

Candidate Information Bulletin
*Elevator Agency Director
Elevator Agency Inspector
License Examinations*

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The NYC Department of Buildings (“Department”) has contracted with CPS HR Consulting (CPS HR) to develop and administer license examinations for various construction trades. Information in this candidate information bulletin is important for you to know and is relevant to every step of the examination process. It is your responsibility to read, know and understand this bulletin. You will be held accountable for the information contained within.

License Requirements

This license authorizes a NYC licensee to perform and/or witness inspections and tests or enter into contracts pursuant to article 304, Chapter 3 of the NYC Administrative Code.

Applicants must meet **all** of the below requirements prior to their background application submission date:

- Be at least eighteen (18) years old;
- Be able to read and write the English language;
- Be of good moral character; and
- Be fit to perform the work authorized by the particular license.

Elevator Agency Director

- Have completed an OSHA 30-Hour General Industry Standards course within two (2) years prior to the date of background investigation application.

Applicants must also meet one (1) of the following levels of experience prior to their background application submission date.

- Have a minimum of **ten (10) years of satisfactory experience** within the fifteen (15) years immediately prior to the background application submission date supervising the assembly, installation, maintenance, repair, design, or inspection of elevators; **or**
- If you are a New York State licensed professional (Professional Engineer [P.E.] or Registered Architect [RA]), you must have a minimum of **five (5) years of satisfactory experience** within the seven (7) years immediately preceding the background application submission date either supervising the assembly, installation, maintenance, repair, design or inspection of elevators.

***Note:** Each Elevator Agency Director shall supervise the operations of only one elevator agency.*

Elevator Agency Inspector

- Have completed an OSHA 10-Hour General Industry Standards course within two (2) years prior to the date of background investigation application.
- Have a minimum of **seven (7) years of satisfactory experience**, within the ten (10) years immediately preceding the background application submission date in the assembly, installation, repair, design, or inspection of elevators or as an elevator mechanic.

To successfully qualify for Elevator Agency Director or Elevator Agency Inspector license, candidates must first pass a written examination. The Department has approved the examination

content outline for the Elevator Agency Director and Elevator Agency Inspector written examinations. The pass point listed for the written examinations reflects the minimum competency required by Elevator Agency Directors and Inspectors to successfully perform their job duties in a responsible manner that protects the public from harm.

Submitting Your Examination Application

Before you can schedule your examination with CPS HR, you must submit a **typed** examination application and fee to the Department. Applications that do not include the examination fee will be returned to the applicant. Corresponding license examination applications can be found on the Department's website at <http://www1.nyc.gov/site/buildings/industry/applications-forms.page>. Any false statement on your application will result in you being deemed ineligible to take the corresponding license examinations and may result in severe civil and criminal penalties.

All Special Examination Arrangement requests **MUST** be submitted with the application to be accepted.

Examination Fee

The fee for the written examination is \$525. **The fee is nonrefundable** and does **not** include the background investigation fee or the license issuance fee for your license after you pass the examination and background investigation.

The fee must be paid by money order **only** and made payable to the New York City Department of Buildings. Checks and cash will **not** be accepted. Please make sure to include the last four digits of your Social Security Number on the front of your money order and retain a copy of the money order receipt as your proof of filing.

Scheduling Your Examination

You must complete and submit the written examination application as outlined on the Department's website, located at <http://www1.nyc.gov/assets/buildings/pdf/lic41.pdf>. Check the box that indicates your trade and submit the application with the \$525 fee (as noted above).

Once you receive an email notifying you that you are eligible to take the corresponding license examination, you are responsible for scheduling an appointment to take the examination.

You may only test one time per notification of eligibility. Each time you fail, you must reapply with the Department.

Important: You have six (6) months from your examination application date to take the examination. If you have not taken the written examination within six (6) months, you will need to reapply through the Department and pay the corresponding examination fee.

The examinations are administered by CPS HR's partner, *Pearson VUE*, at one of their several convenient test centers in and around the City. You may schedule via the Internet by clicking on the link found in your eligibility confirmation email. When registering for your examination, you will be provided with a list of available test locations and availability options. You will be able to choose the center that is most convenient for you.

To Schedule an Examination Online

After your examination application with the Department has been accepted, you will receive a notice via email that you may schedule your licensure examination. This notice will provide the information you need to schedule your examination, including a link to the scheduling website.

