



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

University of Alberta Facts and Figures





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.

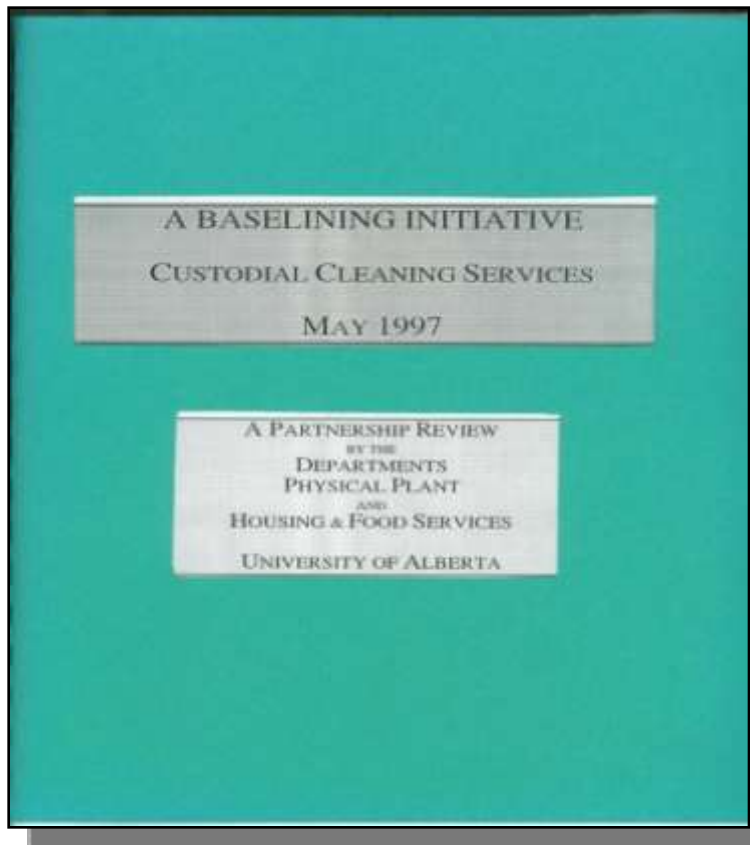


How We Started

- 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





APPA Standards

- The APPA (Association of Higher Education Facilities Officers) inspection program was adopted using APPA Cleaning Levels.



APPA 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 superior care, the detailed building, or the historical focal point. This is show-quality cleaning for that prime facility.

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

Level 2— Ordinary Tidiness

Level 2 is the base. Lower levels for washrooms, changing/locker rooms, and similar type facilities are not acceptable.

- Floors and base moldings shine and/or are bright and clean. There is no buildup 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 defects may be present on floor.
- All vertical and horizontal surfaces are clean, but marks, dust, smudges, and fingerprints are noticeable with close observation.
- Washroom and shower tile and fixtures gleam and are odor-free. Supplies are adequate.
- Trash containers clean, and odor-free.

Level 3 — Casual Inattention

This level reflects a lowering of service in 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 buildup of dirt, dust, and/or floor finish in corners and along walls, can be seen.

- There are dull spots and/or matted carpet in walking lanes, and smudges and splashes on base molding.
- All vertical and horizontal surfaces have obvious dust, dirt, marks, smudges, and fingerprints.
- Lamps all work and all fixtures are clean.
- Trash containers are clean, and odor-free.

Level 4 — Moderate Dinginess

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 consistently look like it requires a good "spring cleaning."

- Floors are swept clean, but are dull. Colors are dingy, and there is an obvious buildup of dust, dirt, and/or floor finish in corners and along walls. Molding is dull and corrosion streaks and splashes.
- Carpeted areas show signs of neglect, there are a number of stains, some may be split worn areas 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 sour.

Level 5 — Unkempt Neglect

This is the final and lowest level. The trucking industry would call this "just-in-time cleaning." The facility is always dirty, with cleaning accomplished at an unacceptable level.

- Floors and carpets are dirty and have visible wear and/or pitting. Colors are faded and dingy, and there is a conspicuous buildup of dirt, dust, and/or floor finish in corners and along walls. Base moldings are dirty, stained and streaked. Gum, stains, dirt, dust balls and trash are broad cast.
- 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 filts.
- Trash containers over flow. They are stained and marked. Trash containers smell sour.



