



Technical Standards and Safety Authority

Minutes of the Elevating Devices Advisory Council Meeting held on April 1, 2015

Minutes of the Elevating Devices Advisory Council (EDAC) meeting of the Technical Standards and Safety Authority (TSSA) held in Boardrooms 1433/1434, 14th Floor, Centre Tower, 3300 Bloor Street West, Toronto, Ontario at 8:30 a.m. on the 1st day of April, 2015.

Present: Kelly Leitch, KONE Inc. (Chair), Tony Grilli, Otis Inc., Stan Jones, Northam Realty; Patricia Jensen, Consumers Advisory Council; Rick Sokoloff, Quality Allied Elevator Inc.; Derek Petri, York Region District School Board; Dan Vinette, International Union of Elevator Constructors (IUEC); and Phil Warne, Canadian Elevator Contractors Associations (CECA).

Attendees: Maram Khalif, Council Coordinator, (all items except 17); David Lisle, Director (item 11); Steve MacDonald, Inspector (item 14); Srikanth Mangalam, Director and Chief Advisor, Public Safety Risk Management, (item 12); Roger Neate, Director (all items except 17); David Scriven, VP of Research and Corporate Secretary (all items except 17); Supraja Sridharan, Public Safety Risk Analyst (items 8 and 9); Ellen White, Policy Advisor (all items except 17); Peter Wong, VP of Operations (all items except 17).

Guests: Richard Hustwick, Senior Policy Advisor, Ministry of Government and Consumer Services (MGCS) and Hussein Lalani, Manager, MGCS.

Regrets: Cliff Ayling, Brookfield Properties c/s ACSI and Jeff Coles, Schindler Elevator Corporation.

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 about the prevention of Carbon Monoxide poisoning.

2. Approval of Agenda

Council members approved the agenda for the April 1, 2015 meeting.

3. Approval of the Minutes

Council members approved the minutes of the November 19, 2014 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 items were updated as follows:

- Public education highlighting user behavior will be presented at the meeting under item 11.
- An update will be provided for Risk Based Scheduling information under item 12.
- There has been no Training and Certification Advisory Board (TCAB) meeting since the last EDAC meeting.
- TSSA and the Building Owners and Managers Association (BOMA) have been discussing ways to collaborate. They are working on targeted information sessions that will focus on regulation and public safety.



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ACTION: TSSA and BOMA to arrange information sessions for BOMA members and provide an update at the next meeting.

5. Council Chair's Report

The Chair will share the Chair's annual report to the CEO at the next meeting.

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.

P. Wong, on behalf of M. Beard, highlighted TSSA's continuous efforts to improve its business processes and support technical infrastructure by noting the progress of TSSA's 20/20 initiative.

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

R. Hustwick reported to council that the Government of Ontario has appointed Tony Dean to review key areas of Ontario's skilled trades system within the mandate of the Ontario College of Trades (OCOT). These areas may include the scope of practice and trades, as well as apprenticeship program criteria. The stakeholders in the industry were invited to provide a written submission by March 13, 2015. Some of those submissions were posted on the Dean Review website (www.deanreview.com). TSSA submitted their comments.

Questions or comments on the Dean review can be directed to Ms. Samantha Anderson, Project Director: (416) 212-0303. Email: samantha.anderson@ontario.ca

R. Hustwick also highlighted the regulation review priorities for TSSA as follows: Operating Engineers, Liquefied Natural Gas and Upholstered and Stuffed Articles, as well as an ongoing review of Boilers and Pressure Vessels.

ACTION: A link to Tony Dean's review of OCOT will be sent to council.

8. Compliance Safety Report

With the aid of a PowerPoint presentation, which forms part of the record of the meeting, R. Neate highlighted an overview of the safety status for the elevating devices industry.

Details on occurrences due to external factors (mainly user behaviour) were highlighted.

A high-level discussion ensued around user behavior. The connection between user behavior to orders issued and contractors involved in those incidents was discussed. Council appreciated having compliance data. However, council would like see contractor rankings on a quartile basis rather than stating industry average. Council was also informed of TSSA's recent activities to address inspector inconsistency through standard work orders.



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9. Priority Safety Issue (4th): Compliance Rates and Contractors' Data

R. Neate provided a verbal highlight of the contractors' data report. He reported to council that a contractors' data report is issued, if the contractor had at least 10 inspections within the quarter. Anything less than 10 would receive an annual contractors' data report.

