



# Technical Standards and Safety Authority

## Minutes of the Elevating Devices Advisory Council Meeting held on October 26, 2016

Minutes of the Elevating Devices Advisory Council (EDAC) meeting of the Technical Standards and Safety Authority (TSSA) held in Ontario Boardroom, 345 Carlingview Drive, Toronto, Ontario at 8:30 a.m. on the 26<sup>th</sup> day of October 2016.

- Present:** Kelly Leitch, KONE Inc. (Chair), Cliff Ayling, Brookfield Properties c/s ACSI., Tony Grilli, Otis Inc., Stan Jones, Northam Realty, Rick Sokoloff, Quality Allied Elevator Inc., Derek Petri, York Region District School Board; Ben McIntyre for Dan Vinette, International Union of Elevator Constructors (IUEC), and Phil Warne, Canadian Elevator Contractors Associations (CECA).
- Attendees:** Michael Beard, President and CEO (items 1 to 12), , Maram Khalif, Council Coordinator, (all items except 18); Roger Neate, Director (all items except 18); Wilson Lee, Director Stakeholder Relations (items 9 and 10), David Scriven, VP, Research and Corporate Secretary (all items except 18); Joshua Sorman, Team Lead (item 14), Supraja Sridharan, Advisor (item 8), Peter Wong, VP, Operations (items 1 to 12).
- Guests:** Richard Hustwick, Senior Policy Advisor, Ministry of Government and Consumer Services (MGCS) (all items except item 18).
- Regrets:** Jeff Coles, Thyssen Krupp Elevator, Jane McCarthy, Consumers Advisory Council, and Haroon Nuri, TTC.

### 1. Constitution of Meeting

K. Leitch, Chair, welcomed Council members and called the meeting to order.

As part of the safety moment, Council viewed a safety video highlighting escalator safety. High-level discussion ensued around escalator safety related to user behaviour.

The videos are available on TSSA's website. Council was encouraged to share the safety videos with their constituents.

### 2. Approval of Agenda

**Council members approved the agenda for the October 26, 2016 meeting.**

The Chair reminded Council that the Council sets the agenda for meetings and encouraged members to provide feedback and suggest items for discussion.

### 3. Approval of the Minutes

**Council members approved the minutes of the April 20, 2016 meeting as drafted, as being a true and correct record of the meeting.**

### 4. Review Action Items from Last Meeting

R. Neate noted that all highlighted action items were completed. The outstanding item was updated as follows:

- The Federation of Rental-Housing Providers of Ontario (FRPO) and the Association of Condominium Managers of Ontario (ACMO) membership vacancies are still outstanding due to reflecting challenges in finding the right person to contact. R. Neate will follow up with S. Jones and C. Ayling offline.



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- In regards to an action item in which Council urged TSSA to move forward on digital maintenance logs, this matter was thoroughly discussed during the meeting. Additional details will be provided under MCP update, item 16 of today's agenda.

### 5. Council Chair's Report

As part of the advanced materials for this meeting, Council received the annual report from the Chair to the President and CEO regarding Council's accomplishments and opportunities in 2015/2016, which was treated as read.

### 6. TSSA President and CEO's Report

As part of the advanced materials for this meeting, members received a report from the President and CEO regarding TSSA's key activities over the last quarter, which was treated as read.

M. Beard highlighted the facility savings that we will achieve over the ten-years lease term and provided an update on progress of TSSA's 20/20 Program that is supporting business transformation, including external customer interface, improved business intelligence and enhanced efficiency.

Council briefly discussed the license rebate in the elevating devices sector and the CEO highlighted some of the positive feedback TSSA received.

A video of TSSA's safety award recipients for 2016 was shared with Council.

### 7. Ministry of Government and Consumer Services (MGCS) Update

As part of the advanced materials for this meeting, Council received a report from MGCS, which was treated as read.

R. Hustwick highlighted that MGCS and TSSA continue to work collaboratively to advance the priority regulatory renewal projects that are currently underway.

R. Hustwick also informed Council of the new appointee Minister, the Honourable Marie-France Lalonde, who was also the Minister Responsible for Francophone Affairs.

### 8. Annual State of Public Safety Report and Compliance Safety Report

With the aid of a PowerPoint presentation, which forms part of the record of the meeting, R. Neate and S. Sridharan provided an overview of the FY16 Annual State of Safety Report and additional elevating devices safety and compliance results.

User behaviour was noted as the dominant factor of elevator/escalator incidents. TSSA is undertaking a pilot project to further assess to gain a better understanding on incidents attributed to user behaviour. Council discussed the alignment of current enforcement and prevention activities in the context of the annual safety and compliance results.



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### 9. Priority Issues Discussion

As part of the advanced materials for this meeting, Council received a document containing the current Council priority issues as well as historical issues, which was treated as read.

D. Scriven re-introduced the approach of having Council identify priority issues in an effort to focus council's attention to these issues over the next three years.

The outstanding priority issues were discussed and updated as follows:

Compliance rates: R. Neate noted, as was previously presented in item 8, that ED compliance was declining. Although some contractors' performance were stellar, the majority were below acceptable levels. The importance for the industry and TSSA to establish ways to improve compliance was emphasized. Due to the severity of some non-compliances, TSSA is escalating its response, including prosecution of contractors with repeated offence and poor performances.