APPA Work Sheets

Inspection Sheet: Washrooms

Name of Institution: _____ Inspector's Name: _____
 Date: _____ Time: _____
 Building: _____
 Description of area type: _____

Appearance Item	Weighting Factor	Level					Item raw score (factor x level)
		1	2	3	4	5	
Floor	14						
Lighting and light fixtures	1						
Toilets, urinals, washrooms, sinks, and drying fixtures	60						
Tooth containers and pencil sharpeners	4						
Vertical surfaces: walls, doors, windows, vents, blinds, partitions	15						
Total raw score _____							
Level = raw score / 80 _____							

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

<input type="checkbox"/> traffic density	<input type="checkbox"/> climatic condition
<input type="checkbox"/> frequency of use	<input type="checkbox"/> location of outdoor space
<input type="checkbox"/> age of the facility	<input type="checkbox"/> organization of staff
<input type="checkbox"/> materials used in construction	<input type="checkbox"/> poor staff training
<input type="checkbox"/> level of vandalism	<input type="checkbox"/> poor equipment

Comments:

Inspection Sheet: Offices

Name of Institution: _____ Inspector's Name: _____
 Date: _____ Time: _____
 Building: _____
 Description of area type: _____

Appearance Item	Weighting Factor	Level					Item raw score (factor x level)
		1	2	3	4	5	
Floor	65						
Horizontal surfaces and outcrops, telephones, furniture and drinking fountain	12						
Lighting and light fixtures	5						
Tooth containers and pencil sharpeners	23						
Vertical surfaces: walls, doors, windows, vents, blinds, partitions	7						
Total raw score _____							
Level = raw score / 100 _____							

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

<input type="checkbox"/> traffic density	<input type="checkbox"/> climatic condition
<input type="checkbox"/> frequency of use	<input type="checkbox"/> location of outdoor space
<input type="checkbox"/> age of the facility	<input type="checkbox"/> organization of staff
<input type="checkbox"/> materials used in construction	<input type="checkbox"/> poor staff training
<input type="checkbox"/> level of vandalism	<input type="checkbox"/> poor equipment

Comments:

Inspection Sheet: Classrooms

Name of Institution: _____ Inspector's Name: _____
 Date: _____ Time: _____
 Building: _____
 Description of area type: _____

Appearance Item	Weighting Factor	Level					Item raw score (factor x level)
		1	2	3	4	5	
Chalkboards and easels	15						
Floor	67						
Horizontal surfaces and outcrops, telephones, furniture and drinking fountain	8						
Lighting and light fixtures	3						
Tooth containers and pencil sharpeners	4						
Vertical surfaces: walls, doors, windows, vents, blinds, partitions	4						
Total raw score _____							
Level = raw score / 100 _____							

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

<input type="checkbox"/> traffic density	<input type="checkbox"/> climatic condition
<input type="checkbox"/> frequency of use	<input type="checkbox"/> location of outdoor space
<input type="checkbox"/> age of the facility	<input type="checkbox"/> organization of staff
<input type="checkbox"/> materials used in construction	<input type="checkbox"/> poor staff training
<input type="checkbox"/> level of vandalism	<input type="checkbox"/> poor equipment

Comments:



The Process

- 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.

		Lynn	Helen	Vera	Anita	Elise						
Office	410M	1.8	1	2.1	2.1	2.4						1.9
Office	404	1.8	1	2	2	2.2						1.8
Office	415G	1	1.2	2	2.2	2.2						1.7
Office	214C	1	1	2	2	2						1.6
Reception	410	1	1.2	2	2	2						1.6
Reception	214	1.9	1.2	2.4	2	2.1						2.0
Lounge	5th Fl	1	1.3	2	2	2						1.7
Lounge	4th Fl	1.7	1.2	2.5	2.2	2.7						2.1
Lounge	2nd Fl	1.2	1.2	2.2	2	2.5						1.8
Classroom	113	2	1.2	2.7	2	2						2.0
Classroom	106A	2	1.2	2.7	2	2						2.0
Classroom	522	2	1.1	2.7	2	2						2.0
Entrance	West	1.5	1.5	-	2.7	2.2						2.0
Entrance	East	1	1.1	2	2.3	2						1.7
Corridor	4th Fl	1.2	1	-	2	2						1.7
Stairwell	Center	1	2	2.9	2	2						2.2
Stairwell	West	1	2	-	2	2						2.0
Research Lab	120E	1.7	1	2.2	2	2.7						2.0
Research Lab	517	1.7	1.1	2.9	2	2.8						2.2
Research Lab	464	1.7	1	-	2	2.1						1.7
Research Lab	432	1.8	1.7	-	2	2.7						2.1
Washroom	129	-	1.1	-	-	2.7						1.9
Washroom	425	-	1	-	-	2						1.5
Washroom	203	-	1	2.1	2	2						1.8
Washroom	127	1	-	2.1	2	-						2.1
Washroom	427	1	-	2.1	2	-						2.1
				2.3	2.1	2.2						2.2
		1.5	1.2									



