



***Maintenance Series Handbook
MS-47***

Facility Cleaning

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**Maintenance Series Handbook MS-47
Facility Cleaning**

**Transmittal Letter 5
June 27, 2014**

A. Explanation

This handbook is a complete revision of the MS-47 Handbook, Facility Cleaning. Significant changes in cleaning methodologies, tools, and performance standards are included. Utilize this handbook to determine custodial staffing for each facility in conjunction with "Team Cleaning" implementation. It will be available on the MTSC web site at <http://www1.mtsc.usps.gov> in PDF.

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C. Rescissions

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D. Comments and Questions

Suggestions for improving this handbook are solicited from all sources. To provide comments and suggestions, or to report handbook errors, use the Handbook Comment selection on the MTSC Feedback link at <http://www1.mtsc.usps.gov/>. This handbook will be updated as future needs demand.

A handwritten signature in cursive script that reads "Thomas D. Duchesne".

Thomas D. Duchesne
Manager, Maintenance Operations

TABLE OF CONTENTS

SECTION 1 INTRODUCTION..... 1-1

1.1 PURPOSE..... 1-1

1.2 SAFETY STATEMENT 1-1

1.3 SUSTAINABILITY STATEMENT 1-1

SECTION 2 CLEANING SERVICE CONTRACTS..... 2-1

SECTION 3 RESPONSIBILITIES 3-1

3.1 HEADQUARTERS (HQ) 3-1

3.1.1 Headquarters Maintenance Operations 3-1

3.1.2 Human Resources 3-2

3.2 AREA MAINTENANCE OPERATIONS 3-2

3.3 INSTALLATION HEAD 3-2

3.3.1 Authorized Break Areas 3-3

3.3.2 Tobacco Usage and Authorized Smoking Areas 3-3

3.4 MAINTENANCE MANAGEMENT 3-3

3.4.1 Supervisor Maintenance Operations 3-3

3.4.2 Employee Observations..... 3-3

SECTION 4 CLEANING METHODOLOGIES..... 4-1

4.1 ISSA – THE WORLDWIDE CLEANING INDUSTRY ASSOCIATION 4-1

4.1.1 Custodial Standardization Change Control Board 4-1

4.2 TEAM CLEANING..... 4-1

4.3 TOOLS, EQUIPMENT, AND CHEMICALS..... 4-2

4.4 CATEGORIES OF WORK..... 4-3

4.5 TEAM CLEANING SPECIALISTS WORKFLOW 4-3

SECTION 5 FACILITY WORKLOADING 5-1

5.1 WORKLOAD ANALYSIS 5-1

5.1.1 Plan the Workload Analysis..... 5-1

5.2 AREA IDENTIFIER (AREA ID) AND ROOM IDENTIFIERS (ROOM ID) 5-2

5.2.1 Area Identifier (Area ID) 5-2

5.2.2 Room Identifiers (Room ID) 5-2

5.3 SPACE TYPE..... 5-2

5.4 COMPONENTS..... 5-3

Facility Cleaning

5.5	SPACE CLASSIFICATIONS	5-4
5.5.1	Authorized Only Space	5-4
5.5.2	Vacant Space	5-4
5.5.3	Restricted Space	5-4
5.6	SPACE INVENTORY	5-4
5.6.1	Measuring the Facility Space	5-5
5.7	PERFORMANCE AND FREQUENCY SPECIFICATIONS	5-6
5.8	DEFINITION OF MULTIPLE TOURS	5-6
5.9	DEVELOP INDIVIDUAL ROUTES	5-6
5.9.1	Route Checklist Work Flow	5-6
5.10	STAFFING PACKAGE	5-7
5.11	MAINTAINING PROPER STAFFING LEVELS	5-7
SECTION 6 WORK SCHEDULING		6-1
6.1	ASSIGNMENTS	6-1
6.2	HOLIDAY ASSIGNMENTS	6-1
6.3	EMPLOYEE ABSENCE SCHEDULING	6-1
SECTION 7 STANDARDIZATION		7-1
7.1	CONFIGURATION CONTROL	7-1
7.1.1	Change Request	7-1
SECTION 8 FACILITY SUPPORT REQUIREMENTS		8-1
8.1	CHECK-IN/CHECK-OUT AREA	8-1
8.2	TRAINING ROOM	8-1
8.3	BULK STORAGE AREA	8-1
SECTION 9 TRAINING		9-1
9.1	INITIAL TRAINING	9-1
9.1.1	Management Training	9-1
9.2	RECURRING TRAINING	9-1
9.3	SAFETY TRAINING	9-2
9.3.1	Blood Borne Pathogens (BBP) Training Requirements	9-2
SECTION 10 LAUNDRY SERVICE		10-1
10.1	NATIONAL CONTRACTS	10-1
10.2	PRODUCT USAGE	10-1
SECTION 11 BENCHMARKING FACILITY HOUSEKEEPING INSPECTIONS		11-1

