



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

RE: New CMS Project Update #7

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

We have reached an important milestone for the New Conveyance Management System (CMS) Project with the vendor, [Aithent](#). Here's what's happening:

Project update

- **Statement of Work signed.** L&I and Aithent signed a project Statement of Work. This milestone document outlines project requirements and the time frame for the work. In short, it sets the parameters of how we will work together. The next step will be the formal onboarding of Aithent to L&I. This involves vendor representatives meeting with agency staff, including members of the Elevator Program.
- **Opportunity for you to find out more.** Plans are in the works for a presentation to you about the project. This virtual presentation will take place early in 2023. You will be able to ask questions and talk to agency and vendor representatives.
- **Survey says.** L&I has surveyed about 30 stakeholders, people both externally and within the agency, regarding their knowledge about the project and any concerns. This survey will help inform our communication efforts. The results will be presented at the November meeting of the Elevator Safety Advisory Committee.

Schedule of what's next

[Elevator Safety Advisory Committee](#): Nov. 15. Public comment will start at 8 a.m., with the formal meeting beginning at 9 a.m.

Scheduled 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