

A Commitment to Quality Control By Brandon Seidl

It was a hot summer day in 2002 and the Haunted House was rockin'. The line was long out front, and the cars were flowing through the ride like water flowing through a funnel.

I was on my rounds inside the ride, basically walking from start to finish repeatedly looking for break-downs, vandals, or any other problems. I slipped through a trap door, which took me from the grave yard to the Cuckoo Clock area.

Things seemed alright at first, but low and behold, a car sat broken down at the bottom of the decline. I tried giving it a push, and no luck. The car was full of three female passengers. They were frightened, and I assured them that everything would be alright. Just as I gave them some comfort, I started hearing the sound of doom; a car was beginning to screech its way down the final hill, and another car had just entered the Train Tunnel. With the speed of the decline, if a car were to hit the stopped one, certainly there would be a huge problem.

After calling Scotty on the radio to ask for assistance, I pushed the car as fast as possible to the exit knowing more cars would soon follow. I finally reached daylight, and Perry, the ticket booth operator, looked over at me with disbelief as he called for additional help on the radio.

The customers exited the ride and Scott and I pushed the car through the lobby to the first room. We had to close the ride for about 10 minutes in order to lift the car off the track. Come to find out, the entire transformer, which converts DC current to AC in order to power the 1 HP motor, had shattered its bolts and completely fallen to the ground. It was no wonder the car stopped, and frankly I was thankful that I spotted the car when I did. I am convinced that someone would have been injured with whiplash if both cars would have collided simply because of the speed of the decline.

Scott searched the park for a transformer and we finally installed the new one in order to get the car back on track. Within an hour, all of the cars were back in working order, the customers were happy, and I was relieved.

You may ask "What am I getting at?" Well, simply stated, in a ride as old as Trimper's Haunted House, I found that walking the dark floors of the ride is imperative for smooth operation. It is impossible to monitor the conditions of such a gigantic ride without physically being present. This is why Scott, the Haunted House manager, will spend hours on end patrolling the corridors during the summer. Trimper's Amusements is known for its responsive management and commitment to safety and cleanliness. And, also for the high quality of user experiences inside the park, no matter what attraction the customer is enjoying. The Trimper's don't mind spending the extra labor-hour wages for employees to keep an eye out or to take care of its facilities. And, without this commitment, Trimper's would be just like any other stereotypical amusement park in the country.