

Elevator and Amusement Device Bureau
Fourth Quarter and FY 2016-2017 Performance Review Minutes
6th floor CR, Old Revenue Building
July 20, 2017 at 10:00am

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

Tommy Petty reviewed Elevator and Amusement Device's Fourth Quarter Performance and End-of- FY 2016 – 2017 charts.

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

Elevator Bureau Performance Report

All Goals and Performance Objectives have been met except Objective 1.1.

Objective 1.1 did not meet Standard Set:

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

- The Standard is 35 and Actual FYTD is 23.
 - ❖ Did not meet Standard. 23 inspectors out of 35 inspectors were able to finish their database.

1.2 - # Safety meetings with each traveling amusement company with 15 or more rides that play at a single location.

- The Standard is at least 1.
 - ✓ One meeting was held in September, 2016.

1.3 - # Operational checks with each traveling amusement company with 15 or more rides that play 4 or more days at a single location.

- The Standard is at least 1.
 - ✓ Operational checks were made: July 2, 2016, September 9, 2016, October 11, 2016, and April 1, 2017.

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1.4 - # Agricultural fair partners performing operational checks and collecting non-reportable accident Information.

- The Standard – At least 9.
 - ✓ 17 completed in the following Counties: Lee, Lenoir, Cleveland, Onslow, Cabarrus, Davidson, Iredell, Pitt, Duplin, Hickory, Wilkes, Rowan, Cumberland, Dixie Classic, Mountain State, Wayne, and Wilson.

1.5 - Consistent and thorough amusement device inspections at all locations in North Carolina.

- The Standard – Written standard operating procedures on all key processes.
 - ✓ SOPs are completed.

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

- The Standard – Annual reports on violations by company.
 - ✓ By request – Information was given at NCAOAF meeting on 01/07/2017.

2.1 – Conduct bureau Safety and Health Committee meetings quarterly.

- The Standard – At least quarterly.
 - ✓ Attended quarterly meetings: 8/12/16, 10/11/17, 2/7/17, and 6/15/17.

2.2 – Site inspections are conducted of Bureau controlled spaces in accordance with the Safety and Health Policies using appropriate reporting forms.

- The Standard – At least quarterly.
 - ✓ Site inspections were completed: 8/12/16, 10/11/2016, 2/7/17, and 6/15/17.

2.3 – Safety and Health Policy 9 is reviewed with supervisors and staff.

- The Standard – Annually.
 - ✓ Reviewed by 12/5/16.

Elevator Bureau Monthly Activity Report 4th Quarter End-of- Year 2016 – 2017

Staff

There are 6 inspectors retiring soon. 2 in Wesley's area, 2 in Steve Burris' area and (2) in Frank Clements' area.

Rusty Jones is moving to Eric White's area. Eric White is a senior inspector that is now a floater.

Applications for New Installations

996 total for FY 2016/2017.

Applications for Repairs/Alterations

1291 total for FY 2016/2017.

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New Inspections

1161 total new inspection requests. Phil – Are all 1161 new inspections completed FY 2016/17? Tommy – It depends on when inspection application is submitted. The new applications have a shelf life of two years and if there is no activity for the new inspection application the application is purged. Phil – If you can give a number for new elevators added that were inspected, that would help with the request for the need of additional staff. Tom there has been 3,300 new inspections added over three years and elevator is not adding additional staff.

Routine Inspections

A total of 21,519 routine inspections were completed in FY 2016-2017.

Location Notices

Location notices are up for FY 2016/17 at 1,280. 746 for FY 2015/16 and 971 for FY 2014/15.

Amusement Devices

There are 7,535 amusement devices in FY2016-17. Amusement device inspections are at an all-time high. 4,301 in FY2015/16 and 6831 for FY 2014/15.

Incidents/Accidents

There were a total of 36 incidents/accidents reported for the fourth quarter. 77 incidents/accidents were reported for FY 2016/17 for an average of 6 for FY 2016/17. FY 2016/2017 incident/accidents reported is down from the incident/accident average for the past two FY's 15/16 and 14/15 which both had an average of 7 reported each at EOFY. 10 objects that caused injuries were investigated in the 4th Quarter.

Rollovers

Grand total of units to be inspected is **25,731** for FY 2016-2017.

- 22,157 elevators were inspected between 0 >365 days.
- 957 elevators are 1 year + 1-30 days past due.
- 353 elevators are 1 year + 31-60 days past due.
- 323 elevators are 1 year + 61-90 days past due.
- 199 elevator are 1 year 91-120 days past due.
- 1,742 elevators are 1 year 121 days past due.

Mecklenburg County has the highest rollovers.

Inspector Position Vacancies

There is one vacancy in Western Area A, 1 vacancy in position in Western Area B, 1 vacancy in the Central Area and 1 vacancy in Eastern Area B.

Sam Kelley put in to take over Patrick Helton's area, so Patrick can become a floater.

A person applied for an inspector position that is QEI certified.

Phil – Focus on reducing the 1,742 overdue inspections.

Art – What are the plans to address the reduction of rollovers? Tom – The rollovers are going to be addressed by the age of the overdue inspections. The most delinquent units will be inspected first. Elevator is in the process of creating super routes that will be overseen by the supervisors. The process involved Emily McGill working on how to create super routes for inspectors. There is a meeting with Emily today to discuss how she separated areas for inspectors to do inspections most efficiently and effectively. The supervisors will have the capability to look at areas such as Wake County and Mecklenburg County and be able to assign inspections to inspectors. Emily is going to divide operational areas by zip code. There are going to be times when an area will need to be blitzed. It is going to take a year to a year and a half to be at an acceptable rollover rate. Elevator is working on an interim model to work on the rollovers now. Phil – Are you still using other inspectors to assist the most delinquent units? Steve Burris' Area is flush across the board. Do you send inspectors over to assist with inspections in the delinquent areas? Tom – Yes. Phil – For example Fred Byrum has 427 units over 1 year and 121+ days past due. Can another inspector that is caught up and close by help chip away at the delinquent units a little bit at a time? Tom - Fred Byrum just got QEI recertified in December, 2016. Phil – You need to move the bar a little lower to move away from the Year and 120+ days past due. Tom – Darrell Dye has 147 new inspections, 179 Alterations/Repairs and that doesn't leave him with a lot of time for routine inspections. Tom – A new inspection of an elevator equals 1 day of work which equals 7 routine inspections not done in 1 day. Out of the 147 (35%) of the new inspections are going to fail inspection add on 41 days that routines are not going to be inspected because of new inspections. Phil – This information reinforces more inspector positions are needed an inspectors need to be hired to fill the vacancies. 525 to 550 units per database is manageable. How many positions will be needed? Tom – 5 additional positions are needed. Phil – Fill the current vacancies and add more positions. In the meantime, hopefully retirees will want to come back and get hired through the temporary services to help with past due inspections.

Compensatory Time

Phil – Make sure all compensatory time is approved by the supervisors. Tom spoke to Renathe and would like to have a modification of how compensatory time is handled because of the dynamics of the Elevator Bureau. Years ago compensatory time was changed dramatically to reduce compensatory time during State Fair time.

Survey Cards

No survey cards have been returned during the 4th Quarter. Zero survey cards have been returned during FY 2016/2017. Phil – Check with Budget about surveys. Tom – The last survey feedback was received by the bureau was 8/23/2016.

The next Elevator and Amusement Device Quarterly Performance Review meeting will be held on November 16, 2017 at 10:00 A.M. in the 6th floor CR, ORB.