



***Maintenance Series Handbook MS-47
Volume A, Facility Cleaning***

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TABLE OF CONTENTS

SECTION 1 INTRODUCTION.....	7
1.1. PURPOSE.....	7
1.2. SAFETY STATEMENT.....	7
1.3. SUSTAINABILITY STATEMENT	8
1.4. ISSA – THE WORLDWIDE CLEANING INDUSTRY ASSOCIATION.....	8
SECTION 2 STANDARD SERVICE CONTRACTS AND LAUNDRY SERVICE	9
2.1. NATIONAL CONTRACTS	9
2.2. CTC IN-HOUSE LAUNDRY	9
2.3. PRODUCT USAGE	10
SECTION 3 RESPONSIBILITIES.....	11
3.1. HEADQUARTERS.....	11
3.2. HEADQUARTERS MAINTENANCE OPERATIONS	11
3.2.1 Custodial Standardization Change Control Board (CSCCB)	12
3.3. HUMAN RESOURCES.....	12
3.4. SENIOR POSTAL OFFICIAL	12
3.5. MAINTENANCE MANAGERS	13
3.6. SUPERVISOR MAINTENANCE OPERATIONS.....	13
3.6.1 Employee Observations.....	13
SECTION 4 CLEANING METHODS	14
4.1. TEAM CLEANING	14
4.2. SPECIALIST WORKFLOW.....	14
4.3. WORK CATEGORIES	15
4.3.1 Tools, Equipment, and Chemicals.....	15
4.3.2 Tool Inventory, Inspection, and Cleaning.....	15
4.3.3 Defective Tools	15
SECTION 5 FACILITY WORKLOADING.....	16
5.1. WORKLOAD ANALYSIS.....	16
5.1.1 Plan Workload Analysis	16
5.2. AREA AND ROOM IDENTIFIERS.....	17
5.2.1 Area Identifiers (Area ID)	17
5.2.2 Room Identifiers (Room ID)	17
5.3. SPACE TYPE	18
5.3.1 Stairwell Areas	19
5.3.2 Workloading Information	22

5.4.	SPACE CLASSIFICATIONS	22
5.4.1	Authorized Only	22
5.4.2	Vacant Status.....	23
5.4.3	Restricted Space	23
5.4.4	Trash Routes	23
5.5.	SPACE COMPONENTS	24
5.5.1.	Exterior Glass Workloading.....	24
5.6.	SPACE INVENTORY	24
5.6.1	Measuring Facility Space	25
5.6.2	Work Room Floor Measurement	25
5.6.3	Exterior Glass Measurement.....	25
5.7.	PERFORMANCE AND FREQUENCY SPECIFICATION.....	25
5.8.	DEFINITION OF MULTIPLE TOURS	25
5.9.	INDIVIDUAL ROUTES.....	26
5.9.1	Route Checklist Workflow	26
5.9.2	Route Size	26
5.9.3	Vacuum Plug-in Locations.....	26
5.10.	DEVELOPING STAFFING PACKAGE	27
5.10.1	Non-Productive Time	27
5.10.2	Assignments	27
5.10.3	Scheduling for Holidays	27
5.10.4	Scheduling for Absences	28
5.10.5	Changes to Staffing Package.....	28
5.10.6	Review Schedule	28
	SECTION 6 STANDARDIZATION	29
6.1.	CONFIGURATION CONTROL.....	29
6.1.1	Change Request.....	29
	SECTION 7 FACILITY SUPPORT REQUIREMENTS	30
7.1.	CHECK-IN/CHECK-OUT ROOM/AREA.....	30
7.2.	TRAINING ROOM	30
7.3.	BULK STORAGE ROOM/AREA	30
	SECTION 8 TRAINING	31
8.1.	INITIAL TRAINING	31
8.2.	MANAGEMENT TRAINING	31
8.3.	RECURRING TRAINING	31
8.4.	SAFETY TRAINING.....	32
8.5.	BLOODBORNE PATHOGENS TRAINING.....	32

SECTION 9 BENCHMARKING FACILITY HOUSEKEEPING INSPECTIONS	33
9.1. SITE CTC AUDIT AND REVIEW	33
SECTION 10 PERFORMANCE STANDARDS AREA CLEANING	34
10.1. INTERIOR	34
10.1.1 Active Storage	34
10.1.2 Battery Room	35
10.1.3 Breakroom/Lunchroom	36
10.1.4 Custodial Closet	38
10.1.5 Elevator	38
10.1.6 General Shop Area	39
10.1.7 Hall/Corridor	41
10.1.8 Inactive Storage	43
10.1.9 Lactation Pod	43
10.1.10 Locker Room	45
10.1.11 Lookout Gallery	47
10.1.12 Office	48
10.1.13 Platform Dock (Enclosed)	49
10.1.14 Platform Dock (Non-Enclosed)	51
10.1.15 Restroom	52
10.1.16 Service/Box Lobby	54
10.1.17 Stairway	56
10.1.18 Stockroom	57
10.1.19 Vestibule	58
10.1.20 Work Room/Work Room Aisle	60
10.2. EXTERIOR	62
10.2.1 Exterior Paved	62
10.2.2 Exterior Lunch/Break/Smoking Area	63
10.2.3 Exterior Unpaved	64
10.2.4 Interior Parking/Maneuvering	65
SECTION 11 PERFORMANCE STANDARDS COMPONENT CLEANING	66
11.1. CARPET	66
11.2. CEILING LIGHT FIXTURES/PIPES AND DUCTS	67
11.3. CONCRETE FLOOR	67
11.4. DECORATIVE METAL (BRASS/BRONZE)	68
11.5. EXTERIOR GLASS	68
11.6. HARD SURFACE FLOOR	69
11.7. LAWNS, HEDGES, AND SHRUBS	70

11.8.	TERRAZZO FLOOR.....	71
11.9.	WOOD FLOOR.....	72
SECTION 12 FORMS		73
12.1.	PS FORM 4776 – CUSTODIAL MAINTENANCE ROUTE	73
12.2.	PS FORM 4839 – TEAM CLEANING WEEKLY SCHEDULING	75
12.3.	PS FORM 4851 – BUILDING HOUSEKEEPING INSPECTION.....	76
12.4.	PS FORM 4852 – WORKLOAD ANALYSIS AND SUMMARY.....	77
12.5.	PS FORM 4852a – WORKLOAD SUMMARY DETAIL.....	78
12.5.1	PS Form 4852a – Page 2	79
12.5.1	PS Form 4852a – Page 3	80
12.6.	PS FORM 4852adiff – WORKLOAD COMPARISON	80
12.6.1	PS Form 4852adiff - Page 2.....	82
12.6.2	PS Form 4852adiff – Page 3.....	83
12.7.	PS FORM 4852b – WORKLOAD SUMMARY DETAIL.....	83
12.8.	PS FORM 4852bdiff – WORKLOAD COMPARISON	85
12.9.	PS FORM 4852diff – WORKLOAD COMPARISON	86
12.10.	PS FORM 4869 – BUILDING INVENTORY	87
APPENDIX A GLOSSARY		88

SECTION 1 INTRODUCTION

1.1. PURPOSE

This handbook establishes USPS policy for housekeeping services at USPS facilities and standardizes all cleaning activities based on cleaning science and engineered processes known as Team Cleaning.

Team Cleaning is a methodology for systematically cleaning all facility areas using specialists who are responsible for specific cleaning tasks. Each custodian may perform one or more specialist functions during any work period as assigned to satisfy facility needs.

Team Cleaning is divided into two sectors: cleaning for health and cleaning for appearance.

Cleaning for health, a philosophy developed by Michael A. Berry, Ph.D., primarily focuses on promoting public health by reducing harmful pathogenic microorganisms in the environment. Building occupants understand that a surface can look clean and smell clean but can still harbor harmful pathogens. Cleaning for health will minimize and control the spread of contaminants.

The USPS has adopted a cleaning for health approach to minimize the spread of infectious agents and provide a safe and clean environment for all building occupants. Cleaning for health produces noticeably cleaner buildings and reduces dust, chemical residues, and bacteria from surfaces.

Cleaning for appearance has become secondary and is not as critical as cleaning for health. The USPS has focused its resources on prioritizing cleaning for health first and then cleaning for appearance.

Cleaning for appearance is a method used to ensure the USPS presents an inviting and bright look in employee breakroom/lunchroom spaces and in spaces occupied by customers -- typically box lobbies, service lobbies, bulk mail acceptance unit lobbies, and vestibules. These spaces receive sufficient project work floor care to maintain a cleaning for appearance level.

Non-customer-facing spaces require hard floor care maintenance to ensure protection of flooring material (concrete, Vinyl Composite Tile (VCT), Vinyl Asbestos Tile (VAT), etc.) These include Work Rooms, employee offices, halls, corridors, platform docks, etc.

This handbook documents activities performed to properly assess cleaning needs, establish staffing levels, and define the methods and procedures used during cleaning operations. The USPS is standardizing custodial processes and methods using Team Cleaning concepts.

1.2. SAFETY STATEMENT

To ensure the safety of all employees and customers, Team Cleaning activities must follow organizational practices as outlined in handbook *EL-803, Maintenance Employee's Guide To Safety*, and other related documents. Employees must complete training on safety procedures and Personal Protective Equipment (PPE) associated with hazards to which they are exposed.

Some cleaning procedures require handling hazardous material(s) including Bloodborne Pathogens (BBP), environmentally sensitive material(s), climbing on ladders, and/or using

personnel lifting equipment. Personnel must refer to the current Safety Data Sheet (SDS) handling requirements for all hazardous or environmentally sensitive material used when performing cleaning tasks. Personnel must observe all SDS warnings, use PPE as directed, and use appropriate safety harnesses on ladders or personnel lifting equipment when required.



1.3. SUSTAINABILITY STATEMENT

The USPS is committed to minimizing the environmental footprint in ways that are sustainable to the business and customers served. The USPS complies with all applicable federal, state, and local environmental laws and regulations seeking to develop sustainable solutions for a safe and healthy working environment.



1.4. ISSA – THE WORLDWIDE CLEANING INDUSTRY ASSOCIATION

The ISSA, previously known as the International Sanitary Supply Association, is now known as the Worldwide Cleaning Industry Association. Team Cleaning processes and performance standards in this handbook are based on standards established by ISSA. The publication *Official ISSA 540 Cleaning Times* (ISBN 0-9717810-3-6) documents ISSA-established performance standards on which the USPS custodial Team Cleaning processes and performance standards in this handbook are based.

SECTION 2

STANDARD SERVICE CONTRACTS AND LAUNDRY SERVICE

Cleaning service contracts are governed by the Administrative Support Manual (ASM) and must be in accordance with the current national labor agreements.

When a facility is eligible for contract cleaning, the Category Management Center (CMC) must obtain cleaning services forms from the Custodial Workloading (CW) software. All newly established and extended cleaning service contracts must incorporate Team Cleaning tools, equipment, and processes specified in this handbook when appropriate. There may be occasions where standard cleaning contracts may not apply. In these situations, consult Headquarters (HQ) Maintenance Operations.

2.1. NATIONAL CONTRACTS

Approved commercial laundry vendors may be contracted to clean products such as cleaning cloths and mops used in custodial operations in accordance with [ASM 535.22 Cloth and Laundry Service](#). If the commercial laundry service includes an exchange service of cleanable goods, the contracting officer will ensure the cleaning products conform to the HQ-specified Team Cleaning tools and equipment identified in the current Team Cleaning Maintenance Management Order (MMO).

Substitution of cleaning products requires Custodial Standardization Change Control Board (CSCCB) approval. Consult the appropriate MMO or Maintenance Update (MU) for guidance on laundry service contracts administration.

2.2. CTC IN-HOUSE LAUNDRY

If the MLB-CO-13-006 laundry contract vendor is providing adequate laundry services, there is no need to switch to in-house laundry as part of Custodial Team Cleaning (CTC). If a facility chooses in-house laundering as the best option, the facility must have followed all protocols regarding the reporting of laundry problems to Supply Management (SM), or the site either never had or no longer has contract laundering services available.

If a facility has had laundry contract issues that were unable to be resolved, copies of the forms submitted to SM will be required when the facility requests to do laundry in house.

All requests for in-house laundry must be submitted to the Regional Maintenance Implementation Teams (RMIT) for review. HQ Maintenance Policy, Programs, and Support (MPP&S) will perform a final review to verify all requirements of the *CTC In-House Laundry* MMO are met before approval is granted, once concurrence is received from RMIT.

Once approved, the site will be authorized to purchase washing machines and dryers to perform in-house laundry. The annual number of loads are entered in the CW facilities site setup page. One load consists of washing and drying a single load of Microfiber cloths, mops, and/or Huck towels.

See requirements in the *CTC In-House Laundry* MMO for specific instructions on requesting in-house laundry service.

2.3. PRODUCT USAGE

Utilize historical usage data to determine the number of Microfiber cloths, mops, and Huck towels needed on a weekly basis. Verify a sufficient supply of Microfiber cloths, mops, and Huck towels are on hand to support routine cleaning and to handle anomalous situations.

In some facilities, it may be prudent to use disposable supplies. Laundry service would not be utilized if it is determined that disposable supplies are sufficient for the site to maintain the required level of cleanliness.

SECTION 3 RESPONSIBILITIES

All employees share responsibility for good housekeeping, proper trash disposal, and maintaining a safe and healthy working environment in accordance with the 6S Continuous Improvement Philosophy in Table 3-1. The 6S philosophy focuses on organizational cleanliness and standardization to improve profitability, efficiency, and safety by reducing waste of all types. The 6S philosophy is arranged into six phases to create a total quality environment.

Sort	Clearly distinguish needed items from unneeded items and eliminate the latter.
Set to Order	Keep needed items in the correct place to allow for easy and immediate retrieval.
Shine	Keep work areas clean.
Standardize	Standardized cleanup.
Sustain	Make a habit of maintaining established procedures.
Safety	Each employee follows all safety guidelines.

Table 3-1: 6S Continuous Improvement Philosophy

Employees of each work area are responsible for the proper disposal of trash and recyclable materials including, but not limited to, plastic straps, labels, rubber bands, food waste, paper, and cardboard. Employees must assume responsibility for proper disposal of excess material produced by work activities.

Custodians are responsible for custodial duties of work areas, and all employees help keep work areas clean by placing waste in its proper place as it is generated.

3.1. HEADQUARTERS

USPS Headquarters develops and manages national implementation of policies affecting the cleanliness of USPS facilities.

3.2. HEADQUARTERS MAINTENANCE OPERATIONS

Headquarters (HQ) Maintenance Operations establishes and manages national policy affecting custodial operations. HQ Maintenance Operations evaluates the effectiveness of field custodial operations and monitors technological advances and improvements that may further improve these policies, eliminate waste, and reduce costs. HQ Maintenance Operations also:

- Implements the USPS Team Cleaning program.
- Maintains, updates, and revises national Team Cleaning methodology and administrative procedures.
- Manages participation in, and compliance with, the Team Cleaning process at all facilities.
- Inspects and reviews field operations to verify Team Cleaning policies in accordance with schedules established by the most current Maintenance Management Order (MMO).
- Manages the Custodial Standardization Change Control Board (CSCCB).
- Provides audit and reporting framework for Team Cleaning implementation and ongoing operations.
- Coordinates custodial training development and delivery.
- Specifies and approves tools, equipment, and processes required for all new cleaning support service contracts.

3.2.1 Custodial Standardization Change Control Board (CSCCB)

The USPS is committed to improving its custodial cleaning processes. HQ Maintenance Operations incorporates continuous improvement tools and techniques and has established the Custodial Standardization Change Control Board (CSCCB) to evaluate and improve Team Cleaning processes, as outlined in *Section 6 – Standardization*.

Custodial Change Requests (CCRs) are submitted to the CSCCB for review and evaluation. Each CCR is denied or approved by the board. The processes, tools, equipment, and chemicals used to support Team Cleaning are controlled and may not be changed without approval from the CSCCB.

HQ Maintenance Operations appoints the CSCCB committee chairperson and all voting members. The committee chairperson identifies Team Cleaning subject matter experts who conduct a technical evaluation of each change request. Board members utilize continuous improvement tools and processes when evaluating each CCR.

3.3. HUMAN RESOURCES

Headquarters Occupational Safety and Health works with HQ Maintenance Operations to ensure all aspects of the Team Cleaning program comply with applicable safety rules and regulations governing custodial operations.

The National Center for Employee Development (NCED) maintains, updates, and revises all Team Cleaning training materials with guidance and oversight from HQ Maintenance Operations.

3.4. SENIOR POSTAL OFFICIAL

Each Senior Postal Official (SPO) ensures a safe and healthy environment for all facility occupants and ensures the Team Cleaning process is sustained at a satisfactory level and follows MS-47 policies. The SPO must raise employee awareness and promote employee commitment to maintaining a clean and healthy working environment. The SPO also must:

- Identify specific areas authorized for breaks and lunches.
- Follow all federal policies regarding use of tobacco and related smoking products within facilities, including electric cigarettes, vaping pipes, and smokeless tobacco, among other related products.
- Identify authorized outdoor smoking areas at each facility, with input from all relevant stakeholders.
- Notify all employees where authorized outdoor smoking areas are located.
- Verify no other areas are used for smoking or tobacco product use.

3.5. MAINTENANCE MANAGERS

Maintenance Managers or designees are responsible for implementing policies defined in this handbook at all facilities having an authorized maintenance management complement. The SPO at facilities without an authorized maintenance management complement is responsible for implementing *MS-47* policy and managing these functions at their facilities, with support of the Maintenance Manager of the supporting installation.

3.6. SUPERVISOR MAINTENANCE OPERATIONS

Individuals supervising custodial operations have major responsibilities in the Team Cleaning process. These responsibilities include training employees, ensuring effective custodial workforce utilization, notifying senior management of changing workload conditions, performing employee observations, and enforcing USPS safety policy.

3.6.1 Employee Observations

To verify custodians utilize proper Team Cleaning techniques and tools, management will perform employee observations to evaluate proficiency and determine the need for additional training and/or instructions. At a minimum, supervisors should conduct observations quarterly. The times in *Section 10 – Performance Standards Area Cleaning* and *Section 11 – Performance Standards Component Cleaning* are estimated and are not to be used for disciplinary purposes.

SECTION 4 CLEANING METHODS

4.1. TEAM CLEANING

Team Cleaning assignments enable custodians to work as a team, cleaning facilities with less equipment and greater efficiency. Routes are structured so custodians perform only assigned specialist tasks to complete the route. Each specialist performs the same cleaning tasks in multiple spaces. Each custodian may perform one or more tasks during the workday.

Specialist	Function	Color Code
Restroom Specialist	Cleans and disinfects restrooms, including the restocking of supplies in restrooms, among other tasks.	Red
Light Duty Specialist (Term is not the same as outlined in Article 13 of the APWU Collective Bargaining Agreement.)	Assigned cleaning tasks above the finished floor surface. Examples include dusting surfaces within 10 feet above the finished floor, emptying trash, cleaning interior glass, and spot cleaning. *** Light Duty Specialist is an ISSA term that defines a type of custodial work and has no relationship to the USPS Light Duty status employee.	Green
Vacuum Specialist	Vacuums all hard floor surfaces, carpets, furniture, and any area not exposed to moisture; inspects and cleans vacuum and all associated parts and equipment, as well as vacuum power cord, as specified in OSHA 1910.334.(a)(2)(i) Visual Inspection.	Blue
Utility Specialist	Cleans exterior glass; mops, scrubs, and seals hard floors; hauls trash to dumpsters from designated collection points; services exterior areas; and performs other tasks.	Yellow

Table 4-1: Team Cleaning Specialist Functions

4.2. SPECIALIST WORKFLOW

Standardized workflows improve the quality and efficiency of cleaning. Routes are established in the workloading process to provide the most efficient cleaning sequence. Workflows must be followed and may be adjusted by management to provide for local operational needs. Workflows are identified on each color-coded *PS Form 4776 – Custodial Maintenance Route* (Figure 12-1).

Local management is responsible for providing instructions consistent with the Team Cleaning workflow format in offices without authorized Maintenance Managers. Specific tasks performed by specialists are identified in performance tables listed in *Section 10 – Performance Standards Area Cleaning* and *Section 11 – Performance Standards Component Cleaning* of this handbook.

4.3. WORK CATEGORIES

Cleaning services are grouped into three categories defined in Table 4-2. The cleaning type needed is defined as one of three categories and determined during the facility workload analysis.

Category	Definition
Cleaning	Cleaning is the process of removing unwanted substances and putting them in the proper place. There are two levels of cleaning in the Custodial Team Cleaning (CTC) process: cleaning for health and cleaning for appearance.
Policing	Policing is a specific type of job assignment performed at a less-detailed scope of work compared to specialists performing cleaning tasks. Policing is primarily performed on a tour when mail processing congestion is prevalent or on a day in which building occupancy is minimal, resulting in less trash generated.
Project Work	Project work is specialized servicing, performed less frequent than weekly. Examples include, but are not limited to, carpet cleaning, floor finishing, high dusting, and exterior glass cleaning.

Table 4-2: Work Categories

4.3.1 Tools, Equipment, and Chemicals

Specialist functions are associated with a distinct color code defining the tools and chemicals used. Team Cleaning tools have been engineered for cleaning for health, minimizing and controlling the spread of contaminants. Color coding of ergonomically designed tools and environmentally friendly chemicals simplifies cleaning activities. Each specialist accomplishes assigned tasks using specific color-coded tools, equipment, and chemicals.

4.3.2 Tool Inventory, Inspection, and Cleaning

Each custodian must inventory and inspect tools associated with assigned specialist duties when the tool set is removed and returned to the Check-in/Check-out Room/Area. Each custodian must clean all tools and equipment used during daily tasks and return them to the designated storage area.

4.3.3 Defective Tools

Any tool(s) found to be defective must immediately be tagged with *PS Form 4707 – Out of Order* and reported to the on-duty supervisor. Tools and equipment used during cleaning must comply with the current Team Cleaning Maintenance Management Order (MMO).

