside. If the stroller is loaded on to the monorail in the open position, consider the space the stroller will take and reduce the number of guests loaded into that door.

If a guest approaches the monorail with a baby carriage that cannot be folded up, he may use the special door.

E. THE AUTOMATIC DOOR RELEASE BUTTONS:

1. The automatic door release buttons are rubber covered, black buttons located on the outside of the monorails at the following places:
 - a. Six buttons are located next to each cab door of the monorail above the trains' color stripe on each side of the train.
 - b. One button (a master) is located at the cab #1 end of car #3 of each monorail.
2. Each button opens the doors of one side of one car of the monorail with the following exceptions:
 - a. The master buttons, located at each end of the monorail and at car #3, will open all the doors on one side of the monorail.
 - b. The buttons for car #3 on a six-car monorail also open car #3-A.

NOTE: Whenever a six-car monorail is being driven from cab #5, the door release buttons are automatically locked out from opening the doors on car #1 to prevent mishaps from occurring when operating a six-car monorail on the lagoon beam.

3. Except for the master buttons, the buttons are positioned in a sequence that corresponds directly with the order in which they will open the car doors of the monorail.

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F. STATION BREAKDOWN PROCEDURES:

1. Transportation and Ticket Center and MAGIC KINGDOM Stations:
 - a. Inform waiting guests of a delay in the operation due to a minor mechanical difficulty or loss of electrical power.
 - b. If there is a monorail in the station, check with the lead on loading procedures. You may be instructed to load or unload the train depending on the length of the delay.
 - c. Keep guests informed and comfortable and be sure to inform them of alternate means of transportation if they do not choose to wait.
 - d. A host/hostess may be positioned at the bottom of the ramp for crowd control purposes.
2. Contemporary Resort and Polynesian Village Stations:
 - a. Inform waiting guests as stated above and follow the same basic procedures.
 - b. Be certain that guests wishing to leave the platform receive a handstamp to enable them to board other means of transportation.
3. At all Stations:
 - a. Never give the guests an exact time to come back for the monorail. After suggesting alternate means of transportation to them, you should simply request that they "check back later on."
 - b. Never discuss specific details of present or past breakdown problems with our guests as these items are easily blown out of proportion or misconstrued by persons not knowledgeable about our Monorail System.

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G. STATION DOOR UNSAFE PROCEDURES:

1. If you are working a platform position and you detect an unsafe door on a monorail that has just been loaded or unloaded, you should move as quickly as possible to the unsafe door and "push" it closed. You should also quickly respond and try to locate an unsafe door if:
 - a. You receive a door unsafe sign from the driver of the monorail that you just loaded/unloaded.
 - b. You hear the word "door" over the P.A. system of either the MAGIC KINGDOM or the Transportation and Ticket Center stations.

2. If you are working a platform position and a monorail that is entering your station is experiencing a door unsafe, you should assist at the direction of the lead or person in charge of the station:
 - a. If the door is closed, wait by the railing at the end of the platform nearest the incoming monorail to visually locate the unsafe door. Do not attempt to touch the door or push it shut until the train has stopped inside of the station, but walk along beside it as the train enters to push it closed if it should come completely open.
 - b. If the door is open, the incoming monorail will stop with the open door just outside of the station. When the train has stopped, close the door and then follow the procedures as outlined in #1 above.

3. Anytime after opening and reclosing an unsafe door, take the handle and pull to insure that the latch mechanism works. If it is malfunctioning, notify the lead or person in charge of the station immediately.

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DIVISION Operations	 STANDARD OPERATING PROCEDURE	ISSUE NO. 6	DATE 01/25/81
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SECTION Driver Responsibilities			PAGE 4-1

A. DISPATCH PREPARATIONS:

1. Each time before moving a monorail in a station in which the monorail has stopped you must:
 - a. Make visual checks of the doors of your monorail in all stations in which you have stopped to insure that all doors are closed. To make this visual check, your monorail must be in stop, and the cab door(s) on the appropriate side(s) must be opened. The sides you must check are as follows:
 1. Exterior Beam - the exterior side of the train.
 2. Lagoon Beam -
 - a. MAGIC KINGDOM and Transportation and Ticket Center Stations - both sides of your monorail must be checked.
 - b. Contemporary Hotel - the exterior side only must be checked.
 - c. Polynesian Village - the lagoon side only must be checked.
 - b. Secure the cab doors.
 - c. Check the annunciator panel and emergency panel to insure that:
 1. The door unsafe indicator lights are out.
 2. The air dump lever is closed.
 3. All circuit breakers are pushed in (auxilliary A/C optional).
 - d. Place the run/stop switch in the run position.
 - e. Check the control console and annunciator panel to insure that:
 1. The reserve air pressure reading should be between 137 and 150 p.s.i.
 2. The 12 volt and 36 volt leaf meters should be white.
 3. The sound switch must be on.
 4. The forward/reverse switch should be in the proper position.

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SECTION Driver Responsibilities			PAGE 4-2

A. DISPATCH PREPARATIONS (Cont'd):

NOTE: The forward/reverse switch may be placed in reverse at the driver's discretion only for movement within a station. While outside of a station a train may operate in reverse only after receiving instructions to do so from Monorail Base, Monorail Maintenance, or a Monorail lead.

5. The brake pressure reading should be zero.
- f. Have visual clearance of the beamway to leave the station.
- g. Have received dispatch clearance from the station you are occupying.
2. Each time when bumping a monorail and replacing another driver, these procedures must be followed in addition to the ones listed above.
 - a. Push the annunciator panel test button to determine that all annunciator panel lights are functional.
 - b. Check the train equipment and systems checklist for problems that you should be aware of and to insure that all items are checked.
 - c. Obtain from the previous driver:
 1. The number of trains operating on your beam.
 2. The color of the monorail ahead of you.
 3. Information about any problems with the trains not noted on the train equipment checklist.
 4. Information about your position in the cycle.
 5. Information about any problems with the system (i.e. - rectifiers on tie, blocklights out or malfunctioning, etc.).
 - d. If after following all of the above listed procedures you find an incorrect gauge or meter reading not previously noted, you should report the defect to Monorail Base by radio or to your station lead before leaving the station and note the problem on your train checklist.

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A. DISPATCH PREPARATIONS (Cont'd):

- e. You need the information required from the previous driver so that you compensate for and adjust to the driving situation on the beamway and provide your guests with the smoothest, safest possible ride.

B. DRIVING THE MONORAIL:

1. You are clear to place your control arm in a power selection upon receiving dispatch from any one of the following sources:
 - a. The green station dispatch light for your beam (can be overridden by radio commands or hand signals).
 - b. Hand signal dispatch from the lead or person in charge of the station.
 - c. Radio dispatch instruction from the station you are occupying.
2. Power Selection Procedures - performed by pushing the control arm forward toward the annunciator panel from neutral.
 - a. During normal operation:
 1. Neutral to P-1 until the group meters are properly synchronized but for no longer than three seconds at a time so that the resistors in the train do not overheat.
 2. P-1 directly to P-4 for dispatch from any station (except from the Contemporary on lagoon).
 3. P-1 directly to P-2 for dispatch from the Contemporary on the lagoon beam.
 - b. During situations such as over the switches during switching, setting up for a maintenance check, and other situations in which you are to proceed with caution, you should never exceed P-2 and if P-1 is all that you use, then you should cycle to neutral every three-to-five seconds.

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B. DRIVING THE MONORAIL (CONT'D):

- c. The speed limits for specific areas are shown on the following two pages, but the maximum speed guidelines are as follows:
1. Entering a station where you are going to stop - 10-to-15 miles per hour.
 2. On an unbanked curve - 15-to-20 miles per hour.
 3. On a banked curve - 25-to-30 miles per hour.
 4. Over switchbeams 1 and 2 - 20 miles per hour.
- d. When approaching and crossing over rectifier breaks the following procedures should be used:
1. After passing over the first amber reflector (or stripe) be ready to cycle into neutral upon reaching the silver reflector (or double amber stripe).
 2. Stay in neutral over the silver reflector (or double amber stripe).
 3. After reaching the second amber reflector (or stripe) cycle the control arm back into power while checking to see that both groups are picking up properly.

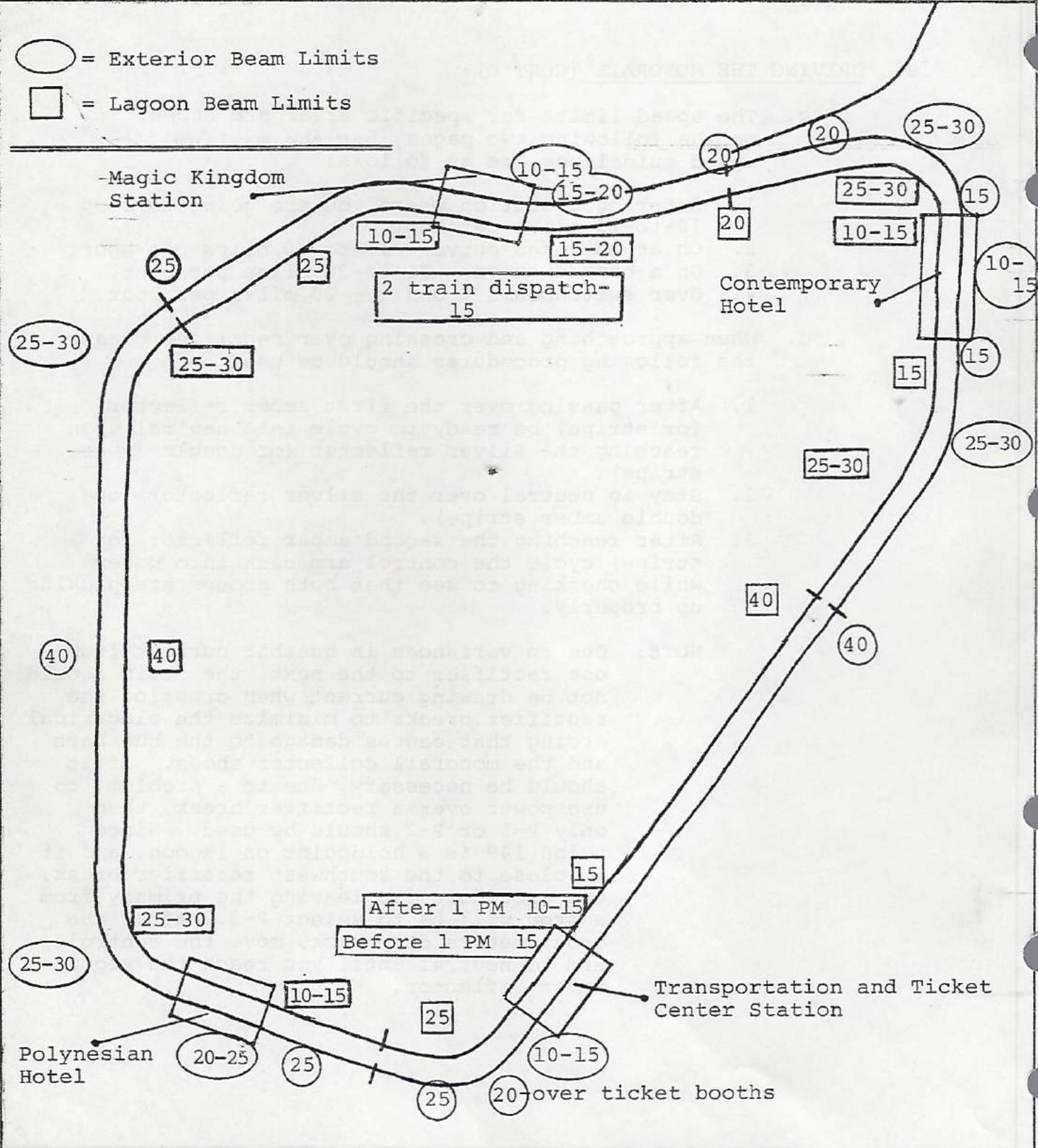
NOTE: Due to variances in bussbar current from one rectifier to the next, the train should not be drawing current when crossing the rectifier breaks to minimize the electrical arcing that causes damage to the bussbars and the monorail collector shoes. If it should be necessary, due to a problem, to use power over a rectifier break, then only P-1 or P-2 should be used. Since pylon 149 is a holdpoint on lagoon, and it is close to the southwest rectifier break, the procedure for leaving the primary from a stop will be to select P-3. After the group meters drop back, move the control arm to neutral until you reach the second amber reflector.

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SECTION **MAIN LINE LAYOUT INDICATING MAXIMUM SPEED LIMITS** PAGE 4-5

- = Exterior Beam Limits
- = Lagoon Beam Limits



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B. DRIVING THE MONORAIL (CONT'D):

e. Anytime that you are driving on the beamway and you lose power or detect an abnormally high (over 100 amps above normal) power reading in one or both groups of traction motors you should recycle your control arm. If this fails to produce the proper readings, then you should:

1. Bring your train smoothly to a stop on a level area of the beam if possible unless you already have built up speed climbing a hill in which case you would continue up the hill.
2. Immediately radio Monorail Base to notify Base of:
 - a. The color of your monorail.
 - b. Your*10-20.
 - c. Which group(s) is registering the abnormal reading on the group meters and how much it is varying from the normal reading.
 - d. The fact that you recycled your control arm and that did not change the reading.
3. Braking Procedures - performed by pulling the control arm back toward the driver from neutral.
 - a. The two types of braking systems on each monorail are:
 1. Dynamic Braking (electrical braking of the drive motors).
 2. Air Brakes (similar in concept to those used on large highway vehicles).
 - b. Dynamics I is the first braking position and should raise both group meters simultaneously to 125 amps each.
 - c. Dynamics II braking is the second braking position and should raise both group meters simultaneously an additional 100 amps each above their Dynamics I reading.

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B. DRIVING THE MONORAIL (continued)

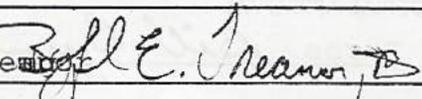
3. Braking Procedures (continued)

- d. Continuing on back with the control arm toward the driver will engage the air braking system. The closer you bring the control arm back toward the driver, the greater the increase in the amount of air pressure you are applying to the brakes.
- e. The dynamic braking system becomes ineffective at speeds below 5-7 m.p.h.
- f. In a good smooth stop you should strive to:
 - (1) Engage the dynamic brakes only once.
 - (2) Use no more than 10-20 p.s.i. of air brakes.
 - (3) Have the train stop smoothly at the proper mark without it rocking back and forth on its axles or having to back your train to the proper mark.
- g. To prevent undue stress on the axles of the monorail you should strive to always use less than 25 p.s.i. air brake pressure when stopping a monorail except in an emergency.

NOTE: In normal driving, it is preferable to slightly overshoot the stop marker and have to back up than to use excessive air brakes to stop the train.

- h. You should never hesitate to use whatever control arm braking system necessary to avoid an unsafe situation regardless of whether you are driving over the switchbeams, a rectifier break, or any other feature of the beamway.

NOTE: During any and all circumstances in which you are passing over a switchbeam you are authorized to use whatever methods are available to keep your monorail moving so that it does not stop with any part of the monorail over the switchbeam. The only exceptions to this would be to avoid contact with a person or vehicle on, or near, the beamway.

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B. DRIVING THE MONORAIL (continued)

3. Braking Procedures (continued)

i. If you should ever try to engage dynamic braking with your control arm and the dynamic brakes fail to respond properly you should:

- (1) Push the control arm forward to briefly engage P-1 and then return to dynamic braking if time permits.
- (2) If time does not permit reengagement of P-1 and you are seeking to reduce your speed but not stop, then release your deadman switch button on the control arm long enough to acquire the amount of dynamic braking that you need.
- (3) If it is important that you stop your monorail as fast as possible, (such as when entering a station to stop), then immediately release the deadman switch button and pull the control arm toward the driver as far as possible for maximum air braking.

j. If you are driving a monorail and you experience an improper response in the dynamic braking system of your monorail you should:

- (1) Immediately radio Monorail Base giving:
 - (a) The color of your monorail.
 - (b) The 10-20 of your monorail.
 - (c) The nature of the dynamic problem (do not use the words brakes or braking over the radio).
- (2) Fill out a Loss of Dynamic Braking Questionnaire upon being bumped out of the monorail.

4. Rectifier Breaks

a. The rectifier breaks are located as follows:

- (1) Northeast - Over the switches (at pylon #60).
- (2) Northwest - At the top of the hill west of the MAGIC KINGDOM Station (at pylon #100).
- (3) Southwest - On the straightaway between the Polynesian Village and the Transportation and Ticket Center Station, over the access road to the Handicapped Parking Lot (at pylon #148).

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B. DRIVING THE MONORAIL (Cont'd)

4. Rectifier Breaks (Cont'd)

- a. (4) Southeast - Halfway along the straight-away between the Contemporary Resort and the Transportation and Ticket Center Stations - (at pylon #17).

5. Exterior Beam Holdpoints and Clearance Procedures

Visual Clearance - this is the primary and most important type of clearance that must be used by you as a monorail driver. It is your responsibility to be observant and aware at all times of the color and position of the monorail ahead of you, and the number of monorails operating on your beam. Beyond the responsibility of knowing the exact location of the monorail ahead of you, it is also your responsibility to know exactly to what point you are clear to proceed in relation to that monorail and the various points along the beamway in a normal operation. Therefore, your clearance to proceed past the following points shall be based on the clearance requirements listed by each point. You will be clear to proceed only when all of these requirements have been met.

a. MAGIC KINGDOM Station

(1) Ready for Dispatch

You are ready for dispatch when the door unsafe light is out and you have made a visual check of doors on the side away from the control console.

