

Houskeeping Postal Facilities

Handbook MS-47

December 2001
Transmittal Letter 4

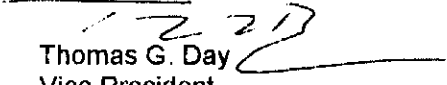
- A. Explanation.** This handbook is a complete revision of the MS-47 handbook.
- B. Instructions.** This issue replaces and obsoletes all previous issues.
- C. Distribution.**
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- D. Comments and Questions.** If you cannot find or understand material, send queries to:

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- E. Effective Date.** This revision is effective December 31, 2001.


Thomas G. Day
Vice President
Engineering

1 Introduction

1.1 Purpose

This handbook replaces maintenance handbook MS-47, Housekeeping Postal Facilities, and establishes policy and procedures for establishing a building services maintenance program in selected field facilities.

1.2 General

1.2.1 The manager of a postal facility is responsible for the facility's building services maintenance program. The Postal Service adopts a private sector business perspective in managing its building services maintenance program in accordance with both economic reality and operative needs. Managers are expected to maintain their facilities in a clean, safe, and healthful condition that is consistent with the conditions set forth in Section 4.2 of this manual.

1.2.2 Management must provide a competent work force, assure necessary training and direction, and hold employees accountable for the tasks they are assigned. The success of a building services maintenance program depends on effective supervision as well as being aware of proven new equipment and products that offer a potential for reducing overall cost. It is incumbent upon all levels of management to assure the use of the most cost effective methods, e.g., cleaning vs. policing vs. bypassing of tasks, or the use of mechanized equipment for the performance of all building services functions.

1.2.3 Line supervision has major responsibilities in this program including the training of employees, ensuring effective utilization of the building services work force, notifying higher level management of changing workloads or conditions, and enforcing postal safety policy.

1.2.4 In order to effectively utilize the building services work force, scheduling documents should be prepared and used as much as possible. This will help to ensure that the servicing is performed as scheduled. Daily assignments depend on the number of building services personnel reporting for duty. When excessive absences occur, component servicing tasks, such as cleaning of lights or glass, should be bypassed in favor of area servicing tasks. Other situations such as holidays or other non-work days, lack of personnel, intermittent operational needs, weather conditions, etc., will require that scheduled tasks be either bypassed or rescheduled.

1.3 Establishing a Program

1.3.1 This document provides procedures that facilities may use for establishing a building inventory, estimating and requesting a workhour budget allocation, and scheduling of the postal building services maintenance work force. The task of this group includes cleaning and maintaining the building and grounds that make up the physical plant. For those facilities that, in accordance with the national agreement, are serviced by contract, or where the lessor provides building services maintenance, appropriate contracting procedures that maintain the standards in Section 4.2 will be used.

1.3.2 Maintenance management must exercise its judgment in order to develop a building services maintenance program for all postal facilities containing mail processing or delivery operations, and where postal personnel are responsible for performing such services. This program must maintain a clean, safe, and healthful condition that is consistent with the conditions set forth in Section 4.2 of this manual. In the normal course of events, it is anticipated that initial building specifications, hours of occupancy, occupancy loads, etc., be provided to maintenance management during the early stages of planning for new facility activation. This provides the basis for a preliminary building services maintenance program which, in turn, may be subject to modification. This is an ongoing process subject to periodic review, approval, or revision by higher levels of authority.

1.3.3 The need for revision may also arise as a result of changing conditions including, but not limited to, changing economic conditions; varying workload; building or grounds modification; or the introduction of new cleaning or maintenance methods, materials, or equipment.

1.3.4 Local conditions such as climate, customer/employee activity, volume, type of construction, and age of the building should be considered when establishing a building services maintenance program for a specific facility.

1.4 Review and Approval

All building services functions are subject to review, approval, and/or revision by higher levels of authority. This may include determining the appropriate building services positions as well as the subsequent authorization and/or allocation of the annual budget.

1.5 Inspection

At least once each quarter, a housekeeping inspection will be performed to ensure a satisfactory level of building services maintenance. This document provides procedures for conducting the inspection.

1.6 Cleaning Services Contracts

The Administrative Support Manual governs the use of cleaning service contracts and must be in accordance with the current National Agreement.

1.7 Safety

1.7.1 To ensure the safety of all employees and customers the following minimum precautions must be observed:

- a. Mechanized building services maintenance equipment will only be used by employees trained in its use and authorized to use it.
- b. Wet floor signs must be used when any floor cleaning, wet mopping, or damp mopping activity may cause unsafe walking conditions.
- c. Access must be blocked to areas where building services maintenance activities may cause unsafe conditions. Rope or other suitable material may be used for this purpose.
- d. Material Safety Data Sheets (MSDS) must be on file and available; and employees trained in the proper use of each chemical used in the building services operation.

1.7.2 Occupants (users) of all areas of a postal facility are responsible for proper disposal of litter, including strapping material, rubber bands, food waste, paper, cardboard, labels, etc. The person who generates it must dispose of this material in proper containers.

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

2 Determining Workload

2.1 Requirements

The effective management of the custodial work force is dependent upon an accurate determination of the workload (what should be serviced?) in each building. The workload identification provides the information necessary to prepare a budget request, plan, schedule, and control the work force. To begin this task, it is necessary to take an accurate inventory of all the space in the building that requires servicing. This is accomplished by completing PS Form 4869, Building Inventory or similar form.

2.2 Form 4869, Building Inventory

The basic source of data required for determining building services maintenance workload for buildings and grounds is a complete building inventory. Each area is described by its use (service lobby, postmaster's office, men's toilets, etc.); the type of space (lobby, office, office or workroom toilet, etc.); and the components of the space; (square feet and type of floor surface e.g., resilient, terrazzo, concrete, carpet, etc.; number and type of light fixtures, square feet of area, etc.). This inventory should be conducted according to the following procedures.

2.2.1 Building Floor Plans

- (1) **Layout** - Maintenance management should obtain the most current copies of the template, block layouts, or architectural drawings of each floor in the building. Scaled layouts of one-eighth inch equals one foot are preferable since they are easier to read and are not too bulky to carry while conducting a building inventory.
- (2) **Verify the scale** - If the floor plans are used to conduct the building inventory, the scale indicated in the title block must be verified to determine if the scale is accurate. Once the scale is verified, the job may be simplified since room dimensions may be taken directly from the floor plan. The verification procedures can be accomplished by use of an architect's scale. Orient the scale to desired graduation, i.e., the scale that compares with the one given in the title block of the plans or drawings. Place the scale on one plan or drawing and check the value listed for one or more building dimensions. If the drawing and scale values agree, room dimensions may be taken directly from the plans. If the two values do not agree, it will be necessary to either secure accurate scale drawings, adjust the scale of the drawings, or obtain direct measurement of the areas involved.

Determining Workload

- (3) **Review** - Review the building floor plans to determine that they are current, accurate, and include all stairways, elevators, escalators, etc. Building alterations or additions must also be included. To accomplish the review, the floor plans should be taken to the area being inventoried to ensure that the plans accurately represent the area.

2.2.2 Organization

A logical sequence should be used when conducting the inventory, such as starting on the top floor of the building and progressing floor by floor down to and including the basement, subbasement, etc. When inventorying a floor or an area, a clockwise or counter clockwise sequence should be used to ensure all components are inventoried.

2.2.3 Measurements

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

2.2.4 Rooms

Compute the floor area of each room by measuring from the finished surface of an interior wall to the opposite interior wall. No adjustment should be made for columns, alcoves, or other projections. When measuring workroom floor space, do not deduct the floor space occupied by mail processing equipment.

2.2.5 Corridor, Entrances, and Lobbies

Compute the floor area of each corridor, entrance, or lobby by measuring from the finished surface of the walls, or partitions that enclose such areas.

