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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.

Pre-Examination 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 the date of their license application:

- Be at least eighteen (18) years old
- Be able to read and write the English language
- Be fit to perform the work authorized by the license
- Have good moral character so as not to adversely impact your fitness to perform the duties and responsibilities of a Private Elevator Inspection Agency Director or Inspector

Private Elevator Inspection Agency Director

- Have a minimum of ten (10) years of satisfactory experience within the fifteen (15) years immediately prior to the application date supervising the assembly, installation, maintenance, repair, design, or inspection of elevators, OR
- If you are a New York State licensed Professional Engineer or Registered Architect having a minimum of five (5) years' experience in the supervision of the assembly, installation, maintenance, repair, design or inspection of elevators within the seven (7) years immediately prior to the date of application.

Note: Each Private Elevator Inspection Agency Director shall supervise the operations of only one private elevator inspection agency.

Private Elevator Inspection Agency Inspector

- Have a minimum of seven (7) years of satisfactory experience, within the ten (10) years immediately prior to the application date, in the assembly, installation, repair, design, or inspection of elevators, or as an elevator mechanic.

To successfully qualify for Private Elevator Inspection Agency Director or Private Elevator Inspection Agency Inspector license, candidates must first pass a written examination. The Department has approved the examination content outline for the Private Elevator Inspection Agency Director and Private Elevator Inspection Agency Inspector written examinations. The pass point listed for the written examinations reflects the minimum competency required by Private
Elevator Inspection 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](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](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, PSI, 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.](image)

After scheduling the examination, you will receive a confirmation email with appointment details. Visit the CPS HR website at [http://www.cpshr.us/exams/NYC-DOB/about.html](http://www.cpshr.us/exams/NYC-DOB/about.html) 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 will not extend the original six (6) month deadline to take an examination. It is your responsibility to ensure that you take the examination within the six (6) month period of eligibility.

Note: A voice mail message is not an acceptable form of cancellation. Please use the PSI website or automated telephone system (IVR).

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 examination date, your examination will be rescheduled. PSI 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 PSI website at www.psiexams.com.

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://www.cpshr.us/exam-registration/NYC-DOB/docs/NYC-DOB_ADA_Form.pdf and fax to (916) 561-7244.

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 PSI 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. You can access instructions for how to use the keyboard at any time by using the “Help” key.

*Note: If you hit the “End” key you will be prompted to select “Yes” or “No” before exiting the examination.

Identification Screen

You will be directed to a semi-private testing station to take the examination. When you are seated at the testing station, you will be prompted to confirm your name, identification number, and the examination for which you are registered.

Tutorial

Before you start your examination, an introductory tutorial to the computer and keyboard is provided on the computer screen. The time you spend on this tutorial, up to 15 minutes, DOES NOT count as part of your examination time. Sample questions are included after the tutorial so that you may practice using the keys, answering questions, and reviewing your answers.

One question appears on the screen at a time. During the examination, minutes remaining to complete the examination will be displayed at the top of the screen and updated as you record your answers.
**Examination Question Example**

During the examination, you should press 1, 2, 3, or 4 to select your answer or press “MARK” to mark it for later review. You should then press “ENTER” to record your answer and move on to the next question.

Examination questions may contain images. Images will be presented along with the question. If an image needs to be enlarged, please click the “Enlarge Image” button. If there is more than one image, these images can be viewed on separate tabs on the image screen. Additionally, some images may require scrolling in order to view all of the information contained within the image. A sample question display follows:

![Sample Question Display](image-url)

**IMPORTANT**: After you have entered your responses, you will later be able to return to any question(s) and change your response, provided the examination time has not run out.

**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.

- Reference materials brought to the testing center MUST NOT contain any notes, marks, or highlights.
- Calculators, pens, pencils, and highlighters are not permitted. You will have access to an online calculator.
- 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. (Note: There is no space to store these materials at the examination center.) Small purses (size of a wallet) will be permitted. Larger purses cannot be taken to the candidate's seat.
- 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 may request a duplicate score report after completing the examination by calling (855) 224-6977.

**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. 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](http://www.nyc.gov/buildings) or email LicenseExams@buildings.nyc.gov.
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 by five (5) percentage points or fewer, you may submit an appeal in writing. The appeal must state the title of the license examination, your name, return address, Social Security Number, the date of the test, and a detailed statement of the grounds for appeal. Be sure to include your signature and return address. 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://www.cpshr.us/exam-registration/NYC-DOB/faq/

The Appeals Committee will review your appeal and send you a written response acknowledging that your appeal was received and filled out correctly within sixty (60) days. If you do not receive written acknowledgement regarding receipt of your appeal within sixty (60) days, your appeal has not been received. **Faxed appeals are not accepted** because an original signature is required.

**Appeals must be mailed to:**

Attn: NYC DOB Appeals  
2450 Del Paso Road, Suite 220  
Sacramento, CA 95834
Examination Content Outline

The content outlines for the New York City Private Elevator Inspection Agency Director and Private Elevator Inspection 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.

Private Elevator Inspection Agency Director Written Examination

A Private Elevator Inspection 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 Private Elevator Inspection Agency Director examination are qualified to supervise the operations of a private inspection 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.

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<th>Subject Area</th>
<th># of Items</th>
<th>References</th>
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Private Elevator Inspection Agency Inspector Written Examination

A Private Elevator Inspection 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.

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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 Private Elevator Inspection Agency Director and Inspector trades.

This is an open book examination; candidates are allowed to bring all reference materials into the testing site.

**NOTE: Reference materials brought to the testing center MUST NOT contain any notes, marks, or highlights. They must be completely “clean” copies. Candidates who are in violation of this rule will NOT be allowed to bring their reference materials into the examination. Writing instruments are NOT allowed in the examination.


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@cpshr.us