

Housekeeping Postal Facilities

Maintenance Series Handbook MS-47



maintenance bulletin

SUBJECT: Current Productive Workhours
HBK MS-47 Housekeeping - Postal
Facilities

DATE: January 12, 1987

NO.: MMO-7-87

TO:

1. Sectional Center Facilities
2. Bulk Mail Centers
3. Maintenance Capable Offices
4. Area Maintenance Offices
5. Divisional Field Directors
Operations Support

FILE CODE: P _____

The following pen and ink change should be made to the HBK MS-47 Housekeeping - Postal Facilities:

Page 2-6, paragraph u.; the number 1768 should be replaced with 1760 in the first two lines.

"If the facility is not to be cleaned by contract, divide line H by 1760. (note - The 1760 figure is the current productive annual workhours for one USPS custodial employee.)"

Questions or comments should be directed to Maintenance Technical Support Center, Plant Equipment Branch, P.O. Box 1600, Norman, OK 73070-6704; Telephone (PEN) 747-8252.

R. Wayne Younkins

R. Wayne Younkins
Field Director
Maintenance Technical Support Center
Office of Maintenance Management

APW

American Postal Workers Union, AFL-CIO

817 14th Street, N.W., Washington, D.C. 20005

RECV'D MAINT. DIV.

APR 14 1986

April 9, 1986

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TO: All Maintenance Division Officers

RE: MS-47 Handbook Change

In response to a letter we sent to the Postal Service, concerning the 1768 hours shown on Form 4852 in determining the number of employees needed to staff an office in the custodial section, the Postal Service has advised that there will soon be a forthcoming Maintenance Bulletin instructing them to make a pen and ink change from 1768 to 1760 to comply with the new Martin Luther King, Jr. Holiday.

Feb

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Attachment



RECEIVED

MAR 3 1986

UNITED STATES POSTAL SERVICE
475 L'Enfant Plaza, SW
Washington, DC 20260

John R. Mularski
MAINTENANCE DIRECTOR
AMERICAN POSTAL WORKERS UNION

March 31, 1986

Mr. Richard I. Wevodau
Director, Maintenance Division
American Postal Workers
Union, AFL-CIO
817 - 14th Street, N.W.
Washington, D.C. 20005-3399

Dear Mr. Wevodau:

This responds to your January 29 letter concerning the figure to be used as current productive annual workhours for one U.S. Postal Service custodial employee as provided in Part 243u of Handbook MS-47. We presume that you meant the new figure to be 1760 rather than the 1768 reflected in your letter.

The matter has been reviewed with appropriate authority and a forthcoming Maintenance bulletin will instruct the field to make a pen and ink change in the MS-47 changing the workhour figure from 1768 to 1760.

Sincerely,

John R. Mularski

John R. Mularski, General Manager
Programs and Policies Division
Office of Contract Administration
Labor Relations Department



maintenance bulletin

SUBJECT: Pen and Ink Changes to MS-47

DATE: February 8, 1984

NO.: MMO-36-84

TO:

1. Regional General Managers
Maintenance Management Divisions
2. District Offices - BMEO
3. Maintenance Capable Offices

FILE CODE: P - Buildings

The following pen and ink changes should be made to MS-47, TL-3, 6-1-83, "Housekeeping-Postal Facilities":

1. In Part 221.1a; second line, the word "layouts" should be inserted after the word "template."
2. In Part 332b; last line, insert the word "cleaning" between "Component and "Route".
3. In Part 415; fifth line, change the word "choses" to "chosen".
4. In Part 420b (2): delete the line "Empty trash from cluttered areas." and insert the lines "Empty trash receptacles." and "Sweep paper and trash from cluttered areas."
5. In sample 3-3 on page S-11, under "Tasks Required", Item 2; delete "crome" and insert "chrome".
6. In Exhibit F, the following corrections are required:
 - a. Under General, in the second paragraph, seventh line; delete the word "and" between "room" and "you" and insert the word "as".
 - b. In Area Cleaning, under Partitions, in the fourth line delete the word "one" and insert the word "once".
 - c. In Elevators (Freight), under Floors, first line; delete "loof" and insert the word "look". Also under Walls/Doors, second line; delete "policied" and insert the word "policed".

Since MS-47 was distributed to all offices except CAG L, MSC Managers should forward copies of this bulletin to all their associate offices, as appropriate. Questions or comments should be directed to Maintenance Technical Support Center, Plant Equipment Branch, P.O. Box 1600, Norman, OK 73070-6704; Telephone (FTS) 743-8254.

PAUL A. CRAWFORD
Director
Maintenance Technical Support Center
Office of Maintenance Management

U. S. Postal Service
Washington, DC

Housekeeping Postal Facilities
Handbook MS-47

Transmittal Letter 3
June 1, 1983

A. EXPLANATION

The attached document is the complete revision and reissue of MS-47, Housekeeping -- Postal Facilities. It is to be used to assist in determining the realistic custodial staffing level for your facility commensurate with your responsibilities for maintaining a clean, healthy and safe work environment for postal employees and customers.

Paragraph 340 of this handbook, "Scheduling," refers to a national handbook or system by which large offices operate. For Class A offices, it is MS-63, for Class B offices - MS-65, and for BMC's - the Interim BMC Maintenance Staffing Guidelines and Criteria. Instructions for small offices regarding use of the handbook are contained therein.

Staffing remains a three step procedure in which an inventory is taken, frequency of performance is determined, and staffing requirements are developed. It is imperative that the instructions in this handbook be carefully followed in order to complete the staffing package for each of your facilities. In using this revised handbook, a new building inventory must be completed before proceeding to determine frequency of performance and staffing levels. The three step procedure should be reviewed and recalculated at least annually so that required staffing adjustments will be implemented.

B. DISTRIBUTION

1. Initial. Copies of this issue are being initially distributed to all facilities.
2. Additional Copies. Order additional copies from the Maintenance Technical Support Center, P.O. Box 1600, Norman, OK 73070-6708 using Form 1286 (Request for USPS Publications) or Form 7380 (Supply Center Requisition). Headquarters offices order through the Document Control Division.

C. RECISSIONS

All copies of the MS-47 preliminary handbook are hereby cancelled and should be discarded.

D. COMMENTS AND QUESTIONS

Recommendations for improving the guidelines, information and procedures contained in this handbook are solicited from all sources. Anyone wishing to make such recommendations should submit them to:

Director
Maintenance Technical Support Center
P.O. Box 1600
Norman, OK 73070-6708

E. EFFECTIVE DATE

These instructions are effective on receipt.

A handwritten signature in cursive script, appearing to read "Peter A. Jacobson".

Peter A. Jacobson
Director
Office of Maintenance Management

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CHAPTER 1 INTRODUCTION

110 GENERAL

111 It is the responsibility of the postmaster/manager of a postal facility to assure that custodial maintenance is sustained at a satisfactory level. When making staffing determinations, management must make a commitment to maintain a clean and healthful working environment. When determining what, when and how often to clean, this commitment must be the principal concern.

112 This handbook provides procedures for determining staffing and scheduling for the building services maintenance work force. The task of this group includes cleaning and preventive maintenance of the building and grounds that make up the physical plant.

113 While this handbook concerns itself principally with staffing and scheduling, the success of a building services maintenance program also depends on having effective supervision as well as being alert to proven new maintenance products that offer a potential for doing a better job at less cost. It is incumbent upon all levels of management to assure the use of the most cost effective methods, including mechanized equipment, for the performance of all custodial functions.

114 Assurance of a clean facility will be accomplished by performing a quarterly housekeeping inspection. This handbook provides procedures for conducting that inspection.

115 Line supervision has major responsibilities in this program including the training of employees, ensuring effective utilization of the custodial workforce, notifying management of changing workloads or conditions, and enforcing Postal safety policy.

116 Once a custodial staffing level is determined using the procedures in this handbook, that staffing level must be maintained. If conditions arise that warrant a change in staffing, the entire staffing procedure must be redone, i.e., new forms must be completed.

120 SCOPE

121 The contents of this handbook are intended to be used by management to develop the custodial maintenance staffing requirements for all postal facilities where the U.S.P.S. is responsible for such services. In the normal course of events, it is anticipated that the initial input will be supplied by local management during the early stages of planning for facility

activation. This will provide the basis for an initial staffing level which, in turn, will be subject to modification based on local experience. This is an ongoing process subject to periodic review.

122 The need for reassessment may also arise as a result of changing workloads, building or grounds modification, or the introduction of new cleaning or maintenance methods, materials or equipment.

123 Local conditions such as climate, customer/employee activity, volume, type of construction, and age of building should be considered when establishing the level of staffing required to maintain a specific facility.

124 Local management must exercise its judgement in order to develop a level of staffing that, based on current inventory, will maintain an acceptable level of cleanliness and a safe and healthful working environment for all employees. This shall be consistent with good housekeeping practices and shall not violate the current *National Agreements*.

125 Staffing levels and all custodial functions determined by application of this handbook are subject to review by higher levels of authority.

130 CLEANING SERVICE CONTRACTS

131 Use of cleaning service contracts is governed by the *Administrative Support Manual* and must be in accordance with the current *National Agreements*.

140 DETERMINING STAFFING REQUIREMENTS

141 Chapter 2 of this handbook provides procedures for determining staffing requirements for all postal installations.

142 Staffing is a three step procedure in which an inventory is taken on Form 4869, *Building Inventory*, frequency of performance is developed using Form 4839, *Custodial Scheduling Worksheet* and Chapter 4 of this handbook, and staffing requirements are calculated using Form 4852, *Workload Analysis and Summary*. The Form 4852, which is preprinted with cleaning performance standards, lists the various "Job Requirements" (See Appendix, Exhibit C) which combine to become the total custodial workload. These "Job Requirements" may be an area to be cleaned ("Area Cleaning"), a building component to be cleaned ("Component Cleaning") or some other task that requires custodial workhours.

143 Before staffing requirements can be determined, the following items must be considered:

- a. What must be cleaned.
- b. The size of the area to be cleaned.
- c. The best time to clean a given area.
- d. Weekend cleaning requirements.
- e. The number of times an area is to be cleaned.

144 The items listed in paragraph 143 provide the basic data for determining the actual workload requirements. The most important consideration must be a commitment to maintain a clean and healthful working environment.

145 Instructions for developing the staffing requirements are provided in sequential order. For ease of computations, it is recommended that the steps be followed in the order given. Refer to exhibits, when indicated, as a guide.

150 SCHEDULING CUSTODIAL PERSONNEL

151 Chapter 3 of this handbook provides procedures for scheduling custodial personnel. The time required for a custodial assignment is tabulated by using unit performance standards given in Chapter 4.

160 PERFORMANCE STANDARDS

161 Chapter 4 of this handbook provides:

- a. Duties for each type job.
- b. Equipment & material needed for each type job.
- c. Performance standards per work-day for each type job.
- d. Performance standards for doing one unit of each type job.
- e. Frequency ranges for each type job.

162 The data furnished in Chapter 4 relates to current cleaning methods and materials. Since new methods are always being studied, Chapter 4 is subject to change as new studies are completed and new materials and techniques are adopted.

163 It must be recognized that standards presented in Chapter 4 are based on the reasonable output of an average individual working under normal conditions. Use of these standards is to be limited to the purposes described in this handbook. *They are not to be used for disciplinary action.*

170 SAFETY

171 To ensure the safety of all employees and customers the following minimum precautions must be observed.

- a. Mechanized equipment will only be used by employees trained in its use and authorized to use it.
- b. Wet floor signs must be used when any floor cleaning, wet mopping, or damp mopping activity is being done that may cause unsafe walking conditions.
- c. Access must be blocked to areas where cleaning may cause unsafe conditions. Rope or other suitable material may be used for this purpose.

172 The above are basic safety factors. Managers, supervisors, and employees should refer to the *Maintenance Employee's Guide to Safety* handbook, EL-803, for other safety factors.

180 SAMPLE FORMS

The sample forms section gives examples of various forms used to complete the procedures given in this handbook. The entries on the example forms were chosen to show the various methods and procedures that may be used. The examples were not completed for any specific facility and should not be used as a determination as to what may be best for any individual office.

190 APPENDIX

The appendix contains exhibits which are useful for fulfilling the requirements established by this handbook.

CHAPTER 2

DETERMINING STAFFING REQUIREMENTS

210 REQUIREMENTS

211 The determination of staffing requirements will be a result of conducting the building inventory utilizing Form 4869, preparing the *Custodial Scheduling Worksheet*, Form 4839, and performing the workload analysis utilizing Form 4852.

220 FORM 4869, BUILDING INVENTORY

221 The basic source of data required for completion of staffing forms for buildings and grounds is a complete building inventory. Each area is described by its use (service lobby, postmaster's office, men's toilets, etc.), the type of space (lobby, office, toilet, etc.) and the components of the space (square feet of resilient floors, number of light fixtures, square feet of area, etc.). This inventory is conducted according to the format provided in section 222.

221.1 Building floor plans

a. Layout - Initial plans will require that the maintenance manager obtain the most current copies of the template^{layouts}, block layouts, or architectural drawings of each floor in the building. Scaled layouts of one-eighth inch equals one foot are preferable since they are easier to read and are not too bulky to carry while conducting a building inventory.

b. Verify the scale - If the floor plans will be used to conduct the building inventory it will be necessary to verify the scale indicated in the title block to determine if the scale is accurate. Once the scale is verified, the job may be simplified since room dimensions may be taken directly from the floor plan. The verification procedures can be accomplished by use of an architect's scale which has various graduations, e.g., one-quarter inch equals one foot, etc. Orient the scale to desired graduation, i.e., the scale that compares with the one given in the title block of the plans or drawings. Place the scale on one plan or drawing and check the value listed for one or more building dimensions. If the drawing and scale values agree, room dimensions may be taken directly from the plans. If the two values do not agree, it will be necessary to either secure actual scale drawings, adjust the scale of the drawings, or obtain direct measurement of the areas involved.

c. Review - Review the building floor plans to determine that they are current, accurate, and include all stairways, elevators, escalators, etc. Building alterations or additions must also be included. To accomplish the review, the floor plans must be

taken to the area being inventoried to assure that the plans accurately represent the area.

221.2 Organization - When conducting the inventory a logical sequence should be used such as starting on the top floor of the building and progressing floor by floor down to and including the basement, subbasement, etc.

221.3 Use - The effective management of the custodial work force is dependent upon an accurate determination of the workload in each building. The workload identification provides the information required to plan, schedule, and control the work force. The resources must be made available to achieve the objectives of optimum productivity, minimum cost, and acceptable level of cleaning. To begin this task, it will be necessary to take an accurate inventory of all the space in the building that requires cleaning. This is accomplished by completing Form 4869, *Building Inventory*.

221.4 Measurements - When the areas inventoried are identical to those shown on the floor plan, the required dimensions may be taken from this plan. However, if the configuration of the area is different, measure the area involved, sketch the actual layout and incorporate it into the floor plan.

221.5 Rooms - Compute the floor area of each room by measuring from the normal finish of an interior wall to the opposite interior wall. No adjustment shall be made for columns, alcoves, or other projections.

221.6 Corridors, entrances, and lobbies - Compute the floor area of each corridor, entrance, or lobby by measuring from the finished surface of the walls or partitions that enclose such areas.