2.2.6 Types of Space

2.2.6.1 Classification of inventoried space

Each area of the building to be serviced must be classified as one of the following types of space:

Workroom Toilet	Inactive Storage Area	Lobby
Office Toilet	Oil Storage Room	Stairway
Lunch/Swing Room	Elevator, Freight	Corridor
Locker Room	Elevator, Passenger	Shop
Workroom	Exterior Paved Area	Janitor's Closet
Office	Exterior Unpaved Area	Battery Room
Supply Area	Interior Parking and Maneuvering	Lookout Gallery
Active Storage Area	Platforms	

Determining Workload

2.2.6.2 Inventory definitions

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

- a. **Supply Room** - A room designated specifically for the issuance of tools, parts, and/or supplies, which is staffed on a full time basis over a minimum of one full tour per day.
- b. **Active Storage** - An area used for bulk storage and accessed on a daily basis.
- c. **Exterior Glass** - Includes each side of a piece of glass, at least one side of which is exposed to the exterior of the structure, i.e., exposed to the weather.
- d. **Interior Glass** - Includes each side of a piece of glass, neither of which is exposed to the weather. Glass should be claimed only if it is cleaned as a separate component. Do not claim glass that is cleaned as part of another servicing task, e.g., cleaning lobby door glass and bulletin board glass in lobbies is included in lobby servicing and therefore, should not be claimed as glass area.
- e. **Workroom** - Inventory only the workroom area used for mail processing or delivery functions. Do not to include break areas, mechanic's cages, offices, areas designated as active or inactive storage, or any other area located on/or partitioned off from the workroom floor that is not used for mail processing or delivery functions. These areas require a separate entry (with the appropriate space type classification) on the PS Form 4869.

2.2.7 Components

These items have similar physical characteristics that permit the items to be grouped together into one classification. A unit performance factor has been established for each of the various tasks to be done at the time, (e.g., venetian blinds are grouped as a class and a unit performance factor of 5 minutes was developed for dusting each blind). This differs from area servicing in which multiple tasks are done to different elements within that given area, (e.g., office servicing includes dusting the furniture, emptying the trash can, etc). All areas and components requiring servicing must be included in the building inventory. Areas and components not requiring servicing should not be included.

The following is a partial list of items that may be located within the facility and must be included in the building inventory if present.

Light Fixtures and Type	Glass Square Feet.
Carrier Cases	Floor Types
Venetian Blinds	Pipes/Ducts
Other Cases	

2.2.8 Instructions for Completing Form 4869

- (1) **Location/Facility** - Enter a location that is definitive for the general area covered by this form, e.g., 1st Floor Office Tower, Northwest Station, VMF, 2nd Floor Workroom, Main Office, etc.)

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- (2) **Post Office** - Enter the name of the Main Post Office (City, State, and ZIP Code) having control over this area.
- (3) **Date** - Enter the date this form is completed.
- (4) **Completed By** - Enter the name of the individual completing this inventory sheet.
- (5) **Room/Location** - Enter the room number by which this area is known in the local office. Some areas may not have a room number. In that case, enter a general location.
- (6) **Description** - Enter the name by which this room is known in the local office, (e.g., Postmaster's Office, Stock Room, Women's Toilet, Workroom Operation 010). Each area must have some type of description, room/location in order to properly schedule the servicing.
- (7) **Type of Space** - All areas to be serviced must be classified as one of the types of space previously defined. Enter this name.
- (8) **Sq. Ft. of Area** - Rounding to the nearest whole number, enter the number of square feet of floor space occupied by this area.
- (9) **Toilet Fixtures** - Enter the number of toilet fixtures located in toilet areas. "Fixtures" include only showers, lavatories, toilets, urinals, and multi-position wash fountains. Do not include sinks in office areas or slop sinks in janitor's closets.
- (10) **Light Fixtures (Type)** - In the vertical column blanks provided, enter the different types of light fixtures found in the facility. Enter the quantity of each type in the space provided. If more than three types are present, either split a column or use the "Misc." column.
- (11) **Venetian Blinds** - Enter the number of venetian blinds associated with that area.
- (12) **Glass** - Enter the square feet of interior or exterior glass (be sure to count each side of the glass).
- (13) **Cases, Carrier** - Enter the number of cases used by carriers for casing their routes for delivery. Count one case for each Item 124-C, Standard Carrier Case; Item 144-C, freestanding case (wing) and table; or two Item 143-C hinged wing cases. The 143-C counts as 1/2 case.
- (14) **Cases, Other** - Enter the number of all cases used for mail distribution, with the exception of carrier cases.
- (15) **Floors Sq. Ft. (Type)** - In the blanks provided enter the different types of floor surfaces found in the inventoried space. Enter the quantity of each type in the space provided. If more than three types are present, either split a column or use the "Misc." column.
- (16) **Misc.** - This column is to be used for items not specifically listed on the form or for additional types of light fixtures or floor coverings. Note at the top of the column or in the block the component that is listed in the block. This column may also be used for comments or notes.
- (17) **Totals** - Total each column to the bottom of the form.

2.2.9 Inventory of Exterior Areas

Exterior areas should be inventoried according to the surface type of the area, (e.g., unpaved areas may include lawns, hedges, shrubs; paved areas may include sidewalks, parking/maneuvering area).

Determining Workload

Abbreviations used for Unit of Measure are:

FX-Fixture

SF-Square Foot

UT-Unit

BL-Venetian Blinds

LF-Linear Foot

EA-Each

3 Estimating Workhour Budget

3.1 Space Identification

After the building inventory has been completed, combine inventoried areas in order to estimate the approximate number of workhours that may be necessary to maintain the facility in a clean, safe, and healthful condition that is consistent with the conditions set forth in Section 4.2 of this manual. This exercise will assist the appropriate official(s) during the budget planning/allocation process and the administration of the final budget.

Combine areas using the following method:

Add the square feet of each of the areas identified below to determine the total square feet for space types 1) Administrative, 2) Common, 3) Customer, and 4) Workspace. Active and inactive storage areas, as well as lookout galleries, are not included; servicing of these areas is included in project work. Neither toilet fixtures nor the number of stairway flights are counted, only the square feet of the area.

3.1.1 Space Assignments

Administrative	Common	Customer	Workspace
Administrative Space	Lunch Rooms	Service Lobby	Battery Room
Office Toilets	Swing Rooms	Box Lobby	Freight Elevators
Corridors	Locker Rooms		Janitor Closet
Passenger Elevators			Platform
Supply Rooms			Shop
			Stairways
			Workroom
			Workroom Toilets

3.1.2 Preparation of Budget Request

After determining the square feet of each of the four- (4) space types above, use Table 1 and the Budget Worksheet to simplify the budget request/allocation process.

Estimating Workhour Budget

Table 1 was created from a sampling of staffing packages approved under the housekeeping procedures established in 1983 and in effect in 2000. This table can be used as a guide in preparing or approving a budget request.

Table 1 also illustrates that facilities with similar characteristics are successfully providing building services maintenance with a wide range of task scheduling. This wide range was generated by the wide range of frequencies established in the 1983 procedures. Facilities providing a high level of servicing would be above the average while facilities providing lesser amounts would be below the average.

Table 1 illustrates the average number of workhours presently approved by space type and plus/minus 1 and 2 standard deviations. Although the majority (68.3%) of facilities range somewhere within plus/minus 1 standard deviation, some facilities (27.2%) are within the range of plus/minus 1 and 2 standard deviations.

Maintenance management must exercise its judgment in order to develop a building services maintenance program that meets the objective of using the minimum resources necessary to maintain the facility in a clean, safe, and healthful condition that is consistent with the conditions set forth in Section 4.2 of this manual.

The resultant budget request may be used for initial input into the budget planning/allocation process. Adjustment of the local building services maintenance program may be necessary at the completion of the process.

