Sustaining Our Buildings & Grounds

The Next 100 Years
University of Alberta
June 1 – 3 2008
• Located Edmonton Alberta
• 3rd largest University in Canada
• 32,000 undergrads 6,000 grad students
• 13.9 million sq. ft. of buildings
• 2-3 million being added in the next 2-5 years
• Student population to grow to 50,000
• 10,000 staff – academic and support
• provide cleaning and grounds services
• utilizing in house staff and contractors
• responsible for a number of other services
• recycling, waste removal, pest control
HISTORY

Why

- In 1994 we took an 18% budget cut.
- We were forced to examine the way we did our business
- We realized we needed to determine what we were cleaning and to what frequency.
We carried out audits of buildings to determine where our resources were being used.

The audits consisted of
- What was in each space
- What tasks were provided & frequency
- Amount of time to do tasks

With this information we could decide where we would modify our services.
During this time the division was involved in a baselining initiative which was completed in 1997.

One of the recommendations from this initiative was that we have a Quality Assurance Program.

Before we could have any type of program, we needed to define the word “clean” in order to quantify a standard.

The Division looked at different programs available at the time.
Baselining

A BASELINING INITIATIVE
CUSTODIAL CLEANING SERVICES
MAY 1997

A PARTNERSHIP REVIEW
BY THE DEPARTMENTS
PHYSICAL PLANT
AND HOUSING & FOOD SERVICES
UNIVERSITY OF ALBERTA
The APPA (Association of Higher Education Facilities Officers) inspection program was adopted using APPA Cleaning Levels.
APP A Standards

UNIVERSITY OF ALBERTA
Cleaning Levels
(based on APPA Standards)

Level 1 — Orderly Spotlessness
Level 1 establishes cleaning at the highest level. It was developed for the corporate suite, the donated building, or the historical focal point. This is show-quality cleaning for that prime facility.

- Floors and base mouldings shine and/or are bright and clean; colors are fresh. There is no build-up in corners or along walls.
- Carpeted areas are free of dust and dirt.
- All vertical and horizontal surfaces have a freshly cleaned or polished appearance and have no accumulation of dust, dirt, marks, streaks, smudges, or fingerprints.
- Washrooms and shower tile and fixtures gleam and are odor-free.
- Supplies are adequate.
- Trash containers are empty, clean, and odorless.

Level 2 — Ordinary Tidiness
Level 2 is the standard. Levels for washrooms, changing/lake room, and similar type facilities are not acceptable.

- Floors and base mouldings shine and/or are bright and clean. There is no build-up in corners or along walls, but there can be up to two days' worth of dirt, dust, stains, or streaks.
- Carpeted areas may have some stains and slight wear patterns, some debris may be present on floor.
- All vertical and horizontal surfaces are clean, but marks, dust, smudges, and fingerprints are noticeable with close observation.
- Washrooms and shower tile and fixtures gleam and are odor-free.
- Supplies are adequate.
- Trash containers are clean, and odorless.

Level 3 — Casual Insulation
This level reflects a lowering of service to some areas. While not totally acceptable, it has yet to reach an unacceptable level of cleanliness.

- Floors are swept clean, but upon close observation dust, dirt, and stains, as well as a build-up of dirt, dust, and/or floor finish in corners and along walls, can be seen.

Level 4 — Moderate Disginess
Level 4 reflects a significant lowering of standards. Areas are becoming unacceptable. People begin to accept an environment lacking normal cleanliness. In fact, the facility begins to constantly look like it requires a good “spring cleaning.”

- Floors are swept clean, but are dirty. Colors are dingy, and there is an obvious build-up of dust, dirt, and/or floor finish in corners and along walls. Moulding is dust and contains stains and streaks.
- Carpeted areas show signs of neglect, there are a number of stains, or marks may be split on walls.
- Trash containers are present around desks and walking lanes.
- All vertical and horizontal surfaces have conspicuous dust, dirt, smudges, fingerprints, and marks that will be difficult to remove.
- Less than 5 percent of lamps are burned out, and fixtures are dingy.
- Trash containers have up to two weeks of trash. They are stained and marked. Trash cans smell even.

