

Now Playing:

## A Convention for the Ages!

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A publication of the  
National Association of  
Elevator Contractors

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NAEC is committed to providing you with the highest level of customer service. We value your time and respect your online privacy. Please take notice that we will communicate important information via e-mail regarding meetings, conventions, and services that might be of interest to you and your company.

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Submit your photos and  
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Lori Wolking at  
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## Remember: "We Are Elite."



**Sean Madden**  
Southern Elevator Company Inc.

Thank you for entrusting me to serve as your NAEC president. It truly is an honor. My journey in the industry has been amazing, starting with my dad teaching me about elevators when I was young. I came up from the field and went to school for engineering and was ultimately promoted into supervision and management positions at signatory and non-signatory companies, for independent and PE firms.

In 2010, my lovely wife Susie and I started Madden Elevator Company in our basement with no money, no income, and no customers — just a dream. Since we sold our company 13 years later in 2023, I have written a book and am embarking on new adventures. **I'm blessed and excited to give back to the elevator industry.** I have fallen in love with strategic planning and have been involved with Vistage, EOS, 90.io BOS, BOS-UP, Strategic Coach, Action Coach, YPO, EO, SBA Emerging Leader, Interise, and various other strategic organizations.

My personal mission for the last 30-plus years has been Learn-Teach-Lead-Empower. As Southern Elevator Company's Innovation Manager, I'll be working closely with their team to further develop Intelevator as well as help support their team any way necessary. As your NAEC president, I'm going to work hard to ensure we are providing value to you, our members. We will continue to grow our membership, as there is strength in numbers. The more we grow, the more opportunities we will have to increase our support to you.

Last year our president, John Tolar, said something that really stuck with me. He said, "We are elite." And we truly are! If you think about it, we have people's lives in our hands every day. We have to be the jack of all trades and the master of all. **We move people more miles than any other form of transportation in the world.** And have one of the safest forms of transportation. We all should be proud of that fact, while continuing to improve and sharpen our skills to keep our riding public safe.

I'm excited to see what we will accomplish together over this next year and beyond. We have a lot of work to do on our strategic plans, however, **we have a great team to make it happen, for the greater good of our industry and the safe passage of our riding public.**

Thanks again for entrusting me to serve you. Here we come 2024!

**2023 - 2024 NAEC Board Officers**



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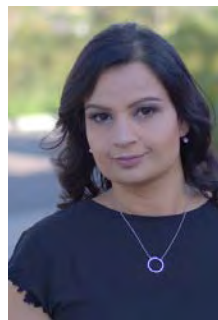
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# A Convening of Industry Elites



John Tolar, left, received a gavel plaque as outgoing NAEC president.

**Reno, Nevada** — NAEC's 74th annual convention in September was an opportunity for members to catch up with old friends and meet new ones. Through networking and education sessions, attendees found value in learning about similar challenges their peers face around the country and the innovative approaches they identify to solve those challenges.

## A Compelling Keynote Address

Kicking off the convention, Dr. Randy Ross is a talented and riveting communicator, a craftsman of culture, and bestselling author of multiple books, including his latest *Hope Rises: Make Your Life, Love & Leadership Soar*. His keynote presentation (pictured bottom right) during the opening breakfast summarized factors that drive an exceptional workplace culture, collaboration, and a quality customer experience.

## In-Depth Education

Education sessions — moderated or led by member companies — covered a myriad of topics, including: hydraulic MRLs, second generation two-way visual

communications, leadership styles, accounting basics, safety issues, technical troubleshooting, and more. Many of the sessions counted for continuing education credits, including for CET/CAT certification and QEI courses.

## The Expo

This year's exposition housed nearly 200 exhibits featuring the industry's newest technology and products. Contractors had the chance to connect with industry experts and suppliers from across the world. Exhibiting company products ranged from commercial, residential and freight elevators, accessibility products, dumbwaiters, escalators, business services and more.







### Awards & Recognition

The Wednesday awards breakfast honored vendors who were “best in show” in a variety of categories. Gary Schuette of Midwest Elevator won NAEC’s highest award, the William C. Sturgeon Distinguished Service Award. It is presented annually to an individual who has been deeply dedicated to the association and the industry. In addition, ELEVATOR WORLD also announced its 2023 Ellies Award winners and runners-up (See pages 6-8 for a list of winners).

