

# Elevator Availability – Frequently Asked Questions

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## Elevator Owners

### 1. Why do I need to report elevator outages?

The [Elevating Devices Regulation 209/01 Section 38.1](#) was amended to include the requirement for owners to report elevator outages to TSSA.

### 2. Why was the requirement to report and publish elevator outages created?

The new requirement to report elevator outages was created to measure elevator availability. TSSA, the Ministry of Government and Consumer Services (MGCS) and the Ministry of Municipal Affairs (MMA) commissioned Retired Superior Court Justice Douglas Cunningham to author an [independent study](#) to define and assess the state of elevator availability in Ontario. The requirement stems from the study which states that "the first step in any amendment to policy and/or regulation is a definition and measurement process for (elevator) 'availability'".

### 3. When do elevator owners need to start reporting elevator outages?

Starting in the summer of 2022, elevator owners are required to report elevator outages lasting 48 hours or longer within 30 days of the elevator being returned to service.

**4. Why are my elevator outages displayed on TSSA's website?**

The [Elevating Devices Regulation 209/01 Section 38.1](#) was amended to include a requirement for TSSA to publish specific items from the reported data on its website.

**5. Are there any penalties for not reporting elevator outages?**

The requirement to report outages is a regulatory requirement. Failing to report an elevator outage would constitute a violation of the regulation. TSSA may issue orders requiring the elevator owner or licensee to report the outage. If inspection orders are needed due to non-compliance with reporting requirements, TSSA will bill the elevator owner or licensees for the inspection.

**6. How do I report an elevator outage?**

Visit TSSA's residential elevator availability portal to report an elevator outage (the link will be made available in advance of July 2022). You will need to create a user ID and password using the information found on a recent invoice from TSSA.

**7. My elevator is being modernized. Do I need to report this outage?**

All elevator outages lasting 48 hours or longer must be reported to TSSA within 30 days following the elevator's return to service. This applies to projects to upgrade, replace or modernize an elevator.

**8. My elevator was involved in an incident and shut down. Do I need to report this outage?**

If the resultant shutdown lasted 48 hours or longer, it must be reported. The incident will also need to be reported to TSSA separately as the data collected for outages and incidents are different. To report an incident involving an elevating device, please refer to the [ED Incident Reporting Guidelines](#) or [Incidents Involving Floods](#).

**9. My elevator was removed from service by TSSA. Do I need to report this outage?**

Yes, if the elevator shutdown lasted 48 hours or longer.

**10. I chose to remove my elevator from service. Do I need to report this outage?**

Yes, if the elevator shutdown lasted 48 hours or longer.

**11. Can my contractors report the outage after they have completed the repair?**

No, contractors cannot report elevator outages. Only the owner or licensee can report an elevator outage.

**12. Can I control who reports an outage on my property?**

Yes, outages can only be reported by a person who has a user ID and password to access the TSSA Residential Elevator Availability web portal. Details on how owners can create a user ID and password will be made available in due time.

**13. Can I designate someone other than myself who is associated with my property to be eligible to submit outage reports?**

Yes, the owner can control who is granted a user ID and password to access the TSSA Residential Elevator Availability web portal.

**14. When do I need to report an elevator outage?**

The reporting of the outage must take place within 30 days following the elevator's return to service if the outage was 48 hours or longer.

**15. The elevator will be used for moving. Is this considered an outage?**

An elevator that is used for moving or is on service for other reasons is not considered an elevator outage, provided it is serving its intended function.

**16. I reported an outage, but I think some of the TSSA data about my elevator was incorrect. What should I do?**

When you report an elevator outage, TSSA provides some of its data to assist with the reporting requirement. A link is provided to allow you to change some of this data. If you did not use the link, you can search for your outage report and make the required changes. If you are unable to change the data, please email us at [customerservices@tssa.org](mailto:customerservices@tssa.org).

**17. I tried reporting an outage, but the system would not accept the installation number. What should I do?**

The system will not allow anyone but the device owner or licensee to report an outage for the device. If you recently purchased the building or took over the property management, TSSA's records might not have been updated to reflect the change in owner or licensee. Please contact TSSA at [customerservices@tssa.org](mailto:customerservices@tssa.org) to confirm that the ownership change has been processed.

**Elevator Contractors**

**1. Do I need to report elevator outages for elevators that I repair?**

No. Only the owner or licensee can report an elevator outage.

**2. I disagree with the information provided by the owner. What can I do?**

If you are the maintenance contractor for the device, you can create a user ID and password to provide a comment about the report. Details on how contractors can create a user ID and password will be made available in due time. Comments are not displayed to the public but are visible to the owner or licensee.

**3. I cannot get a password with my account information, what can I do?**

If you are a contractor who received an error message (such as "Installation number is not valid or not owned by the customer"), please send the following information to [eddesignsubmittal@tssa.org](mailto:eddesignsubmittal@tssa.org), and we will contact you with your login information within 48 hours:

- i. Customer number
- ii. Company name (Items i and ii can be obtained from a recent invoice)
- iii. Installation number of the passenger elevator in a residential building that you maintain

**Elevator Users**

**1. The elevator in my building is out of service. Why can't I find it on TSSA's website?**

The website does not show real-time information about elevators that are out of service. The regulation requires elevators that were out of service for 48 hours or longer to be reported to TSSA 30 days after they have been returned to service.

**2. The elevator in my building is out of service. How do I report it?**

Elevator outages can only be reported by the elevator owner after the elevator has been returned to service. TSSA's website does not allow elevator users to report outages.

**3. The information on the TSSA website does not show that my elevator was out of service. How do I report this omission?**

Elevator owners are required to report elevator outages within 30 days of the elevator being returned to service following an outage of 48 hours or more. If you believe that the elevator in your building was out of service for 48 hours or longer and it has been more than 30 days since the elevator was returned to service, you are encouraged to contact your elevator owner and ask them to report the outage.

**4. Will the requirement to report outages enhance elevator safety for users?**

The data from the elevator outage reports will help TSSA and the Ontario Government better understand the frequency, volume of outages and the factors surrounding their occurrences. This information will inform and shape future regulatory decisions relating to elevators.