(2) Clearance to Proceed

When the monorail ahead of you has one or more cars started down (or past) the downward slope of the beamway headed toward the secondary holding point outside the Transportation and Ticket Center Station, and you have received proper dispatch clearance from the MAGIC KINGDOM Station.

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MANAGERIAL APPROVAL

Greg Emmer
Greg Emmer

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B. DRIVING THE MONORAIL (Cont'd)

5. Exterior Beam Holdpoints and Clearance Procedures (Cont'd)

b. Third Holding Point to TTC

(1) Location

Pylon #98. The train should be positioned such that the red/green blocklight is fully visible, and no part of the monorail is on the east downward slope of the hill.

(2) Clearance to Proceed

When the monorail ahead of you is completely out of sight behind the Polynesian Village on the exterior beam and the red/green blocklight immediately ahead of you is green.

c. Secondary to TTC

(1) Location

Pylon #123. The red/amber blocklight should be completely visible, and the driver should be able to observe any monorails entering the Transportation and Ticket Center.

(2) Clearance to Proceed

When the monorail ahead of you has visibly begun to enter the Transportation and Ticket Center Station, is still moving, and the red/amber blocklight immediately ahead of you is amber.

d. Primary to TTC

(1) Location

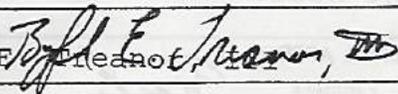
Pylon #153. The red/amber blocklight should be fully visible.

(2) Clearance to Proceed

When the monorail ahead of you is visibly and completely clear of the Transportation and Ticket Center and the amber/red blocklight immediately ahead of you is amber.

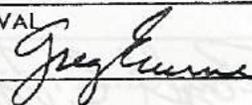
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B. DRIVING THE MONORAIL (Cont'd)

5. Exterior Beam Holdpoints and Clearance Procedures (Cont'd)

(3) Entering the TTC

When the monorail ahead of you is four or more train lengths out of the station and the red/green blocklight at pylon 157 has turned green.

e. TTC Station

(1) Ready for Dispatch

You are ready for dispatch when the door unsafe light is out and you have made a visual check of doors on the side away from the control console.

(2) Clearance to Proceed

When one or more cars of the monorail ahead of you have visibly begun to climb, or have passed the hill leading up to the secondary holding point for the MAGIC KINGDOM Station and you have received proper dispatch clearance from Monorail Base.

f. Third to MAGIC KINGDOM

(1) Location

Pylon #20. The train should be positioned so that it is clear of the southeast rectifier break, and the red/green blocklight should be completely visible.

(2) Clearance to Proceed

When the monorail ahead of you is visibly and completely clear of the north end of the Contemporary Resort and the red/green blocklight immediately ahead of you is green.

g. Secondary to MAGIC KINGDOM

(1) Location

Pylon #35. The red/amber blocklight should be completely visible and the train is positioned so that it is fully up the hill.

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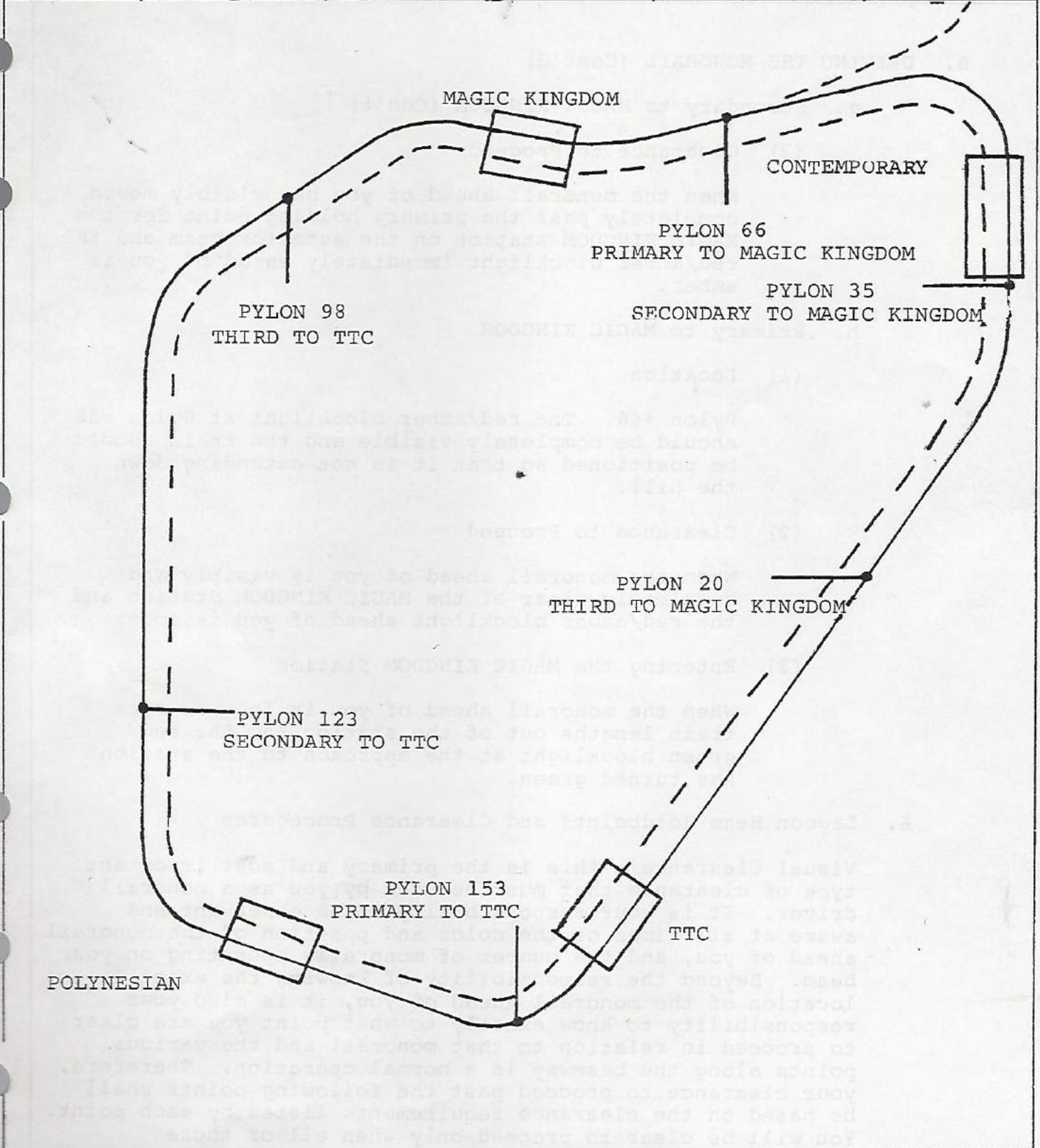
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B. DRIVING THE MONORAIL (Cont'd)

g. Secondary to MAGIC KINGDOM (Con't)

(2) Clearance to Proceed

When the monorail ahead of you has visibly moved completely past the primary holding point for the MAGIC KINGDOM station on the exterior beam and the red/amber blocklight immediately ahead of you is amber.

h. Primary to MAGIC KINGDOM

(1) Location

Pylon #66. The red/amber blocklight at Pylon #68 should be completely visible and the train should be positioned so that it is not extending down the hill.

(2) Clearance to Proceed

When the monorail ahead of you is visibly and completely clear of the MAGIC KINGDOM Station and the red/amber blocklight ahead of you is amber.

(3) Entering the MAGIC KINGDOM Station

When the monorail ahead of you is four or more train lengths out of the station and the red/green blocklight at the approach to the station has turned green.

6. Lagoon Beam Holdpoints and Clearance Procedures

Visual Clearance - this is the primary and most important type of clearance that must be used by you as a monorail driver. It is your responsibility to be observant and aware at all times of the color and position of the monorail ahead of you, and the number of monorails operating on your beam. Beyond the responsibility of knowing the exact location of the monorail ahead of you, it is also your responsibility to know exactly to what point you are clear to proceed in relation to that monorail and the various points along the beamway in a normal operation. Therefore, your clearance to proceed past the following points shall be based on the clearance requirements listed by each point. You will be clear to proceed only when all of these

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B. DRIVING THE MONORAIL (Cont'd)

6. Lagoon Beam Holdpoints and Clearance Procedures (Cont'd)
 requirments have been met.

a. MAGIC KINGDOM Station

(1) Ready for Dispatch

You are ready for dispatch when the door unsafe light is out and you have made a visual check of doors on both sides of your train.

(2) Clearance to Proceed

When the monorail ahead of you has five or more cars inside of the Contemporary Resort Station and you have proper clearance for dispatch from the MAGIC KINGDOM.

b. Primary to Contemporary

(1) Clearance to Proceed

You are clear to proceed past pylon #55 only after you have radio clearance from the Contemporary, and the monorail in front has completely moved past the secondary holdpoint for lagoon beam for the Ticket and Transportation Center, and is still moving toward that station. The driver must call the Contemporary requesting radio clearance after he reaches pylon #72 and before he reaches pylon #55. If you are told to 10-23 further visual clearance, you will hold at pylon #55 until you have visually seen the monorail ahead travel past pylon #32 and continue down the hill. At this point, you are clear to proceed without any further radio clearance.

Example 1 - Train is clear to proceed

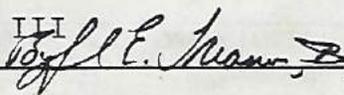
Train: Monorail Contemporary from Monorail Red requesting radio clearance.

Contemporary: Monorail Red you are clear to the Contemporary on the lagoon beam.

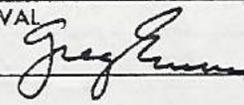
Train: 10-4, clear to Contemporary, Red clear.

Contemporary: Contemporary Clear.

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B. DRIVING THE MONORAIL

6. Lagoon Beam Holdpoints and Clearance Procedures (Cont'd)

b. Primary to Contemporary (Cont'd)

(1) Clearance to Proceed (Cont'd)

Example 2 - Train is not clear to proceed.

Train: "Monorail Contemporary from Monorail Red requesting radio clearance."

Contemporary: "Monorail Red, please 10-23 further visual clearance, Monorail Green is still inside the Contemporary."

Train: "10-4, 10-23 visual clearance, Red clear."

Contemporary: "Contemporary clear."

c. Contemporary Station

(1) Ready for Dispatch

You are ready for dispatch when the door unsafe light is out and you have made a visual check of the doors on the exterior side of your train.

(2) Clearance to Proceed

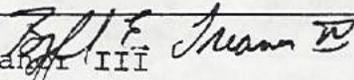
You are clear to proceed when you have received proper clearance for dispatch from the Contemporary.

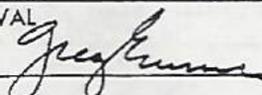
d. Secondary to TTC

(1) Location

Pylon 32. The train should be fully clear of the Contemporary, but not yet going down the hill toward the Transportation and Ticket Center.

NOTE: Requires a radio call to Monarail Base informing them of your 10-20.

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B. DRIVING THE MONORAIL (Cont'd)

d. Secondary to TTC

(2) Clearance to Proceed

When the monorail in front of you has five or more cars inside the Transportation and Ticket Center Station, or upon instructions from Monorail Base.

e. Primary to TTC

(1) Location

Pylon #12

(2) Clearance to Proceed

When the monorail ahead of you has completely and visibly cleared past the primary holding point for the Polynesian Village Station.

f. TTC Station

(1) Ready for Dispatch

When the door unsafe light is out and you have made a visual check of the doors on both sides of your train.

(2) Clearance to Proceed

When you have received proper clearance for dispatch from the Transportation and Ticket Center.

g. Primary to Polynesian

(1) Location

Pylon #149.

(2) NOTE: Requires radio call to Monorail Base informing them of your 10-20.

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B. DRIVING THE MONORAIL (Cont'd)

6. Lagoon Beam Holdpoints and Clearance Procedures (Cont'd)

g. Primary to Polynesian (Cont't)

(2) Clearance to Proceed

When the monorail ahead of you has completely and visibly cleared out of the Polynesian Village Station and disappeared around the curve to the west of the Polynesian Village.

h. Polynesian Village

(1) Ready for Dispatch

When the door unsafe light is out and you have made a visual check of the doors on the lagoon side of your train.

(2) Clearance to Proceed

When you have received proper dispatch clearance from the Polynesian.

i. Secondary to MAGIC KINGDOM

(1) Location

Pylon # 113.

(2) Clearance to Proceed

When the monorail ahead of you has visually and completely entered the MAGIC KINGDOM Station.

NOTE: Requires a radio call to Monorail Base informing them of your 10-20.

j. Primary to MAGIC KINGDOM

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B. DRIVING THE MONORAIL (Cont'd)

6. Lagoon Beam Holdpoints and Clearance Procedures (Cont'd)

j. Primary to MAGIC KINGDOM

(1) Location

Pylon #96

(2) Clearance to Proceed

When the monorail ahead of you has completely and visibly cleared out of the MAGIC KINGDOM Station.

NOTE: On top of the MAGIC KINGDOM Station there are two signal lights to assist you in determining whether you have proper clearance to proceed. It is not a requirement of clearance procedures as with all other blocklights. If this signal light is malfunctioning or reading incorrectly, you are authorized to bypass it on visual clearance without notifying Monorail Base. You do not need to report any discrepancy by radio, but report them to Base by telephone at the MAGIC KINGDOM Station.

(3) Entering the MAGIC KINGDOM Station

When the monorail ahead of you is four or more train lengths out of the MAGIC KINGDOM.

7. Additional Information

- a. There are three holdpoints on the lagoon beam, which require a radio call to Monorail Base whenever you stop. These holdpoints are as follows:

Pylon #113 - Secondary to MAGIC KINGDOM

Pylon # 32 - Secondary to Transportation and Ticket Center.

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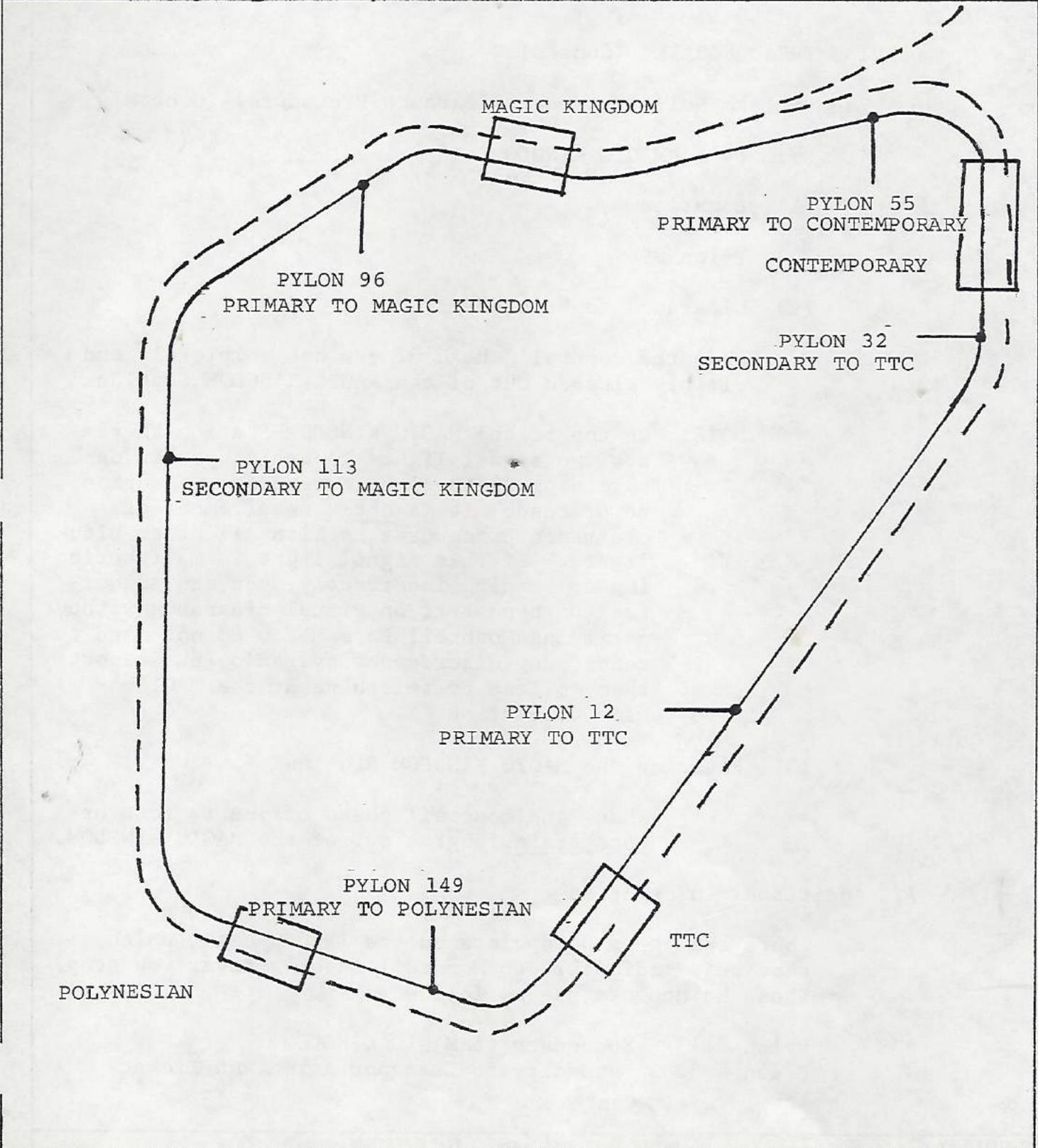
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B. DRIVING THE MONORAIL (Cont'd)

7. Additional Information (Cont'd)

a. Pylon #149 - Primary to Polynesian

It is important that this radio call be made as soon as you stop in order to assist the driver that is behind you.

