



Technical Standards and Safety Authority
Minutes of the BPVOE Advisory Councils' Plenary Meeting
March 7, 2023

Minutes of the Boilers, Pressure Vessels & Operating Engineers Plenary Advisory Council Meeting of the Technical Standards and Safety Authority (TSSA) held by teleconference at 9 a.m. on the 7th day of March 2023.

Present: Greg Black, (in person); Mario Gogic; Frank Zhang; Ralf Klopff; Mark Lambert; Peter Michieli; John Milton; Ronald Morrison; Randy Purves; Justin Awoyomi, Jamie Webb; Brain Taylor

Glen Lang, Chief Officer OE; Kim Semper, Supervisor, BPV OE; Shaun Montano, Manager Engineering, BPV Safety Program; Alexandra Campbell, VP Communication and Stakeholder Relations; Ajay Raval, Statutory Director; AJ Kadrigamar, Director Shared Services; Bonnie Rose, President & CEO; Ammara Khan, Manager Stakeholder Relations; Lisa Hall, Director of Communications; Dan Brazier, Chief Financial Officer; Priya Ferris, Director of Finance; Viola Dessanti, Director, Strategic Analytics; Tahoura Soltani, Manager Data Management and Analytics; Olga Sousa-Dias, Kathy Pearsall

Guests: Erick Morales, Senior Policy and Program Analyst, Technical Safety Unit, Ministry of Public and Business Service Delivery (MPBSD); Diana Bosnjak, Technical Safety Unit, MPBSD; Carmela Casella, Technical Safety Unit, MPBSD

1. Constitution of Meeting

G. Black chaired the meeting. R. Philip has retired and the TSSA is looking for a new Chair. G. Black called the meeting to order at 9:00 a.m.

a) Safety Moment

For the safety moment, the plenary was shown a short video with essential tips for preparing for a flood.

b) New Chief Officer

G. Lang is the new Chief Officer, Operating Engineers at TSSA.

2. Adoption of March 7, 2023 Agenda

The agenda was adopted as presented.

3. Approval of September 19, 2022 BPV/OE Plenary Minutes

Council approved the minutes as presented.

4. TSSA President and CEO's Report

B. Rose detailed the achievements aligned with the current Strategic Plan, which were completed with significant stakeholder engagement. Highlights include:

- Commitment to ensuring licences are renewed otherwise devices are shutdown

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- Launch of the Elevator Availability Portal
- Redesign of the new website is underway
- On-track risk score with now easily identifiable high-risk devices
- Launch of OASIS Release 3 along with the data lake.
- Commencement of the self-service Customer Portal project, distinct from the website

TSSA has undergone a transformation during the past six years.

OASIS was created as a single CRM system with a 360-degree view of customer information. The data are reliable with controls in place to maintain reliability.

The new Business Model is predictable and fair, and it recovers costs. It no longer incents inspections; other regulatory tools are being used to complement inspection services.

Regarding the Outcome-Based Regulator, there are new compliance standards and an updated risk score methodology coming soon.

Regarding Workforce Culture, the blaming is gone. Teamwork, leadership, and accountability are growing.

On the digitization front, the Elevator Availability Portal has gone live. Payments are now done online. The BPV-COI Portal is online, and the average new record of inspection (ROI) is being processed quickly. The OE Path 1 Calculator is online as well.

TSSA's Strategic Plan goals are also aligned with stakeholder concerns, and are being addressed through:

- The new business model, compliance standards and risk-based audits;
- Levelling playing field; and
- Swift adoption of national codes. TSSA is now current with all of our codes.

There were several questions following B. Rose's presentation. In response to a question from a member about whether or not a survey has been utilized to gather feedback on the OASIS-4 Customer Portal, B. Rose explained that a customer value survey is conducted every two years and that TSSA has hired a company to facilitate the stakeholder groups to get input on the portal.

A member complimented the online billing and payment system while highlighting the necessity to use the correct code. If an incorrect code is applied, the user will get the wrong form. B. Rose replied there since there are many forms, it will take time to clean them up. The new portal will address some of the difficulties of accessing the wrong form. The priority is to focus on the top 40 forms That will be in the portal.

A member asked about data on lapsed renewals; a breakdown of projects that have been re-licensed and shut down, and if there is a particular industry that TSSA is concerned about. B. Rose acknowledged the question and will come back with the answer. [ACTION ITEM]. He also asked how OE fits into OASIS, B. Rose replied that OE was part of Release 1. The last outstanding piece in the BPV-OE sector is to link plants to devices, and this work will be done by October 2023. OE program area will then have greater visibility.