Contractors' data: R. Neate informed Council that due to poor data integrity, TSSA is no longer providing contractors' ratings to the contractors. As a result, this priority issue was put on hold, pending the completion of TSSA 20/20 Program.

Communication with owners/managers: R. Neate informed Council that TSSA is continuously working to address this priority issue through presentations to owners and property managers when invited. A further update will be provided at the next meeting.

Public education/awareness: W. Lee provided background information about the changes made to the public education mandate by TSSA and outlined next steps.

Public education will focus its efforts on public awareness and advocacy rather than research as in the past. Public education will expand from print methodology to include increased use of social media and online presence.

W. Lee also informed Council that it is exploring new partnership opportunities, such as, with Captivate Media who manage video screens in elevators. Discussion ensued on this topic and W. Lee will follow up with the owner representatives for further information on this potential collaboration.

Discussion ensued around the safety video (produced by W. Lee's team) provided at the meeting. Council members expressed their opinions about the message and how it could be improved in the future.

**ACTION:** W. Lee will send the safety videos to all Council members for distribution to their constituents.  
W. Lee will follow up with Building Owner Sector representatives regarding a possible Captivate Media collaboration.

### 10. Industry General Discussion

Perception of elevators in Ontario (news articles from July and August 2016): P. Warne shared information regarding a recent focus in the media about the reliability of elevators in Ontario.

Discussion ensued around the relationship, if any, between reliability and safety issues in elevators.

TSSA's mandate is safety. Elevator reliability is outside of TSSA's mandate. Elevator reliability is impacted by other factors, such as building codes or municipal decisions and external factors, such as fire or water exposure. TSSA does recognize that reliability can affect safety, at least indirectly when access to a building is lost. Council had an extensive discussion on the issue of elevating devices and



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the recent media interest. W. Lee advised the Council that Toronto Star's investigative unit was doing a story on elevators in Ontario and had made a formal request for data from TSSA. W. Lee described the request and TSSA's intent to comply with the request.

### 11. EDAC Evaluation and Engagement Survey Results

As part of the advanced materials for this meeting, Council received EDAC evaluation and engagement survey results for 2016, which was treated as read.

D. Scriven provided information around past issues that were identified from prior survey results, such as having priority issues at each Council, as well as the needed improvement of the portal.

Some Council members provided comment on the survey methodology and TSSA agreed to share these with the provider.

M. Beard acknowledged the Council's positive contribution to TSSA as a voluntary body providing advice to him. He noted the complexity of the program and the importance of having fulsome discussions at meetings. He offered to join Council in-camera, if needed, in order to ensure they were being heard.

Council was encouraged to provide feedback from in-camera on specific actions they would like TSSA to address for improving the relationship between EDAC and TSSA.

### 12. Engineering Update

Director's Order (DO): R. Neate informed Council that he was re-opening the single speed elevator's Director's Order for review. The majority of Council expressed concern regarding possible re-opening of Director's Order 267-14.

Design submission backlog update: there was no update under this item. The backlog issue has been resolved.

Hoist-way lightning update: R. Neate informed Council that the A17 Hoistway Committee is looking at all of the Coroner's recommendations and is no longer limited to just hoist way lighting. Further update to be provided at the next meeting.

A high-level discussion ensued around an operational issue regarding type of safety failure testing brought by R. Sokoloff. R. Neate and R. Sokoloff will discuss this issue offline.

### 13. Field Advisory Committee Update

ACTION: R. Neate will circulate the last FAC meeting's minutes to Council.

### 14. Training and Certification Advisory Board (TCAB)

As part of the advanced materials for this meeting, Council received a briefing note highlighting TCAB activities since the last EDAC meeting, which was treated as read.

J. Sorman informed Council there was a vacancy in the TCAB and a nomination, specific to each sector needed will be sent shortly after the meeting.



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At the next TCAB meeting, developing online/remote training for continuing education will be discussed.

### 15. Changes to Code Adoption and Review Regulation Process

R. Hustwick and W. Lee provided an update on this issue. The process to recommend changes to CAD is led by TSSA in consultation with MGCS. The new process will be more systematic and rigorous and will include earlier notifications to the Ministry and stakeholders.

### 16. Standing Items

Open data initiative: This issue was discussed in-conjunction with MCP below.

Maintenance Control Program: High-level discussion ensued around ways to modernize the MCP and transition to digital logs. Electronic MCP logs will be considered under TSSA 20/20 technological features. Further discussions ensued around what the end solution may look like in terms of data collection, data management, and the responsibility of TSSA and contractors/mechanics, as well as, cost implications and implementation. This item will remain a standing item on the agenda.

### 17. Question on Information Items and Other Business

Membership renewal: C. Ayling, S. Jones, D. Petri, R. Sokoloff and D. Vinette (by B. McIntyre) renewed their terms for another three years.

ACTION: TSSA to confirm members from Thyssen Krupp Elevator Ltd., Schindler Elevator Corp. and T. Grilli's membership.

### 18. In Camera

Council met *in camera* without TSSA's management and guests.

### 19. Termination

The meeting was terminated at 1:15 p.m. The next meeting To Be Determined at 345 Carlingview Drive, Toronto.