Example of a Comment Sheet

MEMORANDUM

TO: Ray Dumouchel, Associate Director, Building and Grounds Services

FROM: Elsie Rubelek, Quality Assurance Coordinator

CC:

RE: Inspection of the Van Vleet Center on March 11, 2004

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

LOCATION	DESCRIPTION	ACTION TAKEN
Rm. W-127	Washroom - dirt build-up around bottom and backs of toilets - mirror tops are dusty - door vent is dusty	scrubbed Mar 15 wiped Mar 15 wiped Mar 15
Rm. W-31	Washroom - spill marks & finger prints on partitions	wiped Mar 15
Rm. W-71	Washroom - floor behind toilets is dirty	scrubbed Mar 15
Rm. E-484	Washroom - Cleaning Service is Satisfactory	
Rm. E-406	Washroom - black marks on floor grout	scrubbed Mar 15
Rm. E-20A	Washroom - top of partition & mirrors are dusty	wiped Mar 15
Rm. E-33B	Washroom - Cleaning Service is Satisfactory	
Rm. W-129	Washroom - Cleaning Service is Satisfactory	
Rm. W-1	Classroom - Tables are sticky and filmy	wiped Mar 15
Rm. W-114	Meeting Rm. - Window sills and blinds are dusty - chair bottoms are dusty	wiped Mar 15 wiped Mar 15

The action taken items should be returned to Ray Dumouchel & Elsie Rubelek by April 5, 2004.

Page 1

LOCATION	DESCRIPTION	ACTION TAKEN
Main	North Entrance - lower & upper ledges are dusty - door frames are dusty - mats are dirty and stained	wiped Mar 15 wiped Mar 15 replaced but mats will require steam clean
Rm. W-162	Men's Gym - some type of body fluid on wall by south water fountain	wiped Mar 15
Rm. W-96	Fitness Center - dust on stair ledges, conduit & emergency door crash bars	wiped Mar 15
Rm. W-87	Men's Studio - floor is dusty - marks on mirrors - overhead pipes are dusty	swept/mopped Mar 15 wiped Mar 15 wiped Mar 15
Rm. E-20	Ladies Locker Rm. - vanity counter is dusty - scum build-up on walls in individual showers	wiped Mar 15 scrubbed Mar 15 - some does not come off
Rm. W-80	Locker Rm. - Cleaning Service is Satisfactory	
West	Pool Deck - some dirt build-up around ladder bases - some dirty areas on floor	scrubbed Mar 15 scrubbed Mar 15
Rm. W-326	Lounge - chairs are dusty, stained and dirty - grill on window sills	cleaned - stains do not come out Mar 15 wiped Mar 15
Rm. W-116E	Office - Cleaning Service is Satisfactory	
Rm. W-116C	Office - Cleaning Service is Satisfactory	
Rm. E-483	Office - Cleaning Service is Satisfactory	
North	Main Stairwell - rails are dirty - garbage in cart - ledges are dusty	wiped Mar 15 emptied Mar 15 wiped Mar 15
Bear Den	Stairwell - stairs are gritty with gravel in the treads - spill marks & tape on wall	cleaned Mar 15 removed Mar 15 having trouble with tape - getting glue removal

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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

UNIVERSITY OF ALBERTA
Cleaning Performance Measurement (Modified APPA Standard)

FLOORS

Level 1

- a) Floors are shiny and clean. There is no build-up of any kind present in corners or along walls.
- b) Handrails are clean and streak free.
- c) Carpeted areas are free of dirt, dirt and stains.

Level 2

- a) Floors are clean with adequate floor finish, but slight dirt and dust may be present. There is no build-up of any kind present in corners or along walls.
- b) Handrails are clean but one day of dirt, dust or streaks may be present.
- c) Carpeted areas are clean and stain free. There may be one day of dirt and debris present.