221.7 Types of Space - Each area of the building must be classified as one of the following types of space:

- Workroom Toilet
- Office Toilet
- Lunch/Swing Room
- Locker Room
- Workroom
- Office
- Supply Room
- Active Storage Room
- Inactive Storage Room
- Oil Storage Room

Elevator, Freight
 Elevator, Passenger
 Exterior Paved Area
 Exterior Unpaved Area
 Interior Parking and Maneuvering
 Platforms
 Lobby
 Stairway
 Corridor
 Shop
 Janitor's Closet
 Battery Room
 Lookout Gallery

221.8 Components - These are items having similar physical characteristics that permit the items to be grouped together into one classification. Generally, a unit performance factor will be established for each of the various tasks to be done at the time. (e.g., various venetian blinds are grouped as a class and a unit performance factor of 5 minutes was developed for dusting each blind.) This differs from area cleaning in which multiple tasks are done to different elements within that given area. (e.g., office cleaning includes cleaning the ash trays, dusting the furniture, emptying the trash can, etc.) All areas and components requiring cleaning must be included in the building inventory. The following is a *partial* list of items that may be located within the facility and must be included in the building inventory if present:

Light Fixtures
 Carrier Cases
 Venetian Blinds
 Other Cases
 Glass Sq. Ft.
 Floor Types
 Pipes/Ducts

221.9 The following are definitions provided for some of the types of space and inventory items:

- a. Supply Room - A room designated specifically for the issuance of tools, parts, and/or supplies, which is staffed on a full time basis over a minimum of one full tour per day.
 - b. Active Storage - An area utilized for bulk storage and accessed on a daily basis.
 - c. Exterior Glass - Includes both sides of piece of glass, one of which is exposed to the exterior of the structure, i.e. exposed to the weather.
 - d. Interior Glass - Includes both sides of a piece of glass neither of which is exposed to the weather. (Note: Glass should be claimed only if it is cleaned as a separate component. Do not claim glass that is cleaned as part of another cleaning task e.g., Cleaning lobby door glass and bulletin board glass in lobbies is part of lobby cleaning and, therefore, should not be claimed as glass area.)
- 222 Instructions for completing Form 4869 (See appendix, Exhibit A)**
- a. Location/Facility - Enter a location that is definitive for the general area covered by this form. (e.g.: 1st Floor Office Tower, Northwest Station, VMF, 2nd Floor Workroom, Main Office, etc.)
 - b. Post Office - Enter the name of the Main Post Office (City, State, and ZIP Code) having control over this area.
 - c. Date - Enter the date this form is completed.
 - d. Completed By - Enter the name of the individual completing this inventory sheet.
 - e. Room/Location - Enter the room number by which this area is known in the local office. Some areas may not have a room number. In that case enter a general location or leave the space blank.
 - f. Description - Enter the name by which this room is known in the local office. (e.g.: Postmaster's Office, Stock Room, Women's Toilet, Workroom Operation 010. etc.).
 - g. Type of Space - All areas must be classified as one of the types of space as defined in paragraph 221.7. Enter this name.
 - h. Sq. Ft. of Area - Rounding to the nearest whole number, enter the number of square feet of floor space occupied by this area. In some cases an entry other than square feet may be required. In that case, note in the block, the type or unit of measurement used.
 - i. Toilet Fixtures - Enter the number of toilet fixtures located in that area. "Fixtures" include only showers, lavatories, water closets, urinals and multi-position wash fountains. Do not include sinks in office areas.
 - j. Light Fixtures (Type) - In the vertical column blanks provided, enter the different types of light fixtures found in the facility. Enter the quantity of each type in the space provided. If more than three types are present, either split a column or utilize the "Misc." column.
 - k. Venetian Blinds - Enter the number of venetian blinds associated with that area.
 - l. Glass - Enter the square feet of interior or exterior glass (be sure to count both sides of the glass).
 - m. Cases, Carrier - Enter the number of cases used by carriers for casing their routes for delivery. Count one case for each

Item 124-C, Standard Carrier Case; Item 144-C, free standing case (wing) and table; or two Item 143-C hinged wing cases. (i.e., The 143-C counts as 1/2 case.)

n. Cases, Other - Enter the number of all cases, except carrier cases, used for mail distribution.

o. Floors Sq. Ft. (Type) - In the blanks provided enter the different types of floor coverings found in the facility. Enter the quantity of each type in the space provided. If more than three types are present, either split a column or utilize the "Misc." column.

p. Misc. - This column is to be utilized for items not specifically listed on the form or for additional types of light fixtures or floor coverings. Note at the top of the column or in the block the component that is listed in the block. This column may also be used for comments or notes.

q. Totals - Total each column to the bottom of the form.

223 Inventory of Exterior Areas

223.1 Exterior areas should be inventoried according to the type covering of the area. (e.g., Unpaved areas may include lawns, hedges, shrubs, etc. Paved areas may include sidewalks, parking/maneuvering area, etc.)

224 The following Sample Inventories are provided:

- a. Sample 1-1 is a complete inventory for a small facility.
- b. Sample 2-1 is a partial inventory for a large facility.

230 Form 4839, CUSTODIAL SCHEDULING WORKSHEET

231 Upon completion of the building inventory, entries must be made on Form 4839 (See Appendix, Exhibit B) to schedule all cleaning assignments that occur more frequently than once a week. In smaller facilities it may be possible to make all the necessary entries on one form. Larger facilities may require one or more forms for each type of space or component to be cleaned. This form must be completed by maintenance management personnel familiar with scheduling custodial duties. If assistance is required for the completion of this form, contact the MSC Manager, Plant Maintenance or the Regional Maintenance Management Division.

232 Instructions for completing Form 4839

232.1 Enter in blocks 1 and 2 (see Fig. 1 and Sample Form 1-2) the Room No. and description of an area as it is identified on the *Building Inventory* Form 4869. (e.g.: Customer Lobby, PM Office, etc.)

232.2 Enter in block 3 under the appropriate day(s) the operation that is being scheduled (e.g.: Clean, Police, Wet Mop,

etc.) These terms should correspond to those as listed in paragraph 242.1. Abbreviations may be used. The frequency of performance should be within the range listed in Chapter 4. (See paragraph 415 for exceptions.)

232.3 Enter in block 4 the tour on which the work is scheduled. If the operation is being done on more than one tour, use a separate line for each tour.

232.4 Enter in block 5 the quantity of the operation being done on the day indicated by the heading. The number entered may be the entire quantity (sq. ft., fixtures, etc.) as indicated on the *Building Inventory*, or it may be a part of inventory, or it may be a part of the quantity.

232.5 If the operation (clean, police, etc.) is being done on only one tour and if the room described in block 2 is the only area of its type (office, toilet, locker room, etc.), add all the no. 5 blocks on the line and put the total in block 6.

232.6 If the operation is done on more than one tour (e.g.: being done on Tour 1 and Tour 3) and/or there is more than one office, more than one locker room, etc., it will be necessary to add the column and put the total in block 7. Then add the No. 7 blocks and put the total in block 8. See Sample 2-2.

232.7 The total figure indicated in block 6 or block 8 now indicates the quantity of this operation that will be done in one week. This total figure will be carried forward to the corresponding line of the weekly quantity, column E on the Form 4852.

232.8 Entries on Sample 1-2 of Form 4839 were taken from Sample 1-1 of *Building Inventory* Form 4869.

232.9 Entries on Sample 2-2 and 2-3 were taken from Sample 2-1 of *Building Inventory* form 4869.

233 As shown by Samples 1-2 and 2-3, it is not necessary to limit the use of a form to one type space. This is a worksheet and may be used in various ways to get a weekly total for each separate operation. *Explanatory notes and/or additional headings should be used on the form where needed. Users are encouraged to use any notation that will help them do a better job.*

240 Form 4852, WORKLOAD ANALYSIS and SUMMARY

241 Form 4852 (See Appendix, Exhibit C) is a preprinted form designed to permit calculation of the building cleaning staffing requirement for all postal facilities.

242 Preprinted on the form are: job requirements (areas or components to be cleaned such as workroom toilets, offices, etc.), operations to be performed (clean, police, etc.), the unit by which different components are measured (Sq. Ft., Fixture,

Housekeeping-Postal Facilities

etc.) and the time, in minutes, required to do the operation on one unit of measure. (e.g.: It takes 4.5 minutes to clean one workroom toilet fixture.)

242.1 Abbreviations used for operations are:

CL-Clean
PL-Police
WM-Wet Mop
VS-Vacuum scrub
DM-Damp mop
INT-Initial Preparation
PERI-Periodic Maintenance
SHAMP-Shampoo
SPOT-Spot Clean
REMOV-Remove

242.2 Abbreviations used for Unit of Measure are:

FX-Fixture
SF-Square Foot
UT-Unit
BL-Venetian Blinds
LF-Linear Foot
EA-Each

243 Completing Form 4852

- a. In the heading enter the Post Office, City, State, ZIP Code and Unit covered by this form. These entries should be the same as those entered on the corresponding *Building Inventory*, Form 4869.
- b. Enter the gross interior area in the space provided. Be sure to include docks and platforms in this figure. If gross area is unknown, it may be calculated as indicated by Part 2-1102 of Handbook MS-1, *Operation and Maintenance of Real Property*.
- c. Enter the total of all paved exterior areas in the space provided.
- d. Enter the total of all unpaved exterior areas in the space provided.
- e. Entries for column (E) "Weekly Quantity" are obtained from the "Weekly Total" figures on the Form 4839, *Custodial Scheduling Worksheet*.
- f. The figure to be entered in column (F) "Weekly Minutes", is obtained by multiplying column (D) times column (E). (Round to the nearest minute.)
- g. When all entries have been made in column (F) add the column and enter the total on line 32.
- h. Some of the "Job Requirement" items listed in columns (A) and (G) have blanks in their respective "Minutes per sq. ft. or unit" columns. These items have more than one job performance factor (unit performance) for doing the job indicated on the form. Refer to Chapter 4 to obtain the correct performance factor for the job as done in this facility. Enter this factor in the blanks provided.
- i. Entries for column (L) are obtained from the total figures on the bottom of the *Building Inventory*, Form 4869.
- j. Enter in column (M) the number of times the operation is to be done per year. A member of maintenance management familiar with custodial work must make this evaluation. The operation must be scheduled with sufficient frequency to assure a clean and safe working environment. The frequency of performance should be within the range listed in Chapter 4. (See paragraph 415 for exceptions.)
- k. The figure to be entered in column (N), "Annual Minutes", is obtained by multiplying column (K) times column (L) times column (M). (Round to the nearest minute.)
- l. In some facilities it may be necessary to use different frequencies for cleaning similar or like components located in different areas within the facility. (e.g.: Light Fixtures.) Extra lines, some preprinted and some blank, have been included on the form to facilitate these entries. If more blank lines are needed, use a blank piece of paper using the same information as appears on the form. Total the extra sheets and make one entry on a blank line of the form. Indicate on the form that the line entry came from a separate sheet.
- m. When all entries have been made in column (N), add the column and enter the total on line 77.
- n. Multiply line 32 by 52 (weeks) and enter this figure in column (P) line A. This converts the weekly minutes column (F) to minutes per year.
- o. Enter in column (P) line B the total from line 77.
- p. Add line A to line B and enter the total on line C. Now the total workload is in minutes per year.
- q. Divide line C by 60 (minutes) to convert to hours per year. Round to the nearest hour. Enter this figure in column (P) line D.
- r. Enter in the spaces provided on lines E, F and G a percentage factor for "Training, Breaks and Wash Up Time." These factors are determined by applicable management instructions and/or collective bargaining agreements. Multiply line D by the percentage on each line and enter this figure in

column (P). In some cases, based on local experience, it may be necessary to enter in column (P) just an hours per year figure. (Entries are not required on these lines.)

s. Add lines D, E, F and G. Enter the total in column (P) line H.

t. Divide line H by 52 (weeks) to obtain workhours per week. Round to the nearest tenth of an hour. Enter this figure in column (P) line J. Refer to applicable regulations in the *Administrative Support Manual* to determine if the facility may be cleaned by contract. If the facility is to be cleaned by contract, no further calculations are required.

u. If the facility is not to be cleaned by contract, divide line H by ~~1768~~. (Note - The ~~1768~~ figure is the current productive annual workhours for one USPS custodial employee. This figure is subject to change.) Round to the nearest tenth. Enter the resulting figure in column (P) line K. If line K is less than one, a part-time position should be authorized. If line K is equal to or greater than one, any combination of full-time and/or part-time positions should be authorized that provides sufficient workhours to perform all the custodial tasks. △ 1760

v. When a Form 4852 is completed for a facility other than a BMC, it must be reviewed by the MSC Manager Plant Maintenance (or senior maintenance official) and it must be approved by the MSC Manager/Postmaster. For a BMC the Director Plant Maintenance must review the form and the Manager must approve it. The form must be signed and dated by these authorities in the space provided on the bottom of the form.

244 Other Duties - Time may be included, if warranted, for other duties performed by custodial employees such as: furniture moving; loading, unloading, and stacking supplies; replacing lamps; etc. Entries for this time will be made as annual minutes and entered in column (N) on a blank line. (e.g.: 120 minutes per week for furniture moving times 52 weeks per year equals 6,240 annual minutes. See Sample 2-4, line 69.) Custodial duties should be completed before non-custodial duties are assigned.

245 Samples 1-3 and 2-4 have been completed using the data indicated on Samples 1-1, 1-2, 2-1, 2-2, and 2-3. Samples 1-1, 1-2, and 1-3 make a complete staffing package for a small facility. Samples 2-1, 2-2, 2-3, and 2-4 are a portion of the staffing package for a large facility. All the sample forms were completed to provide representative data and do not reflect any one specific facility. The frequencies used to illustrate component cleaning are for example only and do not reflect what may be best for any individual facility.

CHAPTER 3 SCHEDULING CUSTODIAL PERSONNEL

310 WRITTEN WORK ASSIGNMENTS

311 General

Written work assignments must be prepared for all regularly scheduled custodial duties. Chapter 3 provides instructions for preparing these work assignments.

312 Management Benefits

Precise, written work routines are invaluable management tools which provide:

- a. Effective utilization of available staff.
- b. Continuity in custodial tasks.
- c. Positive direction to personnel.

313 Employee Benefits

Employees benefit from a written work routine because it:

- a. Delineates duties.
- b. Specifies when and where work is to be done.
- c. Assures equal assignment of workload.

320 DETERMINE UNIT PERFORMANCE TIMES

321 Chapter 4 lists custodial work performance standards. The column headed "Unit of Performance (minutes)" refers to the time required to service one unit of measurement (one fixture, one square foot, etc.).

EXAMPLE: The unit of performance for cleaning workroom toilets is 4.5 minutes per fixture.

330 Form 4776, PREVENTIVE-CUSTODIAL MAINTENANCE ROUTE

331 Use

Complete Form 4776, *Preventive-Custodial Maintenance Route*, in duplicate for all regularly scheduled custodial maintenance work listed on Form 4852. Retain the original in the permanent office files. Enclose the duplicate in a transparent plastic cover to be issued to the employee performing the task.