### Socializing

Members had plenty of options for getting together for a good time, from cocktail receptions and luncheons, to the golf tournament and highly anticipated Dregs Party. Held at the National Automobile Museum, the party kicked off with cocktails and food along the Truckee River before moving inside to tour the museum’s galleries, which featured turn-of-the-century vehicles like the Thomas Flyer, celebrity cars including those driven by Sinatra and Elvis, and autos featured in blockbuster movies and TV shows.



Top left: Best Single Booth. Top right: Spirit Award  
Bottom left: Best Multiple Booth. Bottom right: Island  
Bottom: Contractor’s Award





# The 2023 Ellies Awards

More than 40 companies were nominated in 20 different categories this year, and there were more than 48,900 votes over the two-week voting period.



ELEVATOR WORLD presented the sixth annual Ellies Awards at the 74th Annual NAEC Convention & Exposition. While contenders always launch spirited "vote for us" campaigns worthy of Tracy Flick in the 1999 movie *Election*, we should remember that, prior to voting, companies are nominated by members of the vertical-transportation community and their customers. Nomination forms reveal what make these companies stand out: treating employees like family and consistently meeting or exceeding customer expectations are often mentioned. These companies have earned the respect of their peers for their hard work and performance. In 2018, the first year of the Ellies Awards, winners were announced via press release. But the fanfare has steadily grown. The NAEC convention in Louisville, Kentucky, in 2022 marked the first year ELEVATOR WORLD President T. Bruce MacKinnon announced the winners live on the tradeshow floor — and this year continued that lively tradition. A hearty congratulations to all of this year's winners and runners-up! - *courtesy of ELEVATOR WORLD*



**Best Supplier-Ropes/Traveling Cables**  
**Usha Martin (Americas)**  
 Houston, Texas  
 Runner-Up: Draka EHC  
 Rocky Mount, North Carolina



**Best Contractor-South**  
**A&A Elevator**  
 Pompano Beach, Florida  
 Runner-Up: Southern Elevator  
 Greensboro, North Carolina



**Best Supplier-Safety Products**  
**Draka EHC**  
 Rocky Mount, North Carolina  
 Runner-Up: Schmersal USA  
 Hawthorne, New York



**Best Supplier-Other**  
**Unitec Parts Co.**  
 Bloomfield, Connecticut  
 Runner-Up: CEDES  
 Hickory, North Carolina



**Best Supplier-Accessibility**  
**Savaria**  
 Laval, Quebec, Canada  
 Runner-Up: Garaventa Lift  
 Surrey, British Columbia, Canada



**Best Supplier-Software**  
**MAD Elevator**  
 Mississauga, Ontario, Canada  
 Runner-Up: Cloud Monitoring  
 Long Island City, New York



**Best Supplier-Motors**  
**Hollister-Whitney/Vantage Elevation**  
 Quincy, Illinois, and Bronx, New York  
 Runner-Up: Torin Drive North America | Memphis, Tennessee



**Best Supplier-Doors/Door Operators**  
**GAL Manufacturing Co./Vantage Elevation**  
 Bronx, New York  
 Runner-Up: The Peelle Co. Brampton, Ontario



**Best Supplier-Controllers**  
**Claddaugh Electronics Ltd.**  
 Queens, New York  
 Runner-Up: Elevator Controls Sacramento, California



**Best Supplier, Cabs/Interiors/Finishes**  
**FabACab**  
 Anderson, Indiana  
 Kohtler Elevator Industries, Inc. Opa-locka, Florida



**Best Supplier-Complete Elevator Systems**  
**MEI-Total Elevator Solutions**  
 Mankato, Minnesota  
 Runner-Up: Otis Farmington, Connecticut



**Best Minority/Woman/Veteran-Owned Business**  
**Kohtler Elevator Industries, Inc.**  
 Opa-locka, Florida  
 Runner-Up: Matot Bellwood, Illinois



