



# LOCAL ASSOCIATION CENTER INSPECTION MANUAL



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# **I INTRODUCTION**

The purpose of this manual is to provide general guidance and instruction on the duties and responsibilities of the local Association Manager and inspection team and should be used as a reference tool.

Every local association is responsible for identifying interested volunteers to perform lane certification and lane dressing inspections for all centers within the association's jurisdiction.

The Association Manager is responsible for monitoring the inspector's performance and ensuring that certification and lane dressing inspections are completed and performed accurately.

## **Certification Timeline**

April 1 – Contact center(s) to set up lane inspections; Inspections may begin for the upcoming season

May 1 – Inspection results may begin being entered by Center Certification Coordinator at CTF headquarters

August 31 – Previous season's certificate expires

Sept 30 – CTF begins to deny awards on hold from centers not on Pending or Certified Status

## **Certification Status**

CTF identifies center certification status in one of four categories:

- 1) Certified – The center has been inspected, all measurements met CTF specifications and entered as such.
- 2) Pending – the center has been inspected, not all measurements met CTF specifications and was entered as such. Center is working on corrections and will be re-inspected to verify corrections have been made.

**\*Note: Averages and awards are recognized by CTF in Pending Status.**

- 3) Not Certified – The center may or may not have been inspected, but no information has been entered into the system.

**\*Note: Averages and awards are not recognized by CTF in this status.**

- 4) Inactive - Either the center has chosen not to certify (they will only have open play), or the center has closed its doors.

## **II LOCAL ASSOCIATION INSPECTION TEAM**

### **Appointment & Qualifications of Team Members**

The local Association Manager will identify interested volunteers. Any member who has the skills, interest, and is willing to learn may be appointed. Ideally, all members should have a thorough understanding of the inspection procedures. If not, those serving should be agreeable to taking training when available.

It is recommended that individuals connected with a bowling center not be appointed to the team or be assigned to conduct inspections since potential conflicts of interest may arise.

The Association Manager may authorize a volunteer from the team to oversee the team's daily activities, coordinate the inspection process, and act as his/her liaison with the inspectors and center management. The Association Manager is responsible for ensuring the inspections are performed per CTF requirements.

### **Establishing Policies**

The Association Manager works closely with the inspection team to establish the general policies and guidelines for the local inspection program.

Periodically, the Association Manager and team should meet to determine and review the inspection workload and the availability of inspectors and make necessary adjustments where needed.

- Establish an education program to provide guidance and instruction on inspection procedures. The [Lane Inspection Program Training Manual](#), as well other useful tools, can be found on the Canadian Tenpin Federation website at:

<https://www.tenpincanada.com/home/center-certifications/>

- Establish if and how inspectors will be compensated for certification and lane dressing inspections. (Note: Such compensation could be subject to federal and/or state income taxation.)

- Make sure all inspection equipment is inventoried and identified. Unserviceable equipment should be replaced, and new equipment ordered.
- Establish an accounting system of all income and expenditures connected with certification and lane dressing inspections. The Association Manager prepares a budget for presentation to the local board of directors so that appropriate funds, if needed, can be allocated for necessary expenditures, i.e. equipment and supplies. The budget should include anticipated income and expenses, an estimation of fees to be collected, and an estimation of funds needed if inspectors are compensated and/or reimbursed for reasonable expenses. The association account must be used due to bonding issues.
- The Association Manager presents reports to the local board of directors. Since the work of the team is confidential, board members should be reminded that the information provided is not to be discussed outside of the meeting. The report could include the number of inspections made, date certification finalized for each center, determinations of noncompliance, and an accounting of funds received and disbursed.

### **Liability of Injury**

CTF is not liable for any injury sustained by a volunteer during the performance of either certification or lane dressing inspections.

CTF does provide [Accident Insurance for Lane Inspectors](#) for CTF and CTF local associations. This information can also be found on [tenpinCanada.com](http://tenpinCanada.com) on the Center Certification page.

You may also check with your local association to see if they carry accident or injury insurance; check to see if you are covered under workers compensation insurance; or check with your private insurance company.

### **III GENERAL DUTIES & RESPONSIBILITIES ASSOCIATION MANAGER**

The Association Manager is the head of the inspection team and serves as the liaison between CTF, the local association, and the bowling centers on all matters pertaining to certification and lane dressing inspections.

The Association Manager may authorize a volunteer from the inspection team to handle some of the duties noted and to oversee the team's daily activities.

