



STATE OF WASHINGTON
DEPARTMENT OF LABOR & INDUSTRIES
PO Box 44400 • Olympia, WA 98504-4400

RE: New CMS Project Update #8

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

Here is what's new regarding the New Conveyance Management System Project:

Project update

- **Onboarding continues.** The process to onboard the project vendor, [Aithent](#), continues this month. This process involves vendor representatives meeting with agency staff, including the Elevator Program. Discussions involve a formal project plan and schedule.
- **A look ahead.** We look toward presenting a system preview early in 2023. That virtual presentation will also be an opportunity for you to ask questions and talk to agency and vendor representatives. When a formal date is scheduled, we'll let you know.
- **Stakeholder Interview presentation.** The [Elevator Safety Advisory Committee](#) met Nov. 15 and the results of nearly 30 interviews – mostly with internal staff – were presented. Comments focused on the need for a customer focus and accountability as the project moves forward. Accountability will mean delivering on our promises; customer focus means the needs of people who will work with the new system, both internal and external, will be a priority. What will we do with this information? The survey results will inform us as we focus on other opportunities to communicate and engage with you.
- **Fee increase finalized.** Earlier this month, L&I filed the formal schedule of fee increases in support of the new project. You can review the new fees [here](#) or on the program's "[Rule Development](#)" page. Details are in the "[CR-103](#)" document, filed with the state Office of the Code Reviser.

Schedule of what's next

Fee increase: Jan. 1, 2023, 8.5 percent; Jan. 1, 2024, 8.5 percent

Public presentation on New CMS: Early in 2023

System Go-live date: January 2024

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