Level 5 — Unkept Neglect
This is the final and lowest level. The facility is always dirty, with cleaning accomplished at an unacceptable level.

- Floors and carpets are dirty and have visible wear and pitting. Colors are faded and dingy, and there is a conspicuous build-up of dirt, dust, and/or floor finish in corners and along walls. Base mouldings are dirty, stained, and streaked. Gum, stains, dust, and trash are present on carpet.
- All vertical and horizontal surfaces have major accumulations of dust, dirt, smudges, and fingerprints, as well as damage. It is evident that no maintenance or cleaning is done on these surfaces.
- More than 5% of lamps are burned out and fixtures are dirty with dust, balls, and filth.
- Trash containers are over flow. They are stained and marked. Trash containers smell even.
### Inspection Sheet: Washrooms

<table>
<thead>
<tr>
<th>Appearance Item</th>
<th>Weighting Factor</th>
<th>Level</th>
<th>Item raw score (factor x level)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Floors</td>
<td>14</td>
<td>1-4</td>
<td></td>
</tr>
<tr>
<td>Lighting and light fixtures</td>
<td>1</td>
<td>1-4</td>
<td></td>
</tr>
<tr>
<td>Tickets, Sloan, washbasins, urinals, and drying fixtures</td>
<td>0.8</td>
<td>1-4</td>
<td></td>
</tr>
<tr>
<td>Trash containers and parcel dispensers</td>
<td>4</td>
<td>1-4</td>
<td></td>
</tr>
<tr>
<td>Vertical surface: walls, doors, windows, vents, blinds, partitions</td>
<td>18</td>
<td>1-4</td>
<td></td>
</tr>
</tbody>
</table>

**Total raw score / 100**

In your opinion, the cleanliness level in this building could be attributed to the following factors:

- Traffic density
- Frequency of use
- Age of the facility
- Materials used in construction
- Level of vandalism
- Maintenance
- Staff training
- Equipment

**Comments:**

### Inspection Sheet: Offices

<table>
<thead>
<tr>
<th>Appearance Item</th>
<th>Weighting Factor</th>
<th>Level</th>
<th>Item raw score (factor x level)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Floors</td>
<td>5.5</td>
<td>1-4</td>
<td></td>
</tr>
<tr>
<td>Horizontal surfaces and partitions, telephones, furniture and drinking fountains</td>
<td>12</td>
<td>1-4</td>
<td></td>
</tr>
<tr>
<td>Lighting and light fixtures</td>
<td>9</td>
<td>1-4</td>
<td></td>
</tr>
<tr>
<td>Trash containers and parcel dispensers</td>
<td>23</td>
<td>1-4</td>
<td></td>
</tr>
<tr>
<td>Vertical surface: walls, doors, windows, vents, blinds, partitions</td>
<td>7</td>
<td>1-4</td>
<td></td>
</tr>
</tbody>
</table>

**Total raw score / 100**

In your opinion, the cleanliness level in this building could be attributed to the following factors:

- Traffic density
- Frequency of use
- Age of the facility
- Materials used in construction
- Level of vandalism
- Maintenance
- Staff training
- Equipment

**Comments:**

### Inspection Sheet: Classrooms

<table>
<thead>
<tr>
<th>Appearance Item</th>
<th>Weighting Factor</th>
<th>Level</th>
<th>Item raw score (factor x level)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chalkboards and erasers</td>
<td>1.5</td>
<td>1-4</td>
<td></td>
</tr>
<tr>
<td>Floors</td>
<td>8.7</td>
<td>1-4</td>
<td></td>
</tr>
<tr>
<td>Horizontal surfaces and partitions, telephones, furniture and drinking fountains</td>
<td>8</td>
<td>1-4</td>
<td></td>
</tr>
<tr>
<td>Lighting and light fixtures</td>
<td>2</td>
<td>1-4</td>
<td></td>
</tr>
<tr>
<td>Trash containers and parcel dispensers</td>
<td>4</td>
<td>1-4</td>
<td></td>
</tr>
<tr>
<td>Vertical surface: walls, doors, windows, vents, blinds, partitions</td>
<td>4</td>
<td>1-4</td>
<td></td>
</tr>
</tbody>
</table>

**Total raw score / 100**

In your opinion, the cleanliness level in this building could be attributed to the following factors:

- Traffic density
- Frequency of use
- Age of the facility
- Materials used in construction
- Level of vandalism
- Maintenance
- Staff training
- Equipment

**Comments:**
Building inspection teams were formed for each building.

Teams were comprised of the Quality Assurance Coordinator, the Supervisor responsible for providing the services, the Building Supervisor and one to three representatives from the building.