SECTION 5 FACILITY WORKLOADING

5.1. WORKLOAD ANALYSIS

A workload analysis is a wall-to-wall review of facilities and grounds to identify all spaces to clean and develop a cleaning plan to determine custodial staffing requirements. Headquarters (HQ) Maintenance Operations may validate the analysis or direct the analysis to be reworked for accuracy, in whole or in part, to comply with the provisions of this handbook. Perform workloading activities described below to develop facility specific cleaning requirements.

Note

The custodial staffing software application supports the workload analysis. Enter data directly into the application while conducting inventory. When data cannot be directly entered into the custodial staffing software application, obtain and record data on a blank *PS Form 4869 – Building Inventory* (Figure 12-14).

1. Plan the workload analysis by gathering tools and resources necessary to conduct the workload analysis. Refer to *Paragraph 5.1.1 – Plan Workload Analysis*.
2. Establish a list identifying every space by its Area and Room Identifiers. Refer to *Paragraph 5.2 – Area and Room Identifiers*.
3. Determine space types for all interior and exterior spaces. Refer to *Paragraph 5.3 – Space Type*.
4. Determine space classifications. Some spaces have special requirements or restrictions. Refer to *Paragraph 5.4 – Space Classifications*.
5. Identify space components, items with common characteristics that may be processed similarly. Refer to *Paragraph 5.5 – Space Components*.
6. Enter space inventory data into the custodial staffing software application. Refer to *Paragraph 5.6 – Space Inventory*.
7. Develop individual routes and assign scheduled frequencies using the custodial staffing software application. Refer to *Paragraph 5.7 – Performance and Frequency Specifications* and *Paragraph 5.9 – Individual Routes*.
8. Submit staffing package electronically for review, validation, and approval. Refer to *Paragraph 5.10 – Developing Staffing Package*.

5.1.1 Plan Workload Analysis

Follow the process listed below in planning a workload analysis:

1. Obtain the most current layout drawings for each floor in facilities.
2. Request accurately scaled drawings that reflect actual space dimensions. Drawings must include room and space designations and Room Identifiers and show mail processing equipment configurations and locations.
3. Notify proper groups of needed drawing revisions if discrepancies in drawings exist.
4. Create a separate list of every area and room, ensuring every space is identified.
5. Develop a work plan that identifies an efficient and logical sequence to conduct the space inventory.

Note

Before taking actual measurements, obtain the correct measurement tools and devices (e.g., a combination of tape measures, measuring wheels, and laser distance meters).

5.2. AREA AND ROOM IDENTIFIERS

Area and Room Identifiers (IDs) correlate measurements to physical spaces in a facility and are required when creating maintenance routes and checklists. Area IDs and Room IDs are grouped in logical categories. Assign every space in the facility an Area ID and a Room ID before beginning space inventory.

Note

If identifiers do not exist, a facility representative will need to create and assign them before space inventory can be conducted.

5.2.1 Area Identifiers (Area ID)

Area IDs represent a geographic location or large area within a facility. Examples are:

- Area ID titled “1st Floor Admin” could represent all individual administrative offices or rooms located on the first floor of a multi-story building.
- Area ID titled “Work Room NW Section” might represent multiple individual Work Room floor spaces based on the specific column locations (West Dock, 010 Operations) in the northwest section of the floor space.

5.2.2 Room Identifiers (Room ID)

Room ID is a label or name assigned by the local facility to identify a measured space as a unique room. A Room ID represents a single office or a specific measured section of a Work Room floor. Room IDs also will have an Area ID assigned. Examples are:

- Room ID named “A3 C3 Flats Operation” represents a Work Room space located between column A3 and C3 and houses the facility’s Flats Sorting operation.
- Room ID named “100 Manager Accounting” represents a single office for the manager of accounting in Room 100.

5.3. SPACE TYPE

Each area of the building must be classified as one of the following space types. Distinguish between Interior and Exterior space. Then determine one of the following:

INTERIOR

- | | |
|--|---------------------------------|
| a. Active Storage | l. Locker Room |
| b. All Restricted Spaces
(<i>Paragraph 5.4.3</i>) | m. Lookout Gallery |
| c. Authorized Only Spaces Interior
(<i>Paragraph 5.4.1</i>) | n. Office |
| d. Battery Room | o. Platform Dock (Enclosed) |
| e. Breakroom/Lunchroom | p. Platform Dock (Non-Enclosed) |
| f. Custodial Closet (Janitors) | q. Restroom |
| g. Elevator | r. Service/Box Lobby |
| h. General Shop Area | s. Stairwell* |
| i. Hall/Corridor | t. Stockroom |
| j. Inactive Storage | u. Vestibule |
| k. Lactation Pod | v. Work Room |
| | w. Work Room Aisle |

* The table in *Paragraph 10.1.17* lists cleaning and policing instructions for stairways, which are included in stairwells.

EXTERIOR

- | | |
|---|--|
| a. Authorized Only Spaces Exterior
(Paved/Unpaved) | f. Hedges |
| b. Exterior Lunch/Break Area | g. Interior Parking/Maneuvering |
| c. Exterior Paved Area | h. Roof (Building Maintenance
Inventory Use Only) |
| d. Exterior Smoking Area | i. Unpaved Lawn* |
| e. Exterior Unpaved Area | j. Unpaved No Lawn* |

* While there are no individual tables in this handbook for Unpaved Lawn and Unpaved No Lawn, instructions are included for Lawns, Hedges, and Shrubs in *Paragraph 11.7*.

5.3.1 Stairwell Areas

The following provides brief definitions, visual examples, and workloading information for various terms related to stairwell areas in postal facilities.

- Stairs: A set of steps and stairwell landings from a finished floor leading to another level; multiply stair width by stair length, plus length and width of any stairwell landings between sets; see Figure 5-1: Stairs.

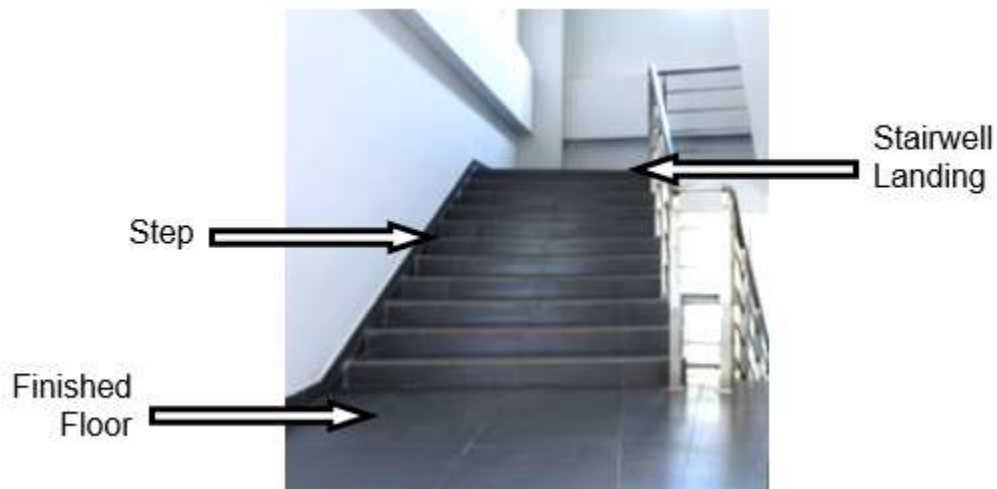


Figure 5-1: Stairs

- Stairway: One or more stairwell flights, usually with stairwell landings to pass from one level to another; see Figure 5-2: Stairway.

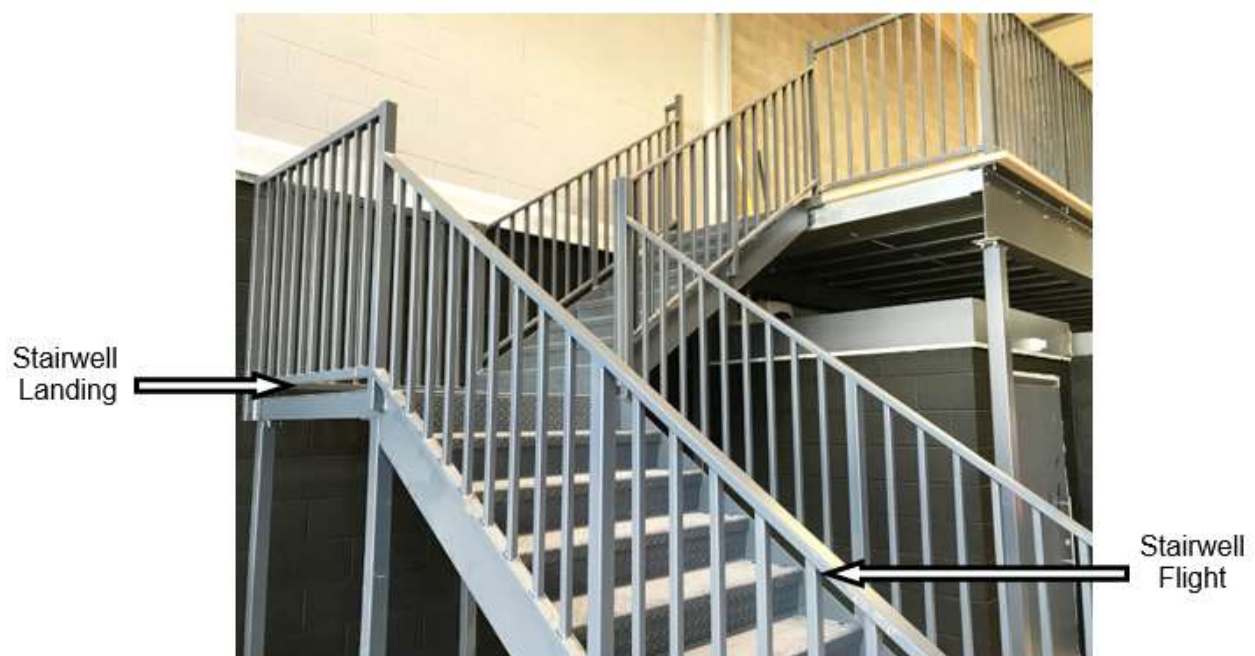


Figure 5-2: Stairway

- Stairwell: A vertical shaft through a building in which stairs are located; count the total number of stairwell flights; square footage equals length multiplied by width by number of finished floors; see Figure 5-3: Stairwell.

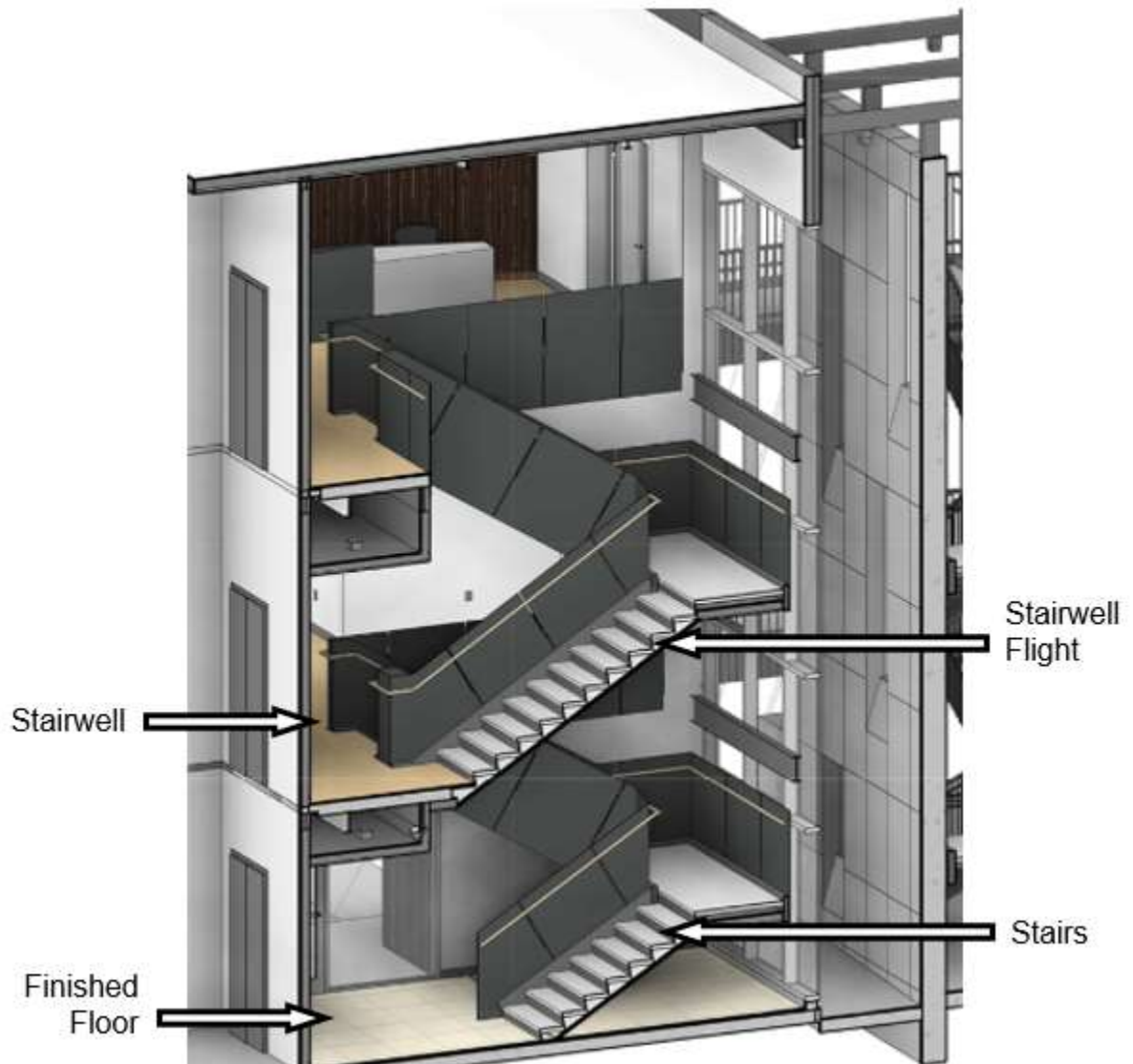


Figure 5-3: Stairwell

- Stairwell Flight: A set of steps between stairwell landings or finished floors; count total stairwell landings above finished floor to top stairwell floor; see Figure 5-4: Stairwell Flight and Landing.

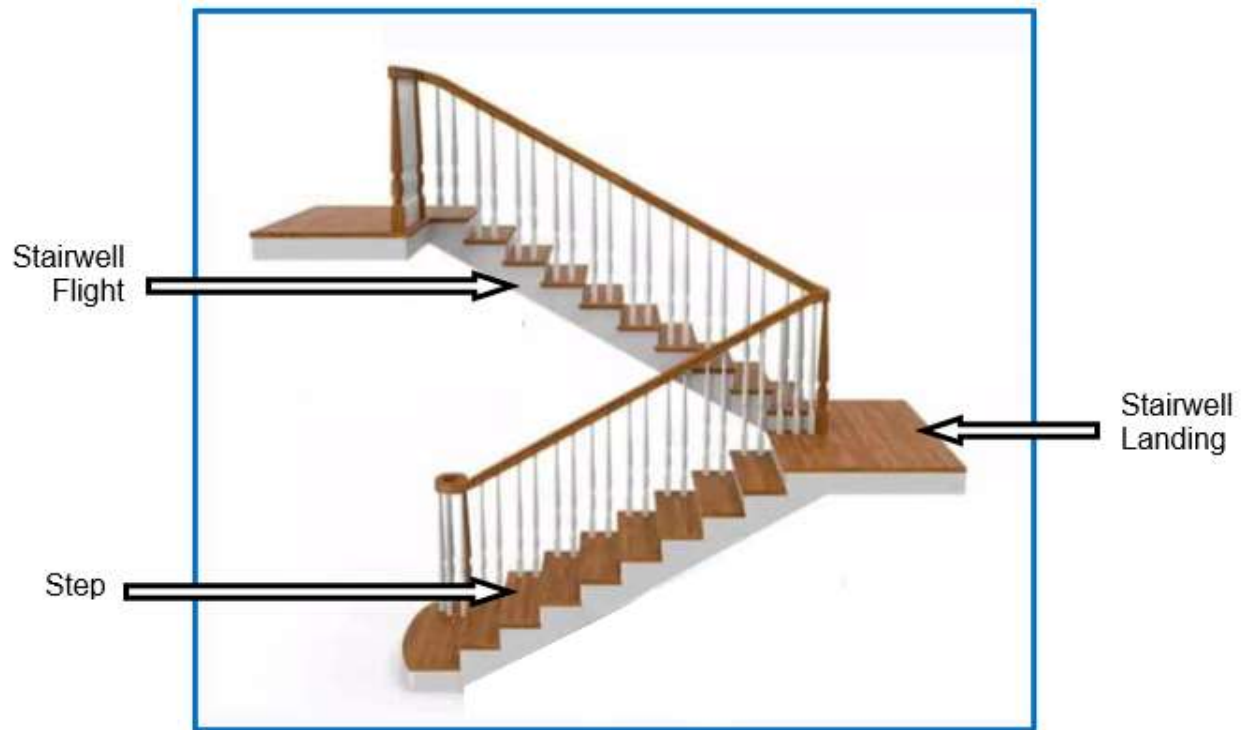


Figure 5-4: Stairwell Flight and Landing

- Stairwell Landing: A horizontal space between stairwell flights; see Figure 5-4: Stairwell Flight and Landing.

5.3.2 Workloading Information

The following provides brief definitions and workloading information for some spaces listed in *Paragraph 5.3 – Space Types*.

- Authorized Only: An interior or exterior space that a custodian is not allowed to clean, unless authorized by management following completion of safety training or certification; workloaded under a different space type that fits the function if a custodian is trained and authorized to clean the space; can add to interior square feet (ISF) in the custodial staffing software application. See *Paragraph 5.4.1 – Authorized Only*.
- Check-in/Check-out Room/Area: A secure room or area for storing equipment and supplies, usually workloaded as Office; workloaded as a Custodial Closet if a slop sink is in the room.
- Fixtures: Something securely attached to or inside of a facility; workloaded only in restrooms.
- Interior Parking/Maneuvering: Covered or enclosed space for vehicles that is included in total Exterior Paved area square feet.
- Sealed Battery Charging Area or Space: A designated space where powered equipment with sealed type batteries is charged in place without changing or swapping batteries; workloaded as Work Room floor space and not considered as a Battery Room, as defined by OSHA and NFPA (see *Paragraph 10.1.2 – Battery Room*).
- Service/Box Lobby: A retail operations space or P.O. Box area accessed by customers.
- Vestibule: A passage, hall, or room between an outer door and building interior that is not considered a Hall/Corridor; for example: a space between a dock and a Work Room floor.
- Work Room: Area behind retail unit counter, screen line, or P.O. Box mail sorting area and space where mail processing operations or customer service/delivery activities take place.
- Work Room Aisle: Permanent aisles or passageways that are clearly marked on Work Room floors to support safe conveyance of people and equipment.

5.4. SPACE CLASSIFICATIONS

Areas in facilities are given specific identifying names, each with its own cleaning tasks. Some special space types include: Authorized Only, Vacant Status, Restricted Space, and Trash Route.

5.4.1 Authorized Only

Authorized Only spaces may be either Interior or Exterior and require specific safety training or other certification and/or special Personal Protective Equipment (PPE) to enter the space.

Note

Examples of Authorized Only Spaces Exterior (Paved/Unpaved) include, but are not limited to, retention ponds that are measured as part of facility square footage; outdoor Heating, Ventilation, and Air Conditioning (HVAC) units; and transformer vaults, which may be enclosed by fencing.

Management approval is required to enter or perform work in Authorized Only spaces. Custodians who have obtained required access clearance may clean Authorized Only spaces after the space type is reclassified to an appropriate type that fits the space's function. The following contains examples of Authorized Only spaces:

- Boiler rooms
- Carpenter shops
- Electrical rooms
- General Shop Area
- HVAC mezzanines
- Mechanical room
- Oil storage rooms
- Telecommunications rooms
- Welding shops

5.4.2 Vacant Status

Vacant Status is a space not occupied or assigned to a person or group of people or a space that doesn't support USPS operations for 30 or more days and cannot be part of another space without partitions. Secure Vacant Status spaces to prevent unauthorized storage or access. Examples of Vacant Status spaces are:

- Construction
- Not Occupied
- Memorandum of Understanding (MOU) on Infectious Disease
(a non-binding agreement between parties outlining intentions, roles, and objectives)

The Senior Postal Official or designee determines which areas are designated as Vacant Status. Vacant Status does not reduce the total cleanable square feet if occupied. A new workload analysis must be performed before adjusting cleaning frequencies after changing a space's designation to or from Vacant Status.

5.4.3 Restricted Space

Restricted Space is space or rooms with controlled access due to legal, privacy, security, or law enforcement restrictions or require special authorization to enter. Access may not be permitted at times due to specific reasoning by the space owner. Custodial cleaning schedules for Restricted Spaces are coordinated with local maintenance management and the manager responsible for the space.

Preventive Maintenance (PM) routes for these spaces will need to be properly documented when they cannot be cleaned. Examples are:

- Computer rooms
- Law enforcement
- Local Area Network room
- Medical Offices
- Office of the Inspector General (OIG) offices
- Personnel offices
- Registry rooms
- Security vaults

5.4.4 Trash Routes

Trash routes are used in conjunction with cleaning routes in large facilities, with trash pickup points where needed. Smaller facilities like stations, branches, and associate offices typically do not utilize trash routes. Instead, the Light Duty route includes depositing trash in a designated area.

