

# Base Station Operations Manual



## Table of Contents

<b>Base Operator Responsibilities</b>	<b>2</b>
<b>Opening the Base Station &amp; Ski Hill</b>	<b>2</b>
<b>Operator Shift Change</b>	<b>3</b>
<b>Closing Register at End-Of-Day</b>	<b>3</b>
<b>Closing the Ski Hill at End-Of-Day</b>	<b>4</b>
<b>Cash Register/Error Codes</b>	<b>4</b>
<b>Emergencies</b>	<b>5</b>
<b>Rules/Other</b>	<b>6</b>
<b>FAQs</b>	<b>7</b>

## Base Operator Responsibilities

- Oversight of safe and successful operation of the T-Bar lift
- Issue **ALL** passengers of the T-Bar a lift ticket
- Execute emergency response procedures as necessary
- Understanding of Emergency Medical Response Protocol
- Point of contact for Ski Hill operations for “On-Call” Director
- Documentation of all operations, including incidents and daily operations
- Conduct ticket and pass sales in accordance with current pricing
- Assess hazards at all times and stop unsafe conditions as found
- Enforce all safety rules and regulations set forth in this document (*including behavioral, passenger riding etiquette, and sliding enforcement*)
- Identify immediate maintenance problems and report them to the appropriate Board-level contact

## Opening the Base Station & Ski Hill

1. Unlock the door using the key box and code **1945**. Making sure you scramble the code after returning the key to the box.
2. Open wall mounted safe using given code. On the inside of the safe door, find the cash register key and envelope with start up cash. Count cash and put it in the register. Turn the cash register from **OFF** to **REG**.
3. Place the red stool stop control on the loading area, plug in and reset the stop button (*pull out*).
4. Work with the loader to position portable fencing at the loading area. Put the sandwich board signs by the hill entrance.
5. Unlock the bathrooms and warming hut. (*key attached to white PVC pipe in base station*)
6. Perform safety checks with the Castle Operator and Loader.
7. **Complete Daily Lift Inspection Form. All safety checks must be completed and documented prior to loading passengers.**
8. **Start a new shift summary report. Record starting ticket before selling tickets. Adjust ticket stamper to the appropriate date.**
9. Remove curtains and unlock the ticket window.
10. At dusk, turn on the ski lights. Keys located by Warming Hut keys. Light switches located in the panel on the left of the red storage building. (*2 switches*)
11. **In the event of a medical emergency, notify Ski Patrol. If there is no ski patrol on duty, the base operator is in charge. Follow Emergency Medical Response Protocol.**

## Operator Shift Change

1. Turn the register key to **Z** to print the final receipt and reset the register for the next shift.
2. From the drawer, count **\$200 in 5's and 10's** and keep it in the register for the oncoming Base Operator.
3. Count remaining cash, checks and donations. Complete shift summary report, and place revenue in a deposit envelope with the receipt. Deposit into floor mounted black deposit box.
4. Turn the register key to **REG**. Oncoming operator verifies \$200 start up cash. Start a new shift report. **Record starting ticket number.**

## Closing Register at End-Of-Day

1. Base operator should coordinate closing plans with other volunteers - castle, loader, etc.
2. 15 minutes prior to closing, make an announcement about closing and start the cash out procedure. Announce "last run" 5 minutes to closing.

### **Lock Base door and window during cash-out**

3. Turn the register key to **Z** to print the receipt.
4. From the drawer, count **\$200 in 5's and 10's**, and return to the start up envelope. Start up cash goes into the safe, NOT the deposit box. Place remaining cash, checks and donations, with completed shift report, into a separate envelope. Document the ending ticket # and total deposit on the shift report. This envelope goes into the black deposit box mounted to the left of the safe. Turn the cash register key to **OFF**. Hang the register key on the inside door of the wall safe.