Facility Cleaning

SECTION 12 FORMS	12-1
12.1 PS FORM 4869 (BUILDING INVENTORY).....	12-1
12.2 PS FORM 4839 (TEAM CLEANING WEEKLY SCHEDULING)	12-1
12.3 PS FORM 4852 (WORKLOAD ANALYSIS AND SUMMARY)	12-2
12.4 PS FORM 4776 (PREVENTIVE-CUSTODIAL MAINTENANCE ROUTE)	12-2
12.5 PS FORM 4851 (BUILDING HOUSEKEEPING INSPECTION).....	12-2
SECTION 13 PERFORMANCE STANDARDS AREA CLEANING	13-1
13.1 RESTROOM.....	13-1
13.2 LUNCH/SWING ROOM.....	13-3
13.3 LOCKER ROOM	13-4
13.4 WORK ROOM.....	13-5
13.5 OFFICE SPACE.....	13-7
13.6 SUPPLY ROOM.....	13-8
13.7 ACTIVE STORAGE ROOM.....	13-9
13.8 INACTIVE STORAGE ROOM.....	13-10
13.9 ELEVATOR.....	13-11
13.10 EXTERIOR PAVED AREA.....	13-11
13.11 EXTERIOR UNPAVED AREA.....	13-13
13.12 INTERIOR PARKING/MANEUVERING	13-13
13.13 PLATFORM DOCK (ENCLOSED).....	13-14
13.14 PLATFORM DOCK (NON ENCLOSED).....	13-15
13.15 SERVICE/BOX LOBBY	13-16
13.16 STAIRWAY	13-17
13.17 CORRIDOR.....	13-18
13.18 GENERAL SHOP AREA (EXCLUDES ALL “AUTHORIZED ONLY” SHOP SPACES)	13-19
13.19 CUSTODIAL CLOSET	13-20
13.20 LOOKOUT GALLERY	13-20
13.21 BATTERY ROOM	13-21
SECTION 14 PERFORMANCE STANDARDS COMPONENT CLEANING	14-1
14.1 CEILING LIGHT FIXTURES / PIPES AND DUCTS	14-1
14.2 EXTERIOR GLASS.....	14-1
14.3 LAWNS, HEDGES, AND SHRUBS	14-2

Facility Cleaning

14.4	HARD SURFACE FLOOR	14-2
14.5	TERRAZZO FLOOR	14-3
14.6	CONCRETE FLOOR.....	14-4
14.7	WOOD FLOOR	14-5
14.8	CARPET.....	14-6
14.9	DECORATIVE METAL (BRASS BRONZE).....	14-6
APPENDIX A GLOSSARY		A-1
APPENDIX B FORMS		B-1

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” that are responsible for specific cleaning tasks. Each custodian may perform one or more of the specialist functions during any work period as assigned to satisfy facility needs.

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 shall follow organizational practices as outlined in [Maintenance Employee's Guide To Safety handbook, EL-803](#) 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 Blood Borne Pathogens), 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 the 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 healthful working environment.

