



Minutes of the Amusement Devices, Elevating Devices, and Ski Lift Devices Advisory Councils Plenary Meeting of the Technical Standards and Safety Authority (TSSA) held by teleconference at 9:00 a.m. on the 8th day of March 2023.

Present: Clifford Ayling, John Ball, Keith Brown, Mike Cruz, Mack Csarszar, Trevor Doell, Doug Guderian, Ahmed Hussein, Sarah Kenney, Lisa Konnry, Jorge Larez, Dave Matheson, Candice Micucci, Jim Miller, Hugh Richards, Christine Simpson, Peter Switzer, Cindy Sypher, Andreas Tanzer, Kathryn Woodcock, Michelle Playfair, Stan Jones

Bonnie Rose, President & CEO; Alexandra Campbell, VP Communications and Stakeholder Relations; Viola Dessanti, Director, Strategic Analytics; AJ Kadrigamar, Director Shared Services; Ammara Khan, Manager Stakeholder Relations; Roger Neate, xx; Tahoura Soltani, Manager Data Management and Analytics; Olga Sousa-Dias, Kathy Pearsall, TSSA Advisory Council Support; Chalin Fernando, Data Advisor

Guests: Erick Morales, Senior Policy and Program Analyst, Technical Safety Unit, Ministry of Public and Business Service Delivery (MPBSD); Diana Bosnjak, Technical Safety Unit, MPBSD

1. Welcome and Constitution of Meeting

Chair C. Sypher called the meeting to order at 9:00 a.m.

a) Safety Moment

For the safety moment, Council was shown a short video with essential tips for preparing for a flood.

2. Adoption of March 8, 2023 Agenda

The agenda was adopted as presented.

3. Approval of the September 20, 2022 Minutes

The minutes were approved as presented.

4. TSSA President and CEO Report

B. Rose spoke of the accomplishments of the past year.

Highlights include:

- TSSA's commitment to ensuring licences are renewed otherwise devices are shutdown
- Launch of the Elevator Availability Portal
- Design of a new website is underway
- The risk scores are on track with high-risk devices now easily identifiable within the elevator sector.
- OASIS Release 3 is live along with the data lake.
- The self-service Customer Portal project, which is separate from the website, has commenced.

TSSA has undergone a transformation during the past six years.



OASIS was created as a single CRM system with a 360-degree view of customer information. The data are reliable with controls in place to maintain reliability.

The new Business Model is predictable and fair, and it recovers costs. It no longer incents inspections; other regulatory tools are being used to complement inspection services.

Regarding the Outcome-Based Regulator, there are six new compliance standards and an updated risk score methodology is coming soon.

Regarding Workforce Culture, the blaming is gone. Teamwork, leadership, and accountability are growing.

On the digitization front, the Elevator Availability Portal has gone live. Payments are now done online. The BPV COI Portal is online, and the average new record of inspection (ROI) is being processed quickly. The OE Path 1 Calculator is online as well.

TSSA's Strategic Plan goals are also aligned with stakeholder concerns, and are being addressed through:

- The new business model, compliance standards and risk-based audits;
- Levelling playing field; and
- Swift adoption of national codes. TSSA is now current with all of our codes.

A member said things are on the right track. He asked if TSSA is planning to test the systems or go online with everything right away. B. Rose said a huge amount of testing was done and more will be done before the portal goes live next year.

A member commented that the invoicing system is still broken. It is difficult to connect a job with a bill.

5. New Strategic Plan Summary

B. Rose said the new Strategic Plan was board-approved in December 2022 and is close to launch. The vision, purpose, values, and strategy of the Plan are contained in the meeting materials.

The success strategy has four key themes:

1. Rewarding purpose-driven work.
2. Finish what was started under OBR. All programs will be moved onto risk-based scheduling so everyone sees the same thing. People want to see more data. The next five years will bring systematic development of compliance standards and risk scores, as well as education and awareness campaigns.
3. Ease of doing business. The Customer Platform will have a big impact on customers as TSSA simplifies and harmonizes its processes.
4. Be future ready as new equipment arrives and employees need new skills. Policies and technical frameworks will be developed starting with biofuels, hydrogen, CNG, LNG, and refrigeration. Historical data are being digitized.

Ultimately the TSSA will become a unified organization working for a safer Ontario.

The second round of stakeholder consultations to the new Strategic Plan was well received.

A member asked what kind of negative feedback was received. B. Rose said the feedback was generally positive about the priorities and strategies. Negative feedback was positive in that it was intended to improve the TSSA. For



example, TSSA was told it was too hard to work with and this helped guide the new Strategic Plan. Every two years a survey is conducted to see how TSSA is interacting with its regulated customers.

A member asked about emerging refrigeration technology concerns. B. Rose said large refrigeration units such as those found in large grocery stores require active oversight. She said she could not provide specific concerns but will come back with the information. [ACTION]

A member noted that home elevators are not addressed in the new Strategic Plan. B. Rose said hydrogen is the priority, followed by liquid natural gas, small modular reactors, and additive manufacturing (eg, 3D printing of boiler parts). The member asked if TSSA is tracking accident data to focus on priorities. The challenge for home elevators and trampoline parks is that they are not in the TSSA jurisdiction. Proxy data would be required.

