

Incident Summary #II-992054-2020 (#16837) (FINAL)

SUPPORTING INFORMATION	Incident Date	March 7, 2020	
	Location	Lower Mainland	
	Regulated industry sector	Passenger ropeways - Above surface ropeway	
	Impact	Qty injuries	1
		Injury description	One person sustained a fracture of the sternum, and a fracture of the T12 vertebra.
		Injury rating	Major
	Damage	Damage description	No damage
		Damage rating	None
Incident rating	Major		
Incident overview	Group of three guests loaded a quad chairlift. As the chair travelled uphill, guests attempted to clear snow accumulation from the seat of the chair prior to lowering restraining bar. One guest fell from the moving chair to snow level, from a height of 15-20 feet.		
INVESTIGATION CONCLUSIONS	Site, system and components	<p>Guests safely load the chairlift at a predetermined point, with the assistance, instruction, and/or observation of an operator. Informational signage is situated in such a way as to provide information on safe loading procedures to the guest, before and after loading the chairlift.</p> <p>After safely loading the chairlift, either the guest lowers the restraining bar into the down position, or guest is prompted to do so by verbal instruction from the operator and/or informational signage.</p>	
	Failure scenario(s)	<p>Guests loaded the chair at the predetermined loading point safely and started travelling up the lift line.</p> <p>Guests did not make an attempt to lower the restraining bar while leaving the loading terminal, and were not verbally prompted to do so by the operator standing at the load area.</p> <p>Guests attempted to remove snow from the chairlift seat. The material that covers the seat pad is slippery, and that quality is exacerbated by any moisture, especially snow.</p> <p>While cleaning the seat the guest fell from the chair from a height of 15-20 feet.</p>	
	Facts and evidence	<ul style="list-style-type: none"> • According to the witness statements, the restraining bar was in the up position. • According to the duty holder, all required informational signage was in place. • When interviewed, the guest who fell from the carrier stated they received no verbal instruction from the operator to lower the restraining bar. • According to witness statements and interview of injured guest, the seat of the chairlift was covered in snow. 	

Incident Summary #II-992054-2020 (#16837) (FINAL)

	<ul style="list-style-type: none">• According to witness statements and interview of the injured guest, the guests made an attempt to clear the snow from the seat while travelling uphill, away from the loading area.• According to the first aid report, guest was found to have fallen from a height of 15-20 feet, sustaining injuries.• Safety Officer was unable to confirm snow removal procedures.
Causes and contributing factors	<ul style="list-style-type: none">• It is very likely that had the guests lowered the restraining bar, or the operator ensured that the restraining bar was lowered, it would have been difficult for the guest to fall from the chair, even while attempting to clear snow.• It is likely possible that if snow accumulations had been cleared off of the chairlift seat prior to guests loading the guests would not have been distracted by clearing snow immediately after loading the chair.



Chairlift loading area with carrier in place. Restraining bar is in the up position.



Chairlift carrier leaving loading area. At this point, restraining bar should be in the down position or close to the down position.