Facility Cleaning

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SECTION 2

CLEANING SERVICE CONTRACTS

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

Headquarters (HQ) Maintenance Operations specifies and approves the tools, equipment, and processes required for all new cleaning support service contracts. Facilities eligible for contract cleaning services must provide the Category Management Center (CMC) with contract cleaning services forms obtained from the Field Maintenance Office (FMO). All newly established and extended cleaning service contracts should incorporate the Team Cleaning tools, equipment, and processes specified in this handbook when appropriate.

Facility Cleaning

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SECTION 3

RESPONSIBILITIES

All employees share responsibility for good housekeeping, proper disposal of trash, and maintaining a safe and healthful working environment in accordance with the continuous improvement “5S” philosophy listed below. The 5S philosophy focuses on organizational cleanliness and standardization to improve profitability, efficiency, and safety by reducing waste of all types. The 5S philosophy is arranged into five phases to create a total quality environment.

Table 3-1 - 5S Continuous Improvement Philosophy

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 the work area clean.
Standardize	Standardized cleanup.
Sustain	Make a habit of maintaining established procedures.

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 the proper disposal of excess material produced by their work activities. Custodians are responsible for the custodial duties of the work area, and all employees help keep the work area clean by placing waste in its proper place as it’s generated.

3.1 HEADQUARTERS (HQ)

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

3.1.1 Headquarters Maintenance Operations

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. HQ Maintenance Operations also:

- a. Implements the USPS Team Cleaning program
- b. Maintains, updates, and revises national Team Cleaning methodology and administrative procedures
- c. Manages the Custodial Standardization Change Control Board (CSCCB)

Facility Cleaning

- d. Provides audit and reporting framework for Team Cleaning implementation and ongoing operations
- e. Coordinates custodial training development and delivery

3.1.1.1 Custodial Standardization Change Control Board (CSCCB)

The processes, tools, equipment, and chemicals used to support Team Cleaning are controlled **and may not be changed** without approval from the CSCCB. This committee established by HQ Maintenance Operations receives, evaluates, and approves or denies each Custodial Change Request (CCR).

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

3.1.2 Human Resources

The Headquarters Safety and Health Organization 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.

3.2 AREA MAINTENANCE OPERATIONS

The Area Manager Maintenance Operations manages participation in, and compliance with, the Team Cleaning process at all facilities within their area. The Area Office inspects and reviews field operations to verify Team Cleaning policies in accordance with schedules established by the most current Maintenance Management Order (MMO).

3.3 INSTALLATION HEAD

Each installation head ensures a safe and healthful environment for all facility occupants and ensures the Team Cleaning process is sustained at a satisfactory level. The installation head must raise employee awareness and promote employee commitment to maintain a clean and healthful working environment. The installation head shall ensure that cleaning activities in their facility are sustained satisfactorily and follow MS-47 policy.

Facility Cleaning

3.3.1 Authorized Break Areas

The installation head at each facility must identify the specific areas authorized for breaks and lunches. All functional managers within the facility will communicate to their employees where authorized break areas are located and ensure that all break and lunch activities take place only in designated areas.

3.3.2 Tobacco Usage and Authorized Smoking Areas

Smoking is strictly prohibited inside USPS facilities. The installation head must follow national policy regarding the use of smoking, tobacco, and other related products within their facilities. The installation head, with input from all relevant stakeholders, must identify authorized outdoor smoking areas at each facility and notify all employees where authorized outdoor smoking areas are located and ensure no other areas are used.

3.4 MAINTENANCE MANAGEMENT

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

3.4.1 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.

3.4.2 Employee Observations

In order to ensure 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 Sections 13 and 14 are estimated times and are not to be used for disciplinary purposes.

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SECTION 4

CLEANING METHODOLOGIES

4.1 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 the ISSA established performance standards on which the USPS custodial Team Cleaning processes and performance standards in this handbook are based.

4.1.1 Custodial Standardization Change Control Board

The USPS is committed to improving its custodial cleaning processes. HQ Maintenance Operations monitors and evaluates improvements in engineered processes, cleaning science, tools, and equipment to eliminate waste, improve efficiency, and reduce costs. HQ Maintenance Operations incorporates continuous improvement tools and techniques in conjunction with the Custodial Standardization Change Control Board (CSCCB) to evaluate and improve Team Cleaning processes as outlined in Section 7-Standardization.