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5. New Strategic Plan Summary

B. Rose said the new Strategic Plan was board-approved in December 2022 and is nearing launch.

The success strategy has four key themes:

1. Rewarding purpose-driven work.
2. Finish what was started under OBR. All programs will be moved onto risk-based scheduling so everyone sees the same thing. People want to see more data. The next five years will bring systematic development of compliance standards and risk scores, as well as education and awareness campaigns.
3. Ease of doing business. The Customer Platform will have a big impact on customers as TSSA simplifies and harmonizes its processes.
4. Be future ready as new equipment arrives and employees need new skills. Policies and technical frameworks will be developed starting with biofuels, hydrogen, CNG, LNG, and refrigeration. Historical data are being digitized. Ultimately the TSSA will become a unified organization working for a safer Ontario.

The second round of stakeholder consultations on the new Strategic Plan was well received.

A member asked if the discussions around rewarding purpose-driven work involved internal and external communication and B. Rose replied that both were involved under Leadership Development and a central piece to the Plan.

A member also noted that it takes a long time to retrieve data from microfiche and asked if the microfiche has been digitized. B. Rose replied that it has not, as it is very time-consuming. Most of this work will likely be done in Year 5.

6. Ministry of Public and Business Service Delivery Report

E. Morales invited questions about the MPBSD report, which includes the Auditor General of Ontario follow-up, the Gasfitters Reconciliation Agreement, and the Red Seal Initiative.

A member asked if Industrial Gas Technician is included in the Red Seal Initiative.

E. Morales clarified that it is not included.

7. Safety and Compliance Report

V. Dessanti provided highlights from the mid-year results on safety for the BPV/OE program. A total of 57 incidents have been closed and 26 are still open. There were no injuries or fatalities in BPV or OE. As of the end of Q2, 71 plants were considered high risk.

8. Revised Risk Score

V. Dessanti noted that risk is measured for operating plants, but there are not enough data to develop risk measurements for boilers and pressure vessels. TSSA is looking to collect and analyze more data as part of the new Strategic Plan.

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A predictive model will be developed this year to identify devices and sites at higher risk and use the model to optimize TSSA resources and focus on inspection and compliance. The new model is based on predictive analytics. Scores will be based on reliable data and risk scores will be publicly available. TSSA has engaged a senior data scientist to support this work.

There were several questions following V. Dessanti's presentation. A member asked if risk scores for BPV would alter the frequency that the pressure vessels are inspected. V. Dessanti replied that the purpose of risk scores is to prioritize time spent on high-risk operators. Implementation for BPV is at least a year away because there are not enough data to leverage it.

A member noted that when BPV failures are reported, some are responded to quickly and some are not. A prompt response by email would be helpful. A. Campbell said this item is scheduled for deeper discussion at the April meeting.

A member commented that the number of injuries (1,219 injuries, including 13 permanent injuries) that occurred in Ontario last year is a devastatingly high number. He suggested it would be good to know where these are happening and highlight them at this plenary meeting. V. Dessanti said case studies are presented at year-end in the Public Safety Report, and there are 10-year data, but perhaps the mid-year report could be enhanced with more detail. [ACTION].

A member noted a lack of education and understanding within small facilities where qualified people are not required. G. Lang acknowledged that infrastructure is aging, vast employee turnover, and a high need for education. The TSSA will train inspectors to ensure that everyone who walks into a mechanical room has basic refrigeration awareness training.

A member questioned whether operators will be registered to validate their competency. The Chair said this could be brought up at an industry meeting.

A member noted that many incidents go unreported and asked if there is a way to integrate WSIB incident reports. V. Dessanti said TSSA is working to enhance incident data.

9. Website Update

L. Hall presented details about the new TSSA website, expected to launch in mid-November 2023. Popular functions are being optimized for easier access. Improvements to the search function are ongoing. A section on consumer safety and a searchable document library are being incorporated and new content will be highlighted as it is added, including frequently asked questions. The site targets industry customers.

There were no questions from the plenary participants.

10. Customer Portal

AJ. Kadirgamar said the final release (R4) of the OASIS Program involves developing customer-focused, self-serve features. It has four key areas:

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1. Customer 360 dashboard for technicians and mechanics to access exam requests and results,
2. Customer account creation and updates,
3. Access to inspection reports and issued orders in real time,
4. An integrated payment process, including public information requests.

Business requirements are finalized and prioritized at this time. Usability testing will be conducted along with customer journey focus groups. The portal will be released in early 2024.

There were no questions from the plenary participants.

11. Results of Business Model Review

D. Brazier said a 4% inflationary fee increase in the BPV/OE and Fuels program areas will take effect on May 1, 2023. The business model implemented last year has been reviewed and shows that the BPV/COI program revenue is not covering its costs, prompting a need to review the fees in that area. A business case will be made to the ministry and alternatives will be presented. The Liquid Fuels program is operating at a smaller loss.

A member asked if the 4% increase will make BPV/OE revenue neutral. D. Brazier replied that it will be revenue neutral only if the BPV/COI program gap is plugged. The 4% inflationary increase covers general costs like wage increases.