The range of contractors' data is quite high ranging from 3.55% to 65% for inspections passed on first visit. R. Neate asked for input from council members on how to improve compliance results. Members were reminded that under TSSA's Risk Based Inspection model, the number of orders issued and the severity of the orders determines how often a device was inspected.

In order to address the non-compliance issue, Council suggested that TSSA consider expressly communicating an intent to focus inspections on targeted areas in the code. For example, the area that is impacted by the most issued orders could be targeted and most companies can focus on improving that area within the specific target date. TSSA utilizes some of these targeted practices in cases such as testing in categories one and five.

10. Priority Safety Issue (1st and 2nd): Communication with Owners and Managers

R. Neate informed council the owners' communication on single bottom hydraulic cylinder that was sent to owners in March 2015. Discussion ensued around the process of granting extensions for any deadlines. In addition, a further discussion ensued around how the changes to deadlines were communicated to the owners. TSSA sent letters for each outstanding approximately 500 devices. The challenges with reaching out to some owners was also emphasized.

11. Priority Safety Issue (3rd): Public Education

With the aid of a PowerPoint presentation, which forms part of the record of the meeting, D. Lisle highlighted elevator/escalator safety occurrences that were largely driven by user behaviour.

He presented the public engagement research activities and findings.

A series of focus groups were held with individuals who own or rent apartments or Condo's in high-rise buildings to explore risk perceptions, awareness of proper safety behaviours and seek insight regarding root causes for improper safety behaviours in relation to elevators. He also highlighted the newly created elevator-safety micro website: elevatorsafetyontario.ca as well as a supporting digital strategy that was piloted since the last EDAC meeting.

D. Lisle concluded that the critical path taken will ensure a cost effective approach, including having a good understanding of the potential effectiveness of digital strategy, before investing too heavily in the content of the microsite. Moving forward with the positive results received today, more content will be developed consistent with the findings of the pilot.

12. Risk Based Scheduling

S. Mangalam reported to council that non-compliances found in periodic inspections drive the Risk Based Scheduling (RBS) model. There is an internal team working on enhancing the RBS model. This work is almost complete and an enhanced approach will soon be ready for implementation.

In particular, planned enhancements in the model will provide an incentive to owners who maintain their devices and minimize the number of inspection orders by TSSA. When the internal work is complete,



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the broad elements of the model and the results will be shared with an RRG and then council. TSSA will appropriately incorporate any feedback received through this consultation process.

13. Field Advisory Committee (FAC) Update

As part of the advanced materials for this meeting, members received the minutes from the last FAC meeting held on February 3, 2015, which was treated as read. A brief discussion ensued around the machine guarding guidelines task group, which was still ongoing issue at the FAC.

14. TSSA's External Safety Award

With the aid of a PowerPoint presentation, which forms part of the record of the meeting, S. MacDonald provided an overview of the eligibility and the selection criteria, as well as the nomination and recognition processes.

A few council members recommended having a list of runners up or nominated list for the formal recognitions to be made available online.

The program will be launched in spring 2015 and will be communicated via TSSA's Exchange Blog, Twitter and other social media. As the program progresses, it will be monitored and evaluated for success.

15. Industry Discussions

Coroner's inquest jury's verdict into the death of Elevator Mechanic Ross Angus: D. Vinette shared the facts of this incident and highlighted areas that were preventable. The importance of continuing education for elevator mechanics was highlighted. The deceased mechanic's family have prepared a video about his life and it may be shared with the Council, if deemed appropriate by the Chair.

TSSA will be working with industry in the upcoming months on how to incorporate some of the Coroner's Jury recommendations arising from this case. The Jury's recommendations related to issues pertaining to training and certification will be discussed in the next Training and Certification Advisory Board (TCAB) meeting.

A further discussion ensued around hoistway lighting that has been used in Europe and the possibility of introducing it in Ontario.

ACTION: TSSA Engineering to comment on the idea of introducing hoistway lighting at the next meeting.

16. Question on Information Items and Other Business

Council membership renewal: J. Kerr has resigned and G. Medeiros will replace him. R. Sokoloff has renewed his term for another three years.

R. Neate will contact The Federation of Rental-Housing Providers of Ontario (FRPO), The Association of Condominium Managers of Ontario (ACMO) and Toronto Transit Commission (TTC) for representation at the EDAC by the next meeting.

ACTION: R. Neate to follow up on FRPO, ACMO and TTC for representation in EDAC.



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17. In Camera

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

18. Termination

The meeting was terminated at 12:00 p.m. The next meeting is scheduled for October 22, 2015 at 8:30 A.M.