

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

- 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.

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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



- There are dail sports and/or matted carpet in walking lates, and aretaka and aplashes on base modeling.
- All vertical and hastaunual surfaces have abvious dust, dirt, marks, arredges, and inspreprints.
- + Lamps all work and all fintums are clean.
- · Trash containers are clean, and oduction.

Level 4 --- Moderate Dinginess

Level 4 effects a significant lowering of monitoria, Arosa are becoming unacceptable. People hegts to accept an environment facking normal cleantheses. In fact, the facility begins to constartly look like it engines a good "aprog cleaning"

- Pions are swept clean, but are dull. Colors are diagy, and there is an invision building of duit, dirt, and/or floor fluids in corners and along walls. Moduling is dull and cornains meaks and galantee.
- Carpetind areas show aigns of neglect, there are a number of stains, scattar may be split worn areas are present around deaks and walking larea.
- All ventcal and horizontal surfaces have conspicuous dust, dist, anudges, fingerprints, and marks that will be difficult to remove.
- · Loss than 5 percent of lamps are burned out, and lintums are direcy.
- Trash containers have up to two weeks of touth They are mained and marked. Trush cant meell cour.

Level 5 - Unknmpt Neglect

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

- Floors and carpets are dray and have visible swar asilve pating. Colous are fided and dray, and have is a comprision-buildup of dray, duel, and/or floor fineds in comments and along walls. Take modifying is duty, awired and streaked, Gen, stansachtrature halls and trash are broad cast.
- All vertical and hormorphic methods have major accomplations of doit dire, stronglying, and forgerprints, as well as damage. It is evident that no maintenance or clossing in shore on these surfaces.
- More than 5% of lamps are horsed out and focures are dety with dast balls and flies.
- Trash containers over flow. They are stated and roathoft. Trash containers aneith series.





APPA Work Sheets

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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

May 2, 2005.								
		laven	Helen	Vere	Anita	Elsis		
Office	2004	All statements			21	- M	- 41 - 41	10 1000000
Office	404	1.0	4-1	2	3	33		1.0
Office	4586	1	12	2	22	22		17
Office	2140	T		3	2	3		16
Reception	410	T	12	2		2		16
Reception	214	T.9	12	2.6		23		2.0
Lounde	5th Fi	1	1.3	2		2		12
Lounge	-\$20 F1	17	1.2	2.5	22	2.7	_	21
Lounge	2rid, FI	1.2	1.2	2.2	2	2.5		1.8
Classroom	153	2	1.2	2.7	2	2		2.0
Class/pom	106A	2	1.2	2.7	2	2		2.0
Classroom	522	2	1.1	2.7	2	2		2.0
Entrance	Weist	1.5	1.5		2.7	2.2		2.0
Entrance	East	1	1.1	2	2.3	2		1.7
Comdor	4m FL	1.2	1		2	2		17
Starwell	Center	1	2	2.9	2	2		2.2
Starwell	West		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	2.5	2.2		2.2
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			1					





Example of a Comment Sheet

MEMORANDUM

TO:	Ray Dumouchel.	Associate Director	Building	and Grounds Services

ROM:	Elbie Rubultes,	Guality Assurance Coordinator	
		A CONTRACT OF A	

CC:

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

Following ani the combined comments received from the inspection learn related to the above noted building

LOCATION	DESCRIPTION	ACTION TAKEN
Rm. W-127	Washroom	
	- dirt build-up around bottom and backs of	
	toliets	scrubbed Mar 15
	- mirror tops are dusity	wiped Mar 15
	- door vent is dusty	wiped Mar 15
Rm. W-31	Washroom	
	- apil marks & linger prints on partitions	wiped Mar 15
Rm. W-71	Washroom	
Statistics and	 Soor behind tolets is dirty 	scrubbed Mar 15
Rm. E-484	Weshroom	
Concernance of	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	1)
Rm. W-129	Washroom	
	- Cleaning Service is Satisfactory	
Rm. W-1	Staaarsom	
	- tables are slicity and 5my	wiped Mar 15
Rm. W-114	Meeting Rm.	
	- Window sills and blinds are dusty	wped Mar 15
	- chair bottoms are dusty	wiped Mar 15

