



# Technical Standards and Safety Authority

## Minutes of Ski Lifts Advisory Council Meeting on March 27, 2014

Minutes of the Ski Lift Advisory Council (SLAC) meeting of the Technical Standards and Safety Authority (TSSA) held in Boardrooms 1433 and 1434, 14<sup>th</sup> Floor, Centre Tower, 3300 Bloor Street West, Toronto, Ontario at 09:30 a.m. on the 27<sup>th</sup> of March 2014.

**Present:** Bruce Haynes (Chair) Ontario Snow Resorts Association (OSRA), John Ball, Canadian Ski Instructors Alliance (CSIA), Ward Bond, Bond Ski Lift Installations/Loch Lomond Ski Ares, Murray Frankcom, Leitner-Poma Canada Inc., Dolly Gerrior, Consumers Advisory Council (CAC), Dave Mathewson, Mount Pakenham Ski Area, Kevin Nichol, Gougeon Insurance Brokers, Mark Rutherford, Brimacombe, Rob Sheridan, Blue Mountain Resort. & Guy Stewart, Canadian Ski Patrol System – Ontario Division.

**In attendance:** Erin Estok, Policy Advisory (all items except 17, 18 and 19), Maram Khalif, Council Coordinator (all items except item 20), Rob Kremer, Engineer (item 8), Jim Palmer, Regional Supervisor (except item 20), Lynn Ramsay, Communication Advisor (item 12), David Scriven, VP Research and Corporate Secretary (except item 20), Richard Smart, VP Finance (item 7), Joshua Sorman, Advisor, Training and Certification (item 16), Rozeeta Tombran-Jarvis, Coordinator (item 14), & Peter Wong, VP Operations (except item 20).

**Guests:** Hussein Lalani, Manager, Ministry of Consumer Services (all items except 17 to 19)

**Regrets:** Craig MacDonald, Caledon Ski Club and Radu Petrut, Teora Engineering and Services Ltd.

### **1. Constitution of Meeting**

B. Haynes, Chair, called the meeting to order at 9:37 A.M.

### **2. Council Chair's Report**

The Chair reported to council the result of the improved school programs for this season and Ontario Snow Resort Association's (OSRA) interest in continuing to find ways to keep the school programs sustained. The impact of extreme weather was noted; however, urban areas fared better in terms of visitors this season.

Snow Show 2014 will be held the weekend after the next Ski Lifts Advisory Council meeting (October 15, 2014) at the same venue as last year. Last year's attendance was great. Both retail and manufacturers were present and attendance is expected to be even greater this year. The industry was pleased with the location and the cost.

### **3. Approval of Agenda**

Council approved the agenda of March 27, 2014 meeting as presented.

### **4. Approval of the Minutes**

Council approved the minutes of the October 16, 2013 Ski Lift Advisory Council meeting as presented, as a true and correct record of said meeting.



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### 5. Review Action Items from Last Meeting

J. Palmer reviewed the outstanding action items from previous meetings with council, noting that some were completed as highlighted.

The outstanding items were updated as follows:

- Preparing a report on the resolution of the engineering submission task, will be updated under item 8.
- Data on the top of the hill item will be updated under agenda item 14.
- Reviewing and revising TSSA's forms on its public website will be updated under agenda item 8.

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

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

D. Scriven, on behalf of M. Beard, reported to council the appointment of a new Board of Director member appointed by the Ministry of Consumers Services, Susan Kushneryk and a new recruitment of additional staff to the Senior Management team at TSSA, Director of Internal Audit, Steven Matos. Both will join TSSA in April 2014

### 7. Option Paper for Fee Review and Framework

With the aid of a PowerPoint presentation, which will be part of the record, R. Smart highlighted the challenges of last fee review framework and process, fee framework objectives, options, and timelines.

The ski lifts industry's exemption from a fee increase at the last fee review and framework was acknowledged.

The challenges and lessons learned were shared, such as, concerns with the complexity of the invoicing process; customer clarity on the value received for fees paid; transparency; effectiveness of fee incentives and deterrents; program cross subsidization; and the use of technology.

The fee framework objectives are to reduce the fee burden while not compromising safety; influencing positive safety behavior and deterring adverse safety behavior; efficiency of cost model; and leveraging Risk Informed Decision Making (RIDM).

The use of a Declaration of Compliance was highlighted and encouraged to be used to avoid administrative fees, where applicable. TSSA's process mapping and its results involving the fee process and areas for improvement were also highlighted.