**Best Family-Owned Business**  
**A&A Elevator**  
 Miami, Florida  
 Runner-Up: Wurtec Toledo, Ohio



**Best Contractor-North**  
**Midwest Elevator Co., Inc.**  
 St. Louis, Missouri  
 Runner-Up: MEI-Total Elevator Solutions Mankato, Minnesota



**Best Contractor-East**  
**Champion Elevator**  
 New York City, New York  
 Runner-Up: Dynasty Elevator New York City, New York





**Best Contractor, Canada**  
**Richmond Elevator**  
 Richmond, British Columbia, Canada  
 Runner-Up: March Elevator Ltd.  
 Mississauga, Ontario, Canada



**Best Consultancy**  
**ATIS**  
 St. Louis, Missouri  
 Runner-Up: GUNN Consultants  
 Vancouver, British Columbia, Canada



**Best Contractor-West**  
**PEAK Elevator**  
 Arvada, Colorado  
 Runner-Up: Centric Elevator  
 Denver, Colorado



**Best Supplier-Special Application Lifts**  
**PVE Pneumatic Vacuum Elevators**  
 Miami, Florida  
 Runner-Up: Gillespie Corp.  
 Ware, Massachusetts



**Best Supplier-Communication Systems**  
**Ooma**  
 Sunnyvale, California  
 Runner-Up: Kings III Emergency Communications  
 Coppell, Texas

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# 2023 ELLIES AWARD WINNERS



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Donald Gelestino, President & CEO

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Nassau & Suffolk  
516-307-0907

Hudson Valley  
845-783-2601

West Chester  
914-287-7353

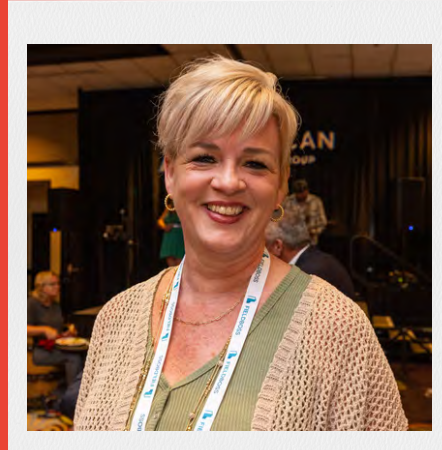
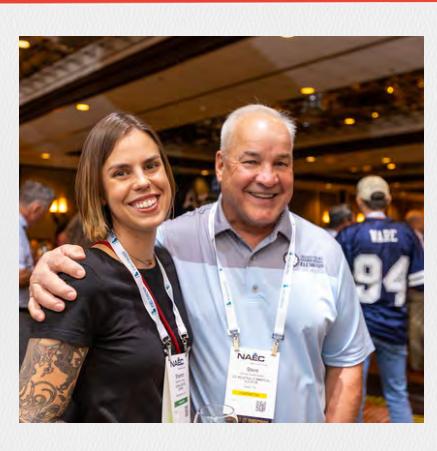
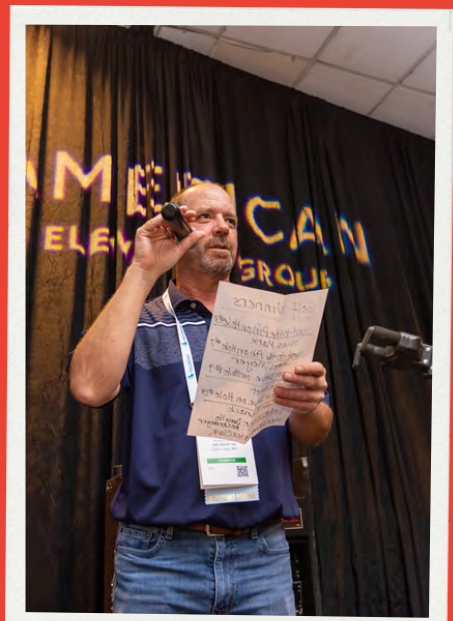
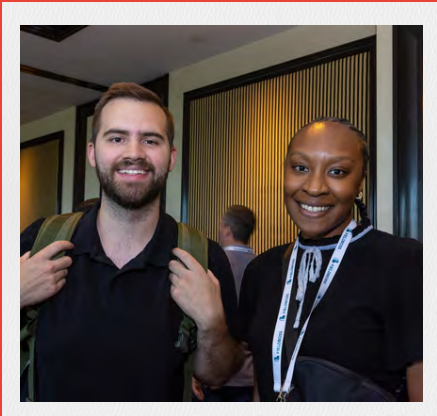
Connecticut  
203-350-3550