4.2 TEAM CLEANING

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

The structure of the Team Cleaning assignments enables custodians to work as a team, cleaning the facility with less equipment and at greater efficiency. Routes are structured in such a way that a custodian performs only the assigned specialist tasks to complete their route. Each specialist performs the same cleaning tasks in multiple spaces. Each specialist's function is associated with a distinct color-code defining the tools and chemicals utilized. Specific tasks performed by each specialist are identified in the Performance Tables listed in Sections 13 and 14 of this handbook. Each custodian may perform one or more of the specialist's work during their work day.

Facility Cleaning

Team Cleaning assignments consist of the following four specialist functions listed below.

Table 4-1 - Specialist Types

Specialist	Function	Color Code
Restroom Specialist	Cleans and disinfects restrooms including, but not limited to, the restocking of supplies in restrooms and custodial closets.	Red
Light Duty Specialist (term is not the same as outlined in Article 13 of the APWU Collective Bargaining Agreement)	Cleans all horizontal surfaces above the floor. Examples include dusting surfaces up to 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 including carpets, furniture, and any area not exposed to moisture. Inspects the vacuum power cord as specified in OSHA 1910.334.(a).2.	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

4.3 TOOLS, EQUIPMENT, AND CHEMICALS

Team Cleaning tools have been engineered to clean for health minimizing and controlling the spread of contaminants. Color-coding of ergonomically designed tools and environmentally friendly chemicals simplify cleaning activities. Each specialist accomplishes assigned tasks using specific color-coded tools, equipment, and chemicals. [Table 4-1](#) identifies color-codes used with Team Cleaning.

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

The tools and equipment used during the performance of cleaning must comply with the current Team Cleaning MMO.

Facility Cleaning

4.4 CATEGORIES OF WORK

Cleaning services are grouped into one of three categories listed in [Table 4-2](#). During the facility workload analysis the type of cleaning needed is placed into one of the three categories.

Table 4-2 - Categories of Work

Cleaning	Cleaning is the process of removing unwanted substances and putting them in their proper place.
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.

4.5 TEAM CLEANING SPECIALISTS WORKFLOW

Standardized workflows improve the quality and efficiency of cleaning. As part of workloading, establish a workflow for each route to provide the most efficient sequence of cleaning. 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, Preventive-Custodial Maintenance Route](#) ([Figure B-2](#) and [Figure B-3](#)).

Local management is responsible for providing instructions consistent with the Team Cleaning workflow format in offices without authorized maintenance management.

Facility Cleaning

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SECTION 5

FACILITY WORKLOADING

5.1 WORKLOAD ANALYSIS

Conduct a Workload Analysis to determine custodial staffing requirements annually or more frequently if substantial changes occur in the facility. Each analysis requires a wall-to-wall review of the facility and grounds to identify all cleaned spaces. The Area Office may direct the workload analysis be reworked for accuracy, in whole or in part, to comply with the provisions of this handbook. HQ Maintenance Operations may validate the analysis. Perform workloading activities described below to develop facility specific cleaning requirements.

- a. Plan the workload analysis activities as described in [Section 5.1.1](#) (Plan the Workload Analysis).
- b. Establish a list identifying every space by its area and room identifier. Conduct a “Space Inventory” of the facility. A blank Form 4869, Building Inventory ([Figure B-6](#)) can be printed to support this effort as described in [Section 5.2](#) (Area Identifier (Area ID) and Room Identifiers (Room ID)).
- c. Identify the Restricted, Authorized Only, and Vacant spaces as described in [Section 5.5](#) (Space Classifications).
- d. Enter the Space Inventory data into the custodial staffing software application as described in [Section 5.6](#) (Space Inventory).
- e. Develop individual routes and assign scheduled frequencies using the custodial staffing software application as described in [Section 5.7](#) (Performance and Frequency Specifications) and [Section 5.9](#) (Develop Individual Routes).
- f. Electronically submit the staffing package for review and approval as described in [Section 5.10](#) (Staffing Package).