5.5. SPACE COMPONENTS

Components are items with similar physical characteristics permitting them to be grouped together. Generally, a unit performance factor will be established for each task to be done. Space component examples included in building inventory are:

- Carpet
- Ceiling Light Fixtures
- Concrete Floor
- Decorative Metal
- Exterior Glass
- Hard Surface Floor
- Lawns, Hedges, and Shrubs
- Pipes and Ducts
- Terrazzo Floor
- Wood Floor

Note

Interior glass is not recorded as inventory and is cleaned as part of the Light Duty Specialist routine daily cleaning duties.

5.5.1. Exterior Glass Workloading

The custodial staffing software application accounts for both sides of a glass surface for workloading purposes on glass exposed to outside elements.

Only the basement and first-floor (or ground floor) exterior glass are workloaded for staffing calculations. Workloading above the first floor requires a supplement to the staffing package for approval by HQ Maintenance Operations.

5.6. SPACE INVENTORY

Space inventory is the foundation to developing a cleaning plan, determining effective resource scheduling, identifying required tools and materials, and establishing controls and metrics necessary to effectively manage the work. The workload analysis requires physically measuring each space. When conducting space inventory, obtain specific data elements listed on *PS Form 4869 – Building Inventory* (Figure 12-14), including:

Space Location: Interior or Exterior

- a. Area ID: Geographic location of the space (i.e., 1st Floor Administrative Offices).
- b. Room ID: Unique label or name for measured space.
- c. Room Status: Active, Vacant Status (Not Occupied, Construction, or restricted by MOU on Infectious Disease), Restricted, or Authorized Only.
- d. Area of space to be cleaned.
- e. Quantity of Fixtures: A count of restroom fixtures, light fixtures, and each spigot on a sink.
- f. Space Type: Administrative, elevator, hallway, lobby, breakroom/lunchroom, locker room, restroom, Work Room, Work Room Aisles, etc.
- g. Floor Type: Asphalt plank, carpet, concrete, ceramic, Vinyl Asbestos Tile (VAT), Vinyl Composite Tile (VCT), vinyl sheet, linoleum, rubberized, terrazzo, wood, or other.
- h. Tour work is performed.
- i. Day of week work is performed.
- j. Cleaned or policed.
- k. Vacuum plug-in locations.

5.6.1 Measuring Facility Space

Accurately measure areas requiring cleaning using feet and inches, rounded to the nearest inch. When measuring each space, record area length and width.

$$\text{Area} = L \times W$$

Ensure each cleaned area includes adjoining space, such as closets. Common spaces accessible from multiple rooms are only allocated once. The custodial staffing software application converts measurements into decimal equivalents required for calculations and reporting. Place a mark (red X) on each inventoried area of the building blueprint or drawing to indicate space measurement is complete. This confirms that all rooms, spaces, and Work Room areas are measured during the inventory process.

5.6.2 Work Room Floor Measurement

Measure and account for aisles as separate, distinct spaces, as they can be cleaned manually or by using selected powered equipment. Examples include:

- Aisles permitting Powered Industrial Vehicle (PIV) traffic normally accommodating a rider-type automated vacuum scrubber machine.
- Aisles designated for foot or pedestrian traffic requiring a smaller walk-behind vacuum scrubber machine or manual cleaning.

5.6.3 Exterior Glass Measurement

Exterior glass or windows are measured from only one side of window glass locations, with a 10-foot height limit set for finished floors. All exterior glass surfaces are measured for inventory purposes and for potential outsourcing.

Note

Ground floors could be located above first floor if located on a hill or incline.

5.7. PERFORMANCE AND FREQUENCY SPECIFICATION

The Area and Component cleaning performance charts in *Section 10 – Performance Standards Area Cleaning* and *Section 11 – Performance Standards Component Cleaning* provide standard performance criteria and frequency ranges. Performance charts are integrated in the custodial staffing software application.

Local management determines frequency within the specified range considering local conditions, level of occupancy, use of space, and structural composition. Deviations from listed frequency ranges are not permitted without HQ Maintenance Operations review, concurrence, and approval.

5.8. DEFINITION OF MULTIPLE TOURS

Determination of multiple tours will be made by area and by evaluating the time a work area is normally in use. Different spaces or work areas may be used for a different number of tours.

Large facility space areas that process mail (e.g., International Service Centers (ISCs), Logistics and Distribution Centers (L&DCs), Local Processing Centers (LPCs), Network Distribution Centers (NDCs), Processing and Distribution Centers (P&DCs), Processing and Distribution Facilities (P&DFs), Regional Processing and Distribution Centers (RPDCs), Regional Transfer Hubs (RHSs), Sorting and Delivery Centers (S&DCs), etc.) will have two tours when the space is in use for more than 12 hours and three tours when the space is in use for more than 20 hours.

In these facilities, non-mail processing spaces such as breakrooms, locker rooms, and restrooms will be considered in use for the corresponding number of tours. Spaces in facilities such as call centers with substantial daily use will be determined to have multiple tours.

Facilities such as stations, branches, post offices, and associate offices that primarily house retail services and/or delivery operations are predominantly one-tour facilities. A facility will be given multiple tours if the facility is in use by four or more employees for more than 12 continuous hours during a service day or on Sunday operations.

5.9. INDIVIDUAL ROUTES

Group spaces together to form routes by required task. The process must consider operational needs of each space and be organized to perform work as efficiently as possible.

5.9.1 Route Checklist Workflow

Developing a complete route checklist flow from start to finish provides cleaning, policing, and routine servicing consistency. Factors to consider in development include impact to operations, specialist type needed, space size, route size, and vacuum plug-in locations. In route flow, the Light Duty Specialist must stay ahead of the Vacuum Specialist to allow removal of large or sharp debris before vacuuming.

5.9.2 Route Size

The designated specialist's route size is based on each area's measured size or fixture count and is determined by the number of workhours in a day multiplied by task performance standards.

Note

There may be occasions when more than seven hours are scheduled (Begin Tour Overtime, End Tour Overtime, Partially Completed Routes, or Bypassed Routes, etc.).

The number of hours making up a full standard productive workday is seven hours. Create routes equal to the maximum available workhours. The objective is to provide a full day of work for each specialist on a single route. Multiple routes may be required to achieve a full workday.

5.9.3 Vacuum Plug-in Locations

The Vacuum Specialist uses electrical receptacles located throughout routes. Mark receptacles with blue self-adhesive dots for identification. Creating an efficient route flow is critical, allowing the specialist to vacuum the largest space possible within a 50-foot radius before moving to another receptacle.

5.10. DEVELOPING STAFFING PACKAGE

The SPO or designated maintenance official must verify that all custodial duties are accurately identified in a completed staffing package. The official will then review and submit the package to HQ Maintenance Operations using the custodial staffing software application. HQ Maintenance Operations will either approve or return the staffing package after review within 45 days of submission. Determination of staffing will be performed by the following individuals. Maintenance Manager responsible at these sites:

Note

S&DCs must be determined by various factors on a case-by-case basis.

- ISCs
- L&DCs
- LPCs
- NDCs
- P&DCs
- P&DFs
- RPDCs
- RTHs
- S&DCs

Postmasters (with support from Manager of Field Maintenance Operations) responsible at these sites:

- Associate offices
- Branches
- Stations
- S&DCs

Note

Once custodial staffing levels are determined, they must be maintained.

5.10.1 Non-Productive Time

Non-productive time consists of:

- Wash-ups
- Breaks
- Check-in/check-out
- Meetings

An allocation of 12.5% accounts for non-productive time and is identified on Line D of *PS Form 4852 – Workload Analysis and Summary* (Figure 12-4). Annual training is identified on *PS Form 4852, Line G*. Full-time employees are credited 40 hours and part-time employees are credited for a portion of 40 hours, as determined by Total Work Years. See *PS Form 4852, Lines A through K*, for a calculation process that includes non-productive time.

5.10.2 Assignments

Supervisors must assign each custodian a daily route(s), a combination of tasks, or work orders for a full workday, focusing on cleaning for health over appearance. Customer spaces like Service and Box Lobbies require cleaning for both health and appearance.

5.10.3 Scheduling for Holidays

Management may modify custodial assignments to accommodate variations in building occupancy during holiday periods.

5.10.4 Scheduling for Absences

In short-staffed situations (i.e., holiday, vacation, unscheduled absences, etc.), planned Team Cleaning assigned tasks may be modified to ensure cleaning for health by focusing on the following items:

- Clean or police restrooms, breakrooms/lunchrooms.
- Clean cross-contamination surfaces (fomites).
- Empty full trash containers or containers that are forecasted to be full prior to the next scheduled cleaning/policing activity.
- Remove large debris and litter in high-traffic areas.
- Ensure Customer Service Lobby areas maintain expected appearances.

5.10.5 Changes to Staffing Package

Local conditions may alter sufficiently to warrant a change in staffing. For staffing to be changed, the staffing package must be resubmitted (i.e., new forms must be completed). No change in staffing may occur without following the procedures of this handbook. In the initial development of a package, a local APWU representative is to be contacted and may observe initial development.

Note

If no building structure modifications have been made, then alterations to the staffing package are not required.

A copy of any completed and approved staffing package, including all completed forms and documents used to develop the staffing package, must be provided to the local APWU president.

5.10.6 Review Schedule

Staffing packages should be reviewed when conditions arise that warrant an increase or decrease in annual workhours. If there are no changes since the last approved package, the staffing package review schedule in Table 5-1 will be followed.

Site Type	Sub Site ID	Cleaning Type	Frequency in Years
Plants or Annexes	00	Postal Maintenance	1
Stations & Branches	50	Postal Maintenance	1
Mail Processing Annexes	50	Postal Maintenance	1
Sort and Delivery Centers	All	Postal Maintenance	1
Associate Offices	20	Postal Maintenance, Postmasters/Non-Maintenance Staff, Contract, or Lessor	3

Table 5-1: Staffing Package Review Schedule

SECTION 6 STANDARDIZATION

The standardized tools and procedures utilized for Team Cleaning have been selected and can be used at any USPS facility, regardless of location, size, or age. Selection of all Team Cleaning tools, materials, and supplies is based on employee safety, environmental impact, cleaning effectiveness, and cost. Specific instructions have been developed that outline the application and usage of these products.

Managers and supervisors must ensure employees follow all guidelines and regulations necessary to maintain Team Cleaning tools in a safe, clean, and serviceable condition. Each custodian must immediately report missing or damaged tools to the on-duty supervisor.

6.1. CONFIGURATION CONTROL

Headquarters (HQ) Maintenance Operations governs and controls the operation and management of facility cleaning. Custodial processes and procedures cannot be changed without prior review and approval. The Custodial Standardization Change Control Board (CSCCB) reviews any request for change or deviation from established standardized processes and methods, including:

- a. Task order of specialist routes
(e.g., Light Duty Specialist followed by Vacuum Specialist)
- b. Tools
- c. Materials
- d. Supplies

6.1.1 Change Request

Submit a Custodial Change Request (CCR) form through the facility coordinator to request changes to established Team Cleaning activities. The facility coordinator verifies proper form completion and ensures adequate documentation is included to support CSCCB consideration prior to submission. The facility coordinator may submit supplemental documentation to support the request (i.e., specification sheets or process diagrams) if needed. CSCCB documents processes and procedures in the most current version of CSCCB guidelines.

SECTION 7 FACILITY SUPPORT REQUIREMENTS

Adequate space is required in each facility for bulk storage of custodial tools and supplies. Additional space must be allocated for storage of tools, equipment, and chemicals accessed daily by custodians during check-out and check-in activities. Space must also be allocated to support initial and supplemental custodial training.

7.1. CHECK-IN/CHECK-OUT ROOM/AREA

Each facility must designate a secure room for storing equipment and supplies. It is advantageous to locate the Check-in/Check-out Room/Area in a central location of the facility. Local maintenance management will ensure a secure Check-in/Check-out Room/Area.

7.2. TRAINING ROOM

Utilize a dedicated room for initial and supplemental custodial training. The training room must accommodate students and necessary training equipment and supplies. In smaller facilities, a conference room or other similar room may be used as a custodial training room.

7.3. BULK STORAGE ROOM/AREA

Dedicate space for storing bulk custodial supplies and equipment, preferably near the Check-in/Check-out Room/Area. Secure this area independently from all other rooms/areas. Bulk Storage Room/Area size will vary based on facility size.

SECTION 8 TRAINING

USPS employees are the organization's most valuable resource, and the USPS is committed to investing in this workforce. This commitment includes custodial training that creates a supportive workplace and results in benefits that include and continuously promote job safety, proficiency, and enhance professionalism of custodians.

A structured custodial training and development process ensures custodians and custodian supervision obtain consistent knowledge from a USPS Employee Development-recognized training program.

This training provides clear and standardized expectations and expands the knowledge base of custodians and maintenance management. Training and development provide employees with job proficiency skills required to complete assigned tasks safely and efficiently.

8.1. INITIAL TRAINING

The National Center for Employee Development (NCED) is responsible for the development and delivery of nationally recognized training courses. Local management administers supplemental training sessions that are not included in MyHR.

The initial training consists of a 16-hour course identified within MyHR that combines classroom instruction supplemented with on-the-job exercises, while providing professional knowledge and practical experience.

Upon completion of initial training, the immediate supervisor or designee is responsible for teaching, coaching, and mentoring custodial staff.

8.2. MANAGEMENT TRAINING

Supervisors regularly assigned to oversee USPS custodial work must successfully complete Custodial Team Cleaning training to effectively manage Team Cleaning activities.

8.3. RECURRING TRAINING

After successfully completing initial training, each custodian will participate in additional training annually. A total of 40 hours of training is allotted for each full-time custodian per calendar year. Part-time custodians are prorated accordingly. These hours are for any training deemed necessary by the USPS. Learning reinforcement is key to success in the continuous improvement business model. The immediate supervisor or designee should conduct a training session covering a different topic each month.

Headquarters (HQ) Maintenance Operations is responsible for establishing and distributing an annual calendar identifying the topic for each calendar month to maintain consistency throughout all USPS-cleaned facilities. These recurring training sessions offer each custodian the opportunity to increase job knowledge and proficiency.

8.4. SAFETY TRAINING

Headquarters Occupational Safety & Health establishes safety training requirements for the custodial workforce.

8.5. BLOODBORNE PATHOGENS TRAINING

As established by the Occupational Safety and Health Administration (OSHA), *Bloodborne Pathogens*, [29 CFR 1910.1030 \(2019\)](#), the local training office must verify that all employees who may be exposed to Bloodborne Pathogens (BBP) during work activities have been provided annual BBP training or the Hazardous Waste Operations and Emergency Response (HAZWOPER) training equivalent.

SECTION 9

BENCHMARKING FACILITY HOUSEKEEPING INSPECTIONS

The standardized cleaning processes and standards implemented by the USPS are utilized throughout the cleaning industry, making benchmarking an innovative method for identifying best practices to eliminate waste and increase cleaning efficiency.

Benchmarking can identify new opportunities to eliminate waste and implement processes to measure, monitor, and track improvement in cleaning efficiency and quality. Benchmarking and performance measurement allow USPS to evaluate existing processes against industry best practices and internal standards.

The USPS Team Cleaning program should emulate the ISSA Cleaning Industry Management Standard (CIMS), using their assessment criteria and checklist.

Housekeeping inspections are an important benchmarking tool to document, evaluate, and measure improvement in Team Cleaning. Senior Postal Officials or designees are responsible and must establish a schedule to conduct semi-annual housekeeping inspections in USPS facilities.

The semi-annual inspection includes all cleaned space and must be documented on *PS Form 4851 – Building Housekeeping Inspection* (Figure 12-3). The inspection report must be retained for no less than two years.

Management must review and correct deficiencies found during inspections. For additional details on housekeeping inspections, refer to MMOs *Housekeeping Inspection Techniques* and *Using Custodial Workloading Software to Record Custodial Employee Observations and Housekeeping Inspections*. All locally represented unions must be invited to participate in inspections.

9.1. SITE CTC AUDIT AND REVIEW

The Site CTC Audit and Review in the Custodial Workloading (CW) application contains seven sections with 92 questions related to all CTC program aspects. Each question is scored between zero (no visible efforts) and five (issue/requirement is completely fulfilled), depending on the answer. Management must review and correct issues and requirements scoring less than five.

A Site CTC Audit and Review must be performed at least annually but may be performed more frequently to ensure complete program compliance and to maintain the highest level of performance.

SECTION 10

PERFORMANCE STANDARDS AREA CLEANING

Task examples identified within these tables are not all inclusive. Examples identified represent common tasks associated with each identified space. Local requirements and/or conditions may require additional tasks not identified in the tables.

WARNING

Some cleaning procedures require handling hazardous material(s) (including Bloodborne Pathogens (BBP)), environmentally sensitive material(s), climbing on ladders, and/or using personnel-lifting equipment. Personnel must refer to the current Safety Data Sheet (SDS) handling requirements for all hazardous or environmentally sensitive material used when performing cleaning tasks. Personnel must observe all SDS warnings, use Personal Protective Equipment (PPE) as directed, and use appropriate safety harnesses on ladders or personnel lifting equipment when required. Failure to comply may cause injury or death.

WARNING

Damaged power and extension cords could cause electrocution. Inspect power cords and extension cords for damage prior to every use. At the conclusion of every route, clean and inspect power cords and extension cords for damage. Any cords found to be defective must immediately be tagged with *PS Form 4707 – Out of Order* and reported to the on-duty supervisor. Failure to comply may cause injury or death.

WARNING

Do not vacuum wet surfaces due to risk of electrocution. Verify that all surfaces are dry first. Vacuuming wet floors or surfaces could damage equipment or result in injury or death.

10.1. INTERIOR

10.1.1 Active Storage

Active Storage is an area or room utilized for bulk storage and equipment staging accessed daily by the user. Follow cleaning instructions.

Specialist	Tasks	Performance	Frequency Range
Light Duty Specialist	<ol style="list-style-type: none"> 1. Empty trash containers. Replace liners as needed. Deposit all trash and recyclables at specified location. 2. Dust all horizontal surfaces. 3. Pick up debris and any other items on floor that could damage vacuum or that cannot be removed by vacuum. 4. Use a multi-purpose spray bottle and prescribed cleaning product for the following steps: <ol style="list-style-type: none"> a. Spot wipe doors, push plates, switch plates, drinking fountains, and all other fomites. b. Damp clean horizontal surfaces including telephones, if applicable. c. Spot clean vertical surfaces. 5. Dust ceiling light fixtures, air vents, and other assigned surfaces up to 10 feet from the floor. 6. Clean and store equipment at conclusion of route. 	16,575 sq. ft. per hour	12 to 52 times per year
Vacuum Specialist	<ol style="list-style-type: none"> 1. Inspect electrical cords for damage prior to use. 2. Plug vacuum into designated electrical receptacles and use appropriate attachment tools to clean entire floor. 3. Clean all equipment at conclusion of route. 4. Clean and inspect electrical cords for damage at conclusion of route. 	16,575 sq. ft. per hour	12 to 52 times per year

Table 10-1: Active Storage – Cleaning

10.1.2 Battery Room

The Battery Room is designated for the charging and swapping of non-sealed type batteries to support powered industrial equipment, such as tow motors and forklifts. The room is designed for lifting and changing batteries, flushing and neutralizing spilled electrolytes, and dispersing fumes from gassing batteries (with proper ventilation), in accordance with the Occupational Safety and Health Administration (OSHA) and National Fire Protection Association (NFPA) regulations. Follow cleaning instructions.

Note

This space is considered Battery Room space type for workloading purposes.

Specialist	Tasks	Performance	Frequency Range
Utility Specialist	<ol style="list-style-type: none"> 1. Sweep floor with broom. 2. Empty trash. 3. Clean all equipment at conclusion of route. 	5,568 sq. ft. per hour	Daily
Utility Specialist	<ol style="list-style-type: none"> 1. Scrub floor with brush. (Do not use any powered equipment.) 2. Clean all equipment at conclusion of route. 	2,500 sq. ft. per hour	1 time per week

Table 10-2: Battery Room – Cleaning

10.1.3 Breakroom/Lunchroom

A Breakroom/Lunchroom is space set aside for employees to use during a work break to relax, socialize, purchase food, or to eat food brought from home. Follow cleaning and policing instructions.

Specialist	Tasks	Performance	Frequency Range
Light Duty Specialist	<ol style="list-style-type: none"> 1. Empty trash containers, replace liners as needed. Deposit all trash and recyclables at specified locations. 2. Wipe containers as needed with Microfiber cloth and detergent. 3. Dust surfaces high to low (light fixtures and air vents up to 10 feet from the floor and tops of doors and frames). 4. Dust horizontal surfaces (cabinets, tables, shelving, blinds, etc.). 5. Pick up debris and any other items on floor that could damage vacuum or that cannot be removed by vacuum. 6. Use a multi-purpose spray bottle and prescribed cleaning product for the following steps: <ol style="list-style-type: none"> a. Damp-wipe horizontal surfaces like cabinets, tables, sinks, water fountains, microwave ovens, etc. b. Spot clean other surfaces like mirrors, glass, columns, wall bumpers, walls, and all other fomites. 7. Refill towel dispensers as needed. 8. Clean and store equipment at conclusion of route. 	5,700 sq. ft. per hour	3 to 7 times per week

Table 10-3: Breakroom/Lunchroom – Cleaning

Specialist	Tasks	Performance	Frequency Range
Vacuum Specialist	<ol style="list-style-type: none"> 1. Inspect electrical cords for damage prior to use. 2. Plug vacuum into designated electrical receptacles and use appropriate attachment tools to clean entire floor. 3. Clean all equipment after concluding route. 4. Clean and inspect electrical cords for damage after use. 	5,700 sq. ft. per hour	3 to 7 times per week
Utility Specialist	<ol style="list-style-type: none"> 1. Use wet floor signs and barricades as needed. 2. Damp mop entire floor using a two-compartment mop bucket with wringer and microfiber flat mop with detergent solution. 3. Clean and store equipment properly at conclusion of route. 	4,650 sq. ft. per hour	3 to 7 times per week, as required
	<ol style="list-style-type: none"> 4. Collect trash from designated locations and transport to central trash disposal area. 	7,920 linear ft. per hour	

Table 10-3: Breakroom/Lunchroom – Cleaning (Cont.)