### **Keep the empty cash register drawer open at end of shift**

## Closing the Ski Hill at End-Of-Day

1. Once all passengers are off lift: loader disconnects outside stop switch, wraps cord around stool and brings stool inside base, Sandwich board signs, shovels and snow rakes also go in base. Broken Tees go into the warming hut.
2. After clear communication with the Castle Operator that the last passenger is off, stop the lift with a T-bar **directly under the bottom bull wheel.**
3. Leave the orange stakes and ropes that form the lift line in place for the next operating day. **Ropes and stakes do NOT get removed!**
4. The Loader or Base Operator should lock the warming hut, turn off bathroom lights and lock the door.
5. Turn Ski Hill lights off using both switches and lock cabinets.
6. In base, turn heat to 50°F. Turn the inside lights off and lock the door. The outside light under lift and on Base Station remain on. **Verify key box code is scrambled.**

**Brattleboro Ski Hill**  
**Base Station Operations Manual**

7. Pick up trash around the base station. Take the bagged trash to the dumpster at the skating rink, if full. Partial trash can be dumped in trash cans outside of bathrooms.

## Cash Register

- All passengers require a lift ticket. All tickets should be transacted through the register, even if there is no charge
- No charge sales will always ring up as (\$ .01)
- Cash or check only. Checks payable to LMPSS (Living Memorial Park Snow Sports). The ATM is located at the Vt Country Deli on Western Ave.
- After ringing up items on the register, press **CA/TEND** or **CHECK** to open the register, make change and deposit payment.
- If you accidentally close the register during a sale, you can use the **NS** (no sale) button to open the register without a sale.
- \*To count the drawer mid way through shift, turn the key to X which will print a receipt but not reset the amount.

### TROUBLESHOOTING/ERROR CODES:

- If you receive an error code **E001**- the mode (e.g. **REG, X, Z**) switched positions before the previous transaction was completed. Using the cash register key, switch the mode to the original setting and hit **CA/exact change**
- If you receive an error code **E10**- register paper is out. Please replace it with a new roll found on the shelf.
- If you receive an error code not listed above-turn register key to a different setting (setting may vary) that gives you specific directions on how to solve your error. Follow directions
- If unable to successfully troubleshoot the cash register, contact the on-call Director.
- If the cash register is unusable during operation, switch to downtime procedures utilizing the manual sales tally sheet. Operations can continue without the use of the register only when it does not function properly.

#### Cash register buttons key:

**\$5:** sale of daily lift ticket

**KIDS:** 5 and under (no charge but still ring up and give lift ticket)

**COMP:** Comp Ticket

**VOUC:** Voucher Ticket

**PUNCH SALE:** purchasing a punch card (12 uses for \$50)

**PUNCH TICK:** one punch on a punch card

**FAM SALE:** purchasing a family season pass (\$200)

**FAM TICK:** using a family pass for a lift ticket

**IND SALE:** purchasing an individual season pass (\$75)

**IND TICK:** using an individual pass for a lift ticket

**Brattleboro Ski Hill**  
**Base Station Operations Manual**

**COCOA:** Hot Chocolate

**CANDY:** any sale of candy or granola bars

**CHIP:** Chips, goldfish or pretzel

## Emergencies

**911 ADDRESS: 24 Memorial Park Drive, Brattleboro, Vermont**

- **Robbery Alarm:** familiarize yourself with the panic button labeled “**HELPI!**” mounted on the wall. This is a silent alarm that will directly notify emergency dispatch. When pushed, Police Officers will respond. A call-back from the alarm company will occur after 10 minutes since the alarm was pushed. In the event of a robbery, discreetly activate this button to notify authorities. *(We recommend a second adult volunteer remain in base station until closing procedures are complete)*
  
- **Medical Emergency:** In the event of a medical emergency, Ski Patrol is in charge. Always obtain the exact location of the patient. Wait for the instructions from Ski Patrol to activate 911 and request EMS to the Ski Hill. If Patrol is not on duty, call 911 and keep the patient warm. Ski Patrol will transport the patient via sled to the base area. Ambulance personnel should remain at the base and await the patient there. Emergency vehicles should stage at EMS STAGING location, located at the front gate of Ski Hill at the base. If patrol is unable to transport for any reason, the Base Operator will be notified and EMS personnel will be requested onto the hill. EMS personnel can use the snowmobile as needed only at Ski Patrol discretion. Refer to **Emergency Medical Response Protocol**. Notify on-call Director.
  