LOCATION	DESCRIPTION	ACTION TAKEN
Main	Borth Entrance	
	- lower & upper ledges are dusty	segned Mar 15
	- door frames are sharty	wiped Mar 15
	- mans are duty and stained	recumed but starrs will require steam clea
Rm. W-162	Main Gutt	
	- normal types of benty fluid on wait by acuth	
	water fourtain	sugged Mar 15.
Rm. W-96	Eitmens Gemter	1700 C 227
	- dust on stair ledges, conduit & ensergency	
	door crash loars	arguest Mar 18
ftm. W-87	Dance Shallo	
	- Report to allowly	awagthropped Mar 13
	- marks on mirrors	wurd Mar 15
	- overhead pipes are dusty	wiped Mar 18
Bm E-20	Ladies Locker Rm.	
100000000	- venity counter is dusty	wiped Mar 15
	- action build-out on wafe in individual showers	acrubited Mar TS - some does not come off
Ren. W-80	Locker Rm.	
	- Clauring Service a Satisfactory	
West	Post Dauk	
	- agree drt build-up around laditer bases	acrubbed Mar 18
	- Assme data areas on flate	incruithed Mar 10
Rm. W-228	Lounge	
	- phains are shorty, stained and ditty	claament - stains do not come out Mar 15
	off on Window alls	aripert Mar 15
Res. W-116E	Office	
	- Celanny Service is Setelators	
Hen W.118C	Office	
	- Clearing Service is Estisfactory	
Wm. E-483	Office	
A CONTRACTOR OF	- Cleaning Service is Satisfactory	
North	Main Stainwell	
	- ipHz are ditte	acpect Mar 15
	- interference in cont	arrighted Mar 15
	- Indone are duals	mitteril Mar 15
Bear Dan	Staireall	
- Contraction of the second	- stars are crity with gravel in the boarts	cleared Mar 16
r i	and marks & bine or well	removed Mar 18
	Contraction and a sector starter state	the property of the local property of the party of





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.

Cloaning Performance Measurement (modified APPA Similarity)

FLOORS

- a) Floors see shirts and closes. There is no build-up of any kind present in contern or using walls.
- 24 Baseboarth lats climar and situal flink.

ch. Carpenal arous use free of dask, diri and status.

Loral 7

Lond

- a) Finnet are plant with adequate three binds, but slight diet and dust may be present. There is no build up of any kird present in compto or along willi-
- 10.1 Baseboards are cleare had one skey of stirt, shot or streaks may be present.
- () Corported areas are clean and dain line. There may be one day of dont and delivity present

Long A.

- a) Flours are clean with adoguate floor thain present has spee close shore-subar, alts, date, status and meanic may be present. There many her a recommender half-out of shirt presents in connects and along malls.
- Danafiniantic and climat that agent climic observation, dirt, sheet and virtuality many be present. 111
- 48 Carpornel artist may have a reachingte accustulation of date, det and must present. Proof removable states may be present.

Louid 4

- Phony have an obvious build-up of data, dbt, states and structure protect and show to apparent liter Datab. There is an obvious 10 helid-up of dust, dot, stalks and streaks in connect and along walls
- 141 Renotements have obvious highlight of effect, dust, status and mession
- a) Carpet areas show signs of neglicit. These are a mediar of mains present as well as dust, drt and much.

Long 2

- a) Finers are dety. There is a respective of dire, dust halfs and tends present. There is no flavor finish present. There is complicates build up of det, door and/or fixed fixed along walls and contarts.
- Thá -Basebuards are dirty, statund and simulant
- a) Corporat arous are builty stationd. Dist, dust builts and truth are avident deroughout.

HOREBOWERL AND VERTICAL SURFACES.

- 40 Complify harmonial parfaces are: humber, players, indges, with, lights, etc. which are more affect with a long handle dather and are True of generated increa-
- ** Chandle votical technics are wally deset, windows, years, black partness, en-

Local 1

a) All closeship sectors have a bodyly chosen in policibal appearance and have no accurtechnics of deal, dirt, mark or emails.

LoneL3

- at All characterized are clear that open clear description, due, secondary and Superprises may be estimately O 2 dues
- Accession (1991)

Lord F

a) All chapteries are then bee specified inspection and accompliation of dust, smalges and frequentiation only to network the (the soldier gives transmitted)

Local A

a) All channeline tanditures have obvious, that dirk station and structus prevent. This area shows signs of togetoit.

Lough S.

ai. All classifies surfaces have major accordulations of dirt, dark, status, tonidges, which will be difficult to territori.

TRAMECANE

- Level 1
- (i) Trady consistents are steppy, about and roles free and have about fitners.

Level 3

- a) Tradit containers are clean and only free and have clean finers.
- the Wheney many has 3-21 shows off leasth programmed.

Lonal 3

- Thash contributs are clean and sales free and have clean limits.
- its Three roat he 3-5 days of least present.

Level 4

- Thaih containers are dirty and may small some Unans are missing to dirty. 4)
- Its Complete yould be full

Level 2

- Track containers are they and may usual usur. Litters are missing or dirty. a ...
- 10 Yrack constants would be full to overflowing.
- Trieds consultance could be permanently stained and doned to carring
- 2) 2/eik unstalture could be perma d) Campion requires teplacount.