12. Agricultural Exemption Update

K. Semper said with respect to the Agricultural Exemption, there were 193 submissions which represent 864 objects. Of those, 40 objects were inspected for onboarding to the system. Six repairs and alterations were processed. Approximately 2,000 objects have not yet been reported. Due to the strike, resources were limited to complete the work. In future, two dedicated inspectors and an administrator will be hired to get caught up.

A member asked for clarification that 864 submitted objects were received out of an estimated 2,000 unreported objects. K. Semper confirmed. S. Montano added that 2,000 is an estimate because it is hard to know how many devices are out there. Each site is asked to report, but each could have multiple devices.

A member asked if an attempt was made to validate the data in order to know if all devices have been registered within a site. S. Montano said TSSA would try to get a complete list before spot checks begin.

13. OE Alternate Rules Update

G. Lang said of the 675 attended plants, there were 42 applications for Path 1; 25 are under review and 17 have been completed. There have been four applications for Path 2; one was rejected and three have been completed.

There were no questions from the plenary.



14. Unique Identifier (UID) Update

With respect to the UID backlog, K. Semper said 3,600 devices were closed in the past and no additional backlog has been generated. Any new UID requests will go out to inspectors for review and completion. Additional questions will be passed over to the insurer meeting.

A member noted there has been a significant improvement in the turnaround time for UID issuance. However, gaps remain. The item is still open on the insurer's side. It boils down to expediting a platform to take up concerns of UID and COI issuance, either at this meeting or at an industry meeting, as soon as possible. A. Raval said this is an operational item that belongs at the industry meeting level. K. Semper said TSSA will look into what is outstanding. [*This was addressed at the next industry meeting in April 2023*].

A member asked if TSSA expects engineers who are looking for COIs will operate on their ROIs as they would want to ensure they are operating a plant legally. These gaps would need to be bridged. A. Raval said these cases are few and there is no backlog on the issuance of UIDs.

15. Ice Sheet Advisory Update

G. Lang communicated that an Ice Sheet Advisory will be soon issued. TSSA, user groups, and training providers recognize the aging infrastructure and the need to ensure people are not making changes to a system unless qualified to do so. The next step before issuance will be to provide training for inspectors in the field on how the inspection approach has changed. Maintenance plans will be emphasized to recognize aging infrastructure and the need for ongoing maintenance.

A member asked if the council might have more discussion before the issuance. G. Lang said stakeholder consultation and feedback had will take place before the presentation in early May. Anyone who wants to review the draft copy of the Ice Sheet Advisory can contact G. Lang.

16. Piping Advisory

K. Semper said the Piping Advisory outlines the alternate process for piping inspection in Ontario. The process will launch on May 1, 2023, and a transitioning period until September 1, 2023, will allow companies to apply, modify, or wind down current processes. The process identifies eligible contractors and qualifying personnel, along with eligible and ineligible systems. Each contractor will be required to make an application and submit a data report. The fee is currently posted on the website. This advisory has gone out for stakeholder review, and we have received comments.

A member asked if the process is an excerpt from the relative code books. K. Semper clarified that it is separate from the code books and considered an alternate process for those who are eligible. Information will be available on the TSSA website. It will minimize delays and better management over the full installation. The old process will end on September 1.



A member thanked the TSSA team for this effort and listening. A member asked if TSSA would still be involved in the piping installation. K. Semper said TSSA is still needed for systems like high-pressure or superheated steam however, a compressed air system at a lower pressure would not require an in-person TSSA inspection. A. Raval added that TSSA regulatory oversight is still maintained for everything.

17. Anti-Reprisal Legislation Update

A. Campbell said operating engineers suggested that anti-reprisal legislation be considered. TSSA consulted the government and concluded that a legislative regulatory framework is already in place. E. Morales said protection applies specifically when a report is made with respect to an absence or a defect in equipment that may cause a person to be injured or when there is a report of any hazard. The protection applies to operating engineers in relation to worker safety. There is an avenue for instances of unsafe conditions or noncompliance that can be reported to the ombudsman and whistleblower services anonymously. Both TSSA and councils were involved in discussions on this matter.

There were no questions from the plenary.

18. Industry Privatization Update

A. Campbell said the engagement on the new Strategic Plan was the most substantive way for TSSA to take the feedback from the industry that will guide the priorities for the next five years.

Not everything was completed in the past, however, there is now more diligence and transparency. TSSA will invite people to bring issues to the agenda ahead of specific advisory council meetings and prioritize these issues. **An Excel spreadsheet of priorities tracking has been provided for transparency in the meeting materials.**

G. Lang said questions and comments can be made directly to TSSA to prompt an industry planning meeting if necessary.

19. Adjournment

The meeting adjourned at 11:20 a.m. after which council members held a council-only in-camera session followed by an in-camera session with B. Rose.