



Technical Standards and Safety Authority

Minutes of Ski Lifts Advisory Council Meeting on October 16, 2013

Minutes of the Ski Lift Advisory Council (SLAC) meeting of the Technical Standards and Safety Authority (TSSA) held in Boardrooms 1433 and 1434, 14th Floor, Centre Tower, 3300 Bloor Street West, Toronto, Ontario at 09:30 a.m. on the 16th of October 2013.

Present: Bruce Haynes (Chair), John Ball, Canadian Ski Instructors Alliance (CSIA), Ward Bond, Bond Ski Lift Installations/Loch Lomond Ski Ares, Murray Frankcom, Leitner-Poma Canada Inc., Dolly Gerior, Consumers Advisory Council (CAC), Ontario Snow Resorts Association (OSRA), Craig MacDonald, Caledon Ski Club, Dave Mathewson, Mount Pakenham Ski Area, Radu Petrut, Teora Engineering and Services Ltd., & Guy Stewart, Canadian Ski Patrol System – Ontario Division.

In attendance: Michael Beard, President and CEO (except item 20), Caslav Dinic, Technical Manager, (item 19), Maram Khalif, Council Coordinator (all items except item 20), David Lisle, Director, (items 8 & 15), Rob Kremer, Engineer (except item 20), Dean McClellan, (item 14), Jim Palmer, Regional Supervisor (except item 20), David Scriven, VP Research and Corporate Secretary (except item 20), Joshua Sorman, Advisor, Training and Certification (item 16), & Peter Wong, VP Operations (except item 20).

Guests: Jeff Courtemanche, General Manager, Craigleith Ski Club (item 19)

Regrets: Richard Hustwick, Policy Advisor, Ministry of Consumer Services (MCS), Kevin Nichol, Gougeon Insurance Brokers, Mark Rutherford, Brimacombe, & Rob Sheridan, Blue Mountain Resort.

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 continued decline of school programs and its impact on the ski industry. He reported to council that this issue has been prioritized by the Ontario Snow Resorts Association (OSRA). Going forward, standardized packages for each stakeholder influencing this policy will be developed. He also noted that a Frequently Asked Questions (FAQ) for each particular stakeholder involved in the process will be created.

The Chair also announced that the Snow Show 2013 is being held at the International Center.

3. Approval of Agenda

Council approved the agenda of October 16, 2013 meeting as presented.

4. Approval of the Minutes

Council approved the minutes of March 27, 2013 Ski Lift Advisory Council meeting as revised to correct the spelling of PACE Penguin Program, as being a true and correct record of said meeting.

5. Review Action Items from Last Meeting

R. Kremer reviewed the outstanding action items from previous meetings with council, noting that all were completed except one item that will be discussed under item 9 on the agenda.



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6. TSSA President & CEO's Report

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

M. Beard introduced P. Wong, Vice President of Operations.

He also provided an update regarding TSSA's Annual General Meeting noting that TSSA was moving forward with more than enforcement to improve the safety of Ontarians and is also focusing on advocating for safety in Ontario. He highlighted taking steps by utilizing modern technology and social media to achieve some of these goals.

M. Beard also noted there has been a newly appointed TSSA's Board of Directors Chair, Judith Wolfson, Vice Chair, Norm Inkster and the appointment of five new directors for the Board.

7. Council Evaluation and Engagement Survey Result

As part of the advanced materials for this meeting, council received council evaluation and engagement survey result report, which was treated as read.

D. Scriven highlighted that overall the result has been positive. All qualified members participated. Council noted that most of their concerns from the 2011 survey results: customer services, consistency in inspection and changing the meeting format to engage the industry members directly were addressed.

Moving forward, council expressed that the consistency in inspection can be further improved further along with the engineering submission process.

Council further discussed other areas of interest for their industry such as streamlining processes for inspection and engineering submissions, as well as the code adoption process and continuing public education.

8. Customer Value Survey Result

With the aid of a PowerPoint presentation, D. Lisle provided the overall survey results for TSSA's customer survey result 2013 highlighting areas of improvement for the ski lifts' concerns around inspection and engineering process consistencies. TSSA's focus on process mapping to identify gaps was noted.