Important: For best results, access the link from a desktop or laptop computer. Please avoid accessing the link and scheduling from a smartphone. The scheduling website is optimized for desktop/laptop browser use.

After scheduling the examination, you will receive a confirmation email with appointment details. Visit the CPS HR website at https://link.cpshr.us/NYC_DOB_Exams for more information.

Holidays

Testing generally does not occur on the following holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving and the Friday after
- Christmas Eve and Christmas Day

If you have any questions regarding the scheduling process or experience any difficulty using the website, please contact CPS HR at 855-224-6977.

If You Need to Cancel an Examination Appointment

You may cancel and reschedule an examination appointment without forfeiting your fee if your **cancellation notice is received two (2) calendar days before the scheduled examination date**. For example, for a Monday appointment, the cancellation notice would need to be received on or before the previous Saturday. **The website link and phone number to call to cancel your appointment will be provided in your examination scheduling confirmation email.**

Please note that you may also use the automated system, using a touch-tone phone, 24 hours a day in order to cancel and reschedule your appointment. If you do not cancel or reschedule your examination two (2) calendar days in advance, you will have to submit another examination application and pay an additional fee. Cancellations do not extend the original six (6) month

deadline to take the written examination. It is your responsibility to ensure that you take the written examination within the six (6) month period of eligibility.

If You Missed or Were Late to Your Appointment

Your application will be invalid, you will not be able to take the examination as scheduled, and you will forfeit your examination fee if you:

- Do not cancel your appointment at least two calendar days before the scheduled examination date.
- Do not appear for your examination appointment.
- Arrive after examination start time.
- Do not present proper identification when you arrive for the examination.

Examination Site Emergency Closings

In the event that severe weather or another emergency forces the closure of an examination site on a scheduled written examination date, your examination will be rescheduled. *Pearson VUE* personnel will attempt to contact you in this situation. Every effort will be made to reschedule your examination at a convenient time as soon as possible. You may also check the status of your examination schedule by visiting the *Pearson VUE* website at <https://home.pearsonvue.com/test-taker.aspx>.

Special Examination Arrangements

All examination centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990, and every reasonable accommodation will be made in meeting a candidate's needs. Applicants with disabilities or those who would otherwise have difficulty taking the examination must fill out the form located at <https://link.cpshr.us/DOBADAForm> and email to nycdob@cpshr.us.

Note: All Special Examination Arrangement requests **MUST** be submitted with the application to be accepted. Please submit professional documentation of your disability with your application to help us determine the necessary testing arrangements.

ESL (English is Your Second Language)

Please note that a language barrier is not considered a disability. In order to meet the license requirements, applicants must be able to read and write in the English Language pursuant to Section 28-401.6 of the NYC Administrative Code.

Taking Your Examination

Your examination will be given by computer at a *Pearson VUE* testing center. You do not need any computer experience or typing skills to take your examination. Before you start the examination, you will receive an introduction to the testing system.

Scores are based on the number of questions you answered correctly. You will not be given credit for any question answered incorrectly or left blank. There is no penalty for guessing, so be sure to mark an answer for each question.

Arrival

On the day of the examination, you should arrive at least thirty (30) minutes before your scheduled examination appointment. This extra time is for sign-in, identification verification, and familiarizing you with the examination process.

If you arrive late, you may not be admitted to the examination site, and you will forfeit your examination fee.

Required Documentation at Examination Site

Upon arrival, you will be required to present two forms of identification in order to take your examination.

The first form of identification must be a ***current and valid, government-issued identification with a photo***. In addition, it must contain your signature and the name on the identification must match the name you used to register for your examination. Acceptable forms of identification that meet these standards include the following:

- State Issued Driver's License
- State Issued Identification Card
- Current, U.S. Government Issued Passport
- U.S. Government Issued Military Identification Card
- U.S. Permanent Resident card with a photo ("Green Card")

The second form of identification may be any non-expired identification ***with a photo***.

If you arrive at the test center without IDs that meet the above requirements, you will not be permitted to test, and you will have to pay an additional examination fee.

At the test site, you must complete the Candidate Information Collection and Candidate Attestation documentation processes.