332 Completing Form 4776.

- a. The identification block will be completed in accordance with the handbook or system by which this office operates.
- b. Enter in the block titled "Mail Processing — Building Equipment/Component or System" the type route (e.g.: Area Cleaning Route, Component Route).
Cleaning
- c. Enter in the "Original Issuance Date" block the date this route was first issued.
- d. Enter in the "Date Last Revised" block the last date changes were made to this route.
- e. Enter in the "Estimated Time" block the total workhours estimated for completion of all duties indicated on the route.
- f. Enter in the "Building" block the building in which this route is done. (e.g.: Main Office, VMF, Oak Station, etc.)
- g. Enter in the "Building Location" block the area within the building where this route is done. (e.g.: 1st floor office tower, workroom, etc.)
- h. Mark the "Frequency" block to indicate how often this route is issued. (e.g.: If route is done on Monday only mark the "W" block, if done quarterly mark the "Q" block.)
- i. Enter in the "Tour" block the tour on which this route will be done.
- j. If the route is done on a specific day or more than once a week, enter in the "Basic Work Week" block the day or days of the week this route is done.
- k. Leave the "Item Number" column blank.
- l. Enter in the "MPE-Building Equipment Identification Numbers" block the room number or description of the area where this route is to be done.
- m. If this is an area cleaning route, enter in the "Time" block the time of day the area is to be cleaned. (e.g.: from 7:45 am to 8:30 am) Otherwise, leave this block blank.

n. Leave the "Priority" block blank. For any scheduled "Job Requirement" the priority will be established by the appropriate management official. These priorities may change from day to day as local circumstances warrant.

o. Enter in the "Check List(s) --" block the quantity to be serviced and state the unit of measure. (e.g.: 10 fixtures, 300 sq. ft., etc.)

p. In the "Instructions" block enter:

- a. The operation to be performed.
- b. The equipment and materials to do the operation.
- c. The tasks required to perform the operation.

q. If the instructions are too extensive to put in the "Instructions" block, a separate checklist may be created. Then enter in the "Instructions" block a statement such as "Clean in accordance with Checklist No. CL-1".

r. When making out an area cleaning route, for a specific day, refer to the completed Form 4839. This form already has the tasks to be done and the tour on which assigned for each day of the week. By following the column for a specific day, the operation and quantity are already there. Only the time of day need be calculated.

s. The basic data for preparing a component cleaning route is contained on Form 4852, Columns G through N. When setting up a component cleaning route refer to Form 4869 and consider the location in the building where the task is to be performed. Make each route as compact as possible. Give precise instructions as to the location of the component to be cleaned. Identify the specific area covered on the particular route sheet by structural column numbers, room numbers, etc.

t. Example

Extract all fixtures in workroom areas from Form 4869, *Building Inventory*, column headed "Fluorescent Fixtures." List them on individual Forms 4776 headed Ceiling Light Fixtures - Workrooms, just as they appear on the inventory, giving room number or section, the description of the space (carrier section, outgoing letters, etc.) and the number of fixtures in each area.

333 Refer to Chapter 4 to obtain the method and materials required to perform a specific job. This information should be provided on the route sheet, Form 4776.

334 Form 4776 Samples 3-1 and 3-2 have been completed to illustrate an area cleaning route and a component cleaning route. Sample 3-3 is a suggested separate checklist for toilet room cleaning. Checklists for other duties may be developed as needed.

340 Scheduling

a. In larger facilities scheduling will be done in accordance with the national handbook or national system by which the office operates.

b. In smaller facilities that do not operate under a specific national handbook or national system, the management official in charge of the facility will be responsible for scheduling. If necessary, the senior MSC maintenance official will provide assistance in scheduling.

c. Actual day to day assignments depend on the number of custodial personnel reporting. Generally, when excessive unscheduled absences occur the component cleaning routes should be limited before area cleaning routes.

CHAPTER 4 PERFORMANCE STANDARDS

410 PERFORMANCE STANDARDS

411 This section provides details essential to estimate the total custodial workload.

412 Changes in Performance Standards

Unit performance represents engineering standards which apply to each custodial task. They may be changed only after documented evaluation of new techniques or equipment indicate the need to change. Unit performance standards may only be revised at the national level to ensure compliance with the current *National Agreements*.

413 Tasks Without Performance Standards

Some tasks are assigned to custodial maintenance that do not have a performance standard. To facilitate staffing for these tasks maintenance management may estimate the annual time requirement for these tasks based on local experience and historical data. This time must be included on the staffing form in accordance with the instructions in paragraph 244. Time may be included only if the task is normally considered to be a custodial activity.

414 Safety

When it is necessary to put up ropes and wet floor signs, a time factor should be added for the performance of these safety related functions.

415 Frequency of Performance

The frequency ranges listed in Chapter 4 of this handbook for performing the indicated custodial tasks should be applicable to most postal facilities. The frequency selected for a particular task should be within the specified range, and the specific frequency chosen is dependent upon local conditions. Local management may determine that frequencies outside the ranges (above or below) listed are required due to local conditions. If one or more of the frequencies selected are below the range(s) listed in this handbook, the custodial staffing package shall be submitted with appropriate justification to Regional Maintenance Management. Implementation of custodial tasks with frequencies below the specified range(s) requires prior Regional Maintenance Management approval.

420 AREA CLEANING

Performance	Equipment and Material	Performance Per Work-Day	Unit Performance (Min.)	Frequency Range
a. TOILET ROOM				
(1) Cleaning				
Sweep floor, picking up loose paper and trash. Remove gum spots with putty knife.	Wet mop Two mop buckets One wringer Bowl brush	107 Fixtures ¹ 120 Fixtures ¹	4.5 (In workroom areas) 4.0 (In office areas)	3 to 7 times per week. 2 to 7 times per week.
Wash mirrors, ledges, chrome, and receptacles.	Sponge cloths Sponge Liquid detergent			
Scrub interior and exterior surfaces, including lips of water closets, urinals, lavatories, and multiple wash sinks.	Trash container Pickup pan and broom Putty knife Untreated sweeping mop Polyethelene trash can liners			
Damp wipe toilet partitions and doors, toilet room doors, shower stalls, and all wainscoting.	Wet floor sign Rope			
Dust partition tops and high ledges.				
Dust window sills and vents.				
Refill toilet tissue, paper towel, and soap dispensers. (Do not overstuff towel dispenser.)				
Empty trash receptacles.				
Wet mop and rinse floor. ²				

¹Fixtures include only showers, lavatories, water closets, multiple wash sinks, and urinals.²See paragraph 430.1 for damp mop and wet mop procedures

420 AREA CLEANING

Performance	Equipment and Material	Performance Per Work-Day	Unit Performance (Min.)	Frequency Range
a. TOILET ROOM				
(2) Policing				
Pick up all loose paper and trash.	Untreated sweeping mop Pickup pan and broom	320 Fixtures ¹	1.5 (In workroom areas)	1 time per tour in facilities with two or more mail processing tours per day, except on tour when room is cleaned.
Refill tissue, towel and soap dispensers. (Do not overstuff towel dispensers.)	Trash container Sponge cloths Wet mop Mop bucket with wringer	360 Fixtures ¹		
Check plumbing and flushing of water closets and urinals.	Liquid detergent Polyethelene trash can liners		1.334 (In office areas)	As needed.
Damp wipe water closets, lavatories and multiple wash sinks.	Wet floor sign Rope			
Sweep floor - damp ² mop as needed.				
Empty trash receptacles.				

¹Fixtures include only showers, lavatories, water closets, multiple wash sinks, and urinals.

²See paragraph 430.1 for damp mop and wet mop procedures.

420 AREA CLEANING

Performance	Equipment and Material	Performance Per Work-Day	Unit Performance (Min.)	Frequency Range
b. LUNCH/SWING ROOM				
(1) Cleaning				
Remove all debris from tables and damp wipe with detergent solution.	Treated sweeping equipment Treated dust cloths Sponge cloth	15,000 sq. ft.	.032	3 to 7 times per week.
Empty trash receptacles.	Plastic spray bottle Pail			
Dust horizontal surfaces from floor level, including tops of vending machines.	Liquid detergent Pickup pan and broom Mop bucket with wringer Trash container			
Sweep floor completely.	Polyethelene trash can liners			
Clean drinking fountains with detergent solution.	Wet floor sign Rope			
In combination lunch and locker rooms, locker tops and cabinets will be dusted.				
On other-than-wood floors, damp mop entire floor with detergent solution. ¹				
Spot-clean walls.				

¹See paragraph 430.1 for damp mop and wet mop procedures.

420 AREA CLEANING

Performance	Equipment and Material	Performance Per Work-Day	Unit Performance (Min.)	Frequency Range
b. LUNCH/SWING ROOM				
(2) Policing				
Clear tables of all trash and debris, and damp wipe. <i>receptacles. Sweep</i>	Treated sweeping equipment	45,000 sq. ft.	.0106	On all tours when used, except when cleaned on same tour.
<i>Empty trash from cluttered areas. Sweep paper and trash from cluttered areas.</i>	Wet mop and mop bucket with wringer			
Damp mop spillages. ¹	Sponge cloth			
	Plastic spray bottle			
Damp wipe drinking fountain.	Liquid detergent			
	Polyethelene trash can liners			
	Wet floor sign			
	Rope			
(3) Wet Mopping ¹				0 to 2 time(s) per week.

¹See paragraph 430.1 for damp mop and wet mop procedures.

420 AREA CLEANING

Performance	Equipment and Material	Performance Per Work-Day	Unit Performance (Min.)	Frequency Range
c. LOCKER ROOM				
(1) Cleaning				
Dust mop floor.	Treated sweeping equipment	20,000 sq. ft.	.024	3 to 7 times per week.
Empty trash receptacles and ashtrays.	Wet mop and mop bucket with wringer Sponge cloth			
Dust all horizontal surfaces from floor level, including tops of lockers.	Plastic spray bottle Liquid detergent Trash container			
Damp-wipe vertical surfaces of one-fifth of lockers.	Wet floor sign Rope			
Damp mop entire floor area. ¹				
(2) Policing				
Sweep open areas and aisles.	Treated sweeping equipment	60,000 sq. ft.	.008	On all tours when used, except when cleaned on same tour.
Empty trash receptacles and ashtrays.	Wet mop and mop bucket with wringer Liquid detergent			
Damp mop spillages. ¹	Trash container Wet floor sign Rope			
(3) Wet Mopping¹				

¹See paragraph 430.1 for damp and wet mop procedures.

420 AREA CLEANING

Performance	Equipment and Material	Performance Per Work-Day	Unit Performance (Min.)	Frequency Range
d. WORKROOM				
(1) Cleaning				
Sweep entire floor area with treated mop or treated dust cloth.	Treated sweeping equipment	45,000 sq. ft.	.0106	2 to 7 times per week
Empty all trash receptacles and take trash to pickup point.	Treated dust cloths Sponge cloth Liquid detergent Plastic spray bottle			
Wash and disinfect all drinking fountains in area.	Toy broom and dust pan Trash container Polyethelene trash can liners			
Dust horizontal surfaces of cases, tables, file cabinets, etc.				
Dust window sills, radiators.				
Spot-clean smudges from walls and doors.				
(2) Cleaning (VMF only)				
Spread grease-absorbent compound on fresh grease and oil deposits on floor. Let stand while completing other tasks.	Grease-absorbent compound Sidewalk brush Sponge cloth Powdered detergent	45,000 sq. ft.	.0106	2 to 7 times per week
Sweep floor with sidewalk brush.	Pail Trash container Toy broom and dust pan			
Control grease and oil smudges on bay partitions by removal with powdered detergent.				
Empty trash.				

420 AREA CLEANING

Performance	Equipment and Material	Performance Per Work-Day	Unit Performance (Min.)	Frequency Range
d. WORKROOM				
(3) Policing				
Spot sweep cluttered areas.	Treated sweeping equipment	90,000 sq. ft.	.0053	On all tours only for the area used, except when cleaned on same tour.
Pick up large pieces of trash and boxes.	Sponge cloth Plastic spray bottle Toy broom and dust pan			
Empty trash receptacles and dispose of trash.	Trash container Polyethelene trash can liners			
Damp wipe drinking fountains.				
e. OFFICE SPACE				
(1) Cleaning				
Empty and damp wipe ash trays and waste baskets.	Treated sweeping equipment	12,800 sq. ft.	.0375	3 to 7 times per week.
Dust horizontal surfaces of all furniture and equipment.	Treated dust cloths Radiator brush Sponge cloth Plastic spray bottle			
Dust completely all furniture in 1/5 of offices each cleaning.	Vacuum cleaner Toy broom and dust pan Trash container			
Wash lavatories and drinking fountains; spot clean smudges and fingerprints on glass surfaces and walls.				
Sweep floor with treated sweeping equipment.				
Vacuum rugs.				
Spot shampoo rugs as necessary				

420 AREA CLEANING

Performance	Equipment and Material	Performance Per Work-Day	Unit Performance (Min.)	Frequency Range
f. SUPPLY ROOM				
(1) Cleaning				
Dust horizontal surfaces without moving stock.	Treated sweeping equipment	40,000 sq. ft.	.012	3 to 7 times per week.
Sweep floor with treated sweeping equipment.	Treated dust cloths			
g. ACTIVE STORAGE ROOM				
(1) Cleaning				
Dust horizontal surfaces.	Treated sweeping equipment	40,000 sq. ft.	.012	12 to 52 times per year.
Sweep floors.	Treated dust cloth Toy broom and dust pan Trash container			
h. INACTIVE STORAGE ROOM				
(1) Cleaning				
Dust horizontal surfaces.	Treated sweeping equipment	40,000 sq. ft.	.012	4 to 12 times per year.
Sweep floors.	Treated dust cloth Toy broom and dust pan Trash container			

420 AREA CLEANING

Performance	Equipment and Material	Performance Per Work-Day	Unit Performance (Min.)	Frequency Range
i. OIL STORAGE ROOM				
(1) Cleaning				
Spread grease absorbent compound on oil deposits.	Grease absorbent compound	16,000 sq. ft.	.03	Weekly.
Sweep floor with sidewalk brush.	Powdered detergent Sidewalk brush Toy broom and dust pan			
Wet mop with powered detergent solution and rinse with clear water.	2 mop buckets 1 wringer 2 wet mops Wet floor sign			
j. FREIGHT ELEVATOR				
(1) Policing				
Sweep floor.	Treated sweeping equipment	48	10.0	1 to 7 time(s) per week.
Dust walls and doors.	Treated dust cloths Toy broom and dust pan			

420 AREA CLEANING

Performance	Equipment and Material	Performance Per Work-Day	Unit Performance (Min.)	Frequency Range
k. PASSENGER ELEVATOR				
(1) Cleaning				
Remove gum spots from floor.	Treated sweeping equipment	24	20.0	3 to 7 times per week.
Sweep and damp mop floor or vacuum carpet.	Treated dust cloths Liquid detergent Fine steel wool			
Scrub prints and heel marks from base of cab wall with steel wool.	Mop bucket with wringer Wet mop			
Damp wipe walls, trim, and doors.	Vacuum cleaner Sponge cloth Plastic spray bottle			
Spot shampoo carpet as necessary.	Wet floor sign			

l. EXTERIOR PAVED AREA

(1) Policing				
Pick up litter - paper, cans, soft drink bottles, etc.	Spiked stick Trash bag	400,000 sq. ft.	.0012	1 to 7 time(s) per week.

