

# 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 to customers. Since 2006, the agency has been using a system that no longer provides functions needed with the changing times.

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

- Customer benefits and upcoming events
- Working with the Portal
- Payment and Fees
- About the conveyance
- Other questions

## **Customer benefits and upcoming events**

### 1. How does the new Portal benefit customers?

The benefits are many and include:

- Step-by-step permit application process that's easier and more intuitive for the user – and you can pay for it online!
- Receive immediate notification of an L&I decision about installation/alteration/renewal or other permits, eliminating the wait. Uses existing logins for your MyL&I or Secure Access Washington (SAW) account.
- Annual Operating Certificate (initial and renewal) – These yellow stickers are placed in or near all conveyances. With the Conveyance Management Portal, print them off as soon as they're paid for without waiting for something in the mail.
- View inspections. Customers can go online to respond to inspection corrections, and easily request extensions or waivers.

Customers can also receive alerts and reminders via email when action is needed.

### 2. When will the Portal launch?

The CMP will go live Feb. 26, 2025.

### 3. How do I find out more about this project?

There are several ways to learn more:

- Visit [www.Lni.wa.gov/CMP](http://www.Lni.wa.gov/CMP).
- Call 360-902-6130 or email [ElevatorSect@Lni.wa.gov](mailto:ElevatorSect@Lni.wa.gov).
- [Join the Elevator Program's email list](#).
- Attend a meeting of the [Elevator Safety Advisory Committee](#).

## **Working with the Portal**

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

Yes. The fees will be waiting in your “cart,” and can be paid in one lump sum.

5. 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](#).

6. Can I still work with the inspector or staff person I’ve talked to in the past?

Yes. We encourage you to talk with our knowledgeable program staff about the Portal or anything else related to conveyances.

7. When I upload plans and other documentation after 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.

8. 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.

9. Will you accept plans on paper?

Uploading plans using the Portal can speed review. We strongly prefer accepting plans through the Portal and hope you take advantage of that method.

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

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

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

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

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

Yes. There will be a revision option available as you manage your conveyance in the Portal. We urge you to participate in listening and training sessions before the Portal launches. How-to guides will also be available.

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

Yes. The Portal will cover all products L&I inspects.

14. Will pending inspection violations affect permit requests going forward?

Yes, for the conveyance being installed. If the elevator, for example, passes with corrections, then you will be able to obtain an operating certificate. If you have an active conveyance, you can still renew an annual operating certificate while the inspection is in progress.

15. How will the Portal improve the process to receive annual operating certificates?

The Portal will greatly increase the speed with which you'll receive an annual operating certificate. With the Portal, after the inspector completes an inspection and issues an approval, you'll be able to log on in the same day, pay for the permit, and print it off. It removes waiting for permits through the postal service.

16. For a property management company, will you be able to create one account for all the properties we oversee, or will multiple accounts be needed?

The Portal is based on Unified Business Identifier (UBI) number. So, if the company has one UBI number, then it would be on a single account. The Portal will offer ways to grant a customer access to people you need to provide any additional information.

### **Payment and fees**

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

No. We still accept a variety of methods of payment at any of our service locations.

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

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

19. 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.

20. 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.

21. Can we pay with CDs for Contract Accounts?

Yes and no. The Portal will only accept online payment, however, L&I will not be removing CD accounts. If you wish to pay via CD, you will need to either call the Elevator Program for assistance, or visit one of our L&I service locations.

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

Yes. You may continue using the existing calculator on the [Elevator Program's webpage](#). The Portal will also have a separate fee calculator.

23. What if I paid the wrong amount for a permit?

Good news, we think you'll make less errors in the new system. When you fill out the application and pay online, the CMP will calculate the amount to be paid. If the fee was calculated incorrectly and L&I determines you owe more, you will receive an invoice. If you paid too much, L&I will issue a refund.

### **About the Portal**

24. How much does the new system cost?

It is a \$3.52 million project.

25. 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.

26. 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 programs from which information is pulled for permitting, invoicing and more.

27. What helped initiate the project?

[A 2016 report](#) identified the need for a new system and the deficiencies of the current one ("Conclusion 9: The Elevator Program has insufficient data and information to make informed decisions and to manage workload," starting on P. 45). The report is available at [www.Lni.wa.gov/safeelevators](http://www.Lni.wa.gov/safeelevators), under "About the Elevator Program." Simply click on "Publications: Elevators," from the left-hand navigation bar, and scroll down to "Reports."

28. Is the project on schedule?

There have been several challenges made clear only after we selected the partner-vendor in 2022 that have shifted the dates from January to October, 2024. We've now scheduled the launch for Feb. 26, 2025. We are committed to deliver a high-quality system that includes the most important features for customers.

29. What factors contributed to the shifting of the launch date to Feb. 26, 2025?

We based the original schedule on early project estimates, and before detailed analysis of the hundreds of requirements that had been gathered. The CMP is using Software as a Service (essentially an off-the-shelf product) on a larger scale than L&I has ever attempted. This requires extensive coordination, testing, and migration of more than a decade of data from the existing system. The project remains within the current budget allotment. The Feb. 26, 2025, launch date takes into account technical and training issues.

### **Other questions**

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

Yes. Your previous history will be available in the CMP.

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

Yes. You will need to confirm its accuracy.

32. 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 Portal and get your feedback.

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

Yes, you will be able to find all approved and pending applications.

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

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