Specialist	Tasks	Performance	Frequency Range
Light Duty Specialist	<ol style="list-style-type: none"> 1. Remove debris from tables and floor. 2. Use a multi-purpose spray bottle and prescribed cleaning product to damp wipe tables, chairs, and all other fomites as needed. 3. Empty trash containers and replace liners as needed. 4. Damp wipe spills. 5. Damp wipe and clean drinking fountains. 6. Clean and store equipment at conclusion of route. 	10,000 sq. ft. per hour	On all tours when used, except when cleaned on same tour

Table 10-4: Breakroom/Lunchroom – Policing

10.1.4 Custodial Closet

A Custodial Closet is a room used for storing custodial supplies, as well as filling and dumping a mop bucket. The room must have a slop sink. Follow cleaning instructions.

Specialist	Tasks	Performance	Frequency Range
Light Duty Specialist	1. Restock supplies/paper products.	5 min. per closet	Daily, when used
	1. Dust all horizontal surfaces. 2. Sweep floor. 3. Use a multi-purpose spray bottle and prescribed cleaning product for the following steps: a. Spot wipe doors, push plates, switch plates, and all other fomites. b. Damp clean horizontal surfaces. c. Spot clean vertical surfaces. 4. Dust ceiling light fixtures, air vents, and other assigned surfaces up to 10 feet from the floor. 5. Clean and store equipment at conclusion of route.	5,700 sq. ft. per hour	
Utility Specialist	1. Damp mop floor. 2. Clean and store equipment at conclusion of route.	4,650 sq. ft. per hour	Daily, when used

Table 10-5: Custodial Closet – Cleaning

10.1.5 Elevator

An elevator is an enclosed space that carries passengers and/or freight from one floor to another floor. Follow cleaning instructions.

Specialist	Tasks	Performance	Frequency Range
Light Duty Specialist	1. Dust ceiling lights and air vents. 2. Use a multi-purpose spray bottle and prescribed cleaning product to wipe all walls, trim, doors, control panels, and all other fomites. 3. Pick up debris and any other items on floor that could damage vacuum or that cannot be removed by vacuum. 4. Clean and store equipment at conclusion of route.	10 minutes per elevator cab	3 to 7 times per week

Table 10-6: Elevator – Cleaning

Specialist	Tasks	Performance	Frequency Range
Vacuum Specialist	<ol style="list-style-type: none"> 1. Inspect electrical cords for damage prior to use. 2. Utilizing designated electrical receptacles, vacuum entire elevator floor area. 3. Clean all equipment after concluding route. 4. Clean and inspect electrical cords for damage. 	1 minute per elevator cab	
Utility Specialist	<ol style="list-style-type: none"> 1. Use wet floor signs and barricades as needed. 2. Damp mop entire hard floor surface using a two-compartment mop bucket with wringer and microfiber flat mop with detergent solution. 3. Clean and store equipment properly at conclusion of route. 	1 minute per elevator cab	

Table 10-6: Elevator – Cleaning (Cont.)

10.1.6 General Shop Area

A General Shop Area is a space used for repair or maintenance of products or equipment. Follow cleaning instructions.

Note

This subsection excludes all Authorized Only shop spaces.

Specialist	Tasks	Performance	Frequency Range
Light Duty Specialist	<ol style="list-style-type: none"> 1. Empty trash containers, replace liners as needed. Deposit all trash and recyclables at specified locations. 2. Dust all horizontal surfaces. 3. Clean interior glass as needed. 4. Pick up debris and any other items on floor that could damage vacuum or that cannot be removed by vacuum. 5. Use a multi-purpose spray bottle and prescribed cleaning product for the following steps: <ol style="list-style-type: none"> a. Spot wipe doors, push plates, switch plates, and all other fomites. b. Damp clean horizontal surfaces. c. Spot clean vertical surfaces. 6. Dust ceiling light fixtures, air vents, and other assigned surfaces up to 10 feet from the floor. 7. Clean and store equipment at conclusion of route. 	16,575 sq. ft. per hour	Daily, when used
Vacuum Specialist	<ol style="list-style-type: none"> 1. Inspect electrical cords for damage prior to use. 2. Plug vacuum into designated electrical receptacles and clean floors and floor mats. 3. Clean all equipment at conclusion of route. 4. Clean and inspect electrical cords for damage at conclusion of route. 	16,575 sq. ft. per hour	Daily, when used

Table 10-7: General Shop Area – Cleaning

10.1.7 Hall/Corridor

A Hall/Corridor is an enclosed access component that provides a path of travel to an exit or an interior passageway from which doors lead into rooms. Follow cleaning and policing instructions.

Specialist	Tasks	Performance	Frequency Range
Light Duty Specialist	<ol style="list-style-type: none"> 1. Empty trash containers, replace liners as needed. Deposit all trash and recyclables at specified locations. 2. Dust all horizontal surfaces. 3. Clean interior glass as needed. 4. Pick up debris and any other items on floor that could damage vacuum or that cannot be removed by vacuum. 5. Use a multi-purpose spray bottle and prescribed cleaning product for the following steps: <ol style="list-style-type: none"> a. Spot wipe doors, push plates, switch plates, and all other fomites. b. Damp clean horizontal surfaces. c. Spot clean vertical surfaces. 6. Dust ceiling light fixtures, air vents, and other assigned surfaces up to 10 feet from the floor. 7. Clean and store equipment at conclusion of route. 	16,575 sq. ft. per hour	2 to 7 times per week
Vacuum Specialist	<ol style="list-style-type: none"> 1. Inspect electrical cords for damage prior to use. 2. Plug vacuum into designated electrical receptacles and clean floors and floor mats. 3. Clean all equipment at conclusion of route. 4. Clean and inspect electrical cords for damage at conclusion of route. 	16,575 sq. ft. per hour	2 to 7 times per week
Utility Specialist	<ol style="list-style-type: none"> 1. Use wet floor signs and barricades as needed. 2. Damp mop entire hard floor area. 3.a. Clean and store equipment properly at conclusion of route. <p style="text-align: center;">OR</p>	4,650 sq. ft. per hour	
	<ol style="list-style-type: none"> 3.b. Vacuum scrub entire hard floor area. 4. Clean and store equipment properly at conclusion of route. 	12,526 sq. ft. per hour Based on 27-inch scrubber	

Table 10-8: Hall/Corridor – Cleaning

Specialist	Tasks	Performance	Frequency Range
Light Duty Specialist	<ol style="list-style-type: none"> 1. Empty trash containers, replace liners as needed. Deposit all trash and recyclables at specified locations. 2. Dust all horizontal surfaces. 3. Clean interior glass as needed. 4. Pick up debris and any other items on floor that could damage vacuum or that cannot be removed by vacuum. 5. Use a multi-purpose spray bottle and prescribed cleaning product for the following steps: <ol style="list-style-type: none"> a. Spot wipe doors, push plates, switch plates, and all other fomites. b. Damp clean horizontal surfaces. c. Spot clean vertical surfaces. 6. Dust ceiling light fixtures, air vents, and other assigned surfaces up to 10 feet from the floor. 7. Clean and store equipment at conclusion of route. 	16,575 sq. ft. per hour	Daily, except when cleaned

Table 10-9: Hall/Corridor – Policing

10.1.8 Inactive Storage

Inactive Storage is an area or room utilized for storage that is not accessed daily. Follow cleaning and policing instructions.

Specialist	Tasks	Performance	Frequency Range
Light Duty Specialist	<ol style="list-style-type: none">1. Empty trash containers, replace liners as needed. Deposit all trash and recyclables at specified locations.2. Dust all horizontal surfaces.3. Pick up debris and any other items on floor that could damage vacuum or that cannot be removed by vacuum.4. Use a multi-purpose spray bottle and prescribed cleaning product for the following steps:<ol style="list-style-type: none">a. Spot wipe doors, push plates, switch plates, drinking fountains, and all other fomites.b. Damp clean horizontal surfaces including telephones if applicable.c. Spot clean vertical surfaces.5. Dust ceiling light fixtures, air vents, and other assigned surfaces up to 10 feet from the floor.6. Clean and store equipment at conclusion of route.	16,575 sq. ft. per hour	4 to 12 times per year
Vacuum Specialist	<ol style="list-style-type: none">1. Inspect electrical cords for damage prior to use.2. Plug vacuum into designated electrical receptacles and vacuum floor.3. Clean all equipment at conclusion of route.4. Clean and inspect electrical cords for damage at conclusion of route.	16,575 sq. ft. per hour	4 to 12 times per year

Table 10-10: Interior Storage – Cleaning

10.1.9 Lactation Pod

To further USPS compliance with the Providing Urgent Maternal Protections for Nursing Mothers Act, a lactation pod provides a private place other than a restroom for employees who need to pump breast milk. The space must be functional and free from intrusion. Follow cleaning and policing instructions.

Specialist	Tasks	Performance	Frequency Range
Light Duty Specialist	<ol style="list-style-type: none"> 1. Empty trash containers, replace liners as needed. Deposit all trash and recyclables at specified locations. 2. Wipe containers as needed with microfiber cloth and detergent. 3. Dust surfaces high to low (light fixtures and air vents up to 10 feet from the floor and tops of doors and frames). 4. Dust horizontal surfaces (cabinets, tables, shelving, blinds, etc.). 5. Pick up debris and any other items on floor that could damage vacuum or that cannot be removed by vacuum. 6. Use a multi-purpose spray bottle and prescribed cleaning product for the following steps: <ol style="list-style-type: none"> a. Damp wipe horizontal surfaces like cabinets, tables, etc. b. Spot clean other surfaces like mirrors, glass, columns, walls, and all other fomites. 7. Refill towel dispensers and sanitizing wipes as needed. 8. Clean and store equipment at conclusion of route. 	5,700 sq. ft. per hour	3 to 7 times per week
Vacuum Specialist	<ol style="list-style-type: none"> 1. Inspect electrical cords for damage prior to use. 2. Plug vacuum into designated electrical receptacles and use appropriate attachment tools to clean entire floor. 3. Clean all equipment at conclusion of route. 7. Clean and inspect electrical cords for damage at conclusion of route. 	5,700 sq. ft. per hour	3 to 7 times per week
Utility Specialist	<ol style="list-style-type: none"> 1. Use wet floor signs and barricades as needed. 2. Damp mop entire floor using a two-compartment mop bucket with wringer and microfiber flat mop with detergent solution. 3. Clean and store equipment properly at conclusion of route. 	4,650 sq. ft. per hour	3 to 7 times per week, as required

Table 10-11: Lactation Pod – Cleaning

Specialist	Tasks	Performance	Frequency Range
Utility Specialist	4. Collect trash from designated locations and transport to central trash disposal area.	7,920 linear ft. per hour	

Table 10-11: Lactation Pod – Cleaning (Cont.)

Specialist	Tasks	Performance	Frequency Range
Light Duty Specialist	<ol style="list-style-type: none"> 1. Remove debris from tables and floor. 2. Use a multi-purpose spray bottle and prescribed cleaning product to damp wipe tables, chairs, and all other fomites as needed. 3. Empty trash containers as needed. 4. Damp wipe spills. 5. Refill towel dispensers and sanitizing wipes as needed. 6. Clean and store equipment at conclusion of route. 	10,000 sq. ft. per hour	On all tours when used, except when cleaned on same tour

Table 10-12: Lactation Pod – Policing

10.1.10 Locker Room

A Locker Room is a space containing lockers for changing clothes and for storage and safekeeping of personal belongings. Follow cleaning and policing instructions.

Specialist	Tasks	Performance	Frequency Range
Light Duty Specialist	<ol style="list-style-type: none"> 1. Empty trash containers, replace liners as needed. Deposit all trash and recyclables at specified locations. 2. Wipe trash/recycle containers as needed with microfiber cloth and detergent. 3. Dust surfaces high to low, including tops of lockers (light fixtures and air vents up to a 10-foot ceiling and tops of doors and frames). 4. Pick up debris and any other items on floor that could damage vacuum or that cannot be removed by vacuum. 5. Use a multi-purpose spray bottle and prescribed cleaning product for the following steps: <ol style="list-style-type: none"> a. Damp wipe horizontal surfaces like benches, chairs, etc. b. Spot clean other surfaces like mirrors, glass, columns, wall bumpers, walls, and all other fomites. 6. Clean and store equipment at conclusion of route. 	10,000 sq. ft. per hour	3 to 7 times per week
Vacuum Specialist	<ol style="list-style-type: none"> 1. Inspect electrical cords for damage prior to use. 2. Plug vacuum into designated electrical receptacles and use appropriate attachment tools to clean entire floor. 3. Clean all equipment at conclusion of route. 4. Clean and inspect electrical cords for damage at conclusion of route. 	10,000 sq. ft. per hour	3 to 7 times per week
Utility Specialist	<ol style="list-style-type: none"> 1. Use wet floor signs and barricades as needed. 2. Damp mop entire floor using a two-compartment mop bucket with wringer and microfiber flat mop with detergent solution. 3. Clean and store equipment properly at conclusion of route. 	4,650 sq. ft. per hour	3 to 7 times per week

Table 10-13: Locker Room – Cleaning

Specialist	Tasks	Performance	Frequency Range
Light Duty Specialist	<ol style="list-style-type: none"> 1. Pick up litter and debris. 2. Empty trash containers, replace liners as needed. 3. Spot sweep open areas and aisles. 4. Use a multi-purpose spray bottle and prescribed cleaning product to wipe spills. 5. Wipe all other fomites as needed. 6. Clean and store equipment at conclusion of route. 	16,575 sq. ft. per hour	On all tours when used, except when cleaned on same tour

Table 10-14: Locker Room – Policing

10.1.11 Lookout Gallery

A Lookout Gallery (LOG) is an area with restricted access for law enforcement observations that consists of enclosed overhead catwalks and LOG exits (breakouts) with an associated office that may include a restroom. Follow cleaning instructions.

Specialist	Tasks	Performance	Frequency Range
Light Duty Specialist	<ol style="list-style-type: none"> 1. Replace burned out lamps. 2. Dust all horizontal surfaces. 3. Dust walls, lookout slots, ladder rungs, guard rails, rope tell tales, and arm ledges. 4. Pick up debris and any other items on the floor that could damage the vacuum or cannot be removed by the vacuum. 5. Use a multi-purpose spray bottle and prescribed cleaning product for the following steps: <ol style="list-style-type: none"> a. Spot wipe doors, push plates, switch plates, and all other fomites. b. Damp clean horizontal surfaces. c. Spot clean vertical surfaces. 6. Dust ceiling light fixtures, air vents, and other assigned surfaces up to 10 feet from the floor. 7. Clean lookout glass. 8. Clean and store equipment at conclusion of route. 	5,700 sq. ft. per hour	4 to 12 times per year

Table 10-15: Lookout Gallery – Cleaning

Specialist	Tasks	Performance	Frequency Range
Vacuum Specialist	<ol style="list-style-type: none"> 1. Inspect electrical cords for damage prior to use. 2. Plug vacuum into designated electrical receptacles and vacuum entire floor. 3. Clean all equipment at conclusion of route. 4. Clean and inspect electrical cords for damage at conclusion of route. 	5,700 sq. ft. per hour	4 to 12 times per year

Table 10-15: Lookout Gallery – Cleaning (Cont.)

10.1.12 Office

An office is where people work, especially sitting at tables with computers, phones, etc. Some examples include a meeting room, Check-in/Check-out Room/Area, a cubicle area, etc. Follow cleaning instructions.

Specialist	Tasks	Performance	Frequency Range
Light Duty Specialist	<ol style="list-style-type: none"> 1. Empty trash containers, replace liners as needed. Deposit all trash and recyclables at specified locations. 2. Dust all horizontal surfaces. 3. Pick up debris and any other items on the floor that could damage the vacuum or cannot be removed by the vacuum. 4. Use a multi-purpose spray bottle and prescribed cleaning product for the following steps: <ol style="list-style-type: none"> a. Spot wipe doors, push plates, switch plates, drinking fountains, and all other fomites. b. Damp clean horizontal surfaces including telephones, if applicable. c. Spot clean vertical surfaces. 5. Dust ceiling light fixtures, air vents, and other assigned surfaces up to 10 feet from the floor. 6. Clean and store equipment at conclusion of route. 	10,000 sq. ft. per hour	3 to 7 times per week

Table 10-16: Office – Cleaning

Specialist	Tasks	Performance	Frequency Range
Utility Specialist	<ol style="list-style-type: none"> 1. Collect trash from designated locations and transport to central trash disposal area. 2. Clean and store equipment at conclusion of route. 	7,920 linear ft. per hour	3 to 7 times per week, as required

Table 10-16: Office – Cleaning (Cont.)

10.1.13 Platform Dock (Enclosed)

A Platform Dock (Enclosed) is raised, measuring 30 inches or higher from the parking and maneuvering area with a roof, three building walls and dock doors. Follow cleaning and policing instructions.

Specialist	Tasks	Performance	Frequency Range
Light Duty Specialist	<ol style="list-style-type: none"> 1. Empty trash containers, replace liners as needed. Deposit all trash and recyclables at specified locations. 2. Dust horizontal surfaces as needed. 3. Pick up debris and any other items on floor that could damage vacuum or that cannot be removed by vacuum. 4. Use a multi-purpose spray bottle and prescribed cleaning product for the following steps: <ol style="list-style-type: none"> a. Spot wipe doors, push plates, switch plates, and all other fomites. b. Damp clean horizontal surfaces. c. Spot clean vertical surfaces. 5. Dust ceiling light fixtures, air vents, and other assigned surfaces up to 10 feet from the floor. 6. Clean and store equipment at conclusion of route. 	16,575 sq. ft. per hour (High speed)	1 to 6 times per week
	<ol style="list-style-type: none"> 1. Clean all vertical surfaces within a specified area of the route and spot clean remaining vertical surfaces. 2. Dust all horizontal surfaces. 3. Clean and store equipment at conclusion of route. 	13,015 sq. ft. per hour (Low speed)	1 time per week

Table 10-17: Platform Dock (Enclosed) – Cleaning

Specialist	Tasks	Performance	Frequency Range
Vacuum Specialist	<ol style="list-style-type: none"> 1. Inspect electrical cords for damage prior to use. 2. Plug vacuum into designated electrical receptacles and clean floors in all traffic areas within specified route. 3. Spot vacuum all other areas as needed. 4. Clean all equipment at conclusion of route. 5. Clean and inspect electrical cords for damage at conclusion of route. 	16,575 sq. ft. per hour (High speed)	1 to 6 times per week
Vacuum Specialist	<ol style="list-style-type: none"> 1. Inspect electrical cords for damage prior to use. 2. Plug vacuum into designated electrical receptacles and clean floors wall to wall within specified route areas. 3. Clean all equipment at conclusion of route. 4. Clean and inspect electrical cords for damage at conclusion of route. 	13,015 sq. ft. per hour (Low speed)	1 time per week

Table 10-17: Platform Dock (Enclosed) – Cleaning (Cont.)

Specialist	Tasks	Performance	Frequency Range
Light Duty Specialist	<ol style="list-style-type: none"> 1. Empty trash containers, replace liners as needed. Deposit all trash and recyclables at specified locations. 2. Use a multi-purpose spray bottle and the prescribed cleaning product for the following steps: <ol style="list-style-type: none"> a. Spot wipe doors, push plates, switch plates, and all other fomites. b. Damp clean horizontal surfaces. c. Spot clean vertical surfaces. 3. Clean and store equipment at conclusion of route. 	16,575 sq. ft. per hour	On all tours when used, except when cleaned on same tour

Table 10-18: Platform Dock (Enclosed) – Policing

10.1.14 Platform Dock (Non-Enclosed)

A Platform Dock (Non-Enclosed) is raised, measuring 30 inches or higher, that does not meet the qualifications of an “Enclosed-Platform Dock.” Follow cleaning and policing instructions.

Specialist	Tasks	Performance	Frequency Range
Light Duty Specialist	1. Empty trash containers, replace liners as needed. Deposit all trash and recyclables at specified locations. 2. Clean and store equipment at conclusion of route.	16,575 sq. ft. per hour	3 to 7 times per week
Utility Specialist	1. Sweep open areas. OR	5,556 sq. ft. per hour (Manual)	
	Leaf blower. OR	36,000 sq. ft. per hour	
	Walk behind sweeper/power sweeper. OR	15,000 sq. ft. per hour	
	Rider sweeper.	39,474 sq. ft. per hour	
	2. Clean and store equipment properly at end of route.		

Table 10-19: Platform Dock (Non-Enclosed) – Cleaning

Specialist	Tasks	Performance	Frequency Range
Light Duty Specialist	1. Remove large debris. 2. Empty trash containers, replace liners as needed. Deposit all trash and recyclables at specified locations. 3. Spot sweep as needed. 4. Spot mop as needed. 5. Clean and store equipment at conclusion of route.	16,575 sq. ft. per hour	On all tours in area(s) used, except when cleaned on same tour

Table 10-20: Platform Doc (Non-Enclosed) – Policing

10.1.15 Restroom

A Restroom is a space that has at least one toilet or urinal. Restrooms do not include Authorized Only areas or restricted spaces. Follow cleaning and policing instructions.

