

Boiler and Pressure Vessel Bureau
Third Quarterly Performance Review
5th floor CR, Old Revenue Building
April 19, 2016 at 10:00 AM

Attendees: Art Britt, Phil Hooper, Cliff Dautrich and Jack Brinson

Absent: Don Kinney and Adrienne McLean

Scribe: Charity Locklear

Cliff Dautrich reviewed Boiler's YTD (Year-To-Date) Performance Report, Charts and Survey Comments are posted on the NCDOL Intranet.

YTD (Year-To-Date) Performance Report

Boiler is currently meeting all standard objectives for the 3rd Quarter of FY 15/16.

- 1.1 Combined State and Insurance inspection backlog of items due 30 days after certification of inspection expiration.
 - 1.08 % of combined State and insurance objects haven't been inspected prior to the 30 day mark after the certificate of inspection had expired.
 - Boiler works with the insurance companies by contacting the supervisors to remind them of their objects due for inspection that are past the 30 days mark.
 - This backlog shifts for a lot of reasons. Boiler prioritizes inspections and will go out and inspect schools and other high priority business operations that the insurance companies are unable to inspect.
- 1.2 State inspection backlog of items due 30 days after certificate of inspection expiration.
 - The State standard for backlog is $\leq 0.90\%$ and Boiler is at 0.56%.
- 1.3 % of follow-up inspections of pressure retaining equipment for which violations were identified by State inspectors.
 - 100% of the follow-up inspections were completed 95% within 90 days. Art – what constitutes follow-up? The inspector will go out and do a follow-up inspection. Art - Do you accept pictures in place of going out to look at the actual object? Cliff – No, we do not accept pictures; however, some insurance companies do occasionally. If Boiler writes the violation, then a Boiler inspector follows-up on the violation to completion even if it is an insurance violation.
- 1.4 Develop a program to increase public awareness of the dangers associated with the operation of pressure retaining equipment and the inspection requirements of Chapter 95, Article 7A
 - SWOT groups have met. A program has been developed to communicate in written and electronic form for Public Awareness.
 - Don Kinney is working on a Public Awareness project for his Certified Public Managers course.

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- A Public Awareness Action Plan has been outlined for Don Kinney with the help of other DOL staff members for the calendar year ending December, 2016.
- Art - Will Boiler continue to do Public Awareness after Don Kinney has completed his CPM course? Cliff – Yes.
- Don attended the PHCC – Plumbing-Heating-Cooling- Contractors convention at the Greensboro Coliseum Thursday, April 14, 2016. Don had over 34 visitors at the Boiler Safety booth. Many of the attendees were happy to see Boiler Safety being represented at the convention. Don – handed out pamphlets and business cards to attendees. Don is also actively seeking other venues to strengthen Boiler Safety Public Awareness Program.
- Don is also working with Dolores on a “Cool Jobs” You Tube Video. He is possibly going to have John Kirkland do the video.
- Cliff - Dolores mentioned doing a Twitter account called “Do You Know?” Phil – Is Dolores going to do the Twitter with all bureaus?

Accidents

There was one accident this year. An inspector had an auto accident. An investigation was completed and a report made as required by the State Policy. The inspector was not found at fault.

Incidents

There was one incident investigated at Seqiris in Holly Springs on March 17, 2016. There were no injuries from the incident. Medical waste that was being decontaminated caught on fire inside an autoclave. The door gaskets, wiring and pressure relief device were damaged.

Cliff – OSH is providing a 1 ½ day training class on how to investigate accidents. Art – What do you have currently in place for accident investigations? Cliff – Boiler doesn’t have any formal training on accident investigations. Art – Do other States provide training on investigation accidents? Cliff isn’t sure about other States accident investigation procedures. Art – Isn’t Boiler required to investigate accidents? Cliff – The owner of the company is required to report accidents to us, but the Statute doesn’t say Boiler inspectors are required to investigate them. Art – Have there been any big accidents? Cliff in 2005 there was an explosion resulting in 1 fatality. Art – There aren’t any requirements for Boiler to investigate accidents. Cliff – No. But we do investigate. OSH is the primary investigating authority when an employee is injured or killed in job related accident.