The teams were trained using the APPA inspection work sheets.
The Process

- Full inspections consisted of 25-30 random sites using 17 different categories.
- Full inspections were carried out 3 x per year/per bldg.
- All results were calculated and recorded manually.
- As part of the Quality Assurance inspection, maintenance items were noted.
- The comment sections was sent out and action taken was recorded.
### Example of a Result Sheet

#### Ag. Forestry
May 2, 2005.

<table>
<thead>
<tr>
<th></th>
<th>Lynn</th>
<th>Helen</th>
<th>Vera</th>
<th>Andy</th>
<th>Elise</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office</td>
<td>410M</td>
<td>1.8</td>
<td>1</td>
<td>2.1</td>
<td>2.4</td>
</tr>
<tr>
<td>Office</td>
<td>404</td>
<td>1.8</td>
<td>1</td>
<td>2</td>
<td>2.2</td>
</tr>
<tr>
<td>Office</td>
<td>410G</td>
<td>1</td>
<td>1.2</td>
<td>2</td>
<td>2.2</td>
</tr>
<tr>
<td>Office</td>
<td>214C</td>
<td>1</td>
<td>1.2</td>
<td>2</td>
<td>2.2</td>
</tr>
<tr>
<td>Office</td>
<td>274</td>
<td>1.9</td>
<td>1.2</td>
<td>2.3</td>
<td>2.1</td>
</tr>
<tr>
<td>Office</td>
<td>5th Fl</td>
<td>1.5</td>
<td>1.3</td>
<td>2</td>
<td>2.2</td>
</tr>
<tr>
<td>Office</td>
<td>4th Fl</td>
<td>1.7</td>
<td>1.2</td>
<td>2.5</td>
<td>2.2</td>
</tr>
<tr>
<td>Office</td>
<td>2nd Fl</td>
<td>1.2</td>
<td>1.2</td>
<td>2.2</td>
<td>2.2</td>
</tr>
<tr>
<td>Classroom</td>
<td>113</td>
<td>2.2</td>
<td>1.2</td>
<td>2.7</td>
<td>2.2</td>
</tr>
<tr>
<td>Classroom</td>
<td>103A</td>
<td>2</td>
<td>1.2</td>
<td>2.7</td>
<td>2.2</td>
</tr>
<tr>
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<td>522</td>
<td>2</td>
<td>1.1</td>
<td>2.7</td>
<td>2.2</td>
</tr>
<tr>
<td>Entrance</td>
<td>West</td>
<td>1.5</td>
<td>1.5</td>
<td>2.7</td>
<td>2.2</td>
</tr>
<tr>
<td>Entrance</td>
<td>East</td>
<td>1.1</td>
<td>1.1</td>
<td>2.3</td>
<td>2.2</td>
</tr>
<tr>
<td>Corridor</td>
<td>4th Fl</td>
<td>1.2</td>
<td>1.1</td>
<td>2.2</td>
<td>2.2</td>
</tr>
<tr>
<td>Starwell</td>
<td>Center</td>
<td>1</td>
<td>2.9</td>
<td>2.2</td>
<td>2.2</td>
</tr>
<tr>
<td>Starwell</td>
<td>West</td>
<td>2</td>
<td>2.2</td>
<td>2.2</td>
<td>2.2</td>
</tr>
<tr>
<td>Research Lab</td>
<td>122E</td>
<td>1.7</td>
<td>1</td>
<td>2.3</td>
<td>2.2</td>
</tr>
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<td>Research Lab</td>
<td>517</td>
<td>1.7</td>
<td>1.1</td>
<td>2.8</td>
<td>2.2</td>
</tr>
<tr>
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<td>464</td>
<td>1.7</td>
<td>1</td>
<td>2.3</td>
<td>2.1</td>
</tr>
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<td>432</td>
<td>1.8</td>
<td>1.7</td>
<td>2</td>
<td>2.2</td>
</tr>
<tr>
<td>Washroom</td>
<td>129</td>
<td>-</td>
<td>1.1</td>
<td>-</td>
<td>2.2</td>
</tr>
<tr>
<td>Washroom</td>
<td>425</td>
<td>-</td>
<td>1</td>
<td>-</td>
<td>2.2</td>
</tr>
<tr>
<td>Washroom</td>
<td>427</td>
<td>1</td>
<td>1.1</td>
<td>2.1</td>
<td>-</td>
</tr>
<tr>
<td>Washroom</td>
<td>627</td>
<td>-</td>
<td>2.1</td>
<td>2</td>
<td>-</td>
</tr>
<tr>
<td>Washroom</td>
<td>427</td>
<td>1</td>
<td>-</td>
<td>2.1</td>
<td>2.2</td>
</tr>
</tbody>
</table>

