



STATE OF WASHINGTON  
DEPARTMENT OF LABOR & INDUSTRIES

PO Box 44400 • Olympia, WA 98504-4400

RE: New CMS Project Update #6

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

Here is your latest project update regarding the New Conveyance Management System (CMS) Project for L&I's Elevator Program. The project is picking up pace after a pause to work through some of the procurement and contracting steps. There is also significant news regarding the implementation of the planned fee increase to help pay for the new system.

### Project update

- **[Aithent](#) is the project vendor.** The New York-based company, formed in 1991 with offices in India, supports other state agencies' licensing, permitting, and inspection programs. There were two other bidders: Public Consulting Group LLC, Sacramento, Calif.; and EightCloud LLC, Kirkland, Wash. We promised to provide this information.
- **L&I is moving carefully in buying this service.** With the selection of the vendor, the project team has updated the schedule with a new go-live date: January 2024. This project represents the first time the agency has bought a complete service on this scale from a third-party vendor. As a result, we are moving carefully to ensure we get a product that works for all of us.
- **Fee increase split.** As a result of the new go-live date, the single 17 percent fee increase we considered will instead be split into two 8.5 percent fee increases effective Jan. 1, 2023, and Jan. 1, 2024. The fee funds only the new project. For this to take place, L&I will file a change to the Washington Administrative Code likely next month. The reason for the split is a result of the new project go-live date. The 17 percent fee increase was set to go into effect last month.
- **Staff change.** L&I Technology & Outreach Program Manager Shari Reiter-Johnson is the new executive sponsor for this project. She takes over as executive sponsor from Annette Taylor, who has moved onto another agency. Shari has been program manager for 20 years, and has worked for the agency for nearly 25 years. She has been the executive sponsor of more than a dozen successful projects over the last decade.

### Schedule of what's next

**Contract start date:** Aug. 12. We are completing the Statement of Work – the document that outlines details to make CMS happen. That scope is expected to be completed by the middle of September.

**Filing fee change rule:** October

**Scheduled fee increase:** Jan. 1, 2023, 8.5 percent; Jan. 1, 2024, 8.5 percent

**System Go-live date:** January 2024

### Background

Since 2006, the current CMS 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 will include a secure customer portal for you to manage your account.

This information was presented at a meeting of the [Elevator Safety Advisory Council](#) (ESAC) last month. The ESAC's purpose is to advise and work with the Elevator Program on all matters regarding how the elevator industry and its stakeholders are affected. Go to [www.Lni.wa.gov/safeelevators](http://www.Lni.wa.gov/safeelevators) and click on the council's page to find out more.

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

Gerald Brown