



# Technical Standards and Safety Authority

## Minutes of Ski Lifts Advisory Council Meeting

### held on October 12, 2016

Minutes of the Ski Lifts Advisory Council (SLAC) meeting of the Technical Standards and Safety Authority (TSSA) held in Ontario Boardroom, 345 Carlingview Drive, Toronto, Ontario at 9:30 a.m. on the 12<sup>th</sup> of October 2016.

**Present:** Bruce Haynes (Chair) Ontario Snow Resorts Association (OSRA), Ward Bond, Bond Ski Lift Installations/Loch Lomond Ski Ares, John Ball, Canadian Ski Instructors Alliance (CSIA), Ron Cameron (CSPS) (items 14 to 20), Murray Frankcom, Leitner-Poma Canada Inc., Dolly Gerrior, Consumers Advisory Council (CAC), Craig MacDonald, Caledon Ski Club, Dave Mathewson, Mount Pakenham Ski Area Kevin Nichol, Gougeon Insurance Brokers, and Mark Rutherford, Brimacombe.

**In attendance:** Michael Beard, President and CEO (all items except 19), Sandra Cooke, Ombudsperson (item 8), Maram Khalif, Council Coordinator (all items except item 19), Wilson Lee, Director (items 12 & 13), Jim Palmer, Regional Supervisor (all items except 19); Roger Neate, Director (all items except 19), David Scriven, VP Research and Corporate Secretary (all items except 19), Joshua Sorman, Team Leader, (item 16), Supraja Sridharan, Advisor (11), and Peter Wong, VP Operations (all items except 19).

**Guests:** Richard Hustwick, Senior Policy Advisor, Ministry of Government and Consumer Services (all items except 15) and Ron Cameron, Canadian Ski Patrol.

**Regrets:** Alvin Weatherall, Blue Mountain Resort.

## 1. Constitution of Meeting

The Chair, B. Haynes welcomed everybody and called the meeting to order.

As part of the safety moment, Council viewed a safety video highlighting escalator safety.

## 2. Council Chair's Report

As part of the advanced materials for this meeting, members received the Chair's annual report to the president, which was treated as read.

## 3. Approval of Agenda

**Council approved the agenda of October 12, 2016 meeting, as presented.**

## 4. Review Action Items from Last Meeting

J. Palmer reported to Council that there has been no progress on the outstanding action item, which was deferred to the next meeting for an update by A. Weatherall.

## 5. Approval of the Minutes

**Council approved the minutes of the March 26, 2016 Ski Lifts Advisory Council meeting as presented, as a true and correct record of said meeting.**



## Technical Standards and Safety Authority Minutes of Ski Lifts Advisory Council Meeting held on October 12, 2016

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

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

M. Beard highlighted TSSA's new location, which will provide significant cost savings and improvement in technology.

He provided a high-level update on TSSA's 20/20 initiative focusing on technology and infrastructure changes that will affect TSSA's business model. TSSA is developing new business processes as part of TSSA's 20/20 program that will enhance, streamline and harmonize current operational processes.

Some Council members expressed interest in providing input to this business process review, especially where they interface with customers. As users, Council felt that their input would bring a unique and valuable perspective.

**ACTION:** R. Neate to provide information of the TSSA 20/20 Program business process review as it relates to the sector once available for feedback.

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

### 7. Ski Lifts Advisory Council Evaluation and Engagement Survey Result

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

Overall, the survey result was positive. D. Scriven highlighted some of the opportunities for improvement related to Council meetings and the utilization of the portal. In particular, the new location and its improved technology will allow some members to join future meetings via Skype Business or teleconference. The Council portal features and capabilities will also be improved under TSSA's 20/20 initiative.

The survey, as per Council's previous request, will be conducted every three years.

### 8. TSSA's Ombudsman Office

As part of the advanced materials for this meeting, members received TSSA's ombudsman office report update, which was treated as read.

S. Cooke highlighted some of the common issues she receives and her approach for handling requests for assistance. She offered her services to present an introduction of TSSA's ombudsman to the industry and its associations.

**ACTION:** B. Haynes will follow up with S.Cooke offline regarding possible attendance at a sector meeting.

### 9. TSSA's Research and Innovation Grant for Graduate Students (TRIGG)

D. Gerrior provided background of the origins and the revisions of TRIGG, led by the Consumers Advisory Council.



## Technical Standards and Safety Authority Minutes of Ski Lifts Advisory Council Meeting held on October 12, 2016

She highlighted the application process and the benefits to TSSA of the TRIGG program. She informed Council of the availability of this grant and the importance of Council promoting it within their network. In particular, she noted that the grants are available to college and post-graduate students who have the support of their professor, while inclusion of high school students is under consideration.