Example - Train: "Monorail Base from Monorail Red."

Base: "Base by."

Train: "Monorail Base be advised holding at Pylon #149, awaiting further visual clearance to the Polynesian."

Base: "10-4, Base clear."

Train: "Monorail Red Clear."

b. Although these areas are not designated holdpoints, you should be aware of the procedures regarding them.

(1) Exterior Beam

(a) North side of the Contemporary, Pylon #45 - You are clear to proceed towards the primary to MAGIC KINGDOM from the north side of the Contemporary when the monorail ahead of you has visibly and completely entered the MAGIC KINGDOM Station and the red/green blocklight immediately ahead of you is green (see 7.c. for exceptions).

(b) East side of the Polynesian - Pylon #143 - You are clear to proceed to the primary to TTC when the red/green blocklight is green. If the blocklight is red, stop and radio Monorail Base for clearance.

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B. DRIVING THE MONORAIL (continued)

7. Additional Information (continued)

b. (2) Lagoon Beam

(a) Luau Cove area west of the Polynesian Station - If the monorail ahead of you has not yet reached the primary to MAGIC KINGDOM, then you should stop immediately and notify Monorail Base. You are clear to proceed to the secondary to MAGIC KINGDOM, once the monorail ahead of you has reached the primary to MAGIC KINGDOM.

c. If the train in front of you is performing a routine check, such as a MAPO check; or if it encounters mechanical difficulties, such as a door unsafe, you should not proceed to the next holdpoint until you are clear all the way to that holdpoint.

Example 1: During the MAPO checks when the train ahead is performing the MAPO check, you should not leave the secondary holdpoint until the train ahead has completed the MAPO check and has completely entered the station.

Example 2: If the train ahead of you has a door unsafe and is entering the Transportation and Ticket Center, you should hold at the secondary to TTC until you are completely clear to the primary for TTC.

d. If you have proper dispatch clearance from a station and you are not positive that you are clear to the next holding point ahead of you on your beam, you should immediately radio the next station that you will be stopping at and request clearance to the holding point ahead of you on your beam.

e. If you are driving a monorail and are unsure of clearance to a holdpoint or into a station, you should:

(1) Hold your 10-20.

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B. DRIVING THE MONORAIL (continued)

7. Additional Information (continued)

- e. (2) Immediately radio the station you wish to enter giving:
- (a) The color of your monorail.
 - (b) Your 10-20.
 - (c) Request clearance into that station.
- (3) Await further instructions from that station.
- f. If you are driving a monorail approaching a station and the monorail in front of you stops immediately outside of or partially inside of that station, you should:
- (1) Use your control arm to bring your monorail to a smooth and complete stop.
 - (2) Immediately radio Monorail Base giving:
 - (a) The color of your monorail.
 - (b) Your 10-20.
 - (c) The color of the monorail in front of you.
 - (d) The 10-20 of the monorail in front of you.
 - (e) Await further instructions.
 - (3) Hold your 10-20 until you receive further instructions from Monorail Base.
- g. Anytime that you have stopped or abnormally slowed your monorail at a point on the beam that is not a designated routine holding point or stopping point for that beam, you must immediately radio Monorail Base giving:
- (1) The color of your monorail.
 - (2) Your 10-20.
 - (3) The fact that you are either slowing or have stopped.
 - (4) The reason why you are slowing or have stopped.

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Bill Burns *Bill Burns*

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B. DRIVING THE MONORAIL (Continued)

- h. If the monorail ahead of you stops or slows at an abnormal holding point for the beam you are operating on, then you should hold your 10-20 until the monorail ahead of you has proceeded far enough to meet the already established clearance requirements between holding points and stations.
- i. Unless otherwise instructed by a Monorail lead, Monorail Base, Monorail Maintenance, or a Monorail supervisor, you are never to allow the monorail you are driving to proceed past any point on the beamway that does not have either a designated holding point or a designated stopping point between you and the monorail ahead of you. If you should receive instructions from one of these sources that you feel would put your monorail in such a position that damage or harm to any guest, employee, or piece of Company property would result, it is your responsibility to radio this information back to the person giving you the instructions and await that person's reply. Regardless of the instructions you receive, you are never to allow your monorail to come in contact with another monorail or proceed beyond the end of an open beamway section.
- j. While driving the monorail you are responsible at all times for monitoring your radio to be aware of any radio transmissions to or from any other monorail train, station, or unit that might affect the movement of the monorail that you are driving. You are then to make any necessary adjustment in your driving to safely compensate for the situation discussed in the radio transmission.
- k. While driving a monorail in reverse outside of a station you are clear to proceed at normal speeds unless otherwise directed by Monorail Base, Monorail Maintenance, or a Monorail lead. However, you are to proceed only as far as the point to which you have been cleared and you must monitor your rearview mirror and look out your cab windows to insure that you actually do have clearance to proceed. You should also approach stopping points with caution to avoid overrunning them.

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B. DRIVING THE MONORAIL (Continued)

1. While driving the monorail if the train in front of you is performing a routine MAPO check or experiences a door unsafe problem, you should hold at pylon 35 or 123 on exterior beam until the train in front of you is completely inside the appropriate station. All other holdpoints and conditions will be covered by the normal clearance procedures regarding that holdpoint or as specified by Monorail Base.
8. Station Procedures for Drivers
- a. As the driver of a monorail you will be responsible for routinely performing the following platform procedures at the station listed whenever the monorail you are driving has stopped in that station to either disembark or take guests onboard. These are in addition to any applicable procedures discussed in this manual and may be modified at your leads' discretion:
 1. Polynesian Village Station:
 - a. Assist guests in and out of cab.
 - b. Guard the trough near the cab door.
 - c. Assist in closing the doors on your monorail (mainly car #5 when it's busy.)
 - d. Assume Contemporary loaders position when the position is not filled or when instructed by a lead.
 2. Contemporary Hotel Station:
 - a. Assist in closing your monorail doors.
 - b. Assist guests in and out of your cab.
 - c. Give handstamps to all exiting guests, only when that position is not filled.
 3. Magic Kingdom Station Lagoon Beam:
 - a. Assist in unloading when there is no unloader present or when instructed by a lead.
 - b. Assist in loading the monorail if a loader is not present, or if so instructed by the Station lead.

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B. DRIVING THE MONORAIL (Continued)

4. Magic Kingdom Exterior Beam:
 - a. Assist in unloading your monorail if there are guests onboard, and less than two unloaders are on the platform.
 - b. To assist in loading car #1 if there are no loaders.

5. Transportation and Ticket Center Station Lagoon:
 - a. Load Contemporary guests in one door of car #5 unless other instructions have been given by a lead or supervisor.
 - b. Assist in unloading when necessary unless other instructions have been given by a lead.

6. Transportation and Ticket Center Station Exterior Beam - the same as for the Magic Kingdom Station on Exterior Beam.

7. All Stations Both Beams - Encourage and solicit guests to ride in the operating cab of the monorail unless you are not allowing guests to ride in the cab of your train due to:
 - a. Inclement weather resulting in instructions to that effect from Monorail Base.
 - b. Maintenance personnel working on a component of the Monorail in the operating cab.
 - c. Training taking place in the cab which may require that the trainer and trainee be in the cab without guests present.
 - d. Instructions from a monorail lead or supervisor to keep the cab clear of guests.

NOTE: Whenever you are not allowed to have guests in the cab of your monorail due to instructions from a monorail lead or supervisor, it is often more acceptable to the guests if you simply explain that "we are doing safety checks at this time - please check back later." Also, due to weight limitation factors, the number of guests allowed in the cab is limited to four adults weight. (e.g., two adults and three small children or up to a total of six (6) guests.) The driver will be held responsible for an overloaded cab.

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B. DRIVING THE MONORAIL (Continued)

- b. If, as the driver of a monorail, you are entering a station and observe guests on the trough side of a railing or gate, you should:
 1. Use the control arm and bring the monorail to a stop before reaching the area occupied by the guests.
 2. Notify Monorail Base by radio of what you are doing.

- c. If a monorail is stopped in a station and it does not already have a door open on a given side of the train, then before someone other than the driver can open a door by the handle on that side of the train, these conditions must exist:
 1. Exterior Beam - An open door on the opposite side of the monorail must be clearly visible.
 2. Lagoon Beam -
 - a. An open door on the opposite side of the monorail must be clearly visible or:
 - b. The person in charge of the console at that station must be aware that you are boarding and a red dispatch light given to that monorail.

- d. If you are driving a monorail and you receive instructions to "dead head" your monorail from Monorail Base, a Monorail lead or a Monorail supervisor, you must immediately determine from that person the remaining stations you will be stopping in to disembark guests and then you must:
 1. Announce over your monorail PA system:
 - a. The fact that your monorail is being taken out of service (no details or reasons are necessary).
 - b. The names of the stations that you will and will not be proceeding to.
 - c. Suggest alternate means of transportation to those guests who need to proceed to a station that you will not be going to.

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B. DRIVING THE MONORAIL (Continued)

- d. Inform the guests as you arrive at each station that this will be the last time you will be stopping your monorail in that station.
 - e. At the last station in which you will be stopping before switching off, inform all of your guests that they must disembark at this point.
2. Step out of your cab at each station that you stop in to disembark guests and insure that the loaders are aware of your final destination before any additional guests board.
 3. At the last station in which you stop before proceeding through the switches you must insure that all car doors on the unload side of your monorail are opened and the cars checked for guests.
- e. If you are driving a monorail and you receive instructions to "switch ends" from Monorail Base or a monorail lead or supervisor, the following steps should be followed:
1. Insure that your monorail is aligned at the normal stopping place in the station in which you will be switching ends.
 2. Place the following switches in the proper position:
 - (a) Put "Run/Stop Switch" in "stop" and open a cab door.
 - (b) Put "Forward/Reverse Switch" in "reverse".
 - (c) Put "Lights On/Off Switch" in "off".
 - (d) Put "Sound On/Off Switch" in "off".
 - (e) Lower the control arm and microphone.
 3. Close the console cover and remove the key.
 4. Pull out the following circuit breakers on the emergency panel:
 - (a) Auxiliary Air Conditioning (left side of panel)
 - (b) Auxiliary Air Conditioning (right side of panel)
 5. Take the key and train checklist sheet with you to the other end.

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Byford Treanor

Byford E. Treanor

MANAGERIAL APPROVAL

Bill Burns

Bill Burns

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B. DRIVING THE MONORAIL (Continued)

6. Open up the console in the other cab by doing the following:
 - (a) Insert and turn the key.
 - (b) Lift the console cover.
 - (c) Raise the control arm and microphone.
 - (d) Put "Forward/Reverse Switch" in "forward".
 - (e) Put "Lights On/Off Switch" in "on" if needed.
 - (f) Put "Sound On/Off Switch" in "on".

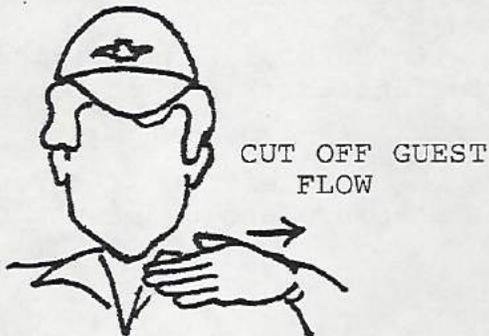
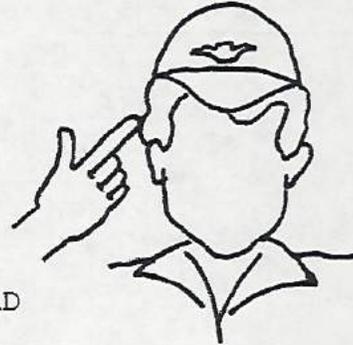
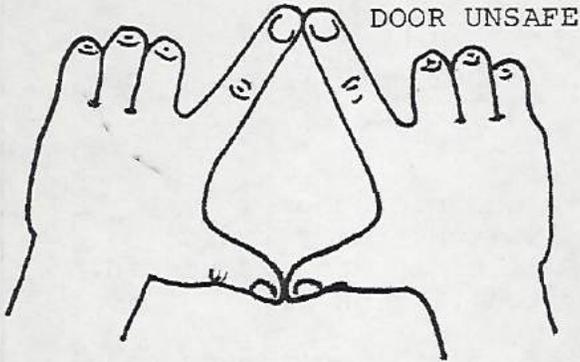
7. Push in all curcuit breakers on the emergency panel in the new operating cab (auxiliary a/c optional).

8. Perform a radio check with Monorail Base giving the status of all audio functions in that cab and await further instructions.

- f. The following hand signals must be learned from your trainer and you must be able to use and understand them:
 1. Switch ends.
 2. Special door.
 3. Check your headlights (turn off if they are on, turn them on if they are off).
 4. Door unsafe.
 5. Clear for dispatch.
 6. Go to break/lunch.
 7. Cut off the guest flow.
 8. Hold.
 9. Dead head.
 10. If your cab full?
 11. Bump (You are bumped/Please bump)
 12. Change your beacon light.

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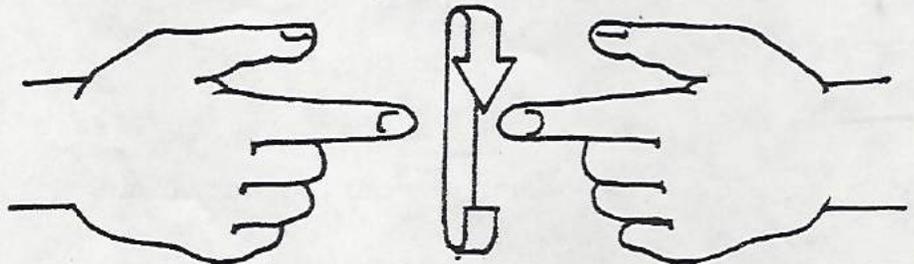
CHANGE YOUR BEACON LIGHT



IS YOUR CAB FULL?



SPECIAL DOOR

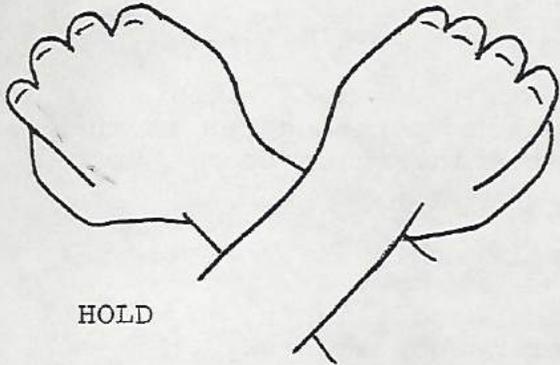


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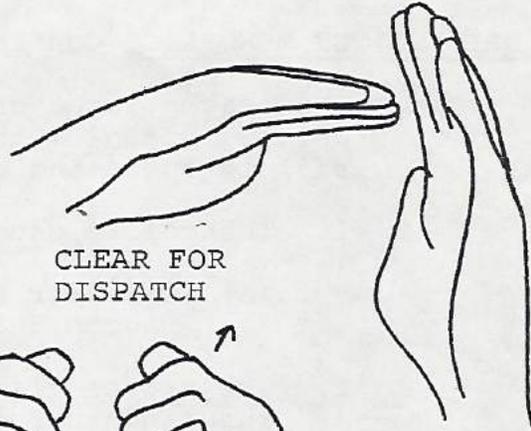
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Bill Burns *Bill Burns*

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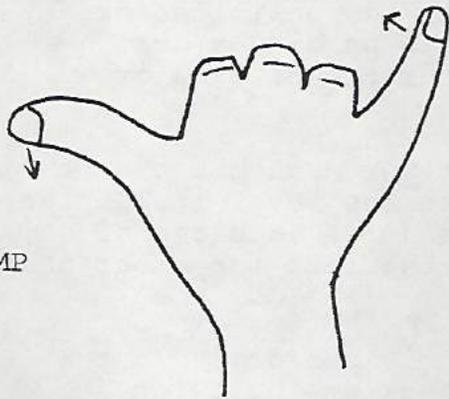
SECTION **MONORAIL HAND SIGNALS** PAGE 4-30