New Jersey  
908-996-7800

Pennsylvania  
215-770-6679

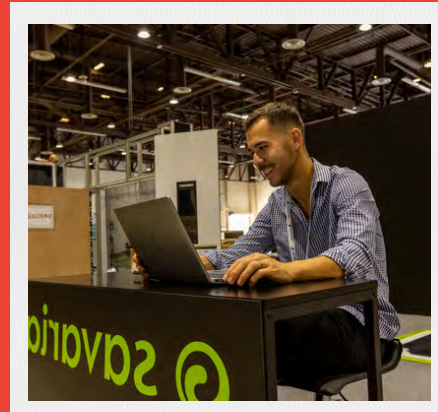
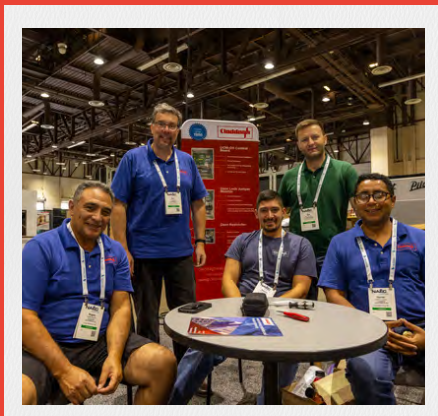
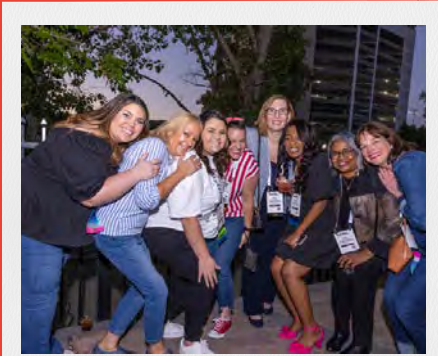
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RECAP: 2023 ANNUAL CONVENTION & EXPO





# RECAP: 2023 ANNUAL CONVENTION & EXPO



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# Simplified Door Lock Monitoring

## Meet the Argus DLM

The Argus DLM, distributed by Vantage, can be configured to work with any elevator system in a matter of minutes. There are no input relays or modules to customize, just a user-friendly interface that allows the installer to configure the characteristics of each signal that needs to be monitored.

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-  **Three-year warranty**
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# Now, An Official Committee!



We introduce and welcome Kelly Oberhardt of KONE Spares as the new chair for Women in Motion. Outgoing chair Amy DiPaolo, Champion Elevator, is recognized for all of her dedication in service to this group over the past several years. The Board has approved Women in Motion as an official committee and its members include:

### Chair

Kelly Oberhardt, KONE Spares

### Co-Chair

Amelia Holguin, Dynasty Elevator Corp.

### Members

Angie Baldwin, Elevator World Inc.  
Amy DiPaolo, Champion Elevator  
Karen Kennedy Dodds, Kencor LLC  
Kathy Forgie, KONE Inc.  
Charley Meeks-Crystle, Delaware Elevator  
Veronica Querales, Kohtler Elevator Industries Inc.  
Loannie Reyes, Authentic Elevator Services Corp.  
Laureen Rios, United Vertical Group  
Laura Rivera, Champion Elevator



Reach out to **Lori Wolking, National Development Officer**, at [lori@naec.org](mailto:lori@naec.org) if you are interested in attending events or would like to be added to the mailing list.

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## New Horizons for Young Professionals



At the annual convention in Reno, NexGen hosted a Lunch & Learn and a networking event. Both were heavily attended with many new faces to NexGen, which is currently forming an executive committee that will be responsible for planning upcoming initiatives. The NexGen Spring Retreat will follow the NAEC Spring Educational Conference and take place in Miramar, Florida, in April 2024. Registration will open in January 2024. This retreat will be packed with networking, education, and fun, so make sure you and your team register to attend.