420 AREA CLEANING

Performance	Equipment and Material	Performance Per Work-Day	Unit Performance (Min.)	Frequency Range
1. EXTERIOR PAVED AREA				
(2) Sweeping - Select appropriate method				
(a) Manual sweeping ¹				
Sweep sidewalks, parking areas, driveway, maneuvering area, etc.	Pushbroom Trash container	80,000 sq. ft.	.006	1 to 7 time(s) per week.
(b) Pedestrian-type power vacuum ¹				
Sweep sidewalks, parking areas, driveway, maneuvering area, etc.	Pedestrian type power vacuum	120,000 sq. ft.	.004	
(c) Rider type power sweeper ¹				
Sweep sidewalks, parking areas, driveway, maneuvering area, etc.	Rider type power sweeper.	400,000 sq. ft.	.0012	
(3) Snow removal				
Remove snow from sidewalks, parking areas, maneuvering area, driveway, etc.	Snow plow	32,000 sq. ft.	.015	As needed.

¹The most economical method of sweeping must be used in all areas; this may involve a combination of methods in the overall area.

420 AREA CLEANING

Performance	Equipment and Material	Performance Per Work-Day	Unit Performance (Min.)	Frequency Range
m. EXTERIOR UNPAVED AREA				
(1) Policing				
Pick up litter - paper, cans, soft drink bottles, etc.	Spike stick Trash bag	400,000 sq. ft.	.0012	1 to 7 time(s) per week.
Arrange recruiting posters, etc.				
n. INTERIOR PARKING/MANEUVERING				
(1) Manual Sweeping¹				
Sweep inaccessible areas, bringing dust and litter to open areas.	Fiber pushbroom	80,000 sq. ft.	.006	1 to 7 time(s) per week.
(2) Pedestrian-type power vacuum sweeper¹				
Sweep areas inaccessible to rider type sweeper.	Pedestrian-type power vacuum sweeper	120,000 sq. ft.	.004	
(3) Rider type power sweeper¹				
Sweep open areas.	Rider type power sweeper	400,000 sq. ft.	.0012	
Production per work day is based on only that segment of the area swept by the various methods.				

¹The most economical method of sweeping must be used in all areas; this may involve a combination of methods in the overall area.

420 AREA CLEANING

Performance	Equipment and Material	Performance Per Work-Day	Unit Performance (Min.)	Frequency Range
o. PLATFORM (Dock)				
(1) Cleaning				
Sweep entire area with treated sweeping equipment or pedestrian type power vacuum sweeper.	Treated sweeping equipment or power vacuum sweeper	45,000 sq. ft.	.0106	3 to 7 times per week.
Dust wipe vestibule doors and door glass.	Treated dust cloth Sponge cloth Plastic spray bottle			
Empty trash containers.	Toy broom and dust pan Trash container			
(2) Policing				
Spot sweep cluttered areas.	Treated sweeping equipment	90,000 sq. ft.	.0053	On all tours in area(s) used, except when cleaned on same tour.
Pick up and dispose of large pieces of trash and empty boxes.	Toy broom and dust pan Trash container			
Empty trash containers.				

420 AREA CLEANING

Performance	Equipment and Material	Performance Per Work-Day	Unit Performance (Min.)	Frequency Range
p. SERVICE/BOX LOBBY .				
(1) Cleaning				
Dust desks, tables and screenline.	Treated sweeping equipment	30,000 sq. ft.	.016	5 to 7 times per week.
Damp wipe desk tops and counter top.	Toy broom and dust pan Treated dust cloth Plastic spray bottle			
Arrange patron desk supplies.	Sponge cloth Pail			
Empty cigarette urns; damp wipe inside and out.	Window squeegee Trash container Polyethelene trash can liners			
Sweep entire floor with treated sweeping equipment.				
Empty trash baskets; insert clean polyethelene liner.				
Spot-clean smudges from walls and counter front.				
Damp wipe bulletin board glass.				
Wash lobby door glass.				

420 AREA CLEANING

Performance	Equipment and Material	Performance Per Work-Day	Unit Performance (Min.)	Frequency Range
p. SERVICE/BOX LOBBY				
(2) Policing				
Arrange desk or table items.	Treated sweeping equipment	240,000 sq. ft.	.002	As needed.
Pick up loose trash and spot-sweep as needed.	Treated dust cloth Toy broom and dust pan Wet mop			
Empty cigarette urns.	Mop bucket with wringer Trash container			
Damp mop during wet weather.	Wet floor sign Rope			
Lay out safety mats in wet weather.				
Empty trash baskets.				
(3) Wet Mopping¹	Select appropriate method			1 to 3 time(s) per week.
(4) Vacuum Scrub¹	Select appropriate method			1 to 3 time(s) per week.
(5) Damp Mopping¹				1 to 3 time(s) per week.

See paragraph 430.1 for damp mop, wet mop and vacuum scrub procedures.

420 AREA CLEANING

Performance	Equipment and Material	Performance Per Work-Day	Unit Performance (Min.)	Frequency Range
9. STAIRWAY				
(1) Cleaning				
Treated - sweep stairs and landings.	Treated sweeping equipment	60 flights (12 ft. flights) floor to floor	8.0	3 to 7 times per week.
Dust handrails.	Treated dust cloth Plastic spray bottle Sponge cloth	48 flights (18 ft. flights) floor to floor	10.0	
Spot clean smudges from walls and doors.	Toy broom and dust pan			
(2) Policing				
Pick up loose trash.	Toy broom and dust pan	200 flights floor to floor	2.4	Daily, except when cleaned.
Spot sweep as needed.				

420 AREA CLEANING

Performance	Equipment and Material	Performance Per Work-Day	Unit Performance (Min.)	Frequency Range
r. CORRIDOR				
(1) Cleaning				
Sweep corridor with treated sweeping equipment.	Treated sweeping equipment	80,000 sq. ft.	.006	2 to 7 times per week.
Spot clean smudges from walls.	Toy broom and dust pan Plastic spray bottle Sponge cloth			
Empty cigarette urns and damp wipe inside and outside.	Trash container			
Empty trash receptacles.				
(2) Policing				
Pick up loose trash.	Toy broom and dust pan Trash container	240,000 sq. ft.	.002	Daily, except when cleaned.
Empty cigarette urns.				
Empty trash receptacles.				
Spot sweep as needed.				
(3) Damp Mopping¹	Select appropriate method			2 to 7 times per week.
(4) Vacuum Scrub¹	Select appropriate method			2 to 7 times per week.

¹See paragraph 430.1 for damp mop and vacuum scrub procedures.

420 AREA CLEANING

Performance	Equipment and Material	Performance Per Work-Day	Unit Performance (Min.)	Frequency Range
s. SHOP AREA				
(1) Cleaning				
Sweep entire floor using most practical method.	Treated sweeping equipment or push broom	40,000 sq. ft.	.012	Daily, when used.
Dust desks (not work benches) and empty ash trays.	Treated dust cloth Toy broom and dust pan Trash containers			
Dust horizontal surfaces of file cabinets, lockers, and window ledges.				
Empty trash receptacles.				
t. JANITOR'S CLOSET				
(1) Cleaning				
Scrub interior of sink; damp wipe exterior.	Pickup pan and broom Wet mop	48 closets	10.0	Daily, when used.
Damp mop floor. ¹	One mop bucket Sponge cloths Liquid detergent			
Arrange supplies and equipment.	Wet floor sign Rope			
Restock janitor supply cart.				

¹See paragraph 430.1 for damp mop and wet mop procedures.

420 AREA CLEANING

Performance	Equipment and Material	Performance Per Work-Day	Unit Performance (Min.)	Frequency Range
ii. BATTERY ROOM				
(1) Cleaning				
Sweep floor with sidewalk brush.	Sidewalk brush	80,000 sq. ft.	.006	Daily.
Empty trash.	Trash container			
(2) Floor scrubbing				
Mix powdered detergent and water in a mop bucket and lay down solution on floor.	2 mop buckets 1 wringer 2 wet mops Deck scrub brush	5,000 sq. ft.	.096	Weekly.
Scrub with deck scrub brush. Do not use a floor machine in this area.	Powdered detergent Wet floor sign			
Pick up solution and rinse floor with clean water.				

420 AREA CLEANING

Performance	Equipment and Material	Performance Per Work-Day	Unit Performance (Min.)	Frequency Range
v. LOOKOUT GALLERY				
(1) Cleaning				
Sweep floors with treated sweeping equipment.	Treated sweeping equipment	1,000 linear feet	.480	4 to 12 times per year.
Dust walls and lookout slots.	Treated dust cloth Plastic spray bottle Sponge cloth			
Damp wipe lookout glass.	Extension cord and/or battery lantern			
Dust ladder rungs, guard rails, rope "tell-tales" and arm ledges.	Replacement lamps			
Replace burned-out lamps.				

430 COMPONENT CLEANING

Performance	Equipment and Material	Performance Per Work-Day	Unit Performance (Min.)	Frequency Range
a. CEILING LIGHT FIXTURES				
(1) Dusting - Select appropriate method				
(a) Feather Duster (See 132.31, Handbook MS-39)	Feather Duster with 22' extension pole	1920	.25	4 to 12 times per year.
OR				
(b) Treated Dust Cloth (See 132.32, Handbook MS-39)	Treated dust cloth Powerlift, scaffolding, or safety platform ladder	320	1.5	
OR				
(c) Vacuum Dusting (See 132.33, Handbook MS-39)	Back-Pak vacuum Powerlift, scaffolding or safety platform ladder	480	1.0	
(2) Washing - Select appropriate method				
(See 133, Handbook MS-39)	2 natural sponges Pail Powdered detergent Masking tape Supply of lamps 55 gal. drum	48 (55 gal. drum)	10.0	1 to 2 time(s) per year.
OR				
	Louver washing tank	54 (Louver washing tank)	8.89	
OR				
	Louver washing machine	96 (Louver washing machine)	5.0	

430 COMPONENT CLEANING

Performance	Equipment and Material	Performance Per Work-Day	Unit Performance (Min.)	Frequency Range
b. VENETIAN BLINDS				
(1) Dusting				
Dust both sides of slats with treated dust cloth.	Radiator brush with extension handle . Treated dust cloth	96	5.0	1 to 4 time(s) per year.
(2) Washing				
Hang blind from blind brackets attached to 2" x 4" x 4" wood blocks nailed to wall or use a washing trough.	Powdered detergent Hand scrub brush Venetian Blind tapes and cord	16	30.0	1 to 2 time(s) per year.
Scrub both sides of slats and tapes.				
Retape as necessary.				
c. EXTERIOR GLASS				
(1) Washing				
Wash and squeegee dry both sides of window glass.	Sponge or sponge cloth Pail Window washing brush	2,700 sq. ft. window surface	.179	Lobby - 12 to 52 times per year, other areas 2 to 4 times per year.
Wipe squeegee blade dry with well wrung out sponge or sponge cloth after each stroke.	Window squeegee Interior-use appropriate high access equipment Exterior-safety belt for windows equipped with hooks			
Wipe corners and framework of window pane with sponge or sponge cloth.				

430 COMPONENT CLEANING

Performance	Equipment and Material	Performance Per Work-Day	Unit Performance (Min.)	Frequency Range
d. INTERIOR GLASS				
(1) Washing				
Wash and squeegee dry both sides of partition or door glass.	Sponge or sponge cloth Pail Window washing brush	2,700 sq. ft. window surface	.179	2 to 4 times per year.
Prevent runoff of water onto painted partition.	Window squeegee			
Wipe squeegee blade dry with well wrung out sponge or sponge cloth after each stroke.				
Wipe corners and framework of window pane with sponge or sponge cloth.				
e. PIPES AND DUCTS				
(1) Cleaning (Areas normally above 10' in height with exposed pipes and ducts only. Measurements is based on number of sq. ft. of floor area with pipes and ducts overhead.)				
Dust areas that cannot be reached by hand from the floor.	Appropriate high access equipment Treated dust cloths	7,000 sq. ft. workroom floor area	.069	1 to 2 time(s) per year.
Includes all surfaces of pipes and ducts.	Treated sweeping tool Back-pack vacuum cleaner	10,000 sq. ft. non-workroom area	.048	1 to 4 time(s) per year.

430 COMPONENT CLEANING

Performance	Equipment and Material	Performance Per Work-Day	Unit Performance (Min.)	Frequency Range
f. CASES				
(1) Carrier cases				
Vacuum separations with special vacuum cleaner tool.	Vacuum cleaner Case cleaning attachment for vacuum cleaner	120 Cases (carrier wing, PO Item 143-C, counts as 1/2 case. Items 124-C & 144-C count as one case each)	4.0	Annually, or as needed.
(2) Other cases				
Dust all separations with treated dust cloth.	Treated dust cloth	320 cases	1.5	Annually, or as needed.
g. LAWNS, HEDGES, SHRUBS				
(1) Lawns				
Mow and edge.	Power mower Lawn edger Safety goggles Ear protectors	40,000 sq. ft.	.012	Up to 52 times per year.
(2) Hedges and shrubs				
Trim.	Electric hedge shears Safety goggles	400 lineal ft.	1.2	1 to 4 time(s) per year.

430 COMPONENT CLEANING

Performance	Equipment and Material	Performance Per Work-Day	Unit Performance (Min.)	Frequency Range
J. CONCRETE FLOOR CARE				
(1) Initial preparation				
See IIIC3a and IVB3 Handbook S-3 (Rev.)		2,000 sq. ft.	.24	Annually.
(2) Periodic maintenance				
See IIIC3c and IVB3 Handbook S-3 (Rev.)		5,000 sq. ft.	.096	0 to 4 time(s) per year.
(3) Scrubbing (VMF workroom floor only)				
After cleaning, wet floor down with a hose.	Hose	32,000 sq. ft.	.015	12 to 52 times per year.
	Powdered detergent			
	Deck scrub brush			
Sprinkle powdered detergent on floor and scrub with a deck brush.	Floor squeegee			
	Wet floor sign			
Hose down the floor and squeegee water to floor drain.				

430 COMPONENT CLEANING

Performance	Equipment and Material	Performance Per Work-Day	Unit Performance (Min.)	Frequency Range
k. WOOD FLOOR CARE				
(1) Initial preparation				
See IID2a, IVB5 & IVB6 Handbook S-3 (Rev.)		2,000 sq. ft.	.24	1 to 2 time(s) per year.
(2) Periodic maintenance				
See IID2c and IVB4 Handbook S-3 (Rev.)		4,000 sq. ft.	.12	3 to 12 times per year.