Specialist	Tasks	Performance	Frequency Range
Restroom Specialist	<ol style="list-style-type: none">1. Remove large debris.2. Flush toilets and urinals.3. Dispense disinfectant in each toilet and urinal.4. Refill towels, toilet paper, seat covers, feminine products and disposal bags, soap, lotion, and sanitizer.5. Check that all dispensers are working.6. Empty waste containers and replace liners.7. Dust restroom top to bottom.8. Sweep floor.9. Use disinfectant to wipe mirrors, touchable items, and fomites such as light switches and door handles.10. Spot clean walls, baseboards, windowsills, and partitions.11. Scrub toilet and urinal bowls.12. Spray and wipe toilets and urinals. Wipe the top of the toilet seat first, then the bowl.13. Use wet floor signs and barricades as needed.14. Damp mop floor using disinfectant.15. Clean cart and all tools at conclusion of route.	3 min. per fixture	3 to 7 times per week

Table 10-21: Restroom – Cleaning

Specialist	Tasks	Performance	Frequency Range
Restroom Specialist	<ol style="list-style-type: none"> 1. Remove large debris. 2. Flush toilets and urinals. 3. Dispense disinfectant in each toilet and urinal as needed. 4. Refill towels, toilet paper, seat covers, feminine products and disposal bags, soap, lotion, and sanitizer as needed. 5. Check that all dispensers are working. 6. Empty waste containers as needed. 7. Spot sweep floor. 8. Use disinfectant to wipe mirrors, touchable items, and fomites such as light switches and door handles. 9. Spot clean mirrors and partitions as needed. 10. Scrub toilet and urinal bowls as needed. 11. Spray and wipe toilets and urinals as needed. Wipe the top of the toilet seat first, then the bowl. 12. Use wet floor signs and barricades as needed. 13. Spot mop floor using disinfectant. 14. Clean cart and all tools at conclusion of route. 	1.5 min. per fixture	When used, 1 time per tour in facilities with 2 or more mail processing tours per day, except on tour when restroom is cleaned

Table 10-22: Restroom – Policing

10.1.16 Service/Box Lobby

A Service/Box Lobby is retail operations space or a P.O. Box area that customers can access. Follow cleaning and policing instructions.

Note

Areas behind the retail unit counter line or areas where P.O. Box mail is sorted and put in boxes are classified as Work Room space.

Specialist	Tasks	Performance	Frequency Range
Light Duty Specialist	<ol style="list-style-type: none">1. Empty trash containers, replace liners as needed. Deposit all trash and recyclables at specified locations.2. Dust all horizontal surfaces.3. Clean lobby door glass.4. Clean interior lobby glass as needed.5. Pick up debris and any other items on the floor that could damage the vacuum or cannot be removed by the vacuum.6. Use a multi-purpose spray bottle and the prescribed cleaning product for the following steps:<ol style="list-style-type: none">a. Spot wipe doors, push plates, switch plates, and all other fomites.b. Damp clean horizontal surfaces including telephones, if applicable.c. Spot clean vertical surfaces.7. Dust ceiling light fixtures, air vents, and other assigned surfaces up to 10 feet from the floor.8. Clean and store equipment at conclusion of route.	10,000 sq. ft. per hour	5 to 7 times per week
Vacuum Specialist	<ol style="list-style-type: none">1. Inspect electrical cords for damage prior to use.2. Plug vacuum into designated electrical receptacles and clean floors and floor mats.3. Vacuum horizontal surfaces within reach.4. Vacuum vertical cages/screen line.5. Clean all equipment at conclusion of route.6. Clean and inspect electrical cords for damage at conclusion of route.	10,000 sq. ft. per hour	5 to 7 times per week

Table 10-23: Service/Box Lobby – Cleaning

Specialist	Tasks	Performance	Frequency Range
Utility Specialist	1. Use wet floor signs and barricades as needed. 2. Damp mop hard floor area with mop or vacuum scrub. OR	4,650 sq. ft. per hour	1 to 3 times per week
	Spot mop hard floor area.	12,225 sq. ft. per hour	On days damp mopping is not performed
	3. Vacuum scrub floor. 4. Clean and store equipment properly at conclusion of route.	12,526 sq. ft. per hour Based on 27-inch scrubber	

Table 10-23: Service/Box Lobby – Cleaning (Cont.)

Specialist	Tasks	Performance	Frequency Range
Light Duty Specialist	1. Pick up large debris. 2. Empty trash containers, replace liners as needed. Deposit all trash and recyclables at specified locations. 3. Use a multi-purpose spray bottle and the prescribed cleaning product for the following steps: a. Spot wipe doors, push plates, switch plates, and all other fomites. b. Damp clean horizontal surfaces. c. Spot clean vertical surfaces. 4. Clean and store equipment at conclusion of route.	16,575 sq. ft. per hour	As needed
Utility Specialist	1. Use wet floor signs and barricades as needed. 2. Spot mop when not damp mopped on same day. 3. Clean and store equipment properly at conclusion of route.	12,225 sq. ft. per hour	On days when damp mopping is not performed

Table 10-24: Service Box/Lobby – Policing

10.1.17 Stairway

A stairway is one or more flights of stairs, usually with landings to pass from one level to another.

Specialist	Tasks	Performance	Frequency Range
Light Duty Specialist	<ol style="list-style-type: none">1. Pick up litter and debris.2. Clean reachable glass surfaces.3. Dust horizontal surfaces.4. Clean handrail(s) and door handles.5. Clean and store equipment properly at conclusion of route.	3 minutes per flight	3 to 7 times per week
Vacuum Specialist	<ol style="list-style-type: none">1. Inspect electrical cords for damage prior to use.2. Plug vacuum into designated electrical receptacles and clean floors and floor mats.3. Clean all equipment at conclusion of route.4. Clean and inspect electrical cords for damage at conclusion of route.	3 minutes per flight	3 to 7 times per week
Utility Specialist	<ol style="list-style-type: none">1. Use wet floor signs and barricades as needed.2. Spot mop stairway as needed.	2 minutes per flight	12 to 52 times per year

Table 10-25: Stairway – Cleaning

Specialist	Tasks	Performance	Frequency Range
Light Duty Specialist	<ol style="list-style-type: none">1. Pick up and dispose of debris.2. Clean handrail(s) and door handles.3. Clean and store equipment properly at conclusion of route.	3 minutes per flight	Daily, when used, except when cleaned

Table 10-26: Stairway – Policing

10.1.18 Stockroom

A Stockroom is a room designated where tools and parts are received and issued by a maintenance support clerk. At least one maintenance support clerk must be staffed here. Follow cleaning instructions.

Specialist	Tasks	Performance	Frequency Range
Light Duty Specialist	<ol style="list-style-type: none">1. Empty trash containers, replace liners as needed. Deposit all trash and recyclables at specified locations.2. Dust all horizontal surfaces.3. Pick up debris and any other items on the floor that could damage the vacuum or cannot be removed by the vacuum.4. Use a multi-purpose spray bottle and the prescribed cleaning product for the following steps:<ol style="list-style-type: none">a. Spot wipe doors, push plates, switch plates, drinking fountains, and all other fomites.b. Damp clean horizontal surfaces including telephones if applicable.c. Spot clean vertical surfaces.5. Dust ceiling light fixtures, air vents, and other assigned surfaces up to 10 feet from the floor.6. Clean and store equipment at conclusion of route.	16,575 sq. ft. per hour (High speed)	2 to 6 times per week
	<ol style="list-style-type: none">1. Clean all vertical surfaces within the specified area of the route and spot clean the remaining vertical surfaces.2. Clean and store equipment at conclusion of route.	13,015 sq. ft. per hour (Low speed)	1 time per week
Vacuum Specialist	<ol style="list-style-type: none">1. Inspect electrical cords for damage prior to use.2. Plug vacuum into designated electrical receptacles and clean floors in all traffic areas.3. Spot vacuum all other areas as assigned.4. Clean all equipment at conclusion of route.5. Clean and inspect electrical cords for damage at conclusion of route.	16,575 sq. ft. per hour (High speed)	2 to 6 times per week

Table 10-27: Stockroom – Cleaning

Specialist	Tasks	Performance	Frequency Range
Vacuum Specialist	<ol style="list-style-type: none"> 1. Inspect electrical cords for damage prior to use. 2. Plug vacuum into designated electrical receptacles and clean floors wall to wall within specified route areas. 3. Clean all equipment at conclusion of route. 4. Clean and inspect electrical cords for damage at conclusion of route. 	13,015 sq. ft. per hour (Low speed)	1 time per week

Table 10-27: Stockroom – Cleaning (Cont.)

10.1.19 Vestibule

A Vestibule is a passage, hall, or room between an outer door and the interior of a building, usually located outside an employee or customer entrance into the interior portion. An example is a space between a dock and a Work Room floor. Follow cleaning and policing instructions.

Note

A Vestibule is not classified as a Hall/Corridor.

Specialist	Tasks	Performance	Frequency Range
Light Duty Specialist	<ol style="list-style-type: none"> 1. Empty trash containers, replace liners as needed. Deposit all trash and recyclables at specified locations. 2. Dust all horizontal surfaces. 3. Clean interior glass as needed. 4. Pick up debris and any other items on floor that could damage vacuum or that cannot be removed by vacuum. 5. Use a multi-purpose spray bottle and prescribed cleaning product for the following steps: <ol style="list-style-type: none"> a. Spot wipe doors, push plates, switch plates, and all other fomites. b. Damp clean horizontal surfaces. c. Spot clean vertical surfaces. 6. Dust ceiling light fixtures, air vents, and other assigned surfaces up to 10 feet from the floor. 7. Clean and store equipment after concluding route. 	16,575 sq. ft. per hour	2 to 7 times per week

Table 10-28: Vestibule – Cleaning

Specialist	Tasks	Performance	Frequency Range
Vacuum Specialist	<ol style="list-style-type: none"> 1. Inspect electrical cords for damage prior to use. 2. Plug vacuum into designated electrical receptacles and clean floors and floor mats. 3. Clean all equipment at conclusion of route. 4. Clean and inspect electrical cords for damage at conclusion of route. 	16,575 sq. ft. per hour	2 to 7 times per week
Utility Specialist	<ol style="list-style-type: none"> 1. Use wet floor signs and barricades as needed. 2. Damp mop entire hard floor area. 3.a. Clean and store equipment properly at conclusion of route. <p style="text-align: center;">OR</p>	4,650 sq. ft. per hour	2 to 7 times per week
	<ol style="list-style-type: none"> 3.b. Vacuum scrub entire hard floor area. 4. Clean and store equipment properly at conclusion of route. 	12,526 sq. ft. per hour Based on 27-inch scrubber	

Table 10-28: Vestibule – Cleaning (Cont.)

Specialist	Tasks	Performance	Frequency Range
Light Duty Specialist	<ol style="list-style-type: none"> 1. Empty trash containers, replace liners as needed. Deposit all trash and recyclables at specified locations. 2. Dust all horizontal surfaces. 3. Clean interior glass as needed. 4. Pick up debris and any other items on floor that could damage vacuum or that cannot be removed by vacuum. 5. Use a multi-purpose spray bottle and prescribed cleaning product for the following steps: <ol style="list-style-type: none"> a. Spot wipe doors, push plates, switch plates, and all other fomites. b. Damp clean horizontal surfaces. c. Spot clean vertical surfaces. 6. Dust ceiling light fixtures, air vents, and other assigned surfaces up to 10 feet from the floor. 7. Clean and store equipment after concluding route. 	16,575 sq. ft. per hour	On all tours in area(s) used, except when cleaned on same tour

Table 10-29: Vestibule – Policing

10.1.20 Work Room/Work Room Aisle

A Work Room is space where mail processing operations or customer service and delivery activities occur, which includes space behind the screen line and P.O. Box area. A Work Room Aisle is a permanent aisle or passageway that is clearly marked on the Work Room floor to support safe conveyance of people and equipment. Follow cleaning instructions.

Specialist	Tasks	Performance	Frequency Range
Light Duty Specialist	<ol style="list-style-type: none">1. Empty trash containers, replace liners as needed. Deposit all trash and recyclables at specified locations.2. Dust horizontal surfaces as needed.3. Pick up debris and any other items on floor that could damage vacuum or that cannot be removed by vacuum.4. Use a multi-purpose spray bottle and prescribed cleaning product for the following steps:<ol style="list-style-type: none">a. Spot wipe doors, push plates, switch plates, drinking fountains, and all other fomites.b. Clean horizontal surfaces including telephones, if applicable.c. Spot clean vertical surfaces.5. Dust ceiling light fixtures, air vents, and other assigned surfaces up to 10 feet from the floor.6. Clean and store equipment after concluding route.	16,575 sq. ft. per hour (High speed)	1 to 6 times per week
Light Duty Specialist	<ol style="list-style-type: none">1. Use a multi-purpose spray bottle and prescribed cleaning product to clean all vertical surfaces within a specified area.2. Spot clean remaining vertical surfaces and all other fomites.3. Dust all horizontal surfaces.4. Clean and store equipment after concluding route.	13,015 sq. ft. per hour (Low speed)	1 time per week
Vacuum Specialist	<ol style="list-style-type: none">1. Inspect electrical cords for damage prior to use.2. Plug vacuum into designated electrical receptacles and clean floors in all traffic areas.3. Spot vacuum all other areas as needed.4. Clean all equipment at conclusion of route.5. Clean and inspect electrical cords for damage at conclusion of route.	16,575 sq. ft. per/hour (High speed)	1 to 6 times per week

Table 10-30: Work Room/Work Room Aisle – Cleaning

Specialist	Tasks	Performance	Frequency Range
Vacuum Specialist	<ol style="list-style-type: none"> 1. Inspect electrical cords for damage prior to use. 2. Plug vacuum into designated electrical receptacles and clean floors wall to wall within specified route areas. 3. Clean all equipment at conclusion of route. 4. Clean and inspect electrical cords for damage at conclusion of route. 	13,015 sq. ft. per hour (Low speed)	1 time per week
Utility Specialist	<ol style="list-style-type: none"> 1. Collect trash from designated locations and transport to central trash disposal area. 	7,920 linear ft. per hour	2 to 7 times per week as required

Table 10-30: Work Room/Work Room Aisle – Cleaning (Cont.)

Specialist	Tasks	Performance	Frequency Range
Light Duty Specialist	<ol style="list-style-type: none"> 1. Empty trash containers, replace liners as needed. Deposit all trash and recyclables at specified locations. 2. Pick up debris and any other items on floor that could damage vacuum or that cannot be removed by vacuum. 3. Attend to spills and leaks as directed by supervisor. 4. Use a multi-purpose spray bottle and prescribed cleaning product to spot wipe doors, push plates, switch plates, telephones, drinking fountains, and all other fomites. 5. Spot wipe horizontal surfaces as needed. 6. Spot clean vertical surfaces as needed. 7. Clean and store equipment after concluding route. 	16,575 sq. ft. per hour	On all tours in area(s) used, except when cleaned on same tour

Table 10-31: Work Room/Work Room Aisle – Policing

10.2. EXTERIOR

10.2.1 Exterior Paved

Exterior Paved areas include sidewalks, parking, or maneuvering areas. Follow cleaning and policing instructions.

Specialist	Tasks	Performance	Frequency Range
Utility Specialist	Manual sweeping: 1. Sweep sidewalks, parking areas, driveways, and maneuvering areas. 2. Clean and store equipment properly at conclusion of route.	10,000 sq. ft. per hour	1 to 7 times per week
	Leaf blower: 1. Blow sidewalks, parking areas, driveways, and maneuvering areas. 2. Clean and store equipment properly at conclusion of route.	7,920 linear ft. per hour (for every 5-foot width or less)	
	Pedestrian-type power vacuum: 1. Sweep sidewalks, parking areas, driveways, and maneuvering areas. 2. Clean and store equipment properly at conclusion of route.	15,000 sq. ft. per hour	
	Rider-type power sweeper: 1. Sweep sidewalks, parking areas, driveways, and maneuvering areas. 2. Clean and store equipment properly at conclusion of route.	50,000 sq. ft. per hour	

Table 10-32: Exterior Paved – Sweeping

Specialist	Tasks	Performance	Frequency Range
Utility Specialist	1. Pick up litter and debris. 2. Empty trash containers and replace liners as needed. 3. Clean and store equipment after concluding route.	50,000 sq. ft. per hour	1 to 7 times per week, when used

Table 10-33: Exterior Paved – Policing

Specialist	Tasks	Performance	Frequency Range
Utility Specialist	<ol style="list-style-type: none"> 1. Remove snow from sidewalks, parking areas, driveways, and maneuvering areas. 2. Clean and store equipment properly at conclusion of route. 	4,000 sq. ft. per hour	As needed

Table 10-34: Exterior Paved – Snow Removal

10.2.2 Exterior Lunch/Break/Smoking Area

The Exterior Lunch/Break/Smoking Area includes outdoor space that employees can use during a work break to relax, socialize, eat food, smoke, or use tobacco. Follow cleaning instructions.

Note

The use of tobacco products is limited to designated authorized smoking areas outside of the facility only.

Specialist	Tasks	Performance	Frequency Range
Light Duty Specialist	<ol style="list-style-type: none"> 1. Empty trash containers, replace liners as needed. Deposit all trash and recyclables at specified locations. 2. Wipe containers as needed with microfiber cloth and detergent. 3. Dust surfaces high to low including light fixtures, if applicable. 4. Dust horizontal surfaces (cabinets, tables, etc.). 5. Use a multi-purpose spray bottle and prescribed cleaning product to damp wipe horizontal surfaces like cabinets, tables, etc. 6. Refill towel dispensers as needed. 7. Clean and store equipment properly at conclusion of route. 	5,700 sq. ft. per hour	3 to 7 times per week

Table 10-35: Exterior Lunch/Break/Smoking Area – Cleaning

Specialist	Tasks	Performance	Frequency Range
Utility Specialist	Manual sweeping: 1. Sweep sidewalks, parking areas, driveways, and maneuvering areas. 2. Clean and store equipment properly at conclusion of route.	10,000 sq. ft. per hour	3 to 7 times per week
	Leaf blower: 1. Blow sidewalks, parking areas, driveways, and maneuvering areas. 2. Clean and store equipment properly at conclusion of route.	7,920 linear ft. per hour (for every 5-foot width or less)	
	Pedestrian-type power vacuum: 1. Sweep sidewalks, parking areas, driveways, and maneuvering areas. 2. Clean and store equipment properly at conclusion of route.	15,000 sq. ft. per hour	
	Rider-type power sweeper: 1. Sweep sidewalks, parking areas, driveways, and maneuvering areas. 2. Clean and store equipment properly at conclusion of route.	50,000 sq. ft. per hour	

Table 10-36: Exterior Lunch/Break/Smoking Area – Sweeping

Specialist	Tasks	Performance	Frequency Range
Light Duty Specialist	1. Remove debris from tables and floor. 2. Use a multi-purpose spray bottle and prescribed cleaning product to damp wipe tables, chairs, and all other fomites as needed. 3. Empty trash containers as needed. 4. Damp wipe spills. 5. Clean and store equipment properly at conclusion of route.	10,000 sq. ft. per hour	On all tours, except when cleaned on same tour

Table 10-37: Exterior Lunch/Break/Smoking Area – Policing

10.2.3 Exterior Unpaved

Exterior Unpaved areas can be one of the following: lawn or no lawn. Exterior Unpaved (lawn) includes areas with lawns, hedges, and shrubs. Exterior Unpaved (no lawn) includes areas not classified as paved or with unpaved lawns (mulch, dirt, gravel) that do not require mowing. Follow policing instructions.

Specialist	Tasks	Performance	Frequency Range
Utility Specialist	<ol style="list-style-type: none"> 1. Pick up litter and debris. 2. Empty trash containers as needed. 3. Clean and store equipment properly at conclusion of route. 	50,000 sq. ft. per hour	1 to 7 times per week

Table 10-38: Exterior Unpaved – Policing

10.2.4 Interior Parking/Maneuvering

The Interior Parking/Maneuvering area is where employees park their vehicles. The space square feet of an Interior (covered or enclosed) Parking/Maneuvering area is included in the total Exterior Paved area. Follow cleaning and policing instructions.

Specialist	Tasks	Performance	Frequency Range
Utility Specialist	Manual: <ol style="list-style-type: none"> 1. Sweep and remove dirt from areas inaccessible by power equipment. 2. Clean and store equipment properly at conclusion of route. <p style="text-align: center;">OR</p>	10,000 sq. ft. per hour	1 to 7 times per week
	Pedestrian-type power vacuum sweeper: <ol style="list-style-type: none"> 1. Sweep areas inaccessible to rider-type sweeper. 2. Clean and store equipment properly at conclusion of route. <p style="text-align: center;">OR</p>	15,000 sq. ft. per hour	
	Rider-type power sweeper: <ol style="list-style-type: none"> 1. Sweep open areas. 2. Clean and store equipment properly at conclusion of route. 	50,000 sq. ft. per hour	

Table 10-39: Interior Parking/Maneuvering – Sweeping

Specialist	Tasks	Performance	Frequency Range
Utility Specialist	<ol style="list-style-type: none"> 1. Pick up litter and debris. 2. Empty trash containers and replace liners as needed. Transport all trash and recyclables to central trash disposal area. 3. Clean and store equipment properly at conclusion of route. 	50,000 sq. ft. per hour	1 to 7 times per week

Table 10-40: Interior Parking/Maneuvering – Policing

SECTION 11 PERFORMANCE STANDARDS COMPONENT CLEANING

WARNING

Some cleaning procedures require handling hazardous material(s) (including Bloodborne Pathogens (BBP)), environmentally sensitive material(s), climbing on ladders, and/or using personnel-lifting equipment. Personnel must refer to the current Safety Data Sheet (SDS) handling requirements for all hazardous or environmentally sensitive material used when performing cleaning tasks. Personnel must observe all SDS warnings, use Personal Protective Equipment (PPE) as directed, and use appropriate safety harnesses on ladders or personnel lifting equipment when required. Failure to comply may cause injury or death.

WARNING

Damaged power and extension cords could cause electrocution. Inspect power cords and extension cords for damage prior to every use. At the conclusion of every route, clean and inspect power cords and extension cords for damage. Any cords found to be defective must immediately be tagged with *PS Form 4707 – Out of Order* and reported to the on-duty supervisor. Failure to comply may cause injury or death.

WARNING

Do not vacuum wet surfaces due to risk of electrocution. Verify that all surfaces are dry first. Vacuuming wet floors or surfaces could damage equipment or result in injury or death.

11.1. CARPET

Note

Use carpet-cleaning equipment according to manufacturer's instructions.