Estimating Workhour Budget

<h1>Budget Worksheet</h1>	City, State: _____
	Facility Name: _____
	Street: _____
	Zip Code: _____

Are building services at this facility eligible to be contracted under the current Memorandum of Understanding with the American Postal Workers Union? YES ___ NO ___

Number of Mail Processing/Delivery Tours per day: _____

ADMINISTRATIVE

Total Square Feet/**1000**: _____ X Budget Factor: _____ = _____

COMMON

Total Square Feet/**1000**: _____ X Budget Factor: _____ = _____

CUSTOMER

Total Square Feet/**1000**: _____ X Budget Factor: _____ = _____

WORKSPACE

Total Square Feet/**1000**: _____ X Budget Factor: _____ = _____

PROJECT

Total Building Square Feet/**1000**: _____ X Budget Factor: _____ = _____

EXTERIOR

Total Exterior Square Feet/**1000**: _____ X Budget Factor: _____ = _____

TOTAL: _____

Anticipated LDC 38 workhour usage this Fiscal Year: _____

DIFFERENCE: _____

Current Fiscal Year LDC 38 Budget: _____

Number of workhours requested: _____

Completed By: _____ Phone: _____

Date: _____ Signature: _____

Estimating Workhour Budget

3.1.2.1 Instructions for Completing A Budget Worksheet

- (1) **City, State** – Enter city and state in which facility is located.
- (2) **Facility Name** – Enter name of the specific facility (MPO, PDC, Station A, etc.).
- (3) **Street** – Enter street address of facility.
- (4) **Zip Code** – Enter ZIP code for the specific facility.
- (5) **Tours** – Enter the total number of tours that mail processing or delivery personnel occupy the facility.
- (6) **Administrative Square Feet** – Enter the calculated amount of square feet of administrative area.
- (7) **Administrative Budget Factor** – Enter the average administrative budget factor from Table 1 and then multiply to get the total administrative area workhours.
- (8) **Common Square Feet** – Enter the calculated amount of square feet of common area.
- (9) **Common Budget Factor** – Enter the average common budget factor from the appropriate tour section in Table 1 and then multiply to get the total common area workhours.
- (10) **Customer Square Feet** – Enter the calculated amount of square feet of customer area.
- (11) **Customer Budget Factor** – Enter the average customer budget factor from Table 1 and then multiply to get the total customer area workhours.
- (12) **Workspace Square Feet** – Enter the calculated amount of square feet of workspace area.
- (13) **Workspace Budget Factor** – Enter the average workspace budget factor from the appropriate tour section in Table 1 and then multiply to get the total workspace area workhours.
- (14) **Project Square Feet** – Enter the calculated amount of total building square feet.
- (15) **Project Budget Factor** – Enter the average project budget factor from Table 1 and then multiply to get the total project workhours.
- (16) **Exterior Square Feet** – Enter the calculated amount of square feet of exterior area serviced by career employees.
- (17) **Exterior Budget Factor** – Enter the exterior budget factor from Table 1 and then multiply to get the total exterior area workhours.
- (18) **Total** – Add to get a total estimated average workhours.
- (19) **Anticipated LDC 38 usage this Fiscal Year** – Project the number of building service maintenance workhours that will be used this fiscal year.
- (20) **Difference** – Subtract to determine if your usage is above or below the average.

If there is a significant difference between the usage and the average, you should consider the following:

If the usage is less than the average, review any inspection reports, PS Form 4851, if available, to determine if there are any recurring unsatisfactory items.

Estimating Workhour Budget

If there are no recurring unsatisfactory items, determine if any reductions in servicing can be implemented without creating a safety and health hazard.

If reductions can be made, reduce the number of calculated workhours for that space type to generate a new total.

If the usage is greater than the average, review work schedules to determine if tasks are being performed unnecessarily. At a minimum, the review should include the following:

- (1) Are unoccupied areas of the workroom floor being serviced?
- (2) Is there a mix of policing and cleaning in all areas? Policing tasks are light cleaning tasks whereas cleaning tasks are more deep cleaning tasks.
- (3) Are areas receiving more servicing than necessary?
- (4) Are storage areas being serviced more than necessary?
- (5) Are occupants assisting by disposing of food debris, trash, paper bathroom waste, and cardboard in proper containers? All postal employees are responsible for properly disposing of trash, etc. in designated containers.
- (6) Are the most efficient methods, materials, and equipment being used?
- (7) Are building services personnel aware of their responsibilities and work schedules?
- (8) Is local management providing oversight of the building services maintenance program?
- (9) Has project work been performed as scheduled?
- (10) Are there any unique areas or components that require additional or special servicing?

If reductions can be made, reduce the number of calculated workhours for that space type to generate a new total.

After completing the reviews, enter the current year budget in the Current Fiscal Year LDC 38 Budget space provided; estimate the number of workhours that will be requested for building services maintenance; enter that number in the Number of workhours requested space provided, and forward to the appropriate higher level authority for approval or revision.

3.1.3 Budget Objective

The objective is to use the minimum resources necessary to maintain the facility in a clean, safe, and healthful condition that is consistent with the conditions set forth in Section 4.2 of this manual.

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Table 1
AREA SERVICING FACTORS
— ALL FACILITIES —

<u>ADMINISTRATIVE</u>					<u>CUSTOMER</u>				
-2 SD	-1 SD	AVERAGE	+1 SD	+2 SD	-2 SD	-1 SD	AVERAGE	+1 SD	+2 SD
49.65	79.06	108.47	137.88	167.29	66.45	106.24	146.03	185.82	225.61

— ONE (1) TOUR FACILITIES —

<u>COMMON</u>					<u>WORKSPACE</u>				
-2 SD	-1 SD	AVERAGE	+1 SD	+2 SD	-2 SD	-1 SD	AVERAGE	+1 SD	+2 SD
94.11	125.06	156.01	186.96	217.91	44.97	58.72	72.47	86.22	99.97

— TWO (2) TOUR FACILITIES —

<u>COMMON</u>					<u>WORKSPACE</u>				
-2 SD	-1 SD	AVERAGE	+1 SD	+2 SD	-2 SD	-1 SD	AVERAGE	+1 SD	+2 SD
125.93	158.75	191.57	224.39	257.21	70.58	84.33	98.08	111.83	125.58

— THREE (3) TOUR FACILITIES —

<u>COMMON</u>					<u>WORKSPACE</u>				
-2 SD	-1 SD	AVERAGE	+1 SD	+2 SD	-2 SD	-1 SD	AVERAGE	+1 SD	+2 SD
178.44	221.39	264.34	307.29	350.24	96.29	113.89	131.49	149.09	166.69

PROJECT FACTORS

— TOTAL BUILDING SQUARE FEET FROM 15,000 TO 35,000 —

-2 SD	-1 SD	AVERAGE	+1 SD	+2 SD
6.1	14.0	21.9	29.8	37.7

— TOTAL BUILDING SQUARE FEET FROM 35,000 TO 100,000 —

-2 SD	-1 SD	AVERAGE	+1 SD	+2 SD
2.1	9.1	16.1	23.1	30.1

— TOTAL BUILDING SQUARE FEET GREATER THAN 100,000 —

-2 SD	-1 SD	AVERAGE	+1 SD	+2 SD
5.4	9.4	14.4	19.4	24.4

EXTERIOR FACTOR

FACTOR
3.52

3.1.4 Budget Administration and Task Scheduling

3.1.4.1 Objective

The objective of the building services maintenance program is to use the minimum resources necessary to maintain the facility in a clean, safe, and healthful condition that is consistent with the conditions set forth in Section 4.2 of this manual. At least each quarter, the installation head or designee is responsible for conducting a housekeeping inspection and maintaining the building services maintenance program within the yearly allocated budget. This responsibility will allow for achieving the objective and operating within the allotted budget.

3.1.4.2 Inspection

The building services maintenance program requires that the individual performing the scheduling task be aware of the general condition of each area, the expected use of each area, and the amount of available resources. Subsequent inspections, additional requirements in other areas, lack of resources, or budget reductions may require immediate changes to planned schedules.

During the scheduled inspection, management personnel performing the inspection must determine if an area should be serviced more or less frequently or if the present level of service is adequate and meets the program objective. Components of the building must be inspected to determine if a work order should be initiated to service these items.

3.1.4.3 Scheduling

In contrast to previous methods of scheduling the building services maintenance tasks, frequencies of service are not predetermined or fixed. Any combination of service (cleaning, policing, or no service) may be used at any time provided that the facility is maintained in a clean, safe, and healthful condition that is consistent with the conditions set forth in Section 4.2 of this manual. For example, cleaning or policing of some areas may be increased during periods of high activity and reduced or eliminated during low activity periods. The deployment of automated mail processing equipment and the reduced manual handling of mail has decreased the amount of litter such as, facing slips, strings, and rubber bands on the floor. As mail volume decreases, or as more mail bypasses an office, or does not require manual handling, servicing frequencies should be adjusted downward. Other factors, e.g., heavy snowfall, shortage of personnel, operational requirements, or the current cleanliness of the facility may require schedule adjustments on a daily basis.

