



Technical Standards and Safety Authority
Minutes of the Amusement Devices, Elevating Devices and
Ski Lift Devices Advisory Council
Meeting on October 10th, 2023

**Minutes of the Amusement Devices, Elevating Devices, and Ski Lift Devices
Advisory Councils Plenary Meeting of the Technical Standards and Safety
Authority (TSSA) held virtually at 9:00 a.m. on the 10th day of October 2023.**

Present: Cliff Ayling, Farrah Bourre, John Ball, Mark Csarszar, Dan Brazier, Andrew Gildano, Doug Guderian, Rob Isabelle, Janice Jeffreys, Stan Jones, Sarah Kenney, Lisa Konnry, Rob Kremer, Dave Mathewson, Kevin Nichol (Chair), Derek Petri, Mark Rutherford, Christine Simpson, Cindy Sypher, Chris Thompson, Kathryn Woodcock, Veronica Zebalios

Bonnie Rose, President & CEO, Alexandra Campbell, VP Communications and Stakeholder Relations, Viola Dessanti, Director, Strategic Analytics, Lisa Hall, Director, Communications, AJ Kadirgamar, Director, EDADSKI, Ammara Khan, Manager Stakeholder Relations, Roger Neate, Director of Customer Service, Ajay Raval, VP, Operations, Phil Simeon, Policy Director, Olga Sousa-Dias, Kathy Pearsall, TSSA Advisory Council Support, Sheila Johnston and Mel Cyr, ASL interpreters

Guests: Diana Bosnjak, Technical Safety Unit, MPBSD, Richard Hustwick, Ministry of Government and Consumer Services

1. Welcome and Constitution of Meeting

A. Campbell called the meeting to order at 9:15 a.m. on behalf of K. Nichol.

a) Safety Moment

For the safety moment, council members received tips on managing stress and anxiety in the workplace.

2. Adoption of October 10, 2023 Agenda

The agenda was adopted as presented.

3. Approval of the March 8, 2023 Minutes

The minutes were approved as presented.



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4. TSSA President and CEO Report

B. Rose began by introducing staff changes at the TSSA. Ajay Raval is Vice President, Operations. Roger Neat is Director, Customer Service. Kim Semper is Director, BPV and OE. Kelly Hart is Director, Fuels. AJ Kadirgamar is Director, EDADSKI. Lisa Dymond is Vice President, People and Culture.

The TSSA's five-year Strategic Plan is to deliver consistent responses across all sectors. The plan has four key themes:

1. Rewarding Purpose-Driven Work. B. Rose noted that people are burned out in the post-Covid era. There is a need to re-employ people, and TSSA is a great place to spend one's career.
2. Outcome-Based Regulator. The goal is to finish what has been started. There is a significant shift underway to become data driven. The shift will lead to improved safety outcomes, risk-informed inspections, better decision making, and more educated and informed customers.
3. Ease of Doing Business. The TSSA is seen as being difficult to work with, and the organization is prioritizing actions to make things easier.
4. Future Ready. Fifteen new technologies need to be regulated and a growing disparity between old and new equipment needs to be managed. Employees must be trained for the future. TSSA will develop a new policy and technical frameworks for emerging regulatory areas, including hydrogen, biofuels, CNG, LNG, and refrigeration.

The Strategic Plan will be deemed a success when customers and employees see the TSSA as a unified organization operating with efficiency and consistency. TSSA will collaborate across the enterprise using reliable data to make decisions and support one another into the future.

There were no questions.

5. Ministry of Public and Business Service Delivery Report

R. Hustwick said on September 22, 2023 the Honourable Todd McCarthy was appointed Minister of Public and Business Service Delivery. Minister McCarthy represents Durham in the Ontario Legislature and has been a Member of Provincial Parliament since 2022. He was previously Associate Minister of Transportation.

D. Bosnjak gave an update on the Auditor General's report. Of the recommended action items, 90% have been fully implemented, are no longer



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applicable, or will not be implemented. The remaining action items are in progress. The Auditor General will release her annual report in fall 2023.

There are updates on the Gasfitters Reconciliation Agreement. Efforts are being made to offer Red Seal endorsement for three fuels-related trades.

There were no questions.

6. Safety and Compliance Report

V. Dessanti summarized the Public Safety Report for FY23. A full copy is on the website.

There has been an overall reduction in incidents and injuries compared to a 10-year average. TSSA is cautiously optimistic that it could signify a positive trend, but it will take a year or two to find out.

After businesses returned to normal after Covid, a decrease in incidents and injuries was seen, with 90% of periodic inspections finding no high-risk issues across the board.

TSSA is focused on prioritizing compliance with high-risk issues within each sector. The following case studies were developed to highlight typical and unusual incidents for the public.

In the amusement device sector, a rider suffered a concussion after hitting her head on the platform after finishing a ride. The key learning is that safety is a shared responsibility. The public have a responsibility to follow safety instructions provided by staff.

In the elevator sector, a resident of a long-term care home fell in an elevator while it was out of service. The key learning is that root causes are not always clear.