Taking the Examination by Computer

You do not need any computer experience or typing skills to take the examination by computer. If you would like to view a demonstration of the system before your scheduled test time, please visit: <https://wsr.pearsonvue.com/demo/>.

Examination Review

CPS HR, in cooperation with the Department, will be consistently evaluating the examinations being administered to ensure that the examinations accurately measure competency in the required knowledge areas. While taking the examination, examinees will have the opportunity to provide comments on any questions by using the comments key on the keyboard. These comments will be analyzed by CPS HR examination development staff. CPS HR does not respond to individuals regarding these comments but be assured that all substantive comments are reviewed.

Testing Regulations

To ensure that all candidates are tested under equal and favorable conditions, the regulations and procedures outlined below will be observed. Failure to follow these procedures may result in disqualification from licensure.

CPS HR reserves the right to audiotape and videotape any written examination session.

Please note that the following security procedures will apply during the examination:

- No smoking, eating, or drinking is allowed in the examination center.
- You are not permitted to bring any visitors to the test facility (e.g., children are not allowed in the examination area).
- Copying or communicating examination content is a violation of security regulations and may result in the cancellation of your examination results and/or legal action taken under copyright laws.

Personal Items

We recommend that you do not bring any unnecessary personal items to your examination appointment as storage may not be available.

- Notes, books, calculators, pens, and pencils are not permitted. **You will have electronic access to all reference materials and an online calculator.**
- Scratch paper, pens, and pencils will be provided for you.

- Electronic equipment (e.g., cameras, tape recorders, cellular telephones, PDAs, pagers) are not permitted in the testing areas.
- No hats, scarves, or other non-essential garments are allowed in the testing center.
- Pocket items beyond keys or a wallet are not permitted in the testing center.
- Other personal items (e.g., briefcases or backpacks) are not permitted in the testing center.

Breaks

Once you have been seated and the examination begins, breaks are not permitted. You may leave the examination center only to use the restroom, and only after obtaining permission from the proctor. In this case, you must also sign out/in on the roster, and you will not receive extra time to complete the examination.

Misconduct or Disruptive Behavior

Candidates who engage in any kind of misconduct, disruptive, or offensive behavior may be dismissed from the examination. Such behavior includes giving or receiving help, sharing supplies, taking part in an act of impersonation, removing test materials or notes from the testing room, using rude or offensive language and behavior that delays or interrupts testing.

Any candidate seen giving or receiving assistance, found with unauthorized materials, or who violates any security regulations will be asked to surrender all examination materials and to leave the examination center. All such instances will be reported to the Department, and you may be denied licensure.

Weapons

Weapons are not allowed at the testing center.

Important: Before an examination begins, the test center administrator will perform an inspection to ensure candidates are not in violation of any of the above rules and collect any materials that violate the rules.

Exam Security

All test questions are the copyrighted property of the Department. It is forbidden under federal copyright law to copy, reproduce, record, distribute or display these test questions by any means, in whole or in part, without the Department's written permission. Doing so may subject you to severe civil and criminal penalties, including up to five years in prison and/or a \$250,000 fine for criminal violations.

By registering for the exam, you agree to comply with all testing regulations required by NYC DOB and/or NYC DOB's authorized contractors administering the Licensing Exam(s). Furthermore, you

agree without limitation that you will help maintain exam security by not: cheating; providing or accepting improper assistance; using unauthorized materials that are in any way related to the licensing requirements; allowing other persons to use any of your licensing exam answers or personal registration information; disclosing, publishing, reproducing, or transmitting any confidential information, in any form, to any third party (including those who have also taken the test); requesting any other individual to disclose any test or any part thereof to you; bringing in or taking out any materials from the examination area without permission; nor any other unauthorized behavior that violates exam security. **Failure to comply, may result in fines; civil action; denial, suspension, or revocation of license; indefinite ban from seeking a license; or any other action that NYC DOB view as appropriate.**

Examination Results

For written examinations, the Proctor will give you a printed score report immediately following completion of the examination. The report indicates overall score and grade and whether you passed or failed. Proctors do not have any information about these tests or scoring methods.

Whether you pass or fail, you will receive a printed score report following completion of the examination. The Department requires you to submit the original pass score report as part of the submission of your background investigation documents.

Duplicate Score Reports

You can get a duplicate score report through your personal *Pearson Vue* web account any time after completing the examination.