Any combination of full-time and part-time employees may be scheduled to perform the building services maintenance tasks.

3.1.4.3.1 Small Facilities

Small facilities that may be scheduling tasks using non-automated scheduling methods may continue using manual scheduling, using the concepts for maintenance capable offices listed below. However, all task scheduling is to be based on the results of regular scheduled inspections.

In some facilities, simple verbal instructions to the custodian(s) may be all that is necessary.

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3.1.4.3.2 Maintenance Capable Facilities

Maintenance capable offices may use any method of scheduling which identifies the task and provides a method of recording the workhours used in the building services maintenance program. The following examples are given as proposed methods:

3.1.4.3.2.1 Example 1

COMPONENT SERVICING (Tasks less frequent than weekly)

For larger facilities using an automated scheduling system, all component servicing routes are to be suspended. When it is determined through inspection that servicing is needed, a work order should be prepared to schedule this task. At the present time, preparing a work order that states "Perform Route XXXX" may suffice in most cases. In others, the work order will have to identify the required task, and the estimated time calculated from the measured item and the unit of performance figures. This work is to be scheduled on a non-priority basis, recorded as Work Code 06, entered into the automated scheduling system, and scheduled based on availability.

AREA SERVICING (Weekly or more frequent tasks)

Prepare a standing work order for each of the four- (4) space types. Facilities that have properly used the automated staffing package will have hard-copy PS Form 4776 that identifies servicing routes for a full or partial workday. Some changes to the existing PS Form 4776 may be necessary if servicing is increased or decreased for particular areas.

The regularly scheduled inspection of the building will identify areas of the building that may need more servicing, less servicing, or no change in service. Routes for each area are scheduled manually to the appropriate crew with all workhours recorded on the standing work order for that space type. Subsequent inspections, additional requirements in other areas, lack of resources, or budget reductions may require immediate changes to planned schedules.

3.1.4.3.2.2 Example 2

AREA SERVICING (Weekly or more frequent tasks)

Routes have been previously entered into the automated scheduling system on a predetermined schedule. Duplicate these routes using the frequency codes for each lesser frequency. As an example, if a route has been entered as a frequency "H" (3 days per week), it should also be entered as frequencies "J" and "W" (2 and 1 days per week). In some instances where it is decided that a task may be performed more frequently, a higher frequency may be entered. Each of these routes should then be suspended.

The present automated scheduling system requires that all anticipated work for the next week be tentatively scheduled the previous Thursday. This scheduling of routes may change with each week and even within the scheduled week. As an example, expected inclement weather may require that resources be pre-scheduled to handle that anticipated task. If the expected event does not occur, or is greater than expected, resources will have to be re-scheduled daily in order to effectively use those available resources. A decrease in the amount of available personnel or other operational requirements will also require that routes be either re-scheduled or bypassed.

To schedule the tasks for the following week, management personnel in charge of the building services maintenance function must identify, prior to the Thursday of

Estimating Workhour Budget

the preceding week, the frequency that the task will be performed. This can be done by reactivating the route with the desired frequency.

Regardless of the method used, any tentatively scheduled route that was not performed during the week is to be bypassed.

3.1.4.4 Leave Coverage

If the Main Office will be required to provide coverage for extended absences, give leave allowances for applicable stations and branches to the Main Office.

Absences not covered by relief from the main office may be covered by the following:

In offices with multiple custodial positions, the staff that is present can work additional hours, either extra hours for PTRs or overtime for FTRs.

In offices with single custodial positions, custodial duties may be performed by non-custodial personnel. This is also the procedure to be used in associate offices to compensate for custodial absences.

4 INSPECTIONS

4.1 General

In all postal facilities where the USPS provides custodial maintenance, the installation head or their designee must establish a housekeeping inspection schedule. This inspection must be conducted at least quarterly. The results of this inspection will be used to determine areas within the facility that may need more servicing, less servicing, or no change in service. In addition, this inspection serves as a planning tool for future project work. Unannounced inspections may be performed at any time. A Housekeeping Inspection form, PS Form 4851 must be completed as part of these inspections. The forms will be consolidated in the appropriate maintenance office.

4.1.1 Inspections

The Installation Head or designee will determine the management personnel performing the required inspections.

At the discretion of the installation head or designee, additional personnel may participate in the inspection.

Management representatives may perform additional unannounced inspections at any time.

4.1.2 Annual Inspections

In facilities of 25,000 sq. ft. or more, two management representatives will do an additional annual inspection. One must be from the facility being inspected. The other must be from maintenance management. The maintenance management representative may be from within or outside the facility.

In facilities of less than 25,000 sq. ft., two management representatives will do an additional annual inspection. One must be from the facility being inspected and the other must be from outside the facility.

4.1.3 Housekeeping Inspection PS Form 4851

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

4.1.4 Instructions for completing PS Form 4851.

- a. **General** - The form should be completed during the inspection. Bring a tablet on a clipboard so that you are able to complete the form and take any necessary notes while performing the inspection. Bring a copy of the form while doing the inspection to use as a checklist.

INSPECTIONS

- b. **Heading** - In the heading enter the name of the Main Post Office (City, State and ZIP Code) that has control over this office. Enter the unit (e.g.: Oak Station, VMF, P & D Retail Unit, etc.) and the date the inspection is being done.
- c. **Area Cleaning** - In the areas indicated on the form, check the items indicated for that specific area. (See Section 4.2, Inspection Techniques for specifics on how to inspect individual items.) Check either an "S" (Satisfactory) or a "U" (Unsatisfactory) in the rating block. All discrepancies that cause a "U" to be checked must be specifically identified in the "Remarks" section.
- d. **Component Cleaning** - Check the overall cleanliness of the components listed in this section of the form. Check either an "S" (Satisfactory) or a "U" (Unsatisfactory) in the rating block. All discrepancies that cause a "U" to be entered must be specifically identified in the "Remarks" section.
- e. **Remarks** - All items checked "U" in the Area Cleaning or the Component Cleaning sections must have a corresponding statement in the "Remarks" section. The entry must contain the specific item, the specific location of the item, and the specific discrepancy. If more space is needed for remarks, use the back of the form or add additional sheets. Entries must be specific. Statements such as, "Dirty sinks" or "Dirty mirrors" are unacceptable.
- f. **Signature Block** - The signature and job title of all participants in the inspection must be on the form. If more than two people participate in the inspection, their signatures and titles must be added on the bottom lines of the "Remarks" section.
- g. **Not Applicable** - If a listed item does not apply to the facility being inspected, put "N/A" in the rating blocks.
- h. **Items not on the form** - The form has blank spaces in both the Area Cleaning and the Component Cleaning sections so additional items may be added. State the area or the component in the blank provided. Check either an "S" (Satisfactory) or a "U" (Unsatisfactory) in the rating block. Any "U" items must have a corresponding entry in the "Remarks" section.

4.1.5 Reports

Completed PS Forms 4851 will be forwarded to the Installation Head. In facilities with maintenance management, the Senior Maintenance Official will provide a written report to the Installation Head noting all discrepancies found during the inspections and actions taken to correct the discrepancies. Upon receipt of a written request, the Installation Head will provide a copy of the PS Form 4851 to the requesting labor organization.

Maintenance Management at all levels will monitor the reports for recurring problems. Corrective action as necessary will be taken to eliminate the problems. This action may include, but is not limited to, a review of: staffing, training, scheduling, methods of servicing, and materials used.

Completed PS Forms 4851 and the consolidated reports will be retained for two years.