Contact Danielle Chappelle, Membership and Registration Manager, at [danielle@naec.org](mailto:danielle@naec.org) if you are interested in attending NexGen events or would like to be added to the mailing list.

## Organized Payroll Administration Is Key to Meeting IRS Deadlines, Avoiding Penalties



When you think about how many payroll forms need to be processed and filed, it's easy to feel overwhelmed or intimidated. But if you stay organized and aware of your deadlines, you can ensure all documents are accurately filed. And the possibility of a hefty IRS penalty for late payments or inaccurate reporting is certainly an incentive to stay on top of things.

### What to do if you miss a payment

According to IRS statistics, approximately 33% of employers make mistakes when running payroll. In turn, they end up paying billions of dollars' worth of fines each year. It's best to avoid missing deadlines; however, if you're late, the best thing to do is act fast.

### How to know when the deadlines are

Payroll administration can be a very complex process. It's understandable if you feel stressed over ever-changing laws and regulations. However, if you are the payroll administrator, you need to be aware of all applicable deadlines. You can use an IRS-offered tool calendar known as the Calendar Connector to remind yourself of federal tax deadlines. Consider initiating your tax payments via the IRS Electronic Federal Tax Payment System (EFTPS) days before your official payment dates.

Payroll administration can be a very complex process given the ever-changing laws and regulations.

Being aware of all applicable deadlines is key.

Even if you're making use of a payroll processor, the IRS suggests that employers that register with the EFTPS obtain their own PIN. That PIN can be used to verify your payments. When you make your payments, double-check that you've indicated the proper tax period. If you choose the wrong tax period, the government might apply your payment to the wrong quarter, causing you to fall behind on your payments despite paying.

### How to avoid penalties if you file late

If you miss deadlines and subsequently file late, there are two exceptions that you should analyze. According to the IRS, "the law allows the IRS to remove the deposit penalty if: (1) the penalty applies to the first required deposit after a required change to your frequency of deposits, and (2) you file your employment tax returns by the due date." If either exception applies, you might be able to avoid facing penalties. The following practices can help you avoid payroll mistakes and the penalties that may follow.



### **Run relevant reports ahead of time**

Give yourself enough time to manage your payroll to identify and correct any errors. Running reports well in advance gives you the time to review and fix any mistakes if necessary.

### **Withhold money for tax-related payments**

Employment taxes are supposed to be paid on a quarterly basis. When you budget for them, you will know that you have the funds you need to make your deposits on time

### **Create a payroll checklist**

There are a lot of tasks to complete when running payroll. By creating a checklist, you can outline all your payroll-related tasks to help you stay on track and tackle all your responsibilities.

### **Automate the payroll system**

When you process payroll manually, there's a lot of room for error due to the fact that humans naturally make mistakes. However, by automating the payroll process, you can reduce the likelihood of errors occurring along the way.

### **Resolve payroll errors immediately**

Even the most meticulous payroll management systems can make errors. But either way, it's crucial to address mistakes as promptly as possible. This will minimize your risk of incurring additional interest or hefty fines. If you can demonstrate that the error was the result of administrative oversight rather than being something you did on purpose, you might be able to request a penalty waiver.

To streamline your operations and ensure compliance with filing deadlines and deposit requirements, you can outsource some or all of your payroll and tax responsibilities. Just make sure you offload that work to a trusted and legitimate third-party payroll service provider.

This can be a strategic move if implemented properly and responsibly. You'll free up a lot of your time, allowing you to focus on tasks you cannot hand off to other professionals. You'll also have reassurance in knowing that the third-party provider will diligently handle the reporting, collecting and depositing of employment taxes with both state and federal authorities on your behalf.

That said, while you may choose to outsource your payroll and tax responsibilities to a third-party service provider, it's important to note that you are still responsible for those matters. Per the IRS, you will be at fault if your federal tax liabilities are not completed correctly.

So, in the event that the third party does not adequately fulfill its obligation, you could end up owing interest, paying large fees or facing penalties. Additionally, there is also the possibility of you dealing with personal liability for unpaid federal taxes.