1.5  1.2  2.3  2.1  2.2  2.2
# Example of a Comment Sheet

## MEMORANDUM

**TO:** Ray Dumouchel, Associate Director, Building and Grounds Services  
**FROM:** Elise Rubulak, Quality Assurance Coordinator  
**RE:** Inspection of the Van Vliet Center on March 11, 2004

Following are the combined comments received from the inspection team related to the above noted building:

<table>
<thead>
<tr>
<th>LOCATION</th>
<th>DESCRIPTION</th>
<th>ACTION TAKEN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Room W-127 Washroom</td>
<td>dirt build-up around bottom and backs of toilets</td>
<td>scrubbed Mar 15</td>
</tr>
<tr>
<td>Room W-31 Washroom</td>
<td>minor tape is dusty, door vent is dusty</td>
<td>wiped Mar 15</td>
</tr>
<tr>
<td>Room W-71 Washroom</td>
<td>spilt marks &amp; finger prints on partitions</td>
<td>wiped Mar 15</td>
</tr>
<tr>
<td>Room E-484 Washroom</td>
<td>floor behind toilets is dirty</td>
<td>scrubbed Mar 15</td>
</tr>
<tr>
<td>Room E-406 Washroom</td>
<td>cleaning service is satisfactory</td>
<td></td>
</tr>
<tr>
<td>Room E-206A Washroom</td>
<td>dirt of partition &amp; mirrors are dusty</td>
<td>wiped Mar 15</td>
</tr>
<tr>
<td>Room E-338 Washroom</td>
<td>cleaning service is satisfactory</td>
<td></td>
</tr>
<tr>
<td>Room W-129 Washroom</td>
<td>cleaning service is satisfactory</td>
<td></td>
</tr>
<tr>
<td>Room W-1 Classroom</td>
<td>tables are sticky and dirty</td>
<td>wiped Mar 15</td>
</tr>
<tr>
<td>Room W-114 Meeting Rm.</td>
<td>window sills and blinds are dusty</td>
<td>wiped Mar 15</td>
</tr>
<tr>
<td></td>
<td>chair bottoms are dusty</td>
<td>wiped Mar 15</td>
</tr>
<tr>
<td>Bear Den</td>
<td>stairwell with gravel in the tread</td>
<td>cleaned Mar 15</td>
</tr>
<tr>
<td></td>
<td>spilt marks &amp; black on wall</td>
<td>having trouble with tape – getting glue removed</td>
</tr>
</tbody>
</table>

The actions taken items should be returned to Ray Dumouchel & Elise Rubulak by April 5, 2004.
The Benefits of the Program

Used to:

- Determine training requirements
- Determine a more efficient allocation of resources.
- Quantify financial requests.
- Respond to occupant concerns.
- In 2003, we modified the APPA inspection to better suit our needs.
Changes to APPA

- We modified the APPA inspection to better suit our needs.
  - Removed some categories
  - Took out maintenance items
  - No Touch vs. Touch
  - Changed Weighting Factors to accommodate removing maintenance items
  - Changed the wording of the Standards
Modified Standards

