



STATE OF WASHINGTON
DEPARTMENT OF LABOR & INDUSTRIES

PO Box 44400 • Olympia, WA 98504-4400

RE: New CMS Project Update #10

Dear elevator industry business, property owner or manager, or stakeholder,

We celebrated the formal kickoff Feb. 21 of the New Conveyance Management System (CMS) Project. If you couldn't attend, this will be a brief review followed with the project update.

About the kickoff

The kickoff took place at a meeting of the Elevator Safety Advisory Committee (ESAC). The group meets quarterly and its meetings are open to the public.

L&I Director Joel Sacks thanked customers for their support of the project and helping the agency get to the kickoff milestone. He made clear the importance of the project for the agency, and the expertise of the project team. Finally, he committed to project transparency, and working with customers.

Representatives from the project vendor, [Aithent](#), spoke about the company's more than three decades of working with government agencies. They highlighted how the new CMS can be updated as needs change.

Project update

Team members updated the project status, including:

- Development of "modules" for the project. The module being worked on currently is designing the "Permit Application" process. Once developed, the module will go through staff and customer reviews. The first demonstration is expected around June or July, and we will keep you informed as we get closer to the date.
- We're looking for volunteers to help us test the modules as they come on line. If you use the CMS, we would appreciate your insight. Use the email ElevatorSect@Lni.wa.gov.
- In March, the first of a series of quarterly "listening sessions" will take place. It will be a chance for you to hear directly about the project, and ask questions. The listening sessions will continue once the new CMS is online, still scheduled for January 2024.
- Figuring out a name. We've collected about 40 responses about what the new CMS should be named. It's the name you will see when logging into the MyL&I portal. We'll let you know the results at the listening session.

Background

Since 2006, the current system provides permitting, inspection, and other information for L&I's Elevator Program. It is aging, failing, and no longer meets the needs of customers and staff. The \$3.52 million project for a new system includes funds from state government and fee increases. The New CMS, scheduled to go live in January 2024, will include a secure customer portal for you to manage your account.

If you have questions about the new system, please contact the Elevator Program, at 360-999-0592 or ElevatorSect@Lni.wa.gov.

Gerald Brown