All in all, make sure you cover your bases and avoid missing deadlines to the best of your abilities. Contact the IRS right away if you have any questions or concerns.

### **Expert Assistance for a More Diverse Workplace**

The Hopkins Group is both a member of NAEC and a benefit to other members! If you think your company could use some help with evaluating and improving your recruiting, hiring, and retention practices, The Hopkins Group is here to help! We help small and medium-sized businesses evaluate their hiring practices. This includes helping your company recruit skilled employees. If you need HR expertise to assist you in creating a more diverse workplace, contact today at [info@hopkinshr.com](mailto:info@hopkinshr.com) or visit our website at [hopkinshr.com](http://hopkinshr.com).





### Call for Speakers

The NAEC Education and Safety Committee is accepting submissions for educational session speakers. This is your invitation to submit a written business/technical programming idea for upcoming NAEC programs. As an educational session speaker, you can:

- **Expand** your personal portfolio
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- **Collaborate** with other experts

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### Renewal Reminder



The Certified Accessibility and Private Residence Lift Technician (CAT)/Certified Elevator Technician (CET) certification renewal period is open through Dec. 31, 2023. Please submit all certificates, payments, and signed Code of Ethics via your NAEC account. For questions, contact [certification@naec.org](mailto:certification@naec.org)

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You've worked hard to earn them. Now it's time to share it with the world.

NAEC has changed certification ID card vendors. We have partnered with Credly to provide you with a digital badge to display your professional qualifications and achievements. Physical IDs will no longer be distributed. Once your renewal is submitted and processed, you will receive an email from National Association of Elevator Contractors via Credly inviting you to claim your digital badge. This digital badge will contain information describing your credentials and will allow you to easily share your achievement to LinkedIn and other platforms.



### What are the benefits of a digital badge?

- Easily manage, share, and verify your learning achievements.
- Secure verification adds credibility to your achievement.
- Labor market insights connect your skills with active job opportunities.

### What happens next?

1. You'll receive an email from National Association of Elevator Contractors via Credly, inviting you to accept your badge.
2. Click the button in the email.
3. Create and confirm your [Credly account](#).
4. Accept your badge and start sharing!

**Need help?** View this [step-by-step tutorial video](#) on how to accept and manage your digital badge. Or contact us at [Certification@naec.org](mailto:Certification@naec.org) or by calling 770.760.9660.

## 75th Anniversary at the NAEC United Convention



We invite you to exhibit and celebrate our 75th anniversary at the NAEC United Convention scheduled September 23-26 (exhibit dates September 25-26) in Atlantic City. This is a unique opportunity to showcase your products and services to a diverse audience, network with key players in the elevator industry, and be part of a milestone celebration in NAEC's history!

**Space is filling up quickly. Please reach out to Danielle Chappellear at [danielle@naec.org](mailto:danielle@naec.org) for more information.**



## Mark Your Calendar: All Member Town Hall

On Tuesday, Dec. 12, from 2 pm – 3:30 pm EST, industry expert Amelia Holguin with Dynasty Elevator will delve into how original sales ways are transforming to an easier, more interactive dynamic and how trusting and investing in your company's young professionals will help your business progress. This virtual event is for all NAEC members and is brought to you by the NAEC Member Services Committee.

Join via Zoom on day of event:

<https://us06web.zoom.us/j/4729514849>



## Membership Development Committee Updates

- NAEC welcomed 66 new members in 2023.
- The committee held its second annual New Member/First Time Attendee Reception in Reno, Nevada during the 2023 convention. This event turned out to be a huge success with over 100 attendees.
- The committee is currently developing a membership value brochure that will be used to recruit new members as well as remind current members of the different member benefits offered through the association.

An advertisement for Wurtec's WUR-COM multimedia communicator. The background is red. At the top left is the 'wurtec' logo in white. Below it, 'WUR-COM' is written in large white letters, followed by 'multimedia communicator' in smaller white text. A paragraph of text describes the product as a complete solution for multimedia elevator communications that meets safety code requirements. Below this are three images: a person in a hard hat on a two-way audio call, a video camera for monitoring, and an elevator control panel with a 'Help is on the way' sign for text communications. Each image is in a white-bordered box with a red caption below it. At the bottom, there is a 'GET STARTED TODAY.' call to action, contact information (1.800.837.1066, WurtecSales@Wurtec.com), and the 'wurtec' logo again.