9. Engineers/Submissions Process and Task Group Update

B. Haynes provided information around the historical issues relating to this item. He noted that one of the major obstacles in the engineering submission process was due to the nature of this industry being seasonal and not having sufficient turnaround time and assessment.

M. Frankcom noted that some of the challenges faced with the submission design delays were not having a clear process mapping and therefore, recommended sharing the process mapping for engineering design submission with the Ski Lifts Safety Program and identifying gaps in order to make recommendations to improve the process.

R. Kremer highlighted the submission process and the priority of service built into the process and noted that utilizing the Z98 code in addition to the amendments outlined in the CAD, are essential, and if not followed or



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if the American code B77 is not followed in alignment to Z98 requirement this would impact both the initial review and follow up turnaround times. He reiterated that not using the right methodology when submitting a design compromises the process.

Discussion ensued around ways to simplify the process for engineering design submission. It was noted that TSSA was currently developing a comprehensive process mapping for engineering design submissions and that TSSA was also looking into backlog issues pertaining to submission follow-ups. Council recommended reviewing the mapping process at the next meeting.

Other issues were highlighted such as resource issues impacting the engineering process and the program backlog. It was noted that TSSA was currently filling the Electrical Engineering position needed for this program.

For the engineering task group update, R. Kremer noted that the group met since the last meeting to review next steps, and concluded gains could be made through face to face meetings and possible implementation of some of the methodologies used in B77. Despite upfront efforts and face to face meetings for this year's reviews, there were still delays, thereby, stressing the need to better identify the issues via process mapping and other means to improve communications and turnaround times.

ACTION: Council recommended having an agenda item for the next meeting to review the engineering design submission process mapping developed by TSSA.

10. Priority Safety Issue: Aging Devices

There was no update on this issue due to R. Sheridan's absence.

11. Ministry of Consumers Services (MCS)

There was no update from the MCS at this time due to Richard Hustwick's absence.

12. Annual Safety Performance Report (ASPR) and Ski Lifts Safety Compliance

With the aid of a PowerPoint presentation, P. Wong and R. Kremer provided an update regarding the ASPR and the ski lift safety compliance respectively.

Discussion ensued around the state of safety measures for ski lifts for fiscal year 2013. It was presented that there were 73 non-permanent injuries in overall incidents of 87 which also included near misses incidents. TSSA was currently reviewing order categorization in order to further provide details around safety performance of the program.

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

J. Palmer provided a background on this issue. He reported to council that he was still working on centralizing this initiative by developing a stand-alone safety promotion presentation that can be provided to all resorts for their internal training and orientations. He added that he was currently providing some courses at the local ski clubs. He noted that he was still working on how to engage and get support from the industry on this initiative.



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Some members of council noted that there were some training videos available from US available online. The concerns with code differences were raised. Benefits of providing e-learning to the industry were noted. The cost involved in developing these training videos or e-learning was thoroughly discussed. J. Ball shared a link <http://www.skilifttrainingvideos.com/> which his company uses and recommended TSSA review and consider as a possible resolution to this issue.

Council recommended ways to enhance the value for this initiative by adding development for tradeshows/conference, mechanic training and lift evacuation training videos which are needed in the industry.

The Chair emphasized the importance of completing this initiative by the next meeting date. The final recommendation for this initiative will be provided at the next meeting as a standing item.

14. Enforcement/Inspections/Reporting – incident reporting and Spills Action Centre Update

D. McLellan provided information around the historical background of this issue involving a disconnection between the incident reporting guidelines and the Spills Action Centre agents taking the calls.

He reported he and R. Hadaller met with the Spills Action Centre since the last meeting. He noted that the Spills Action Centre agreed with the importance of improving the process when training new employees at the centre.

TSSA did not have access to the Spills Action Centre central information system and this may have contributed to the delay of improving this process. He also noted that slight changes were made to the incident reporting guideline which will be posted on the website shortly and will be shared with the Spills Action Centre.

ACTION: D. McClellan will share the revised incident reporting guideline with B. Haynes to be distributed to the industry.