Note: The custodial staffing software application supports the workload analysis. Enter the data directly into the application while conducting the inventory. When the data cannot be directly entered into the custodial staffing software application, obtain and record the data on a blank PS Form 4869 (Building Inventory) ([Figure B-6](#)).

5.1.1 Plan the Workload Analysis

Obtain the most current layout drawings for the plat and each floor in the facility. Request accurately scaled drawings that reflect actual space dimensions. The drawings should include room and space designations, room identifiers, and must show mail processing equipment configuration and locations. Create a separate list of every area and room ensuring every space is identified. If discrepancies in the drawing are identified during the workload analysis, notify proper groups of needed drawing revisions.

Facility Cleaning

Develop a work plan that identifies an efficient and logical sequence to conduct the space inventory. Before beginning 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 IDENTIFIER (AREA ID) AND ROOM IDENTIFIERS (ROOM ID)

Assign every space in the facility an Area Identifier (Area ID) and a Room Identifier (Room ID) before beginning the Space Inventory. Identifiers correlate measurements to the physical spaces and are required when creating maintenance routes and checklists. If identifiers do not exist, a facility representative creates and assigns new identifiers.

5.2.1 Area Identifier (Area ID)

The local facility assigns the Area ID labels and groups unique room identifiers (Room ID) into logical categories. In most cases, an Area ID represents a geographic location or large area within the facility. For example: Area ID titled “1st Floor Admin” could represent all of the individual administrative offices or rooms located on the 1st floor of a multi-story building. The Area ID titled “Workroom NW Section” might represent multiple individual workroom floor spaces based on the specific column locations (West Dock, 010 Operations) of workroom floor space located in the northwest section of the workroom floor.

5.2.2 Room Identifiers (Room ID)

The Room Identifier (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 space or a specific measured section of a workroom floor. Example: The Room ID named “A3-C3 Flats Operation” represents a workroom space located between column A3 and C3 and houses the facility’s Flats Sorting operation. The Room ID named “100 Manager Accounting” represents a single office for the Manager of Accounting located in room number 100. Both of these Room ID’s will also have an Area ID assigned as described in [Section 5.2.1](#).

5.3 SPACE TYPE

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

- a. Restroom
- b. Lunch/Swing Room
- c. Locker Room
- d. Work Room
- e. Office Space
- f. Supply Room
- g. Active Storage Room
- h. Inactive Storage Room

Facility Cleaning

- i. Elevator
- j. Exterior Paved Area
- k. Exterior Unpaved Area
- l. Interior Parking/Maneuvering
- m. Platform Dock (Enclosed)
- n. Platform Dock (Non Enclosed)
- o. Service/Box Lobby
- p. Stairway
- q. Corridor
- r. General Shop Area
- s. Janitors (Custodial) Closet
- t. Lookout Gallery
- u. Battery Room
- v. All Authorized Only Spaces (see Table 5-1)
- w. All Restricted Spaces (see Table 5-2)

5.4 COMPONENTS

These are items having similar physical characteristics that permit the items to be grouped together into one classification. Generally, a unit performance factor will be established for each of the tasks to be done. Following are examples of components that must be included in the building inventory if present:

- a. Ceiling Light Fixtures
- b. Exterior Glass
- c. Pipes and Ducts
- d. Lawns, Hedges, and Shrubs
- e. Hard Surface Floor
- f. Terrazzo Floor
- g. Concrete Floor
- h. Wood Floor
- i. Carpet
- j. Decorative Metal

5.5 SPACE CLASSIFICATIONS

5.5.1 Authorized Only Space

Space designated as “Authorized Only” requires specific safety training or other certification, and/or special Personal Protective Equipment (PPE) to enter and occupy the space. Management approval is required to enter or to perform work in authorized only spaces. Custodians who have obtained the required access clearance by management may perform cleaning of authorized only spaces.