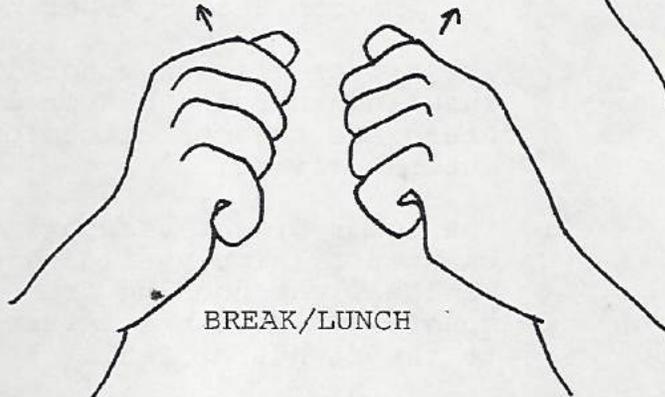
HOLD



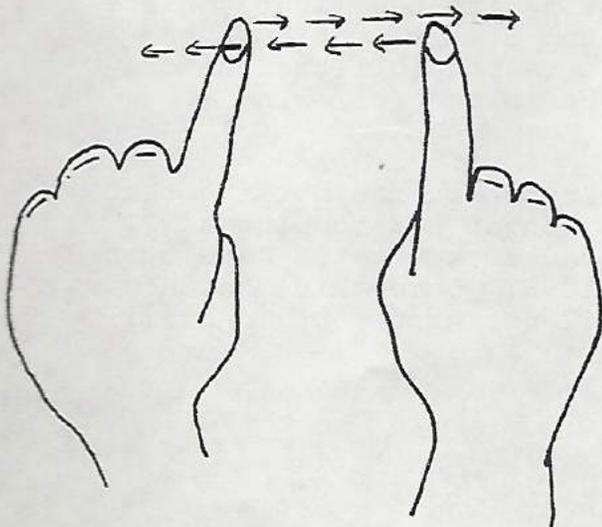
CLEAR FOR DISPATCH



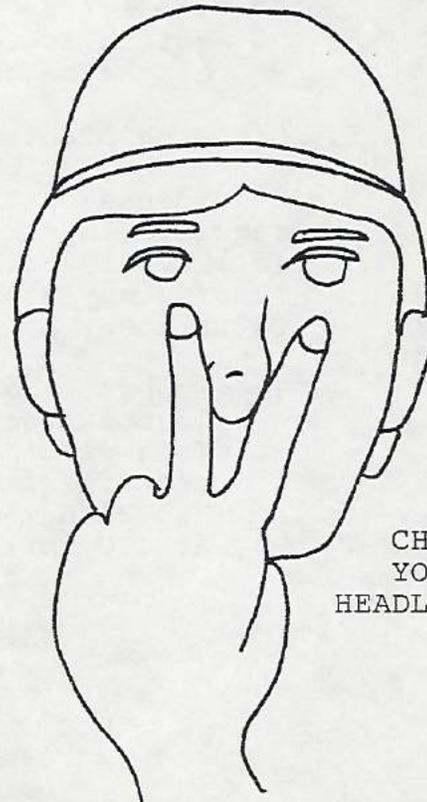
BUMP



BREAK/LUNCH



SWITCH ENDS



CHECK YOUR HEADLIGHTS

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B. DRIVING THE MONORAIL (Continued)

- h. The beacon light on top of each operating cab is the primary visual method to determine which beam a monorail is operating on.
1. The colors used to identify this are:
 - (a) Exterior Beam - Red beacon lights.
 - (b) Lagoon Beam - Amber beacon lights.
 2. The driver of each monorail is responsible for insuring that the beacon lights on his or her train are the correct color for the beam he or she is driving.
 3. The color of the beacon light for each cab can be changed by simply sliding over the lever inside the beacon light housing from inside of each cab of monorail. Move the lever to the left for amber and to the right for red.
 4. The driver of a monorail that is performing the switch is responsible for checking the color of the beacon light.

i. Dispatch Lights:

Regardless of the color of a dispatch light you are required to make a full stop at all stations, and follow all normal driver's responsibilities before leaving any station, except in the following situations:

1. Monorail Base will announce in the morning that lagoon trains will no longer be stopping at TTC. This will occur when the ticket gates have opened and exterior beam is 10-8. Once this announcement has been made, you will not stop your monorail at TTC until 1:00 p.m.

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B. DRIVING THE MONORAIL (Continued)

2. If only two monorails are operating on the lagoon beam and the MAGIC KINGDOM has been cleared of guests, the hotels will be on a phone dispatch. You are not required to stop at the MAGIC KINGDOM unless you receive instructions to do so from the station, from a lead or supervisor.
 3. If a dispatch light is red when you check your clearance procedures, you must remain in that station until you receive clearance from a lead, supervisor, or green dispatch light.
 4. If the dispatch light is blank, refer to the dispatch light at the opposite end of the station for the proper dispatch. The lead of the station with the faulty light should be notified of the problem by phone from the next station. If both lights are blank, the lead of the station should be notified prior to dispatch. The lead will then be responsible for giving a "clear for dispatch" to the driver.
- j. As the driver of a monorail holding in a station for the purpose of having another monorail approach you for a MAPO check, the operating status of your train must meet the following requirements:
1. All doors on your monorail must be closed.
 2. The Forward/Reverse Switch must be in the position that would move your monorail away from the train approaching for the MAPO check.
 3. The Run/Stop Switch on your monorail must be in "run" with no air pressure registering on the brake pressure reading gauge.
 4. The control arm must be in neutral with your hand on it depressing the deadman button, ready to select a power selection.
- k. As the driver of a monorail stopped in a station if you receive radio dispatch clearance from another station or clearance into another station, you are not clear to proceed until proper dispatch clearance has been received from the station you are stopped in. This can happen when someone using a radio mistakenly addresses the wrong monorail when giving clearance for dispatch from another station.

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B. DRIVING THE MONORAIL (Continued)

9. Second Checks - Midway through each operating day, Monorail Base will make a general announcement to all monorail units to begin their second checks. Upon hearing this announcement you are to begin checking all possible items and systems on the Monorail Systems Checklist in your cab and be prepared to carry out instructions from a monorail station to perform a MAPO check on the monorail ahead of you. This is done to determine that all essential operating and safety systems are still functioning properly on each monorail that is in operation. Upon receiving radio instructions from a monorail station to pull forward and do a MAPO check on the monorail in front of you, you are to:
- a. Approach the monorail ahead of you at a speed between 7 and 10 m.p.h.
 - b. Upon receiving a MAPO stop indication you must radio Monorail Base giving:
 1. The color of your monorail.
 2. The strength of the MAPO stop you received (in p.s.i.).
 3. The color of the monorail in front of you.
 4. The status (10-7 or 10-8) of the audio functions in your operating cab.
 5. The status of (10-7 or 10-8) the rear strobe light of the monorail in front of you.
 - c. In the event that you fail to receive a MAPO stop during this procedure you are not to proceed any closer than two (2) full train lengths from the monorail ahead of you before stopping your monorail with the control arm and notifying Monorail Base of the situation.
 - d. If you receive a MAPO stop during this procedure but your dynamic brakes fail to cycle properly to dynamics 2 braking, you should include that information in your radio transmission to Monorail Base.

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B. DRIVING THE MONORAIL (Continued)

10. Unique Station Stopping Times and Procedures:

- a. Because it has become necessary during certain times of the year to stop exterior trains inside the Contemporary to board the monorail to the MAGIC KINGDOM, the following procedures should be followed:
 1. Monorail Base will announce by radio when to begin loading the exterior trains inside the Contemporary.
 2. During this time the stop inside the Contemporary Station will become the secondary holdpoint to the MAGIC KINGDOM. Clearance procedures to that secondary will be as normal.
 3. The train should be stopped so that the nose is blocking the north end air door.
 4. The driver will be responsible for loading the guests. At most two cars will be available. Whenever possible the Contemporary will give assistance in loading the train.
 5. The driver will be responsible for dispatch of his own train. When all the doors and gates are closed and there are no guests between the train and the railing, the train is clear for dispatch.
 6. Upon dispatch the driver should proceed just outside the Contemporary to pylon #45, in order to make a visual on the MAGIC KINGDOM Station. Clearance from that point will be as normal procedure.
- b. For Grad Nite parties (and possibly other events) both beams of the monorail system may be operated as express beams. You are responsible for reading special memorandums published prior to each event before you are to drive a monorail in these circumstances.

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B. DRIVING THE MONORAIL (Continued)

- c. On certain occasions two monorails may be parked in the same station on the same beam with the noses of each train being entered at opposite ends of the station. This is to be done only at the direction of a monorail lead or supervisor and to do this, you as a driver must adhere to the following procedures:
1. If you are the first train entering the station, you should enter the station slowly until instructed to stop and then:
 - a. Place your forward/reverse switch in reverse.
 - b. Keep all doors closed on your train and your hand on the control arm ready to cycle a power selection.
 - c. Keep your run/stop switch in run until the other train has stopped and opened a cab door.
 2. If you are entering a station on the same beam with another monorail already stopped partially inside the station you must:
 - a. Pull forward with extreme caution using only P-1 and neutral to move your monorail.
 - b. To actually enter the station you must not exceed one-to-two m.p.h.
 - c. As soon as your monorail has entered the station far enough for you to open the cab door and step onto the platform, stop your train with the control arm.
 1. The drivers of both monorails should then:
 - a. Place their trains' run/stop switches in stop.
 - b. Open a cab door.
 - c. Place their forward/reverse switches in reverse.
 - d. Pull out auxiliary air conditioning circuit breaker.

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 Byford Treanor

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 Bill Burns *Bill Burns*

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C. THE MAPO SYSTEM

The MAPO System is the secondary anticollision system of the monorail. Its function is to serve as a back-up for the primary anticollision system of a monorail the driver. The MAPO System should never be relied upon by the driver of a monorail to keep his train from entering into a dangerous situation and any driver who fails to operate a monorail with that policy governing his or her actions is guilty of gross negligence.

1. The following conditions should always result in a MAPO stop for a monorail:
 - a. Entering a MAPO zone occupied by another monorail.
 - b. Approaching a dead bus bar.
 - c. Driving on the spur line.
 - d. Crossing over a switchbeam during a switching operation.
 - e. A malfunction of the MAPO receiver on your monorail.
 - f. Approaching a MAPO zone that has a faulty MAPO transmitter.
 - g. During switching procedures on exterior beam approaching pylon 35 and on lagoon beam entering the MAGIC KINGDOM.

2. A MAPO stop indication on your monorail should result in the following:
 - a. Immediate dynamic 2 braking should result in both groups of motors (unless you are traveling slower than 5 to 7 m.p.h.).
 - b. The air brakes should be immediately applied with at least 25 p.s.i. of air pressure showing on the brake pressure gauge.
 - c. The control arm will no longer activate any power selection or the dynamic braking that normally results from releasing the deadman switch.

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C. THE MAPO SYSTEM (Continued)

3. If you are traveling faster than 5 to 7 m.p.h. and you receive a MAPO stop indication that is not accompanied by dynamic braking in both groups, you should immediately activate full air braking with your control arm to stop your monorail.

4. You are authorized to touch or use the MAPO bypass button only in the situations listed below. In any other situation in which you receive a MAPO stop, you must receive authorization from Monorail Base, a Monorail lead, or a Monorail supervisor to touch or use the MAPO bypass button or you will be in direct and willful violation of monorail safety regulations. When driving your monorail on MAPO bypass, your driving is still regulated by all clearance and safety procedures as outlined elsewhere in this manual.

The authorized MAPO bypass situations are:

- a. On the spur line and in the monorail shop.

- b. If the exterior beam is involved in a switching operation and your monorail is on or going up the hill to the secondary holding point for the MAGIC KINGDOM on the exterior beam, you may bypass a MAPO stop only to reach, but not bypass, the secondary holding point for the MAGIC KINGDOM Station (at pylon 35).

- c. If you are entering the MAGIC KINGDOM Station on the Lagoon beam and there is a switching operation taking place that involves switchbeam #1, then you may bypass a MAPO stop only far enough to reach the normal stopping point inside the MAGIC KINGDOM Station.

- d. Anytime that you are passing over a switchbeam you may bypass a MAPO stop long enough to allow your monorail to be clear of the switches before it stops. This does not apply to MAPO stops received when approaching a switchbeam (either #1 or #2) that is lined up for normal operation on the main line. Should you receive a MAPO stop approaching a main line switch that is lined up for normal operation, you should stop your monorail as fast as possible, as there may be a problem involving the switches.

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C. THE MAPO SYSTEM (Continued)

NOTE: All MAPO indications other than the first three listed or in a situation involving driving your monorail through the switches during a switching operation must be reported immediately by radio to Monorail Base. This information must include:

1. The color of your monorail.
 2. Whether or not the MAPO stop signal was constant or intermittent.
 3. The 10-20 of your monorail when the MAPO stop indication was received.
5. Intermittent MAPO's are MAPO stop indications that do not result in a continuous uninterrupted braking action of the monorail (as opposed to a constant MAPO stop which does). When the monorail you are driving receives an intermittent MAPO stop, you should:
- a. Discontinue the use of power selections P-1 through P-4.
 - b. Immediately radio Monorail Base giving the same information as for a constant MAPO stop indication.
 - c. Allow your monorail to coast until other instructions are received from Monorail Base, using your control arm for braking if necessary to maintain the driving clearance requirements outlined elsewhere in this manual.

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Operations
DEPARTMENT
Monorail Operations
LOCATION
Monorail

Walt Disney World
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SECTION
Control Console

PAGE
5-1

ZONE OCC
PUSH TO
BYPASS

CONSOLE
LOCK

REPLY STOP FORWARD REVERSE LIGHTS ON LIGHTS OFF 12V 36V RED - NO POWER SOUND ON SOUND OFF TEST

BRAKE SPEED		AIR PRESSURE		NORMAL MODE		CAUTION		WARNING	
40	40	150							
			RUN	STOP	REVERSE	DOOR BYP ON	DEADMAN DISENGD	DOOR UNSAFE	
			FORWARD	DYNAMIC BRAKE	LOW AIR	AIR COM OFF	NO AIR	600V OFF	
			ACCEL	AIR BRAKE	A/C OFF L SIDE	A/C OFF R SIDE	L BKR TRIP	EMERG STOP	
				*	AUX CB OFF	12&36V GEN OFF	TRACT CB OFF	DOOR UNSAFE	
					HOOD OPEN	HOOD SW BYP	36V CB OFF		
M.P.H.	P.S.I.	P.S.I.	AXLE 1	AXLE 6	DEADMAN BYP	EMERG BRK BYP	ANTICOL OFF		
			AXLE 2	AXLE 7	CONTROL LOCKOUT	MOTOR OVSPEED	MOTOR OVSPEED		
			AXLE 3	AXLE 8	ANTICOL RCVR				
			AXLE 4	AXLE 9					
			AXLE 5	AXLE 10					

MIKE XMIT HORN OFF ON XMIT PWR ON RADIO S1E1 PA MIKE

DC AMPERES 500

DC AMPERES 500

POWER 4 3 2 1 N DYN 1 2 AIR 3

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V. Control Console

A. REPLY BUTTON (Red button - upper left side)

1. The reply button is used to erase any intermittent caution or emergency light indication on the annunciator panel.
2. When depressed and released it will turn off the warning alarm except when the emergency air brake bypass switch is being used, when the deadman switch is released while in the RUN position, or when using the deadman bypass.

B. TEST BUTTON (Red button - upper right side)

1. Will light all indicators on the annunciator panel as well as the door unsafe indicator lights on the beacon light housings.
2. The purpose of the test switch is to check the indicator lights on the annunciator panel.

C. RUN/STOP SWITCH (White switch - upper left of console)

1. Run: Whenever monorail is in motion or holding outside a station.
2. Stop: Whenever monorail is not in motion within a station, or partially within a station.

D. FORWARD/REVERSE SWITCH (White switch on console)

1. Forward: Whenever monorail is moving forward.
2. Reverse: Whenever monorail is moving backwards.

E. LIGHTS ON/OFF SWITCH (White switch on console)

1. On: Night, inclement weather, and during door unsafe situations.
 - a. Turns on all lights needed for limited visibility.
 - (1) Headlights.
 - (2) Interior cab door lights (operate when any door is open on that side of monorail).
 - (3) Back lighting for instrument panels.

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E. LIGHTS ON/OFF SWITCH (continued)

2. Off: Normal day operation.

NOTE: The headlights are never to be "blinked" unless in an emergency situation as a signal.

F. 12V and 36V LEAF METERS

1. Should always be solid white in color.
2. If red color is showing, immediately check corresponding voltage meters on Emergency Panel for exact voltage and radio Monorail Base the status of your leaf meters.

G. SOUND ON/OFF SWITCH - 12 VDC SYSTEM (White switch on console)

1. On: Normal operation.
 - a. Radio
 - b. Public Address System
 - c. Spiel
2. Off: Only when the console is closed in the non-operating cab.

H. MILES PER HOUR METER

1. Speed of the monorail.
2. 0-40 m.p.h. speed indicator.

I. BRAKE PRESSURE METER (indicates the amount of applied air pressure to the brake system).

1. 0-40 p.s.i. range.
2. Normal run reading 0 p.s.i.
3. 0-40 p.s.i. reading when applying brakes with control arm.
4. 25-40 p.s.i. reading during an emergency stop situation.
5. 40 p.s.i. reading when train is in STOP.

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J. MAIN RESERVE AIR PRESSURE METER

1. Normal reading is 137-150 p.s.i.
2. The air supply is used to operate:
 - a. Air brakes
 - b. Monorail doors
 - c. Monorail air bag suspension
 - d. Horn

K. RADIO (Switch - located on console below annunciator panel)

1. QC ON: Quiet channel on
QC OFF: Quiet channel off

Both positions of this switch monitor the monorail OPS2 frequency, but it should be left in the middle QC OFF position for best reception.

