

Incident Summary (5618084) Final

SUPPORTING INFORMATION	Incident Date		July 9, 2017	
	Location		Kamloops	
	Regulated industry sector		Above Surface Ropeway	
	Impact	Injury	Qty injuries	0
			Injury description	None
			Injury rating	None
	Damage		Damage description	No damage was detected on the Safety Gate Monitoring System
			Damage rating	None
Incident rating		Insignificant		
Incident overview		<p>At the end of the chairlifts operating day, two passengers riding uphill as last ride did not get off at the top unload station. Last chair had already been called from the attendant loading at the bottom station. The top lift attendant failed to inform the bottom of, passengers that did not unload and began riding downhill. Lift was shut down as "last chair" from the bottom arrived at the top station. Leaving the passengers going downhill on the lift.</p>		
Lost track INVESTIGATION CONCLUSIONS	Site, system and components		<p>At each attendant location is an operations manual available to each attendant. This manual includes the closing procedures. At each unload station there is a safety gate to ensure passengers unload at each intended station. The safety gate shall stop the lift if passengers fail to unload. Each Chair (carrier) is numbered to assist the attendants identify the location of a specific chair.</p>	
	Failure scenario(s)		<p>Last chair uphill was called from the attendant loading at the bottom station and a corresponding chair downhill was called from the top. Two passengers approximately 80% of the way up ahead of last chair from the bottom, did not unload at the top station and continued downhill.. The top attendant did not call a new last chair as passengers rode to the bottom unload station. Last chair uphill reached the top unload station and the corresponding downhill last chair arrived at the bottom unload station and the lift was shut down. Leaving the passengers on the lift with about 20% of the downhill ride to complete.</p>	
	Facts and evidence		<p>The top operator did not call a "new" last chair as the passengers did not unload and continue down to the bottom after an initial last chair was called. The passengers did lift their legs, to prevent tripping the safety gate and stopping the lift.</p>	
	Causes and contributing factors		<p>Improper protocol of the lift operations attendants most likely caused passengers to be left on the lift. Passengers not unloading and lifting their legs over the safety gate may have contributed in the attendant being unaware of passengers downhill loading</p>	

Photos or diagrams (if necessary)