

About the new technology coming to the L&I Elevator Program

L&I's Elevator Program is developing a new Conveyance Management Portal (CMP). The system will provide permitting, inspection, and other information with greater ease and security for customers and staff. Since 2006, the agency has been using an existing system that does not provide the needed functions.

Here is a list of common questions about the project and what L&I is doing to improve service. We will update this list.

About managing your conveyance

1. How much does the new system cost?

ANSWER: It is a \$3.52 million project.

2. Who's paying for it?

ANSWER: Agency funding and an increase in fees for program services are covering the cost. L&I held a public hearing on the fee increase, where no opposition was voiced. The fee increase is 8.5 percent for 2023 and 2024.

3. Who's building the Portal?

ANSWER: L&I chose [Aithent](#) (pronounced with a soft "th": *Aay-thent*) to supply the agency's first Software as a Service (SaaS) product. This product is used by many other jurisdictions for this type of permitting and inspection work. The team is now working to configure the system to meeting the unique needs of Washington state. Aithent is working closely with L&I staff to ensure information from the current system moves seamlessly into the Conveyance Management Portal, and integrate the new system with L&I programs from which information is pulled for permitting, invoicing and more.

Most importantly, customers of the Elevator Program are also supporting the project, by collaborating with a Business Readiness Team.

4. When will the new system start?

ANSWER: It will "go live" in January 2024. An exact date hasn't been selected yet.

Customer benefits

5. What are the benefits to the customer from the new Portal?

ANSWER: The benefits are many and include:

- New permit application features a step-by-step process that is intuitive for the user. And permits can now be paid for online!
- Renewal of a Permit – renew multiple permits at one time.
- Annual Operating Certificate (initial and renewal) – these yellow stickers are placed in or near all conveyances. With the Conveyance Management Portal, you can print them off as soon as they're paid for, not wait for something in the mail.
- View Inspections - customers can go online to respond to inspection corrections and easily request extensions.
- Customers can also receive alerts and reminders via email when action is needed.

6. How do I find out more about this project?

ANSWER: There are several ways to learn more:

- Visit www.Lni.wa.gov/CMP.
- Call 360-902-6130 or email ElevatorSect@Lni.wa.gov.
- [Join the Elevator Program's email list](#).
- Attend a meeting of the [Elevator Safety Advisory Committee](#).

Details about the Portal

7. If I apply for multiple permits, can I pay all the associated fees at the same time?

ANSWER: Yes. The fees will be waiting in your “cart,” and can be paid in one lump sum.

8. I'm excited we can apply and pay for permits online in the Conveyance Management Portal. Will we still be able to visit a customer service location to do this?

ANSWER: Yes. We hope the online option makes the task quick and easy, but you're still welcome visit in person at [any of our local offices](#).

9. When you launch the Portal, will all of my permit history transfer?

ANSWER: Yes. Your previous history will be available in the CMP.

10. When I upload plans and other documentation after applying for a permit, can I upload a single large packet, or do I have to upload documents one by one?

ANSWER: You can upload them all at once as part of a single file. In fact, we prefer that because it makes our review of the documents more efficient.

11. If I need to make a change to a permit in progress, am I required to upload all of my documentation again?

ANSWER: No. You'll only need to upload the sections of the documents that outline the proposed change.

12. If I apply for a permit and want to make a change, is there a cost for that?

ANSWER: No. There is no fee charged for revising a permit application in process.

13. When the Portal generates a permit renewal reminder, who receives the email?

ANSWER: Renewal reminders will route to your administrator (your company's main point of contact). They'll be sent at 60 days and again at 50 days before expiration.

14. When I sign in, will my information be pre-populated every time?

ANSWER: Yes. You will need to confirm its accuracy.

15. Will L&I provide instructions or training for the Conveyance Management Portal?

ANSWER: Yes. We encourage you to [join our mailing list](#). We will also make instructions and training [available on our website](#) and continue Listening Sessions with customers. At those meetings we demonstrate portions of the new CMS and hear from you, the customer, about changes we should consider.

16. Will only online payments be accepted?

ANSWER: We will still accept checks and/or payments at [any of our local offices](#).

17. Will you accept plans on paper?

ANSWER: No. Please log into the Portal and upload your plans there.

18. Can we change plans in the Portal once a permit has been issued?

ANSWER: Yes. There will be an alteration option available as you manage your conveyance in the Portal.

19. If I pull a new installation permit and something has changed, the plans will need to be re-reviewed. How will that happen?

ANSWER: We are still discussing the complete revision process and will continue to share updates.

20. Do receipts list a building name along with conveyance numbers?

ANSWER: Receipts in the new system will include this information.

21. Can I search for old conveyance permits in the new Conveyance Management Portal?

ANSWER: Yes. It will be located in the same section you search for pending applications.

22. Can I submit plans and pull permits for temporary construction elevators as part of managing my conveyance in the new system?

ANSWER: Yes. The Portal will cover all conveyance types that the Program inspects.