



DEPARTMENT GOALS & OBJECTIVES 2018

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DEPARTMENT: Elevator Inspection Program	SUBMITTAL DATE: August 2017
STATED MISSION STATEMENT *overall purpose of department*	As the authority having jurisdiction under the Elevator and Escalator Certification Act for elevator safety inspections across the region through MOU with the Colorado Division of Oil and Public Safety, the program works cooperatively with local jurisdictions to streamline regulatory codes for vendors, and insure compliance with state law so that conveyances operate as safely as possible for property owners and the public.

GOAL 1: Public Safety: Insure that all conveyances within region are operating safely in compliance with state law, code and best practices	
OBJECTIVES	<ol style="list-style-type: none"> 1. Stay current with inspection of new conveyances and modifications requested 2. Stay current with annual inspections of elevators 3. Become current with two standing Notices of Correction from the State
MEASUREABLE OUTCOMES *how will you know when you meet these goals?*	<ul style="list-style-type: none"> *No elevators operating without having a "5 year witnessing certification inspection," or in-operation with "void certificates." *Achieve compliance with State Office with regard to enforcement *Compliance achieved smoothly, rapidly, and well communicated to stakeholders
WHY THESE GOALS? *audit review, team aspiration, client input, survey results, etc.*	These goals are non-optional in order to for NWCCOG to continue as the authority having jurisdiction for the state and meet it's vision statement. The region would not be well served by a patchwork of inspection services.

GOAL 2: Review and Improve all Systems, policies and protocols within Program	
OBJECTIVES	<ol style="list-style-type: none"> 1. Cross Train on ALL program scopes of work 2. Develop clear, written protocols and checklists 3. Update notification and enforcement practices, review software/database
MEASUREABLE OUTCOMES *how will you know when you meet these goals?*	<ul style="list-style-type: none"> *Positive annual audits from State without notices of corrective action or extensions *After some expected resistance to change, feedback from conveyance owners and elevator maintenance companies about how professional, effective and efficient the program experience was.
WHY THESE GOALS? *audit review, team aspiration, client input, survey results, etc.*	Becoming current with the backlog of inspections, and minor adjustments to compliance without also improving and standardizing the system itself does not meet internal expectations of professionalism, or external expectations from the state.

GOAL 3: Develop On-going Practices to Strengthen Program

OBJECTIVES	1. Develop and adopt an employee training program
	2. Develop a standardized on-boarding process
	3. Develop system of internal and external communication with regard to policies and procedures
MEASUREABLE OUTCOMES *how will you know when you meet these goals?*	* adopted professional development program for inspectors * adopted on-boarding plan for new inspectors * adopted communications plan with stakeholders-- ongoing, even after transition to new protocols
WHY THESE GOALS? *audit review, team aspiration, client input, survey results, etc.*	The outcome, "answers" and general experience of an inspection should be neutral and performed at the same high level of professionalism no matter which inspector performs it. The same should be said for intake and administrative processing of files.