2. XMIT: Transmit a radio message.
 - a. Hold switch in this position until your transmission is over.
 - b. Return switch to QC position to receive incoming message.

L. HORN LEVER (Pull lever toward operator to operate)

1. Use horn only to gain attention in an emergency situation in which you have lost radio capabilities.
2. Extraneous use of the horn should be limited especially at night, in the vicinity of the hotels, and by the golf courses when play is underway.

M. P.A. (Red button)

1. Depress and hold to use monorail's Public Address System.
2. Depress and hold to block out spiel when necessary.

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N. SPIEL (Red button)

1. Depress to start spiel.

O. MICROPHONE

1. For P.A. information when P.A. button is depressed.
2. For radio transmission when XMIT switch is held in that position.

NOTE: If P.A. button and XMIT switch are activated simultaneously, then both systems will be activated. This is bad show for our guests and should not be done.

P. AMP METERS - A AND B GROUPS

1. Group A is the left meter and Group B is the right meter regardless of which cab you are operating from.
2. Each meter:
 - a. Measures the amount of current drawn by the traction motors in that group.
 - b. Allows you to compare the amperage usage of the groups to insure that they are synchronized in action within 100 amps of each other.

Q. TRACTION CONTROL ARM (Right side of control panel)

1. Deadman Switch
 - a. Located at the left side of the "T" portion of the control arm.
 - b. A safety device to apply dynamic braking (D-2) if the operator is unable to depress this switch for any reason. The train will not run if this button is not depressed.
2. Control Arm
 - a. Used to select the operating power selection positions P1-P4, by pushing away from the driver.

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Q. TRACTION CONTROL ARM (continued)

2. Control Arm (continued)
 - b. Used to choose D1 or D2 of dynamic braking by pulling toward the driver.
 - c. Used to apply air brakes by pulling toward the driver beyond the dynamic braking positions.

R. FIRE EXTINGUISHER

1. Location: A dry chemical type fire extinguisher is located under each driver's seat.
2. Use: This extinguisher may be used if the presence of an electrical fire is detected; flames or sparks should be present prior to use of the fire extinguisher.
3. Each cab should be checked to see that the extinguisher is present when bringing a train on line and during second checks.

S. CHECKLIST

1. Stored in the cab from which the monorail is being operated.
2. The Checklist serves two functions:
 - a. Maintenance Information - enables the Monorail Shop personnel to know exactly what needs servicing or repair, thereby allowing them to keep each monorail in safe and efficient operating condition.
 - b. Driver Information - allows each driver to know exactly what is wrong with the monorail so that he can make appropriate adjustments in his operation of that monorail if necessary.
3. The Checklist for each monorail will be done twice a day: First, when the monorail leaves the Shop; second, sometime in the afternoon upon direction from the lead at Monorail Base.
 - a. In each daily check, each box is to be filled in with either a ✓ if the item checks, or an X if it does not.

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S. CHECKLIST (continued)

3. b. The defect report at the bottom is an ongoing function throughout the day. Any time an X appears in one of the boxes of the checklist, an explanation as to why the item did not check is to be written in the defect report. Also, a lead's initials must accompany anything written in the defect report.

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VI. Annunciator Panel

A. NORMAL MODE (Green lights)

1. RUN

a. Indicates

The Run/Stop switch is in "run".

b. Monorail Status

With the Run/Stop switch in "run", the air brake pressure will be released, the deadman has the ability to be engaged electrically, and the door release system becomes inoperative.

c. Driver Procedure

1. The driver should place the monorail in the "run" position immediately after the doors are closed and the "door unsafe" indicator goes out.
2. Dispatch preparations may be accomplished while brake pressure is releasing.
3. It is imperative that the monorail leave the station immediately upon receiving proper dispatch clearance.

NOTE: If operating on constant "door bypass", do not place the train in the "run" mode until you have made a visual on both sides of the train. (This operation is done only with clearance from Monorail Base.)

2. STOP

a. Indicates

The Run/Stop switch is in "stop".

b. Monorail Status

1. A red emergency stop light will accompany the green stop light on the annunciator panel.

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b. Monorail Status (Cont'd)

2. The deadman switch will not engage electrically and a red deadman disengaged light will also appear at this time.
3. The automatic door release buttons in the cab and on the exterior of the monorail will become operative.

c. Driver Procedure

The operator will put the Run/Stop switch in "stop" immediately after the operator brings the monorail to a full stop with the control arm within a station.

NOTE: Only put a train in stop inside a station or on instructions from Monorail Base or Monorail Maintenance.

3. FORWARD

a. Indicates

The Forward/Reverse switch is in "forward".

b. Monorail Status

Monorail will move in a forward direction in relation to the operating cab.

4. ACCELERATE

a. Indicates

Monorail is electrically in one of its four (4) power selections.

b. Monorail Status

1. The monorail will accelerate as long as other conditions are normal.
2. The act of accelerating will be accompanied by specific current readings on the group meter(s).

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c. Driver Procedure

The driver should check to see that the group meters are synchronized and read correctly for each power selection. Abnormal readings will indicate a problem in the traction control system or in the traction motors themselves.

5. DYNAMIC BRAKE indicates the monorail is in a stage of dynamic (electrical) braking.

NOTE: Dynamic braking will also occur when the train is running over 25 miles per hour and control arm is placed in neutral. This will not be accompanied by dynamic brake indicator light, but will be seen on the group meters.

6. AIR BRAKE

a. Indicates

Air brakes are being applied by use of the control arm.

NOTE: The amount of pressure being applied may be determined by monitoring the brake pressure gauge on the control console.

b. Driver Procedure

1. To prevent the monorail from rocking backwards and forwards after coming to a stop, you should allow the brake pressure to fade slightly four-to-six seconds before reaching a full stop.
2. If dynamic braking is done correctly, you should only find it necessary to apply about 5-to-10 p.s.i. or air.

B. CAUTION COLUMN (Amber lights)

1. AXLE CONTACT

a. Indicates

The sensor associated with a load tire has made contact with the beam or the load tire for that axle is low on air.

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1. AXLE CONTACT (Cont'd)

b. Driver Procedure

1. Intermittent Axle Contact - the annunciator light for the specific axle will appear and be erased when the reply button is depressed.
 - a. Notify Monorail Base, by radio, and indicate:
 1. Monorail color.
 2. Intermittent axle contact - axle # _____.
 3. Your 10-20 when receiving the axle contact.
 - b. Drive at normal speeds even in areas where the intermittent contact occurs to find out the extent of the problem.
2. Constant Axle Contact - the annunciator panel light for the specific suspension unit will appear and remain when the reply button is depressed.
 - a. Notify Monorail Base immediately by radio and indicate:
 1. Monorail color.
 2. Constant axle contact, axle # _____.
 3. Your 10-20.
 - b. Slow monorail to 10 m.p.h. and follow instructions from Monorail Base.

NOTE: To operate a monorail at 10 m.p.h. or slower, the control arm should be cycled to various speed selections as necessary to allow the resistors to cool.

2. REVERSE

a. Indicates

Forward/reverse switch is in "reverse".

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2. REVERSE (Cont'd)

b. Monorail Status

The monorail will operate in reverse in relation to the operating cab.

3. DOOR BYPASS ON

a. Indicates

The door bypass lever/switch on the emergency panel is being used.

b. Monorail Status

The door unsafe circuit on both sides is being bypassed, thus enabling power to reach the traction motors while experiencing a door unsafe situation.

c. Driver Procedure

- a. The door bypass lever should be used only upon instructions from Monorail Base.
- b. While experiencing a door unsafe situation, the door bypass lever must be held down in order to operate the monorail.

NOTE: This is a caution situation since a safety system that normally does not permit the monorail to operate unless all doors are firmly closed, is no longer functioning.

4. AIR COMPRESSOR OFF

a. Indicates

The pressure in the monorail reserve air system has dropped to 125 p.s.i.

b. Driver Procedure

- a. Notify Monorail Base immediately by radio and indicate:
 1. Your monorail color.

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b. Driver Procedure (Cont'd)

2. That you have an air compressor off indication.
3. Your reserve air pressure reading is _____ p.s.i.
4. Your 10-20.
5. Notify Base at every 10 p.s.i. drop (115, 105, 95, etc.).

b. Conserve air by:

1. Not using the horn.
2. Using only dynamic brakes to approach and stop at a station.
3. Leaving monorail in "run" to prevent:
 - a. Opening of doors by automatic door release.
 - b. Automatic air brake application when it is put in "stop" position.
4. Driving at reduced speed to reduce the up and down motion on the air suspension bags.

5. LOW AIR

a. Indicates

The pressure in the monorail reserve air system has reached 115 p.s.i.

b. Driver Procedure

Follow the same procedures as for an Air Compressor Off indication, except say that you have a Low Air indication instead.

NOTE: The low air light indicates that the monorail is losing air pressure. Air pressure must be conserved to prevent the monorail from reaching a no air situation at 55 p.s.i.

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6. A/C OFF RIGHT SIDE OR A/C OFF LEFT SIDE

a. Indicates

At least one half of the air conditioner blower motors in all of the air conditioner units on the monorail's right or left side or both are off.

b. Monorail Status

There will be either reduced or no air blowing from the A/C units to the cars on the right side, left side or both sides of the monorail.

c. Driver Procedure

1. Call Monorail Base by telephone at the next station.
2. Use the PA system to instruct the guests on how to open the windows for ventilation and inform them apologetically of the problem in the A/C units.

7. AUXILIARY CIRCUIT BREAKER OFF

a. Indicates

The auxiliary circuit breaker has tripped.

b. Monorail Status

The monorail's air conditioning units will be without power. (The A/C blowers will continue to blow air into the cars.)

c. Driver Procedure

Call Monorail Base by telephone at the next station.

NOTE: During periods of cool weather, Monorail Maintenance will turn off the auxiliary circuit breaker thereby turning off the A/C unit, but still leaving the blowers on for ventilation.

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8. 12V AND 36V GENERATOR OFF

a. Indicates

The 600V motor that operates the 12V alternator and the 36V generator is off.

b. Monorail Status

The monorail's 12 volt and 36 volt systems will operate only on the electrical power stored in the batteries.

c. Driver Procedure

1. Notify Monorail Base immediately by radio and indicate:

- a. Your monorail color.
 - b. That you have a 12V and 36V generator off indicator light on your annunciator panel.
 - c. Your 10-20.
 - d. The 12 volt and 36 volt readings from the meters on the emergency panel.
2. Conserve electrical power by:
- a. Turning off the light switch.
 - b. Pulling out the auxiliary A/C C.B. on the emergency panel.
 - c. Moving the control arm as little as possible.
 - d. Limiting the use of the radio, P.A. and spiel to necessary communications only.

9. HOOD OPEN

a. Indicates

The emergency panel cover and/or control console hood is not closed properly in the opposite control cab.

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9. HOOD OPEN (Cont'd)

b. Monorail Status

1. This situation will not affect the operation of the monorail and should not be reported by radio.
2. The hood or cover should be checked and closed at the next station, only if it is possibly affecting the operation of the monorail.

10. HOOD SWITCH BYPASS

a. Indicates

The hood interlock bypass switch on the emergency panel is being used.

b. Further Information

1. The console lock (located upper right hand side of control console) has two functions:
 - a. It mechanically unlocks the console hood, thereby allowing the hood to be opened.
 - b. It electrically turns on power for the entire operating cab.
2. When the key is inserted into the console lock and turned, the console hood will mechanically unlock and automatically turn power on in the operating cab.

NOTE: For procedures in dealing in problems in this area, see the switching procedures section of this manual.

c. Driver Procedure

The hood interlock bypass switch will be used only on instructions from Monorail Shop or Monorail Base and must be constantly held down when in use in order to operate the monorail.

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11. DEADMAN BYPASS

a. Indicates

The monorail's deadman circuit is being bypassed by the deadman bypass switch.

b. Monorail Status

1. Due to the safety purpose of this switch, a defective deadman switch on the control arm will prevent the monorail from operating.
2. The deadman bypass switch on the emergency panel will allow the monorail to be operated with the deadman disengaged.
3. The safety factor of the deadman switch is not lost when operating on the deadman bypass since the operator must hold down the bypass to operate the monorail and a warning alarm that will not reply will accompany this situation.

c. Driver Procedure

The deadman bypass should be used only upon instructions from Monorail Base.

12. EMERGENCY AIR BRAKE BYPASS

a. Indicates

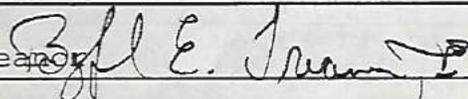
The emergency air brake bypass is being used to remove air brake pressure applied automatically during an emergency stop.

b. Monorail Status

The emergency air brake bypass on the emergency panel is mainly used to allow the work tractor to tow a monorail in an emergency stop situation.

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12. EMERGENCY AIR BRAKE BYPASS

c. Driver Procedure

1. In certain situations, the work tractor may be called upon to tow a disabled monorail. The work tractor will approach the monorail, attach the towing bar and will instruct the driver to pull down and engage the emergency air brake bypass. Make sure the run/stop switch is in STOP in this situation.
2. Once the towing process has begun, it is very important that the emergency air brake bypass be engaged at all times. The warning beeper will not reply to remind the driver of this fact.

13. CONTROL LOCKOUT

a. Indicates

The control lockout system has locked out one or both groups of motors.

b. Monorail Status

The monorail will operate on one group of motors, if only one group has been locked out. It will not operate at all if both groups have been locked out.

c. Driver Procedure

1. When the control lockout light appears you should stop your monorail on a level part of the beamway, if possible, unless you have already built up speed climbing a hill, in which case you should continue your momentum up the hill.
2. Immediately radio Monorail Base to notify Base of:
 - a. The color of your monorail.
 - b. The fact that you have a control lockout reading and which group(s) it is in.

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c. Driver Procedure (Cont'd)

3. Your 10-20

4. Await further instructions from Monorail Base.

NOTE: A control lockout light only will appear when either one or both groups have been locked out manually. A control lockout with a motor overspeed light will appear when the train has automatically locked out one or both groups.

14. MOTOR OVERSPEED

a. Indicates

One or both of the monorail's groups of traction motors has been automatically locked out by the motor overspeed circuit activating the control lockout system.* The amber motor overspeed light indicates a motor overspeed in one group; the red indicates in both groups.

b. Driver Procedure

Follow the same steps as for a control lockout except that you also mention to Base whether you have a red or amber motor overspeed indication.

15. ANTI-COLLISION RECEIVER

a. Indicates

That there is a problem with the MAPO system within your monorail.

b. Monorail Status

1. The monorail may continue to operate normally, but may not have its anti-collision system or MAPO completely functional.

2. A MAPO stop may occur at the same time.

c. Driver Procedure

1. The operator will exercise extreme caution at all times for safety reasons.

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15. ANTI-COLLISION RECEIVER (Continued)

C. Driver Procedure (Continued)

2. The operator will proceed to the next station and notify Monorail Base by telephone.
3. If a MAPO stop also occurs, then the operator will notify Monorail Base by radio, reporting both the stop and the appearance of the anti-collision receiver light along with the usual information that you would give when receiving a MAPO stop. (See Driver Procedures in this manual.)
4. The operator must emphasize to any operator who takes his/her place as a driver that the anti-collision system on the train is not functioning properly.

C. EMERGENCY COLUMN (Red Lights)

1. DEADMAN DISENGAGED

a. Indicates

The deadman button on the control arm is not depressed, the deadman button is malfunctioning or the monorail is in "stop" depending on the situation.

b. Monorail Status

When the operator allows the deadman to disengage, the monorail will automatically cycle dynamic 2 braking and begin to slow. This will be accompanied by a warning beeper which will not reply while the deadman is disengaged to remind the driver to be more attentive.

c. Further Information

The deadman button is a safety switch that will prevent a monorail from operating if the driver is not fully attentive.

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1. DEADMAN DISENGAGED (Continued)

d. Driver Procedure

1. In a normal operation, the deadman button should be engaged at all times by the operator.
2. If you should receive a deadman disengaged indicator light and you know that it is not being caused by the run/stop switch being in stop or by the deadman button not being depressed, then you should radio Monorail Base immediately giving:
 - a. The color of your monorail.
 - b. The fact that you are receiving the deadman disengaged light.
 - c. Your 10-20.
 - d. Await instructions from Monorail Base before proceeding.

e. Additional Note

The deadman button may be released to cycle dynamic brakes if they cannot be cycled with the control arm.

2. DOOR UNSAFE

a. Indicates

One or more doors are open or partially unlatched.

b. Monorail Status

The door unsafe circuit will prevent power from reaching the traction motors and the monorail will coast as if in neutral.

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2. DOOR UNSAFE (Continued)

c. Driver Procedure

As the monorail is coasting, the driver should:

1. Place the control arm in neutral.
2. Notify Monorail Base immediately by radio and indicate:
 - a. The color of your monorail.
 - b. That you have a door unsafe.
 - c. Your 10-20.
3. Monorail Base will reply with "I'll 10-23 your visual" and then Monorail Base will immediately notify the train behind you to make sure they realize you have a door unsafe and will not be driving normal operation.
4. As soon as you have notified Base of your door unsafe, you should:
 - a. Make an announcement over your P.A. system informing the guests that you are slowing awaiting traffic clearance ahead.
 - b. Check your console to determine which side the door unsafe is on.
 - c. Make a visual check on the side with the door unsafe to determine whether the door is open or closed against the latch.
 - d. Notify Monorail Base immediately by radio and indicate:
 1. The color of your monorail.
 2. That you have a door unsafe on your exterior/lagoon side.