Level 3

- a) Floors are clean with adequate floor finish present but upon close observation, dirt, dust, stains and streaks may be present. There may be a moderate build-up of dirt present in corners and along walls.
- b) Handrails are clean but upon close observation, dirt, dust and streaks may be present.
- c) Carpeted areas may have a moderate accumulation of dirt, dirt and trash present. Fresh removable stains may be present.

Level 4

- a) Floors have an obvious build-up of dirt, dirt, stains and streaks present and there is apparent floor finish. There is an obvious build-up of dirt, dirt, stains and streaks in corners and along walls.
- b) Handrails have obvious build-up of dirt, dust, stains and streaks.
- c) Carpeted areas show signs of neglect. There are a number of stains present as well as dirt, dirt and trash.

Level 5

- a) Floors are dirty. There is a major accumulation of dirt, dirt balls and trash present. There is no floor finish present. There is a complete build-up of dirt, dirt and/or floor finish along walls and corners.
- b) Handrails are dirty, stained and streaked.
- c) Carpeted areas are badly stained. Dirt, dirt balls and trash are evident throughout.

HORIZONTAL AND VERTICAL SURFACES

** Cleanable horizontal surfaces are: furniture, phones, ledges, sills, light, etc. which are accessible with a long handle duster and are free of personal items.

*** Cleanable vertical surfaces are: walls, doors, windows, vents, blinds, partitions, etc.

Level 1

- a) All cleanable surfaces have a freshly cleaned or polished appearance and have no accumulation of dirt, dirt, mark or streaks.

Level 2

- a) All cleanable surfaces are clean but upon close observation, dirt, smudges and fingerprints may be noticeable (1-2 days accumulation).

Level 3

- a) All cleanable surfaces are clean but upon physical inspection and accumulation of dirt, smudges and fingerprints may be noticeable (the white glove test).

Level 4

- a) All cleanable surfaces have obvious dirt, dirt, stains and streaks present. This area shows signs of neglect.

Level 5

- a) All cleanable surfaces have major accumulations of dirt, dirt, stains, smudges, which will be difficult to remove.

TRASH CANS

Level 1

- a) Trash containers are empty, clean and odor free and have clean liners.

Level 2

- a) Trash containers are clean and odor free and have clean liners.
- b) There may be 1-2 days of trash present.

Level 3

- a) Trash containers are clean and odor free and have clean liners.
- b) There may be 3-5 days of trash present.

Level 4

- a) Trash containers are dirty and may smell sour. Liners are missing or dirty.
- b) Containers could be full.

Level 5

- a) Trash containers are dirty and may smell sour. Liners are missing or dirty.
- b) Trash containers could be full or overflowing.
- c) Trash containers could be permanently stained and damaged or rotting.
- d) Container requires replacement.

WASHROOM FIXTURES

** Fixtures include toilet, urinals, basins, showerheads, drains and dispensers.

Level 1

- a) All washroom fixtures are clean and odor free.
- b) Product dispensers are filled.
- c) Shower walls and drains are free of soap residue and customer deposits.

Level 2

- a) All washroom fixtures are clean-odor free. There may be evidence of daily usage (spilled hair and mirrors, spots on toilet seats) but daily cleaning is evident.
- b) Supplies are adequate.
- c) Shower walls and drains are clean and odor free. There may be evidence of daily usage (soapy marks on walls, hair in drains) but daily cleaning is evident.

Level 3

- a) All washroom fixtures appear clean but upon close observation dirt, dirt and stains are present.
- b) Some product dispensers need to be replenished.
- c) All shower walls and drains appear clean but upon close observation dirt, dirt and stains are present.

Level 4

- a) Some washroom fixtures have obvious dirt build-up, stains and streaks.
- b) Most product dispensers need to be replenished.
- c) Some shower walls and drains have obvious dirt build-up, stains and streaks.

Level 5

- a) All washroom fixtures have major accumulations of dirt, dirt, stains and streaks which will be difficult to remove.
- b) All product dispensers need to be replenished.
- c) All shower walls and drains have major accumulations of dirt, dirt, stains and streaks which will be difficult to remove.



