

Elevator and Amusement Device Bureau
1st Quarter Performance Review
6th floor CR, Old Revenue Building
November 14, 2016 at 10:00 AM

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

Reviewed Elevator and Amusement Device's 1st Quarter Performance Review 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 routine inspections are going to continue to expire due the inability to obtain staffing in the western part of the state, vacancies and retirements. Currently, there are 4 vacancies. Buncombe County is hard to fill because of the cost of living is much higher in the western part of the State. The elevator industry is flush and is recruiting our State inspectors and paying them more than 2.5 times more than the State does. The inspectors come in at an entry level salary. Inspectors are never going to be paid the prevailing wage at the way the State is requiring the pay rate to be. We need to get the inspectors to be paid at least the salary of the upper end of the pay scale.

In Progress:

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

- SOPs received in office. Under review for approval.

1.6 – Provide information to amusement companies and the public on amusement device inspection findings.

- Done at NCAOAF meeting in January 2017.

Reviewed Performance Charts for Performance 1st Quarter Performance Activity Report

Fair Association

The Fair Association did not show up at the meeting. Elevator will provide the information to them. Jack – They can receive it electronically. Tom – They like us to send them a paper copies. Some require we send paper and some we can send electronically. Phil – Can they look at the Elevator website and

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see the information? Tom – No. Elevator queries individual devices to obtain specific information on devices.

Routine Compliance Inspections

New inspections average over 1,000 maybe 2,000. There has been a decrease in new inspections this gives a good opportunity to fill a hole and make all positions receipt supported based on the economy.

Applications for Repairs/Alterations

Alterations have increased.

Receipt Supported Office Staff

Tom is working on making all office staff positions (plans reviewer and support staff at the least) receipt supported through the review permit fees. Phil – Do we currently charge a fee? Tom – No. Other agencies charge fees for permits and licenses.

Routine Inspections

The number of Routine Inspections are down due to vacancies and training new staff.

Staff

Jack Brinson – How many vacancies does Elevator currently have? Tom - Currently, Elevator has 4 vacant inspector positions and in 2017 it will increase to 6. Tom - The State needs to make it lucrative for the elevator inspectors to come and work for the State.

Elevator is always adding to the database and modernization of how Elevator looks at inspector's areas and devices is very important. Two new positions have been approved and due to economic growth Elevator will need 2 more inspector positions.

Budge/Technology

GIS Technology makes databases that make geographical area equitable. Elevator is getting to the point where they need technology to make them more efficient. GIS uses a 16 Digit grid coordinate to create routes drawing zones around inspector's home. Tom – Elevator really needs to purchase this technology to be more efficient. Jack – Budget is already receiving some buking from State Budget analyst looking at the Special Fund. There is a question of whether Elevator is going to purchase new technology. Jack – It would be beneficial to start soon on purchasing new technology. Tom – This type of technology is vital to the Elevator Bureau to work more effective and efficiently. Jack – Elevator needs to start working on purchasing new technology now rather than later. Tom – Elevator is considering some type of Enterprise System. Jack – This enterprise State GIS rollout within our agency and then take to Enterprise. Tom – Elevator is already regulating objects and people. There should be only one system shared by all Department of Labor bureaus.

Phil – Asked if Jack brought the Budget line items spreadsheet. Jack – No. However, Phil and Elevator can view the revenue line items and carry forward on the DSS System real time. Jack wants all of the bureaus to have real time budget data.

Jack - Special Funds/General Funds goes to zero at the end-of-the-year. Now, with the carry forward funds Budget wants to ensure Elevator retains that. Phil – The issue with carry forward is where to find it. Jack – Budget has been receiving some questions about carry forward funds. Tom – That puts more emphasis on moving quickly. Phil – Tom wants to move forward with the tablet. This will streamline the process and will work. Tom – Elevator will also need Microsoft technology. We have elevators and amusement device databases working now and Elevator is in need of the hardware now. Elevator needs GIS Technology (grid coordinates) to become more effective and efficient. Phil – Tom previously explained to Phil that you can plan weekly and save gas and become more effective and efficient with inspections and managing inspector's worktime. The company(ESRI) was giving this information away free years ago and now the company is charging to provide GIS services. Jack – As far as the tablets go, give the figure and an explanation that it is a one-time cost and that it will make the inspector's safer and their work to become more efficient. Tom – We have money to move forward with this effort. Saving money and being more effective and efficient is the goal.

Jack wants Elevator to move forward with the GIS program. It would look more favorably when using the funds to purchase technology. Right now State Budget doesn't like Elevator having the carry over funds with no plans for those funds.

Coverage of vacant position in the

The vacant position in the Central area has been filled. Prior to the position being filled inspectors have been taking turns doing the inspections. No fees are being collected from the positions area because there isn't any proof of current inspections.

Vacant Position

The inspector that was hired in Randall's area resigned and stated that he could not afford to live off of the income the Department of Labor paid him. The cost of living was too high for the inspector to live in the Western part of the State.

Tommy – Elevator is still interviewing for vacant inspector positions; however, there will still be an open area once an inspector is hired.

Wesley's inspector's areas do a lot of amusement inspections.

Frank's inspector's areas are addressing the most delinquent inspections in the database.

Tommy – Amusement Devices – Elevator has had a good year even though they haven't had QEI certified inspectors.

Hiring Pool

Tom – Elevator is going to have a battle hiring inspectors because the elevator inspector pool is very limited. Elevator needs to attract new inspectors.

Elevator has inspectors that have been here several years and their income should be topped out. Elevator is losing seasoned inspectors to the private sector because we can't compete in the rate of pay they offer compared to what the State offers including benefits.

A Western Area inspector is going to be leaving in February for more money and once he is gone there will be a large part of the Western part of the State that is not occupied by inspectors.

Tom – If Elevator gets the permit fee, there is an opportunity based on what we have over collected that Elevator can develop an incremental pay increase to top out in a pay grade based on evaluations and performance. Maybe increase at a rate of 4% annually. However, the top out rate is still less than the Prevailing Wage. Phil – There is a recruitment retention problem just like OSH. Elevator does have the money. Tom – Yes, from fees generated from elevators, tramways, amusement devices etc.. Phil – Tom needs to identify a class of inspectors and get them bumped up. Tom – We are receipt supported. Phil – Elevator has to justify, year, comparable to outside world what they make and possibility of creating recruitment. There are some benefits working with for the State. Tom – Reclassification – That was way back. If that is an option, Elevator needs to know how to pursue that route. If Elevator doesn't do something to get the vacant positions filled and to hold onto seasoned inspectors, public safety is at risk. Jack – Starting range - OSH has an equal starting range comparable to other States; however, some States had an incremental change in rate of pay over a period of time. Phil – Hopefully – Meeting with Renathe and Jennifer revenue will start streaming and sustained recruitment will increase. Tom – Prioritize – Get money and technology to support the effort of the Elevator Bureau and the Department of Labor.

Incidents/Accidents Reported

Accidents are typically caused by elderly patron error.

Inspector Time Reports

The total time is basically consistent.

Survey Cards

Elevator did not receive any survey cards in September. Tommy - The survey and the Statute and Rule change is on the back of the invoice and can be submitted electronically.

Next Elevator and Amusement Device Quarterly Performance Review meeting will be held on January 26, 2017 at 10:00 A.M., 6th floor CR, ORB.