In the escalator sector, an individual fell while using a walker on an escalator. This is a common incident and owners must work with operators to find root causes.

In the ski lift sector, reported incidents have decreased significantly from 73 in FY22 to 27 in FY23. The reason for this is unclear.



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Questions and Comments

S. Jones asked how it was determined that business returned to normal after Covid because this is not being felt in the commercial market. V. Dessanti replied that she was speaking at a general level.

S. Jones added that the downtown commercial market is far from back to normal with respect to elevator ridership. Some buildings are empty on Mondays and Fridays. Occupancy is low compared to the pre-Covid years. V. Dessanti replied she has no access to ridership data, and thanked him for the feedback. S. Jones offered his help with this matter going forward.

R. Isabelle said buildings are getting taller without extra elevators being added, and this presents a safety issue. Wait times are getting longer, causing residents to take the stairs. This trend has been discussed in the past. A survey would reveal that people are concerned about quality of service. V. Dessanti said TSSA does not look at elevator availability. She will refer the matter to a colleague. [ACTION] R. Isabelle said developers need to know expected wait times.

B. Rose said elevators in private homes are outside of the TSSA scope. However, TSSA will soon be tracking them because they are happening. In terms of elevator availability, the government is working to address the issue within the building codes. Elevator availability is a good question to address with the ministry. TSSA is starting to collect availability data.

R. Hustwick said work is being done with the Ministry of Housing which is responsible for building codes. There are recommendations concerning minimum numbers of elevators based on building size, and a recommendation relating to doing a traffic study prior to building. It will require a multi-year process to get these items into the building code. The next building code comes out in spring 2024 after which amendments can be brought in.

R. Isabelle said council members want to have input to ensure the right criteria are addressed. R. Hustwick said their input will be invited.

D. Bosnjak said the government focus is how to initiate the work. While there is no current government direction to make a change, the mechanics are being explored.



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7. OBR Data Initiative

V. Dessanti outlined the approach to increase data for decision making. This will help to prioritize risk and improve safety. Within the Strategic Plan there is a goal to increase available data to 40% of authorizations in FY24, and to 80% in FY25.

The data will increase understanding of device profiles, equipment, and the operators in order to develop initiatives and to target support, education, and enforcement in the areas of highest need.

There are three types of data:

- 1) authorizations (license holders, owners, locations, size, history, engineering),
- 2) compliance (inspection and audit results, patterns over time),
- 3) incidents (counts of victims, severity, root causes, enforcement actions, prosecutions).

Good data are the foundation for evidence-based decision-making and for the effective use of resources, transparency, and accountability.

TSSA regulates 9,000 amusement contractors and 350 elevator contractors. The goal in Year 1 is to know their safety practices. Audits will reveal compliance issues. In Year 2 TSSA will start collecting BPV violation and incident data.

There were no questions.

8. OBR Education and Awareness

P. Simeon said the focus is on authorizations (eg, licences, registrations, certificates) as the entry way to the safety system. TSSA oversees more than 200,000 authorizations and efforts are being made to ensure all are valid.

TSSA has initiated the lapsed authorization program targetting licenses that are not renewed on time. Multiple reminders are sent out and contact is then made to get them back into the system. Entertainment devices make up a big portion of this work.

P. Simeon compared a lapsed authorization to an expired driver's license. Drivers of cars be pulled over for not renewing, and there are consequences. The TSSA wants to increase awareness of this responsibility and make renewal easy.



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TSSA has also initiated a historical lapsed authorization program with the aim to reinstate authorizations that expired between 2016 and 2021.

Since 2019 approximately 160 owners, operators, and contractors have participated in the TSSA's Compliance Support Program.

Since June 2023 TSSA has been offering a checklist that highlights when periodic inspections are scheduled and what to expect. There are opportunities to collect data and communicate with owners and operators throughout the life cycle of an authorization.

There were no questions.

9. Risk Score

V. Dessanti outlined a new approach to establishing inspection frequencies for elevators. The goal is to make risks easy to understand and publicly available based on accurate data, and to ensure that risk scores are stable over time. If an elevator is on a high-risk inspection frequency it is important to explain why and look at ways to improve safety.

TSSA's inspection frequency model ranks elevators on the probability of causing harm based on 10 years of data. Behavioural features are stronger predictors of high risk than structural features.

Inspecting approximately 25% of elevators every year will ensure that TSSA is maximizing the probability of capturing the greatest risks.

Questions and Comments

S. Jones asked what range of inspection frequencies will be rolled out. V. Dessanti said it will be every nine months up to eight years.

M. Csarszar asked if the new approach will apply to the construction hoist industry. V. Dessanti said construction hoists, windmills, and escalators are excluded.

S. Jones asked if owners will be informed of their risk score and what contributes to it. V. Dessanti said transparency will help improve safety compliance.

S. Jones asked if there are plans to make risk scores public. V. Dessanti said they will not because they can be taken out of context. The focus is for



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owners/operators to understand the practices and behaviours that contribute to safety.