430 COMPONENT CLEANING

Performance	Equipment and Material	Performance Per Work-Day	Unit Performance (Min.)	Frequency Range
I. FLOOR CARE				
(1) Damp mopping				
(Not for wood floors)				
Mop floor with mop dipped in detergent solution mixed according to manufacturer's instructions and wring out tightly. Pick up detergent solution from floor.	Mop bucket and wringer Wet mop Liquid detergent Wet floor sign Rope	32,000 sq. ft.	.015	As specified in appropriate area.
(2) Wet mopping				
(Not for wood floors)				
Apply detergent solution mixed according to manufacturer's instructions and allow to stand 5 minutes. Agitate detergent solution on floor with mop and pick up. Rinse floor with clear water, changing water frequently. Pick up rinse water.	2 mop buckets with 1 wringer 2 wet mops Liquid detergent Wet floor sign Rope	16,000 sq. ft.	.03	As specified in appropriate area.
(3) Automatic Scrubber-Vacuum (Battery Operated)				
Machine applies cleaning solution, agitates with brush, and vacuums up dirty solution. Pick up excess solution from corners and edges with wet mop.	Automatic scrubber vacuum Wet mop Wet floor sign Rope	75,000 sq. ft.	.0064	As specified in appropriate area.

430 COMPONENT CLEANING

Performance	Equipment and Material	Performance Per Work-Day	Unit Performance (Min.)	Frequency Range
m. CARPET CARE				
(1) Shampooing				
Vacuum carpet thoroughly.	Industrial vacuum cleaner	2,000 sq. ft.	.24	1 to 4 time(s) per year.
Mix shampoo and water according to manufacturers instructions.	Floor scrubbing machine with solution tank and shower-feed brush			
Wet brush bristles thoroughly before placing brush on machine.	Carpet shampoo			
Tilt machine back (with wheels in down position) until brush is no longer in contact with carpet.	Pail for mixing			
	Hand scrub brush			
	Stiff-bristled brush			
	4" x 4" plastic squares or discs cut from polyethelene trash can liner			
Feed shampoo into brush.				
Raise wheels and shampoo carpet with slow, overlapping brush passes. Feed shampoo sparingly.				
Vacuum carpet frequently to remove shampoo entrapped dirt.				
Use a hand scrub brush dipped in shampoo solution for corners.				
Set pile in one direction with stiff-bristled brush. Use discs pre-cut from a polyethelene trash liner under metal furniture glides to prevent rust stains on damp carpet.				

430 COMPONENT CLEANING

Performance	Equipment and Material	Performance Per Work-Day	Unit Performance (Min.)	Frequency Range
n. WALLS				
(1) Dusting				
Remove dust with treated sweeping tool and cover.	Treated sweeping equipment	20,000 sq. ft. (up to 12' height)	.024	0 to 4 time(s) per year.
		10,000 sq. ft. (above 12' height)	.048	
(2) Washing (Marble or ceramic walls only)				
Apply detergent solution to wall and agitate with sponge.	2 natural sponges 2 pails Liquid detergent	3,500 sq. ft. (up to 6' height)	.138	1 to 4 time(s) per year.
Rinse area cleaned.	Appropriate high access equipment Wet floor sign Rope	2,400 sq. ft. (above 6' height)	.20	
(3) Washing (VMF workroom only)				
Apply solution of powdered detergent and water to walls with a window washing brush or deck scrub brush.	Scaffolding Powdered detergent Window washing brush Deck scrub brush Hose	4,000 sq. ft.	.12	Annually.
Work from bottom up.	Floor squeegee Wet floor sign			
Hose down cleaned portions of wall.				
Squeegee water to floor drain.				

430 COMPONENT CLEANING

Performance	Equipment and Material	Performance Per Work-Day	Unit Performance (Min.)	Frequency Range
o. DECORATIVE METAL (BRASS AND BRONZE)				
(1) Polishing				
Remove tarnish with wadding-type polish.	Wadding-type metal polish Clean cloths Acrylic lacquer	96 each (Post Office Boxes)	5.0	Once every two years.
Buff with clean cloth.		192 lin. ft. (railing)	2.5	
Spray on a thin film of acrylic lacquer.		160 sq. ft. (sheet work)	3.0	

p. POST OFFICE BOXES

(1) Cleaning				
Dust inside the box.	Treated dust cloths Sponge cloth	240 boxes	2.0	As needed.
Damp wipe window glass.				

CHAPTER 5

HOUSEKEEPING INSPECTION

510 GENERAL

All postal facilities where the USPS provides custodial maintenance must be inspected for cleanliness at least quarterly. In addition to scheduled inspections, unannounced inspections may be performed at any time. A *Housekeeping Inspection Form 4851* (see Appendix, Exhibit E) must be completed as part of these inspections. The forms will be consolidated in the MSC maintenance office. A consolidated report will be sent from the MSC to the District Office and to the Regional Maintenance Management Division.

520 INSPECTIONS

In facilities of 25,000 sq. ft. or more, a quarterly inspection will be done by two management representatives. One must be from the facility being inspected. The other must be from maintenance management. The maintenance management representative may be from within or outside the facility.

522 In facilities of less than 25,000 sq. ft., a quarterly inspection will be done by a management representative from the facility being inspected. At least annually, the inspection will be done by two management representatives, one from within and one from outside the facility.

523 The SCM/PM will determine who will perform the required inspections.

524. At the discretion of the installation head, or the SCM/PM, additional personnel may participate in the inspection.

525 Additional unannounced inspections may be performed at any time by management representatives of the MSC, District or Regional Offices.

526 A Form 4851 must be completed during all housekeeping inspections and must be signed by all personnel participating in the inspection.

530 HOUSEKEEPING INSPECTION FORM 4851

531 A Form 4851 must be completed during every housekeeping inspection. (See Appendix, Exhibit E)

532 Instructions for completing Form 4851.

532.1 General - The form should be completed after the inspection. While performing the inspection, it may be

necessary to take notes. A tablet on a clip board is suggested for this purpose. Take a copy of the form while doing the inspection to use as a checklist.

532.2 Heading - In the heading enter the name of the Main Post Office (City, State and ZIP Code) having control over this office. Enter the unit (e.g.: Oak Station, VMF, Main Office, etc.) and the date the inspection is being done. (See Sample 4-1)

532.3 Area Cleaning - In the areas indicated on the form, check the items indicated for that specific area. (See Appendix F, *Housekeeping Inspection Techniques* for specifics on how to inspect individual items.) Check either the "S" (Satisfactory) or the "U" (Unsatisfactory) block. All discrepancies which cause a "U" to be checked must be specifically identified in the "Remarks" section.

532.4 Component Cleaning - Check the overall cleanliness of the components listed in this section of the form. Check the "S" or the "U" block. All discrepancies which cause a "U" to be checked must be specifically identified in the "Remarks" section.

532.5 Remarks - All items checked "U" in the Area Cleaning and/or the Component Cleaning sections must have a corresponding statement in the "Remarks" section. The entry must contain: the specific item, the specific location of the item, and the specific discrepancy. (See Sample 4-1) If more space is needed for remarks, use the back of the form or add additional sheets. Entries must be specific. Statements such as, "Dirty sinks" or "Dirty mirror" are unacceptable.

532.6 Signature Block - The signature and job title of all participants in the inspection must be on the form. If more than two people participate in the inspection, their signatures and titles must be added on the bottom lines of the "Remarks" section.

532.7 Not Applicable - If a listed item does not apply to the facility being inspected, put "N/A" in the S/U blocks.

532.8 Items not on the form - The form has blank spaces in both the Area Cleaning and the Component Cleaning sections so additional items may be added. State the area or the component in the blank provided. Check the "S" or "U" block. Any "U" items must have a corresponding entry in the "Remarks" section.

532.9 Example - A completed Form 4851 is provided in Sample 4-1 in the Sample Forms section of the handbook. This form does not represent a specific facility. Rather, it was completed to show the method by which the form was to be done. For specific inspection techniques, see Appendix F, *Housekeeping Inspection Techniques*.

540 REPORTS

541 Completed Forms 4851 will be forwarded to the MSC to the attention of the Senior Maintenance Official. The Senior Maintenance Official will provide a written report to the SCM/PM noting all discrepancies found during the inspections and actions taken to correct the discrepancies. A copy of this report will be forwarded to the District Office and to the Regional Maintenance Management Division. Upon receipt of a written request, the SCM/PM will provide a copy of the report and/or forms to the requesting labor organization.

542 Maintenance Management at all levels will monitor the reports for recurring problems. Corrective action as necessary will be taken to eliminate the problems. This action may include, but is not limited to, a review of: staffing, training, scheduling, methods of cleaning and materials used. The results of these inspections will not be used to indicate poor performance on the part of an employee.

543 Completed Forms 4851 and the consolidated reports will be retained at the MSC for two years.

SAMPLE FORMS

Sample 1-1 - Completed Form 4869
Sample 1-2 - Completed Form 4839
Sample 1-3 - Completed Form 4852
Sample 2-1 - Completed Form 4869
Sample 2-2 - Completed Form 4839
Sample 2-3 - Completed Form 4839
Sample 2-4 - Completed Form 4852
Sample 3-1 - Completed Form 4776
Sample 3-2 - Completed Form 4776
Sample 3-3 - Example Checklist
Sample 4-1 - Completed Form 4851

U.S. POSTAL SERVICE WORKLOAD ANALYSIS AND SUMMARY	POST OFFICE Smalltown	GROSS INTERIOR AREA 5000
	STATE AND ZIP CODE USA XXXXX	EXTERIOR PAVED 1200
	UNIT Main Office	EXTERIOR UNPAVED 2000

LINE NO.	JOB REQUIREMENT (A)	OPERATION (B)	UNIT OF MEASURE (C)	MINUTES PER SQ. FT. OR UNIT (D)	WEEKLY QUANTITY (E)	WEEKLY MIN. (F)	LINE NO.	JOB REQUIREMENT (A)	OPERATION (B)	UNIT OF MEASURE (C)	MINUTES PER SQ. FT. OR UNIT (D)	QUANTITY (E)	FREQUENCY (F)	ANNUAL MIN. (G)
1	WORKROOM TOILETS	CL	FX	4.5	12	54	33	LIGHT FIXTURES	DUST	FX	.25	77	4	77
2		FL	FX	1.5			34		DUST	FX	.25	14	4	14
3	OFFICE TOILETS	CL	FX	4.0			35		DUST	FX				
4	LINEN/SHINE RMS	CL	SF	.032	1200	38	36	LIGHT FIXTURES	WASH	FX	10.0	77	1	770
5		FL	SF	.0108			37		WASH	FX				
6		WM	SF	.03	200	6	38		WASH	FX				
7	LOCKER RMS	CL	SF	.024	600	14	39	VENETIAN BLINDS	WASH	BL	30.0	3	1	90
8		FL	SF	.008	600	5	40		DUST	BL	5.0	3	2	30
9		WM	SF	.03	200	6	41	LOBBY GLASS	WASH	SF	.178	200	52	1862
10	WORKROOMS	CL	SF	.0108	7500	80	42	EXTERIOR GLASS	WASH	SF	.178	70	3	38
11		FL	SF	.0063	7500	40	43	INTERIOR GLASS	WASH	SF	.178			
12	OFFICES	CL	SF	.0378	600	23	44	WORKROOM PIPES/DUCTS	DUST	SF	.068			
13	SUPPLY RMS	CL	SF	.012			45	OTHER PIPES/DUCTS	DUST	SF	.048			
14	FREIGHT ELEVATORS	FL	UT	10.0			46	LOCKOUT GALLERY	CL	LF	.48			
15	PASSENGER ELEVATORS	CL	UT	20.0			47	CARRIER CASE	CL	EA	4.0	35	1	140
16	EXT POLICE	FL	SF	.0012	8400	10	48	OTHER CASE	CL	EA	1.5	10	1	15
17	PLATFORMS	CL	SF	.0108	1500	16	49	EXT PAVED	SWEEP	SF	.008			
18		FL	SF	.0063	1500	8	50	EXT PAVED	SWEEP	SF	.004	1200	52	250
19	SERVICE/BOX LOBBY	CL	SF	.018	3000	48	51	EXT PAVED	SWEEP	SF	.0012			
20		FL	SF	.002			52	ACTIVE STORAGE	CL	SF	.012	200	26	62
21		WM	SF	.03	500	15	53	INACTIVE STORAGE	CL	SF	.012	350	6	25
22		VS	SF	.0084			54	RESILIENT FL	DM	SF	.015	3300	12	594
23		DM	SF	.015	1000	15	55		INT	SF	.24	3850	1	924
24	STAIRWAYS	CL	UT				56		PERI	SF	.086	3850	3	1109
25		FL	UT	2.4			57	TERRAZZO	INT	SF	.24			
26	CORRIDORS	CL	SF	.008			58		PERI	SF	.12			
27		DM	SF	.015			59	CONCRETE	INT	SF	.24	850	1	204
28		VS	SF	.0084			60		PERI	SF	.086			
29		FL	SF	.002			61	CARPET	SHAMP	SF	.24			
30	SHOP AREAS	CL	SF	.012			62		SPOT	SF				
31	JAN CLOSET	CL	EA	10.0			63	WOOD	INT	SF	.24			
32	SUB TOTAL					378	64		PERI	SF	.12			

WORK HOUR CALCULATIONS (F)			
A	MULT. TOTAL LINE 32 BY 52 WEEKS	19656	MIN/YR
B	ENTER TOTAL FROM LINE 77	7026	MIN/YR
C	TOTAL LINES A + B	26682	MIN/YR
D	DIVIDE LINE C BY 60 MIN	445	WH/YR
E	MULT. LINE D BY .85 (STRE)		H/YR
F	MULT. LINE E BY .85 (KORREK)		H/YR
G	MULT. LINE F BY .85 (KORREK)		H/YR
H	TOTAL LINES D + E + F + G	445	WH/YR
J	DIVIDE LINE H BY .82	8.6	WK HRS PER WEEK
K	DIVIDE LINE H BY 1788		WORK YRS
L	TOTAL EMPLOYEES		

65	LAWNS	MOW	SF	.012	2000	26	624
66	HEDGE/SHRUB	TRIM	LF	1.2			
67	SNOW	REMOV	SF	.015	200	6	18
68	P.O. BOXES	CL	EA	2.0			
69	Stock Supplies	estimate					180
70							
71							
72							
73							
74							
75							
76							
77	SUB TOTAL						7026

REVIEWED BY:

M.P. Maint.

xx/xx/xx

DATE

APPROVED BY:

S.C. Manager

xx/xx/xx

DATE

MSC MGR-DIR. PLANT MAINTENANCE
 PS FORM 11-17-82 4852

MSC MANAGER/POSTMASTER-SMC MANGER

SAMPLE 1-3

U.S. POSTAL SERVICE		CUSTODIAL SCHEDULING WORKSHEET							LOCATION/FACILITY			POST OFFICE			DATE	
ROOM OR LOC.	DESCRIPTION	TOUR WORK SCHED.	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	1st Floor Workroom		Bigtown, USA XXXXX			COMPLETED BY A.M. Manager	
			CL	CL	CL	CL	CL	CL	CL	CL	CL	CL	CL	CL	CL	WEEK TOTAL
	<u>WORKROOM OFFICES:</u>															
107	Tour Office	2			1000						1000					
115	Maint. Control Office	3	1500			1500						1500				
117	Mgr. Plant Maint.	2			250						250					
	TOTALS		1500		1250	1500					1250	1500				8250
	<u>LUNCH / SWING RMS:</u>															
At Col. B-2	Break Area	1	200	200	200	200	200	200	200	200	200	200	200	200	200	
	(Police Twice)	2			400						400					
At Col. G-10	Break Area	1	200	200	200	200	200	200	200	200	200	200	200	200	200	
	(Police Twice)	2			400						400					
100	Lunch Room	1	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	
	(Police Twice)	3			2000						2000					
	TOTALS CL		1400	1400	1400	1400	1400	1400	1400	1400	1400	1400	1400	1400	1400	9800
	PL		4600	4600	4600	4600	4600	4600	4600	4600	4600	4600	4600	4600	4600	32,200
	WM															
At Col. B-2	Break Area	1	200													
At Col. G-10	Break Area	1	200													
100	Lunch Room	1	1000													
57	DAILY TOTALS		1400													2800
	Wet Mop															

