NAARSO
National Association of Amusement Ride Safety Officials

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690 Atlantis Rd, Suite 4, Melbourne, FL 32904
Phone: (813)661-2779
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40TH ANNUAL SAFETY SEMINAR

Operations Track

Attendees using this track of classes are interested in the Operational side of Amusement rides & device, both traveling and park type. Instruction in these sessions is offered at both the basic and advanced levels. Individuals interested in taking either the Operations Level I or Level II exams as well as those wishing to sit for the Aquatic Operations exam will use classes from this track to meet the Exam Checklist requirement. After registering for the seminar, you will use the Secondary link on the confirmation email to select your classes.

Both the Operations and Aquatic Operations Certification Exams will be offered on Thursday afternoon, January 28th. If you are taking an exam, please visit our website, www.naarso.com, click on the Certification tab, scroll over to the Exam Checklists to find the application and any required class information along with any additional paperwork requirement. Registration for the seminar DOES NOT complete the paperwork necessary to sit for any exams.

Anyone wishing to apply for Operations Level III status, please request the Operations Level III registration link from Connie Patton at c.patton@gmail.com.

*Class Titles with an * after it are previously approved QSI classes for students.*

Operations Track

Employee Ride Training (3 hours) *	This course will cover essential elements for your ride training, including standard operating procedures, height requirements and rider restrictions, loading procedures, operating guidelines, handling unusual situations, and implementing emergency protocols.
ASTM F770 *	This foundational course will provide the set up for success as students identify the industry recognized standards regarding operations. The purpose of this course is to present key information and to discuss established procedures for the operation, maintenance, inspection, and training for amusement rides and devices.
Attraction Documentation	This class discusses the importance of properly documenting attraction inspections, maintenance, downtime, operational concerns, incidents, and other events that impact daily operations.
The Changing Behavior of Guests: The Good, the Bad & the Unexpected	This class explores emerging guest behaviors, social trends, and generational expectations that are reshaping the amusement park experience. From the influence of social media and viral trends to changing expectations around customer service, communication, personal space, and park rules, participants will examine how today's guests may respond differently than guests of the past.
Amusement Park Safety 101	Safety is the foundation of every successful amusement park operation. This course covers the core principles of ride and guest safety, employee responsibilities, and daily operational checks. Discuss practical guidelines, real-world scenarios, and industry best practices to help ensure a safe and enjoyable experience for all.
Proactively Empowering Your Team	Empowered teams create exceptional guest experiences. This course focuses on building a proactive mindset among staff, encouraging initiative, accountability, and problem solving before issues arise. Learn strategies to foster team confidence,

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	improve communication, and create a culture where every team member feels equipped and motivated to take action.
Building & Implementing a Training Program	This course explores how to design, implement, and measure effective training programs using a structured, step-by-step approach. Participants will learn how to identify skill gaps, engage employees in development planning, and build competency-based frameworks that drive performance, safety, and retention across their organization.
What are all these Letters? Spelling Out the Standards	From local codes and regulations to internationally developed standards, there are numerous requirements that are applicable for amusement facilities. It may be overwhelming to determine what applies to your facility and how to verify that every requirement is met. This session will provide a brief overview to help you navigate the various standards that exist and assist you in ensuring your site can be safe and compliant.
Manuals Matter	Manuals are the backbone of your operation. In this session, we break down the essential components of an effective manual, including logical structure, clear language, proper formatting, and version control.
Accessibility *	This session will provide a forum for common questions surrounding accessibility and eligibility practices and approaches relating to amusement rides and devices.
Eligibility / Rider Screening Strategies for Safe Operation *	Rides are not made for everyone and everything. A necessary component of any ride operations safety program is robust rider screening. This course will look at what needs to be included in rider screening. best practices for accomplishing that screening, and what can (and more importantly cannot) say or do during the screening process.
Emergency Preparedness *	Participants will look deeper at the importance and key components of Emergency Action Planning. Discussing elements such as weather, guest scenarios, and ride evacuations. Highlights of the program will include experienced events.
Human Factors *	Most investigations stop when encountering human error, so 80% of investigations conclude with human error, providing little guidance for prevention. In this session, students will encounter an overview of human factors, and ways that human variability and the quality of fit can affect system performance. Focusing particularly on cognitive processing and active behaviors in externally paced activities like amusement rides and attractions, this session will look at strategies to anticipate, monitor, and benefit system performance through design and selection of equipment and processes.
Risk Management	This course includes information on the process of identifying, evaluating, and mitigating risks within a facility with a focus on operational risks relating to Guest and Employee safety.
Preparing Guests to Participate in a Culture of Safety	Keeping your guests safe starts before they ever enter your park. From choosing appropriate footwear, to understanding ride requirements, prohibited items, and behavioral expectations, informed guests are better prepared to enjoy everything your park has to offer. Clear and thoughtful communication before a visit can reduce confusion, prevent disappointment, support your frontline team members, and create a safer experience for everyone. This session will share tips and tricks to help guests prepare before their visit, understand the importance of safety policies, and get excited to fully participate in a culture of keeping everyone safe. In the session, participants will explore how websites, social media, signage, overcommunication, and more can work together to build “buy-in” that safety is a shared responsibility.
Preventative	This course offers an introduction to preventative maintenance for amusement rides

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Maintenance *	and devices, covering key maintenance principles and relevant standards. It also emphasizes the importance of fostering a strong relationship between maintenance and operations teams.
Weather	This course discusses how different weather conditions can impact ride functionality, staffing requirements, inspection procedures, guest safety measures, and the operational decisions necessary to maintain smooth and secure park operations.
Overcoming Evacuation Challenges (2 hours) *	Participants will explore the significance and essential elements of Emergency Action Planning, focusing on aspects like weather conditions, guest situations, and ride evacuations. Key topics will include guest interactions, employee safety and communication, coordination between maintenance and operations teams, and the unique challenges parks must be ready to address.
Wayfinding & Signage *	Clear, effective signage is key to a smooth & enjoyable guest experience. This course covers the fundamentals of signage design, placement strategies, and clear communication to help guests navigate your park/grounds with ease. Discuss how to minimize confusion, support safety, and improve traffic flow through thoughtful sign systems.
Safety & Operational Efficiency: from the Insurance Perspective	Participants will explore how everyday operational decisions and safety practices can influence a park's overall risk profile and potentially affect insurance premiums, coverage considerations, and underwriting decisions.
Turning Challenges Around: Positive Guest Service in Action	Discuss various ways to respond to difficult guest interactions with confidence, professionalism, and a positive attitude. Through real-life amusement park scenarios, participants will explore how to respond when a guest is disappointed, frustrated, confused, or upset.