S. Jones asked about implications for contractors. V. Dessanti said TSSA is committed to developing and rating contractors as recommended by the Auditor General.

K. Woodcock said transparency for consumers is needed as they can play a role in twisting arms to improve technologies. V. Dessanti said the inspection frequency is the immediate focus, but the data-driven approach has potential to inform other initiatives later on.

D. Guderian asked why there isn't full transparency. For example, when buying a building with a rough score, buyers and contractors would need to know the baseline. V. Dessanti said the information will be shared, whether by request or via the website. The TSSA wants to be transparent. Council feedback has been very helpful.

K. Nichol commented that the questions were great. He suggested this topic be a standing item on future agendas. [ACTION]

10. Rule-Making Framework

P. Simeon said the new rule-making framework is about having a standardized, predictable, transparent approach to decisions about rules. TSSA will strive to work together within a single process.

TSSA has heard from industry that it isn't clear when a code will be adopted or a requirement or amendment changed.

The framework will impact compliance standards and Code Adoption Documents (CAD). TSSA has established a list of trigger codes for each CAD. At the next round of advisory councils in 2024 TSSA will provide calendars for all sectors. For example, in ED and Ski Lifts the trigger code would be the B44 which the CSA updates every three years and the question will be what are the optimum times for updates. Codes with the most influence will be identified. The goal is to reduce conflict internally and externally.

Questions and Comments

K. Nichol noted the CSA updates Ski Lift trigger codes every five years, not every three years. [ACTION]



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11. OASIS R4

R. Neate said a new customer portal will be released in April 2024.

Customers and organizations will create accounts and manage them online. The account dashboard will provide inspection reports and issued orders for download, as well as high-risk orders that are outstanding. Payments and prepayments can be made through a secure Moneris environment. Exam requests can be submitted by location, and exam results obtained. The site will expand over time.

The site features 10 applications that cover the most interactions, such as work force planning, public information, training/certification/exam, customer management, program support/BPV, licensing and registration.

Customers will be supported with clear instructions, how-to videos, FAQs, and error alerts. Their feedback will be incorporated.

Questions and Comments

D. Petri asked if paper invoices still be sent out. He also asked if owners would be able to see all their devices over multiple locations. R. Neate replied yes to both questions.

12. Website Updates

L. Hall said the website strategy and design were completed in FY23 and the website will launch on November 17.

The website will improve the user experience while enabling access to core information required by TSSA audiences. It will provide more relevant and timely information to stakeholders. Extensive user input was integrated during its development.

Council was given a tour of the new website. From the landing page there are links to regulated industries, consumer safety, engagement and consultations, licensing and registration, training and professional certification, legislation and enforcement. There are links to latest updates and to top tasks. There are links to regulated industry dashboards by sector and each dashboard is linked to the TSSA portal. There is also a library document search feature.



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Feedback from the advisory council is invited on a voluntary basis.

There were no questions.

13. Customer Service

As outlined by B. Rose, A. Campbell said the strategic plan is a five-year vision for customer service that began May 1, 2023 to improve interactions internally and externally. The TSSA is looking to reduce the burden, harmonize interactions with customers, and maintain a balance between service and oversight/enforcement.

Key initiatives are as follows:

- Launch website in November 2023. Volunteers will be invited to do walk-throughs before launch.
- Launch portal in April 2024 with a continued support model in place.
- Introduce customer journey mapping in 2025 to streamline and harmonize processes. Exams and engineering will be the first processes to review.

Questions and Comments

K. Woodcock said she was taken aback by the focus on licensees and not consumers. Consumers need information on devices, such as what could be provided by a QR code. A. Campbell replied that the presentation was focused on those who interact with TSSA directly, under the OBR theme. [ACTION: Put consumer concerns on a future agenda,]

K. Woodcock said advisory councils have consumer representatives and their role is to ensure that consumer interest is addressed. A. Campbell said TSSA wants to make it easier for consumers to get information on the website.

14. Fee Changes, Inspection Cancellation and Late Fee Payment Penalties

D. Brazier said inflationary fee increases will take place on May 1, 2024 with new increases arriving every year. The amount is still being worked out. Fee increases during recent years have not kept up with inflation.

P. Simeon said flat fees will be charged for late payments on authorization renewals. TSSA will also propose to charge operators for last-minute inspection cancellations.

Questions and Comments



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D. Guderian asked if fees would be proportional for different areas. P. Simeon said it would depend on the cost to deliver each program.

15. Industry Prioritization Cross-Sector Update

A. Campbell said TSSA is focused on finishing what it starts and not taking on too much. The AD council will continue to address mechanic training and certification. SL meetings will continue to address SIL requirements at the code level. For the ED council, there are items to be updated on coordination of drop test timing and a hoist training program on construction sites.

There were no questions.

16. Adjournment

The meeting adjourned at 11:55 a.m. after which council members held a council-only, in-camera session followed by an in-camera session with B. Rose.