

## Incident Summary (Reference #5614113) (Final)

SUPPORTING INFORMATION	Incident Date		February 27, 2017	
	Location		Whistler	
	Regulated industry sector		Above-Surface Ropeway	
	Impact	Injury	Qty injuries	0
			Injury description	NA
			Injury rating	None
	Damage		Damage description	NA
			Damage rating	None
Incident rating		Insignificant		
Incident overview		Passengers were stranded on a chairlift lift line after it was shut down at the termination of daily operations.		
INVESTIGATION CONCLUSIONS	Site, system and components		<p>Incident occurred on a 4 passenger detachable chairlift with uphill and downhill loading.</p> <p>The operating contractor has a documented policy (“Lift Guarding Procedure for Last Chair”) indicating the method to be used in ensuring passengers are not stranded on a ropeway at the termination of daily operations.</p>	
	Failure scenario(s)		Failure to ensure that a carrier occupied by 3 passengers arrived to the unload point prior to shutting the ropeway down at the termination of daily operations.	
	Facts and evidence		<p>Incident reports, documents, witness statements, provided by the operating contractor and interviews with ropeway operating personnel provide a sequence of events of the incident:</p> <ul style="list-style-type: none"> <li>At the termination of ropeway operations the top station attendant called the bottom attendant to indicate that carrier #158 would be the last carrier heading down. Carrier #158 was by occupied staff members. The bottom attendant responded by indicating that carrier #70 would be the last carrier heading up.</li> <li>Both these carrier numbers were indicated in the daily operations log as being the last carrier up #70 and the last carrier down #158 in a “Clearing the Line” section of the log sheet.</li> <li>When carrier #125 arrived to the bottom station the attendant called the top attendant indicating that the last carrier had arrived to the bottom station. Carrier #158 (heading down and occupied by the staff members) and carrier #70 were still approximately 32 carrier lengths away from their respective destined stations.</li> <li>Upon receiving the call from the bottom operator the top attendant shut down the ropeway. In the “Clearing the Line” section of the daily operations log a box for “Re-Confirm chair numbers after stop” was checked as being complete. Both attendants, having finished their shifts, left their respective stations.</li> <li>After approximately 30 minutes 1 of the passengers (staff member) called their supervisor, by mobile phone, indicating that they were stranded on the ropeway lift line.</li> <li>Lift maintenance personnel were notified and the ropeway was restarted and the passenger were brought down to the bottom station.</li> </ul> <p>Copy of the lift operations training manual submitted by the operating contractor indicates the methods of ensuring passengers are not stranded on the ropeway after the termination of operations. Specifically mentioning:</p>	

## Incident Summary (Reference #5614113) (Final)

		<ul style="list-style-type: none"> <li>• “The last carrier number, plus a description of passengers shall be conveyed by the loading operator to the receiving operator and recorded on the log immediately. To ensure that the last chair reaches the opposite station, a chair number must be recorded from both directions (up and down).</li> <li>• “Ensure the last carrier gets to the other end. Call back to confirm. Use the chair number again while re-confirming.”</li> </ul> <p>It was confirmed that both attendants had written and passed the lift operators exam. It was also confirmed that there are questions in the exam related to the “procedure used in to be sure no one is left on the lift at night” and that both attendants answered those specific questions correctly.</p>
	<p>Causes and contributing factors</p>	<p>It is certain that the operating contractor’s policies regarding the method of ensuring that passengers are not stranded on the ropeway lift line were not followed, specifically in ensuring the last carrier gets to their respective stations after the termination of operations.</p>

*Photos or diagrams (if necessary)*