FLOORS

Level 1
a) Floors are dirty and clean. There is no build-up of dirt or stains.
b) Stains and dirt marks are visible.
c) Carpeted areas are free of dirt, dust, and stains.
Level 2
a) Floors are clean with adequate floor finish. There is no build-up of dirt or stains.
b) Stains and dirt marks are visible.
c) Carpeted areas are clean and free of dirt, dust, and stains.
Level 3
a) Floors are clean with adequate floor finish. There is no build-up of dirt or stains.
b) Stains and dirt marks are visible.
c) Carpeted areas are clean and free of dirt, dust, and stains.
Level 4
a) Floors are clean with adequate floor finish. There is no build-up of dirt or stains.
b) Stains and dirt marks are visible.
c) Carpeted areas are clean and free of dirt, dust, and stains.
Level 5
a) Floors are clean with adequate floor finish. There is no build-up of dirt or stains.
b) Stains and dirt marks are visible.
c) Carpeted areas are clean and free of dirt, dust, and stains.

HORIZONTAL AND VERTICAL SURFACES

Cleanable horizontal surfaces are: windows, doors, window sills, and walls. These are accessible with a long handle duster and are free of personal items.

Cleanable vertical surfaces are: walls, windows, sills, doors, and walls. These are accessible with a long handle duster and are free of personal items.

Level 1
a) All cleanable horizontal and vertical surfaces are clean and free of dirt, dust, and stains.
Level 2
a) All cleanable horizontal and vertical surfaces are clean and free of dirt, dust, and stains.
Level 3
a) All cleanable horizontal and vertical surfaces are clean and free of dirt, dust, and stains.
Level 4
a) All cleanable horizontal and vertical surfaces are clean and free of dirt, dust, and stains.
Level 5
a) All cleanable horizontal and vertical surfaces are clean and free of dirt, dust, and stains.

TRASH CANS

Level 1
a) Trash containers are clean, free of dirt, and free of odors.
Level 2
a) Trash containers are clean and free of dirt, dust, and stains.
Level 3
a) Trash containers are clean and free of dirt, dust, and stains.
Level 4
a) Trash containers are clean and free of dirt, dust, and stains.
Level 5
a) Trash containers are clean and free of dirt, dust, and stains.

WASHROOM FIXTURES

Fixtures include sinks, urinals, basins, showers, and toilets.

Level 1
a) All washroom fixtures are clean and free of dirt, dust, and stains.
b) All washroom fixtures are clean and free of dirt, dust, and stains.
c) All washroom fixtures are clean and free of dirt, dust, and stains.
Level 2
a) All washroom fixtures are clean and free of dirt, dust, and stains.
b) All washroom fixtures are clean and free of dirt, dust, and stains.
c) All washroom fixtures are clean and free of dirt, dust, and stains.
Level 3
a) All washroom fixtures are clean and free of dirt, dust, and stains.
b) All washroom fixtures are clean and free of dirt, dust, and stains.
c) All washroom fixtures are clean and free of dirt, dust, and stains.
Level 4
a) All washroom fixtures are clean and free of dirt, dust, and stains.
b) All washroom fixtures are clean and free of dirt, dust, and stains.
c) All washroom fixtures are clean and free of dirt, dust, and stains.
Level 5
a) All washroom fixtures are clean and free of dirt, dust, and stains.
b) All washroom fixtures are clean and free of dirt, dust, and stains.
c) All washroom fixtures are clean and free of dirt, dust, and stains.
Modified Forms (3 of 17)
In year 2005, we realized that doing the inspections manually was very time consuming.

There were a lot of electronic inspection programs out there but none that didn’t require us to change. During our search we found Jen/Mar Systems.

Together with Jen/Mar we developed an electronic version of our program that could be put into a PDA.

After the electronic version was adopted, we were able to do more inspections.