WASHBOOM FIXTURES.

** Pletaria include tellars, prinals, busies, showerheads, strains and dispersion

Level 1

- All mailmoots, fictures are clean and only you. - 44
- 10.1 Product (Damesers are Clinic).
- x) Shower walls and draits are five of large smalls and saturate depends.

Sand 2

- a) All walknow finites are class oder then. Then may be endered duly usage (splinked hern and remove, special radio material) but didly classifier to ovehint:
- Supplier inn adequate +1 However wells and drains are cleans and other line. There way be evidence of darly awage (some marks on wells, hale in station) has didly clouding to evident.

Louis 3

- All warfercost firmant appear class has speci close observation dart, dirt and stairs are present.
- 164 house product dispenses send to be replexident.
- All shower walls and showe appear chair but apon chose observation that, day and many art private 43

Louis

- Some wednesses throws have obvious diet held-up, some and mesha. -
- 10.1 Must prished dispersant most in he reprintidual.
- Tester shower wells and dresse have also san dirt hald-op, stores and strate-44

Level 7

- All walksom fisture lass regio accordation of det, dat, date and reade which will be difficult to remove 40
- 304 All product dynamics used to be reducided.
- All shower with and draws have reque menanclation of day, days, main and available which will be difficult to concern. -





Modified Forms (3 of 17)

	OFFICES				WA	annooas				0	LASSROOM AND T	IS, SEMIN	AR ROOMS LARS	6 -	
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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

	Inspection 3	tating Sheet	
			84ar 19, 2004 10:10:1
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Lorenges and Lanch S	Derym.	2.82	
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Clymnasiums Routes	itemal Sciafficer	3.42	
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Inspection Comment Sheet Mar 19, 2008 10:11:56 AM Group: University of Alberta Item: CPM Template: Van Vliet Center v02 Impection: Mar 19, 2008 08.34.58 Gende: 2.50 Including comments Inspection Item Comment Grade CPM 2.50 Van Vliet Center 2.50 Inspector 2.50 Elsie Classrooms Seminar Teaching Labs 2.72 Location 1 3.44 E-121C Ceiling tiles stained outside of room Boards & erasers Level 2 2.00 Floors Level 2 4.00 Carpet is espensively stained he done with periodics Mar 26 vacuumed Mar 26 Debrix on carpet Hort surfaces Level 2 3.00 Gum on chairs removed Mar 26 Upper ledges are daity. Vert surfaces Level 2 2.00 Trash containers Level 2 2.00 Location 2 2.00 E-126 Boards & emsers Level 2 2.00 Floors Level 2 2,00 Hort surfaces Level 2 2,00 Vert surfaces Level 2 2.00 Trash containers Level 2 2.00 Corridots 2.00 Location 1 2.00 Concourse Floom 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 2.93 North Floors Level 2 3.00

Tony

spot cleaned, complete cleaning will

dusteil Mar 26





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







Offices







Washrooms







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 APPA Standard)

GARBAGE CAN, BUTT STOPS AND ASH URNS

Level 1

- a) Receptualic is couply with clean liner
- b) Baceptacle is clean and odor free.
- a) Introcourse space around susceptacle is cham.
- d) Receptoche is in good repair.

Letel 7.

- a) Receptacks in 112 field of detwise and has a firmh litter.
- Its. Receptache is cleain and oder free but can have one-day accumulation of status present.
- (c) Immediate space around marginalie is clean but may have slight debris present.
- d) Receptacks in its good repair.

Louis 7

- a) Receptacle in 3/4 to full and liner may have thesh states.
- (b) Receptacle may be eligitally diety with fresh remercable mans.
 (c) Space around comptacts may be slightly diety with some debris present.
- d) Receptacle is in good repair.

Loval 3 - (Begianing to show signs of neglect)

- at: Full to courflow litter is assist and can be torn
- B) Rimsphache may be modernauly dirty with set in status
- ci Instadiate space is moderately dirty with deheis present.
- d) Receptacle may be to slight disrepair.

Level 5.

- a). Baseptache is full to overflowing and has a dirty and/or torm liner.
- by Receptache is dirty and has a had edge.
- (2) Immediate space around receptacle is dirig, with debris proven. al) Hanceptacks in its need of repair.