- Compiles and maintains a listing of names, addresses, and telephone numbers of all persons authorized to perform inspections.
- Arranges for any training that may be needed.
- Assigns inspectors and coordinates the inspections and confirms that they are completed per requirements, in a timely manner, and per established policies. Follows-up and monitors non-complying areas.
- Is responsible for all lane measuring and inspecting equipment.
- Prepares the invoice for certification inspection fees that are payable to the association.
- Reimburses inspectors in accordance with established policies.
- Accounts for all inspection fees due and all disbursements. Makes periodic reports to the team and prepares an annual report for the local association.

#### **Certification Inspection Responsibilities**

- Makes the appointments with the bowling centers being sure that appointed times will cause the least interference with center activities.
- Assigns authorized inspectors and supplies each inspector with the necessary forms, reference material, and equipment.

- Receives the completed/signed Center Inspection Reports and fees from the inspector. Makes sure the report is filed with CTF within 10 days and that the center has been given a clean, readable copy. **Note: This applies to all reports, even those where discrepancies have been found.**
- Is responsible for CTF being notified with the corrected measurement information and for notifying CTF should there be delays or any problems.
- Retains one complete copy for association records for a period of two years.
- Acts as the liaison when questions or discrepancies concerning the inspections arise.

### **Lane Dressing Inspection Responsibilities**

- Confirms that inspections are performed as required.
- Assigns authorized inspectors and supplies each inspector with the necessary forms, reference material, and equipment.
- Receives the tapes and Lane Dressing Inspection Report (LDIR) from the inspector. Reviews the results and notifies the proprietor immediately when discrepancies are noted.
- Submits the LDIR and tape readings to CTF Headquarters within 10 days.
- Retains all LDIR's and tapes for a period of two years.
- Acts as the liaison when questions or discrepancies concerning the inspections arise.

### **Tape Reading Responsibilities**

- Reads the tapes and determines whether the readings comply with CTF requirements. When inconclusive, the Association Manager forwards the tapes and LDIR to CTF Headquarters for evaluation.
- If a tape reader is not available, the Association Manager forwards the tapes and LDIR to CTF Headquarters for evaluation.

## **IV DUTIES OF AUTHORIZED INSPECTORS CERTIFICATION INSPECTIONS**

The inspector should arrive on time and with all the necessary tools and equipment. The first responsibility is to meet with the proprietor to go over what the inspection will entail and arrange for assistance from center personnel if needed.

The inspector should review the application form to ensure the center address and owner/manager information is correct, and offer to answer any questions.

The inspector must ask the proprietor's permission before starting the inspection. At this time, it should be determined where the inspector will start. The inspection should be done professionally, efficiently and in a timely manner. There should be the least possible interference with the center's activity.

It is helpful for the inspector to assign a team member to hold or carry things, write down notes, readings or comments made during the inspection. The inspector is responsible for the accuracy and completeness of the findings and the certification report.

### **Certification Inspection Schedule**

All CTF Certified Bowling Center Certificates expire annually on August 31. To provide ample time for CTF to process the necessary paperwork, so that new Certificates may be issued before the previous year's expire, the following guidelines apply for scheduling certification inspections.

#### Centers with no Major Work prior to September 1

If no major work is being done, inspections must be completed between April 1 and August 31.

#### Resurface or Major Work Prior to September 1

A complete inspection should be conducted within two weeks following completion of the work and submitted to CTF by September 1.

### Resurface or Major Work After September 1 but Prior to December 16

Areas not being affected by the work must be inspected and submitted to CTF prior to September 1. The remaining inspection items should be submitted within 14 days of completion of the major work.

### Resurface or Major Work after December 15

Areas not being affected by the work must be inspected and submitted to CTF prior to September 1. The remaining inspection items should be submitted within 14 days of completion of the major work. Certification may be renewed effective August 1 of the next season without further inspection.

### Uncertified Centers

A complete inspection should be made upon request of the bowling center representative. If this inspection is made after December 15, the Certification may be renewed effective August 1 of the next season without further inspection.

## **Certification Fees**

The following fees are payable to the local association upon completion of the inspection:

Inspection Fee: An amount not to exceed \$8 for each lane inspected per certificate applied for, up to a maximum of \$250.

Callback Fee: If there are more than two callbacks due to items that did not meet CTF specifications, an additional fee not to exceed \$20 per callback, may be charged.

## **Completing the Report**

The CTF Center Inspection Report serves both as an application for certification and a detailed report of the inspection.

It is important that page 1 be completed accurately to allow CTF to maintain proper records and center history. A center representative should be contacted to verify the information contained on page 1.

The completed inspection report must have a signature from the inspector, center management and the Association Manager. The signatures

acknowledge the application as well as receipt of a copy of the report. The inspector presents the invoice to the center for the inspection fees. The inspector signs the report and submits it along with the collected fees to the Association Manager for processing. **Note: It is important that the inspector submit the completed Center Inspection Report(s) to the Association Manager within 1 to 2 days.**

Any discrepancies found should be circled and brought to the attention of the proprietor. If corrections must be made, the proprietor should be asked to notify the Association Manager as soon as possible after corrections are completed so that arrangements can be made for a follow-up inspection. The call back inspection should be handled by the inspector that made the original inspection whenever possible.

