

Elevator and Amusement Device Bureau  
Quarterly Performance Review Minutes  
6<sup>th</sup> floor CR, Old Revenue Building  
January 28, 2015 at 10:00 AM

Attendees: Art Britt, Phil Hooper, Tom Chambers, Tommy Petty, Jack Brinson.

Absent: Adrienne McLean

Scribe: Charity Locklear

**Tommy Petty reviewed Elevator and Amusement Device's YTD Performance Charts for 2014-2015.**

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

Tommy Petty showed a video of the funicular located at Mt. Pisgah that is in very poor condition. Tommy Petty, Ron Henegar and Preston White are going to evaluate the equipment on Friday January 30<sup>th</sup> and are going to turn the funicular off due to safety issues.

Tommy Petty – The Fiscal year performance and the Performance year are both based on the workplan and are basically the same. Tommy – Is it necessary to have a report for both? Phil – Keep reporting on both reports. Wait for Human Resources to make reporting changes and requirements set by the Office of State Personnel. Tommy – Do we need to keep status in red even though the objective won't be green until the end of the FY or performance year? Phil – Yes, just put a note in the comment section of the report.

**Elevator Bureau Performance Report**

All goals and objectives were met for FY and YTD.

**Except:**

- 1.1b # of inspectors with no routine elevator inspections older than 60 days of the date of the annual inspection on April 30, 2015.
- 1.5 Consistent and thorough amusement device inspections at all locations in North Carolina
  - In progress
- 1.6 # of ride-specific training and certification programs.
  - This goal is close to being met. Only 23 more ride specific modules need to be created.
  - The modules will go hand and hand with Elevator's 4000 hour Apprenticeship program requirement. The Inspector apprenticeship program is divided between 2500 hours of industry training and the remaining hours are devoted to ride specific training. At the end of each training module there is a test. The training modules will account for 50% of the competency part of the training and the other 50% accounts for the hands on practical part. Once the inspector has completed both requirements, the supervisor will sign off saying that the inspector has completed testing and demonstrated competency in hands on inspection of the specific device and is qualified to sign off on a certificate approving that ride. This new program gives specific testing dates along with training dates.

2.1 Upgrade current electronic elevator management information system by expanding reporting capabilities.

- In progress
- George Carter is going to be here tomorrow to add the corrected violation portion to the existing elevator violation program.
- Art – GRT ICloud technology fell through on getting the Samsung tablets. Tom – Yes. However, the ICloud tablets could have provided what Elevator is looking for.

**IT Budget**

Jack Brinson – Every year \$300,000 is basically earmarked for Information Technology costs for the Elevator bureau.

Elevator’s receipts are stable. Any type of reversion will keep expenditures lower and they currently are lower.

Art asked to be present during Elevator and IT meetings.

Tom – Elevator has another opportunity to increase or develop a flat rate fee for plan reviews and that fee would compensate for Elevator’s IT expenses. The new plan review fee increase would be \$250 to \$500 per plan review. Elevator could potentially generate \$180,000 - \$270,000 of additional revenue. That revenue would pay for 2 positions responsible for reviewing the plans. The 2 positions would become fee supported. Art – Any fee changes for the Elevator bureau has to be Legislative changes unlike Boiler.

**Inspections**

Phil – Do you inspect every set-up? Tom – Yes, except permanent establishments.

Art – Inspections are economy driven. Tom - When installations go down alterations and repairs go up.

Phil – How do you know that an elevator needs an inspection?

Tom – A lot of the time buildings are built around elevators. The elevator company installing the elevator will contact NCDOL Elevator bureau to schedule the inspection. Once the elevator passes inspection, the elevator company releases the elevator over to the building owner. Some companies from out-of-state have installed elevators not knowing unaware of the N.C. elevator installation and inspection laws and were issued fines.

Tom – Machine Room less Lift (MRL) is the new technology that has changed the location of elevator inspections. Builders are using all available space when building a building and instead of having a machine room they are installing MRLs. Everything is inspected within the hoist way.

Tommy – Some companies sell handicap lifts to healthcare companies and the lifts don’t meet code requirements. The lifts are actually designed for a private residence and are not for commercial use. Some of those lifts have been installed at Duke University and Duke Hospital and they have been turned down for receiving an inspection certificate.

**Staff**

Phil – Which areas do you have the most inspections? Tommy – Charlotte, Raleigh and Asheville are busy with construction and continue to grow. Art – How many more inspectors do you need? Tommy – Elevator needs one new inspector in Mecklenburg County and one in Wake County.

Elevator is going to post 2 positions: One position for a Central Area supervisor and one for an elevator inspector. Supervisor, Doug Lucas, is retiring May 1, 2015. Also, a Sr. inspector will be retiring in the near future.

