

## Incident Summary II-990052-2020 (#16828) (FINAL)

SUPPORTING INFORMATION	Incident Date	March 7, 2020	
	Location	Interior	
	Regulated industry sector	Passenger ropeways - Above surface ropeway	
	Impact	Qty injuries	0
		Injury description	N/A
		Injury rating	None
	Damage	Damage description	N/A
		Damage rating	None
Incident rating	Insignificant		
Incident overview	A passenger was stranded on the chairlift after the ropeway was shut down at the termination of daily operations.		
INVESTIGATION CONCLUSIONS	Site, system and components	The chairlift was operating for skiing and snowboarding activities. Passengers load at the bottom station and unload at the top station. The operating contractor has closing procedures and policies. The load station attendant informs the unload attendant of the last chair loaded.	
	Failure scenario(s)	Communication misunderstanding between the load and unload station attendants created by poor phone quality led to the ropeway being shut down prematurely.	
	Facts and evidence	<p>As reported by the operating contractor:</p> <ul style="list-style-type: none"> <li>Ski patrol noticed the passenger on line while performing their end of day sweep</li> <li>Passenger was stranded for about 15 minutes</li> <li>Lift maintenance was called and re-started the chairlift to unload the passenger</li> </ul> <p>Lift operations closing procedure:</p> <ul style="list-style-type: none"> <li>Load attendant to confirm last chair loaded</li> <li>Block entrance to load station</li> <li>Call unload attendant with last chair number</li> </ul> <p>As reported by the load station attendant:</p> <ul style="list-style-type: none"> <li>At 4:00pm, called the unload attendant with last chair loaded as #41</li> <li>Poor quality of phone system led unload attendant to believe chair #21 was last chair loaded</li> </ul> <p>Daily lift log (top station):</p> <ul style="list-style-type: none"> <li>Opening-checks attendant confirmed phone operation</li> <li>4:00pm lift closing time with last chair indicated as #21</li> <li>Ropeway required re-start after shut down and actual last chair was #41</li> </ul>	
	Causes and contributing factors	It is certain that a communication misunderstanding between the load and unload attendants caused the ropeway to be shut down with a passenger on line. The poor quality of the phone system contributed to the attendants' misunderstanding.	