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2. DOOR UNSAFE (Continued)

c. Drivers Procedure (Continued)

3. That you have made a visual and the door is open/closed.

4. Your 10-20.

Example:

Train: Monorail Base from Monorail Red.
Base: Base by.
Train: Monorail Base, be advised I have a door unsafe, 10-20 is pylon 73 on the exterior beam.
Base: 10-4 Monorail Red, I'll 10-23 your visual. (Monorail Base will then call the train behind Monorail Red to ensure that they are aware of Monorail Red's 10-20 and door unsafe situation)
Base: Monorail Red from Monorail Base.
Train: Monorail Red by, be advised the door is on the exterior side and the door is closed.
Base: 10-4 Monorail Red, you're clear to proceed on door bypass, make a visual before entering the MAGIC KINGDOM.

5. Use the door bypass lever on the emergency panel with permission from Monorail Base and proceed as directed, making additional visual checks as directed.

- a. If the door is closed you may proceed at normal speeds.
- b. If the door is open, you are to drive with extreme caution, maintaining enough speed to climb any hills you are approaching but not exceeding 10 m.p.h.

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2. DOOR UNSAFE (Continued)

c. Driver Procedure (Continued)

6. When a monorail is operating on door bypass, the driver will slow the train down when approaching the station (this can be accomplished by releasing the deadman), and make a visual check on the side of the monorail with the door unsafe, to again determine if any doors are standing open.
 - a. If no door(s) is standing open, the driver will proceed into the station at 3 m.p.h. so that the loader/unloader can try to see (by looking at the door open lights) which door is causing the door unsafe indication. The loader/unloader will stand behind the appropriate railing or at the prescribed safe distance from the trough and will not attempt to reclose the door until the monorail has come to a full and complete stop inside the station. After opening and reclosing the door, take the handle and pull to insure the latch mechanism works.
 - b. If a door(s) is standing open, the driver will pull into the station as slowly as possible 0-1 m.p.h. and stop with the open door just outside of the station so that the loader/unloader can close the door before it makes contact with the station railing. In this case the loader/unloader must be on the outside of the railing and close enough to the trough and the monorail to close the door. Unless the door is standing open, the operator will not attempt to close a door on a monorail until it stops inside of the station.
 - c. When operating a monorail on constant door bypass, the driver will make a visual check before departing from and entering any station.
 - d. If the status of the doors changes after the driver carries out the initial notification procedure, this should be radioed to Monorail Base before proceeding.

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2. DOOR UNSAFE (Continued)

c. Driver Procedure (Continued)

7. If you should receive a door unsafe indication while your monorail is actually moving and is entering or exiting a station you should use your control arm to stop the monorail as fast as possible and then carry out the normal door unsafe procedures as outlined previously.
8. While making the visual checks required prior to moving your monorail out of a station in which it was stopped, you may still have a door unsafe indication after seeing that all doors appear to be closed. If this happens you should:
 - a. Give the hand signal for a door unsafe to the platform operator.
 - b. Check the doors of the monorail individually until the door unsafe situation clears.
 - c. If the situation has not cleared after checking all of the doors, notify Monorail Base immediately.
9. A number of different problems can cause intermittent door unsafe indications. The driver should follow normal door unsafe procedures if this occurs.
10. If a door unsafe occurs on a curve, include this in your 10-20 information and you will have to make a second visual check after rounding the curve and the train has straightened out.

3. NO AIR

a. Indicates

The pressure in the monorail's reserve air system is at 55 p.s.i. or less.

b. Monorail Status

1. The monorail will experience an emergency stop (at least 25 p.s.i. air brakes).

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3. NO AIR (Continued)

b. Monorail Status

2. The Monorail must be towed if air pressure cannot be restored.

c. Furthur Information

The amber air compressor off and low air lights will precede the no air light as the reserve air pressure drops. (See Air Compressor off for methods of conserving air to prevent a no air situation.)

d. Driver Procedure

1. Notify Monorail Base immediately of the "no air" situation giving the following information:
 - (a) Your color.
 - (b) The no air light is on.
 - (c) The reserve air pressure gauge reading.
 - (d) Your 10-20.
2. Notify guests inside the monorail of the mechanical problem, that there will be a short delay and if necessary, inform them of being towed.
3. Standby for instructions from the work tractor.
 - (a) Monorail will be put in "stop" to prevent an accidental power selection in the towing process.
 - (b) Emergency air brake bypass on the emergency panel must be activated before towing is initiated, but only upon receiving instructions to do so from the work tractor.
 - (c) It may be necessary to use the "air dump" but again, only upon receiving instructions from the work tractor.

3. 600V OFF

a. Indicates

600 volt buss power is off.

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4. 600V OFF (Continued)

b. Monorail Status

1. All motors and electrical systems functioning on the 600 volt buss power are not operating.
2. The monorail will experience an emergency stop and will not move.
3. The monorail will begin to draw 12 volt and 36 volt power from the batteries.

c. Driver Procedure

1. Notify Monorail Base immediately by radio and indicate:
 - a. The color of your monorail.
 - b. That you have 600 volts off indication.
 - c. Your 10-20.
2. Conserve 12 volt and 36 volt power by following the procedures outlined for the 12 volt and 36 volt generator off light.
3. Inform the guests of the situation with your P.A. system and indicate:
 - a. That you have an electrical failure.
 - b. That there will be a short delay.
 - c. How to open the windows for ventilation.

d. Additional Information

1. With 600 volts off, the air compressor motor will not be functioning and the monorail will begin to lose reserve air pressure. After reporting 600 volts off, it is necessary to report the annunciator lights that will appear as the pressure drops.

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4. 600V OFF (Continued)

d. Additional Information (Continued)

2. 600V buss power must be restored or the monorail will have to be towed due to lack of electrical power and reserve air pressure.
3. When 600V buss power is restored, the operator should allow the air pressure to build to normal operating level before moving the monorail (137 to 150 p.s.i.).

5. LINE BREAKER TRIP

a. Indicates

The line breaker has "tripped" in one or both groups of motors.

b. Monorail Status

Each group of motors has a line breaker. One or both of the line breakers may trip at the same time; with a line breaker trip in both groups, the monorail will coast as if in neutral. The group meters on the control console indicate which group has experienced the line breaker trip by reading no amps in one or both groups.

c. Cause

A line breaker trip is most frequently caused by cycling the control arm from P3 or P4 back to neutral when the group meters are still drawing maximum current. (It is never safe to return to neutral from P3 to P4 until the group meter amperage has started to drop.)

d. Driver Procedure

1. Using the control arm, bring the monorail smoothly to a stop, on a level area of the beam if possible. If you have already built up speed climbing a hill, you would maintain your momentum up the hill.

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5. LINE BREAKER TRIP (Continued)

d. Driver Procedure (Continued)

2. Notify Monorail Base immediately by radio and indicate:

- a. The color of your monorail.
- b. That you have a line breaker trip in group A or B or both groups.
- c. Your 10-20.

3. Use the P.A. system of your monorail to inform your guests you are holding your position momentarily awaiting traffic clearance ahead.

4. Carry out instructions received from Monorail Base.

6. EMERGENCY STOP

a. Indicates

The monorail has automatically applied its air brakes after detecting an unsafe condition. An emergency stop may be defined as any situation where the air brakes are applied automatically by the monorail.

b. Driver Procedure

An emergency stop indicator light is always accompanied by other lights on the annunciator panel. The driver should follow the procedures outlined for each of the situations specified by this manual for these accompanying lights.

7. TRACTION MOTOR CIRCUIT BREAKER OFF

a. Indicates

The circuit breaker that protects the 600V primary system has "tripped".

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7. TRACTION MOTOR CIRCUIT BREAKER OFF (Continued)

b. Monorail Status

The same as in a 600V off situation as outlined previously.

c. Driver Procedure

1. The same procedures apply as for 600 volts off situation except that your radio transmission to Monorail Base states that you have a Traction Motor Circuit Breaker off indication.
2. Inform your guests of the situation with your P.A. system and indicate:
 - a. That you have an electrical problem with the monorail's motors.
 - b. That there will be a momentary delay before proceeding.
 - c. How to open the windows for ventilation.
 - d. The fact of being towed to the next station and to please remain seated.
3. Standby to receive instructions from the work tractor for the initiation of the towing process.

8. 36V CIRCUIT BREAKER OFF

a. Indicates

The traction control circuit breaker in the opposite cab is out.

b. Monorail Status

1. With this circuit breaker out, power will be cut off to the console in the cab in which the circuit breaker is out.
2. Power to the console in the operating cab will not be affected when that circuit breaker is pulled out in the nonoperating cab.

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8. 36V CIRCUIT BREAKER OFF (Continued)

c. Driver Procedure

At a convenient time, the driver should go back to the nonoperating cab and attempt to push the traction control circuit breaker back in unless the circuit breaker has been tagged by the shop.

9. ANTI-COLLISION OFF

a. Indicates

The MAPO receiver in the monorail has been turned off by Monorail Maintenance due to a malfunctioning receiver (see section on anti-collision receiver light).

b. Monorail Status

The monorail will operate normally but will not have its MAPO system functional.

c. Driver Procedure

1. Whenever operating a monorail where the MAPO system is not functional, the operator will exercise extreme caution at all times for safety reasons.
2. The operator will inform all succeeding drivers about the unsafe condition so that they may drive accordingly.

NOTE: A monorail should never be brought out of the shop with this light on without notifying Monorail Shop first.

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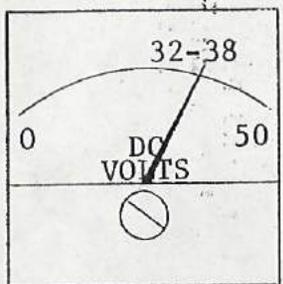
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DIVISION Operations
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 SECTION Emergency Panel

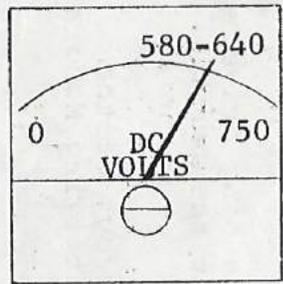
Walt Disney World
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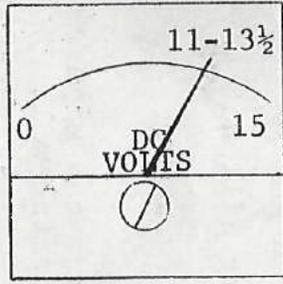
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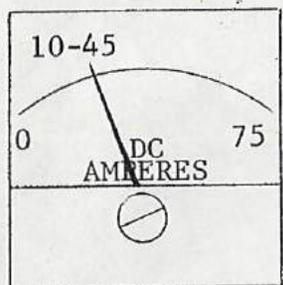
TRACTION CONTROL VOLTAGE



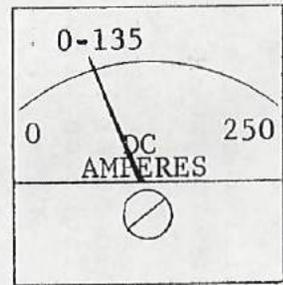
600V PRIM BUS VOLTAGE



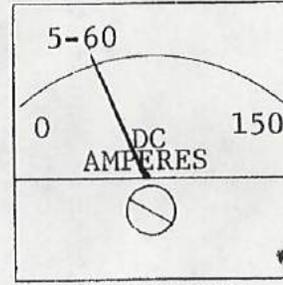
12V CONTROL VOLTAGE



TRACTION CONTROL CURRENT



600V SEC BUS CURRENT

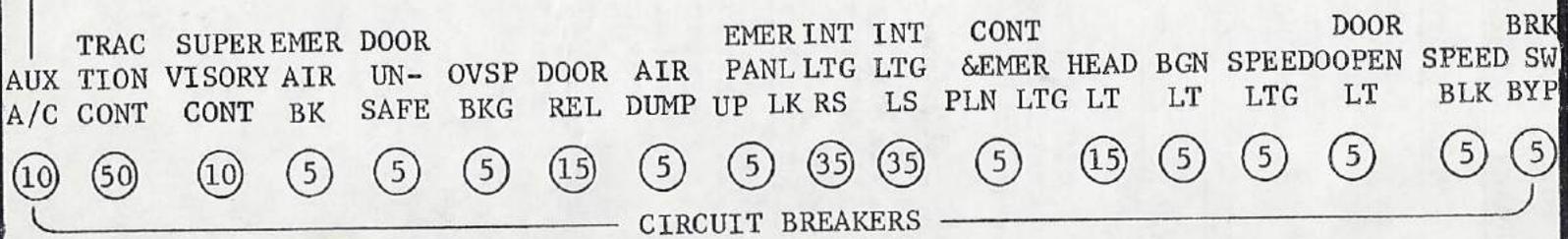
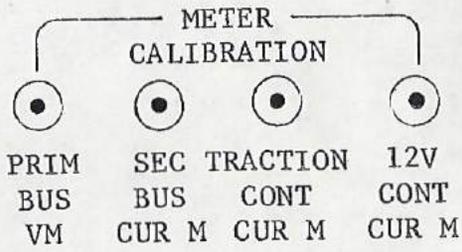


12V CONTROL CURRENT

FUSE
 36V BAT
 PWR IND
 FUSE

FUSE
 12V BAT
 PWR IND
 FUSE

FUSE
 AUDIO
 INTIR
 FUSE



AIR DUMP



CLOSED
OPEN

LINE
BKR
RESET

LOCKOUT
RESET
GR A & B

LOCKOUT
GR A

LOCKOUT
GR B

AIR
DUMP

HOOD
INTIR
BYP

DEAD
MAN
BYP

EMER
AIR BK
BYP

DOOR
BYP

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VII. Emergency Panel

- I. The Voltage & Current Meters are to be used for informational purpose to complete the Monorail Systems Checklist or if information from there is requested by Monorail Base, a Monorail Lead or Supervisor, or by Monorail Maintenance.

- II. Circuit Breakers are to be touched by a Monorail operator only as called for in procedures outlined in other sections of this manual or as directed by Monorail Base, Monorail Maintenance, or a Monorail Lead or Supervisor. If any circuit breaker comes out while operating on the beam, Monorail Base should be notified. If while in a station you find a circuit breaker has been pulled out, push it back in. If it does not stay in, notify Monorail Base. Only the auxiliary AC circuit breaker may be pushed or pulled at the driver's discretion.

- III. Air Dump Lever - located on the extreme bottom left of the Emergency Panel.
 - A. Closed (Up) - Normal position.
 - B. Open (Down) - Only when instructed by Monorail Maintenance.

- IV. Red Push Buttons - located across the bottom left side of the emergency panel. These are to be touched only upon receiving such instructions from Monorail Base, Monorail Maintenance, or a Monorail Lead or Supervisor. (Listed left to right, facing panel):
 - A. Line Breaker Reset - Must be held in for 15 seconds.
 - B. Lockout Reset Groups A & B - Must be held in for 15 seconds.
 - C. Lockout Group A - Must be held in for 15 seconds.
 - D. Lockout Group B - Must be held in for 15 seconds.
 - E. Air Dump - To activate the air dump system, the Air Dump Lever must be in the open position and this button must be held down continuously.