Obtaining Licensure

If you pass you are required to submit, in person, a Background Investigation Questionnaire and all required documents within one (1) year of passing the examination to the Department's Licensing & Exams Unit. Prior to submitting the Background Investigation Questionnaire, you **must** meet one (1) of the levels of experience listed under the Elevator Agency Director and Elevator Agency Inspector sections specified in the License Requirements. Please refer to the Department website for information regarding submission of background investigation documents. If you successfully pass the background investigation, you will receive a notice of qualification from the Department. Upon receipt of the notice, you must contact the Department's Licensing & Exams Unit to schedule an appointment to obtain the license. You have one year from the receipt of the notice of qualification to appear and furnish to the Department all requested original forms, documents, and fees. Failure to do so will result in the denial of the license and will require a re-examination and reapplication.

If you have any questions regarding the application or the application process, please contact the Department of Buildings' Licensing & Exams Unit at www.nyc.gov/buildings or email LicenseExams@buildings.nyc.gov.

Retaking the Examination and the Appeals Process

Retaking an Examination

If you fail the examination, you must wait fourteen (14) days before re-applying for the examination. You may retake the examination, when available, up to three (3) times within a six (6) month period. Each time you wish to take the examination, you must reapply through the Department and pay the full examination fee. Candidates who fail the written test three (3) times within six (6) months must wait six (6) months before applying again to take the written test.

Release of Score Information

Examination scores are released only with the candidate's written consent. In order for CPS HR to release a score to the Department, the candidate must give CPS HR consent. You will be asked for consent when scheduling the written examination before the examination is administered. Your consent is required before you can schedule the examination. If you do not consent you will not be able to schedule the examination and you will not be reimbursed for the examination fees.

Appeals Process

CPS HR's goal is to provide quality examinations and a pleasant testing experience for candidates. If you are dissatisfied with either and believe CPS HR can correct the problem, please use the comment forms available during your written examination administration. Your comments will be reviewed by CPS HR.

If you fail the written examination by five (5) percentage points or fewer, you may submit an appeal. The appeal must state the title of the license examination, your name, return address, the date of the test, and a detailed statement of the grounds for appeal. Your appeal must be received no later than thirty (30) days from the date of notification of failure to pass the license examination. An appeal form can be found at the CPS HR website: <https://link.cpshr.us/DOBAppealForm>.

Please review and fill out the Written and Practical Examination Appeal form. Submit your appeal to CPS HR Consulting at nycdob@cpshr.us using the same email address provided to NYC DOB on your LIC41 (<https://www1.nyc.gov/assets/buildings/pdf/lic41.pdf>). The Appeals Committee will review your appeal and send you a response (via USPS and email) within sixty (60) days of receipt.

Examination Content Outline

The content outlines for the New York City Elevator Agency Director and Elevator Agency Inspector written examinations are provided below. Both elevator examinations are open book and contain the number of multiple-choice questions indicated below, with a three-hour administration time. The content outlines list all topics covered in the examinations and the number of questions asked about each topic.

Elevator Agency Director Written Examination

An Elevator Agency Director is authorized as the responsible representative of an entity that carries on business as an independent contractor to witness tests and inspect elevators, escalators, and related equipment. Those who pass the Elevator Agency Director examination are qualified to supervise the operations of an agency as well as to inspect and test the operation of elevators, dumbwaiters, escalators, moving walkways, wheelchair lifts, other conveying equipment, and trade specific industry knowledge.

Scope of Examination

The examination assesses a candidate’s knowledge of and experience in applying the relevant portions of the NYC Codes, Rules and Regulations, as well as trade specific industry knowledge.

This is an open book examination; however, all references will be provided for you electronically.