Specialist	Tasks	Performance	Frequency Range
Utility Specialist	1. Use wet floor signs and barricades as needed.	7,407 sq. ft. per hour	1 to 4 times per year
	2. Inspect electrical cords for damage prior to use.		
	3.a. Vacuum carpet thoroughly.		
	3.b. When applying pre-treatment	13,216 sq. ft. per hour	
	3.c. When performing extraction cleaning	3,273 sq. ft. per hour	
	4. Spot clean carpet as necessary (35% of total carpet sq. ft.)	60,000 sq. ft. per hour	
	5. Dry carpet using blowers.		
	6. Clean and store equipment properly at conclusion of route.		

Table 11-1: Carpet – Cleaning

11.2. CEILING LIGHT FIXTURES/PIPES AND DUCTS

Note

Measurement is based on total amount of square feet of floor space in room/space with light fixtures and/or pipes and ducts above 10 feet from the floor.

Specialist	Tasks	Performance	Frequency Range
Utility Specialist	<ol style="list-style-type: none"> 1. Inspect electrical cords for damage prior to use. 2. Vacuum all surfaces of overhead pipes and ducts above 10 feet from the floor, which may require the use of personnel-lifting equipment. 3. Vacuum ceiling lights above 10 feet from the floor. 4. Clean and store equipment at conclusion of route. 	2,500 sq. ft. per hour	4 to 12 times per year

Table 11-2: Ceiling Light Fixtures/Pipes and Ducts – Vacuuming

11.3. CONCRETE FLOOR

Specialist	Tasks	Performance	Frequency Range
Utility Specialist	<ol style="list-style-type: none"> 1. Use wet floor signs and barricades as needed. 2.a. Damp mop hard floor area using a lint-free microfiber flat mop or disposable alternative. <p style="text-align: center;">OR</p>	4,650 sq. ft. per hour	Annually
	<ol style="list-style-type: none"> 2.b. Walk-behind automatic scrubber <p style="text-align: center;">OR</p>	12,526 sq. ft. per hour Based on 27-inch scrubber	
	<ol style="list-style-type: none"> 2.c. Riding scrubber 	20,408 sq. ft. per hour Based on 32-inch riding scrubber	
	<ol style="list-style-type: none"> 3. Seal with concrete-sealing compound using a lint-free microfiber flat mop or disposable alternative. 	1,667 sq. ft. per hour per coat	
	<ol style="list-style-type: none"> 4. Clean and store equipment properly at conclusion of route. 		

Table 11-3: Concrete Floor – Initial Preparation

Specialist	Tasks	Performance	Frequency Range
Utility Specialist	1. Use wet floor signs and barricades as needed.	4,650 sq. ft. per hour	0 to 4 times per year
	2.a. Damp mop hard floor area using a lint-free microfiber flat mop or disposable alternative. OR		
	2.b. Walk-behind automatic scrubber OR	12,526 sq. ft. per hour Based on 27-inch scrubber	
	2.c. Riding scrubber	20,408 sq. ft. per hour Based on 32-inch Riding scrubber	
	3. Seal with concrete sealing compound using a lint-free microfiber flat mop or disposable alternative.	1,667 sq. ft. per hour per coat	
	4. Clean and store equipment properly at conclusion of route.		

Table 11-4: Concrete Floor – Periodic Maintenance

11.4. DECORATIVE METAL (BRASS/BRONZE)

Specialist	Tasks	Performance	Frequency Range
Utility Specialist	1. Clean/polish with trigger sprayer/chemical and cloth. 2. Clean and store equipment properly at conclusion of route.	500 sq. ft. per hour	Once every 2 years

Table 11-5: Decorative Metal (Brass/Bronze) – Polishing

11.5. EXTERIOR GLASS

WARNING

Cleaning exterior glass above the first floor is prohibited due to Increased risk of falling. Failure to comply may cause injury or death.

Specialist	Tasks	Performance	Frequency Range
Utility Specialist	ASM 535.23 OR		
	1. Use squeegee to wash and dry glass surface. 2. Wipe framework with cloth.	455 sq. ft. per hour	Lobby: 12 to 52 times per year Other areas: 2 to 4 times per year
	3. Clean and store equipment properly at conclusion of route.		

Table 11-6: Exterior Glass – Washing

11.6 HARD SURFACE FLOOR

Specialist	Tasks	Performance	Frequency Range
Utility Specialist	1. Use wet floor signs and barricades as needed.	4,650 sq. ft. per hour	12 to 52 times per year
	2.a. Damp mop hard floor area using a lint-free microfiber flat mop or disposable alternative. OR		
	2.b. Walk-behind automatic scrubber OR	12,526 sq. ft. per hour Based on 27-inch scrubber	
	2.c. Riding scrubber	20,408 sq. ft. per hour Based on 32-inch riding scrubber	
	3. Clean and store equipment properly at conclusion of route.		

Table 11-7: Hard Surface Floor – Damp Mopping

Specialist	Tasks	Performance	Frequency Range
Utility Specialist	1. Use wet floor signs and barricades as needed. 2.a Damp mop hard floor area. OR	4,650 sq. ft. per hour	3 to 12 times per year
	2.b Walk-behind automatic scrubber OR	12,526 sq. ft. per hour Based on 27-inch scrubber	
	2.c Riding scrubber	20,408 sq. ft. per hour Based on 32-inch riding scrubber	
	3. Apply floor finish using a lint-free microfiber flat mop or disposable alternative.	1,667 sq. ft. per hour per coat	
	4. Clean and store equipment properly at conclusion of route.		

Table 11-8: Hard Surface Floor – Periodic Maintenance (If Needed)

11.7. LAWNS, HEDGES, AND SHRUBS

Specialist	Tasks	Performance	Frequency Range
Utility Specialist	1.a. Push mower, including edging and trimming. OR	5,000 sq. ft. per hour	Up to 52 times per year
	1.b. Riding mower, including edging and trimming.	10,000 sq. ft. per hour	
	2. Clean and store equipment properly at conclusion of route.		

Table 11-9: Lawn – Mowing and Edging

Specialist	Tasks	Performance	Frequency Range
Utility Specialist	1. Trim hedges and shrubs. 2. Clean and store equipment properly at conclusion of route.	50 linear ft. per hour	1 to 4 times per year

Table 11-10: Hedges and Shrubs – Trimming

11.8. TERRAZZO FLOOR

Terrazzo is a composite material consisting of marble, quartz, or granite chips set in mortar in mosaic style and given a high polish.

Note

Floor finish should never get below three layers of existing sealer.

Specialist	Tasks	Performance	Frequency Range
Utility Specialist	1. Use wet floor signs and barricades as needed. 2. Apply stripper using a lint-free microfiber flat mop or disposable alternative.	3,333 sq. ft. per hour	Annually
	3. Agitate using a rotary floor machine.	800 sq. ft. per hour	
	4.a. Pick up using a tank-type wet vacuum. OR	3,030 sq. ft. per hour	
	4.b. Neutralize using a walk-behind automatic scrubber.	12,526 sq. ft. per hour Based on 27-inch scrubber	
	5. Apply sealing compound using a lint-free microfiber flat mop or disposable alternative.	1,667 sq. ft. per hour per coat	
	6. Clean and store equipment properly at conclusion of route.		

Table 11-11: Terrazzo Floor – Initial Preparation

Specialist	Tasks	Performance	Frequency Range
Utility Specialist	1. Use wet floor signs and barricades as needed. 2.a. Damp mop hard floor area using a lint-free microfiber flat mop or disposable alternative. OR	4,650 sq. ft. per hour	3 to 12 times per year
	2.b. Walk-behind automatic scrubber OR	12,526 sq. ft. per hour Based on 27-inch scrubber	
	2.c. Riding scrubber	20,408 sq. ft. per hour Based on 32-inch riding scrubber	
	3. Apply sealing compound using a lint-free microfiber flat mop or disposable alternative.	1,667 sq. ft. per hour per coat	
	4. Clean and store equipment properly at conclusion of route.		

Table 11-12: Terrazzo Floor – Periodic Maintenance

11.9. WOOD FLOOR

Specialist	Tasks	Performance	Frequency Range
Utility Specialist	1. Use wet floor signs and barricades as needed. 2.a. Damp mop hard floor area. OR	4,650 sq. ft. per hour	3 to 12 times per year
	2.b. Walk-behind automatic scrubber	12,526 sq. ft. per hour Based on 27-inch scrubber	
	3. Apply floor finish using a lint-free microfiber flat mop or disposable alternative.	1,667 sq. ft. per hour	
	4. Clean and store equipment properly at conclusion of route.		

Table 11-13: Wood Floor – Periodic Maintenance

SECTION 12

FORMS

In lieu of entering data directly into the custodial staffing software application, standard USPS forms in hard copy format may be used for recording physical measurements and inventory information of each facility.

As entries are made in the Building Inventory section of the custodial staffing software application, facility-specific reports will automatically populate for each of the forms. Print blank forms when needed.

Notes

Due to periodic software changes, current versions of the forms may be visually different from those shown in the following forms.

* Reference the glossary (Appendix A) for terms listed on the forms in this handbook.

12.1. PS FORM 4776 – CUSTODIAL MAINTENANCE ROUTE

Implementation of route checklists for maintenance capable facilities is mandatory. Route checklists identify the building name, type of specialist performing the work, task frequency, estimated completion time, and unique route numbers. At Retail and Delivery facilities, local management may use consolidated route checklists from Custodial Workloading (CW), which do not include the specialist type.

At Retail and Delivery facilities cleaned by Postal personnel, a master folder (electronic or hard copy) with all route checklists for the assigned facility will be made available for reference to all custodians/employees performing custodial duties.

PS Form 4776 – Custodial Maintenance Route (Figure 12-1) provides specific written instructions for custodians, including tools and materials needed to perform the task and the workflow indicating route start and finish points. The workflow also should indicate step-by-step instructions for the custodian to follow to ensure the focus is cleaning for health first. In facilities greater than 10,000 square feet, local management may incorporate a Work Room floor layout drawing that illustrates the directional workflow specialists must follow to efficiently complete the route.

Note

Sites may elect to add a specific Specialist Job Aid to the back of *PS Form 4776 – Custodial Maintenance Route*.

US POSTAL SERVICE CUSTODIAL MAINTENANCE ROUTE		ROUTE IDENTIFICATION				
		WORK CODE	ACRONYM	EQUIP NO	CLASS	ROUTE NO
		06	BLDGS			
BUILDING(S):		SPECIALIST	CREW		ROUTE NAME	
LOCATION(S):		FREQUENCY	WORK WEEK	TOUR	TASK	EST TIME
See appropriate job aid for this route.						
EST TIME	SPECIFIC LOCATION / ROOM		NOTE		ACCESS TIME	

REVISED: VER:
PS FORM
04-01-2024

4776

Staffing Package: 00000
Page 1 of 1

Figure 12-1: PS Form 4776

PS Form 4839 – Team Cleaning Weekly Scheduling (Figure 12-2) summarizes cleaning frequency information. This form identifies the specialist type and workload information by areas, tours, and days of the week.

Figure 12-2: PS Form 4839

PS Form 4851 – Building Housekeeping Inspection (Figure 12-3) must be used when performing semiannual housekeeping inspections. The Senior Postal Official must monitor the report for recurring problems to verify cleaning tasks are being completed accurately and adjust as needed to maintain a clean and healthful working environment. At maintenance-capable facilities, all building housekeeping inspections must be input into Custodial Workloading (CW) software. In Retail and Delivery facilities, management must document building housekeeping inspections via electronic or hardcopy format. *MS-45 – Field Maintenance Program* outlines retention requirements.

Figure 12-3: PS Form 4851

12.4. PS FORM 4852 – WORKLOAD ANALYSIS AND SUMMARY

PS Form 4852 – Workload Analysis and Summary (Figure 12-4) summarizes the rollup of all facility-specific data entered into the custodial staffing software application, including training, wash-up, and break times. Total workhour calculations are shown as workhours per year and total full-time equivalent(s). The form establishes full-time regular and part-time regular duty assignments to cover the workhours necessary. If possible, duty assignments are to be full time. Separate PS Forms 4852 are done for sub-facilities within a main facility package.

U.S. POSTAL SERVICE WORKLOAD ANALYSIS AND SUMMARY <small>PS FORM 04-01-2024</small> 4852	SITE NAME		GROSS INTERIOR AREA	
	FINANCE NO		CLEANABLE INTERIOR AREA	
	BUILDING(S)		EXT PAVED CLEANABLE	
	ADDRESS		EXT UNPAVED CLEANABLE	
			EXT PAVED AUTHORIZED ONLY	
			EXT UNPAVED AUTHORIZED ONLY	

TABLE A: ROUTINE WEEKLY HOURS			TABLE B: ANNUAL PROJECT HOURS		
LINE NO.	TASK DESCRIPTION	WEEKLY HOURS	LINE NO.	TASK DESCRIPTION	ANNUAL HOURS
1	BATTERY ROOM		28	Automatic Scrubber 27 inch Walk behind - Project Route	
2	BREAKROOM / LUNCHROOM		29	Automatic Scrubber 32 inch Rider - Project Route	
3	CUSTODIAL CLOSET		30	Battery Room - Scrub Floor with Brush	
4	ELEVATOR		31	Carpet Cleaning - Extraction Machine	
5	EXTERIOR LUNCH/BREAK/SMOKING		32	Carpet Cleaning - Treatment Spray	
6	GENERAL SHOP AREA		33	Clean Active Storage - Includes LDS and VS	
7	HALL / CORRIDOR		34	Clean Exterior Glass	
8	INTERIOR PARKING		35	Clean Exterior Glass - Lobby	
9	LACTATION POD		36	Clean Inactive Storage - Includes LDS and VS	
10	LOCKER ROOM		37	Clean LOG - Includes LDS and VS	
11	OFFICE		38	Clean/Polish with Trigger Sprayer/Chemical & Cloth	
12	PAVED		39	Concrete Init Prep - Manual	
13	PLATFORM DOCK - ENCLOSED		40	Concrete Init Prep - Rider Auto Scrubber	
14	PLATFORM DOCK - NON-ENCLOSED		41	Concrete Init Prep - Walk-Behind Auto Scrubber	
15	RESTROOM		42	Concrete Periodic - Manual	
16	SERVICE / BOX LOBBY		43	Concrete Periodic - Rider Auto Scrubber	
17	STAIRWELL		44	Concrete Periodic - Walk-Behind Auto Scrubber	
18	STOCKROOM		45	Damp Mop with Microfiber Mop and Dual Bucket - Project Route	
19	UNPAVED - LAWN		46	Hard Floor Periodic - Manual	
20	UNPAVED - NO LAWN		47	Hard Floor Periodic - Rider Auto Scrubber	
21	VESTIBULE		48	Hard Floor Periodic - Walk-Behind Auto Scrubber	
22	WORK ROOM		49	Lawn Mowing - Push Mower	
	TRASH ROUTES		50	Lawn Mowing - Rider Mower	
	SUB TOTAL		51	Lawn Mowing - Contractor	
			52	Lights Pipes and Ducts - Ladder with Vacuum	
			53	Stairwells - Spot Mop as Needed	
			54	Terrazzo Initial Prep - Manual	
			55	Terrazzo Initial Prep - Walk-Behind Auto Scrubber	
			56	Terrazzo Periodic - Manual	
			57	Terrazzo Periodic - Rider Auto Scrubber	
			58	Terrazzo Periodic - Walk-Behind Auto Scrubber	
			59	Trim Hedges and Shrubs	
			60	Wood Periodic - Manual	
			61	Wood Periodic - Walk-Behind Auto Scrubber	
			62	Spot Clean Carpet	
			63	In-house Laundry	
				SUB TOTAL	

WORK HOUR CALCULATIONS			
A	MULTIPLY TABLE A SUBTOTAL BY 52 WEEKS		WH/YEAR
B	TOTAL TABLE B SUBTOTAL + TABLE C SUBTOTAL		WH/YEAR
C	TOTAL LINES A + B		WH/YEAR
D	MULTIPLY LINE C BY 12.5% (BREAKS, CHECK IN, CHECK OUT, WASH UP)		WH/YEAR
E	TOTAL LINE C + D		WH/YEAR
F	DIVIDE LINE E BY 1712		WORK YEARS
G	MULTIPLE LINE F BY 40 (TRAINING)		WH/YEAR
H	TOTAL LINES E + G		WH/YEAR
I	DIVIDE LINE H BY 52 WEEKS		WH/WEEK
J	DIVIDE LINE H BY 1752		WORK YEARS
K	TOTAL EMPLOYEES		

TABLE C: SUPPLEMENTAL PROJECT HOURS		
LINE NO.	TASK DESCRIPTION	ANNUAL HOURS
70		
71		
72		
73		
74		
75		
	SUB TOTAL	

SUBMITTED BY: _____ DATE: _____

 APPROVED BY: _____ DATE: _____

Staffing Package: 00000

PS FORM 04-01-2024 **4852**

Figure 12-4: PS Form 4852

12.5. PS FORM 4852A – WORKLOAD SUMMARY DETAIL

PS Form 4852a – Workload Summary Detail (Figures 12-5 through 12-7) summarizes the rollup of all facility-specific routine weekly data entered into the custodial staffing software application.

U.S. POSTAL SERVICE WORKLOAD SUMMARY DETAIL PS FORM 04-01-2024 4852a		SITE NAME		GROSS INTERIOR AREA				
		FINANCE NO		CLEANABLE INTERIOR AREA				
		BUILDING(S)		EXT PAVED CLEANABLE				
				EXT UNPAVED CLEANABLE				
		ADDRESS		EXT PAVED AUTHORIZED ONLY				
TABLE A: ROUTINE WEEKLY HOURS								
LINE NO.	SPACE TYPE	TASK DESCRIPTION	SPECIALIST	ACTION	UNITS OF MEASURE	UNITS PER HOUR	QUANTITY	WEEKLY HOURS
1	BATTERY ROOM	Battery Room - Sweep with 36 Push Broom	US	US ROUTINE	SQ FT	5,568.0		
2A	BREAKROOM / LUNCHROOM	Light Duty Routine Speed (Average)	LDS	LOW SPEED	SQ FT	5,700.0		
2B	BREAKROOM / LUNCHROOM	Light Duty Specialist office building cleaning	LDS	POLICE	SQ FT	10,000.0		
2C	BREAKROOM / LUNCHROOM	Utility Specialist damp mop daily	US	US ROUTINE	SQ FT	4,650.0		
2D	BREAKROOM / LUNCHROOM	Scrub with Automatic Scrubber 27" Walk-behind wheel-propelled unit - Practical	US	US ROUTINE	SQ FT	12,526.0		
2E	BREAKROOM / LUNCHROOM	Scrub with Automatic Scrubber 32" Rider - Practical	US	US ROUTINE	SQ FT	20,408.0		
2F	BREAKROOM / LUNCHROOM	Vacuum Detail Speed (Average)	VS	LOW SPEED	SQ FT	5,700.0		
3A	CUSTODIAL CLOSET	Light Duty Routine Speed (Average)	LDS	LOW SPEED	SQ FT	5,700.0		
3B	CUSTODIAL CLOSET	Utility Specialist damp mop daily	US	US ROUTINE	SQ FT	4,650.0		
4A	ELEVATOR	Elevator - Light Duty Specialist per cab	LDS	LOW SPEED	EACH	6.0		
4B	ELEVATOR	Elevator - Damp Mop per cab	US	US ROUTINE	EACH	60.0		
4C	ELEVATOR	Elevator - Vacuum Specialist per cab	VS	LOW SPEED	EACH	60.0		
5A	EXTERIOR LUNCH/BREAK/SMOKING	Light Duty Routine Speed (Average)	LDS	LOW SPEED	SQ FT	5,700.0		
5B	EXTERIOR LUNCH/BREAK/SMOKING	Light Duty Specialist office building cleaning	LDS	POLICE	SQ FT	10,000.0		
5C	EXTERIOR LUNCH/BREAK/SMOKING	Paved - Leaf Blower	US	US ROUTINE	LINEAR FT	7,920.0		
5D	EXTERIOR LUNCH/BREAK/SMOKING	Paved - Manual Sweep	US	US ROUTINE	SQ FT	10,000.0		
5E	EXTERIOR LUNCH/BREAK/SMOKING	Paved - Power Sweeper	US	US ROUTINE	SQ FT	15,000.0		
6A	GENERAL SHOP AREA	Light Duty Routine Speed (High)	LDS	LOW SPEED	SQ FT	16,575.0		
6B	GENERAL SHOP AREA	Vacuum Routine Speed (High)	VS	LOW SPEED	SQ FT	16,575.0		
7A	HALL / CORRIDOR	Light Duty Routine Speed (High)	LDS	LOW SPEED	SQ FT	16,575.0		
7B	HALL / CORRIDOR	Light Duty Routine Speed (High)	LDS	POLICE	SQ FT	16,575.0		
7C	HALL / CORRIDOR	Utility Specialist damp mop daily	US	US ROUTINE	SQ FT	4,650.0		
7D	HALL / CORRIDOR	Scrub with Automatic Scrubber 27" Walk-behind wheel-propelled unit - Practical	US	US ROUTINE	SQ FT	12,526.0		
7E	HALL / CORRIDOR	Scrub with Automatic Scrubber 32" Rider - Practical	US	US ROUTINE	SQ FT	20,408.0		
7F	HALL / CORRIDOR	Vacuum Routine Speed (High)	VS	LOW SPEED	SQ FT	16,575.0		
8A	INTERIOR PARKING	Interior Parking - Manual Sweep	US	US ROUTINE	SQ FT	10,000.0		
8B	INTERIOR PARKING	Interior Parking - Power Sweeper	US	US ROUTINE	SQ FT	15,000.0		
8C	INTERIOR PARKING	Interior Parking - Rider Sweeper	US	US ROUTINE	SQ FT	50,000.0		
9A	LACTATION POD	Light Duty Routine Speed (Average)	LDS	LOW SPEED	SQ FT	5,700.0		
9B	LACTATION POD	Light Duty Specialist office building cleaning	LDS	POLICE	SQ FT	10,000.0		
9C	LACTATION POD	Utility Specialist damp mop daily	US	US ROUTINE	SQ FT	4,650.0		
9D	LACTATION POD	Scrub with Automatic Scrubber 27" Walk-behind wheel-propelled unit - Practical	US	US ROUTINE	SQ FT	12,526.0		
9E	LACTATION POD	Scrub with Automatic Scrubber 32" Rider - Practical	US	US ROUTINE	SQ FT	20,408.0		
9F	LACTATION POD	Vacuum Detail Speed (Average)	VS	LOW SPEED	SQ FT	5,700.0		
10A	LOCKER ROOM	Light Duty Specialist office building cleaning	LDS	LOW SPEED	SQ FT	10,000.0		
10B	LOCKER ROOM	Light Duty Routine Speed (High)	LDS	POLICE	SQ FT	16,575.0		
10C	LOCKER ROOM	Utility Specialist damp mop daily	US	US ROUTINE	SQ FT	4,650.0		
PS FORM 04-01-2024 4852a		Staffing Package: 00000					Page 1 of 3	