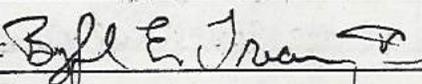
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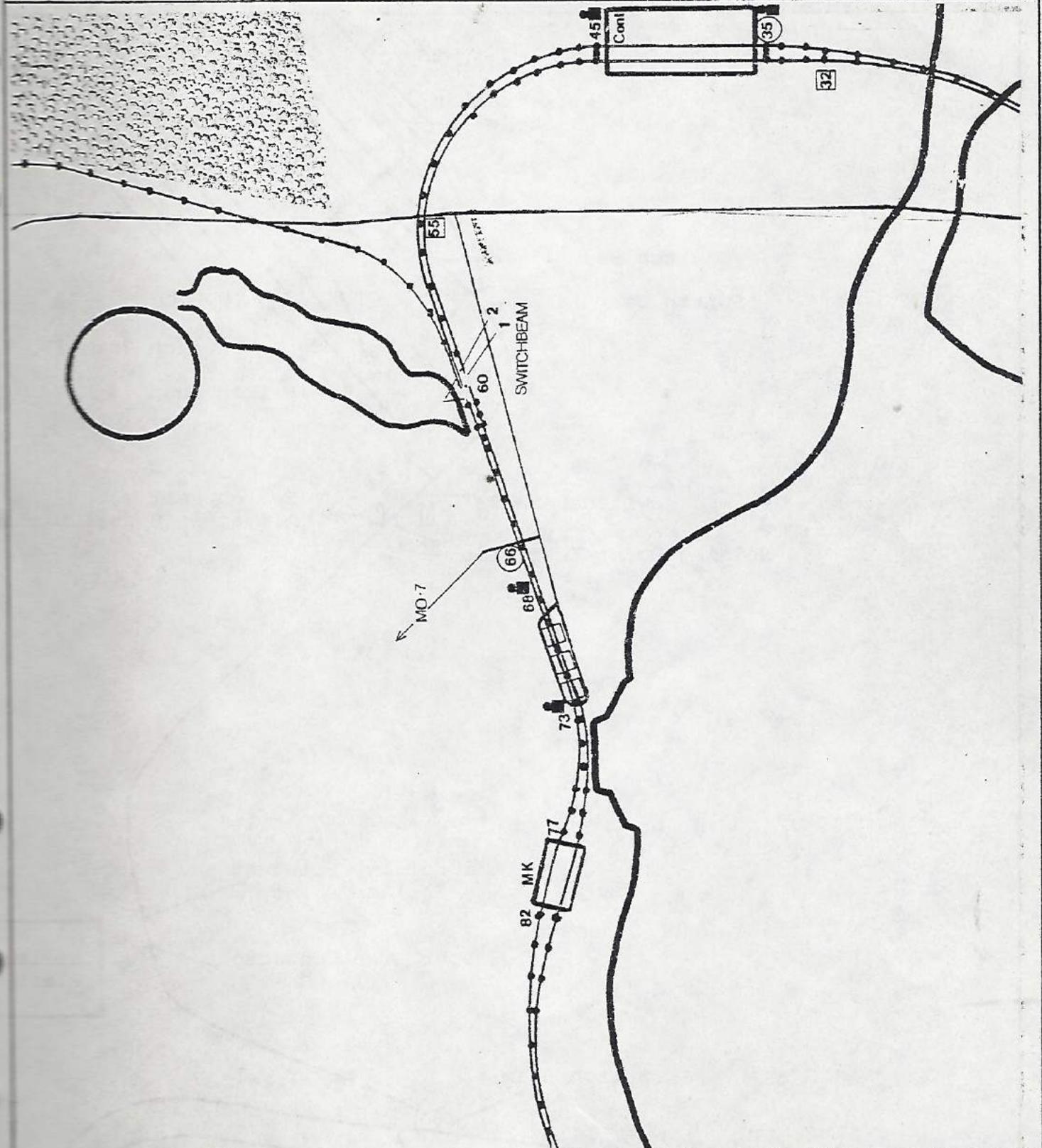
V. Bypass Switches - located across the bottom right side of the Emergency Panel. These are to be touched only upon receiving such instructions from Monorail Base, Monorail Maintenance, a Monorail Lead or Supervisor. (Listed left to right, facing the panel):

- A. Hood Interlock Bypass.
- B. Deadman Bypass.
- C. Emergency Air Brake Bypass.
- D. Door Bypass.

NOTE: The bypass switches must be held down while in use. They are spring loaded and will return to the "off" position when released. The warning alarm will not reply when using the Deadman Bypass or Emergency Air Brake Bypass.

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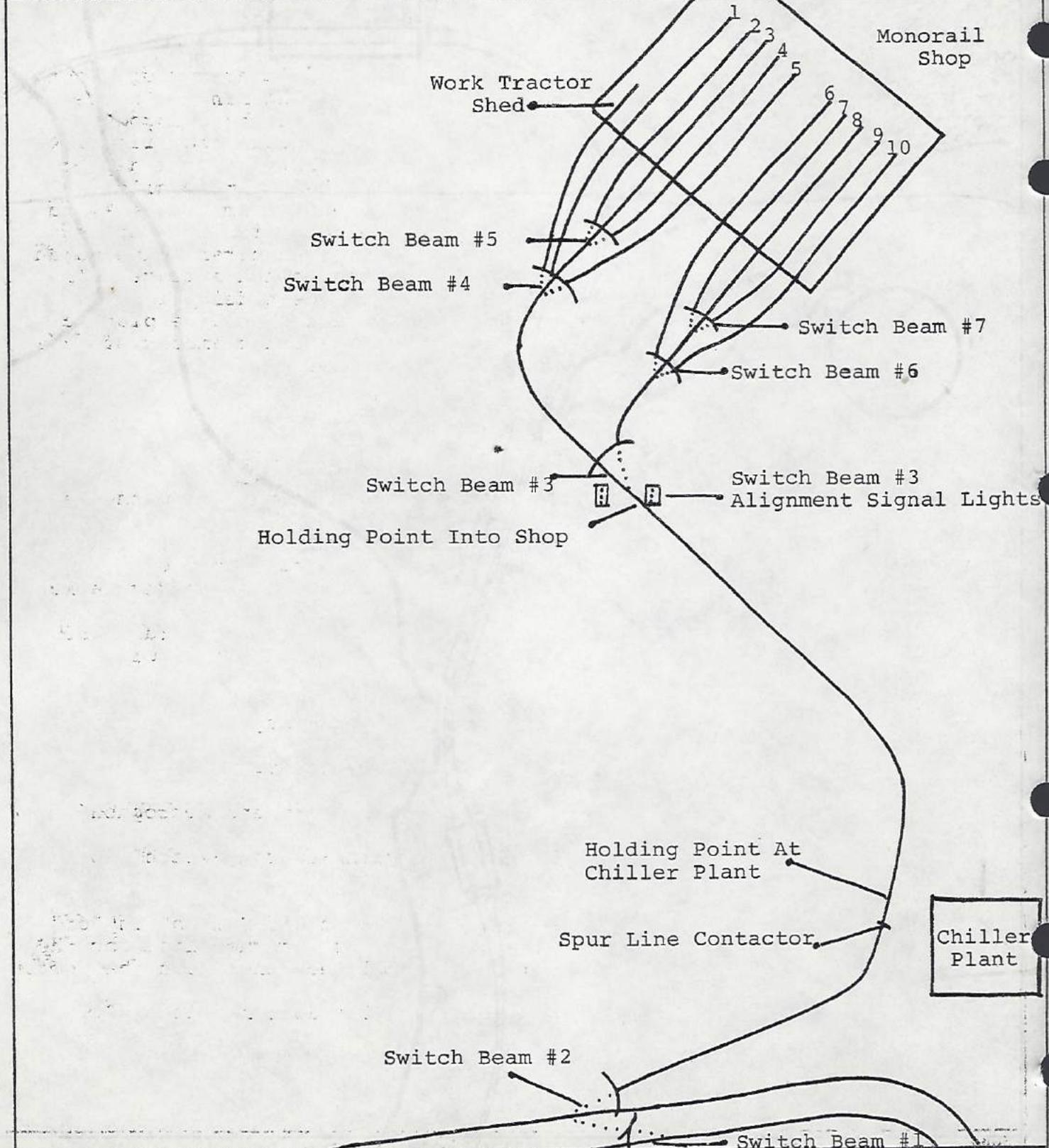
DIVISION Operations	Walt Disney World STANDARD OPERATING PROCEDURE	ISSUE NO. 6	DATE 01/25/81
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VIII. SWITCHING PROCEDURES

At the beginning of each day, the monorails are brought out of the Monorail Shop to operate on the Main Line. In the morning hours the operation is set up with three lagoon monorails and an adequate number of exterior monorails (2-4) to handle the anticipated guest flow. Later in the day it is usually necessary to change the number of monorails operating to meet the demands of the exit from the park, to serve the hotels, or during extended operation for ongoing maintenance. At the end of each day the monorails are taken back to the Monorail Shop for maintenance and storage. In any switching operation the amount of guest delay is a primary factor. The switching procedure should be planned and executed in a manner that takes the least amount of time and caused the least amount of guest delay.

I. SHOP TO MAIN LINE PROCEDURES

A. Before leaving the Monorail Shop:

1. Obtain a key for the monorail from the key rack.
2. Pick up a blank checklist form and a pencil from the desk next to the key rack.
3. Proceed to Cab #1 end of the monorail and open up the console with the following procedures:
 - a. Insert and turn the key.
 - b. Lift the console cover.
 - c. Raise the control arm and microphone.
 - d. Put the "Forward/Reverse Switch" in "forward".
 - e. Put the "Lights On/Off Switch" in "on" until the part of the checklist for the lights is completed, then turn them off.
 - f. Put "Sound On/Off Switch" in "on",

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I. SHOP TO MAIN LINE PROCEDURES (Continued)

4. Begin the checklist. Complete the Control Console and Emergency Panel sections while still in the Shop.
5. If you insert and turn the key in the console lock and only the hood opens with no electric systems response you should:
 - a. Check all of the circuit breakers to see if they are pushed in. If any are out, push them in unless they are tagged, saying they are not to be pushed in.
 - b. Check the leaf meters and lights in the cab to see if the batteries have been turned on. If they have not, then notify the shop personnel.
 - c. Check to see if there is power to the opposite cab. (You can usually see if the strobe is flashing or not).
 - d. Notify the shop of this situation if they are not already involved in helping you.
6. Upon proper clearance from the Monorail Shop, place your Run/Stop Switch in run and perform MAPO checks and Door Unsafe checks in shop (the door unsafe checks may be done in the MAGIC KINGDOM Station). After the MAPO check is made, call Monorail Base by radio for a radio check and inform Base of the MAPO stop brake pressure reading and the status of all audio functions in Cab #1.
7. Proceed out of the Shop as instructed by Monorail Shop.

NOTE: Do not leave the Monorail Shop until you have completed all appropriate checks and have reached the Spur Line/Main Line check section of the Checklist.

ALSO: During a switching operation you must repeat back to the sender any instructions that you receive by radio to insure that you received them correctly.

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I. SHOP TO MAIN LINE PROCEDURES (Continued)

b. Going from Shop to Main Line:

1. After proper clearance is given by Monorail Shop and the appropriate checks have been made, the monorail will be moved through Switch Beam 5 & 4 or 7 & 6, then through Switch Beam 3 all at a maximum of 3 m.p.h. (walking speed). This speed is maintained by moving the control arm from neutral to P1, holding it there for 3 seconds, and then back to neutral continuously.
2. Once completely on the straight part of the Spur Line, the monorail will be moved in P2 to the chiller plant at a maximum of 15 m.p.h.
3. On the way to the chiller plant, the Spur Line/Main Line check section of the checklist should be completed except for the Deadman Release Check which should be done once the monorail is on the Main Line. At the paved driveway to the chiller plant or when instructed to hold by Switch Beam, the operator will release the MAPO bypass for the final check to be made on the Spur Line.
4. Radio Switch Beam that you are holding your 10-20 at the chiller plant.
5. After proper clearance is given by Switch Beam, the monorail will move up to and through Switch Beam 2 onto the exterior beam.
6. Once your monorail has gone through the switches, call on your radio "all monorail units be advised Monorail _____ is 10-7 Spur Line, 10-8 exterior beam, holding 10-20 at the primary to the MAGIC KINGDOM. Then await further instructions from MAGIC KINGDOM.
7. Be sure you understand completely any instructions given by Switch Beam and follow them to the letter. If there is any doubt about what you are to do, ask Switch Beam to 10-9 the message.

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I. SHOP TO MAIN LINE PROCEDURES (Continued)

NOTE: The amount of time used in moving from the chiller plant onto the Main Line directly influences the efficiency of the switching operation. Speed limits should be observed strictly, but the monorail should be moved as quickly as the speed limits will permit (i.e., 15 m.p.h. on the Spur Line up to Switch Beam 2; 3 m.p.h. over the switch and approaching the MAGIC KINGDOM Station).

II. MAIN LINE TO SHOP PROCEDURES

A. Going from Main Line to Shop:

1. The monorail will be moved to the west side of Switch Beam 2 upon proper clearance from Switch Beam.
2. Switch Beam Maintenance will clear the monorail to move through Switch Beam 2 at a maximum of 3 m.p.h. (walking speed) onto the Spur Line. Once completely off the switch, the monorail will move to the chiller plant in P2 at a maximum of 15 m.p.h.
3. Once your monorail has gone through the switches, call on your radio "all monorail units be advised Monorail _____ is 10-7 exterior, 10-8 Spur Line, 10-51 north side of the chiller plant (or to Switch Beam 3 depending on instructions)".
4. The monorail will hold at the chiller plant, if instructed to do so, and inform Shop of the monorail's 10-20.
5. Upon proper clearance given by the Shop, the monorail will be moved to the south side of Switch Beam 3, (in P2 at a maximum of 15 m.p.h.).
6. Radio Monorail Shop when you are holding your 10-20 at the south side of Switch Beam 3.
7. Upon proper clearance given by the Shop, the monorail will move through Switch Beam 3 and through Switch Beams 4 & 5 or 6 & 7 all at a maximum of 3 m.p.h.

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II. MAIN LINE TO SHOP PROCEDURES (Continued)

8. The monorail will enter Shop at a maximum of 3 m.p.h., move up to and stop when the orange marker ball touches the nose of the monorail or when instructed to stop by the Shop.

B. After Stopping in the Monorail Shop:

1. Put "Run/Stop Switch" in "stop" and open a cab door.
 2. Report over radio that the monorail is 10-7 in Shop.
 3. Put "Forward/Reverse Switch" in "reverse".
 4. Put "Lights On/Off Switch" in "off".
 5. Put "Sound On/Off Switch" in "off".
 6. Fold down the control arm and microphone.
 7. Pull both auxiliary air conditioning circuit breakers on the Emergency Panel.
 8. Close the Emergency Panel Cover and lock the console.
- NOTE: Always insure that the control arm is in neutral before closing the cover.
9. Take the checklist off the cab clipboard and give it to one of the Shop personnel.
 10. Put the pencil back in the desk next to the key rack.
 11. Place the key on the key rack.

III. OPENING PROCEDURES

A. Opening Lagoon Beam

1. The monorails will move out of the shop one by one on the Spur Line and onto the exterior beam, following the procedures outlined in Shop to Main Line.
2. As the monorails reach the MAGIC KINGDOM Station, they will switch ends and await further instructions. Each driver will make a radio check with Base after switching ends.

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III. OPENING PROCEDURES (Continued)

3. When Switch Beams 1 and 2 are aligned connecting exterior beam to lagoon beam, the monorails will be cleared one at a time from the MAGIC KINGDOM Station to the west side of Switch Beam 2.
4. When approaching the switches on exterior beam, after being cleared by Switch Beam to the west side of Switch Beam 2, the MAPO you receive should be radioed to Monorail Base. Then you may proceed to the previously designated holding point on MAPO bypass.
5. Upon proper clearance from Switch Beam move your train through the switches at a maximum of 3 m.p.h.
6. Once your monorail has gone through the switches, call on your radio "all monorail units be advised Monorail _____ is 10-7 exterior beam, 10-8 lagoon beam, holding 10-20 primary to the Contemporary.
7. Upon proper clearance from the Contemporary, you are clear to proceed into the Contemporary.

B. Opening Exterior Beam

1. One by one, the monorails will be cleared out of the shop on the Spur Line and onto the exterior beam following the procedures outlined in Shop to Main Line.
2. The number of monorails to be switched onto exterior beam will determine the positioning of each monorail once on the Main Line. Monorail Base will make this determination and direct all movement once operating on the exterior beam.
3. Monorail Base will give instructions as to where and when each operator is to switch ends from Cab #1 to Cab #5, if this is to be done at all.
4. If instructed to go to Cab #5, each operator will perform the Cab #5 checks for the Checklist. The Cab #5 Spur Line/Main Line check section will be performed when Monorail Base instructs each monorail to perform Cab #5 MAPO check or clears a

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III. OPENING PROCEDURES (Continued)

monorail from one point to another (while operating in Cab #5). Monorail Base will also give instructions on when and where to switch ends back to Cab #1.

5. When being directed to various points on the beam (i.e., primary to TTC, pylon #96, etc.), verify visually the directions from Monorail Base and approach all "blind spots" with caution. You must remember that the blocklights will not be functioning normally at this time.

IV. CLOSING PROCEDURES

A. Closing Exterior Beam

1. After the exterior ramp at the MAGIC KINGDOM Station has been shut down and all the remaining guests on that ramp have been loaded onto the exterior monorails, Monorail Base will begin to set up the exterior beam for closing.
2. The number of monorails operating on the exterior beam and the timing of the cycle will determine how the monorails will be set up prior to switching. Monorail Base will give instructions as to where and when each monorail is to switch ends from Cab #1 to Cab #5 and when and where each monorail is to be positioned.
3. The possible positions that the monorails may be directed to prior to switching are: West side of Switch Beam 2, MAGIC KINGDOM Station, top of the hill out side the MAGIC KINGDOM Station (pylon #96), and Transportation and Ticket Center Station.
4. The monorail closest to Switch Beam 2 will be directed onto the Spur Line first, followed in order by the others.

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IV. CLOSING PROCEDURES (Continued)

5. As the monorails are switched onto the Spur Line, the remaining monorails will be instructed to pull forward to the next point left vacant by the preceding monorail.

B. Closing Lagoon Beam During Normal Park Hours.

Normally after the park is cleared, two lagoon monorails will be taken off, leaving two monorails operating on the lagoon beam until the monorail system closed. To take off the two lagoon monorails for closing, the following procedure is used:

1. The first monorail will be deadheaded at the Polynesian Village and proceed to the east side of Switch Beam 1 to be switched. After crossing the exterior beam, the monorail will proceed through the MAGIC KINGDOM Station in reverse to pylon #96 as directed by radio.
2. At the same time, the second monorail will make a final trip by shuttling to the Polynesian Village and back to the Contemporary. The shuttle will involve proceeding to the Polynesian Village (stopping at TTC along the way), and switching ends from Cab #5 to Cab #1. The monorail will then proceed in forward along the same route as just traveled, back to the Contemporary (stopping at TTC along the way). At the Contemporary, the operator will dead-head and standby for instructions from Switch Beam.
3. The second monorail will then be switched from the lagoon beam to the exterior beam and will be cleared into the MAGIC KINGDOM Station. Once inside the MAGIC KINGDOM Station, the operator will switch from Cab #1 to Cab #5, give a radio check with Monorail Base and standby for instructions from Switch Beam.