4.2 INSPECTION TECHNIQUES

4.2.1 General

When performing an inspection in a postal facility, consideration must be given to the function of the facility. By the nature of the business, dust and dirt are generated every day. Even the cleanest facility will show dust and dirt. High traffic areas, such as a toilet located next to automated processing equipment may appear to be dirty although just recently cleaned. Therefore, it is the responsibility of the inspector to differentiate between surface dirt and the dirt that indicates a lack of adequate servicing.

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

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

Not all items needing servicing are noted in these inspection techniques. There may be items unique to a particular facility. Note these items in the "other" blocks on the inspection form.

4.2.2 Area Servicing

4.2.2.1 TOILET ROOMS:

Water Closets (Toilets): There should not be accumulated dirt and residue on the outside of the bowl or on the base at floor level. There should not be stains under the rim inside the bowl that indicate inadequate servicing. The bright work (chrome parts) should be clean.

Lavatories (Sinks): There should not be accumulated dirt and soap scum on and around the faucets or on the interior and exterior (including the bottom side) of the sink.

Multiple Wash Sinks: There should not be accumulated dirt and soap scum either inside or outside the bowl. The drain should be free of built-up deposits. The base of the sink should be free of deposits that indicate incorrect mopping techniques.

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

Showers: There should not be accumulated dirt and soap scum on the walls and floor of the shower stall. The drain should be free of built-up deposits.

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

INSPECTIONS

Mirrors: The glass should be clean.

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

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

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

4.2.2.2 LUNCH/SWING ROOMS:

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

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

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

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

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

4.2.2.3 LOCKER ROOM:

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

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

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

4.2.2.4 WORKROOMS:

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

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

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

INSPECTIONS

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

General Condition: Although perhaps cluttered, the overall appearance of the workroom should reflect a clean and healthful working environment.

4.2.2.5 SUPPLY/STORAGE ROOMS:

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

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

4.2.2.6 OFFICE SPACE:

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

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

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

General Condition: The overall appearance should be pleasing to the eye. Excessive clutter is detrimental to effective cleaning. Look at other areas that may indicate poor servicing such as smudges and fingerprints on glass surfaces and walls.

4.2.2.7 ELEVATORS (Freight):

Floors: The floors should be swept with every policing. There should not be accumulated dust and dirt.

Walls/Doors: The walls and doors should be dusted every time these elevators are policed. There should not be accumulated dust on these surfaces.

4.2.2.8 ELEVATORS (Passenger):

Floors: The floors should be swept and damp mopped, or vacuumed if carpeted, with every cleaning. There should not be accumulated dust and dirt.

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

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

4.2.2.9 EXTERIOR AREAS:

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

INSPECTIONS

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

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

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

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

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

4.2.2.10 SERVICE/BOX LOBBIES:

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

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

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

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

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

Floors: Floors should be swept with every cleaning. There should not be accumulated dust and dirt in the corners and under lobby desks.

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

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

4.2.2.11 STAIRWAYS:

Steps and Landings: There should not be accumulated dust and dirt on the stairs and landings.

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

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

INSPECTIONS

4.2.2.12 CORRIDORS:

Floors: There should not be accumulated dust and dirt. Look in the corners and along the baseboards.

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

General Condition: The area should be generally clean.

4.2.2.13 SHOP AREAS:

Dusting: Horizontal surfaces of desks, lockers, file cabinets, ledges, etc., should not have accumulated dust and dirt. The custodian is not responsible for servicing workbenches, machinery, tools, and other items associated with the work of the shop.

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

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

4.2.2.14 JANITOR'S CLOSETS:

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

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

Floors: The floor should be damp mopped with every cleaning. The floor should indicate this mopping is being done. There should not be accumulations of dirt in the corners and under the sink.

4.2.3 Component Servicing

4.2.3.1 LIGHT FIXTURES:

The fixture should not have large accumulations of dust. Louvers, where present, and lamps should be clean.

4.2.3.2 VENETIAN BLINDS:

Blinds should be free of large accumulations of dust. Tapes should not be broken.

4.2.3.3 GLASS CLEANING:

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

4.2.3.4 FLOOR CARE:

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

INSPECTIONS

4.2.3.5 WALLS:

Wall coverings should show signs of proper maintenance. Marble walls should not have accumulated dust. Ceramic walls should indicate periodic servicing.

4.2.3.6 CASES:

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

4.2.3.7 POST OFFICE BOXES:

The inside of the box should have no dust accumulation. The window glass, if present, should be clean.

4.2.3.8 PIPES and DUCTS:

Pipes and ducts should not have large amounts of accumulated dust. High access equipment may be necessary to properly check these surfaces.

4.2.3.9 DECORATIVE METAL:

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

5 Performance Standards

5.1 General

This chapter provides performance standards necessary for estimating work hours to complete building services maintenance tasks. The unit performance time is based on the type of unit identified (Sq. Ft, Fixtures, etc.).

5.1.1 Changes in Performance Standards

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

5.1.2 Scheduling

Estimate work hours for work orders or routes by determining the number of units to be serviced and multiply by the appropriate performance standard. This estimated time can then be used for scheduling the task.

It must be recognized that the unit performance times are based on the reasonable output of an average individual working under normal conditions. Some employees will consistently outperform these standards while others may fall below. In the event an employee's performance is consistently below these standards, management should investigate to determine if further training, instruction, accommodation, etc. is necessary.

**Performance Standards
511 AREA CLEANING**

Performance	Equipment and Material	Performance Per Workday	Unit Performance (Min.)
a. TOILET ROOM			
1. Cleaning			
Sweep floor, picking up loose paper and trash.	Wet mop Two mop buckets One wringer	107 Fixtures	4.5 (In workroom areas)
Remove gum spots with putty knife.	Bowl brush Sponge cloths	120 Fixtures	4.0 (In office areas)
Wash mirrors, ledges, chrome, and receptacles.	Sponge Liquid detergent Trash container		
Scrub interior and exterior surfaces, including lips of water closets, urinals, lavatories, and multiple wash sinks.	Pickup pan and broom Putty knife Untreated sweeping mop		
Damp wipe toilet partitions and doors, toilet room doors, shower stalls, and all wainscoting.	Polyethylene trash can liners Wet floor sign Rope		
Dust partition tops and high ledges.			
Dust windowsills and vents.			
Refill toilet tissue, paper towel, and soap dispensers. (Do not overstuff towel dispenser.)			
Empty trash receptacles.			
Wet mop and rinse floor.			
2. Policing			
Pick up all loose paper and trash.	Untreated sweeping mop Pickup pan and broom	320 Fixtures (workroom)	1.5
Refill tissue, towel, and soap dispensers. (Do not overstuff towel dispensers.)	Trash container Sponge cloths	360 Fixtures (office)	1.334
Check plumbing and flushing of water closets and urinals.	Mop and mop bucket with wringer Liquid detergent		
Damp wipe water closets, lavatories and multiple-wash sinks	Polyethylene trash can liners Wet floor sign		
Sweep floor - damp mop as needed.	Rope		
Empty trash receptacles. Fixtures include only showers, lavatories, water closets, multiple-wash sinks, and urinals.			