# of Questions	Minimum Passing Score	Time Allowed
60	42 (70%)	3 hours

Subject Area	# of Items	References
Elevators	39	
Accessibility	3	ANSI A117.1, ASME 18.1, NYC BC Ch. 11
Electric Elevators	20	ASME A17.1, ASME A17.2, ASME A17.3, ASME 18.1, NYC BC Ch. 30, NYC BC Ch. 33, NYC BC App. K, NYC EC
Hydraulic Elevators	9	ASME A17.1, ASME A17.2, ASME A17.3. ASME 18.1, NYC BC Ch. 30, NYC BC Ch. 33, NYC BC App. K, NYC EC
Other Lifts	4	ANSI/ASSE A10.4, ASME A17.1, ASME A17.3, ASME A90.1, ASME B20.1, NYC

		BC Ch. 30, NYC BC Ch. 33, NYC BC App. K, NYC EC
Administration and Code Requirements	3	NYC BC Ch. 30, NYC ADC Article 304
Escalators	21	
Moving Walkways	2	ASME A17.1, NYC BC Ch. 30, NYC BC App. K, NYC EC
Safety	8	ANSI/ASSE A10.4, ASME A17.1, NYC BC Ch. 30, NYC BC Ch. 33, NYC BC App. K
Maintenance and Testing	8	ANSI/ASSE A10.4, ASME A17.1, ASME A17.2, NYC BC Ch. 30, NYC BC Ch. 33, NYC BC App. K
Administration and Code Requirements	3	NYC BC Ch. 30, NYC ADC Article 304
<p><i>Note:</i> NYC ADC = NYC Administrative Code. NYC BC = NYC Construction Codes: Building Code. NYC EC = NYC Electrical Code. ASSE = American Society of Safety Engineers. ASME = American Society of Mechanical Engineers. ANSI = American National Standards Institute.</p>		

Elevator Agency Inspector Written Examination

An Elevator Agency Inspector is authorized to witness periodic inspections and testing for operating elevators, dumbwaiters, escalators, moving walkways, wheelchair lifts, and other special hoisting and conveying equipment. Those who pass this examination are qualified to inspect the installations, operation, and repair on new, existing, or relocated elevators, dumbwaiters, escalators, moving walkways, wheelchair lifts, and special hoisting and conveying equipment, and trade specific industry knowledge.

Scope of Examination

The examination assesses a candidate’s knowledge of and experience in applying the relevant portions of the NYC Codes, Rules and Regulations, as well as trade specific industry knowledge.

This is an open book examination; however, all references will be provided for you electronically.

# of Questions	Minimum Passing Score	Time Allowed
50	35 (70%)	3 hours

Subject Area	# of Items	References
Elevators	36	
Accessibility	3	ANSI A117.1, ASME 18.1, NYC BC Ch. 11
Electric Elevators	20	ASME A17.1, ASME A17.2, ASME A17.3, ASME 18.1, NYC BC Ch. 30, NYC BC CH. 33, NYC BC App. K, NYC EC
Hydraulic Elevators	8	ASME A17.1, ASME A17.2, ASME A17.3. ASME 18.1, NYC BC Ch. 30, NYC BC Ch. 33, NYC BC App. K, NYC EC
Other Lifts	3	ANSI/ASSE A10.4, ASME A17.1, ASME A17.3, ASME A90.1, ASME B20.1, NYC BC Ch. 30, NYC BC Ch. 33, NYC BC App. K, NYC EC
Administration and Code Requirements	2	NYC BC Ch. 30, NYC ADC Article 304

Escalators	14	
Moving Walkways	1	ASME A17.1, NYC BC Ch. 30, NYC BC App. K, NYC EC
Safety	6	ANSI/ASSE A10.4, ASME A17.1, NYC BC Ch. 30, NYC BC Ch. 33, NYC BC App. K
Maintenance and Testing	5	ANSI/ASSE A10.4, ASME A17.1, ASME A17.2, NYC BC Ch. 30, NYC BC Ch. 33, NYC BC App. K
Administration and Code Requirements	2	NYC BC Ch. 30, NYC ADC Article 304
<p><i>Note:</i> NYC ADC = NYC Administrative Code. NYC BC = NYC Construction Codes: Building Code. NYC EC = NYC Electrical Code. ASSE = American Society of Safety Engineers. ASME = American Society of Mechanical Engineers. ANSI = American National Standards Institute.</p>		

Reference List

The reference list provided below includes suggested materials that could assist you in preparing for the examination. The examination questions reference NYC Codes, Rules and Regulations. Please note that the references below may cite portions of other codes, rules, or regulations. You may be tested on information in these additional sources that are applicable to your trade. The knowledge that will be tested in the examinations will be taken from these materials in addition to applied field knowledge of the Elevator Agency Director and Inspector trades.

