

Elevator and Amusement Device Bureau
Second Quarterly Performance Review Minutes
6th floor CR, Old Revenue Building
January 21, 2016 at 10:00am

Attendees: Phil Hooper, Tom Chambers, Tommy Petty, and Jack Brinson

Absent: Art Britt, Adrienne McLean

Scribe: Charity Locklear

Tommy Petty reviews Elevator and Amusement Device's FY Performance Charts for 2015-2016.

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– Number of elevator inspectors with no routine elevator inspections older than 30 days of the date of the annual inspection.

- The 30 days date needs to be changed to 60 days for this objective. It's not a realistic number of days for an annual inspection.
- Tom – Elevator's high staff turnover has caused annual inspection rollovers to increase. Phil – Are you managing rollovers? Tommy – The level of high elevator rollovers will be discussed at the supervisor meeting next week.

In Progress:

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

- Standard – Written standard operating procedures on all key processes. Tom – We are reviewing Gary Evans work. The work needs to be tested and then the project will be wrapped up.
- Carrie did survey testing. One SOP can be removed.
- As for SOP Development, Elevator is going to have it put on the intranet for two staff members to do testing.
- Two SOPs are no longer relevant.
- Some of the SOPs are redundant and some SOPs need to be blended together.
- After the testing, Elevator will no longer rely on Gary Evens. Elevator will rely on the new person that replaces Dawain to maintain their SOP IT needs in the future.

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Objective Comments

Objective 1.6 has been met. The whole report was provided to amusement companies and to the public on amusement device inspection findings. Phil – How many amusement companies have contacted the bureau about the report? Tommy and Tom stated – None.

Ghost Town

Tommy and Preston White had a meeting about Ghost Town with a guy from Illinois that owns a title business. The chairlift and the ride evacuation route is a huge factor because they won't pass State Inspections. Ghost Town has 3 kiddie rides and a chairlift. Phil – Was it opened last year? Tommy - It was open the year before last; however, it was closed down because of water issues.

Monthly Activity

Routine Inspections

Routine inspections were down in December because the bureau's (1) week staff meeting is held in December each year.

3-year Data

The bureau is on track with new inspections; however, this is going to change due to the fact building construction is booming in Charlotte and more new elevator inspections will be required.

Tom – Companies are now required to submit permits to change elevator ropes. Adding this to the aspect of alteration requests and pulling reports for suspension ropes will also change this data.

Staff

There are two vacant inspector positions in the West. Randall Raborn took over as the Western "A" supervisor on Friday. The vacant inspector position located in Asheville is closing on Monday.

Three or four inspectors are planning to retire in April, 2016. Tom anticipates that getting new inspectors for the areas the retiring inspectors currently work in shouldn't be a problem. The locations would be more attractive to work in than some other areas within the State.

Currently, 7 or 8 inspectors have to have a supervisor or senior inspector sign off on the inspection certificate for them.

Paperwork has been turned into Human Resources to change areas for two of the newer the inspectors. So, the inspectors will be closer to their inspections and that will enable work more efficiently saving travel time and increase their elevator inspections. The supervisors Johnny Grindstaff and Randall Raborn have already been advised of the area changes and supervisory changes.

Rollovers

A few inspectors are having trouble keeping their area inspections caught up. Phil – Elevators need to be inspected first. One of the newest inspectors has 109 elevators past the one year +121 Days overdue for inspections.

Tom – Rollovers are being conducted from oldest to the most current. The issue is that the new inspector needs to take the test and get certified, because currently the supervisor and other inspectors are trying to help the inspector get his area caught up. However, what happens is all of those elevators inspected by several inspectors will cause them to be due for an inspection at the same time the following year and there will be only one inspector doing the inspections for those elevators. Tommy – Rollovers are on routine status. The rollover chart doesn't reflect the new inspections that are being done. Phil – We don't want a routine inspection to be past due 121+ days. Frank Clements has asked two of his inspectors to assist with rollover inspections. Rollovers are on routine status.

Some inspectors have had to work 4 days 10 hours to help get inspections caught up in some areas. Tom and Tommy are looking at bringing in supervisors, Wesley Tart and Frank Clements, to work on getting the rollover elevators inspected.

Accidents

Tom will send Phil the handicap lift video.

Survey Cards

There weren't any dates on the comment cards; however, the comments were good.

Fair Association

Phil – Do amusement people have the opportunity to make complaints? Tom – The Fair Association didn't tell them to put their complaints in writing. Fair company's opportunity to submit written complaints was only mentioned in the Fair Program.

Computer Equipment

Tom discussed Surface Pro 3 with Brad Frang. Surface Pro 3 doesn't have the capacity to serve the inspectors with the equipment they need. Carrie sent Verizon Wireless an e-mail that stated the Elevator and Amusement Device Bureau doesn't have a need for their product.

Carrie spoke to Brent Wood about a rugged tablet costing \$1,500 each. The rugged tablet is much better than what the bureau has on contract now. The current tablet Lenovo Yoga 12 seems to be working well for the inspectors; however, it needs a ruggedized case for it.

IT

Next Tuesday, the program Emily has been working on is going to go live with the staff using a live inspection. The office staff will receive the inspection using the amusement link and option inspection and click on inspection in queue. Emily will train the staff on reporting after Tuesday and we will go live and do of the maintenance and upkeep on the program using the Department's IT section. Elevator will own the program at that point.

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The program has prepopulated inspection reports. It prepopulates fees from owners and looks over and directly submits data to Jackie in prepopulated Access table real time reporting. This capability will free up 50 to 60% of Jackie's data entry time so she is able to do other duty functions in the Raleigh office. Using the old system Jackie would have to download each inspection notice and retype it into the system.

Tom – The new program is going to stop redundancy, save on cost and distribute office work evenly.

Tom – Emily McGill should be recognized for the work that she does and the fact that she saved the Elevator Bureau a lot of money by facilitating this new program.

Jack Brinson - Janet Rust and Jack Brinson spoke to Emily about some of the fees in Emily's program that are not matching up with Budget's elevator fee reports. Some of the fees not all of them. Emily is looking into it. Phil asked Jack Brinson to check with Janet and Emily about the issue and get back with him and Tom about the issue. Tom is going to follow-up with Emily as well.

Tom did some research on servicing ITS level waiver you can get a 3rd party company regarding servers to support the services the company is providing to the bureau at a much lower cost. Tom sent it over to IT and has not heard back about his findings. Jack we had heard back and we had to ask for R&R money from the State. R&R money should have been asked for, but it's too late now and we have to go with DIT. Phil – In the process of open a Charlotte office W&H needed options for WiFi.

Tom stated that he always tries to save money for the Department of Labor and the State of N.C. and that it is the responsibility of all State employees to save money for the State. Tom takes the time to confirm and research every option using due diligence.

Budget Report – given by Jack Brinson

- Receipts are down and Expenses are down for the Elevator and Amusement Device Bureau. It would be nice to see the receipts increase.
 - Elizabeth does the work for amusements
 - Dorca Araujo does the work for elevators
- Jack mentioned trying to get a provision in the N.C.G.S's repealed.

Next Elevator and Amusement Device Quarterly Performance Review meeting will be held on April 21, 2016 at 10:00 A.M., 6th floor CR, ORB.