**Performance Standards
511 AREA CLEANING**

Performance	Equipment and Material	Performance Per Workday	Unit Performance (Min.)
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b. LUNCH/SWING ROOM

1. Cleaning

Remove all debris from tables and damp wipe with detergent solution.	Treated sweeping equipment	15,000 Sq. Ft.	.032
Empty trash receptacles.	Treated dust cloths		
Dust horizontal surfaces from floor level, including tops of vending machines.	Sponge cloth		
Sweep floor completely.	Plastic spray bottle		
Clean drinking fountains with detergent solution.	Pail		
In combination lunch and locker rooms, locker tops and cabinets will be dusted.	Liquid detergent		
On other-than-wood floors, damp mop entire floor with detergent solution.	Pickup pan and broom		
Spot-clean walls.	Trash container		
	Rope		
	Mop and mop bucket with wringer		
	Wet floor sign		
	Polyethylene trash can liners		

b. LUNCH/SWING ROOM

2. Policing

Clear tables of all trash and debris, and damp wipe.	Treated sweeping equipment	45,000 Sq. Ft.	.0106
Empty trash from cluttered areas.	Mop and mop bucket with wringer		
Damp mop spillages.	Sponge cloth		
Damp wipe drinking fountain.	Plastic spray bottle		
	Liquid detergent		
	Polyethylene trash can liners		
	Wet floor sign		
	Rope		

**Performance Standards
511 AREA CLEANING**

Performance	Equipment and Material	Performance Per Workday	Unit Performance (Min.)
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c. LOCKER ROOM

1. Cleaning

Dust mop floor.	Treated sweeping equipment	20,000 Sq. Ft.	.024
Dust all horizontal surfaces from floor level, including tops of lockers. Empty trash receptacles.	Wet mop and mop bucket with wringer Sponge cloth Plastic spray bottle		
Damp-wipe vertical surfaces of one-fifth of lockers.	Liquid detergent Trash container Wet floor sign		
Damp mop entire floor area.	Rope		

2. Policing

Sweep open areas and aisles.	Treated sweeping equipment	60,000 Sq. Ft.	.008
Empty trash receptacles.	Wet mop and mop bucket with wringer		
Damp mop spillage.	Liquid detergent Trash container Wet floor sign Rope		

d. WORKROOM

1. Cleaning

Sweep entire floor area with treated mop or treated dust cloth.	Treated sweeping equipment	45,000 Sq. Ft.	.0106
Empty all trash receptacles and take trash to pickup point.	Treated dust cloths Sponge cloth Plastic spray bottle		
Wash and disinfect all drinking fountains in area.	Liquid detergent Toy broom and dust pan Trash container		
Dust horizontal surfaces of cases, tables, file cabinets, etc.	Polyethylene trash can liners		
Dust windowsills, radiators, etc.			
Spot-clean smudges from walls and doors.			

Performance Standards
511 AREA CLEANING

Performance	Equipment and Material	Performance Per Workday	Unit Performance (Min.)
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d. WORKROOM (continued)

2. Cleaning (VMF only) At VMF sites where the Garageman position is authorized, no custodial cleaning is authorized for the VMF workroom.

Spread grease-absorbent compound on fresh grease and oil deposits on floor. Let stand while completing other tasks.	Grease-absorbent compound Sidewalk brush Sponge cloth Pail	45,000 Sq. Ft.	.0106
Sweep floor with sidewalk brush.	Powdered detergent Trash container		
Control grease and oil smudges on bay partitions by removal with powdered detergent.	Toy broom and dust pan		
Empty trash.			

3. Policing

Spot sweep cluttered areas.	Treated sweeping equipment	90,000 Sq. Ft.	.0053
Pick up large pieces of trash and boxes.	Sponge cloth Plastic spray bottle		
Empty trash receptacles and dispose of trash.	Toy broom and dust pan Trash container		
Damp wipe drinking fountains.	Polyethylene trash can liners		

Performance Standards
511 AREA CLEANING

Performance	Equipment and Material	Performance Per Workday	Unit Performance (Min.)
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e. OFFICE SPACE

1. Cleaning

Empty and damp wipe wastebaskets.	Treated sweeping equipment	12,800 Sq. Ft.	.0375
Dust horizontal surfaces of all furniture and equipment.	Treated dust cloths Sponge cloth Radiator brush		
Dust completely all furniture in 1/5 of offices each cleaning.	Plastic spray bottle Vacuum cleaner Trash container		
Wash lavatories and drinking fountains; spot clean smudges and fingerprints on glass surfaces and walls.	Toy broom and dust pan		
Sweep floor with treated sweeping equipment.			
Vacuum rugs.			
Spot shampoo rugs as necessary.			

Performance Standards 511 AREA CLEANING			
Performance	Equipment and Material	Performance Per Workday	Unit Performance (Min.)
f. SUPPLY AREA			
1. Cleaning			
Dust horizontal surfaces without moving stock	Treated sweeping equipment Treated dust cloths	40,000 Sq. Ft.	.012
Sweep floor with treated sweeping equipment.			
g. ACTIVE STORAGE AREA			
1. Cleaning			
Dust horizontal surfaces.	Treated sweeping equipment	40,000 Sq. Ft.	.012
Sweep floors.	Treated dust cloth Toy broom and dust pan Trash container		
h. INACTIVE STORAGE AREA			
1. Cleaning			
Dust horizontal surfaces.	Treated sweeping equipment	40,000 Sq. Ft.	.012
Sweep floors.	Treated dust cloth Toy broom and dust pan Trash container		
i. OIL STORAGE ROOM			
1. Cleaning			
Spread grease absorbent compound on oil deposits.	Grease absorbent compound	16,000 Sq. Ft.	.03
Sweep floor with sidewalk brush.	Powdered detergent Sidewalk brush Toy broom and dust pan		
Wet mop with powered detergent solution and rinse with clear water.	Wet floor sign 2 mop buckets 1 wringer 2 wet mops		

**Performance Standards
511 AREA CLEANING**

Performance	Equipment and Material	Performance Per Workday	Unit Performance (Min.)
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j. FREIGHT ELEVATOR

1. Policing

Sweep floor.	Treated sweeping equipment	48 Elevators	10.0
Dust walls and doors.	Treated dust cloths Toy broom and dust pan		

k. PASSENGER ELEVATOR

1. Cleaning

Remove gum spots from floor.	Treated sweeping equipment	24 Elevators	20.0
Sweep and damp mop floor or vacuum carpet.	Treated dust cloths Vacuum cleaner Liquid detergent		
Scrub prints and heel marks from base of cab wall with steel wool.	Fine steel wool Wet mop		
Damp wipe walls, trim, and doors.	Mop bucket with wringer		
Spot shampoo carpet as necessary.	Sponge cloth Plastic spray bottle Wet floor sign		

I. EXTERIOR PAVED AREA

1. Policing

Pick up litter - paper, cans, soft drink bottles, etc.	Spiked stick Trash bag	400,000 Sq. Ft.	.0012
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2. Sweeping - Select appropriate method

(a) Manual sweeping

Sweep sidewalks, parking areas, driveway, maneuvering area, etc.	Pushbroom Trash container	80,000 Sq. Ft.	.006
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(b) Pedestrian-type power vacuum

Sweep sidewalks, parking areas, driveway, maneuvering area, etc.	Pedestrian type power vacuum	120,000 Sq. Ft.	.004
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Production per workday is based on only that segment of the area swept by the various methods.

Performance Standards
511 AREA CLEANING

Performance	Equipment and Material	Performance Per Workday	Unit Performance (Min.)
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I. EXTERIOR PAVED AREA (continued)

(c) Rider type power sweeper

Sweep sidewalks, parking areas, driveway, maneuvering area, etc.	Rider type power sweeper.	400,000 Sq. Ft.	.0012
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3. Snow removal

Remove snow from sidewalks, parking areas, maneuvering area, driveway, etc.	Snow plow	32,000 Sq. Ft.	.015
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m. EXTERIOR UNPAVED AREA

1. Policing

Pick up litter - paper, cans, soft drink bottles, etc.	Spike stick Trash bag	400,000 Sq. Ft.	.0012
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n. INTERIOR PARKING/MANEUVERING

1. Sweeping - Select appropriate method

(a) Manual Sweeping

Sweep inaccessible areas, bringing dust and litter to open areas.	Fiber Pushbroom	80,000 Sq. Ft.	.006
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(b) Pedestrian Type Power Vacuum Sweeper

Sweep areas inaccessible to rider type sweeper.	Pedestrian-type power vacuum sweeper	120,000 Sq. Ft.	.004
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(c) Rider Type Power Sweeper

Sweep open areas.	Rider type power sweeper	400,000 Sq. Ft.	.0012
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Production per workday is based only on that segment of the area swept by the various methods.