Art – Are you having any problems with filling vacancies? Tommy – No usually we get really good candidates. Five people are interested in the Central Area supervisor position. Tom – In some ways Elevator creates a hiring pool by offers elevator inspectors from the trade to sit in and be tested for their QEI certification. This helps when Elevator is in the recruiting process. Though elevator inspectors in the private sector make double what our inspectors make the State offers State benefits and less travel. Big elevator companies are with the Union and they have a neat program. However, there are several small elevator companies that provide elevator installation services throughout the State.

### **Routine Inspections**

Routine inspections go down in September and October.

The Elevator bureau has 34 field inspectors and they all have databases. Any routine inspection past 50 weeks will show up in red in their database the oldest inspections appears first on their list.

Tom – There needs to be a Rule change for repair follow-ups. If an inspector sites a company for a needed repair the current Rule states that an inspector has to return within 60 days to check the repair and that is impossible for them to do. If the device presents any imminent danger the device is shut off immediately. Once there is a Rule change, the responsibility will be placed back on the owner to report back on any violations sited. The Public will receive a flyer about the Rule change along with their invoice. The owner will have the responsibility of reporting back to Elevator about the citation. The owner can fill out and submit the form electronically, fax or e-mail it into Elevator. When Elevator runs a monthly report for compliance forms and a company doesn't report back to Elevator. A letter will be mailed to the owner stating: That, if the owner doesn't report back to the Elevator bureau about the violation, an inspector will be sent out to remove the certificate of operation and that the fire marshal will be contacted letting them know that the business is in violation of their certificate of occupancy and the building poses a safety issue for fire fighters and emergency responders.

Tom - George Carter is setting up the program to identify any inspections completed that cited violations and were corrected on or before a certain date. In the past, no one really has tracked that type of data.

### **Reportable Accidents**

Reportable accidents are accidents that require more than first aid.

### **Overtime**

Elevator allows overtime pay to the inspectors during the months of August, September and October because of the amusement inspections at the State fairgrounds. Elevator let Wesley Wyatt at the State fairgrounds know that the inspectors will inspect rides on the DOL's schedule. Overtime is for the inspection of amusement devices only. Art – Give Phil a copy of the overtime numbers. Tom – Most of the overtime is in the east or the west. Unfortunately, there isn't good way to distribute overtime

equably for all inspectors. Art – Does an underperforming inspector get the opportunity to earn overtime? Tom – No. When Tom and Tommy took over, they changed the number of inspectors that inspect at the State Fairgrounds and it saves the State a lot of money. In the past, the bureau had 18 inspectors inspecting 2 weeks in advance. Now, there is a skeleton crew working the week before on the large devices and on the first Monday they have more inspectors come in to inspect. Elevator let Wesley Whyatt know the inspections are done using Elevator's inspecting schedule. Overtime pay is for amusements only. Paying the inspector's overtime is a benefit.

### **Motor Fleet Complaints**

Art is still waiting to hear back about the Motor Fleet complaints for Elevator staff.

### **Elevator Inspections**

Tom – Elevator inspections are caught up more now than ever before.

### **Annual Inspection Meeting**

Art – Can Elevator move their Annual Elevator Inspector's meeting to the 1<sup>st</sup> week of November to coincide with All Employees Week and the banquet on November 5, 2015? Tommy – Elevator may not be able to move the Annual meeting to the first week in November because of the Cape Fear fair. It is the last fair of the season and it is a fairly large fair. A supervisor and a number of inspectors will need to inspect those rides that week. Art – That's fine no pressure, just checking.

### **Accidents**

Tommy – Airports and malls have the most accidents with seniors and small children. Raleigh/Durham and Charlotte Douglas airports usually have the most accidents on the escalators and moving walks. There were 2 fires on moving walks at Charlotte Douglas airport. The airports are reluctant to close down their moving walks for cleaning. The law requires the moving walks be shut down and cleaned twice a year because the machines accumulate lint particles and a buildup of combustible lubricants over a period of time. If the machines are not cleaned, friction can cause a spark and create a fire. Croc shoes are dangerous on escalators because when they are placed against the sidewall of the moving escalator and become friction co-efficient and melt into the escalator stair or the Croc can get caught in a comb plate causing injury.

Tommy – Manufacturers are selling escalator skirt brushes nationally. Skirt brushes on escalators are basically an attractive nuisance.

### **Survey Cards**

Comments are normally usually good.

### **Budget**

Jack Brinson – YTD Elevator is looking at having an extra \$100,000 in revenue this year. Art – Commissioner Berry doesn't want the bureaus to spend money just so they won't lose it. The Elevator bureau has increased revenue for the third year in a row and has reduced their expenditures.

Tom would like to spend the extra money for IT work. Anthony Johnson with Skylar can't get on the short-term staffing list because it is closed and he is unable to join an existing approved staffing agency.

Jim Baker is doing an excellent job as usual collecting outstanding payments for Elevator.

Next Elevator and Amusement Device Quarterly Performance Review meeting will be held on May 20, 2015 at 10:00 A.M., 6<sup>th</sup> floor CR, ORB.