U.S. POSTAL SERVICE WORKLOAD ANALYSIS AND SUMMARY		POST OFFICE Bigtown	GROSS INTERIOR AREA 150000
		STATE AND ZIP CODE USA XXXXX	EXTERIOR PAVED 20,000
		UNIT Main Office	EXTERIOR UNPAVED 30,000

LINE NO.	JOB REQUIREMENT (A)	OPERATION (B)	UNIT OF MEASURE (C)	MINUTES PER SQ. FT. OR UNIT (D)	WEEKLY QUANTITY (E)	WEEKLY MINS. (F)	LINE NO.	JOB REQUIREMENT (G)	OPERATION (H)	UNIT OF MEASURE (I)	MINUTES PER SQ. FT. OR UNIT (J)	QUANTITY (K)	FREQUENCY (L)	ANNUAL MINS. (M)
1	WORKROOM TOILETS	CL	FX	4.5	286	1287	33	LIGHT FIXTURES	DUST	FX	.25	1,264	4	1,264
2		PL	FX	1.5	462	693	34		DUST	FX	.25	200	6	300
3	OFFICE TOILETS	CL	FX	4.0	100	400	35		DUST	FX	1.5	400	12	7200
4	LUNCH SWINE RMS	CL	SF	.032	9,800	314	36	LIGHT FIXTURES	WASH	FX	5.0	1,264	1	6320
5		PL	SF	.0106	32,200	341	37		WASH	FX				
6		WM	SF	.03	2,800	84	38		WASH	FX				
7	LOCKER RMS	CL	SF	.024	8,000	192	39	VENETIAN BLINDS	WASH	BL	30.0	20	1	600
8		PL	SF	.008	16,000	128	40		DUST	BL	5.0	20	1	100
9		WM	SF	.03	2,000	60	41	LOBBY GLASS	WASH	SF	.178	1,600	26	7446
10	WORKROOMS	CL	SF	.0106	200,000	2120	42	EXTERIOR GLASS	WASH	SF	.178	2,400	3	1289
11		PL	SF	.0053	300,000	1590	43	INTERIOR GLASS	WASH	SF	.178	950	2	340
12	OFFICES	CL	SF	.0375	12,500	469	44	WORKROOM PIPES/DUCTS	DUST	SF	.080	50,000	4	13800
13	SUPPLY RMS	CL	SF	.012	6,000	72	45	OTHER PIPES/DUCTS	DUST	SF	.048	750	2	72
14	FREIGHT ELEVATORS	PL	UT	10.0	4	40	46	LOOKOUT GALLERY	CL	LF	.48	430	12	2477
15	PASSENGER ELEVATORS	CL	UT	20.0	2	40	47	CARRIER CASE	CL	EA	4.0	220	1	880
16	EXT POLICE	PL	SF	.0012	85,000	102	48	OTHER CASE	CL	EA	1.5	430	1	645
17	PLATFORMS	CL	SF	.0106	3,000	32	49	EXT PAVED	SWEEP	SF	.006	4,000	52	1,248
18		PL	SF	.0053	5,000	27	50	EXT PAVED	SWEEP	SF	.004			
19	SERVICE/BOX LOBBY	CL	SF	.018	25,000	400	51	EXT PAVED	SWEEP	SF	.0012	16,000	52	998
20		PL	SF	.002	30,000	60	52	ACTIVE STORAGE	CL	SF	.012	2,500	12	360
21		WM	SF	.03	5,000	150	53	INACTIVE STORAGE	CL	SF	.012	6,000	6	432
22		VS	SF	.0064	20,000	128	54	RESILIENT FL	DM	SF	.015	90,000	12	16200
23		DM	SF	.015	25,000	375	55		INT	SF	.24	100,000	1	24000
24	STAIRWAYS	CL	UT	8.0	4	32	56		PERI	SF	.086	25,000	4	9600
25		PL	UT	2.4	4	10	57	TERRAZZO	INT	SF	.24	4,000	1	960
26	CORRIDORS	CL	SF	.006	8,000	48	58		PERI	SF	.12	1,000	11	1320
27		DM	SF	.015	7,500	113	59	CONCRETE	INT	SF	.24	8,000	1	1920
28		VS	SF	.0064	4,000	26	60		PERI	SF	.086	1,500	1	144
29		PL	SF	.002	2,500	5	61	CARPET	SHAMP	SF	.24	2,000	1	480
30	SHOP AREAS	CL	SF	.012	9,000	108	62		SPOT	SF				
31	JAN CLOSET	CL	EA	10.0	14	140	63	WOOD	INT	SF	.24			
32	SUB TOTAL					9586	64		PERI	SF	.12			

(Q) WORK HOUR CALCULATIONS		(R) MIN/HR	
A	MULT. TOTAL LINE 32 BY 52 WEEKS	498,472	MIN/YR
B	ENTER TOTAL FROM LINE 77	129,915	MIN/YR
C	TOTAL LINES A + B	628,387	MIN/YR
D	DIVIDE LINE C BY 50 MIN	10,473	WK/YR
E	MULT. LINE D BY NTB(S)	105	H/YR
F	MULT. LINE D BY NKBREAK(S)		H/YR
G	MULT. LINE D BY NKBASH LBS(S)	524	H/YR
H	TOTAL LINES D + E + F + G	11,102	WK/YR
J	DIVIDE LINE H BY 52	213	WK HRS PER WEEK
K	DIVIDE LINE J BY 1768	6.3	WORK YRS
L	TOTAL EMPLOYEES	7	

65	LAWNS	MOW	SF	.012	25,000	26	7800
66	HEDGE/SHRUB	TRIM	LF	1.2	5,000	2	12,000
67	SNOW	REMOV	SF	.015	30,000	6	2,700
68	P.O. BOXES		EA	2.0			
69	Move Furniture				120	52	6240
70	Stock Supplies				60	13	780
71							
72							
73							
74							
75							
76							
77	SUB TOTAL						129,915

REVIEWED BY: M.P. Maint. DATE: xx/xx/xx APPROVED BY: S.C. Manager DATE: xx/xx/xx

MSC MGR-DIR. PLANT MAINTENANCE DATE MSC MANAGER/POSTMASTER-DMC MANGER DATE

PS FORM 11-17-82 4852

SAMPLE 2-4

U.S. POSTAL SERVICE					IDENTIFICATION														
PREVENTIVE-CUSTODIAL MAINTENANCE ROUTE					WORK CODE		EQUIPMENT ACRONYM				NUMBER								
(See Handbook MS-63, 718.2, or Handbook MS-65, Appendix E, Paragraph 5)																			
MAIL PROCESSING-BUILDING EQUIPMENT/COMPONENT OR SYSTEM					ORIGINAL ISSUANCE DATE					DATE LAST REVISED					ESTIMATED TIME (Hours & Tenths)				
Area Cleaning Route					7/25/82										4.1				
BUILDING			BUILDING LOCATION			FREQUENCY								TOUR		BASIC WORK WEEK			
Main Office			WorkRoom			T	D	W	BW	M	BM	Q	SA	A	BA	2		Mon.	
			X																
ITEM NO.	MPE-BUILDING EQUIPMENT IDENTIFICATION NUMBERS	TIME		PRIORITY	CHECK LIST(S) NOS. AMOUNT TO BE SERVICED INCLUDING WORK UNITS OR SQUARE FEET	INSTRUCTIONS													
		FROM	TO																
		7:30	7:40		-	Clean toilet rooms in accordance with Checklist CL-1. Clean locker rooms in accordance with Checklist CL-2. Obtain fully stocked custodial cart. Clean - Men's Toilet Room Clean - Men's Locker Room Clean - Women's Locker Room Clean - Women's Toilet Room Clean - Carrier's Toilet Room Clean - Supervisor's Toilet Room													
	Room 203	7:40	8:34		12 Fixtures														
	Room 205	8:34	9:04		1250 Sq. Ft.														
	Room 209	9:04	9:34		1250 Sq. Ft.														
	Room 211	9:34	10:19		10 Fixtures														
	Room 240	10:19	11:13		12 Fixtures														
	Room 246	11:13	11:36		5 Fixtures														

PS Form 4776
Sep. 1979

(See Reverse)

SAMPLE 3-1

U.S. POSTAL SERVICE					IDENTIFICATION												
PREVENTIVE-CUSTODIAL MAINTENANCE ROUTE					WORK CODE		EQUIPMENT ACRONYM			NUMBER							
(See Handbook MS-63, 718.2, or Handbook MS-65, Appendix E, Paragraph 5)																	
MAIL PROCESSING-BUILDING EQUIPMENT/COMPONENT OR SYSTEM					ORIGINAL ISSUANCE DATE		DATE LAST REVISED			ESTIMATED TIME (Hours & Tenths)							
Windows					7/25/82					2.0							
BUILDING			BUILDING LOCATION			FREQUENCY					TOUR	BASIC WORK WEEK					
						T	D	W	BW	M	BW	Q	SA	A	BA		
												X					2
ITEM NO.	NPE-BUILDING EQUIPMENT IDENTIFICATION NUMBERS	TIME		PRIORITY	CHECK LIST(S) NOS. AMOUNT TO BE SERVICED INCLUDING WORK UNITS OR SQUARE FEET	INSTRUCTIONS											
		FROM	TO			<p>Performance Required: Wash and squeegee dry both sides of window glass, wipe squeegee blade dry with well wrung out sponge or sponge cloth after each stroke. Wipe corners and framework of window pane with sponge or sponge cloth. On interior side, prevent runoff of water onto painted partitions.</p> <p>Equipment and Material Required: Sponge or sponge cloth. Pail. Window washing brush. Window squeegee.</p> <p>Room 10 90 sq. ft. Wash 3 windows</p> <p>Room 12 90 sq. ft. Wash 3 windows</p> <p>Room 14 90 sq. ft. Wash 3 windows</p> <p>Room 17 100 sq. ft. Wash 4 windows</p> <p>Room 15 100 sq. ft. Wash 4 windows</p> <p>Room 13 200 sq. ft. Wash 8 windows</p>											

JOB PERFORMANCE: Clean Toilet Room

EQUIPMENT AND

MATERIAL REQUIRED: Wet Mop.
Two mop buckets, one wringer.
Bowl brush.
Sponge.
Sponge cloth.
Liquid detergent.
Trash container.
Pickup pan and broom.
Putty knife.
Untreated sweeping mop.
Polyethelene trash can liners.

- TASKS REQUIRED:
1. Sweep floor picking up loose paper and trash, remove gum spots with putty knife.
 2. Wash mirrors, ledges, ^{chrome} ~~chrome~~, and receptacles.
 3. Scrub interior and exterior surfaces, including lips of water closets, urinals, lavatories and multiple wash sinks.
 4. Damp wipe toilet partitions and doors, toilet rooms doors, shower stalls and all wainscotting.
 5. Dust partition tops and high ledges.
 6. Dust window sills and vents.
 7. Refill toilet tissue, papertowel and soap dispensers.
 8. Empty trash receptacles.
 9. Wet mop and rinse floor.

SAMPLE 3-3

HOUSEKEEPING INSPECTION			POST OFFICE: Bigtown			UNIT: Main Office					
			STATE & ZIP CODE: USA xxxxx			DATE: xx/xx/xx					
AREA CLEANING		S	U	AREA CLEANING		S	U	AREA CLEANING		S	U
TOILET ROOMS	WATER CLOSETS	✓		OFFICE SPACE	DUSTING	✓		CORRIDORS	FLOORS	✓	
	LAVATORIES		✓		ASH TRAYS	✓			WALLS	✓	
	MULTI-WASH SINKS	N/A			TRASH CANS	✓			GENERAL CONDITION	✓	
	URINALS	✓			FLOORS	✓		SHOP AREAS	DUSTING	✓	
	SHOWERS	N/A			GENERAL CONDITION	✓			FLOORS	✓	
	PARTITIONS	✓			ELEVATORS	FLOORS	✓			GENERAL CONDITION	✓
	MIRRORS		✓	WALLS		✓		JANITORS CLOSETS	STORAGE	✓	
	FLOORS	✓		GENERAL CONDITION		✓			SINKS	✓	
	WALLS/DOORS	✓		EXTERIOR AREAS	POLICING		✓		FLOORS	✓	
GENERAL CONDITION	✓		SIDEWALKS		✓		OTHER AREAS	Tunnel		✓	
LUNCH/SWINE ROOMS	TABLES	✓			FRK/MANEUVERING	✓					
	DUSTING	✓			PLATFORMS/DOORS	✓					
	DRINKING FOUNT.	✓			HEDGES/SHRUBS	✓					
	FLOORS	✓			LAWN	✓		COMPONENT CLEANING		S	U
	GENERAL CONDITION	✓		SERVICE/BOX LOBBIES	DESKS/TABLES	✓		LIGHT FIXTURES	✓		
LOCKER ROOMS	DUSTING	✓			CIGARETTE URNS	✓		VENETIAN BLINDS		✓	
	FLOORS	✓			TRASH CANS	✓		GLASS CLEANING	✓		
	GENERAL CONDITION	✓			GLASS CLEANING	✓		FLOOR CARE	✓		
WORK-ROOMS	DUSTING		✓		WALLS/COUNT. FNT	✓		WALLS	✓		
	FLOORS	✓			FLOORS	✓		CASES	✓		
	WALLS/DOORS	✓		SCREENLINE	✓		POST OFFICE BOXES	✓			
	DRINKING FOUNT.	✓		GENERAL CONDITION	✓		PIPES/DUCTS	✓			
	GENERAL CONDITION	✓		STAIRWAYS	STEPS/LANDINGS	✓		DECORATIVE METAL	✓		
SUPPLY/STORAGE ROOMS	DUSTING	✓			WALLS/DOORS	✓		OTHER:			
	FLOORS	✓			RAILINGS	✓		OTHER:			

REMARKS:

Sinks in Rm 109 had built up soap scum on undersides .

Mirrors in Rm 122 had a dirty film .

Carrier cases at columns F8 & F9 dusty on top .

Ext. Policing - Cigarette butts & beer cans behind shrubs at lobby entrance .

Tunnel - Accumulated dust on floor under conveyor F-1 .

Venetian blinds in Rm 201 were dirty .