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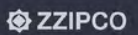
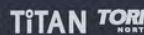
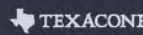
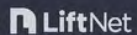
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## Member Spotlight: Orlando Elevator



**How long has your company been in operation? Is this a family owned/operated company?**

Two years. It is a family-owned business as well as a veteran-owned business.

**What is the scope of your business? Any interesting projects of late?**

Orlando Elevator provides an array of services including elevator repairs, maintenance, modernizations, cab upgrades and new hydraulic elevator installations. Currently, we are modernizing three traction elevators at Florida's blood bank building called One Blood, where the old Planet Hollywood headquarters used to be in Orlando, near Universal Studios. The scope consists of replacing the MontgomeryKONE machines with new gearless machines which run at 350fpm and new MCE Motion4000 controllers. This project kicks off in December 2023.

**What are your company's core values/mission?**

Our cores values are integrity, honesty and customer service, no matter what it takes. Our mission is to be the most responsive and attentive elevator business in the Central Florida area. We pride ourselves in exceptional service to our customers by always communicating and providing them with options for their elevator services.

**What are your favorite things about NAEC/your membership?**

NAEC's worldwide reach and platform. Aside from their educational benefits, NAEC has been an industry leader and its contribution to this industry is overwhelmingly positive.

**How do you believe your company has benefited from being a member of NAEC?**

NAEC has given us exposure where no other organization could have. The large network of professionals that NAEC brings together gives us the opportunity to meet others and share stories, experiences and best practices. NAEC is truly one of the best organizations this industry has.

**Do you have any advice for companies that are newer to the vertical transportation industry?**

Do the right thing by the customer. The more pleasant a customer's experience, the more respect the industry receives as well as the men and women that work in the field and office. Being professional is key to any company's success.

## Member Spotlight: FabACab



**How long has your company been in operation? Is this a family owned/operated company?**

FabACab opened in January 2014. We were built out of the hard work and example of Mike Anderson, the father of FabACab President and Co-Founder, Josh Anderson. The family connection goes further with FabACab's other co-founder, Bobby Haskett, Josh's brother-in-law.

**What is the scope of your business? Any interesting projects of late?**

We are metal people who found a niche with cab interiors when we realized we could provide better customer service and a more streamlined approach. We've been blessed to work with customers like Lincoln Center and Harvard University. We are constantly looking to grow and provide a missing piece to our customers. We launched our "Street Series" to address a need for a lightweight solution in small MRLs. This includes skins, our standard wood core panels, and honeycomb panels that are customizable for logos, landscapes, patterns, etc.

**What are your company's core values/mission?**

Our core mission is to simplify a process made difficult. From our inception, our focus has been creating processes and products that serve our customers well and create maximum efficiency along the way. Our company values that go in tandem with this mission are love people, remain grateful, work hard, and have fun. Everything we do centers around this mission and these values. It's what drives our decisions and trajectory as a company.

**What are your favorite things about NAEC/your membership?**

We are grateful to be a part of such a wonderful organization. Our industry colleagues and the interactions we share through NAEC are probably our favorite thing, with most of those interactions happening at the annual NAEC convention. We love the opportunity to reconnect with customers, vendors, and industry colleagues alike.

**How do you believe your company has benefited from being a member of NAEC?**

Almost nine years ago, we were a small-town start-up that no one really knew about. Being a member of NAEC has allowed us to connect with major industry players and branch out into the industry. The annual NAEC convention has been an asset for us to tell and show what we are all about. This has paid dividends throughout the years, including two Ellies Awards for best cab interior supplier.

**Do you have any advice for companies that are newer to the vertical transportation industry?**

Be authentic and genuine in every aspect. There is plenty of work for everyone, so provide the best experience possible for your customers and be kind to your competitors. The industry has been welcoming to folks like us, and we are proud to support our industry friends and colleagues as we all grow together.



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