

Annual Report of the Safety Risk Officer

Fiscal Year 2026

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Introduction

I am pleased to present the Safety and Risk Officer (SRO) Annual Report for the fiscal year 2026 (FY26). As part of my responsibilities as SRO, I am committed to releasing an Annual Report to the public. In accordance with the Memorandum of Understanding (MOU) between the Ministry of Public and Business Service Delivery (MPBSD) and Technical Standards and Safety Authority (TSSA) this report looks to provide an overview of the activities I performed in my role as the SRO between May 1, 2025, to April 30, 2026. This report summarises key recommendations from my review of TSSA's FY26 Annual Safety Report and addresses any other noted matters of public interest.

Fiscal Year 2026 SRO Activities Overview

In alignment with the FY26 Work Plan which was approved by the Safety and Regulatory Affairs Committee (SRAC) of the Board of Directors for TSSA, my primary deliverable was to assess the quality, accuracy, and clarity of data in the FY 2026 Public Safety Report (PSR).

In creating my FY26 Work Plan and determining possible areas of focus, I consulted with key TSSA stakeholders to determine opportunities to best provide value to both TSSA and the public. This culminated in the decision to focus on a review of reported risk based periodic inspection data. This was primarily because this is an evolving area and one that is crucial to the operations of the TSSA as a safety regulator.

To deliver the greatest value and contribute to TSSA's evolving relationship with data to support evidence-based decisions, this assessment focused on two key areas of periodic inspection data:

- Understanding the **design** of processes used for the capture, processing, dissemination and reporting of periodic inspection data across TSSA Regulated Industries.
- Evaluating the **operating effectiveness** of processes used to capture, assess and report on periodic inspection data within the PSR across TSSA Regulated Industries.

Overall, TSSA has continued to strengthen internal processes and controls guiding data collection, usage and reporting and this has made a positive difference in the accuracy, completeness and clarity of reported periodic inspection data. Over the last few years, substantial efforts have been made to carefully examine the data and metrics presented in the PSR.

Two opportunities to further strengthen the reporting of periodic inspection data were noted. The supporting recommendations for each observation are summarized below.

#	Observation	Recommendation
1	Review of business rules supporting periodic inspection frequency	TSSA should establish and document a formal review cadence for business rules supporting risk-based periodic inspection scheduling to help determine if inspection frequencies appropriately reflect evolving risk indicators.
2	Postal code data entry practices for TTC properties	TSSA should enhance the functionality of its CRM system to enable inspectors to be assigned specific inspection types whether geographic or organizational

		without requiring workarounds or deviations from postal code data entry.
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Detailed observations and recommendations were directly shared with TSSA Management. For more information on the work performed, observations, recommendations and management responses, please refer to the SRO Review of FY26 PSR Report.

Evolution of Safety and Risk Officer Role

It is with tremendous excitement that I continue in my role as Safety Risk Officer for an organization so deeply committed to protecting the well-being of everyone who lives, works, and plays in Ontario. Having the opportunity to further contribute to a mission that directly strengthens public safety is both inspiring and profoundly meaningful. Every day in this role reinforces just how important TSSA's work is, and I am genuinely honoured to support efforts that make a real, tangible difference in the lives of Ontarians.

Over the years, TSSA has made significant strides in enhancing safety across the province, from implementing stronger, evidence-based safety protocols to fostering a culture rooted in awareness, prevention, and continuous improvement. These efforts reflect a genuine and unwavering commitment to safeguarding Ontarians, and I am energized by the chance to continue to build upon this strong foundation.

As TSSA continues to evolve its role as an Outcome-Based Regulator, the responsibilities of the Safety Risk Officer are also expanding in exciting and impactful ways. I look forward to continuing to bring a fresh, objective perspective to the collection, analysis, and reporting of safety data. My goal is to help ensure that reported data is captured and communicated in a way that is not only accurate and transparent, but also genuinely useful and accessible to the people of Ontario.

Conclusion

TSSA's ongoing efforts to strengthen its periodic inspection processes have noticeably improved the quality, accuracy, and clarity of the data presented in the PSR. Managements proactive attitude, along with a genuine willingness to refine, modernize, and evaluate their procedures demonstrates a strong commitment to achieving better safety outcomes across the province. It has been encouraging to see an organization so open to continuous improvement, and I look forward to watching TSSA build on this progress in the years ahead as it continues enhancing these processes to better serve and protect Ontarians.