Modified Forms (3 of 17)

OFFICES

BUILDING: _____
 DATE: _____
 INSPECTOR: _____

REQUIRED PERFORMANCE STANDARD	FLOORS				HORIZONTAL SURFACES				VERTICAL SURFACES				TRASH CONTAINERS				Total	Level
	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4		
WALKING SURFACE	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16		
VEHICLE SURFACE	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32		
LOCATION																		
TI																		
II																		
III																		
IV																		
V																		
VI																		
VII																		
VIII																		

COMMENTS

WASHROOMS

BUILDING: _____
 DATE: _____
 INSPECTOR: _____

REQUIRED PERFORMANCE STANDARD	FLOORS				WASHROOM FIXTURES				HORIZONTAL SURFACES				VERTICAL SURFACES				TRASH CONTAINERS				Total	Level
	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4		
WALKING SURFACE	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20		
VEHICLE SURFACE	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40		
LOCATION																						
TI																						
II																						
III																						
IV																						
V																						
VI																						
VII																						
VIII																						

COMMENTS

CLASSROOMS, SEMINAR ROOMS AND TEACHING LABS

BUILDING: _____
 DATE: _____
 INSPECTOR: _____

REQUIRED PERFORMANCE STANDARD	FLOORS				HORIZONTAL SURFACES				VERTICAL SURFACES				TRASH CONTAINERS				Total	Level				
	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4						
WALKING SURFACE	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20		
VEHICLE SURFACE	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40		
LOCATION																						
TI																						
II																						
III																						
IV																						
V																						
VI																						
VII																						
VIII																						

COMMENTS



Moving with Technology

- 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


UNIVERSITY OF ALBERTA

Inspection Rating Sheet

Mar 19, 2008 10:10:10 AM

Group: University of Alberta
 Item: CPM
 Template: Van Vliet Center v02
 Inspection: Mar 19, 2008 08:34:58
 Grade: 2.50

Including comments

Inspection Item	Comment	Grade
Van Vliet Center		2.00
Inspector		2.00
	Elaine	
Classrooms/Summer Teaching Labs		2.72
Corridors		2.00
Entrance/Lobbies/Loading Docks		2.91
Lounges and Lunch Rooms		2.62
Offices		2.66
Reception/Waiting Rooms		2.79
Stairwells		3.00
Restrooms		2.14
Blackboards		3.00
Gymnasiums/Recreational Studios		2.12
Locker/Change and Pool Decks		2.18

Inspection Comment Sheet
 Mar 19, 2008 10:11:56 AM
 Group: University of Alberta
 Item: CPM
 Template: Van Vliet Center v02
 Inspection: Mar 19, 2008 08:34:58
 Grade: 2.50

Including comments

Inspection Item	Comment	Grade
CPM 2.50		
Van Vliet Center 2.50		
Inspector 2.50		
Elaine		
Classrooms/Summer Teaching Labs 2.72		
Location 1 3.44		
E-121C		
Ceiling tiles stained outside of room	Tony	
Boards & easers Level 2 2.00		
Floors Level 2 4.00		
Carpet is excessively stained be done with perindoles Mar 26	spot cleaned, complete cleaning will vacuumed Mar 26	
Debris on carpet		
Hort surfaces Level 2 3.00		
Gum on chairs	removed Mar 26	
Upper ledges are dusty	dusted Mar 26	
Vert surfaces Level 2 3.00		
Trash containers Level 2 2.00		
Location 2 2.00		
E-126		
Boards & easers Level 2 2.00		
Floors Level 2 2.00		
1		
Hort surfaces Level 2 2.00		
Vert surfaces Level 2 3.00		
Trash containers Level 2 2.00		
Corridors 2.00		
Location 1 2.00		
Concourse		
Floors Level 2 2.00		
Hort surfaces Level 2 2.00		
Vert surfaces Level 2 2.00		
Trash containers Level 2 2.00		
Entrance/Lobbies/Loading Docks 2.91		
Location 1 2.91		
North		
Floors Level 2 3.00		



The Benefits of Going Electronic

- Timesaving

2005

Actual inspection time 1.5 hrs

Compiling results 4 hrs

316 inspections X 1.5 = 474 hrs

316 inspections X 4 = 1264 hrs

Total man hours = 1738

2008

722 inspections X 1.5 = 1083 hrs

722 inspections X .25 = 180 hrs

Total man hours = 1263

- Being able to map trends
- Paper Savings



Classrooms

Apr-07 May-07 Jun-07 Jul-07 Aug-07 Sep-07 Oct-07 Nov-07 Dec-07 Jan-08 Feb-08 Mar-08





Offices

Apr-07 May-07 Jun-07 Jul-07 Aug-07 Sep-07 Oct-07 Nov-07 Dec-07 Jan-08 Feb-08 Mar-08





Washrooms

Apr-07 May-07 Jun-07 Jul-07 Aug-07 Sep-07 Oct-07 Nov-07 Dec-07 Jan-08 Feb-08 Mar-08





Quality Assurance for Grounds

- Based on the successes of the QA program in buildings, the division developed a Quality Assurance Program for Grounds, using the APPA guidelines.