The number of recipients for any particular year is flexible and under the direction of Consumers Advisory Council.

Applications will be posted on TSSA's website in early 2017 and any questions can be directed to the Council Coordinator.

### 10. Ministry of Government and Consumer Services (MGCS)

As part of the advanced materials for this meeting, members received ministry's report, which was treated as read.

R. Hustwick provided a high-level update on the on-going regulation reviews. He also noted that the renewal regulation review process would be implemented to allow systematic regulation review for all regulations after the current review is completed.

Code adoption document and director's order processes were being addressed under a TSSA led review to develop clearer and more consistent processes for all programs.

He further provided an update on the progress of Bill 218 that included an amendment to section 22(1) of TSSA, 2000. This was to specify a 90-day time limit for a person to appeal regarding inspection orders or inspection related seals or fees.

### 11. Annual State of Public Safety Report and Ski Lifts Compliance 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 ski lifts compliance results.

Discussion ensued around the definition of permanent injury as it pertained to the ski lifts industry.

Managing external factor risks on ski lifts were further discussed.

**ACTION:** S. Sridharan to ensure Council has a better understanding of terms and definitions for the next compliance report presentation.

### 12. Priority Safety Issue: Public Education – Top of the Hill Data Analysis

W. Lee provided background on the public education program and the status. The program is under review and all the outstanding initiatives, including top of the hill data analysis, have been put on hold.

The program is in an exploration phase and some proposals from stakeholders, such as, Parachute Canada and Canadian Ski Instructors Alliance (CSIA) are being considered. These proposals will involve much broader engagement with industry.



## Technical Standards and Safety Authority Minutes of Ski Lifts Advisory Council Meeting held on October 12, 2016

ACTION: W. Lee will follow up with members of Council regarding next steps for public education engagements prior to the full start of the season.

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

This item was discussed under item 10.

### 14. Setting Priority Safety Issues for Ski Lifts 2016/2019

As part of the advanced materials for this meeting, members received issues, trends and historical issues for the industry, which was treated as read.

D. Scriven provided background information about setting priorities for both TSSA and the Council. Learning from the survey result and the information provided at the meeting, he highlighted areas of interest for safety for the ski lifts industry.

Discussion ensued around education in multifaceted areas, including, how each resort conducts its training, TSSA is training for its inspectors and the curriculum for mechanics.

Having ongoing training for the industry mechanics and TSSA's inspections was thoroughly discussed and TSSA will investigate opportunities for training seminars that would be attended by both inspectors and mechanics. Council decided to focus on public and industry education as safety priorities for the next three years, specifically:

- Inspector & mechanic training (having inspectors train with mechanics)
- Operator training (focusing on providing basic guideline to the industry and enhance industry training)
- Public education (focusing on user behaviour and advocacy)

The first two safety priorities will likely involve the Training and Certification Advisory Board since these two areas involve continuing education. The third will be aligned with the public awareness and advocacy strategy, led by W. Lee.

The priority safety issues will be standing items until completion.

### 15. Enforcement /Inspections/Reporting

There was no update under this item.

### 16. Training and Certification Advisory Board (TCAB) Update

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

J. Sorman informed the Council that the TCAB met on October 11, 2016. During the meeting, the TCAB confirmed and approved the 4-hour Continuing Education curriculum, which is comprised of safe working practices (2 hours) and technical training (2 hours). The TCAB also reviewed the process to Accredited Training Providers, and it was noted that the Ontario Ski Resorts Association (OSRA) would work to pursue accreditation.



**Technical Standards and Safety Authority  
Minutes of Ski Lifts Advisory Council Meeting  
held on October 12, 2016**

**17. Mechanics/Licencing/Training/Education**

There was no update under this item.

**18. Questions on Information and Other Businesses**

A brief discussion ensued around an article from Outside Magazine in United States of America.

ACTION: A new nomination will be posted for an engineering vacancy.

**19. *In Camera***

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

**20. Termination**

The meeting was terminated at 1:13 p.m. The next meeting is scheduled for March 23, 2017 at 345 Carlingview Drive. Toronto.