Figure 12-5: PS Form 4852a (Page 1 of 3)

12.5.1 PS Form 4852a – Page 2

TABLE A: ROUTINE WEEKLY HOURS (continued)								
LINE NO.	SPACE TYPE	TASK DESCRIPTION	SPECIALIST	ACTION	UNITS OF MEASURE	UNITS PER HOUR	QUANTITY	WEEKLY HOURS
10D	LOCKER ROOM	Scrub with Automatic Scrubber 27" Walk-behind wheel-propelled unit - Practical	US	US ROUTINE	SQ FT	12,526.0		
10E	LOCKER ROOM	Scrub with Automatic Scrubber 32" Rider - Practical	US	US ROUTINE	SQ FT	20,408.0		
10F	LOCKER ROOM	Vacuum Specialist office building	VS	LOW SPEED	SQ FT	10,000.0		
11A	OFFICE	Light Duty Specialist office building cleaning	LDS	LOW SPEED	SQ FT	10,000.0		
11B	OFFICE	Vacuum Specialist office building	VS	LOW SPEED	SQ FT	10,000.0		
12A	PAVED	Paved - Police	LDS	POLICE	SQ FT	50,000.0		
12B	PAVED	Paved - Leaf Blower	US	US ROUTINE	LINEAR FT	7,920.0		
12C	PAVED	Paved - Manual Sweep	US	US ROUTINE	SQ FT	10,000.0		
12D	PAVED	Paved - Power Sweeper	US	US ROUTINE	SQ FT	15,000.0		
12E	PAVED	Paved - Rider Sweeper	US	US ROUTINE	SQ FT	50,000.0		
13A	PLATFORM DOCK - ENCLOSED	Light Duty Routine Speed (High)	LDS	HIGH SPEED	SQ FT	16,575.0		
13B	PLATFORM DOCK - ENCLOSED	Light Duty Routine Speed (Low)	LDS	LOW SPEED	SQ FT	13,015.0		
13C	PLATFORM DOCK - ENCLOSED	Light Duty Routine Speed (High)	LDS	POLICE	SQ FT	16,575.0		
13D	PLATFORM DOCK - ENCLOSED	Vacuum Routine Speed (High)	VS	HIGH SPEED	SQ FT	16,575.0		
13E	PLATFORM DOCK - ENCLOSED	Vacuum Routine Speed (Low)	VS	LOW SPEED	SQ FT	13,015.0		
14A	PLATFORM DOCK - NON-ENCLOSED	Light Duty Routine Speed (High)	LDS	LOW SPEED	SQ FT	16,575.0		
14B	PLATFORM DOCK - NON-ENCLOSED	Light Duty Routine Speed (High)	LDS	POLICE	SQ FT	16,575.0		
14C	PLATFORM DOCK - NON-ENCLOSED	Sweep with 36" Push Broom	US	US ROUTINE	SQ FT	5,556.0		
15A	RESTROOM	Restroom Specialist school cleaning during training -- each fixture	RS	LOW SPEED	RR FIXTURE	20.0		
15B	RESTROOM	Restroom Specialist office building after training -- each fixture	RS	POLICE	RR FIXTURE	40.0		
16A	SERVICE / BOX LOBBY	Light Duty Specialist office building cleaning	LDS	LOW SPEED	SQ FT	10,000.0		
16B	SERVICE / BOX LOBBY	Light Duty Routine Speed (High)	LDS	POLICE	SQ FT	16,575.0		
16C	SERVICE / BOX LOBBY	Spot Mop Lobby as needed - Microfiber Mop and Dual Bucket	US	US POLICE	SQ FT	12,225.0		
16D	SERVICE / BOX LOBBY	Utility Specialist damp mop daily	US	US ROUTINE	SQ FT	4,650.0		
16E	SERVICE / BOX LOBBY	Scrub with Automatic Scrubber 27" Walk-behind wheel-propelled unit - Practical	US	US ROUTINE	SQ FT	12,526.0		
16F	SERVICE / BOX LOBBY	Vacuum Specialist office building	VS	LOW SPEED	SQ FT	10,000.0		
17A	STAIRWELL	Stairwells - Light Duty per flight	LDS	LOW SPEED	FLIGHT	20.0		
17B	STAIRWELL	Stairwells - Light Duty per flight	LDS	POLICE	FLIGHT	20.0		
17C	STAIRWELL	Stairwells - Vacuum per flight	VS	LOW SPEED	FLIGHT	20.0		
18A	STOCKROOM	Light Duty Routine Speed (High)	LDS	HIGH SPEED	SQ FT	16,575.0		
18B	STOCKROOM	Light Duty Routine Speed (Low)	LDS	LOW SPEED	SQ FT	13,015.0		
18C	STOCKROOM	Vacuum Routine Speed (High)	VS	HIGH SPEED	SQ FT	16,575.0		
18D	STOCKROOM	Vacuum Routine Speed (Low)	VS	LOW SPEED	SQ FT	13,015.0		
19	UNPAVED - LAWN	Unpaved - Police	LDS	POLICE	SQ FT	50,000.0		
20	UNPAVED - NO LAWN	Unpaved - Police	LDS	POLICE	SQ FT	50,000.0		
21A	VESTIBULE	Light Duty Routine Speed (High)	LDS	LOW SPEED	SQ FT	16,575.0		
21B	VESTIBULE	Light Duty Routine Speed (High)	LDS	POLICE	SQ FT	16,575.0		
21C	VESTIBULE	Utility Specialist damp mop daily	US	US ROUTINE	SQ FT	4,650.0		
21D	VESTIBULE	Scrub with Automatic Scrubber 27" Walk-behind wheel-propelled unit - Practical	US	US ROUTINE	SQ FT	12,526.0		
21E	VESTIBULE	Scrub with Automatic Scrubber 32" Rider - Practical	US	US ROUTINE	SQ FT	20,408.0		
21F	VESTIBULE	Vacuum Routine Speed (High)	VS	LOW SPEED	SQ FT	16,575.0		
22A	WORK ROOM	Light Duty Routine Speed (High)	LDS	HIGH SPEED	SQ FT	16,575.0		
22B	WORK ROOM	Light Duty Routine Speed (Low)	LDS	LOW SPEED	SQ FT	13,015.0		

PS FORM
04-01-2024 **4852a**

Staffing Package: 00000
Page 2 of 3

Figure 12-6: PS Form 4852a (Page 2 of 3)

12.5.1 PS Form 4852a – Page 3

TABLE A: ROUTINE WEEKLY HOURS (continued)								
LINE NO.	SPACE TYPE	TASK DESCRIPTION	SPECIALIST	ACTION	UNITS OF MEASURE	UNITS PER HOUR	QUANTITY	WEEKLY HOURS
22C	WORK ROOM	Light Duty Routine Speed (High)	LDS	POLICE	SQ FT	16,575.0		
22D	WORK ROOM	Vacuum Routine Speed (High)	VS	HIGH SPEED	SQ FT	16,575.0		
22E	WORK ROOM	Vacuum Routine Speed (Low)	VS	LOW SPEED	SQ FT	13,015.0		
	TRASH ROUTES	US -Trash Pickup ISSA 39 Slow Walking Pace	US	TRASH	LINEAR FT	7,920.0		
	SUB TOTAL							

SUBMITTED BY: _____ DATE: _____

APPROVED BY: _____ DATE: _____

PS FORM 04-01-2024 **4852a**

Staffing Package: 00000
Page 3 of 3

Figure 12-7: PS Form 4852a (Page 3 of 3)

12.6. PS FORM 4852ADIFF – WORKLOAD COMPARISON

PS Form 4852adiff – Workloading Comparison (Figures 12-8 through 12-10) shows the difference of all facility-specific routine weekly data entered into the custodial staffing software application between the last approved *PS Form 4852a* and the currently submitted *PS Form 4852a*.

U.S POSTAL SERVICE WORKLOAD COMPARISON	SITE NAME		GROSS INTERIOR AREA			
	FINANCE NO		CLEANABLE INTERIOR AREA			
	BUILDING(S)		EXT PAVED CLEANABLE			
			EXT UNPAVED CLEANABLE			
	ADDRESS		EXT PAVED AUTHORIZED ONLY			
			EXT UNPAVED AUTHORIZED ONLY			

TABLE A: ROUTINE WEEKLY HOURS									
SPACE TYPE	TASK DESCRIPTION	SPECIALIST	ACTION	UNITS OF MEASURE	UNITS PER HOUR	QUANTITY	QUANTITY (+/-)	WEEKLY HOURS	HOURS (+/-)
BATTERY ROOM	Battery Room - Sweep with 36 Push Broom	US	US ROUTINE	SQ FT	5,568.0				
BREAKROOM / LUNCHROOM	Light Duty Routine Speed (Average)	LDS	LOW SPEED	SQ FT	5,700.0				
BREAKROOM / LUNCHROOM	Light Duty Specialist office building cleaning	LDS	POLICE	SQ FT	10,000.0				
BREAKROOM / LUNCHROOM	Utility Specialist damp mop daily	US	US ROUTINE	SQ FT	4,650.0				
BREAKROOM / LUNCHROOM	Scrub with Automatic Scrubber 27" Walk-behind wheel-propelled unit - Practical	US	US ROUTINE	SQ FT	12,526.0				
BREAKROOM / LUNCHROOM	Scrub with Automatic Scrubber 32" Rider - Practical	US	US ROUTINE	SQ FT	20,408.0				
BREAKROOM / LUNCHROOM	Vacuum Detail Speed (Average)	VS	LOW SPEED	SQ FT	5,700.0				
CUSTODIAL CLOSET	Light Duty Routine Speed (Average)	LDS	LOW SPEED	SQ FT	5,700.0				
CUSTODIAL CLOSET	Utility Specialist damp mop daily	US	US ROUTINE	SQ FT	4,650.0				
ELEVATOR	Elevator - Light Duty Specialist per cab	LDS	LOW SPEED	EACH	6.0				
ELEVATOR	Elevator - Damp Mop per cab	US	US ROUTINE	EACH	60.0				
ELEVATOR	Elevator - Vacuum Specialist per cab	VS	LOW SPEED	EACH	60.0				
EXTERIOR LUNCH/BREAK/SMOKING	Light Duty Routine Speed (Average)	LDS	LOW SPEED	SQ FT	5,700.0				
EXTERIOR LUNCH/BREAK/SMOKING	Light Duty Specialist office building cleaning	LDS	POLICE	SQ FT	10,000.0				
EXTERIOR LUNCH/BREAK/SMOKING	Paved - Leaf Blower	US	US ROUTINE	LINEAR FT	7,920.0				
EXTERIOR LUNCH/BREAK/SMOKING	Paved - Manual Sweep	US	US ROUTINE	SQ FT	10,000.0				
EXTERIOR LUNCH/BREAK/SMOKING	Paved - Power Sweeper	US	US ROUTINE	SQ FT	15,000.0				
GENERAL SHOP AREA	Light Duty Routine Speed (High)	LDS	LOW SPEED	SQ FT	16,575.0				
GENERAL SHOP AREA	Vacuum Routine Speed (High)	VS	LOW SPEED	SQ FT	16,575.0				
HALL / CORRIDOR	Light Duty Routine Speed (High)	LDS	LOW SPEED	SQ FT	16,575.0				
HALL / CORRIDOR	Light Duty Routine Speed (High)	LDS	POLICE	SQ FT	16,575.0				
HALL / CORRIDOR	Utility Specialist damp mop daily	US	US ROUTINE	SQ FT	4,650.0				
HALL / CORRIDOR	Scrub with Automatic Scrubber 27" Walk-behind wheel-propelled unit - Practical	US	US ROUTINE	SQ FT	12,526.0				
HALL / CORRIDOR	Scrub with Automatic Scrubber 32" Rider - Practical	US	US ROUTINE	SQ FT	20,408.0				
HALL / CORRIDOR	Vacuum Routine Speed (High)	VS	LOW SPEED	SQ FT	16,575.0				
INTERIOR PARKING	Interior Parking - Manual Sweep	US	US ROUTINE	SQ FT	10,000.0				
INTERIOR PARKING	Interior Parking - Power Sweeper	US	US ROUTINE	SQ FT	15,000.0				
INTERIOR PARKING	Interior Parking - Rider Sweeper	US	US ROUTINE	SQ FT	50,000.0				
LACTATION POD	Light Duty Routine Speed (Average)	LDS	LOW SPEED	SQ FT	5,700.0				
LACTATION POD	Light Duty Specialist office building cleaning	LDS	POLICE	SQ FT	10,000.0				
LACTATION POD	Utility Specialist damp mop daily	US	US ROUTINE	SQ FT	4,650.0				
LACTATION POD	Scrub with Automatic Scrubber 27" Walk-behind wheel-propelled unit - Practical	US	US ROUTINE	SQ FT	12,526.0				
LACTATION POD	Scrub with Automatic Scrubber 32" Rider - Practical	US	US ROUTINE	SQ FT	20,408.0				
LACTATION POD	Vacuum Detail Speed (Average)	VS	LOW SPEED	SQ FT	5,700.0				

Staffing Package: 00000
Page 1 of 3

Figure 12-8: PS Form 4852adiff (Page 1 of 3)

12.6.1 PS Form 4852adiff - Page 2

TABLE A: ROUTINE WEEKLY HOURS (continued)									
SPACE TYPE	TASK DESCRIPTION	SPECIALIST	ACTION	UNITS OF MEASURE	UNITS PER HOUR	QUANTITY	QUANTITY (+/-)	WEEKLY HOURS	HOURS (+/-)
LOCKER ROOM	Light Duty Specialist office building cleaning	LDS	LOW SPEED	SQ FT	10,000.0				
LOCKER ROOM	Light Duty Routine Speed (High)	LDS	POLICE	SQ FT	16,575.0				
LOCKER ROOM	Utility Specialist damp mop daily	US	US ROUTINE	SQ FT	4,650.0				
LOCKER ROOM	Scrub with Automatic Scrubber 27" Walk-behind wheel-propelled unit - Practical	US	US ROUTINE	SQ FT	12,526.0				
LOCKER ROOM	Scrub with Automatic Scrubber 32" Rider - Practical	US	US ROUTINE	SQ FT	20,408.0				
LOCKER ROOM	Vacuum Specialist office building	VS	LOW SPEED	SQ FT	10,000.0				
OFFICE	Light Duty Specialist office building cleaning	LDS	LOW SPEED	SQ FT	10,000.0				
OFFICE	Vacuum Specialist office building	VS	LOW SPEED	SQ FT	10,000.0				
PAVED	Paved - Police	LDS	POLICE	SQ FT	50,000.0				
PAVED	Paved - Leaf Blower	US	US ROUTINE	LINEAR FT	7,920.0				
PAVED	Paved - Manual Sweep	US	US ROUTINE	SQ FT	10,000.0				
PAVED	Paved - Power Sweeper	US	US ROUTINE	SQ FT	15,000.0				
PAVED	Paved - Rider Sweeper	US	US ROUTINE	SQ FT	50,000.0				
PLATFORM DOCK - ENCLOSED	Light Duty Routine Speed (High)	LDS	HIGH SPEED	SQ FT	16,575.0				
PLATFORM DOCK - ENCLOSED	Light Duty Routine Speed (Low)	LDS	LOW SPEED	SQ FT	13,015.0				
PLATFORM DOCK - ENCLOSED	Light Duty Routine Speed (High)	LDS	POLICE	SQ FT	16,575.0				
PLATFORM DOCK - ENCLOSED	Vacuum Routine Speed (High)	VS	HIGH SPEED	SQ FT	16,575.0				
PLATFORM DOCK - ENCLOSED	Vacuum Routine Speed (Low)	VS	LOW SPEED	SQ FT	13,015.0				
PLATFORM DOCK - NON-ENCLOSED	Light Duty Routine Speed (High)	LDS	LOW SPEED	SQ FT	16,575.0				
PLATFORM DOCK - NON-ENCLOSED	Light Duty Routine Speed (High)	LDS	POLICE	SQ FT	16,575.0				
PLATFORM DOCK - NON-ENCLOSED	Sweep with 36" Push Broom	US	US ROUTINE	SQ FT	5,556.0				
RESTROOM	Restroom Specialist school cleaning during training -- each fixture	RS	LOW SPEED	RR FIXTURE	20.0				
RESTROOM	Restroom Specialist office building after training -- each fixture	RS	POLICE	RR FIXTURE	40.0				
SERVICE / BOX LOBBY	Light Duty Specialist office building cleaning	LDS	LOW SPEED	SQ FT	10,000.0				
SERVICE / BOX LOBBY	Light Duty Routine Speed (High)	LDS	POLICE	SQ FT	16,575.0				
SERVICE / BOX LOBBY	Spot Mop Lobby as needed - Microfiber Mop and Dual Bucket	US	US POLICE	SQ FT	12,225.0				
SERVICE / BOX LOBBY	Utility Specialist damp mop daily	US	US ROUTINE	SQ FT	4,650.0				
SERVICE / BOX LOBBY	Scrub with Automatic Scrubber 27" Walk-behind wheel-propelled unit - Practical	US	US ROUTINE	SQ FT	12,526.0				
SERVICE / BOX LOBBY	Vacuum Specialist office building	VS	LOW SPEED	SQ FT	10,000.0				
STAIRWELL	Stairwells - Light Duty per flight	LDS	LOW SPEED	FLIGHT	20.0				
STAIRWELL	Stairwells - Light Duty per flight	LDS	POLICE	FLIGHT	20.0				
STAIRWELL	Stairwells - Vacuum per flight	VS	LOW SPEED	FLIGHT	20.0				
STOCKROOM	Light Duty Routine Speed (High)	LDS	HIGH SPEED	SQ FT	16,575.0				
STOCKROOM	Light Duty Routine Speed (Low)	LDS	LOW SPEED	SQ FT	13,015.0				
STOCKROOM	Vacuum Routine Speed (High)	VS	HIGH SPEED	SQ FT	16,575.0				
STOCKROOM	Vacuum Routine Speed (Low)	VS	LOW SPEED	SQ FT	13,015.0				
UNPAVED - LAWN	Unpaved - Police	LDS	POLICE	SQ FT	50,000.0				
UNPAVED - NO LAWN	Unpaved - Police	LDS	POLICE	SQ FT	50,000.0				
VESTIBULE	Light Duty Routine Speed (High)	LDS	LOW SPEED	SQ FT	16,575.0				
VESTIBULE	Light Duty Routine Speed (High)	LDS	POLICE	SQ FT	16,575.0				
VESTIBULE	Utility Specialist damp mop daily	US	US ROUTINE	SQ FT	4,650.0				

Staffing Package: 00000

Page 2 of 3

Figure 12-9: PS Form 4852adiff (Page 2 of 3)

12.6.2 PS Form 4852adiff – Page 3

TABLE A: ROUTINE WEEKLY HOURS (continued)									
SPACE TYPE	TASK DESCRIPTION	SPECIALIST	ACTION	UNITS OF MEASURE	UNITS PER HOUR	QUANTITY	QUANTITY (+/-)	WEEKLY HOURS	HOURS (+/-)
VESTIBULE	Scrub with Automatic Scrubber 27" Walk-behind wheel-propelled unit - Practical	US	US ROUTINE	SQ FT	12,526.0				
VESTIBULE	Scrub with Automatic Scrubber 32" Rider - Practical	US	US ROUTINE	SQ FT	20,408.0				
VESTIBULE	Vacuum Routine Speed (High)	VS	LOW SPEED	SQ FT	16,575.0				
WORK ROOM	Light Duty Routine Speed (High)	LDS	HIGH SPEED	SQ FT	16,575.0				
WORK ROOM	Light Duty Routine Speed (Low)	LDS	LOW SPEED	SQ FT	13,015.0				
WORK ROOM	Light Duty Routine Speed (High)	LDS	POLICE	SQ FT	16,575.0				
WORK ROOM	Vacuum Routine Speed (High)	VS	HIGH SPEED	SQ FT	16,575.0				
WORK ROOM	Vacuum Routine Speed (Low)	VS	LOW SPEED	SQ FT	13,015.0				
TRASH ROUTES	US -Trash Pickup ISSA 39 Slow Walking Pace	US	TRASH	LINEAR FT	7,920.0				
SUB TOTAL									

Staffing Package: 00000
Page 3 of 3

Figure 12-10: PS Form 4852adiff (Page 3 of 3)

12.7. PS FORM 4852B – WORKLOAD SUMMARY DETAIL

PS Form 4852b – Workload Summary Detail (Figure 12-11) summarizes the rollup of all facility-specific annual project data entered into the custodial staffing software.