Reviewed Performance Charts

Combined Inspection Backlog >30 Days

The backlog for inspections >30 days is good.

State Inspection Backlog >30 Days

The State backlog is on the same track as last couple of years and that justifies keeping the inspector position vacated by Ray Payne when was promoted open. Boiler re-districted to absorb the territory of the vacant position.

The Percent of State Violations with Follow up Inspections Conducted within 90 Days

Don and supervisors monitor follow-up inspections.

Inspector Statistics Through The Third Quarter 15/16

Parker was at "A" school.

Snuffer has the Charlotte, Mecklenburg area.

Greg Sims helps other inspectors with their areas, mainly Mecklenburg County.

The overall total is 0.56%.

Insurance Inspection Statistics Through the Third Quarter 15/16

HSB expired objects are always going to be high. Boiler talks to the supervisors and the supervisors get the expired objects inspected.

State Inspectors Evaluation of work to fund their position

State Inspectors are evaluated on working generating enough fees to cover their salary, benefits and expenses. At this point they are maintaining their areas to pay cover their costs. Art – This is a very helpful chart. Cliff – However, this chart can fluctuate for different reasons. Art – When you have a new hire, how long does it take for them to be productive? Cliff – A year. As part of the inspector's performance plan they are trained and evaluated on various types of equipment inspections before working alone.

BSB Registered Objects Jul 2006 – Jan 2016

The State objects are trending down and the insurance objects are trending up.

Jack – Why are the State objects going down? Cliff – State agencies won't use Boiler to do their boiler inspections; they use insurance companies. Jack – Why? Cliff – Well, some State agencies go back and forth between insurance companies and Boiler inspections. Jack – Just as a tax payer, why would the State go with an insurance company as opposed to using State Boiler inspections? Cliff – Certificate fees are less when inspections are done by insurance inspectors. We don't know how much the insurance companies charge their clients. Art – So, we can't say Boiler is less expensive. Phil – So, each year you don't know what is going to happen as far as objects that will need to be inspected. Cliff – No. Boiler doesn't because school systems switch between State Boiler inspections and insurance boiler inspections.

New Objects Registered In North Carolina

The statistics are about on the same track as a couple of years ago. Business seems level.

Staff Statistics

100% of hard copy reports from HSB sent in to the Raleigh office in pdf format were processed by the office staff within 5 days of receipt. Cliff - HSB will not go electronic with their paperwork. Phil – Do we charge an extra processing fee to them for submitting a hardcopy? Cliff – No.

Printing

Boiler prints their own invoices, certificate of inspection and violation letters.

Penalty Worksheets

There was a 71% positive outcome in the 3rd Quarter. Civil Penalty Process Projections – Total number of violations over 120 days = 111 violations. Total number of unpaid invoices over 120 days = 903 totaling \$50,000. Boiler sends out letters to companies with unpaid invoices. The unpaid invoices amount will get better once Boiler actually penalizes the owners that aren't paying. There were 900 owners that didn't pay their fees and we couldn't be penalized them. 900 is a large number of unpaid invoices.

Shop Audits and Reviews

Audits and Review are other forms of income that the supervisors and the bureau chief help produce.

Phil – Do we advertise shop work? Cliff – No. All our shops are long term customers and advertisement is by word of mouth.

"R" Stamp

The Bureau does the R stamp reviews for the National Board and the Team Leaders are required to maintain competency.

Next year the "R" Commission will come out from the National Board which will require inspectors to demonstrate competency before they can accept repairs.

Budget

Jack - Boiler's income looks good. The process of carrying money forward into the new FY is going to be great. Art – As for Boiler and Elevator, as long as, the State has the money we would request all money back as a carry forward for the beginning of the Fiscal Year. Jack – We would have to ask for a quarterly carry forward. Jack – A reversion requests would have to be submitted each quarter to carry money forward for the new Fiscal Year for Boiler and Elevator bureaus.

Projected Expenses for 2016-2017

Art – Let Phil know the money Boiler will need for projected expenses in advance for FY 2016-2017.

Surveys

Surveys were distributed at the quarterly review meeting. Surveys look good.

Next Boiler Quarterly Performance Review meeting will be held on July 19, 2016 at 10:00 A.M. in the 6th floor CR, ORB.

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