Table 5-1 - Authorized Only Space Examples

VMF shop bay areas	HVAC mezzanines	Electrical rooms
Welding shops	Mechanical rooms	Oil storage rooms
Carpenter shops	Boiler rooms	Telecommunication rooms

5.5.2 Vacant Space

“Vacant Space” is an area not occupied or assigned to a person, group of people, or does not support USPS operations for 30 or more days and cannot be part of another space without any separating partitions. A new Workload Analysis must be performed before adjusting cleaning frequencies after changing a space’s designation to or from vacant. Secure vacant spaces to prevent unauthorized storage or access. The installation head or designee determines which areas are designated as vacant space. During inventory activities, vacant space is identified by the Area ID and Room ID.

5.5.3 Restricted Space

“Restricted Space” is the space or rooms in a facility that have controlled access due to legal, privacy, security, law enforcement, or requires special authorization to enter.

Custodial cleaning schedules for restricted space are coordinated with local maintenance management and the manager responsible for the restricted space.

Table 5-2 - Restricted Space Examples

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

5.6 SPACE INVENTORY

The space inventory is the foundation used to develop a cleaning plan, determine effective resource scheduling, identify required tools and materials, and establish controls and metrics necessary to effectively manage the work. Physically measuring each space is a requirement of the Workload Analysis. When conducting the space inventory, obtain specific data elements listed on PS Form 4869 (Figure B-6) including:

Facility Cleaning

- a. Space Location: Interior or Exterior
- b. Area ID: The geographic location of the space (i.e. 1st Floor Administrative Offices)
- c. Room ID: Unique label or name for the measured space
- d. Room Status: Is the room classified as Active, Vacant, Restricted or Authorized Only
- e. Area of the space to be cleaned
- f. Quantity of fixtures: A count of the number of restroom fixtures and light fixtures
- g. Space Type: Administrative, Elevator, Hallway, Lobby, Lunchroom, Locker room, Restroom, Workroom, Workroom aisles, etc.
- h. Floor Type: Asphalt Plank, Carpet, Concrete, Ceramic, Vinyl Asbestos Tile (VAT), Vinyl Composite Tile (VCT), Vinyl Sheet, Linoleum, Rubberized, Terrazzo, or Wood
- i. Tour work is performed
- j. Day of the week work is performed
- k. Cleaned or Policed

5.6.1 Measuring the Facility Space

Accurately measure areas requiring cleaning using feet and inches, rounded to the nearest inch. The custodial staffing software application converts the measurement into the decimal equivalent required for calculations and reporting.

When measuring each space, record the areas length and the width. Ensure each cleaned area includes adjoining space such as closets. Common spaces accessible from multiple rooms are only allocated once.

When measuring the workroom floor area, measure the aisles as a separate distinct space. Account for aisles separately as this space can be cleaned manually or cleaned using selected powered equipment. For example, aisles that permit Powered Industrial Vehicle (PIV) traffic will normally accommodate a rider-type automated vacuum scrubber machine. Aisles designated for foot or pedestrian traffic may require a smaller walk-behind vacuum scrubber machine or manual cleaning.

Place a mark (Red X) on each inventoried area of the drawing to indicate that the space measurement is complete. This helps ensure all rooms, spaces, and workroom areas are measured during the inventory process.

5.6.1.1 Exterior Window Glass Measurement

Measure only one side of window glass located on the first floor exterior walls of the building. The custodial staffing software application accounts for both sides of the glass surface. Interior glass is not recorded as inventory. The Team Cleaning process accounts for interior glass during routine daily cleaning.

5.7 PERFORMANCE AND FREQUENCY SPECIFICATIONS

Area and Component Cleaning performance charts in Section 13 and Section 14 provide standard performance criteria and frequency ranges. These performance charts are integrated in the custodial staffing software application. Local management determines the 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 Area Maintenance concurrence and HQ Maintenance Operations approval.

5.8 DEFINITION OF MULTIPLE TOURS

Determination of multiple tours will be made by area and by evaluating the time a specific work area is normally in reasonable use. Different spaces or work areas may be used for a different number of tours. For example the space in an 010 section may be in use for 9 hours, or one tour; while a flats operation in different space of the same facility may run for 15 hours, or two tours; or a platform operation area may be in use for three tours.

