

Inspector Investigates an Accident Involving an Amusement Device or Tramway/Funicular SOP# 206

ELEVATOR & AMUSEMENT DEVICE BUREAU
North Carolina Department of Labor



STANDARD OPERATING PROCEDURE MANUAL

1. PURPOSE and SCOPE

1.1. Purpose

This SOP establishes the procedure that the bureau uses to investigate the cause of human injury associated with an amusement device or a tramway/funicular. Inspectors serve as investigators when there is such an event. All reported events are investigated. All events must be logged into the IMS. This procedure has the following goal(s):

- Determine the severity of the event;
- Ensure that any unsafe device is shut down;
- Determine the root cause of each event;
- Establish an accurate record of the event.

1.2. Scope

An investigation is performed any time there is an event involving human injury associated with an amusement device. Onsite investigation provides an opportunity to examine the device in question, and also to interview device operators, injured persons, witnesses and others. All information related to the event is recorded in the IMS. Physical evidence and photos taken onsite are archived.

1.3. Regulations

The following statutes, rules and/or codes must be followed while performing this SOP:

- 1.3.1. Amusement Device Safety Act
- 1.3.2. Amusement Code Violations List
- 1.3.3. Tramway Device Safety Act
- 1.3.4. Tramway Device Code Violations List
- 1.3.5. B77.1 & B77.2 Tramway/Funicular Codes
- 1.3.6. National Electrical Code (NFPA 70)

2. PERSONNEL RESPONSIBILITIES

The following is a list of each role who participates in the procedure and the overall responsibilities of each role.

Role	Responsibilities
Company/Owner representative	<ul style="list-style-type: none">• Shut down the device if more than first aid is required;• Report any human injury related to use of an amusement device to the bureau.
Supervisor	<ul style="list-style-type: none">• Assign an inspector to conduct the investigation.
Inspector	<ul style="list-style-type: none">• Determine severity of the event;• Conduct an investigation;• Record all information in the IMS;• Send physical evidence and digital photos to the Back Office for storage.
Back Office	<ul style="list-style-type: none">• Archive digital photos and physical evidence.

3. HEALTH AND SAFETY ISSUES

The following health and safety issues may arise if this procedure is not followed correctly and in a timely manner. As available, related Health & Safety regulations and/or procedures are provided for each issue.

Potential Issue	Health & Safety Regulation / Procedure
Failure to determine root cause of an Accident could result in additional injury	Accident Investigation Flowchart
Failure to record adequate information could cause legal difficulties later for the parties involved	Accident Investigation Flowchart

4. PROCEDURE

4.1. Trigger

This procedure is triggered when the Company/Owner reports human injury related to use of an amusement device or tramway/funicular.

4.2. Primary Procedure

- 4.2.1. When an event occurs, the Company/Owner representative is required to contact the bureau to report the event and, in cases of injury requiring more than first aid, shut down the amusement device
- 4.2.2. The person who receives the initial report of the event (e.g. Back Office staff, Supervisor or Inspector) records initial information about the event in the IMS
- 4.2.3. The supervisor of the region where the accident occurred assigns an Inspector to investigate the accident
- 4.2.4. The Investigator travels to the site within one day and starts the investigation according to directions in the Accident Investigation Flowchart. This can include obtaining physical evidence in addition to determining the extent of human injury and conducting interviews.
- 4.2.5. The Investigator determines if the event was major (required more than first aid) or an minor.
- 4.2.6. If the Investigator determines that the event is minor, it does not require extensive research:
 - 4.2.6.1. The Investigator photographs the scene
 - 4.2.6.2. If needed, the Investigator describes any repairs that are needed to the Company/Owner representative.
 - 4.2.6.3. If repairs are minor, the Investigator may observe repairs and the restoration of power while on site, and then operationally check the ride prior to allowing it to be placed back into service.
- 4.2.7. If the event is major, the Investigator conducts a more extensive investigation including the following:
 - 4.2.7.1. The Investigator ensures that the device is shut down and power is cut off
 - 4.2.7.2. The Investigator conducts interviews with device operator(s), injured person(s) and witnesses and others; collects physical evidence; takes photos
 - 4.2.7.3. If damage to the amusement device may be involved, the Investigator performs a standard amusement device inspection
 - 4.2.7.4. If the Investigator finds a violation on the device involved in the investigation, they note this in the accident data in the IMS.
 - 4.2.7.5. The Investigator determines the root cause of the Accident
 - 4.2.7.6. The Investigator records all information related to the Accident in the IMS, including description of physical evidence and digital photos as available

- 4.2.7.7. The Investigator informs the Company/Owner representative of any actions they must take
- 4.2.7.8. The Investigator delivers paper documents and physical evidence to the Back Office.
- 4.2.8. In the case of significant repairs, the Company/Owner representative must request an inspection after repairs are completed before they can put the device back into operation. There is no fee for this inspection.
- 4.2.9. In all cases the Investigator records information related to the event in the IMS. The kind of information recorded during an investigation may be seen in the Accident Investigation Report Form. This report can be printed as needed after all data are entered.
- 4.2.10. Back Office staff files all scans and photos in F Drive under the State ID# of the amusement device as part of the Accident data
- 4.2.11. Physical evidence is stored on location by the bureau
- 4.2.12. End of procedure

4.3. Alternative Procedure – An employee death has occurred

- 4.3.1. In the event that a death has occurred, OSHA sends staff to investigate. In these cases, EADB Investigators assist as needed but do not carry out their usual investigation.