INSPECTED BY:

S. B. Serv.	Supt. Bldg. Serv.	D.M. Supv	Tour Supt.
SIGNATURE	TITLE	SIGNATURE	TITLE

PS FORM 11-17-82 4851

SAMPLE 4-1

APPENDIX

- Exhibit A - Blank Form 4869
- Exhibit B - Blank Form 4839
- Exhibit C - Blank Form 4852
- Exhibit D - Blank Form 4776
- Exhibit E - Blank Form 4851
- Exhibit F - Housekeeping Inspection Techniques

U.S. POSTAL SERVICE WORKLOAD ANALYSIS AND SUMMARY					POST OFFICE		GROSS INTERIOR AREA								
					STATE AND ZIP CODE		EXTERIOR PAVED								
					UNIT		EXTERIOR UNPAVED								
LINE NO.	JOB REQUIREMENT (A)	OPERATION (B)	UNIT OF MEASURE (C)	MINUTES PER SQ. FT. OR UNIT (D)	WEEKLY QUANTITY (E)	WEEKLY MINS. (F)	LINE NO.	JOB REQUIREMENT (G)	OPERATION (H)	UNIT OF MEASURE (I)	MINUTES PER SQ. FT. OR UNIT (J)	QUANTITY (K)	FREQUENCY (L)	ANNUAL MINS. (M)	
1	WORKROOM TOILETS	CL	FX	4.5			33	LIGHT FIXTURES	DUST	FX					
2		PL	FX	1.5			34		DUST	FX					
3	OFFICE TOILETS	CL	FX	4.0			35		DUST	FX					
4	LUNCH/SWING RMS	CL	SF	.032			36	LIGHT FIXTURES	WASH	FX					
5		PL	SF	.0106			37		WASH	FX					
6		WM	SF	.03			38		WASH	FX					
7	LOCKER RMS	CL	SF	.024			39	VENETIAN BLINDS	WASH	BL	30.0				
8		PL	SF	.008			40		DUST	BL	5.0				
9		WM	SF	.03			41	LOBBY GLASS	WASH	SF	.179				
10	WORKROOMS	CL	SF	.0106			42	EXTERIOR GLASS	WASH	SF	.179				
11		PL	SF	.0053			43	INTERIOR GLASS	WASH	SF	.179				
12	OFFICES	CL	SF	.0375			44	WORKROOM PIPES/DUCTS	DUST	SF	.060				
13	SUPPLY RMS	CL	SF	.012			45	OTHER PIPES/DUCTS	DUST	SF	.048				
14	FREIGHT ELEVATORS	PL	UT	10.0			46	LOOKOUT GALLERY	CL	LF	.46				
15	PASSENGER ELEVATORS	CL	UT	20.0			47	CARRIER CASE	CL	EA	4.0				
16	EXT POLICE	PL	SF	.0012			48	OTHER CASE	CL	EA	1.5				
17	PLATFORMS	CL	SF	.0106			49	EXT PAVED	SWEEP	SF	.006				
18		PL	SF	.0053			50	EXT PAVED	SWEEP	SF	.004				
19	SERVICE/BOX LOBBY	CL	SF	.016			51	EXT PAVED	SWEEP	SF	.0012				
20		PL	SF	.002			52	ACTIVE STORAGE	CL	SF	.012				
21		WM	SF	.03			53	INACTIVE STORAGE	CL	SF	.012				
22		VS	SF	.0084			54	RESILIENT FL	DM	SF	.015				
23		DM	SF	.015			55		INT	SF	.24				
24	STAIRWAYS	CL	UT				56		PERI	SF	.066				
25		PL	UT	2.4			57	TERRAZZO	INT	SF	.24				
26	CORRIDORS	CL	SF	.006			58		PERI	SF	.12				
27		DM	SF	.015			59	CONCRETE	INT	SF	.24				
28		VS	SF	.0084			60		PERI	SF	.066				
29		PL	SF	.002			61	CARPET	SHAMP	SF	.24				
30	SHOP AREAS	CL	SF	.012			62		SPOT	SF					
31	JAN CLOSET	CL	EA	10.0			63	WOOD	INT	SF	.24				
32	SUB TOTAL						64		PERI	SF	.12				
WORK HOUR CALCULATIONS							65	LAWNS	MOW	SF	.012				
A MULT. TOTAL LINE 32 BY 52 WEEKS							66	HEDGE/SHRUB	TRIM	LF	1.2				
B ENTER TOTAL FROM LINE 77							67	SNOW	REMOV	SF	.015				
C TOTAL LINES A + B							68	P.O. BOXES	CL	EA	2.0				
D DIVIDE LINE C BY 60 MIN							69								
E MULT LINE D BY 1728							70								
F MULT LINE D BY 1728							71								
G MULT LINE D BY 1728							72								
H TOTAL LINES D + E + F + G							73								
I DIVIDE LINE H BY 52							74								
J DIVIDE LINE I BY 1728							75								
K TOTAL EMPLOYEES							76								
							77	SUB TOTAL							

REVIEWED BY:

APPROVED BY:

MSC MGR-DIR. PLANT MAINTENANCE
PS FORM 11-17-82 4852

DATE

MSC MANAGER/POSTMASTER-BMC MANGER

DATE

EXHIBIT C

U.S. POSTAL SERVICE						IDENTIFICATION													
PREVENTIVE-CUSTODIAL MAINTENANCE ROUTE						WORK CODE		EQUIPMENT ACRONYM						NUMBER					
(See Handbook MS-63, 718.2, or Handbook MS-65, Appendix E, Paragraph 5)																			
						MAIL PROCESSING-BUILDING EQUIPMENT/COMPONENT OR SYSTEM						ORIGINAL ISSUANCE DATE				DATE LAST REVISED			
BUILDING			BUILDING LOCATION			FREQUENCY										TOUR		BASIC WORK WEEK	
						T	D	W	BW	M	BW	Q	SA	A	BA				
ITEM NO.	MPE—BUILDING EQUIPMENT IDENTIFICATION NUMBERS	TIME		PRIOR- ITY	CHECK LIST(S) NOS. AMOUNT TO BE SERVICED INCLUDING WORK UNITS OR SQUARE FEET	INSTRUCTIONS													
		FROM	TO																

PS Form 4776
Sep. 1979

(See Reverse)

EXHIBIT D (p. 1)

HOUSEKEEPING INSPECTION				POST OFFICE:				UNIT:			
				STATE & ZIP CODE:				DATE:			
AREA CLEANING		S	U	AREA CLEANING		S	U	AREA CLEANING		S	U
TOILET ROOMS	WATER CLOSETS			OFFICE SPACE	DUSTING			CORRIDORS	FLOORS		
	LAVATORIES				ASH TRAYS				WALLS		
	MULTI-WASH SINKS				TRASH CANS				GENERAL CONDITION		
	URINALS				FLOORS			SHOP AREAS	DUSTING		
	SHOWERS				GENERAL CONDITION				FLOORS		
	PARTITIONS			ELEVATORS	FLOORS			GENERAL CONDITION			
	MIRRORS				WALLS			JANITORS CLOSETS	STORAGE		
	FLOORS				GENERAL CONDITION				SINKS		
	WALLS/DOORS			EXTERIOR AREAS	POLICING			OTHER AREAS	FLOORS		
GENERAL CONDITION			SIDEWALKS								
LUNCH/ SWING ROOMS	TABLES				PRK/MANEUVERING						
	DUSTING				PLATFORMS/DOCKS						
	DRINKING FOUNT.				HEDGES/SHRUBS						
	FLOORS			LAWN							
GENERAL CONDITION			SERVICE/ BOX LOBBIES	DESKS/TABLES			COMPONENT CLEANING		S	U	
LOCKER ROOMS	DUSTING				CIGARETTE URNS			LIGHT FIXTURES			
	FLOORS				TRASH CANS			VENETIAN BLINDS			
	GENERAL CONDITION				GLASS CLEANING			GLASS CLEANING			
WORK-ROOMS	DUSTING				GLASS CLEANING			FLOOR CARE			
	FLOORS				WALLS/COUNT. FNT			WALLS			
	WALLS/DOORS			FLOORS			CASES				
	DRINKING FOUNT.			SCREENLINE			POST OFFICE BOXES				
GENERAL CONDITION			STAIRWAYS	GENERAL CONDITION			PIPES/DUCTS				
SUPPLY/ STORAGE ROOMS	DUSTING				STEPS/LANDINGS			DECORATIVE METAL			
	FLOORS				WALLS/DOORS			OTHER:			
				RAILINGS			OTHER:				

REMARKS:

INSPECTED BY:

SIGNATURE

TITLE

SIGNATURE

TITLE

PS FORM 4851 11-17-82

EXHIBIT E

EXHIBIT F

HOUSEKEEPING INSPECTION TECHNIQUES

General - When performing an inspection in a postal facility, consideration must be given to the function of the facility. By the nature of our business large quantities of dust and dirt are generated every day. Even the most clean facility will show dust and dirt. High traffic areas, such as toilet located next to an MPLSM, may appear to be dirty even though just recently cleaned. Therefore, it is the responsibility of the inspector to differentiate between surface dirt and the dirt that indicates a lack of adequate cleaning.

Before starting the inspector should become familiar with the facility. The inspection should be done in a logical sequence. The "from the top down in a counter clockwise direction" is a good routine to follow. This routine can be applied to the building as well as to the areas within the building. Start on the top floor of the facility and walk that floor in a counter clockwise direction. Enter each room ^{as} you come to it and walk that room in a counter clockwise direction. Stand in the center of the room and look around it at the ceiling level. Look around again at eye level. Look around again at floor level. In large areas, such as a workroom, it may be necessary to mentally divide the area into small sections.

As you walk an area, look at the Form 4851 as a reminder of what items to check in that area. Inspect those items as indicated on the form. Note any discrepancies, being sure to be specific as to what and where. Generally observe those items that are part of the component cleaning.

Not all items needing cleaning will be noted in these inspection techniques. There may be items unique to a particular facility. Allowances should be made for these items during the staffing procedure and they should be scheduled for cleaning. Therefore, these items should also be clean. Note these items in the "other" blocks on the inspection form.

AREA CLEANING

TOILET ROOMS:

Water Closets (Toilets): Look for *accumulated* dirt and residue on the outside of the bowl and on the base at floor level. Look under the rim inside the bowl for stains that indicate inadequate cleaning. The bright work (chrome parts) should be clean.

Lavatories (Sinks): Look for *accumulated* dirt and soap scum on and around the faucets, on the interior and exterior (including the bottom side) of the sink.

Multiple Wash Sinks: Look for *accumulated* dirt and soap scum both inside and outside the bowl. The drain should be free of built-up deposits. The base of the sink should be free of deposits that indicate incorrect mopping techniques.

Urinals: Urinals should be inspected the same way as water closets.

Showers: Look for *accumulated* dirt and soap scum on the walls and floor of the shower stall. The drain should be free of built-up deposits.

Partitions: The partitions should indicate they were recently wiped off and graffiti removed to the maximum extent possible with normal cleaning. This is especially important because ^{once} graffiti is present, it tends to invite more graffiti. Doors to the stalls should be clean. Be sure to look at the back side of the door.

Mirrors: The glass should be clean.

Floors: Floors must be wet mopped every cleaning and damp mopped as necessary during policing. The floors should indicate this mopping is being done. There should not be accumulated dirt in the corners. The baseboards and floor-mounted fixtures should be free of marks that indicate incorrect mopping techniques.

Walls/Doors: The wainscoting and entrance doors must be damp wiped with each toilet room cleaning. These surfaces should indicate this damp wiping is being done.

General Condition: The overall appearance of the room should be satisfactory. All items in the room should be clean.

LUNCH/SWING ROOMS:

Tables: Look for dried up food deposits and accumulated dirt. Food deposits and gum are germ breeders and must be removed. Tables must be damp wiped with every cleaning. They should indicate this wiping is being done.

Dusting: All horizontal surfaces, including the tops of vending machines, must be dusted with every lunch/swing room cleaning. Therefore, there should not be *accumulated* dust on these surfaces.

Drinking Fountains: The basin should be free of accumulated residue. The drain should be clean. The front and sides should indicate periodic wiping.

Floors: The floor in this area must be damp mopped with every cleaning with spillages being mopped up with every policing. The floor should indicate this mopping is being done.

General Condition: The area should be neat. The general appearance should be one of a healthy environment.

LOCKER ROOM:

Dusting: All horizontal surfaces, including the tops of the lockers, should be dusted with every locker room cleaning. Therefore, there should not be *accumulated* dust on these surfaces.

Floors: The floor in this area must be damp mopped with every cleaning with spillages being mopped up with every policing. The floor should indicate this mopping is being done.

General Conditions: The area should reflect periodic cleaning. Look for other areas where dirt may accumulate such as: window sills, ledges and under the lockers.

WORKROOMS:

Dusting: Cleaning criteria calls for dusting all horizontal surfaces of cases, tables, file cabinets, etc., with every workroom cleaning. However, the tops of cases tend to collect more dust than any other surface in the building. Even so, these horizontal surfaces must not have *large accumulations* of dust.

Floors: Workroom floors should be free of accumulated trash and debris. In VMF workrooms, look for oil and grease deposits that are holding quantities of dust. This is an indication that the floors are not being swept with the required grease absorbent compound.

Walls/Doors: Walls and doors should indicate periodic removal of smudges.

Drinking Fountains: The basin should be free of accumulated residue. The drain should be clean. The front and sides should indicate periodic wiping.

General Condition: The overall appearance of the workroom should reflect a clean and healthful working environment.

SUPPLY/STORAGE ROOMS:

Dusting: All horizontal surfaces in all storage areas must be dusted (without moving the stock) with every cleaning. Look for accumulated dust on shelving, especially on top.

Floors: Floors must be swept with every cleaning. Look for accumulated dust and dirt in corners and behind supplies stacked on the floor.

OFFICE SPACE:

Dusting: Do not judge dusting by looking at desk tops. In many facilities the custodian is limited in dusting the tops of desks by local policy and by the general clutter that is normally found on desks. Do look at the sides of the desks and in the chair well. These are good indicators of how well dusting is being done. Also look at the sides and tops of file cabinets, book cases and other equipment. None of these areas should have *accumulated* dust.

Ash Trays: Ash trays must be damp wiped with every office cleaning. Look for heavy ash deposits. There should not be heavy accumulations of cigarette tar in the notches for resting cigarettes. (DO NOT DUMP ASH TRAYS INTO TRASH CANS.)

Trash Cans: Trash cans must be damp wiped with every cleaning. Look for accumulated deposits. Check the bottom of the can for sticking trash. Sticking trash indicates an unclean can and a breeding place for germs.

Floors: Look for accumulations of dust and dirt in difficult-to-reach areas. These difficult-to-reach areas are often neglected, especially in carpeted offices.

General Condition: The overall appearance should be pleasing to the eye. Excessive clutter is detrimental to effective cleaning and, when placed on top of book cases and file cabinets, is a safety violation. Look at other areas that may indicate poor cleaning such as smudges and fingerprints on glass surfaces and walls.

ELEVATORS (Freight):

Floors: The floors should be swept with every policing. ^{Look} Look for accumulated dust and dirt.

Walls/Doors: The walls and doors must be dusted every time these elevators are ~~policed~~ ^{policed}. Look for accumulated dust on these surfaces.

ELEVATORS (Passenger):

Floors: The floors must be swept and damp mopped, or vacuumed if carpeted, with every cleaning. Look for accumulated dust and dirt.

Walls/Doors: The walls and doors should indicate periodic damp wiping. Prints and heel marks should be scrubbed off.

General Condition: The passenger elevators, especially public use elevators, should be clean in appearance.