15. Priority Safety Issues: Ski lifts safety public education program end of season update – Broadening the reach of the lift look and lower safety education program

D. Disle reported to council that the ski lifts safety public education program end of season update will be provided at the next meeting.

As to broadening the reach of the lift look and lower safety education program, he noted that this could follow the same steps as the other observational data the department had collected and fine tune it to align with this request. He reiterated that the onsite observational program has been successful for other user behavior issues, specifically for new skiers. He confirmed that the program will collect observational data at the top of the hill versus the bottom and will share its findings with council. He advised that the next steps were gathering information and recommending solutions by using the top of the hill data as a benchmark.

ACTION: Top and Bottom of the hill data will be shared at a subsequent meeting once completed.



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16. Training and Certification Advisory Board (TCAB)

As part of the advanced materials for this meeting, council received a briefing note highlighting recent activities of the TCAB, which was treated as read.

J. Sorman informed council that the TCAB met on June 17, August 12, and September 18, 2013.

He informed council that the examination banks for the SLM-C certificate of qualification have been reviewed and revised; however, due to significant revisions, a final review has been recommended prior to implementing the new versions. He also highlighted the progress of finalizing ski lift frequently asked questions section on TSSA's website. He noted the final FAQ will be posted subject to any other input from the TCAB at their next meeting.

J. Sorman noted the next TCAB meeting was being scheduled in March 2014 and further update will be provided at the next meeting as a standing item.

17. Mechanics/Licensing/Training /Education

No update was provided under this item.

18. Input Industry Trends and Issues

As part of the advanced materials for this meeting, the council received a document for industry input/trends and matrix containing all the issues and trends that have been collected so far, which was treated as read.

There were no new issues or trends added to the list.

It was noted that the list assists TSSA to develop ways to track issues and trends affecting the industry. The list was also used as background information for developing strategic and business plans for TSSA.

A discussion ensued around TSSA's inspection criteria list. Council recommended making changes to the list to reflect technological changes on the ground. J. Palmer informed council a list of inspection criteria existed and he will circulate the list and solicit feedback for improvement.

ACTION: J. Palmer to share the current inspection criteria list with council who will provide feedback or comments by December 1, 2013.

19. Questions on Information and Other Businesses

Memberships: B. Haynes informed council that M. Kimble resigned from council. B. Haynes will follow up on filling this vacancy by next meeting.

ACTION: B. Haynes will follow up on replacing M. Kimble.

Other businesses: Discussion ensued regarding TSSA forms on the website; some members noted that the forms were not defined properly. Council requested that the engineering design forms be updated on the website and the removal of old versions.

B. Haynes indicated that TSSA approached the Committee of Council Chairs in regards to assisting them with providing feedback on their digital strategy initiatives which is focused on an overall change to TSSA's



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website and communication with its stakeholders. He acknowledged that he would like those in the council who use the site regularly be polled to provide meaningful feedback.

It was noted that revisiting the forms on the website was more urgently needed than providing feedback for digital strategy.

ACTION: TSSA to review and revise its forms on the website.

ACTION: B. Haynes to provide a list of those who are in a better position to provide feedback on TSSA's digital strategy survey to Lynn Ramsey.

Increasing pressure for cold water: With the aid of a PowerPoint presentation, C. Dinic provided information around the current exemptions for boilers, pressure vessels and piping system in the regulation. He also provided information around the ski lifts industry's request to increase the exemption for higher pressure. The industry noted that they are using new technology and the pressure is much higher than exempted at 600psi.

C. Dinic highlighted the requirement and the process for non-exempt piping systems and TSSA's recommended solution for snowmaking industry.

He acknowledged that TSSA received an email requesting the changes, the Ski Lifts Advisory Council supported the request and Boilers and Pressure Vessels Safety Program will prepare the changes and request ministry approval for increasing the pressure to 740psi.

He recommended to the Chair to send an official letter of request to increase the exemptions to the Statutory Director, Mike Adams at his earliest convenience.

ACTION: B. Haynes to send an official letter from industry to request an increase in the exemption to M. Adams.

20. In Camera

Council members met in camera with the guest J. Courtemanche.

21. Termination

The meeting was terminated at 1:30 p.m. The next meeting is scheduled for **March 27, 2014.**