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IV. CLOSING PROCEDURES (Continued)

C. Closing Lagoon Beam During Extended Park Hours

1. During extended park hours, 3 or 4 monorails will be operating on the lagoon beam just prior to closing.
2. As with the exterior beam, the lagoon beam closing during extended park hours can have many variations as the the actual procedure to be used. Monorail Base will determine as to where and when each monorail is to be positioned for switching.
3. The possible positions used just prior to switching may be: the east side of Switch Beam 1, the Contemporary, the Transportation and Ticket Center Station, the Polynesian Village, and any specific pylon number.
4. The monorail closest to Switch Beam 1 will be directed onto exterior beam first, followed by the others in order.

NOTE: Before the monorails are switched from exterior beam to the Spur Line, the operator must operate from Cab #5. Switching ends from Cab #1 to Cab #5 will be done inside the MAGIC KINGDOM Station.

5. Once all the monorails are operating on the exterior beam from Cab #5, the monorails will then be switched from the exterior beam to the Spur Line.

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V. FINAL NOTES ON SWITCHING

A. During the switching process, it is imperative that the operator repeat word for word over the radio all the instructions given by Monorail Shop and Switch Beam. This will insure that the operator fully understands all instructions.

NOTE: This rule also applies to any instructions given at any time by Monorail Maintenance and Work Tractor.

B. In the process of opening or closing either beam or during any switching process, any movement of the monorail will be done only upon instructions from Monorail Base, Monorail Maintenance, or Monorail Shop. Any movement of the monorail without permission will result in appropriate disciplinary action.

C. When a monorail is told to deadhead at a station, the operator will open all doors at the specified station and check all doors before closing them to insure no guests are left on board.

D. When the operator is instructed to switch ends, the operator will do so as quickly as possible, give a radio check when ready to move in the new cab and standby for further instructions.

E. Remember, during any switch, if you are driving the train on the exterior beam that is to be holding at the secondary holdpoint at the Contemporary (pylon 35), you will receive a "MAPO Stop" as you proceed up the hill. This "MAPO Stop" may be bypassed without permission.

F. Anytime that you drive a monorail you are responsible for visually checking to insure that it is safe to move the train. If any skirt doors are open, or scaffolding blocking the way in the Shop, then these must be taken care of, just with any other obstructions that might touch or damage the monorail.

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SECTION Breakdown Procedures			PAGE 9-1

INTRODUCTION

The procedures and responsibilities on the following pages represent information which is vital to your effective performance as a Monorail Host/tess. Coordination of all breakdowns will be by Monorail Base but it is your responsibility as a Monorail Host/tess to know and understand the breakdown procedures within the monorail and at the station. In order for Monorail Base to be effective in its coordination of the breakdown, you must supply information and exercise good judgement.

I. BREAKDOWN IN THE MONORAIL

If you are piloting a monorail and a breakdown occurs immobilizing your train, the following procedures should be followed:

- A. Radio the following information to Monorail Base:
 1. Color of your monorail.
 2. Exact location (beam and location, using pylon numbers).
 3. State the primary cause of stop.

- B. Stand by for Monorail Base to acknowledge your emergency stop and to issue further instructions.
 1. Note the following, and be prepared to give this and any other information to the supervisor/lead or shop personnel at their request.
 - a. Annunciator panel indicator lights for abnormal reading on the emergency section of this panel, such as: 600V off - Control Lockout - etc.
 - b. Applied and reserve air pressure reading.
 - c. Battery Indicators - 12V and 36V.
 1. White/red leaf indicators on control console.
 2. Volt meter readings on emergency panel.
 3. Ampere meter readings on emergency panel.
 - d. Position of all circuit breakers and switches located on control console and emergency panel.

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I. BREAKDOWN IN THE MONORAIL (Continued)

- C. Explain to the guests, on the P.A. system, that you are experiencing mechanical difficulties or a temporary power failure, depending on the situation. Use your good judgment, being careful not to spread alarm in your expression or in the information you give to your guests.
1. If there is a loss of power to your monorail or a power failure on board your monorail, instruct the guests how to open the windows within their cars and to remain seated, that you will be moving again shortly.
 2. If the monorail must be towed, inform the guests that the monorail is being towed to the nearest station, and inform them also that they will be able to continue their trip shortly by boarding another monorail at that station or by alternate means of transportation.
- D. If your monorail must be towed from the main line by the work tractor, there are many possible situations that may occur. Listed below is general information which should assist you and your fellow host/tess to understand the instructions that you will receive from Monorail Base, the Monorail Shop, and the work tractor.
1. Know the location and function of the following:
 - a. Emergency air brake bypass switch.
 - b. Mechanical and electrical air dumps.
 - c. Main reserve air pressure meter.
 - d. Applied air pressure meter (Air brakes).
 2. If a monorail must be towed to the shop, whenever possible it will be positioned so the work tractor will be pushing the monorail when it enters the spur line enroute to the shop.
 3. Instructions for towing will be given to you by the Monorail Shop personnel operating the work tractor.
 4. You will stay with the monorail while it is towed to the shop and report by phone to Monorail Base for instructions when the monorail is secured in the shop.

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I. BREAKDOWN IN THE MONORAIL (Continued)

E. If there is a loss of power or a failure on board your monorail which results in a loss of power to your air compressor or your 12V and 36V generator, be sure to conserve air pressure and electric power (see annunciator panel explanation for these procedures).

NOTE: While operating on the main line, never turn off your beacon lights unless instructed to do so by Monorail Base.

F. If your monorail can proceed under its own power, minor inspection and service will be performed at the MAGIC KINGDOM Station or at the Transportation and Ticket Center.

G. Monorails on the same beamway as the inoperative monorail will hold their positions on the beamway until instructed by Monorail Base to proceed to the nearest station, and hold there for further instructions.

1. Know the exact location of the down monorail and if possible, do not cross into the same rectifier section. You may have to back into a station due to the location of the down monorail or because of a rectifier break. This will be accomplished upon instructions from Monorail Base.

2. If the down monorail must be towed, you must stay clear of the contactors in the switch beam area. This section will lose power in order to operate the switch beams.

H. If the down monorail is not operating on your beam, proceed cautiously with your normal operation unless instructed otherwise by Monorail Base.

I. If the cause of the breakdown was a problem with a specific rectifier section of the beamway, it may be necessary for you to proceed slowly through various power selections while driving on that portion of the beamway. In a situation such as this, one rectifier could be supplying power to more than one rectifier section and we must be careful not to overload that rectifier.

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II. MAINTENANCE CHECK

Occasionally it becomes necessary for Monorail Shop personnel to check a monorail at either the MAGIC KINGDOM Station or the Transportation and Ticket Center Station. If it is necessary to move the monorail partway out of a station or for a maintenance man to enter the wheel-well while the monorail is stopped in the station, the following procedures will be followed:

1. It will be the responsibility of Maintenance personnel to inform the operator of any maintenance check being performed on his/her monorail and to inform the Lead or Supervisor in charge of the station or stations involved.
2. The monorail operator will follow instructions from Maintenance at all times.
3. If the cab is empty prior to the maintenance check, it should not be loaded until after the check is completed.
4. If it is necessary to pull the monorail partway out of the station, the operator, when instructed by Maintenance to "hold", will place the Run/Stop switch in the "Stop" position and open a cab door related to the side Maintenance is on. The switch will remain in the "Stop" position and cab door will remain open until Maintenance gives the operator clearance to move.
5. Clearance to move will be given by Maintenance personnel only and will be in the form of either a radio transmission to the train operator or transmission to the person in charge of the station, who in turn will clear the train. If a transmission from Maintenance personnel is not clear, the operator should ask him to repeat it and should never move the monorail until he/she is certain of the instructions and has repeated them back to Maintenance personnel.
6. If the monorail being checked moves at any time before being cleared by Maintenance, the operator will be subject to appropriate disciplinary action, not excluding termination.

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SECTION Proper Use of P.A.			PAGE 10-1

Proper use of P.A. in trains where taped spiel is inoperative or not correct.

- I. Departing any station:
 - A. Welcome everyone aboard the WALT DISNEY WORLD Monorail System; include color of monorail and your name.
 - B. Announce destination and route.
 - C. Ask that while on board everyone please refrain from smoking.
 - D. Ask everyone to remain seated while the monorail is in motion.

- II. Entering the Transportation and Ticker Center - MAGIC KINGDOM Stations.
 - A. Announce arrival at destination.
 - B. Remind everyone to remain seated until the monorail has made a complete stop in the station.
 - C. Inform them that the doors will open automatically and which way they will exit (right or left side of monorail).
 - D. Ask everyone to check for personal belongings.
 - E. Instruct guests to lower head, watch step, and take children by the hand when exiting the monorail.
 - F. Ask everyone upon exiting, to step away from the monorail and exit to the center of the platform.
 - G. Repeat the destination once again.
 - H. Express Only -
 1. Announce that the monorail is an express monorail to the destination indicated and would everyone please disembark.
 - I. If holding or there is a breakdown, inform the guests of what is happening. **DO NOT CAUSE ALARM!**

Holding Example: "Ladies and gentlemen, we are holding awaiting further traffic clearance, please remain seated. Thank You."

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SECTION Proper Use of P.A.			PAGE 10-2

II. Entering the Transportation and Ticket Center - MAGIC KINGDOM Stations (Continued)

I. (Continued)

Breakdown Example: "Ladies and gentlemen, we are experiencing minor electrical difficulties. We will be holding our position for a short time. Please remain seated. If you wish to open a window, simply pull up on the latch below the window on the door and push out on the base of the window. Thank you for your cooperation and sorry for the delay."

III. Entering a Resort Station.

- A. Same as above except for H (Local stops at Resorts).
- B. Add that in order to reboard any transportation later, guests must receive a handstamp as they exit the platform.

IV. Additional Material

- A. You will be expected to include pertinent information in your spiels along with the taped spiels. This may include:

1. Advertisements for the World Cruise, Discovery Island, and the Moonlight Cruise, etc.
2. Park Hours.
3. Times for Character Parades.
4. Alternate Means of Transportation.
5. Special Events.

NOTE: Numbers 1,2,&3 should be included whenever possible between segments of the taped spiel whenever you are enroute to the MAGIC KINGDOM.

- B. Information of a descriptive nature telling of your surroundings as you circle the beam is to be encouraged, but it should not exclude other information listed above.

- C. A professional attitude and delivery should be maintained while spieling at all times. Irrelevant and irresponsible material will not be tolerated.

NOTE: Be sure your information is correct. Incorrect information causes more problems than if nothing was said.

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SECTION Radio Communication			PAGE 11-1

- I. The following regulations governing the use of the two-way radio are in force and effect, and failure to observe them may result in dismissal.
1. Extra communications or signals are strictly prohibited.
 2. Use of profane or obscene language on the air is strictly prohibited.
 3. False or deceptive signals are strictly prohibited.
 4. Malicious interference, or a deliberate attempt to "JAM" another communication, is strictly prohibited.
 5. Interference with distress signals is strictly prohibited. IF YOU HEAR SOMEONE IN TROUBLE, STAY OFF THE AIR UNLESS YOU ARE ALSO EXPERIENCING AN EMERGENCY PROBLEM.
 6. Monorail host/ess should be aware at all times as to what units they are operating and acknowledge all radio transmissions by oral communications, not by clicking the mike on and off. Always monitor frequency before transmitting.
 7. Avoid using names of individuals when they are driving. Stick with train color.
 8. Whenever you receive instructions while driving during switching and breakdown situations, these must be repeated back over the radio before clearing yourself.
- II. The following standardized transmissions are to be used whenever possible to expedite and clarify all radio messages. The radio is for important emergency use only. Do not use the radio for any message which can wait until you return to Monorail Base.

10-1	Receiving Poorly
10-2	Receiving Well
10-4	Affirmative/OK
10-7	Out of Service
10-8	In service
10-9	Repeat
10-20	Your Location
10-22	Disregard
10-23	Standby for Further Instructions
10-45	Call _____ by phone at _____
10-51	Enroute
10-56	Meet _____ at _____
10-26	I copy

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SECTION Radio Communication	PAGE 11-2
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II. (Continued)

Dispatch Signals

4	Accident
22	Disturbance (guest problems)
25	Fire

III. Examples of Correct Transmissions

- A. Monorail Base: "Monorail Blue from Monorail Base, radio check."
 Monorail Blue: "I read you 10-2, how me?"
 Monorail Base: "I read you 10-2 also. Monorail Base clear."
- B. Monorail Red: "Monorail Base from Monorail Red."
 Monorail Base: "Monorail Base Bye."
 Monorail Red: "I have a 600V off, 10-20 is the exterior beam, east side of Switch Beam 2, pylon number 55."
 Monorail Base: "10-4, 10-23, await further instructions."
 Monorail Red: "10-4, 10-23 and await further instructions, Monorail Red clear."
 Monorail Base: "Monorail Base clear."

NOTE: (A short form of radio communication may be used if desired. Simply eliminate "from" in the radio call, being sure to indicate unit called First and unit calling Last!)

IV. Information Requirements

- A. Anytime you use a radio you should depress the radio key and wait one full second before giving your message, so that the name of the unit you are calling will be fully transmitted as well as the rest of your message which must also include the name of your unit.
- B. When you are driving a monorail and you call another monorail unit for a radio check, you must always give the cab number (#1 or #5) you are calling from.
- C. When you are driving a monorail and are giving information regarding your 10-20, you must always include the number of the nearest pylon you can see in front of you, if one is visible and you are not stopped inside of a station, and which beam you are on.
- D. Anytime that you are calling in a problem with your monorail and you are operating on the spur line or in the Monorail Shop, you should call the Monorail Shop to report your problem.

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SECTION Glossary of Terms			PAGE 12-1

Amperage (Current) - The unit of measure of the amount of electricity flowing in a system.

Annunciator Panel - The panel composed of the mode, caution, and emergency indicator readout lights.

Beacon - The red or amber flashing light located on top of the monorail at each end.

Beamway - The elevated concrete sections of track on which the monorail travels.

Bellows - The accordion-like material covering the spaces between each of the five cars.

Block Light - Refers to the red-green and red-amber lights located around the Beamway which are a portion of the anti-collision system.

Buss Bar - The stainless steel capped aluminium bar located on each side of the beam.

Circuit Breaker - An electrical device sensitive to heat caused by current overloads that will interrupt the flow of current to protect wiring and other electrical devices.

Collectors - Carbon conductors which transmit the electrical power from the buss bar to the monorail's electrical system.

Cycle Time - The time required for a monorail to pass a point on the system and to pass that point again.

Deadhead - A monorail traveling without passengers.

Deadman Switch - Safety switch on the traction control arm that, when disengaged, will apply the monorail's dynamic #2 brakes.

Dispatch Light - The light used to signal the monorails to leave from the stations.

Dynamic Braking - Braking system based on electrical braking of the drive motors.

Emergency Stop - A situation in which the monorail automatically applies its air brakes after detecting an unsafe condition.

Group Meter - Ammeters measuring the amount of current drawn by each group of traction motors.

Lockout - Condition in which power is shut off to a group of traction motors.

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SECTION Glossary of Terms			PAGE 12-2

MAPC -- Refers to the automatic braking portion of the monorail anti-collision system. It is also the Walt Disney Productions division that fabricates, assembles, and tests the prototype systems and components for WED-designed entertainment attractions. Derives its name from "Mary Poppins".

Operating Cab - The enclosed section at either end of the monorail where the host/ess controls the monorail.

PA System (Public Address) - A system including a microphone and speakers through which information is transmitted to the guests.

Rectifier - A device for converting alternating current into direct current. (In the Monorail System: 13,200V AC to 600V DC).

Recycle - If dynamics did not pick up, move the control arm back to P-1, then move the control arm to dynamics. If the groups do not pick up, move the control arm to dynamics, then move the control arm back to P-1.

Resistor - Electrical device that impedes the flow of electric current.

Skirt Door - A door located in the under part of the monnorail which is used to gain access to the electrical and mechanical workings of the monorail.

Station - Any scheduled stop along the beamway where passengers board or disembark.

Strobe - The flashing white light located in the headlight housings of each monorail. Operates only from the opposite end the train is being operated from.

Suspension Unit - Unit composed of one load tire, which rides on the top of the beam; four horizontal side tires, two on each side of the beam; six safety wheels, one with each horizontal side tire and two associated with the load tire; one axle contact sensor; and one air inflated suspension bag. There are ten units in each five-car monorail and twelve units in each six-car monorail.

Traction Motor - 100 HP DC, reversible, variable speed, electrical motor provides the power to move the monoraail.

Traction Control System - System which selects and controls the amount of current that will be directed to the traction motors.

Voltage - An electrical unit measuring the amount of electrical pressure in a system.

Work Tractor - The gasoline powered unit used for towing monorails and working on the beamway.

10-20 - The exact location of the monorail. The pylon number and beam name.

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