Space areas in large facilities that process mail, e.g. Processing and Distribution Centers, Network Distribution Centers, or International Service Centers, will be considered to have two tours when the designated space is normally in use in excess of 12 hours, and three tours when the space is normally in use in excess of 20 hours. In these facilities non-mail processing spaces such as break rooms, locker rooms, and rest rooms, that are not closed, 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 as outlined above.

Facilities such as Stations, Branches, Post Offices, and Associate Offices which primarily house retail services and/or delivery operations are predominantly one tour facilities. When the time a facility is normally in use by more than three (3) employees at any time during the service day exceeds 12 hours, it will be given for multiple tours.

5.9 DEVELOP INDIVIDUAL ROUTES

After completing the Space Inventory, group spaces together to form routes. The process must consider operational needs of each space and be organized to perform the work as efficiently as possible.

5.9.1 Route Checklist Work Flow

Developing the route checklist flow from the starting point to the finishing point provides consistency in cleaning, policing, and routine servicing. Factors to consider when developing routes include the impact to operations, the specialist type needed, and the size of the space to be serviced. Two important factors are route size and vacuum plug-in locations. The Light Duty Specialist must follow the flow of the route to stay ahead of the Vacuum Specialist. This allows the removal of large or sharp debris on the floor before vacuuming.

Facility Cleaning

5.9.1.1 Route Size

The route size based on each area's measured size or fixture count for the designated specialist is determined by the number of available work hours in a work day multiplied by a performance standard for a set of tasks.

The quantity of hours making up a full productive work day is seven (7) hours. Create routes equal to the maximum available work hours. 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 work day.

5.9.1.2 Vacuum Plug-in Locations

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

5.10 STAFFING PACKAGE

The designated maintenance official, in conjunction with the installation head, will review and submit the completed package to the Area Office. The installation head/designated maintenance official will ensure that all duties expected and anticipated to be performed by custodians are accurately identified in the completed staffing package. After the Area Office reviews the staffing package, it may be validated by HQ Maintenance Operations and then returned for Area Office approval. The custodial staffing software application is used to submit the custodial staffing package. The Area should approve or return the package within 45 days of the staffing package being submitted.

5.11 MAINTAINING PROPER STAFFING LEVELS

The final determination of custodial staffing is done by the local installation Postmaster (with the support of the Maintenance Manager at the installation's maintenance support facility) or local installation Maintenance Manager. Once a custodial staffing level is determined using the procedures in this handbook, that staffing level must be maintained. At times, local conditions may change sufficiently to warrant a change in staffing. In order for staffing to be changed the entire staffing procedure must be redone, i.e., new forms must be completed. No change in staffing may occur without following the procedures of this handbook. In the development of a staffing package, the local APWU representative is to be contacted and may observe in the development of the package. A copy of any completed and approved staffing package (which includes all completed forms and documents used to develop the staffing package) shall be provided to the Local APWU President.

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SECTION 6

WORK SCHEDULING

6.1 ASSIGNMENTS

A recommended best practice is to assign each custodian a route, a quantity of routes, or a combination of routes and work orders that equate to a full work day. The supervisor should assign custodial work with cleaning for health as the primary factor when making daily assignments.

6.2 HOLIDAY ASSIGNMENTS

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

6.3 EMPLOYEE ABSENCE SCHEDULING

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

- a. Clean or police restrooms
- b. Clean cross-contamination surfaces (fomites)
- c. Empty full trash containers or containers that are forecasted to be full prior to the next scheduled cleaning/policing activity
- d. Remove large debris and litter in high traffic areas

Facility Cleaning

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SECTION 7

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 outlining 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 is responsible to immediately report missing or damaged tools to the on-duty supervisor.

7.1 CONFIGURATION CONTROL

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 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

7.1.1 Change Request

Submit a CCR form through the facility coordinator to request changes to established Team Cleaning activities. The facility coordinator verifies proper 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. The Custodial Standardization Change Control Board documents process and procedures in the most current version of the CSCCB guidelines.

Facility Cleaning

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SECTION 8

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.

8.1 CHECK-IN/CHECK-OUT AREA

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

8.2 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 the custodial training room.