5. CUSTOMER SERVICE REQUIREMENTS

The following table lists the customer service requirements that must be satisfied for each Customer of the procedure.

Customer	Requirements
Company/Owner representative	<ul style="list-style-type: none"> The Investigator is clear about what actions must be taken as a result of the investigation.
Injured person(s)	<ul style="list-style-type: none"> The Investigator conducts a complete investigation and information is available for any legal proceedings that may follow.

6. DATA AND RECORD MANAGEMENT

6.1. Reports run as part of this procedure

- 6.1.1. N/A

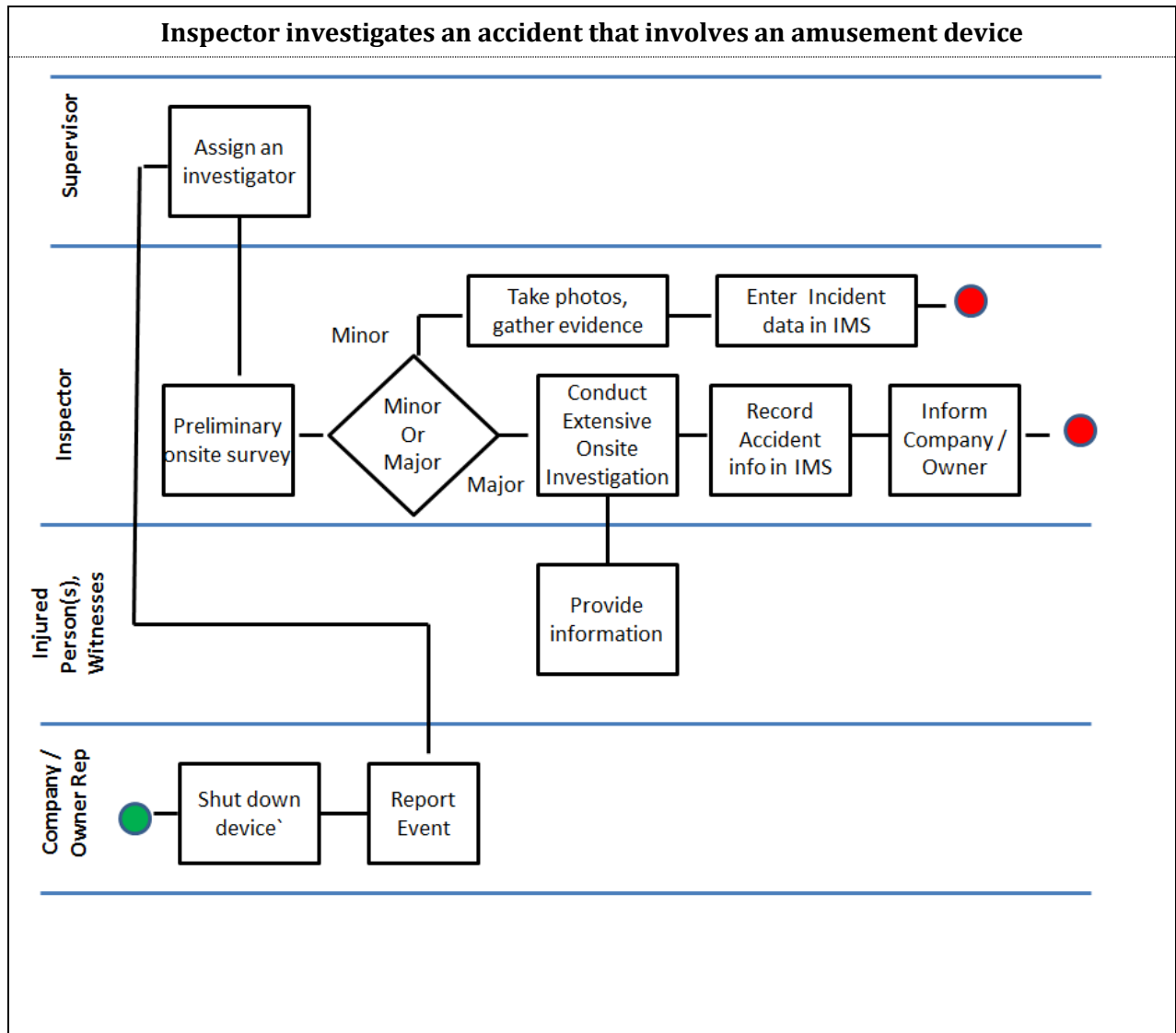
6.2. Storage locations of saved materials

- 6.2.1. Physical evidence

Physical evidence is stored on location by the bureau

6.2.2. Digital photos and scanned documents

These electronic files are stored in the F Drive under the State ID# of the device and Accident Investigation #



7. Glossary

A glossary of terms used in this SOP is available on the SOP website. It contains acronyms, abbreviations and special terms used in this document.