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

Performance Standards
511 AREA CLEANING

Performance	Equipment and Material	Performance Per Workday	Unit Performance (Min.)
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o. PLATFORM (Dock)

1. Cleaning

Sweep entire area with treated sweeping equipment or pedestrian type power vacuum sweeper.	Treated sweeping equipment or power vacuum sweeper	45,000 Sq. Ft.	.0106
Dust wipe vestibule doors and door glass.	Treated dust cloth Sponge cloth		
Empty trash containers.	Trash container Plastic spray bottle Toy broom and dust pan		

2. Policing

Spot sweep cluttered areas.	Treated sweeping equipment	90,000 Sq. Ft.	.0053
Pick up and dispose of large pieces of trash and empty boxes.	Toy broom and dust pan Trash container		
Empty trash containers.			

p. SERVICE/BOX LOBBY

1. Cleaning

Dust desks, tables, and screenline.	Treated sweeping equipment	30,000 Sq. Ft.	.016
Sweep entire floor with treated sweeping equipment.	Toy broom and dust pan		
Damp wipe desktops and counter top.	Treated dust cloth Plastic spray bottle Sponge cloth		
Arrange patron desk supplies.	Pail		
Empty trash baskets; insert clean polyethylene liner.	Window squeegee Polyethylene trash can liners Trash container		
Wash lobby door glass.			
Spot-clean smudges from walls and counter front.			
Damp wipe bulletin board glass.			

Performance Standards 511 AREA CLEANING			
Performance	Equipment and Material	Performance Per Workday	Unit Performance (Min.)
p. SERVICE/BOX LOBBY			
2. Policing			
Arrange desk or table items.	Treated sweeping equipment	240,000 Sq. Ft.	.002
Pick up loose trash and spot sweep as needed.	Toy broom and dust pan Treated dust cloth		
Damp mop during wet weather.	Wet mop Mop bucket with wringer		
Lay out safety mats in wet weather.	Trash container		
Empty trash baskets.	Wet floor sign		
q. STAIRWAY			
1. Cleaning			
Sweep stairs and landings.	Treated sweeping equipment	60 flights (12 Ft.) Floor to Floor	8.0
Dust handrails.	Treated dust cloth Plastic spray bottle		
Spot clean smudges from walls and doors.	Toy broom and dust pan Sponge cloth	48 flights (18 Ft.) Floor to Floor	10.0
2. Policing			
Pick up loose trash.	Toy broom and dust pan	200 flights Floor to Floor	2.4
Spot sweep as needed			
r. CORRIDOR			
1. Cleaning			
Sweep corridor with treated sweeping equipment.	Treated sweeping equipment Toy broom and dust pan	80,000 Sq. Ft.	.006
Spot clean smudges from walls.	Plastic spray bottle		
Empty trash receptacles.	Sponge cloth Trash container		

**Performance Standards
511 AREA CLEANING**

Performance	Equipment and Material	Performance Per Workday	Unit Performance (Min.)
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r. CORRIDOR (continued)

2. Policing

Pick up loose trash.	Toy broom and dust pan	240,000 Sq. Ft.	.002
Empty trash receptacles.	Trash container		
Spot sweep as needed.			

s. SHOP AREA

1. Cleaning

Sweep entire floor using most practical method.	Treated sweeping equipment or push broom	40,000 Sq. Ft.	.012
Dust desks (not work benches).	Treated dust cloth		
Dust horizontal surfaces of file cabinets, lockers, and windows.	Trash containers		
	Toy broom and dust pan		
Empty trash receptacles.			

t. JANITOR'S CLOSET

1. Cleaning

Scrub interior of sink; damp wipe exterior.	Pickup pan and broom	48 Closets	10.0
Damp mop floor.	Wet mop		
Arrange supplies and equipment.	One mop bucket		
	Sponge cloths		
Restock janitor supply carts.	Liquid detergent		
	Wet floor sign		

u. BATTERY ROOM

1. Cleaning

Sweep floor with sidewalk brush.	Sidewalk brush	80,000 Sq. Ft.	.006
Empty trash.	Trash container		

Performance Standards
511 AREA CLEANING

Performance	Equipment and Material	Performance Per Workday	Unit Performance (Min.)
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u. BATTERY ROOM (continued)

2. Floor scrubbing

Mix powdered detergent and water in a mop bucket and apply solution to floor.	2 mop buckets 2 wet mops 1 wringer Powdered detergent	5,000 Sq. Ft.	.096
Scrub with deck scrub brush. Do not use a floor machine in this area.	Deck scrub brush Wet floor sign		
Pick up solution and rinse floor with clean water.			

v. LOOKOUT GALLERY

1. Cleaning

Sweep floors with treated sweeping equipment.	Treated sweeping equipment	1,000 Linear Ft.	.480
Dust walls and lookout slots.	Treated dust cloth Plastic spray bottle Sponge cloth		
Damp wipe lookout glass.	Replacement lamps		
Dust ladder rungs, guard rails, rope "tell-tales" and arm ledges.	Extension cord and/or battery lantern		
Replace burned-out lamps.			

**Performance Standards
521 COMPONENT CLEANING**

Performance	Equipment and Material	Performance Per Workday	Unit Performance (Min.)
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a. CEILING LIGHT FIXTURES

1. Dusting - Select appropriate method (suspended fixtures only)

(a) Feather Duster

Dust sides and tops using a steady, continuous stroke.	Feather duster with 22' extension pole	1920 Fixtures	.25
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(b) Treated Dust Cloth

Release one side of louvers.	Treated dust cloth Powerlift, safety platform ladder, or scaffolding.	320 Fixtures	1.5
Dust complete fixture with treated dust cloth.			
Reattach louvers.			

(c) Vacuum Dusting

Dust sides and tops using a steady, continuous stroke.	Back-Pak vacuum Powerlift, safety platform ladder, or scaffolding.	480 Fixtures	1.0
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2. Washing - Select appropriate method (fluorescent only)

(a) Manual

Remove louvers and tubes.	2 natural sponges Pail Powdered detergent Supply of lamps 55 gal. drum	48 Fixtures (55 gallon drum)	10.0
Wash and rinse fixture.			
Wash or replace tubes.			
Wash louvers, allow to dry and reinstall.			

(b) Louver Washing Tank

Using manual procedures, wash fixture. Wash louvers, allow to dry and reinstall.	See manual procedures above. Louver washing tank.	54 Fixtures	8.89
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Performance Standards
521 COMPONENT CLEANING

Performance	Equipment and Material	Performance Per Workday	Unit Performance (Min.)
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a. CEILING LIGHT FIXTURES (continued)

(c) Louver washing machine

Using manual procedures, wash fixture.	See manual procedures above.	96 Fixtures	5.0
Wash louvers, allow to dry and reinstall.	Louver washing machine.		

b. VENETIAN BLINDS

1. Dusting

Dust both sides of slats with treated dust cloth.	Radiator brush with extension handle Treated dust cloth	96 Blinds	5.0
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2. Washing

Hang blind from blind brackets attached to 2" x 4" x 4" wood blocks nailed to wall or use a washing trough.	Powdered detergent Venetian blind tapes and cord Hand scrub brush	16 Blinds	30.0
Scrub both sides of slats and tapes.			
Retape as necessary.			

c. EXTERIOR GLASS

1. Washing

Wash and squeegee dry both sides of window glass.	Sponge or sponge cloth Pail	2,700 Sq. Ft. Glass surface	.179
Wipe squeegee blade dry with well wrung out sponge or sponge cloth after each stroke.	Window washing brush		
Wipe corners and framework of window pane with sponge or sponge cloth.	Window squeegee Interior - use appropriate high access equipment Exterior – use safety belt for windows equipped with hooks		

**Performance Standards
521 COMPONENT CLEANING**

Performance	Equipment and Material	Performance Per Workday	Unit Performance (Min.)
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d. INTERIOR GLASS

1. Washing

Wash and squeegee dry both sides of partition or door glass.	Sponge or sponge cloth	2,700 Sq. Ft. Glass surface	.179
Prevent runoff of water onto painted partition.	Pail Window washing brush		
Wipe squeegee blade dry with well wrung out sponge or sponge cloth after each stroke.	Window squeegee		
Wipe corners and framework of window pane with sponge or sponge cloth.			

e. PIPES AND DUCTS

1. Cleaning - (Areas normally above 10' in height with exposed pipes and ducts only. Measurement is based on number of square feet of floor area with pipes and ducts overhead.)