99/00 – 128

07/08 – 722
Electronic Results
# The Benefits of Going Electronic

- **Timesaving**

<table>
<thead>
<tr>
<th>Year</th>
<th>Actual inspection time</th>
<th>Compiling results</th>
<th>Total man hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005</td>
<td>1.5 hrs</td>
<td>4 hrs</td>
<td>1738 hrs</td>
</tr>
<tr>
<td></td>
<td>316 inspections X 1.5 =</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>316 inspections X 4 =</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Total man hours = 1738</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year</th>
<th>Total man hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>2008</td>
<td>1263 hrs</td>
</tr>
</tbody>
</table>

- Being able to map trends
- Paper Savings
Washrooms

Overall Rating

Apr-07  May-07  Jun-07  Jul-07  Aug-07  Sep-07  Oct-07  Nov-07  Dec-07  Jan-08  Feb-08  Mar-08
Based on the successes of the QA program in buildings, the division developed a Quality Assurance Program for Grounds, using the APPA guidelines.
Grounds templates were developed using the existing building templates.

Modifications included:

- Development of appearance items
  1. Garbage cans, butt stops and ash urns
  2. Turf Grass
  3. Hard Surfaces
  4. Flower beds/Planters/Trees and Shrubs
- Creating Required Performance Measures and Weight Factors for each Season.
Grounds Appearance Items

LANDSCAPED MAINTENANCE PERFORMANCE MEASUREMENT
(Modified APFA Standard)

GARBAGE CAN, BOTTLE STOPS AND ASH URBNS

Level 1
a) Receptacle is empty with clean lines.
b) Receptacle is clean and odor free.
c) Immediate space around receptacle is clean.
d) Receptacle is in good repair.

Level 2
a) Receptacle is 1/2 full of debris and has a fresh lines.
b) Receptacle is clean and odor free but can have a day accumulation of leaves present.
c) Immediate space around receptacle is clean but may have slight debris present.
d) Receptacle is in good repair.

Level 3
a) Receptacle is 3/4 full and lines may have fresh lines.
b) Receptacle may be slightly dirty with fresh removable leaves.
c) Space around receptacle may be slightly dirty with some debris present.
d) Receptacle is in good repair.

Level 4 – (Beginning to show signs of neglect)
a) Full to overflow – lines is soiled and can be torn.
b) Receptacle may be moderately dirty with leaves in the lines.
c) Immediate space is moderately dirty with debris present.
d) Receptacle may be in slight disrepair.

Level 5
a) Receptacle is full to overflowing and has a dirty and/or torn lines.
b) Receptacle is dirty and has a bad odor.
c) Immediate space around receptacle is dirty, with debris present.
d) Receptacle is in need of repair.

Revised: May 27, 2003

TURF GRASS

Level 1
a) Totally debris free.
b) Freshly cut appearance.
c) Grass is weed free.
d) Dark green – lush appearance (Summer & Fall only).
e) No dead or damaged patches (including wear patterns)

Level 2
a) Minimal amount of debris present.
b) Recently cut appearance.
c) Minimal amount of weeds.
d) Dark green – lush appearance (Summer & Fall only).
e) A minimal amount of dead or damaged patches (including wear patterns).

Level 3
a) A moderate amount of debris present.
b) Grass is due to be cut.
c) A moderate amount of weeds present.
d) Grass is green (Summer & Fall only).
e) A moderate amount of dead or damaged patches (including wear patterns).

Level 4
Grass is beginning to show signs of neglect.
a) There is an excessive amount of debris present.
b) Grass is overdue for cutting.
c) There is excessive weeds present.
d) Grass is off color (paler) (Summer & Fall only).
e) An excessive amount of dead or damaged patches (including wear patterns).

Level 5
Totally Neglected
a) Not serviced

Revised: May 27, 2003
Grounds Appearance Items

HARD SURFACES
(sidewalks, patios, stairs, ramps, parking lots, roads)

Level 1
(a) Totally clean and debris free
(b) All surfaces are properly edged
(c) All surfaces are in good repair
(d) All furnishings are in excellent repair
(e) (Winter months) - Pedestrians and vehicle traffic can move safely on all hard surfaces.

Level 2
(a) Area is clean with a minimal amount of debris present
(b) All surfaces are properly edged
(c) All surfaces are in good repair
(d) All furnishings are in good repair
(e) (Winter months) - Pedestrians and vehicle traffic can move safely on all hard surfaces.

Level 3
(a) Area is clean with a moderate amount of debris present
(b) All surfaces are edged, but may be starting to grow in
(c) Some surfaces require minor repair
(d) Some furnishings require minor repair
(e) (Winter months) - Pedestrians and vehicle traffic can move safely on all hard surfaces.

