

## Case Study

### Canada Line Station Servicing for Protrans BC

When Protrans BC needed specialized help with servicing a busy transit station, Peak Access delivered a solution.



#### Summary

Peak Access provided specialized servicing on the canopy structure at a very busy transit station on the Canada Line. They completed spot repairs, pressure washing, inspection, and weatherproofing for Protrans BC, the private operator of the Canada Line. The servicing procedures were performed by industrial rope access technicians in a highly sensitive environment with the most stringent safety standards. In addition, as a critical infrastructure zone, the servicing was sometimes carried out during operational hours with high levels of public visibility. However, Peak Access was able to deliver a full-service solution that provided effective servicing in a professional manner that complied with safety standards and caused no disruption to transit operations.

- IRATA Rope Access Technicians
- AMPP Coatings Inspection
- Professional servicing in a highly sensitive environment
- Full compliance with all safety standards
- No disruption to daily transit operations



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## ▶▶ The Client: Protrans BC's Canada Line

Protrans BC is a subsidiary of SNC-Lavalin and the private operator of the Canada Line, a nineteen-kilometer automated rail-based rapid transit system connecting Downtown Vancouver with central Richmond and the Vancouver International Airport.

Based in Richmond, British Columbia, the company operates and maintains the award-winning Canada Line, which includes a fleet of twenty trains and services an average weekday ridership of more than 120,000 passengers across sixteen stations.

When Protrans requires specialized help with maintenance and servicing, they call Peak Access.

## ▶▶ The Problem: Critical Work in a Highly Sensitive Zone

Protrans detected corrosion and some impact damage to the steel canopy structure above the critical infrastructure at the Marine Drive Station. However, operations of the transit system could not be paused for the required servicing.

Logistically, this was a huge challenge due to the fact that the station was only closed for a mere three hours per night, and all service personnel, equipment, and materials needed to be out of sight during the hours of operation.

In addition, with the presence of electrified tracks, there needed to be zero chance of any dropped objects in the vicinity of the operational area. Therefore, the client demanded



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comprehensive safe work plans before any work was commenced. As well, any inspections were to be performed by a coatings inspector certified by the AMPP (American Materials Protection and Performance) to ensure the highest standards of quality control.



## ▶ The Solution: Follow Through on Comprehensive Safe Work Plans

Protrans BC, and their parent company, SNC Lavalin, entrusted the task to Peak Access. After submitting comprehensive safe work plans to the client, the industrial rope access technicians of Peak Access conducted extensive pressure washing of the structure in order to effectively inspect the pertinent components.

Subsequently, a thorough report and coatings repair plan was provided, which prioritized the repairs and was adjusted to perform work within the operating hours with no impact to customers or operations.

After the necessary repairs were completed, the industrial rope access technicians weatherproofed the critical components, ensuring the longevity of the coatings throughout the warm-cold cycles of West Coast weather.

In the end, Peak Access not only worked safely on the project, but they were also able to adjust their scopes and procedures in ways that accommodated the site's unique requirements.



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## ▶▶ The Outcome: Full Compliance, Full Satisfaction

Protrans BC received a full-service solution from Peak Access at the Marine Drive Station. All servicing procedures were provided in a professional manner that complied with safety standards and caused no disruption to transit operations.

Representatives from Protrans BC expressed their satisfaction with the work as well as the competence and courtesy of the Peak Access team.

*According to Robin Riley, Maintenance Engineer with SNC Lavalin, "It was a pleasure working with Peak Access. I found their team to be professional and diligent." As well, the Maintenance Manager with Protrans BC, Derrick Egan, sent this message to Peak Access, "We look forward to seeing you again next year and working with your group."*

As a result of this project, Peak Access was awarded a multi-year contract to inspect structural integrity issues on the Canada Line and to provide cleaning and repair as needed. Peak Access is proud to work in collaboration with quality companies like Protrans BC.



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