

State of Washington
 Status of Audit Resolution
 December 2019

Department of Labor and Industries

Agency 235

Audit Report	Finding Number	Finding and Corrective Action Status
1024490	2018-001	<p>Finding: The Department of Labor & Industries did not have controls in place to ensure annual inspections of elevators and related conveyances were performed, as required by state law.</p> <p>Corrective Action: The Department concurs with the finding.</p> <p>The Department strives to ensure compliance with state law, and has been making continual efforts in improving the elevator inspection process. However, the Department faced significant challenges in filling inspector positions due to salary lags compared to similar positions within the industry.</p> <p>In 2016, the Department contracted for an independent study to evaluate current processes and identify areas for improvements. The study resulted in a number of recommendations for program improvements and enhancements to be implemented in phases.</p> <p>As of June 2018, Phase I of program improvements and enhancements was complete with the following results:</p> <ul style="list-style-type: none"> • Pursued and obtained salary increases for elevator inspectors to address recruitment and retention. • Hired six additional inspectors. • Developed standardized work for annual inspections to streamline work process. • Updated online forms. • Revised technical briefs for stakeholders. <p>As of November 2018, the Department launched Phase II of program improvements and enhancements, which will be fully implemented by December 2021. Specifically, the Department:</p> <ul style="list-style-type: none"> • Began the development of virtual inspection capability via live streaming through Skype, which will allow inspectors in one location to remotely inspect residential chairlifts. The Department hopes to expand this capability to include elevators, escalators, and other conveyances in other locations, thus saving travel time and expediting services to contractors and service companies. • Secured \$1.5 million of funding from the legislature to develop the New Conveyance Management System, a new computer software used for scheduling and managing inspection billing and all types of records. • Implemented procedural changes for elevator inspections which include: <ul style="list-style-type: none"> ○ Developing program-wide standard work procedures for inspectors. ○ Developing a guideline for overdue inspections and protocol for inspectors.

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1024490	2018-001 (cont'd)	<ul style="list-style-type: none"> ○ Focusing inspections in areas of higher concentrations of conveyances to increase efficiency and to focus efforts on areas with greatest ridership. ● Requested funding to hire ten additional staff, including eight inspectors and two central office staff members, to increase timeliness of inspections. <p>Completion Date: Corrective action is expected to be complete by December 2021</p> <p>Agency Contact: Jennifer Myers, CPA Director Internal Audit PO Box 40005 Olympia WA 98507-4005 (360) 902-9117 Myej235@lni.wa.gov</p>