



# Technical Standards and Safety Authority

Minutes of the Elevating Devices, Amusement Devices, and  
Ski Lifts Advisory Council Plenary Session  
Meeting on March 7, 2024

## **Minutes of the Amusement Devices, Elevating Devices, and Ski Lift Devices Advisory Councils Plenary Meeting of the Technical Standards and Safety Authority (TSSA) held in hybrid format at 9:00 a.m. on the 7<sup>th</sup> day of March 2024.**

**Present:** John Ball, Vincent Brennan, Keith Brown, Chris Clarke, Brian Edwards, Carmine Fusaro, Andrew Gidano, Darryl Hore, Rob Isabelle, Jay Jackson, Stan Jones, Sarah Kenney, Lisa Konnry, Dave Mathewson, Jim Miller (Chair), Kevin Nichol, Derek Petri, Bogdan Rus, Mark Rutherford, Rob Sheridan, Christine Simpson, Cindy Sypher, Andreas Tanzer, Kathryn Woodcock, Mack Csaszar

Bonnie Rose, President & CEO; Alexandra Campbell, VP Communications and Stakeholder Relations; Dan Brazier, CFO; Ajay Raval, VP Operations; Viola Dessanti, Director, Strategic Analytics; Priya Ferris, Director of Finance; AJ Kadirgamar, Director, EDADSKI; Kristian Kennedy, Manager, Government Relations; Dean McLellan, ED Regional Supervisor; Phil Simeon, Policy Director; Olga Sousa-Dias and Kathy Pearsall, TSSA Advisory Council Support;

**Guests:** Diana Bosnjak, Manager (Acting), Technical Safety Unit, Ministry of Public and Business Service Delivery (MPBSD); Richard Hustwick, Senior Policy Advisor, Technical Safety Unit, MPBSD; Sheila Johnston, ASL Interpreter; Veronica Zeballos, Senior Policy Advisor (Acting), Technical Safety Unit, MPBSD

### **1. Welcome and Constitution of Meeting**

J. Miller called the meeting to order at 9:00 a.m.

#### **a) Safety Moment**

For the safety moment, K. Kennedy said protective eyewear for viewing the upcoming total solar eclipse on April 8 should meet the international ISO standard. Driving during the eclipse is discouraged, but if necessary, take off the protective eyewear, keep the headlights on, put the sun visor down, and pull the vehicle over. Negative effects of viewing an eclipse can be delayed for up to 48 hours.

### **2. Adoption of March 7, 2024 Agenda**

The agenda was adopted as presented.

### **3. Approval of the October 10, 2023 Minutes**



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The minutes were approved as presented.

### 4. TSSA President and CEO Report

B. Rose said the TSSA is in the first year of its new Strategic Plan. Last year's achievements included the Elevator Availability Portal going live, the third release of OASIS which included elevating devices in the CRM system, the launch of new compliance standards for traction and hydraulic elevators, ski lifts and escalators, and the introduction of the lapsed and historical lapsed authorization process.

The following are the key deliverables for Year 1 2023/2024:

- The full-year target to resolve historical lapsed authorizations in Q3 has been met.
- Phase 1 of data digitization is complete.
- A customer service team is formed and the service plan is being developed.
- PCI compliance is proceeding, but going slower than expected. This work is being done to ensure a higher level of credit card transaction security.
- The data available for the outcome-based regulator has been increased to 40% of all TSSA authorizations.

The Client Portal is a key deliverable this year because it is where customers and clients will see the benefits of the last four years of work.

A. Campbell said the Client Portal will launch at the end of April and asked for everyone's patience as the glitches are worked out. A sneak peek at the portal is available in today's meeting materials. An e-mail about the portal launch is going out to customers this week.

A. Campbell said the new website was launched on November 17, 2023 and updates to it can be made quickly. B. Rose encouraged ongoing feedback, as the website is a work in progress.

B. Rose said there have been issues in the certifications and exams function. Short-and long-term technical fixes lie ahead. Most of the backlog has been cleared.

The Year 2 initiatives of the new Strategic Plan involve continuing to be an outcome- based regulator with a focus on more data, more compliance



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standards, and more risk-informed inspections. As well, the hydrogen and biofuel implementation will roll out.

#### Questions and Comments

J. Miller said the new website is more industry-friendly compared with the old one.

#### **5. Fee Update: Inflationary Fee Increase/Late & Cancellation Fee Update**

P. Ferris said there will be an inflationary fee increase of 5% for all safety programs effective May 1, 2024. The increase is below inflation. A mailout will be sent and the notice will be posted on the website.

An authorization late payment fee has been proposed to reduce costs for the TSSA.

P. Ferris explained that approximately 20% of customers renew their authorizations late, and it is hoped that the fee will bring them into compliance.

As well, a cancellation or rescheduling fee has been proposed to reduce costs and improve efficiency for the TSSA:

- For a cancellation or rescheduling notice received within two days prior to the scheduled inspection a one-hour labour rate is proposed, ranging from \$155-\$183 depending on the program level.
- For a cancellation or rescheduling notice received on the inspection day, or if the inspector is unable to inspect because the customer is not ready, a full inspection fee of \$160-\$1,515 is proposed, depending on the type of inspection and program area.