Level 4
(a) Area is unclean with excessive amounts of debris present
(b) Edging of areas or all surfaces is required
(c) Some surfaces require repair or a risk to safety is present
(d) Furnishings may require major repair or replacement.
(e) (Winter months) - Safe pedestrian and vehicle traffic may be compromised.

Level 5
(a) Totally neglected and unsafe conditions may be present.

FLOWER BEDS/PLANTERS, TREES AND SHRUBS

Level 1
(a) Totally debris free
(b) Properly edged (Summer & Fall only)
(c) Totally weed free
(d) Trees, shrubs and plants are healthy looking with no apparent dead branches
(e) All planters are well maintained
(f) Soil is properly worked (Summer & Fall)

Level 2
(a) There is a minimal amount of debris present (one day accumulation)
(b) Properly edged with a minimal amount of collapse or grass in present. (Summer & Fall only)
(c) There is a minimal amount of weeds present
(d) Trees, shrubs and plants are healthy looking with no apparent dead or broken branches
(e) All planters are well maintained
(f) Soil is properly worked (Summer & Fall)

Level 3
(a) There is a moderate amount of debris present
(b) Properly edged with a moderate amount of collapse or grass in present. (Summer & Fall only)
(c) There is a moderate amount of weeds present
(d) Trees, shrubs and plants are beginning to show signs of neglect (e.g. lack of watering)
(e) Planters are showing signs of wear
(f) Soil is not properly worked (Summer & Fall)

Level 4
(a) There is an excessive amount of debris present
(b) Edging in collapsed or grown into (Summer & Fall only)
(c) There is an excessive amount of weeds present
(d) Trees, shrubs and plants are stressed and dying
(e) Planters are damaged and in need of repair
(f) Soil is not properly worked (Summer & Fall)

Level 5
(a) Totally neglected

Revised: May 27, 2003

FACILITIES AND OPERATIONS
UNIVERSITY OF ALBERTA
Required Performance Measures and Weighting Factors for Seasons
### Required Performance Measures and Weighting Factors for Seasons

#### Fall

<table>
<thead>
<tr>
<th>AREA: One</th>
<th>Two</th>
<th>Three</th>
<th>Four</th>
<th>DATE</th>
<th>TEAM MEMBER</th>
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<tbody>
<tr>
<td><strong>GARbage CANs, BEEF STEPS, ARCHWAYS</strong></td>
<td><strong>TURF GRASS</strong></td>
<td><strong>BEDS, PLANTERS, TREES, SHRUBS</strong></td>
<td><strong>HARD SURFACES &amp; FURNISHINGS</strong></td>
<td><strong>TOTAL</strong></td>
<td><strong>TOTAL</strong></td>
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<tr>
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<td>LEVEL 2</td>
<td>LEVEL 3</td>
<td>LEVEL 4</td>
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<td>LEVEL 3</td>
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#### Winter

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</table>

**Comments**

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**Facilities and Operations**

**University of Alberta**
Getting Started

- We started field testing the program in 2003.
- Staff were involved in determining time flow to confirm the developed weighting factors.
- Inspections began
- The team was made up of a Manager, Supervisor or Lead Hand and one area staff.
- Inspections in four areas are done once per season, doing 10 sites per area, per inspection.
The Grounds Program was entered into the PDA’s in 2007.

All staff were trained in the process and electronic inspections began.

We experienced the same benefits as the building program.

- Monitoring trends
- Saving time
- Saving paper
Looking Forward

- Increasing the number of inspections to once a month, to parallel the building program.
Student Residences were included in our program. We again used the modified APPA guidelines to build this section of our program. There are seven main residences on campus and we inspect them monthly.
At present we inspect 55 University buildings monthly.

Seven residences monthly.

Four Grounds areas – 4X per year.

We do this with three full-time inspectors, several managers, supervisors, lead-hands and building representatives.
Number of Inspections 1999-2008

- 1999-2000: 128
- 2000-2001: 151
- 2001-2002: 251
- 2002-2003: 373
- 2003-2004: 390
- 2004-2005: 316
- 2005-2006: 377
- 2006-2007: 515
- 2007-2008: 722