EXTERIOR AREAS:

Policing: Look for accumulated trash, cigarette butts, etc., along fence lines and along any other barrier that makes a natural stopping place for windswept litter.

Sidewalks: Look at the sidewalks for accumulated cigarette butts and trash. These surfaces should indicate they are being periodically swept.

Parking/Maneuvering: Look for accumulated debris at entrances, next to the building, around parking blocks and next to the dock. Truck wells are natural collection spots for wind-swept trash. Look around any outside trash containers for accumulated trash. These areas should indicate they are being periodically swept.

Platforms/Docks: Look in the corners and along the edges of the dock. The dock area should not have accumulated debris such as empty cardboard boxes.

Hedges/Shrubs: Hedges/Shrubs should not have large outcroppings of growth that indicate poor maintenance.

Lawn: The lawn should be neatly trimmed and edged. The appearance of the edge of the lawn is a good indicator of proper lawn care.

SERVICE/BOX LOBBIES:

Desk/Tables: Desks and tables should be dusted with every lobby cleaning. Customer supplies should be neatly arranged.

Cigarette Urns: Cigarette urns must be dampened with every lobby cleaning. Large accumulations of cigarette butts should not be present.

Trash Cans: Trash cans must have a clean polyethylene liner.

Glass Cleaning: The glass in the lobby doors must be cleaned every time the lobby is cleaned. Other lobby glass must be clean. Glass exposed to the weather tends to show dirt before interior glass. If present, the glass covering the bulletin board should be clean.

Walls/Counter Fronts: Smudges must be removed from walls and counter fronts with every lobby cleaning. These surfaces should indicate they are being periodically spot cleaned.

Floors: Floors must be swept with every cleaning. Look for accumulated dust and dirt in the corners and under lobby desks.

Screenline: (The screenline is the customer service counter, post office boxes and all the other structure that separates the customer area in front of the counter from the employee area behind the counter.) The screenline should be free of *accumulated* dust and dirt.

General Condition: Look at the lobby as the customer would see it. The lobby should give a neat and orderly appearance.

STAIRWAYS:

Steps and Landings: Look for accumulated dust and dirt on the stairs and landings.

Walls/Doors: Smudges must be removed from the walls and stairway doors with every stairway cleaning. These surfaces should indicate they are being periodically spot cleaned.

Railings: On stairs with railings that have a top and bottom rail, check the *bottom* rail for cleanliness. The top rail is cleaned by normal use.

CORRIDORS:

Floors: The floors should be free of *accumulated* dust and dirt. Look in the corners and along the baseboards.

Walls: Smudges must be removed from walls with every corridor cleaning. These surfaces should indicate they are being periodically spot cleaned.

General Condition: Cigarette urns should be clean. The area should be generally clean.

SHOP AREAS:

Dusting: Horizontal surfaces of desks, lockers, file cabinets, ledges, etc., should be clean. The custodian is not responsible for cleaning work benches, machinery, tools and other items associated with the work of the shop.

Floors: Floors should be free of accumulated dust and dirt.

General Condition: Unsafe and unhealthy conditions should not be present.

JANITOR'S CLOSETS:

Storage: Supplies and equipment should be stored in an orderly manner.

Sink: The slop sink should be clean inside and outside. The drain should not have accumulated dirt.

Floors: The floor must be damp mopped with every cleaning. The floor should indicate this mopping is being done. Look for accumulations of dirt in the corners and under the sink.

COMPONENT CLEANING

Light Fixtures: The fixture should not have *large* accumulations of dust. Louvers, where present, should be clean. Lamps should be clean.

Venetian Blinds: Blinds should be free of accumulated dust. Tapes should not be broken.

Glass Cleaning: Glass should be clear without buildups of film or haze. Glass exposed to the weather shows dirt before interior glass. Look at the corners of the pane to check for proper cleaning techniques.

Floor Care: Resilient floors should have a visible floor finish on them. (If a floor finish is not present, you are wearing out the floor instead of wearing off the floor finish.) There should not be build up in the corners and along the edges. It is not necessary for the floor to have a high shine. Unhardened concrete floors should be sealed. Carpets should be free of spots from normal traffic. (Some stains are impossible to remove.)

Walls: Wall coverings should show signs of proper maintenance. Marble walls should not have *accumulated* dust. Ceramic walls should indicate periodic cleaning.

Cases: Separations and pigeon holes should be free of accumulated dust. Check separations not used frequently. The sides, back, ledges and support structure should indicate periodic dusting.

Post Office Boxes: The inside of the box should not have accumulated dust. The window glass should be clean.

Pipes and Ducts: Pipes and ducts should not have *accumulated* dust. High access equipment may be necessary to properly check these surfaces.

Decorative Metal: The surface should not have accumulations of tarnish. The finish should be clean.



October 31, 1997

Mr. James Lingberg
Director
Maintenance Division
American Postal Workers Union,
AFL-CIO
1300 L Street, NW
Washington, DC 20005-4128

Dear Mr. Lingberg:

This letter is in response to your recent telephone conversation with Thomas J. Valenti of my staff concerning the requirement to complete PS Form 4776, Preventive-Custodial Maintenance Route as required by Handbook, MS-47 Housekeeping Postal Facilities. Specifically, you have asked whether the Maintenance Activity Reporting and Scheduling (MARS) system eliminates the need to use Form 4776.

The aforementioned form is presently required under the MS-47. The MARS system does not eliminate this requirement.

Should there be any questions regarding the foregoing, you may call Mr. Valenti at (202) 268-3831.

Sincerely,

A handwritten signature in cursive script, appearing to read "Samuel M. Pulcrano".

Samuel M. Pulcrano
Manager
Contract Administration (APWU/NPMHU)

47 Flags

471 Flags at Postal Facilities

471.1 Which May Be Displayed

Except as governed by host facilities as noted in 472.21, the only flags to be displayed at postal facilities are the flag of the United States of America, the Postal Service flag, the POW-MIA flag, and, when authorized by the vice president of Corporate Relations, flags directly related to the programs, missions, and activities of the United States Postal Service. Flags of states, commonwealths, or local governments must not be displayed.

471.2 Relative Placement

471.21 When Displayed on Flagstaffs

Other flags are flown below the U.S. flag if displayed on the same flagstaff and at the same level or lower if displayed on a separate flagstaff. When the U.S. flag is flown at half-staff, all other flags are to be at half-staff also.

471.22 When Displayed on Speaker's Platform

When the United States flag and the Postal Service flag are displayed on a speaker's platform in an auditorium, the United States flag must occupy the position of honor and be placed at the speaker's right as the speaker faces the audience, with the Postal Service flag at the speaker's left.

472 U.S. Flag Display

472.1 Regulations for Proper Display

472.11 Placement

If the flag of the United States is not flown from a vertical flagstaff, the following regulations apply:

- a. When the flag is displayed from a staff projecting horizontally or at an angle from the window sill, balcony, or front of a building, the union of the flag (blue field and stars) must be placed at the peak of the staff unless the flag is at half-staff.
- b. When the flag is suspended over a sidewalk from a rope extending from a building to a pole at the edge of the sidewalk, the flag must be hoisted out, union first, from the building.
- c. When the flag is displayed otherwise than by being flown from a staff, it must be displayed flat, whether indoors or out, or so suspended that its folds fall as free as though the flag were staffed.

472.12 Respect

No disrespect may be shown to the flag of the United States of America. It must never:

- a. Be dipped to any person or thing.
- b. Be displayed with the union down save as a signal of dire distress.
- c. Be used as drapery of any sort whatsoever, never festooned, drawn back, nor up in folds, but always allowed to fall free.
- d. Touch anything beneath it, such as the ground, the floor, water, or merchandise.
- e. Be fastened, displayed, used, or stored in such a manner as will permit it to be easily torn, soiled, or damaged in any way.
- f. Be used as a covering for a ceiling.
- g. Have placed upon it, nor on any part of it, nor attached to it any mark, insignia, letter, word, figure, design, picture, or drawing of any nature.
- h. Be used as a receptacle for receiving, holding, carrying, or delivering anything.

472.13 Raising and Lowering**472.131 Full Staff**

As soon after sunrise as practicable, the flag must be hoisted briskly to the peak of the staff. Care must be taken that it not touch the ground. The flag must always be displayed with the union (blue field) at the peak of the staff (unless the flag is at half-staff). No later than sunset the flag must be lowered ceremoniously and not allowed to touch the ground. It must be folded or rolled carefully and stored where it will not be soiled or otherwise damaged. If the flag is wet when taken down, it must be carefully spread out and allowed to dry thoroughly before being stored.

472.132 Half-Staff

Displaying the flag at *half-staff* means lowering the flag to half the distance between the top and bottom of the staff. The flag must first be hoisted to the peak of the staff and then slowly lowered to half-staff. When the flag is lowered for the day, it must be raised again to the peak and then lowered slowly before being stored for the night. When the flag is displayed at half-staff during a period of mourning, it must be so displayed on all days included in such period.

472.14 Bad Weather

During severe weather when it is probable that the flag will be damaged, it should not be flown.

472.2 Postal Display**472.21 Where Displayed**

The flag of the United States must be displayed on stationary flagstaffs at all post offices, branches, stations, terminals, garages, and postal facilities, including leased and rented premises. If the post office unit is located in a

472.22 Relations With Other Organizations

facility operated by the General Services Administration, that agency's regulations on the display of the flag govern. If the post office unit is located on a military reservation, the military regulations on the display of the flag on the reservation govern.

472.22 **When Displayed**

When employees are on duty in a postal facility, the flag must be displayed except in severe weather as noted in 472.14. It is raised as soon after sunrise as practicable and lowered at the time of closing or no later than sunset.

472.23 **When Displayed Half-Staff**

472.231 **Specific Days**

When the flag is being displayed, it must be flown at half-staff (see 472.132) on the following dates:

May 15	Peace Officers Memorial Day
Fourth Monday in May	Memorial Day Observed (see note below)
July 27	National Korean War Veterans Armistice Day
December 7	National Pearl Harbor Remembrance Day

Note: On the fourth Monday in May when Memorial Day is observed, the flag must be flown at half-staff from sunrise, or the hour at which it is raised, *until 12 noon*, and then hoisted to the peak of the staff, where it must be flown until the time of closing or no later than sunset.

472.232 **Deaths of Prominent Persons**

When the flag is being displayed, it must be flown at half-staff on the death of any person as indicated in Exhibit 472.232.

472.233 **Other Occasions**

Other occasions on which the flag may be displayed at half-staff include the following:

- a. On days proclaimed by the president of the United States.
- b. The heads of government departments and agencies may direct that the flag be flown at half-staff on buildings, grounds, etc., under their jurisdiction on occasions other than those specified which they consider proper. The vice president of Corporate Relations notifies area, district, and plant managers by either broadcast fax or electronic mail of such an order. They, in turn, notify the heads of all postal facilities reporting to them.
- c. The flag may be displayed at half staff on days when funerals of returned war dead are being held locally, when the flags on municipal, county, or state buildings and business establishments generally are being displayed in that manner.

Exhibit 472.232

Half-Staff Display on Death of a Prominent Person

On Death Of:	Flag Displayed Half-Staff:	On All Federal Buildings In:
President or former President	For 30 days from date of death	District of Columbia; throughout the U.S., and its territories and possessions
Vice President	For 10 days from date of death	
U.S. Chief Justice or retired Chief Justice		
Speaker of the House of Representatives		
Associate Justice of Supreme Court	From date of death until interment	
Cabinet member		
Former Vice President		
President Pro Tempore of the Senate		
Majority Leader of House		
Minority Leader of House		
U.S. Senator	On date of death and following day	Metropolitan area of District of Columbia; the state, congressional district, territory, or commonwealth
U.S. Representative		
Delegate		
Resident Commissioner from Commonwealth of Puerto Rico	From date of death until interment	Commonwealth of Puerto Rico
Governor of a state, territory, or possession	From date of death until interment	The state, territory, or possession
Prominent local citizen	From date of death until immediately after funeral	Locally
Other official, former official, or foreign dignitary	The flag is displayed half-staff under orders or instructions issued by or at the direction of the President, or according to recognized customs or practices not inconsistent with law.	

472.3

Relations With Other Organizations

472.3 Requisitioning New Flags

Requisitions for new flags must be submitted by field officials to the General Services Administration (GSA).

473 U.S. Flag Maintenance and Supply**473.1 Repairs**

Flags that are frayed or torn must be neatly hemmed and continued in use.

473.2 Destruction

When a flag is badly worn and is no longer a fitting emblem for display, it may not be cast aside or used in any way that might be viewed as disrespectful to the national colors, but it must be destroyed as a whole, privately, in a dignified manner and preferably by burning.

473.3 Requisitioning New Flags

Requisitions for new flags must be submitted by field officials to their designated material distribution centers.

474 U.S. Burial Flags**474.1 Policy****474.11 Deceased Veterans**

It is provided in 38 U.S.C. 901, as amended by Public Law 89–358, that a flag be furnished to drape the casket of each deceased veteran who:

- a. Was a veteran of any war, of Mexican border service, or of service after January 31, 1955.
- b. Had served at least one enlistment.
- c. Had been honorably discharged or released from the active military, naval, or air service for a disability incurred or aggravated in the line of duty.

474.12 Disposition of Flag

The law further provides that after burial of the veteran, the flag furnished must be given to the next of kin; or, if not claimed by next of kin, to a close friend or associate of the deceased veteran on request.

474.2 Cooperation With VA**474.21 Post Offices as Depositories**

Postmasters at CAG A–J offices and at CAG K offices at county seats must cooperate with the Department of Veterans Affairs (VA) when requested to act as depositories for burial flags. On the death of a veteran and in compliance with rules and regulations issued by the VA, a depository must issue a flag to drape the casket.

**MEMORANDUM OF UNDERSTANDING
BETWEEN
UNITED STATES POSTAL SERVICE AND THE
AMERICAN POSTAL WORKERS UNION,
AFL-CIO**

MAINTENANCE CRAFT

Re: Subcontracting Cleaning Services

The parties agree that the following language will be incorporated into paragraph 535.261 of the Administrative Support Manual.

.26 Cleaning Services

.261 Authorization

- a. In a new facility or when a vacancy as a result of an employee's voluntary attrition is identified in an independent installation or in a station and/or branch of an independent installation, the following sequential steps will be taken to determine whether or not a contract cleaning service may be utilized:

- (1) Measure the square footage of the interior area, using procedures identified in handbook MS-47, Housekeeping-Postal Facilities. Then divide that measurement by 18,000 and round off the resulting number to four (4) decimal places;
- (2) Measure the squarefootage of the exterior paved and unpaved area, to be serviced using the procedures identified in the MS-47 handbook. Then divide that measurement by 500,000 and round off the resulting number to four (4) decimal places;

- (3) Add the numbers obtained in steps 1 and 2 together. If the resulting number is less than ONE (1), a contract cleaning service may be used to perform the required work.
- b. If the determination is made to utilize a contract cleaning service, the local APWU President will be provided a copy of the above computations.
 - c. The formula applies to replacement facilities or existing facilities with extensions or modifications.
 - d. Post Offices, or stations/branches which contract cleaning services under previous criteria may continue to do so.

* * *