Moving forward, TSSA is utilizing its Research and Education Department to conduct research; engage its stakeholders; and utilize a third party to find a comprehensive options fee framework. The process will include dialogues with multiple departments within TSSA, Advisory Councils, MCS, and TSSA's customers. The research portion will include a benchmark report involving other similar safety organizations and regulatory bodies. This process consists of fee options as well as fundamental structural changes.

A discussion followed on ways to streamline TSSA's fee review processes. Council was advised that the process was also reviewing how TSSA implements new fees.



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### **8. Engineers/Submissions Process and Task Group Update**

R. Kremer advised that an engineering design submission workflow was recently completed. EDAD engineering has now revised the workflow for both AD and SKI devices to have these submissions removed from the ED work queue and be processed in their own queues. The planned workflow for AD and SKI would be to process jobs in the first week, and have the engineering review occur within weeks 2-3. Simple or complete designs would be registered and returned by week 4. For complex devices that may require additional time, applicants are encouraged to book time with the program to walk through the design and paper work to facilitate a more efficient review. M. Frankcom acknowledged that the design review process for new installations worked well this past year. EDAD program will continue to monitor AD and SKI review queues, especially during peak season.

A question arose around Blue Mountain (BM) chairs and whether some were still operating under variance permissions. It was noted that the Act and Regulation allows for variances if the rationale and mitigation in the opinion of the director does not detrimentally affect the safe use of a device.

Some members of council were concerned that variances for BM chairs were still being submitted. R. Kremer advised that industry was aware that other old chairs designs, not just BM, could be of issue (those built prior to cycle testing requirements) and to address older chairs in general, the aging assessment guideline was revised to include carriers. This would also apply to remaining BM chairs. The process is an aging assessment including chairs would be first required before allowing aging assessment to take the place of a BM chair variance.

R. Kremer was asked to provide a recap on BM chairs and M. Frankcom advised he could assist in providing details, as required.

R. Kremer also noted that draft ski forms have been developed and will be circulated prior to the next season for comment.

The issue of new code requirements that may have an impact on the forms was discussed.

TSSA is also currently seeking two Elevating Devices Engineers and one Electrical Engineer. It was noted that with the retirement of Gord Kanani, it is important for TSSA to participate on the CSA Z98 code committee.

ACTION: R. Kremer will provide Council with an update regarding BM chairs.

### **9. Priority Safety Issue: Aging Devices**

Aging devices was discussed under item 8.

### **10. Ministry of Consumers Services (MCS)**

The MCS update was highlighted under the CEO report. The continued Propane Panel Review and Boilers and Pressure Vessels Regulatory Initiative were further highlighted. The latter initiative will require engagement of a third party to assess the issues at hand.

TSSA and Ontario College of Trades (OCOT) were still in negotiations around overlapping regulations and more information will be provided when available. It was confirmed that the ski lifts trade will remain in status quo until further notice.



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The Chair reported to council that OCOT plans to conduct industry visits in September. Council noted they would like to be advised in advance.

### 11. Ski Lifts Safety Compliance

With the aid of a PowerPoint presentation, R. Hadaller provided an update regarding the ski lift safety compliance. It was noted that the third quarter report, which would have provided more information for the season was not available and the information will be included in the next meeting's presentation.

Discussion ensued among the council regarding sharing information on the number of persons using ski lifts at their respective resorts.

High level discussion ensued around calculating the exact number of activity against the capacity of each device or each resort whichever might be appropriate. It was noted that the resorts keep a record of this data. Further discussion ensued around a preference to use more accurate information rather than using the population of Ontario as a baseline for annual safety performance reporting.

TSSA would like to work with the industry directly to gain access to their capacity data and include it in the safety compliance reporting.

**ACTION:** D. Scriven and R. Sheridan to follow up on ways to share data to determine the exact number of ski lift rides in Ontario to reflect the statistics of safety numbers included in the safety compliance report.

### 12. Priority Safety Issue: TSSA technicians/inspectors availability to enhance inspector's role in more safety promotion

A safety message video from TSSA: A video prepared by TSSA was shown to council. The video was to highlight TSSA's mandate at the ski resorts and provide examples of safety in the resorts.

Discussion followed highlighting that some members felt that the video may be misused as a training tool and that the message and the purpose of the video may be lost.

Council recommended adding a caption to the video to indicate this is not a stand alone training tool. Some council members noted the importance of the key messages for their lift operators.

Moving forward, council requested to be involved in the production of videos for their industry.

Further discussions focused on the industry training challenges resulting from high turnover, consistency, and the lack of standardized training tools. There are no specific standardized training tools like other Health and Safety issues. A lot of the resorts keep their own lift safety and other promotional safety tools.

The Chair would like to feature the link of the video in the OSRA newsletter in the fall. The deadline for submission is mid April.

