

Incident Summary #II-711375-2018 (#7217) (FINAL)

SUPPORTING INFORMATION	Incident Date	May 13, 2018	
	Location	Whistler	
	Regulated industry sector	Passenger ropeways - Above surface ropeway	
	Impact	Qty injuries	0
		Injury description	NA
		Injury rating	Insignificant
	Damage	Damage description	NA
		Damage rating	None
	Incident rating	Insignificant	
Incident overview	A passenger was stranded on a gondola lift line after the ropeway was shut down at the termination of daily operations.		
INVESTIGATION CONCLUSIONS	Site, system and components	<p>The incident occurred on an 8 passenger cabin, 2 section (has a mid-station) detachable gondola. The ropeway is equipped with a system that automatically opens the cabin doors as it enters the station and then closes the doors prior to it leaving the station.</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 lift lines at the termination of operations.</p>	
	Failure scenario(s)	A passenger boarded the carrier of a running ropeway while it was closed to public operations.	
	Facts and evidence	<p>Incident reports, interviews with staff, and documented witness statement provided by the operating contractor provide the sequence of events of the incident:</p> <ul style="list-style-type: none"> Staff had finished closing procedures at the mid-station (ropeway was no longer operating) when another staff member made them aware that they noticed a passenger was in a carrier cabin that was still on the lift line. The passenger was in a carrier on the uphill side direction of the ropeway lift line (passenger had loaded at the bottom station). Passenger was left on the ropeway lift line for approximately 45 minutes before ropeway was restarted. <p>The lift closing procedure includes a documented (lift guarding procedure) procedure in which the loading areas of the ropeway are guarded by an attendant that ensures no passengers are loading after the ropeway is closed to passenger.</p> <p>The documented “Lift Guarding Procedures For Last Chair” includes a policy which indicates that the attendant is to:</p>	

Incident Summary #II-711375-2018 (#7217) (FINAL)

	<p><i>“On gondolas, while waiting for the last cabin to reach the top you should remain outside the load point verifying cabins are empty and closing cabin doors. This should be done at both ends of the lift and at the mid station when applicable. If there are any variances/compromises in the above procedure, the last carrier process must be restarted and the new last carrier must be identified. If in doubt, recall the last carrier”.</i></p> <p>Operating contractor’s representative indicated that CCTV video taken at the load area at the time of the incident show that the attendant was neglectful in performing the task as indicated in the “Lift Guarding Procedure”.</p> <p>It was confirmed that the attendant, at the bottom station, that was responsible for conducting the lift guarding at the load area, had written and passed the required lift operators examination (November 21, 2017). It was also confirmed that this same attendant had signed off on a document (February 23, 2018) “Winter 2017/18 Mid-Season Signoff Sheet for Last Carrier Procedure” confirming that they had read and understood the last carrier procedure.</p> <p>Operating contractor’s representative indicated that signage was posted that indicated, “Stop Do Not Load Without Attendant”.</p>
<p>Causes and contributing factors</p>	<p>It is certain that the operating contractor’s policies regarding the method of ensuring that passenger are not stranded on the ropeway lift line (“Lift Guarding Procedure”) were not followed.</p> <p>It is also likely that the passenger associated with this incident did not follow instructional signage indicating that they are to wait for the attendant prior to boarding the ropeway.</p>