

Elevator and Amusement Device Bureau  
Third Quarterly Performance Review Minutes for FY 2016/2017  
6<sup>th</sup> floor CR, Old Revenue Building  
April 20, 2017 at 10:00am

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

**Tommy Petty reviewed Elevator and Amusement Device's Third Quarter Performance Charts for FY 2016 - 2017.**

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

**Elevator Bureau Performance Report**

All Goals and Performance Objectives have been met.

**Except Two objectives In Progress:**

**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 YTD is 20. This objective is rated in progress.
  - David Crank is already doing inspections.
  - A new inspector, Dan Draper is already QEI certified. Hopefully, his inspections should help the bureau meet this objective before the end of the 4<sup>th</sup> Quarter.
  - Two newer inspectors are doing a retest of the QEI test on May 3, 2017 along with another person that is not currently employed with Elevator. However, the other QEI tester would like to apply in the future to work for the Elevator Bureau.

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

- SOP's have been received in the Raleigh office and are under review for approval.
- Phil – How are the SOP's coming along? Tom – Carrie is doing the Raleigh office SOP's. The field SOP's for Amusements have to be worked on. Tommy has completely changed the amusement device SOP's. Phil – Brainstorm with Carrie and get a completion timeline. Tom – Will get with Carrie today.

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**Form Name:** Quarterly Performance Review Meeting  
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## **Elevator Bureau Monthly Activity Report 3<sup>rd</sup> Quarter (2016 – 2017)**

### **Routine Inspections**

Routine inspections are up because of inflatables, go carts and other amusement devices being inspected. This time of year the inspectors run into overtime because of inflatable inspections.

### **Location Notices**

Location notices are up.

### **Applications for New Inspections**

Since January, in Charlotte alone 40+ newly constructed buildings have been erected. The inspection of a high rise building could easily take an inspector 3 days to inspect. There are currently 2 inspectors in Charlotte. The Mecklenburg area is down 3 inspectors. Inspectors from surrounding areas are helping with the inspections. Barnhardt's position and Ted Wall's position are still open. However, Ted is still doing inspections.

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

Alterations are up.

### **New Inspections**

The number of new inspections hasn't peaked yet.

### **Routine Compliance Inspections**

There were 78 routine compliance inspections completed for the 3<sup>rd</sup> Quarter. Tom – The Mecklenburg area is going to remain the way it currently is for some time. Phil – I know you did inspections for hospitals, colleges, senior citizen homes, as well as, the most delinquent inspections past due. Tom – Yes, those inspections will still be done; however, the areas where the inspectors are taken from will be impacted. Steve Hardin helps with delinquent inspections for these type of facilities.

Ted Wall is trying to keep up his old area and supervise new inspectors as well.

Wesley Tart does great work supervising his area. When Wesley sees an area slipping behind, he has other inspectors help with inspections within the area.

Tommy – It would be great if the Mecklenburg County elevator inspections could get under control.

Phil – Buncombe County inspections look better.

Tommy – There are vacancies in Mecklenburg County. Phil – Two positions have been added to Mecklenburg County. Phil – Does Elevator need to do another blitz in the Charlotte area? Tommy – Yes, and Elevator will also have to do a blitz in the eastern part of the State also.

### **QEI Testing**

Dean Edwards is not QEI certified. He will retake the QEI test again in May. Sam Kelley is currently working with Dean Edwards.

Joey Godfrey is not QEI certified. He will also retake the QEI test again in May. Joey is not inspecting yet. Once Joey is QEI certified, he will be taking over the inspections in Harold Wagner's old area.

### **Staff**

Henry Moore will be leaving DOL soon.

### **Incidents/Accidents**

There were 6 incidents or accidents reported during the 3<sup>rd</sup> Quarter. Phil – How does Elevator find out about incidents/accidents? Tom – The owner reports them to the Elevator Bureau. The owner only has to report to the Elevator Bureau if there is more than First Aid required. When a report is made, an elevator inspector will go out to inspect the equipment to make sure the incident or accident wasn't attributed to the equipment.

### **Amusement Inspections**

Phil – Why did the amusement inspections spike to 159 in March? Tommy – The 159 reflects the number of inflatable inspections. The owners wait until the last minute to submit a location notice. Steve Burris and Mike Hopper are doing a lot of those inspections. The vacant position is Dan's.

### **Survey Cards**

No survey cards have been returned during the 3<sup>rd</sup> Quarter. The Rule change for corrected violation report requirement is on the survey and it is up to the owner to send it back to Elevator. Budget sends the bill to the owner and receives payments from the owner. Phil – When we changed the process, did Elevator stop receiving survey feedback? Phil – Check with Jack Brinson about survey returns. Tom – As far as Tom knows, the survey is still on the back of the invoice. Phil – In July of 2016, Elevator received quite a few surveys. If Elevator continues not to receive survey feedback, look into doing something different to get feedback from owners.

### **IT**

Tom – Brent ordered the part number for the security encrypting tablets. There are 3 to 4 steps in the encryption process that has to be completed by IT. So, it will add 2 weeks to the process. There are 50 units. Phil – Why does IT have to do encryption? Tommy – So, the inspectors can receive e-mails at home. Tom – Elevator has to be prepared for the new employees coming on board. So, IT needs to move fast. Tom – It will take IT 3 weeks to put encryptions onto the computers adding an additional 2 weeks to the tablet setup process. Tom was just notified about the encryption part number for the installation last week. Phil – Have the tablets been ordered yet? Tom – Yes.

**Re-arranging Inspection Areas**

Tommy - Union County was originally included in the inspection area with Charlotte. Union County was moved out of that area and now Tommy would like to move Union County back to the Charlotte area for inspections.

The next Elevator and Amusement Device Quarterly Performance Review meeting will be held on July 20, 2017 at 10:00 A.M. in the 6th floor CR, ORB.

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