Bavined: May 27, 2003

TURF GRASS

Level 1

- at) Totally debris free
- Its. Eventily can appearance
- at) Grass is would free
- d) Dark green halt appearance (Summer & Fall only)
- at: No-dead or damaged patches (including woor patterns)

Lent2

- si) Minimal amount of debris present.
- Its. Recently out approximite
- 42 Minimal amount of womfa
- if) Dark green Jush appearance (Summer & Fall only)
- e) A minimal amount of deal or damaged patches (ischaling wear patterns)

Levil 3

- 43 A misderate amount of debris present
- b) Crass to due to be out
- c) A moderate around of weeds present
- d) Grass is green (Summer & Fall only)
- () A moderate amount of datad or damaged patches (including wear patterns)

Louis 4

- Genus is buginning to show signs of neglect
- a) There is an expensive assount of debris present
- b). Orace is eventual for cutting
- ci. There is encensive weeds present
- (f) Grass is off color (pale) (Summer & Fall only)
- (c) An assessive amount of dead or damaged patches (including woar patterns)

Level 5

Totally Niglected

a) Not serviced

Revised: May 27, 2003





Grounds Appearance Items

Herrood, Man 27, 2001

HARD SURFACES raidewalks, paties, stairs, range, parking lots, reades

Laval 1

- s). Totally clean and deteis live
- All surfaces are probably edged
 All surfaces are in another repair
- d) All furnishings are in socultant repor-
- (Winter months) Podestrian and vehicle muffle can merve indely on all band surfaces.

Level 2

- 45 Area to chear with a minimal assount of definit present
- his All surfaces are prohably edged
- 43. All surfaces are in grand repair
- d) All furnishings are in good repair
- e) (Wisner mentlin) Podostrian and setticle mellic can move safely on all hard suffaces.

Level 3

- a) Arms is almost with a moderate amount of debris present.
- 10 All surfaces are sulged, but may be sturing to grow in
- c) Some surfaces require minor repair al). Score flattishings require minor repair
- a) (Winter months) Podenitian and which maffle can move safely on all hard surfaces.

Lovel 4

- 4) Area is ordean with excessive amounts of debris present.
- 40 . Edging of some or all surfaces is regained.
- c). Seene sufficies require repair or a tisk to safety is present.
- d) Furnishings may require major requir to replacement.
 c) (Winter months) Safe potentian and which traffic may be compromised.

Level 5

33. Tatally neglected and unselfc conditions role be proved.

FLOWER BEDS/PLANTERS, TREES AND SHRURS

Level 1

(a) Tenally dubris free b) Property indged (finitement & Fall only) c) Totally would from

- d) Trees, shulls and plants are basility leacking with no apparent dead or broken beauties
- in All planters are well maintained f) Boll is properly worked (Summer & Fall)

Land 2

- A) There is a minimal amount of definits present (see day accompliation)
 Forgerty adapt with a minimal amount of collapse or grow-in proteint. (Sommer & Fall only)
- c) Thuse is a reinimal amount of rounds presses
- d) Trees, shedre and plants are healthy looking with no opported dead or broken branches
- 43 All planters are well maintained 1) Noil is properly worked (Summer & Fall)

Level 3

- (a) There is a modulate amount of dateix present
- bit. In properly sulpul with a resolution amount of collapse or provint present. (Sustainer & Fall andy)
- 43. There may be a revieway amount of words present
- dy Trans, shrahs and plants are bighning to show signs of neglect (e.g. luck of water practing)
- Planters are showing signs of sear
 Soil is not properly worked (Summer & Fall)

Level 4

- a). There is an excited we arrest of debris present by Edging is collapsed or grown in Ostroney & Full only.
- 4) Thurst is an exclosive amount of woods present
- d) Trees, shrabs and platts are successful and dying s) Plastars are duraged and in send of repair
- () Noil is not propirly worked (Nammer & Pall)

Level 1

at Totally replaced

Revisal: May 27, 2003.





Required Performance Measures and Weighting Factors for Seasons

AREA: One Two Three	Field	iei.	-		DA	TE	-			_		-	TE	ĂМ	MED	MBR	R.	_	-		_	
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Required Performance Measures and Weighting Factors for Seasons

AREA: One Two Three	er Four DA	FALL	TEAM MEN	IBER		WINTER AREA: One Two Three Four DATE TEAM MEMBER								
Acceptable Level: 2.19	GMBAGE CAN, BUTT STOPS, MICSING	TT SET GIR LOS	8130, PLAVILIE, 1812), 9880.00	HARD SCREECES & PERSONNESCO		Acceptable Level: 2.12	GARRAGE CONS, BETT STOPS, SHE DAVA	THE GLOB	HEDS, PC4741140, 19425, 0104245	BARI SCREECENA FORMATING]			
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MORNIS						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

Year - 2007	Area	Amel	Arres 2	Artist		
Spring	2.5	3,24	2.48	2,13	2.39	
Summer	2.21	2.17	2.30	2.21	2.32	
Fell			1	1 1		
Winter	1		1	1 1		
				Total average to a	4.54	





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 fulltime inspectors, several managers, supervisors, lead-hands and building representatives.

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Number of Inspections 1999-2008





