

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

L&I's Elevator Program is developing a new Conveyance Management Portal (CMP, or "Portal"). 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 a system that does not provide needed services.

Here is a list of topics customers have asked about the Portal. There will be FAQ updates.

- Customer benefits
- Working with the Portal
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Customer benefits

1. How does the new Portal benefit customers?

The benefits are many and include:

- New Permit Application features step-by-step process that is intuitive for the user.
- Manage and pay for permits online.
- Renewal of a Permit – Renew multiple permits at one time.
- Annual Operating Certificate (initial and renewal) – These yellow certificates are placed in or near all conveyances. With the Conveyance Management Portal, print them off as soon as they're paid for, no waiting for something in the mail.
- Customers can go online to respond to inspection corrections, and request extensions or waivers.
- Customers will also receive alerts and reminders via email when action is needed.

Working with the Portal

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

Yes, multiple permits and invoices can be paid for at one time.

3. 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?

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

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

You will be able to 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. If you need to provide more than one document, you can do so. The system will not limit the number of items uploaded during permit application.

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

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

6. Will you accept plans on paper?

Yes, though the Portal makes plan submittals quick and easy. We hope you take advantage of that method.

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

No. There is no fee charged for updating a permit application in process.

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

Renewal reminders will route to your designated Portal administrator (your company's main point of contact). They'll be sent at 60 days and again at 15 days before expiration.

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

If your plans change after a permit has been approved and issued, you will need to contact L&I for assistance.

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

The Portal will allow contractors to apply online for permits for Construction Material Hoists and Construction Personnel Hoists.

To obtain a commercial conveyance temporary construction use-only permit, contractors will continue to follow today's process, and contact L&I inspectors for assistance.

Payment and fees

11. Once the Portal is live, am I required to pay fees online?

No. We will still accept checks.

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

Yes. Receipts in the new system will include this information.

13. Will building owners/property managers be able to get operating certificates?

Yes. They can purchase an operating certificate, then print it out themselves. There's no need to wait for mail delivery.

14. Can we currently pay online for install permits?

No. That service will be part of the new Conveyance Management Portal. The CMP will allow the user to print a receipt, which will show how the permit was paid.

15. Can we pay with CDs for Contract Accounts?

No. Instead, you will be able to use the CMP's online features to pay a full amount in real time and track how much you have paid to avoid accidental partial payments.

16. Can we still use the fee calculator on L&I's website to determine what we owe?

Yes. Use the existing calculator on the [Elevator Program's webpage](#).

CMP background

17. When will the new system launch?

An exact go-live date in 2024 has yet to be selected. There will be updates to the system – much like any technology introduction – after launch. We delayed a previous launch for January 2024 to ensure there was ample time to provide training, and information transfers seamlessly into the Conveyance Management Portal.

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

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](#).

19. How much does the new system cost?

It is a \$3.52 million project.

20. Who's paying for it?

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 fees increased 8.5 percent for 2023 and 2024.

21. Who's building the Portal?

L&I chose [Aithent](#) 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 working with the firm to configure the system to meet our state's unique needs. This includes ensuring information from the current system moves seamlessly into the Conveyance Management Portal, integrating the new system with L&I systems from which information is pulled for permitting, invoicing and more.

Other questions

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

Yes. Your previous history will be available.

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

Yes. You will need to confirm its accuracy.

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

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 get your feedback.

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

No, you will only be able to search for active permits, annual operating certificates, and pending permit applications. If you need help referring to an old conveyance permit (denied or expired more than six years ago), then you will need to contact L&I for help.

26. Will L&I provide instructions about how to complete inspection correction reports online?

Yes. There will be information on how contractors, elevator companies, and program inspectors can complete reports. There will be a wide range of training opportunities and how-to guides.