#### Questions and Comments

J. Miller said the authorization late payment fee is a good idea.

B. Rus said late payments should not apply when contractors are double-billed.

B. Rose asked B. Rus to email her examples of double-billing so she can look into it.

J. Ball asked if costs incurred affect TSSA budgeting in some areas more than others.



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P. Ferris said reminder letters and telephone calls incur the cost. J. Ball suggested informing clients that their payments are due on a set date, after which they will pay more. D. Brazier acknowledged the suggestion.

B. Rus asked if the fees will apply only to certificates and licensing. P. Ferris said they will eventually apply to all authorizations.

B. Rus asked if the fees will be on a percentage or a dollar basis. P. Ferris said \$50-\$75 for individuals and \$75-100 for businesses is proposed. D. Brazier said the fee is a nudge, not meant to be punitive. B. Rus said compliance will increase if there is a high level of convenience, such as being able to pay online.

J. Miller said more feedback on fees will be invited at advisory council meetings.

S. Jones said if a cost is incurred due to cancellation, an owner would seek to recoup the cost regardless of who is responsible. For example, an owner might charge the TSSA if an inspector does not show up.

AJ Kadirgamar said the TSSA receives many last-minute cancellations. Lead times would come down if cancelled appointments could be given to someone else. A. Campbell noted that more than 10% of inspections are either cancellations or no-shows.

B. Rus said there may be fair reasons for a cancellation and this might be addressed by having an inspector stay all day for an elevator inspection. AJ Kadirgamar said the discussion of cancelled versus incomplete inspections are two different things and would be taken offline for a more fulsome discussion.

M. Csaszar said that sometimes cancellations are required for good reasons such as high winds or blizzards for hoist inspections. P. Ferris replied that the policy would account for these circumstances.

## **6. Safety and Compliance Report**

V. Dessanti presented key safety metrics that identify patterns and opportunities. The data cover the period from May 2023 to the end of January 2024.

For elevators and escalators, there were no increases in incidents in injuries. There were six permanent injuries, which is consistent with the past.



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The numbers of high-risk elevators and escalators are reflected under the TSSA's old definition of high risk. A new tool to define and predict high-risk devices is being rolled out.

For ski lifts, it was an unusually quiet winter so the number of incidents were down.

Compliance for passenger elevators increased after a new compliance standard was introduced in July.

TSSA hopes to flag and highlight the top high-risk orders to inform regulated sectors.

### Questions and Comments

C. Sypher asked where the three fatalities occurred. V. Dessanti said they occurred in the fuels sector and are still under investigation.

B. Rus asked if the TSSA would supply more information about injuries. S. Jones agreed, adding that there was detailed discussion about injuries in the past. K. Nichol agreed that industry would benefit from this information. V. Dessanti said TSSA is happy to share, insofar as it has the information, and that she will include it in future presentations.

### **7. Licensing Modernization Initiative**

P. Simeon said the TSSA is working with government to introduce licensing requirements in other sectors. The goal is to mirror the ED regulations, which has a licensing regime for elevating devices. Tying data to a license is a key anchor in the safety system.

There were no questions or comments.

### **8. Ministry of Public and Business Service Delivery Report**

D. Bosnjak treated the ministry's items as read and invited questions.

There were no questions or comments.

### **9. Training Requirements Review**



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AJ Kadirgamar said there were many requests in the past year, especially from small contractors in the Ski Lifts and Amusement Devices industries, to reconsider training and certification requirements. The TSSA wants to gather feedback quickly in order to act on these requests by August.

D. McLellan said with respect to Ski Lift devices, some mechanics are being required to train on things they will never be required to work on. These mechanics may be millwrights and machinists. The suggestion is to consider separating the Ski Lift Mechanic Class C (SLM-C) passport into individual devices: T-Bars, Wire/Fibre Rope Tows, and Conveyors. It is time to revisit the modules to see if the numbers of training hours are realistic.

With respect to AD mechanics, it has been discussed that training hours could be reduced for a millwright, with six months of hands-on training still being required.

With respect to ED devices, there is a need to meet with training educators about incidents and safety requirements expectations and review continuing education requirements.

#### Questions and Comments

K. Nichol commended this work and suggested that the original Training and Certification Advisory Board (TCAB) members can be contacted in the interest of time.

AJ Kadirgamar said the TCAB will be limited to the Ski, AD, and ED sectors in the interest of time. Specific input is being sought on specific issues, so it is not the old TCAB framework.

#### **10. Industry Prioritization Cross-Sector Update**

K. Kennedy said the TSSA circulates an Agenda Item Request Form prior to advisory council meetings and asks that members prioritize items based on industry impact and risk. These priorities are over and above the priorities set out in the Strategic Plan.

The TSSA encourages industry stakeholder participation to engage nationally in code committees and through CSA consultation periods.



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AJ Kadirgamar said most of the items are closed with the exception of the hoist training requirements. Industry members are invited to send a curriculum to the TSSA and the TSSA will send out a letter of support.

### Questions and Comments

K. Nichol noted there is no mention within the CAD work of the new CSA-Z98 code for Ski Lifts that is coming this year.

S. Jones asked if there is a suggestion that drop tests for hoists will be done quarterly. AJ Kadirgamar suggested industry call workforce planning to see if a test can be scheduled when inspectors are onsite. This will coordinate the work and eliminate multiple back-to-back tests.

K. Nichol asked if the CSA-Z98 code would be adopted within the next six months to one year. AJ Kadirgamar said the rule-making framework has a trigger code that initiates the CAD amendment.

### **11. Adjournment**

The meeting adjourned at 10:34 a.m. after which council members held a council-only in-camera session followed by an in-camera session with B. Rose.