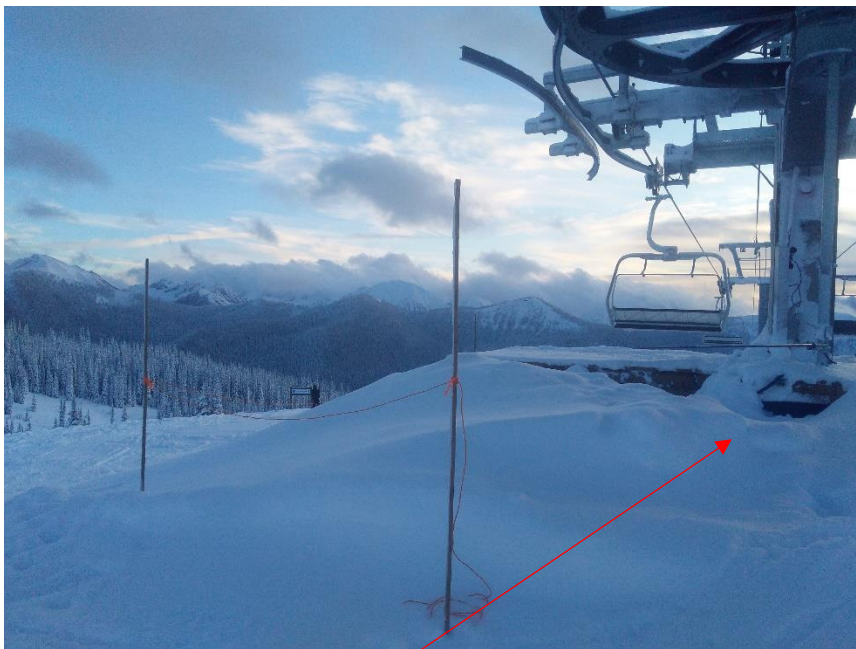


Incident Summary #II-964492-2020 (#16301) (FINAL)

SUPPORTING INFORMATION	Incident Date	December 29, 2019	
	Location	Southern BC	
	Regulated industry sector	Passenger ropeways - Above surface ropeway	
	Impact	Qty injuries	1
		Injury description	Reported that a person sustained a unstable fracture of vertebra T10
		Injury rating	Major
	Damage	Damage description	N/A
		Damage rating	None
Incident rating	Major		
Incident overview	Four foot passengers were riding quad chairlift to access the upper snowshoe areas of the mountain. As the chair they were loaded on approached the unloading point at full speed, a slow and stop command was not initiated. Three of the foot passengers unloaded the chairlift at the full rate of speed, while one passenger stayed on the chair past the unloading point and jumped or fell as the stop command was finally initiated. The injured person landed on their back from a height of approximately two metres.		
INVESTIGATION CONCLUSIONS	Site, system and components	<p>An above surface passenger ropeway is used for transportation of people, for the purpose of accessing terrain on a slope or mountainside.</p> <p>At ski areas, during the winter, the ropeway is primarily used by skiers and snowboarders to access skiable terrain but can also be used by foot traffic to access terrain for other activities. Procedures for the safe loading/unloading of foot passengers differ from those of skiers/snowboarders in that the chair must be stopped at both terminals to allow all foot passengers to safely load/unload from the chair.</p> <p>The load terminal and unload terminal each have trained operators working at them to ensure the safe loading/unloading of passengers.</p>	
	Failure scenario(s)	<p>The load terminal operator stopped the lift and safely loaded the four foot passengers. The load terminal operator then communicated the chair number, on which the foot passengers had been loaded, to the unload terminal operator. This communication was to ensure the lift would be slowed and then stopped for the safe unloading of the four foot passengers.</p> <p>In the approximate nine minute travel time between the passenger loading and unloading points, the unload terminal operator forgot that a chair was loaded with foot passengers and went into their lift hut. They only remembered about the foot</p>	

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	<p>passengers when they witnessed three foot passengers on the unload ramp. The unload terminal operator then initiated a normal stop from the lift hut, stopping the lift. The fourth foot passenger, having remained on the lift past the unload point, jumped from the carrier as the lift was coming to the initiated stop, sustaining their injury.</p>
<p>Facts and evidence</p>	<p>During the investigation interview with the top unload terminal operator, they verbally confirmed that although they had received adequate training, passed their lift operator examination, and been informed of the foot passengers from the load terminal operator, they lost focus and remained in the operator hut forgetting about the foot passengers inbound. The unload terminal operator confirmed they did not slow or stop the chair as required by the ski area policy and procedures.</p>
<p>Causes and contributing factors</p>	<p>It is likely that the operator remaining in the lift hut, losing focus, and failing to slow and then stop the passenger ropeway for foot passengers, was a contributing factor to this incident.</p>



Person fell at this location