This is an open book examination; however, **ALL REFERENCES WILL BE PROVIDED FOR YOU**

****NOTE: You cannot bring hardcopy reference materials to the testing center. Candidates will NOT be allowed to bring their reference materials into the examination.****

1. *2014 NYC Administrative Code, Title 28, Chapter 1: Administration; Chapter 4: Licensing and Registration of Businesses, Trades and Occupations Engaged in Building Work*, <https://www1.nyc.gov/site/buildings/codes/codes.page>.
2. *2014 NYC Administrative Code, Title 28, Article 304.2: Elevators, Escalators, Moving Walkways, Material Lifts, Man Lifts and Dumbwaiters*, <https://www1.nyc.gov/site/buildings/codes/codes.page>.
3. *ICC/ANSI A117.1 – 2009: Accessible and Usable Buildings and Facilities*, American National Standards Institute (ANSI), 1899 L Street NW, 11th Floor, Washington, D.C., 20036, www.ansi.org.
4. *ANSI/ASSE A10.4 – 2007 Safety Requirements for Personnel Hoists and Employee Elevators for Construction and Demolition Operations*, 2004, American Society of Safety Engineers (ASSE), 1800 East Oakton Street, Des Plaines, IL 60018, www.asse.org.
5. *ASME A17.1 – 2000: Safety Code for Elevators and Escalators* (with supplements A17.1a – 2002 and A17.1b – 2003) as modified in Appendix K, American Society of Mechanical Engineers (ASME), 22 Law Drive, Fairfield, NJ 07007-2350, www.asme.org.
6. *ASME A17.1S – 2005: Supplement to Safety Code for Elevators and Escalators* as modified in Appendix K, American Society of Mechanical Engineers (ASME), 22 Law Drive, Fairfield, NJ 07007-2350, www.asme.org.
7. *ASME A17.2 – 2001: Guide for Inspection of Elevators, Escalators, and Moving Walks*, American Society of Mechanical Engineers (ASME), 22 Law Drive, Fairfield, NJ 07007-2350, www.asme.org.
8. *ASME A17.3 – 2002: Safety Code for Existing Elevators and Escalator*, American Society of Mechanical Engineers (ASME), 22 Law Drive, Fairfield, NJ 07007-2350, www.asme.org.

9. *ASME A17.6 – 2010: Standard for Elevator Suspension, Compensation and Governor Systems as modified in Appendix K, American Society of Mechanical Engineers (ASME), 22 Law Drive, Fairfield, NJ 07007-2350, www.asme.org.*
10. *ASME A18.1 – 2005: Safety Standard for Platform Lifts and Stairway Chairlifts, American Society of Mechanical Engineers (ASME), 22 Law Drive, Fairfield, NJ 07007-2350, www.asme.org.*
11. *ASME A90.1 – 2003: Safety Standards for Belt Man Lift, American Society of Mechanical Engineers (ASME), 22 Law Drive, Fairfield NJ 07007-2350, www.asme.org.*
12. *ASME B20.1 – 2006: Safety Standard for Conveyors and Related Equipment as modified in Appendix K, American Society of Mechanical Engineers (ASME), 22 Law Drive, Fairfield, NJ 07007-2350, www.asme.org.*
13. *2014 NYC Construction Codes: Building Code, Chapter 11: Accessibility; Chapter 30: Elevators and Conveying Systems; Chapter 33: Personnel Hoist; Appendix K1, K2, K3, and K4: Modified Industry Standards for Elevators and Conveying Systems, New York City Store, Order Department, One Centre Street, Room 2223, New York City, NY 10007, <https://www1.nyc.gov/site/buildings/codes/codes.page>.*
14. *New York City Electrical Code, 2011, Based on the 2008 NEC, New York City Store, Order Department, One Centre Street, Room 2223, New York City, NY 10007, <https://www1.nyc.gov/site/buildings/codes/codes.page>.*

Contact Information

For questions regarding application status, background investigation, examination application, or licensing fees, contact the Department of Buildings, Licensing & Exams Unit:

Email LicenseExams@buildings.nyc.gov or visit www.nyc.gov/buildings

For questions regarding the administration of the written or practical examination or other general questions about the testing process, contact CPS HR:

Call 855-224-6977 or email NYCDOB@cpsshr.us