- **Fire/Smoke/Hazard:** In the event of a fire, smoke, or other hazard; call 911 and request the Fire Department to respond. Shut down the lift and evacuate persons from the hazardous area. Use fire extinguishers as safe to do so. Notify on-call Director.
  
- **Police:** For events requiring police, determine if this is an emergency or non-emergency police matter. In an emergency, dial 911 and report the situation. For non-emergencies, dial 802-257-7946 and report the situation and what resources you require. Notify on-call Director.
  
- **Tramway Passenger Injury:** If a passenger is injured while on the tramway lift, follow **Emergency Medical Response Protocol** to treat the patient. Notify on-call Director. State of Vermont Tramway Injury Report form is required.

**Complete respective incident reporting forms and always alert the on-call Director**

## Rules/Other

- All volunteers share the responsibility of ensuring passengers are riding the lift safely. Make overhead announcements and/or stop lift as needed. Common problems include: kids riding the lift side to side, high fiving between lift riders and downhill skiers/snowboarders, as well as joining the lift anywhere other than the loading area. These easily can cause broken Ts and mechanical problems, leading to interruption of service and expensive repairs.
- **If lift is stopped, communicate with the loader and/or castle before restarting. If lift cannot restart, ensure everyone's buttons are disengaged, safety gate is connected at top of hill, and lift is being started at lowest speed (green arrow).**
- No dogs on the hill at any time.
- No smoking on the hill (or within 200 feet of a minor).
- No disk golf while lift is in operation on or around the Ski Hill.
- No walking or cross country skiing across the skiing/riding area.
- Sledders must stay to the left of the trees/boundaries at all times. Questions about sledding from the public can be directed to the Recs & Parks Department.
- All snowboards and skis must be attached to the person in order to ride the lift.
- No metal shovels on the lift except by authorized personnel only.
- Features (i.e. jumps, rails) are only permitted on the terrain park, and can only be installed by the authorized personnel.
- Base station operators may rescind a customer's day ticket if they are not abiding by the LMPSS, Inc. code of conduct, or after reasonable warning, at base operator or ski patrol's discretion.

**Any questions about these rules should be directed to any Board Director**

## FAQs

### **How do pass sales work?**

When purchasing a season pass, the customer completes a registration form (blank forms kept in the season pass binder). Make sure to select the correct form for an individual or family. When they come to the hill, they just give their name and we verify their pass.

### **How do we track punch cards?**

We do not track punch cards. Use hole punch to represent tickets issued for a card.

### **How do community service volunteers earn hours?**

Every hour worked by a high school student can be redeemed for community service. Students must keep track using a CS form in the student binder. Students may choose to earn CS hours or voucher credit. Students may not receive both for the same shift being documented. Base

**Brattleboro Ski Hill**  
**Base Station Operations Manual**

Operator should initial the hours worked on the back of a students form, which shall remain in the Base for the duration of the season.

**What if I run out of tickets or wickets during my shift?**

Generally, there are additional of both kept in a box in the Base Station at all times. Install a new roll of tickets on the dispenser and always record the starting ticket number on the shift summary report. If you have questions about this, contact the on-call Director.

**Can on-duty volunteers take a break and take a few runs on the hill?**

Yes. So long as the station the volunteer is assigned to is covered with a trained volunteer, a volunteer may ride free during their shift. The Base Operator must issue the volunteer a COMP ticket. *All riders of the lift must possess a lift ticket at all times.*