### **FILING CENTER INSPECTION REPORTS WITH CTF**

For the 2018-2019 season, the completed [Center Inspection Report](#) must be sent to CTF Headquarters for the center to obtain its certificate.

The Center Inspection Report must be completed in full and sent to:

CTF Headquarters: 6619 193 Street, Surrey, BC V4N 0C1

Attention: Center Certification

By email to [ctf@tenpinCanada.com](mailto:ctf@tenpinCanada.com)

## V DUTIES OF AUTHORIZED INSPECTORS LANE DRESSING INSPECTIONS

Upon arrival at the center, the inspector should ask to speak to the person in charge and request permission to make the lane dressing inspection. The inspector should make sure that the inspection will not interfere with normal center activity. If possible, it is recommended that an employee of the center accompany the inspector.

A minimum of one complying inspection per season – August 1 through July 31 - shall be required at each certified center holding certified competition.

Note: Although there is a minimum requirement, additional inspections can be performed at the discretion of the local association. Should an inspection note noncompliance, additional inspections should be performed until compliance is met.

**Never inspect during the center's annual certification inspection.**

**Inspect only on a condition that has been applied for certified league/tournament competition.**

- Inspect as directed by CTF whenever a condition is reported as questionable or noncomplying.
- Inspections must be performed before any bowling has taken place on freshly dressed lanes, i.e. zero lineage. Inspections do not need to be done on freshly stripped lanes.

**DO NOT schedule or announce inspections to the centers in advance.**

- Select at least two (2) pairs of lanes - not adjoining lanes - inspect one lane of each pair.
- Measure the total distance dressing is applied and buffed with a 100' measuring tape.
- All readings are to be taken from the 10-pin side of the lane.

- One reading 2-5 feet prior to the end of the dressed/buffed area.

***Note: Although there is a minimum requirement for the number of tapes to be taken, such requirements do not limit or prevent an inspector from taking as many tapes as deemed necessary when questions are raised about carry-down or ball track areas, etc. Tapes should not be taken across footprints or other places where the dressing has been disturbed.***

***Note: The center representative may request a duplicate set of tapes. These tapes should be identified and taken about three inches from the first tapes, but not where dressing has been disturbed.***

## **Completing the Report**

After finishing the inspection, complete a CTF Lane Dressing Inspection Report form. If information is not available, the inspector should not make assumptions or answer based on opinion. The findings should not be discussed with anyone before all tests are recorded.

The inspector should:

- Use the comments section to provide additional information and/or to support an opinion.
- Notify the center representative immediately if discrepancies are found.
- Obtain a signature from the proprietor or center representative to acknowledge receipt of a copy of the report.
- Submit the report and actual tapes to the Association Manager within 1 to 2 days.
- Remember that the inspection is a confidential matter between CTF, the local association and the center representative. The findings are not to be discussed in public and all discussions with center representatives should be held privately.

The Association Manager is responsible for submitting the original inspection form (LDIR) along with either tape readings, graphs or the tapes themselves to CTF within 10 days.

- The Association Manager retains one copy of the LDIR for two years.
- One copy of the report and tape readings is given to the center.

The completed LDIR, graphs and/or tapes may be sent to:

CTF Headquarters: 6619 193 Street, Surrey, BC V4N 0C1  
Attention: Center Certification

LDIR & graphs may be sent by email to [ctf@tenpincanada.com](mailto:ctf@tenpincanada.com)

## **Contacting CTF**

Notification is made by the Association Manager to CTF during the next business day when the following occurs:

- Questions are raised about the inspection.
- The center refused to allow an inspection.
- There is reason to believe that dressing without the required additive was used.
- Tapes are pulling up lane finish.

Note: In all instances noted above it is recommended that the inspector not argue with the proprietor or center representative and any discussion that does take place should be held in private.

## **Follow-up Inspections**

Whenever a noncomplying condition is reported, the proprietor or center representative should be made aware as soon as possible after the tape readings have been recorded to allow for corrective action.

A follow-up inspection must be conducted and should be performed at the earliest opportunity available.

## **Inspections on Request**

Requests can be made by tournament management, a local association, CTF, or when normal scoring patterns change abruptly. These inspections should be conducted prior to certified competition, providing an opportunity for the correction of a noncomplying condition before the competition starts, thus avoiding a potential major issue.

Inspections requested by a proprietor do not need to be submitted to CTF unless, in those circumstances, a proprietor wants a record that he/she is actively working on corrections to a noncomplying condition found previously.