A member asked why if TSSA regulates mechanics and contractors and has a code for elevators are we not overseeing the installations of home elevators. B. Rose said TSSA has no jurisdiction in homes. Incidents in homes are invisible to TSSA.

A member asked what kind of data is used and what is the outcome, noting that they see code changes that are unrelated to incidents. B. Rose said inspections, outcomes and incidents drive OBR (outcome-based regulator), not specifically the code. OBR data can be fed back to the standards committee to inform the code. An incident is a safety system failure whether there is an injury or not, and this is tracked.

A member suggested that TSSA use risk-based code adoption in future. B. Rose said it is a great suggestion. R. Neate will ask his team to bring this to the code committee. [ACTION]

6. Ministry of Public and Business Service Delivery Report

E. Morales invited questions about the report, which includes the Auditor General of Ontario follow-up, the Gasfitters Reconciliation Agreement, and the Red Seal Initiative.

There were no questions.

7. Safety and Compliance Report

V. Dessanti reviewed the May 1, 2022 to October 31, 2022 safety performance metrics around incidents, injuries and high-risk elevators for all three sectors.

For elevators and escalators, 616 incidents have been closed and nine elevators are high risk. For amusement devices there were 986 closed incidents and seven devices are high-risk. For ski lifts, there were four closed incidents and two ski lifts are high risk. A thorough analysis will be done as part of the public safety report this year.

8. Revised Risk Score



TSSA is working on a predictive model that will identify elevators most likely to see an incident, receive enforcement actions, or more inspections. TSSA will define the risk factors most highly correlated with incidents. A senior data analyst has been contracted to help. The risk score will be used to identify which devices need more monitoring and oversight.

The TSSA data set is limited, but external data sources will be explored for future analytics. When risk information is published it will be transparent to the public in order to influence change. TSSA will engage with stakeholders prior to operationalizing and launching risk scores.

A member asked if TSSA is able to show recurring incidents year-over-year to determine root causes. V. Dessanti said yes. The public safety report lists the top three high-risk incidents, but individual sites and owner-operators are not published. The suggestion will be taken to look at the root causes of recurring high-risk orders.

R. Neate said when sites are struggling TSSA will approach them to get them moved out of high-risk through the Compliance Support Program. The operators are appreciative.

9. Fee-Related Update and New Business Model Review

Following the New Business Review, D. Brazier said no inflationary fee increases are proposed for the AD/ED/SKI sectors. BPV COI and the Fuels program will require inflationary fee increases.

A member asked if financials are available for the AD/ED/SKI sectors. D. Brazier said the numbers from the last fiscal year appear in the annual report on the website.

10. Website Updates

L. Hall said the new website is expected to launch in mid-November 2023.

Popular functions such as registering for an exam or making a payment are being optimized for easy access. Search function improvements are ongoing. A content piece is being added to address common questions, along with a searchable document library. New content will be highlighted as it is added, including frequently asked questions. A section is being created on consumer safety. The site currently only targets industry customers.

A member noted that organizations often overlook students and children using their websites. Making a pathway for students to find stats and data for projects would be helpful. Dating the pages is also recommended for citing purposes.

11. Customer Portal

AJ. Kadirgamar said the final release (R4) of the OASIS Program involves developing customer-focused, self-serve features. It has four key areas:

1. Customer 360 dashboard for technicians and mechanics to access exam requests and results,
2. Customer account creation and updates,
3. Access to inspection reports and issued orders in real time,



4. An integrated payment process, including public information requests.

Business requirements are finalized and prioritized at this time. Usability testing will be conducted along with customer journey focus groups. The portal will be released in early 2024.

The TSSA is looking for a contractor from the elevator and amusement devices side to participate in the user sessions.

A member said Canada's Wonderland would be interested in volunteering for the user sessions.

12. Industry Prioritization Cross-Sector Update

A. Campbell said the engagement on the new Strategic Plan is the most substantive way for the TSSA to take feedback from the industry to guide the priorities for the next five years. Not everything was completed in the past, however, there is now more diligence and transparency as to what initiatives TSSA can address and prioritize. TSSA will invite people to bring issues for the agenda ahead of specific advisory council meetings. Issues can be discussed and prioritized at the advisory council meeting and TSSA will provide its response at the next meeting.

TSSA encourages stakeholders to participate in code committees and through CSA public review periods.

An Excel spreadsheet of priorities tracking has been provided for transparency in the meeting materials. There will be details at the April council meetings on priorities that have come forward.

C. Sypher acknowledged Joelle Javier from TSSA and Andreas Tanzer from the amusement devices advisory council for service awards they received from ASTM International for their work on standards development.

Adjournment

The meeting adjourned at 10:40 a.m. after which council members held a council-only in-camera session followed by an in-camera session with B. Rose.