U.S. POSTAL SERVICE WORKLOAD SUMMARY DETAIL PS FORM 04-01-2024 4852b	SITE NAME		GROSS INTERIOR AREA	
	FINANCE NO		CLEANABLE INTERIOR AREA	
	BUILDING(S)		EXT PAVED CLEANABLE	
			EXT UNPAVED CLEANABLE	
	ADDRESS		EXT PAVED AUTHORIZED ONLY	
			EXT UNPAVED AUTHORIZED ONLY	

TABLE B: ANNUAL PROJECT HOURS							
LINE NO.	SPACE TYPE/TASK DESCRIPTION	SPECIALIST	UNITS OF MEASURE	UNITS PER HOUR	QUANTITY	FREQUENCY	ANNUAL HOURS
28	Automatic Scrubber 27 inch Walk behind - Project Route	US	SQ FT	12,526.0			
29	Automatic Scrubber 32 inch Rider - Project Route	US	SQ FT	20,408.0			
30	Battery Room - Scrub Floor with Brush	US	SQ FT	2,500.0			
31	Carpet Cleaning - Extraction Machine	US	SQ FT	2,670.0			
32	Carpet Cleaning - Treatment Spray	US	SQ FT	5,156.0			
33A	Clean Active Storage - Includes LDS and VS	LDS	SQ FT	16,575.0			
33B	Clean Active Storage - Includes LDS and VS	VS	SQ FT	16,575.0			
34	Clean Exterior Glass	US	SQ FT	455.0			
35	Clean Exterior Glass - Lobby	US	SQ FT	455.0			
36A	Clean Inactive Storage - Includes LDS and VS	LDS	SQ FT	16,575.0			
36B	Clean Inactive Storage - Includes LDS and VS	VS	SQ FT	16,575.0			
37A	Clean LOG - Includes LDS and VS	LDS	SQ FT	5,700.0			
37B	Clean LOG - Includes LDS and VS	VS	SQ FT	5,700.0			
38	Clean/Polish with Trigger Sprayer/Chemical & Cloth	US	SQ FT	1,000.0			
39	Concrete Init Prep - Manual	US	SQ FT	1,227.0			
40	Concrete Init Prep - Rider Auto Scrubber	US	SQ FT	1,540.0			
41	Concrete Init Prep - Walk-Behind Auto Scrubber	US	SQ FT	1,471.0			
42	Concrete Periodic - Manual	US	SQ FT	1,227.0			
43	Concrete Periodic - Rider Auto Scrubber	US	SQ FT	1,540.0			
44	Concrete Periodic - Walk-Behind Auto Scrubber	US	SQ FT	1,471.0			
45	Damp Mop with Microfiber Mop and Dual Bucket - Project Route	US	SQ FT	4,650.0			
46	Hard Floor Periodic - Manual	US	SQ FT	1,227.0			
47	Hard Floor Periodic - Rider Auto Scrubber	US	SQ FT	1,540.0			
48	Hard Floor Periodic - Walk-Behind Auto Scrubber	US	SQ FT	1,471.0			
49	Lawn Mowing - Push Mower	US	SQ FT	5,000.0			
50	Lawn Mowing - Rider Mower	US	SQ FT	10,000.0			
51	Lawn Mowing - Contractor	CON	SQ FT	0			
52	Lights Pipes and Ducts - Ladder with Vacuum	US	SQ FT	2,500.0			
53	Stainwells - Spot Mop as Needed	US	FLIGHT	30.0			
54	Terrazzo Initial Prep - Manual	US	SQ FT	403.0			
55	Terrazzo Initial Prep - Walk-Behind Auto Scrubber	US	SQ FT	449.0			
56	Terrazzo Periodic - Manual	US	SQ FT	1,227.0			
57	Terrazzo Periodic - Rider Auto Scrubber	US	SQ FT	1,540.0			
58	Terrazzo Periodic - Walk-Behind Auto Scrubber	US	SQ FT	1,471.0			
59	Trim Hedges and Shrubs	US	LINEAR FT	50.0			
60	Wood Periodic - Manual	US	SQ FT	1,227.0			
61	Wood Periodic - Walk-Behind Auto Scrubber	US	SQ FT	1,471.0			
62	Spot Clean Carpet	US	SQ FT	60,000.0			
63	In-house Laundry	US	EACH	4.62			
SUB TOTAL							

SUBMITTED BY: _____ DATE: _____

 APPROVED BY: _____ DATE: _____

PS FORM 04-01-2024 **4852b**

 Staffing Package: 00000
 Page 1 of 1

Figure 12-11: PS Form 4852b

12.8. PS FORM 4852BDIFF – WORKLOAD COMPARISON

PS Form 4852bdiff – Workload Comparison (Figure 12-12) shows the difference of all facility-specific annual project data entered into the custodial staffing software application between the last approved *PS Form 4852b* and the currently submitted *PS Form 4852b*.

U.S POSTAL SERVICE WORKLOAD COMPARISON	SITE NAME		GROSS INTERIOR AREA		
	FINANCE NO		CLEANABLE INTERIOR AREA		
	BUILDING(S)		EXT PAVED CLEANABLE		
			EXT UNPAVED CLEANABLE		
	ADDRESS		EXT PAVED AUTHORIZED ONLY		
			EXT UNPAVED AUTHORIZED ONLY		

TABLE B: ANNUAL PROJECT HOURS								
SPACE TYPE/TASK DESCRIPTION	SPECIALIST	UNITS OF MEASURE	UNITS PER HOUR	QUANTITY	QUANTITY (+/-)	FREQUENCY	ANNUAL HOURS	HOURS (+/-)
Automatic Scrubber 27 inch Walk behind - Project Route	US	SQ FT	12,528.0					
Automatic Scrubber 32 inch Rider - Project Route	US	SQ FT	20,408.0					
Battery Room - Scrub Floor with Brush	US	SQ FT	2,500.0					
Carpet Cleaning - Extraction Machine	US	SQ FT	2,670.0					
Carpet Cleaning - Treatment Spray	US	SQ FT	5,158.0					
Clean Active Storage - Includes LDS and VS	LDS	SQ FT	16,575.0					
Clean Active Storage - Includes LDS and VS	VS	SQ FT	16,575.0					
Clean Exterior Glass	US	SQ FT	455.0					
Clean Exterior Glass - Lobby	US	SQ FT	455.0					
Clean Inactive Storage - Includes LDS and VS	LDS	SQ FT	16,575.0					
Clean Inactive Storage - Includes LDS and VS	VS	SQ FT	16,575.0					
Clean LOG - Includes LDS and VS	LDS	SQ FT	5,700.0					
Clean LOG - Includes LDS and VS	VS	SQ FT	5,700.0					
Clean/Polish with Trigger Sprayer/Chemical & Cloth	US	SQ FT	1,000.0					
Concrete Init Prep - Manual	US	SQ FT	1,227.0					
Concrete Init Prep - Rider Auto Scrubber	US	SQ FT	1,540.0					
Concrete Init Prep - Walk-Behind Auto Scrubber	US	SQ FT	1,471.0					
Concrete Periodic - Manual	US	SQ FT	1,227.0					
Concrete Periodic - Rider Auto Scrubber	US	SQ FT	1,540.0					
Concrete Periodic - Walk-Behind Auto Scrubber	US	SQ FT	1,471.0					
Damp Mop with Microfiber Mop and Dual Bucket - Project Route	US	SQ FT	4,650.0					
Hard Floor Periodic - Manual	US	SQ FT	1,227.0					
Hard Floor Periodic - Rider Auto Scrubber	US	SQ FT	1,540.0					
Hard Floor Periodic - Walk-Behind Auto Scrubber	US	SQ FT	1,471.0					
Lawn Mowing - Push Mower	US	SQ FT	5,000.0					
Lawn Mowing - Rider Mower	US	SQ FT	10,000.0					
Lawn Mowing - Contractor	CON	SQ FT	0					
Lights Pipes and Ducts - Ladder with Vacuum	US	SQ FT	2,500.0					
Stairwells - Spot Mop as Needed	US	FLIGHT	30.0					
Terrazzo Initial Prep - Manual	US	SQ FT	403.0					
Terrazzo Initial Prep - Walk-Behind Auto Scrubber	US	SQ FT	449.0					
Terrazzo Periodic - Manual	US	SQ FT	1,227.0					
Terrazzo Periodic - Rider Auto Scrubber	US	SQ FT	1,540.0					
Terrazzo Periodic - Walk-Behind Auto Scrubber	US	SQ FT	1,471.0					
Trim Hedges and Shrubs	US	LINEAR FT	50.0					
Wood Periodic - Manual	US	SQ FT	1,227.0					
Wood Periodic - Walk-Behind Auto Scrubber	US	SQ FT	1,471.0					
Spot Clean Carpet	US	SQ FT	60,000.0					
In-house Laundry	US	EACH	4.62					
SUB TOTAL								

Staffing Package: 00000
Page 1 of 1

Figure 12-12: PS Form 4852bdiff

PS Form 4852diff – Workload Comparison (Figure 12-13) shows the difference of all facility-specific data entered into the custodial staffing software application between the last approved *PS Form 4852* and the currently submitted *PS Form 4852*.

Figure 12-13: PS Form 4852diff

PS Form 4869, Building Inventory (Figure 12-14) summarizes facility-specific information entered into the Building Inventory section of the custodial staffing software application, including Area ID, Room ID, Space description, Type of space, gross interior square feet, the number of restroom and light fixtures, and floor type, among other details.

Figure 12-14: PS Form 4869

APPENDIX A GLOSSARY

* Terms with this mark only appear on forms in *Section 12 – Forms* in this handbook.

> Example forms labeled with this mark appear in *Section 12 – Forms*.

6S	A philosophy focusing on a six-part process to improve organizational cleanliness and standardization: Sort, Set to Order, Shine, Standardize, Sustain, and Safety.
Active Storage	An area or room utilized for bulk storage and equipment staging accessed daily by users.
Area Identifier (ID)	A label the local site assigns to a logical grouping of unique Room Identifiers (Room ID), mostly representing a geographic location or large area within a facility.
Administrative Support Manual (ASM)	Governs cleaning service contracts.
Authorized Only (Exterior)	An outside space with square feet that a custodian is not allowed to clean, unless authorized by management following completion of specific safety training or certification.
Authorized Only (Interior)	An inside room or space with square feet that a custodian is not allowed to clean, unless authorized by management following completion of specific safety training or certification.
Battery Room	A specific room designated for the charging and swapping of non-sealed type batteries to support powered industrial equipment, such as tow motors and forklifts; designed for lifting and changing batteries, flushing and neutralizing spilled electrolytes, and dispersing fumes from gassing batteries (with proper ventilation).
Bloodborne Pathogens (BBP)	Microorganisms such as viruses or bacteria that are carried in blood and can cause diseases.
Best practice	A tested process for continuous improvement that describes the current, best-known method to accomplish a task.
Breakroom/ Lunchroom	Space that is set aside for employees to use during a work break to relax, socialize, purchase food, or to eat food brought from home.
Bulk Storage Room/Area	A dedicated space for storing bulk custodial supplies and equipment, preferably near the Check-in/Check-out Room/Area.
* Campus	All facilities included on the same property with a main facility or if supplied utilities by the main facility.
* Carrier Loading Area	An area with a roof where carriers load/unload vehicles that does not have a raised dock or platform measuring 30 inches or higher with no dock doors and does not have three building walls.

Category Management Center (CMC)	A facility services resource available to local managers to assist with securing contract cleaning services.
CFR	Code of Federal Regulations
Check-in/Check-out Room/Area	A secure room or area for storing equipment and supplies where custodial staff receives daily assignments and reports back at the end of shifts.
Cleaning for appearance	A fundamental process used to ensure the USPS presents an inviting and bright look in spaces occupied by customers and in breakroom/lunchroom spaces -- typically box lobbies, service lobbies, bulk mail acceptance unit lobbies, vestibules, and breakrooms/lunchrooms.
Cleaning for health	A fundamental process used to place unwanted matter in its proper place to achieve a clean condition, promoting public health by reducing harmful pathogenic microorganisms.
Cleaning Industry Management Standard (CIMS)	A consensus-based management standard that outlines the primary characteristics of a successful, quality cleaning organization.
Contracted	Conditions where custodial work such as snow removal, lawn care, floor care, etc. are performed by non-postal personnel; additional details and requirements listed in the current National Collective Bargaining Agreement (CBA) and Memorandums of Understanding.
Custodial Change Request (CCR)	A request submitted by sites to the Custodial Standardization Change Control Board (CSCCB) requesting changes to established cleaning procedures or processes.
Custodial Closet	A room with a slop sink used for storing custodial supplies, as well as filling and dumping a mop bucket.
Custodial Standardization Change Control Board (CSCCB)	A group that receives, evaluates, and approves or denies Custodial Change Requests (CCR).
Custodial Workloading (CW)	Software that includes custodial cleaning services forms.
Elevator	Enclosed space that carries passengers and/or freight from one floor to another floor.
Ergonomically designed tools	Tools designed to prevent musculoskeletal disorder injuries.
Exterior Glass	Glass or window surfaces where at least one side of the glass surface is exposed to weather and outside elements.
Exterior Glass Measurement	Measurement consisting of only one side of first-floor exterior windows of a building.
Exterior Paved	Area including sidewalks, parking, or maneuvering areas.

Exterior Sq. Ft.	Any space outside of exterior faces of buildings or building docks, including paved (asphalt, concrete, pavers), unpaved lawn (grass), contracted lawn (grass), and unpaved no lawn (mulch, dirt, gravel).
Exterior Unpaved (lawn)	Areas including lawns, hedges, and shrubs.
Exterior Unpaved (no lawn)	Area not included in paved or unpaved lawn (mulch, dirt, gravel) that does not require mowing.
Extraction Cleaning	A carpet cleaning method using specialized equipment to spray heated water on carpet while vacuuming water and any dislodged and dissolved dirt.
Fixtures	Showers, urinals, toilets, or multipurpose washbasins (including individual spigots) that are securely attached inside a facility.
FMO	Field Maintenance Operations
Fomite	Any inanimate object or substance potentially capable of transmitting infectious organisms.
General Shop Area	A space used for repair or maintenance of products or equipment.
* Gross Interior Area	Total interior space within a building that includes total cleanable areas and Authorized Only areas, measured in gross interior square feet based on spaces in inventory; included in <i>PS Form 4852</i> and <i>BEM PS Form 4893</i> .
Hall/Corridor	An enclosed access component that defines and provides a path of travel to an exit or an interior passageway from which doors lead into rooms.
Hard Surface Floors	A smooth-finished floor surface other than carpet.
Hazardous Waste Operations and Emergency Response (HAZWOPER)	Identifies many types of hazardous waste operations and emergency services conducted worldwide, especially those supported by the U.S. federal government.
High speed	Routine Light Duty Specialist and Vacuum Specialist cleaning method for an area that is usually performed daily, including emptying trash, spot cleaning and wiping, vacuuming high-traffic areas, and cleaning fomites like doorknobs and light switches.
High-traffic area	Area within a specified route that is used more frequently or receives higher employee foot traffic.
HQ	Headquarters
ID	Identifier (as seen in Task ID, Space ID, etc.)
Inactive Storage	An area or room utilized for storage that is not accessed daily.
Interior Glass	Glass surface where both sides are in the interior of the building and not exposed to weather and outside elements.
Interior Parking or Maneuvering	Covered or enclosed space for vehicles.

ISF	Interior square feet
ISSA	Previously known as the International Sanitary Supply Association and currently known as the Worldwide Cleaning Industry Association; leading resource for information, education, networking, and commercial opportunities; leading voice in government and the community for firms within worldwide cleaning industry.
Lactation Pod	A private place other than a restroom for employees who need to pump breast milk, in compliance with the Providing Urgent Maternal Protections for Nursing Mothers Act.
Light Duty Specialist	Performs cleaning tasks above the finished floor surface, including dusting surfaces within 10 feet above the floor, emptying trash, cleaning interior glass, and spot cleaning; an ISSA term that defines a type of custodial work and has no relationship to the USPS Light Duty status employee (not the same as outlined in the APWU Collective Bargaining Agreement, Article 13).
Locker Room	Space containing lockers for changing clothes and for storage and safekeeping of personal belongings.
Lookout Gallery (LOG)	An area consisting of enclosed overhead catwalks, gallery exits, offices, and possibly a restroom that has restricted access for law enforcement observations.
Low speed	A more thorough Light Duty Specialist and Vacuum Specialist cleaning method usually performed once weekly on differing, specific portions of a cleaning route, including wall-to-wall cleaning and vacuuming, interior glass cleaning, and dusting all horizontal surfaces.
Maintenance Employee's Guide to Safety Handbook (EL-803)	A handbook to help maintenance personnel understand the policies, procedures, and safety guidelines relevant to their work.
Mezzanine	An intermediate floor in a building that is partly open to double-heighted ceilings or extends over part of a floor space.
MMO	Maintenance Management Order
MyHR	USPS employees Human Resources website containing tools, resources and job aids, assigned training, career planning and self-development.
National Center for Employee Development (NCED)	Organization responsible for the development and delivery of nationally recognized training courses.
Neutralize	A carpet cleaning methodology using a chemically neutral rinse in extraction carpet cleaning to remove cleaning residue.
OSHA	Occupational Safety and Health Administration

Office	Space in which people work, especially sitting at tables with computers, phones, etc.; includes meeting rooms, Check-in/Check-out Room/Areas, cubicle areas, etc.
Official ISSA 540 Cleaning Times	Documents ISSA-established performance standards form, noting amount of time a task should take per 1,000 square feet; basis of USPS custodial Team Cleaning processes and performance standards.
Pathogenic microorganisms	Microscopic organism capable of causing disease.
PIV	Powered Industrial Vehicle
Platform Dock (Enclosed)	A raised dock or platform measuring 30 inches or higher from the parking and maneuvering area with a roof, three building walls and dock doors.
Platform Dock (Non-Enclosed)	A raised dock or platform measuring 30 inches or higher that has no roof, no dock doors, and does not have three building walls.
Policing	Job assignment performed by specialists at a less detailed scope of work compared to specialists performing cleaning tasks; includes disposing of trash and recyclables to final pickup destinations, picking up debris, and cleaning and storing equipment properly.
Personal Protective Equipment (PPE)	Equipment worn by employees to protect them from on-the-job hazards.
> PS Form 4776	Custodial Maintenance Route
> PS Form 4839	Team Cleaning Weekly Scheduling
> PS Form 4851	Building Housekeeping Inspection
> PS Form 4852	Workload Analysis and Summary
> PS Form 4852a	Workload Summary Detail
> PS Form 4852adiff	Workload Comparison
> PS Form 4852b	Workload Summary Detail
> PS Form 4852bdiff	Workload Comparison
> PS Form 4852diff	Workload Comparison
> PS Form 4869	Building Inventory
Restricted Space	Space or rooms in a facility with controlled access due to legal, privacy, security, law enforcement, or special authorization requirement to enter; may impact standard custodial cleaning frequencies due to accessibility.
Restroom	Space with at least one toilet or urinal; does not include Authorized Only areas or restricted spaces.

Restroom Specialist	Cleans and disinfects restrooms and restocks supplies, among other tasks.
Room Identifier (ID)	A label or name the local site assigns to identify a measured space as a unique room; represents a single office or specific measured section of a Work Room floor.
Rope tell tales	Ropes hanging from Lookout Gallery (LOG) ceilings in areas where floor height abruptly changes, hanging low enough to touch a person's head to alert of height change.
Route Checklist Flow	Designated starting and ending locations of a <i>PS 4776</i> Preventive-Custodial Maintenance Route that describes the sequential order to perform work tasks, tools and materials needed and other specific information to guide or clarify the assignment, moving clockwise from start to finish when possible.
Safety Data Sheet (SDS)	Document that provides safe handling, use, storage, and disposal of chemicals, substances or mixtures.
Screen line	Customer service counters, P.O. boxes, and other structures that separate customer areas in front from employee areas.
Sealed Battery Charging Area or Space	A designated space where powered equipment with sealed type batteries is charged in place without changing or swapping batteries.
Service/Box Lobby	Retail operations space or P.O. Box area that customers can access.
Stairs	A set of steps and stairwell landings from a finished floor leading to another level.
Stairway	One or more stairwell flights, usually with stairwell landings to pass from one level to another.
Stairwell	A vertical shaft through a building in which stairs are located.
Stairwell Flight	A set of steps between stairwell landings or finished floors.
Stairwell Landing	A horizontal space between stairwell flights.
Stockroom	A room designated where tools and parts are received and issued by a maintenance support clerk.
Supply Management (SM)	A USPS department that delivers timely, lean, and sustainable supply-chain solutions.
Team Cleaning	A methodology for systematically cleaning all facility areas using specialists responsible for specific cleaning tasks.
* Total Interior Cleanable Area	The Gross Interior Area minus the Authorized Only square feet in space inventory.
Training room	A dedicated room for initial and supplemental custodial training, able to accommodate students and necessary training equipment and supplies.
USPS	United States Postal Service

Utility Specialist	Cleans exterior glass, cleans and seals hard floors, hauls trash to dumpsters, services exterior areas, and performs other tasks.
Vacant spaces	Area not occupied or assigned to a person, group of people, or that does not support USPS operations for 30 or more days and cannot be part of another space without any separating partitions.
Vacant Status	Space identified as Not Occupied, Construction, Memorandum of Understanding (MOU) on Infectious Disease.
Vacuum Specialist	Vacuums all floor surfaces, furniture, and any area not exposed to moisture and inspects and cleans vacuum and all associated parts and equipment per OSHA 1910.334.(a).2.
Vestibule	A passage, hall, or room between an outer door and the interior of a building, usually located outside an employee or customer entrance into the interior portion.
Workload analysis	A wall-to-wall review of facilities and grounds to identify all cleaned spaces and develop a cleaning plan.
Workloading	Activities performed to develop facility-specific cleaning requirements; see <i>Section 5 – Facility Workloading</i> .
Work Room	Space where mail processing operations or customer service/delivery activities take place, including space behind screen lines and P.O. Box areas.
Work Room Aisles	Permanent aisles or passageways that are clearly marked on Work Room floors to support safe conveyance of people and equipment.