Operations Deliverable

1. When designing the queue for A Monster in London: Jack the Ripper, we wanted to ensure that the queue could be easily flexible based on the flow of guests throughout the night. The entire queue can be shortened or lengthened so guests don't have to walk farther than needed and they don't overflow into operating park pathways. This can be done efficiently and swiftly by simply moving no more than 2 ropes to expand or shorten certain sections of the queue.

2. We will be sending a group of 10 guests every 15 seconds This is the most ideal pulse rate for our attraction. This will allow us to theoretically send 2,400 guests through our attraction in one hour. The queue is designed to hold a maximum of 2,300 guests, each guest dedicated 5 square feet of space. This will ensure that the queue does not overflow and the wait time will not exceed an hour.

3. In order to protect the talent in our attraction, we have made sure that all scareactors have easy exit points in case of an emergency or an altercation. We have also placed maze operators near most scareactors to assist if needed. There are also cameras located in certain areas within the attraction to protect scareactors.

4. We wanted to make sure that there is a maze operator in nearly every room of our attraction. This way they can have a watchful eye over the space, assist scareactors in the event of an unruly guest, or assist guests if they need to exit or need help finding their way to the next room. There are also maze operators placed next to any emergency stops located inside the attraction itself. The maze operators are mostly placed out of guests' direct view so their immersion isn't broken.

5. In the event of a power outage to the attraction venue, all exit signage will remain lit and guide guests to their nearest exit. All maze operators will be equipped with battery powered flashlights to assist guests as well. All scareactors are located near exits to easily leave their spot and exit the venue. There is also ample backstage space to allow for the exit of both actors, guests, and maze operators.

6. The inclusion of the Twist of the Knife added a bit of a challenge when it came to the Operations deliverable. We had to completely rework the layout of our queue to ensure that the upcharge queue efficiently made its way to the entrance of the maze without disrupting anything else around it. We went through many different design choices of what we could include for the guests who paid for the upcharge experience. While some of these ideas were really fun, logistically, they didn't make sense. We wanted to make sure that guests paying for the upcharge experience had a unique experience that wasn't distracting for guests who didn't purchase the upcharge experience. We landed on an interactive lantern that will light up, change color, reveal text, and trigger effects as guests traverse the haunt with the lantern. At the end of the attraction, after guests return their lantern, they will receive a themed folder from the london times with your mission brief from the chief editor, as well as a decoder sheet so guests can translate the runes discovered in the attraction.