Getting Started

- 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, BUTT STOPS AND ASH URNS

Level 1

- a) Receptacle is empty with clean liner.
- 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 liner.
- b) Receptacle is clean and odor free but can have one day accumulation of stains 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 liner may have fresh stains.
- b) Receptacle may be moderately dirty with fresh removable stains.
- 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 - liner is soiled and can be torn.
- b) Receptacle may be moderately dirty with set in stains.
- 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 liner.
- 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 (pale) (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 excellent repair
- d) All furnishings are in excellent repair
- e) (Winter months) - Pedestrian 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) - Pedestrian 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) - Pedestrian 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 some 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.

Revised: May 27, 2011

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 or broken 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) Is properly edged with a moderate amount of collapse or grass-in present. (Summer & Fall only)
- c) There may be a noticeable amount of weeds present
- d) Trees, shrubs and plants are beginning to show signs of neglect (e.g. lack of water/pruning)
- 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 is collapsed or grass-in (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, 2011



Required Performance Measures and Weighting Factors for Seasons

FALL

AREA: One Two Three Four DATE _____ TEAM MEMBER _____

Acceptable Level: 2.19	GARBAGE, CONCRETE STOPS, AND CURBS					TURF GRASS					BEDS, PLANTERS, TREES, SHRUBS					HARD SURFACES & FURNISHINGS					Total	Level										
REQUIRED PERFORMANCE MEASURE	LEVEL 3					LEVEL 2					LEVEL 1					LEVEL 0																
WEIGHTING FACTOR	17	20	27	32	39	27	32	39	44	50	18	20	24	28	34	12	14	17	20	24	12	14	17	20	24	12	14	17	20	24		
LEVEL	2	2	3	3	3	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5		
LOCATION																																
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4)																																
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6)																																
7)																																
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9)																																
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COMMENTS

WINTER

AREA: One Two Three Four DATE _____ TEAM MEMBER _____

Acceptable Level: 2.12	GARBAGE, CONCRETE STOPS, AND CURBS					TURF GRASS					BEDS, PLANTERS, TREES, SHRUBS					HARD SURFACES & FURNISHINGS					Total	Level										
REQUIRED PERFORMANCE MEASURE	LEVEL 3					LEVEL 2					LEVEL 1					LEVEL 0																
WEIGHTING FACTOR	6	8	14	17	20	4	8	12	16	20	21	42	63	84	105	47	114	171	228	285	12	14	17	20	24	12	14	17	20	24		
LEVEL	2	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5		
LOCATION																																
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COMMENTS



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.



Moving Forward

- 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

BUILDINGS & GROUNDS SERVICES
LANDSCAPE MAINTENANCE & CONSTRUCTION
QUALITY ASSURANCE PROGRAM

Year - 2007	Area 1	Area 2	Area 3	Area 4		
Spring	2.5	2.24	2.48	2.33		2.39
Summer	2.21	2.17	2.30	2.21		2.22
Fall						
Winter						

Total average to date: **2.25**

Revised August 23, 2007



Looking Forward

- Increasing the number of inspections to once a month, to parallel the building program.



The Last Piece

- 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.

**BUILDINGS & GROUNDS SERVICES
QUALITY ASSURANCE PROGRAM**

2023 - 2024

Building	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Avg
Administrative Services	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	12.00	1.00
Arts & Sciences	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	12.00	1.00
Business Administration	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	12.00	1.00
Engineering	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	12.00	1.00
Health Sciences	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	12.00	1.00
Humanities	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	12.00	1.00
Information Systems	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	12.00	1.00
Law	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	12.00	1.00
Library	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	12.00	1.00
Physical Education	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	12.00	1.00
Residence Halls	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	12.00	1.00
Student Services	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	12.00	1.00
University Centre	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	12.00	1.00
Workshops	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	12.00	1.00
TOTAL	12.00	12.00	12.00	12.00	12.00	12.00	12.00	12.00	12.00	12.00	12.00	12.00	144.00	1.00



Number of Inspections 1999-2008