**ACTION:** J. Palmer to follow up on making a few changes to the video before distributing, such as a disclaimer stating that this video should not replace detailed lift operator training.

**ACTION:** The revised video link will be included in the OSRA newsletter in the fall.



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TSSA's Social Media Strategy: L. Ramsay demonstrated the changes made to TSSA's public site as well as improvements on how to reach industry and the general public.

She presented the Exchange Blog which will replace the annual newsletter. Discussion ensued around how to track the traffic of the Exchange Blog and if there was a way to monitor how many mechanics signed up or aware of the changes being made.

The industry conducts many metrics for tracking audience and the same methods can be used by TSSA to identify how many mechanics are receiving the blog alerts or signed up or are receiving the newsletter. This will help determine if this is an effective way of distributing messages to the right target/audience.

TSSA to ensure information and changes are received by both the mechanics in the industry and the resort owners. Anyone who would like to provide feedback around how to reach out all the specific targets were encouraged to contact L. Ramsay directly.

Further update was provided around the new TSSA Twitter, You Tube, Facebook and other social media tools which is used to engage the general population. The logistics of coordinating and responding rapidly on these tools was discussed.

**ACTION:** B. Haynes will include the Exchange Blog link in the OSRA's fall newsletter to further reach out to the mechanics in the industry.

### **13. Enforcement/Inspections/Reporting**

There was no report under this item.

### **14. Priority Safety Issues: Ski lifts safety public education program end of season update – Top of the hill data analysis**

R. Tombran-Jarvis, on behalf of D. Lisle, provided an update around the RideSmart Safety Program. She acknowledged this initiative was conducted with Sparks Event Marketing and started on January 11, 2014 and ended the first week of March 2014.

She provided the following results:

- Visited 13 different resorts and 39,400 interactions with beginner skiers and snow boarders. Exceeded target by 3,000 and there was an increase from last year by over 11,000 interactions
- Implemented efficiencies learned from last year, such as, the timing of the event, selecting the high traffic resorts and increasing the number of event staff and visits.

Further information will follow at the next meeting since the final report from Sparks Event Marketing will not be ready until April 2014.

R. Tombran-Jarvis also reported to council that TSSA partnered with CSIA to produce a video to be used in the training of ski instructors to highlight the greater safety at resorts in Ontario. The video is currently in its final stages.

An effort will be made in the future to align the Council Spring meeting and the RideSmart safety report for ski lifts to allow discussion of the full report at the meeting.

**ACTION:** The final report from Sparks Event Marketing on RideSmart Safety Program will be shared with council at the next meeting.



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

J. Sorman informed council that the TCAB will meet on April 16, 2014.

There has been discussion around the amount of hours needed to be certified as a ski lift mechanic.

Council discussed the issues surrounding the need to review the hours required to be certified as a mechanic.

Council acknowledged that there were many different ways of approaching this issue, including allowing Millwrights and Electricians to have an expedited process to become a qualified mechanic.

The other programs, such as, Elevating and Amusement Devices process in regards to the certifications were discussed and the differences in each program were noted. The Fuels Safety Program of TSSA had similar issues in the past and it was encouraged to review their process and see if their current model is suitable for the ski lifts and other similar programs.

This is an agenda item for the next TCAB. Also Frequently Asked Question (FAQ) of the industry will be discussed. Any other new business items can be sent to J. Sorman.

### 16. Mechanics/Licensing/Training /Education

Mechanics hours for trade: this item was discussed under item 15 - TCAB.

### 17. Revised Membership Matrix

As part of the advanced materials for this meeting, council received a revised matrix, which was treated as read.

D. Scriven highlighted the changes made to the matrix as a result of revamping all council matrixes and ensuring they have evolved with the changes in the industry and including sectors not in the matrixes traditionally, such as, mechanics.

It was noted for the Ski Lifts Advisory Council, that there were many mechanics in the matrix that were already representing other sectors.

K. Nichol can take the role of distributing messages applicable to mechanics through his connections. The use of the Exchange Blog as a key message site for the mechanics was also highlighted. OSRA was also viewed as another vehicle for distributing the message to the mechanics in the industry.

ACTION: K. Nichol will also act as a mechanic in the matrix.

### 18. Questions on Information and Other Businesses

Council Portal Update: the portal is in its final stage. The material for the next meeting will be posted on the site. An email announcing the launch of the site will be sent in late April.



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**19. In Camera**

Council members met in camera without TSSA staff and guests.

**20. Termination**

The meeting was terminated at 1:05 p.m. The next meeting is scheduled for October 15, 2014.