Dust areas that cannot be reached by hand from the floor.	Appropriate high access equipment	Workroom 7,000 Sq. Ft.	.069
Includes all surfaces of pipes and ducts.	Treated dust cloths Treated sweeping tool Back-pack vacuum cleaner	Other 10,000 Sq. Ft.	.048

f. CASES

1. Carrier cases

Vacuum separations.	Vacuum cleaner Separation cleaning tool	120 Cases Carrier wing, PO Item 143-C, counts as 1/2 case. Items 124-C & 144-C count as one case each.	4.0
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2. Other cases

Dust all separations with treated dust cloth.	Treated dust cloth	320 Cases	1.5
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**Performance Standards
521 COMPONENT CLEANING**

Performance	Equipment and Material	Performance Per Workday	Unit Performance (Min.)
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g. LAWNS, HEDGES, SHRUBS

1. Lawns

Mow and edge	Lawn mower Lawn edger Safety glasses or goggles Ear protectors	Push Mower 40,000 Sq. Ft Rider Mower 80,000 Sq. Ft	.012 .006
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2. Hedges and shrubs

Trim	Electric hedge shears Safety glasses or goggles	400 Lineal Feet	1.2
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h. RESILIENT FLOOR CARE

1. Damp mopping

Mix detergent with water according to manufacture recommendation. Wring out mop tightly. Apply detergent solution in a figure 8 motion until mop begins to streak. Rinse mop and continue.	Mop bucket and wringer Wet mop Liquid detergent Wet floor sign Rope	32,000 Sq. Ft.	.015
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2. Initial preparation

Follow product manufacture's instructions.	Mops Wet floor signs Rope Floor scrubbing machine Scrubbing pads Floor care product	2,000 Sq. Ft.	.24
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3. Periodic maintenance

Follow product manufacture's instructions.	Mops Wet floor signs Rope Floor scrubbing machine Polishing pads Floor care product	5,000 Sq. Ft.	.096
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Performance Standards
521 COMPONENT CLEANING

Performance	Equipment and Material	Performance Per Workday	Unit Performance (Min.)
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i. TERRAZZO FLOOR CARE

1. Initial preparation

Follow product manufacture's instructions.	Mops Wet floor signs Rope Floor scrubbing machine Scrubbing pads Floor care product	2,000 Sq. Ft.	.24
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2. Periodic maintenance

Follow product manufacture's instructions.	Mops Wet floor signs Rope Floor scrubbing machine Polishing pads Floor care product	4,000 Sq. Ft.	.12
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j. CONCRETE FLOOR CARE

1. Initial preparation

Follow product manufacture's instructions.	Mops Wet floor signs Rope Floor scrubbing machine Scrubbing pads Floor care product	2,000 Sq. Ft.	.24
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2. Periodic maintenance

Follow product manufacture's instructions.	Mops Wet floor signs Rope Floor scrubbing machine Polishing pads Floor care product	5,000 Sq. Ft.	.096
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Performance Standards
521 COMPONENT CLEANING

Performance	Equipment and Material	Performance Per Workday	Unit Performance (Min.)
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j. CONCRETE FLOOR CARE (continued)

3. Scrubbing - (VMF workroom floor only)

<p>After cleaning, wet floor down with a hose.</p> <p>Sprinkle powdered detergent on floor and scrub with a deck brush.</p> <p>Hose down the floor and squeegee water to floor drain.</p>	<p>Hose Powdered detergent Floor squeegee Deck scrub brush Wet floor sign</p>	<p>32,000 Sq. Ft.</p>	<p>.015</p>
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k. WOOD FLOOR CARE

1. Initial preparation

<p>Follow product manufacture's instructions.</p>	<p>Floor scrubbing machine Scrubbing pad Mops Wood floor care product</p>	<p>2,000 Sq. Ft.</p>	<p>.24</p>
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2. Periodic maintenance

<p>Follow product manufacture's instructions.</p>	<p>Floor scrubbing machine Scrubbing pad Polishing pad Mop Wood floor care product</p>	<p>4,000 Sq. Ft.</p>	<p>.12</p>
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I. FLOOR CARE

1. Damp mopping - (Not for wood floors)

<p>Mop floor with mop dipped in detergent solution mixed according to manufacturer's instructions and wring out tightly.</p> <p>Apply detergent solution in a figure 8 motion until mop begins to streak. Rinse mop and continue.</p>	<p>Mop bucket and wringer Wet mop Liquid detergent Wet floor sign Rope</p>	<p>32,000 Sq. Ft.</p>	<p>.015</p>
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Performance Standards
521 COMPONENT CLEANING

Performance	Equipment and Material	Performance Per Workday	Unit Performance (Min.)
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I. FLOOR CARE (continued)

2. Wet mopping - (Not for wood floors)

Apply detergent solution mixed according to manufacturer's instructions and allow to stand 5 minutes. Agitate detergent solution on floor with mop and pick up.	2 mop buckets with 1 wringer 2 wet mops Liquid detergent Wet floor sign Rope	16,000 Sq. Ft.	.03
Rinse floor with clear water, changing water frequently. Pick up rinse water.			

3. Automatic Scrubber-Vacuum (Battery Operated)

Machine apply cleaning solution, agitate with brush, and vacuum up dirty solution.	Automatic scrubber vacuum Wet mop Wet floor sign Rope	75,000 Sq. Ft.	.0064
Pick up excess solution from corners and edges with wet mop.			

m. CARPET CARE

1. Shampooing

Vacuum carpet thoroughly.	Industrial vacuum cleaner	2,000 Sq. Ft.	.24
Mix shampoo and water according to manufacturers instructions.	Floor scrubbing machine with solution tank and shower-feed brush		
Wet brush bristles thoroughly before placing brush on machine.	Carpet shampoo Pail for mixing		
Tilt machine back (with wheels in down position) until brush is no longer in contact with carpet.	Hand scrub brush Stiff-bristled brush 4" x 4" plastic squares or discs cut from polyethylene trash can liner		
Feed shampoo into brush.			
Raise wheels and shampoo carpet with slow, overlapping brush passes. Feed shampoo sparingly.			
Vacuum carpet frequently to remove shampoo entrapped dirt.			
Use a hand scrub brush dipped in shampoo solution for corners.			

Performance Standards
521 COMPONENT CLEANING

Performance	Equipment and Material	Performance Per Workday	Unit Performance (Min.)
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m. CARPET CARE (continued)

Set pile in one direction with stiff-bristled brush.

Use discs pre-cut from a polyethylene trash liner under metal furniture glides to prevent rust stains on damp carpet.

n. WALLS

1. Dusting

Remove dust with treated sweeping tool and cover.	Treated sweeping equipment	20,000 Sq. Ft.	.024 (up to 12' height)
		10,000 Sq. Ft.	.048 (above 12' height)

2. Washing - (Marble or ceramic walls only)

Apply detergent solution to wall and agitate with sponge.	2 natural sponges 2 pails Liquid detergent	3,500 Sq. Ft.	.138 (up to 6' height)
Rinse area cleaned.	Appropriate high access equipment Wet floor sign Rope	2,400 Sq. Ft.	.200 (above 6' height)

3. Washing - (VMF workroom only)

Apply solution of powdered detergent and water to walls with a window washing brush or deck scrub brush.	Scaffolding Powdered detergent Window washing brush	4,000 Sq. Ft.	.12
Work from bottom up.	Deck scrub brush Hose		
Hose down cleaned portions of wall.	Floor squeegee Wet floor sign		
Squeegee water to floor drain.			

Performance Standards
521 COMPONENT CLEANING

Performance	Equipment and Material	Performance Per Workday	Unit Performance (Min.)
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o. DECORATIVE METAL (BRASS AND BRONZE)

1. Polishing

Remove tarnish with wadding type polish.	Wadding-type metal polish	96 Boxes	5.0 - P.O Boxes
Buff with clean cloth.	Clean cloths	192 Lineal Ft.	2.5 - Railings
	Acrylic lacquer	160 Sq. Ft.	3.0 - Sheet Work

Spray on a thin film of acrylic lacquer.

p. POST OFFICE BOXES

1. Cleaning

Dust inside the box.	Treated dust cloths	240 Boxes	2.0
	Sponge cloth		

Damp wipe window glass if present.