

Elevator and Amusement Device Bureau  
End-of-FY 2015—2016 Performance & 4th Quarter Review  
6th floor CR, Old Revenue Building  
July 21, 2016 at 10:00 AM

Attendees: Phil Hooper, Tom Chambers, Tommy Petty, Art Britt & Jack Brinson  
Absent: Adrienne McLean  
Scribe: Charity Locklear

**Tommy Petty reviewed Elevator and Amusement Device's FY Performance Charts for 2015-2016 and 4<sup>th</sup> Quarter Performance Charts.**

**Note: Charts and Minutes are posted on the NCDOL Intranet.**

**Elevator Bureau Performance Report**

All Goals and Performance Objectives have been met.

**Except:**

**1.1 Total # of inspectors with no routine elevator inspections older than 60 days of the date of the annual inspection.**

- The standard is 35 and 23 inspectors don't have any elevator inspections older than 60 days of the annual inspection due date. Due to:
  - High turnover in inspector staff.

**In Progress:**

**1.5 – Consistent and thorough amusement device inspections at all locations in NC.**

Phil – How are the SOP's coming along? Tom - The SOP's are in the review process for approval. Gary has completed his work. Elevator is closer to what they need for the amusement side; however, the Budget component has to be changed.

- **SOPs received in office. Under review for approval.**

**Up-coming Fairs**

Art – Please let Commissioner Berry know the date schedules for the up-coming fairs so she can attend. Tommy – The Drexel fair is coming up next month. The fairs go from the western part of the State to the central part of the State and end in the eastern part of the State. September is a busy month for Amusements. Phil – March is a busy month for inflatables. Tommy – Yes. Tommy - Commissioner Berry usually comes to the grand opening of the Cabarrus County fair and makes a speech. The Shelby

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**Document Owner:** Charity Locklear

County Fair would be good for the Commissioner to attend the grand opening. If she wants to attend the Hickory Fair it is up to her, one week prior to the opening there will be a Press Conference there. Any ribbon cutting fair would be a good for Commissioner Berry to attend. Iredell County Fair changed. They usually have a big opening ceremony. Commissioner Troxler will more than likely speak at the opening ceremony of the State Fair.

### **Survey Cards**

Tom – The survey cards that Budget mails out has a return rate of about 1% for about 35,000 objects. Maybe the survey could be printed on the back of the invoice. It is truly an ineffective the way it is currently being distributed. If a business has an issue, they can and will contact the Elevator Bureau. Phil – Elevator needs to devise a way to set-up a link to get feedback and phone numbers at some portal. Tom – Some programming will be involved in invoicing for the public. Phil – The survey has to have a reference number associated with the elevator or device. Jack – There is a wide variation in survey returns for Boiler vs. Elevator and it probably has something to do with Boiler's customers only having one owner. Art – Whatever the change is, Commissioner Berry doesn't want to make it harder for the public to give feedback. Commissioner Berry has an open-door concerning the public. Do away with printed cards and use technology so as not to limit or minimize the portal for people to respond. Tom – Yes, if people could fill the survey out on-line it would definitely be easier. Tom will work on making the survey available on-line. Jack is not sure how many surveys are mailed out per invoice.

### **Reviewed Performance Charts for Performance End-of-FY- 15/16 & 4th Quarter Performance Activity Report**

### **Applications for Repairs/Alterations**

Tommy the monthly activity has increased due to the new requirement for replacement of certain elevator hoisting ropes. In turn, this will increase revenue.

### **Staff**

Art – What is the criteria that Elevator goes by to add additional inspectors? Is there a magic number like 800+ elevators per inspector? Tom – Yes, currently Elevator uses the number of units per inspector to determine when a new inspector position should be created. Elevator is going to create a new area and are going to move the current inspector's areas closer to their home office. So, the inspectors will be able to work more efficiently. New inspector position locations are going to depend on how the areas are divided.

Tommy – Half of some inspector's work time solely goes to amusement device inspections.

### **Routine Inspections**

YTD elevator has completed 20,759 routine elevator inspections since July 1, 2015. Routines are up for the end of the year FY. However, routines went down some due to staff turnover. When the number of amusement inspections go up, elevator routine inspection numbers go down.

Phil – In March inflatables receive their annual inspection, correct? Tommy – Yes, along with go carts and waterparks.

### **Routine Compliance Inspections**

Elevator doesn't charge the owner for the return routine compliance visit. Tommy repairs are up because of cables.

Tom – If a company doesn't send in an abatement letter, Elevator can go back to the company every 60 days and charge them an abatement fee. Tom – It is stated in the law now that if the owner of the unit doesn't correct abatement Elevator has the authority to close down the unit. In next year's laws, Elevator can charge \$200 for noncompliance. Tom – For failure to abate, Elevator can pull the certificate of operation and Elevator will let the owner and Fire Marshall. Tommy – Elevator will shut down equipment for purposes of eminent danger or the phone not working.

### **Incidents/Accidents Reported**

Phil – Does Elevator always send someone out to investigate? Tommy – Yes. Sometimes hospitals don't want to cooperate and he will contact Jane Gilchrist. Tommy – Most of the incidents are dealing with escalators and are patron error.

### **Days between last inspection and 07/01/2016**

Steve Burris - Steve kept up inspections in his own area and supervised his inspectors.

Randal Raborn – Inherited most of the past due inspections 1 year+. Inspection teams are going in to get the oldest overdue inspections off the books.

Tom – It will take (1) year to clear up the past due deficit to meet the standard goal of nothing greater than 60 days.

Chris Monaco was recently certified and has inspected 91 units @ the Charlotte Airport. Moving walks take much longer to inspect and there is a lot of down time during the inspection; therefore, inspections have to be scheduled during no peak hours and that has been a problem.

Darrell Dye is still working his route and helping other inspectors.

Fred Byrum needs to get NAESA certified again.

Terry Carroll's area hasn't lost any inspectors in the turnover.

Gene Lassiter took several weeks off and is now working out in the western part of the State.

**Interviews**

Elevator interviewed (2) people yesterday and one interviewee expressed some interest in working in Buncombe County.

**Inspections**

Art – Do you set up appointments for inspections? Tommy – No.

**Survey Cards**

Tommy is going to follow-up with Providential Investment on their comment.

**Chart to be removed from Quarterly Reviews**

Tommy is going to remove the inspector time report.

**Budget Report**

Jack Brinson reviewed Budget Report.

Next Elevator and Amusement Device Quarterly Performance Review meeting will be held on November 17, 2016 at 10:00 A.M., 6<sup>th</sup> floor CR, ORB.