

Elevator and Amusement Device Bureau  
Quarterly Performance Review Minutes  
3<sup>rd</sup> floor CR, Old Revenue Building  
July 22, 2015 at 10:30 AM

Attendees: Phil Hooper, Tom Chambers, Tommy Petty, Jack Brinson, Nancy Vick and Carrie Boring.  
Absent: Art Britt and Adrienne McLean  
Scribe: Charity Locklear

**Tommy Petty reviewed Elevator and Amusement Device's FY Performance Charts for 2014-2015.**  
**Note: Charts and Minutes are posted on the Intranet.**

**Elevator Bureau Performance Report**

All goals and Performance Objectives are have been met.

**Except:**

- 1.1b - Number of inspectors with no routine elevator inspections older than 60 days of the date of the annual inspection on April 30, 2015.  
Standard is 34. Actual YTD = 33 as of June, 2015.
  - The reason objective 1.1b was not met was due to an oversight on the supervisor and inspector lack of not planning time management well.
- 1.5 - Consistent and thorough amusement device inspections at all locations in North Carolina.  
Standard is written standard operating procedures on all key processes.  
Actual YTD = In Process (Gary Evans).
- 2.1- Upgrade current electronic elevator management information system by expanding reporting capabilities.  
Actual YTD = In Process (George Carter).

\*Note that the objectives in purple are objectives have not met because they are still in progress and are under the control of outside IT contractors.

### **Upcoming Fairs**

Tommy is going to have to sit down with the Commissioner and Phil to see which fairs they would like to attend this upcoming fair season.

The first fair is the Drexel Fair that starts August 10th thru 15th, 2015.

The N.C. Mountain State Fair in Fletcher starts September 11<sup>th</sup> thru 20<sup>th</sup>, 2015.

The Cleveland County Fair starts October 1<sup>st</sup> thru 11<sup>th</sup>, 2015 and has the largest attendance other than the N.C. State Fair. They are anticipating 200,000 people to attend this year.

N.C. State Fair starts October 15<sup>th</sup> thru 25<sup>th</sup>, 2015.

Tommy is going to e-mail Phil the fair schedule so Phil can pick the fairs he would like to attend.

Tommy will also mark the fairs that have dates that may change.

### **Monthly Activity Report for FY 2014-2015**

#### **Objectives**

Objective 1.4 - # of agricultural fair partners performing operational checks and collecting non-reportable accident information.

- The fair partner's participants are going to grow.

Objective 2.1 – George Carter returned all of the State equipment to Emily McGill.

Objective 2.2 – This objective can be removed. The pilot program has been completed.

#### **Routine Compliance Inspections**

Tommy – Elevator doesn't receive any fees for routine compliance inspections and that is not good.

The bureau loses money on routine compliance inspections. The Rule needs to change. The fee could be charged to the elevator company or to the owner of the building.

Elevator does have the right to charge \$200.00 in the cases of critical violations to recoup fees.

#### **Rule Book Changes**

Elevator has submitted a list of Rule changes, additions and verbiage for special inspection fees to Jane Gilchrist to review.

#### **Elevator's Annual Elevator Meeting**

The Annual Elevator Meeting will be held November 30<sup>th</sup> through December 4, 2015.

#### **Audit**

Tom – Elevator has fixed problems found in the audit and are now in compliance. The N.C. State General Statutes states that the State Auditor's office has to visit each State bureau and do an audit and come back to make sure the problems found in the audit are fixed.

#### **Staff**

Clay Kircher is a new inspector supervised by Ron Henegar. Ron Henegar goes out on inspections with Clay.

Two people may possibly retire next year.

Preston White and Danny Cannon split Buncombe County. (Asheville is a growing area.)

### **Recruitment**

Tommy – Recruitment of qualified elevator inspectors is challenging do to the fact the Union elevator inspectors just got a pay raise and the State can't compete with the Union on salaries. The inspectors need to receive a pay increase or we aren't going to get qualified inspectors and we could lose current inspectors. The inspectors that travel a can get burnt out.

Most of the applicants that Elevator receives are from elevator mechanic helpers. There are Elevator companies that are trying to recruit a couple of our State inspectors.

Once an inspector is hired it takes a year for training to get them certified.

There is one inspector vacancy in Mecklenburg County. (Most of all the work in Mecklenburg County is in Charlotte.)

Phil – Do you need more inspectors? Tommy – Yes, we asked for more inspector positions last year. Tom – Elevator can't effectively tell how many inspections an inspector can do because of the large number of elevators to inspect annually plus amusement device inspections. In the past the man hours, units and time available were broke out. But, some facilities may take a week to inspect and the inspector may have to do a return inspection. Travel time from one location to another location is a factor that is an issue in the western part of the state. GIS was looked at in the past because it has grid coordinators; however, GIS would not make elevator inspection travel time more efficient.

There is one inspector vacancy in Wesley Tart's area Eastern Area B.

### **Accidents**

Most of the accidents reported are patron error. Phil – What are the nature of those injuries. Most accidents were on escalators in Mecklenburg County. Usually, accidents on escalators involve elderly people. Inspector go out to all of the reported injury sites and take photographs.

### **Survey Cards**

Survey comments are good for the most part. The negative complaints are about fees or an owner is on site when the inspection is completed.

### **Zip Lines**

If the Legislators make it law that the Elevator Bureau has to inspect zip lines, the bureau will definitely need more inspectors. Zip lines need the safety standard to meet the highest standard for safety.

### **Ghost Town**

Ghost Town did not open this year due to a water pump issue. The chairlift was shut down because of unsafe conditions. The evacuation route is filled with hay and holes.

### **Sugar Mountain**

Sugar Mountain will have the first 6 seater detachable lift that can be converted into gondolas once the manufacturer finishes their testing.

**Chair Lift Inspections**

Phil – When do you start chair lift inspections? Tommy – In September.

**Tramways Rider Responsibility Act**

Tramways have the Tramway Rider Responsibility Act that makes the person liable for their self and liable for any damage to the equipment.

**N.C. State Fair Chairlift**

The bid has been cancelled for this year. The vendors couldn't meet the State Fair's contract requirements before their deadline date. The State Fairgrounds is looking at opening a new contract for a three lift system. The State Fairground will receive 25% of all income taken in from the lifts.

The State Fairgrounds is anticipating another big year this October, 2015.

**Budget**

The Budget Receivables, Billing and Collections report was provided at the meeting. Jack Brinson – Elevator collected 98.5 % of receivables and only about \$22,000 in write-offs.

Next Elevator and Amusement Device Quarterly Performance Review meeting will be held on November 11, 2015 at 10:00 A.M., 6<sup>th</sup> floor CR, ORB.