

Intra-Company Communication

July 7, 1964

TO: C Gayle Warnock

The most obvious bottleneck in present loading procedures occurs at the point where guests are ready to enter the speed ramp. The host at this point tries to determine the number in each party, and then to bring groups on to the ramp in the most efficient sequence to assure optimum loading. However, his working space is so limited that he can do no more than a partial sorting job. In addition, the host stationed at this point must constantly make decisions under pressure, and the ability of the various hosts, as could be expected, varies widely. The number of guests accommodated could be increased if this problem could be simplified.

I would like to suggest that guests be pre-sorted before they reach the loading point. This could be done in several ways, but the one that seems most obvious is a rearrangement of the maze on the second floor. The present three lines could be opened at the end, with each maze ending moved back to permit greater freedom of movement at this point. The guests arriving at the beginning of the maze would then be directed into each line according to the number in each party. Two of the present three lines, for example, could be separated into lines for parties of two and three. The third line could be for parties of all other sizes.

To simplify separation by group sizes, the hostesses presently stationed in the International Garden area could question the guests and give each party leader a colored ticket, and tell him to enter the maze that matches this color. (A color line could be painted or placed in the floor of each maze without difficulty.)

This system would still require decisions on the part of the host, especially in balancing out the sequence to keep from angering guests who might feel one line was moving faster than the other, but the number of decisions would be reduced. In addition, the host would have a perfect back seat, front seat combination readily available at all times.

While this system does not eliminate all the difficulties, it should help. If it is not acceptable, then some other means should be devised to eliminate the confusion that occurs at this point, not only to increase the number of guests taking the ride, but to reduce the safety hazards that confusion always brings.

Owen W. Bombard

drf

cc: W. W. Hersey & D. G. Dowling