8.3 BULK STORAGE AREA

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

Facility Cleaning

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SECTION 9

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 and proficiency, and enhances professionalism of the 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 provides employees with job proficiency skills required to complete their assigned tasks safely and efficiently.

9.1 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 the Learning Management System (LMS) course catalog.

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

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

9.1.1 Management Training

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

9.2 RECURRING TRAINING

After successfully completing the initial training each custodian will participate in additional training annually. A total of 40 hours of training is allotted for each custodian per calendar year. Embracing the Continuous Improvement business model, learning reinforcement is the key to success. The immediate supervisor or designee should conduct a training session covering a different topic each month. 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.

9.3 SAFETY TRAINING

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

9.3.1 Blood Borne Pathogens (BBP) Training Requirements

As established by OSHA standard 29, [Code of Federal Regulations \(CFR\) 1910.1030](#), the local training office must ensure that all employees **who may be exposed** to BBP during their work activities, be provided annual BBP training or the Hazardous Waste Operations and Emergency Response (HAZWOPER) training equivalent.

SECTION 10

LAUNDRY SERVICE

10.1 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 Headquarters specified Team Cleaning tools and equipment identified in the current Team Cleaning MMO. Substitution of cleaning products requires CSCCB approval.

10.2 PRODUCT USAGE

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

Facility Cleaning

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SECTION 11

BENCHMARKING FACILITY HOUSEKEEPING INSPECTIONS

The standardized cleaning processes and cleaning 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 the 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. Installation heads or their 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 Form 4851, *Building Housekeeping Inspection* (Figure B-5). The semi-annual housekeeping inspection report must be retained for a period of no less than two years. Management must review and correct deficiencies found during inspections. All locally represented unions must be invited to participate in the inspections.

Facility Cleaning

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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. Forms used to support the Team Cleaning process include:

- a. PS Form 4869, *Building Inventory* ([Figure B-6](#))
- b. PS Form 4839, *Team Cleaning Weekly Scheduling* ([Figure B-4](#))
- c. PS Form 4852, *Workload Analysis and Summary* ([Figure B-1](#))
- d. PS Form 4776, *Preventive-Custodial Maintenance Route* ([Figure B-2](#) and [Figure B-3](#))
- e. PS Form 4851, *Building Housekeeping Inspection* ([Figure B-5](#))

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.

12.1 PS FORM 4869 (BUILDING INVENTORY)

Facility-specific information entered into the Building Inventory section of the custodial staffing software application will summarize on Form 4869 ([Figure B-6](#)). Information on the Form 4869 includes, but is not limited to:

- a. Area ID
- b. Room ID
- c. Space description
- d. Type of space
- e. Sq. Ft. of space
- f. Number of restroom fixtures
- g. Number of light fixtures
- h. Floor type

12.2 PS FORM 4839 (TEAM CLEANING WEEKLY SCHEDULING)

The custodial staffing software application summarizes cleaning frequency information on PS Form 4839, *Team Cleaning Weekly Scheduling* ([Figure B-4](#)). This form identifies the specialist performing the work, and workload information by areas, tours, and days of the week each area is cleaned.

Facility Cleaning

12.3 PS FORM 4852 (WORKLOAD ANALYSIS AND SUMMARY)

The rollup of all facility-specific data entered into the custodial staffing software application is identified on PS Form 4852 (Figure B-1) and includes training, wash-up, and break times. Total work hour calculations are shown as work hours per year and total full-time equivalent(s). As many full-time regular and part-time regular duty assignments as necessary to cover the workhours are to be established. To the extent practicable, duty assignments are to be full-time.

12.4 PS FORM 4776 (PREVENTIVE-CUSTODIAL MAINTENANCE ROUTE)

Implementation of route checklists for maintenance capable facilities is mandatory. Local management may use route checklists for non-maintenance capable facilities at their discretion. Route checklists identify the building name where tasks are performed, type of specialist performing the work, task frequency, estimated route completion time, and unique route numbers.

PS Form 4776 (Figure B-2 and Figure B-3) provides specific written instructions for custodians. These instructions include tools and materials needed to perform the task and the workflow indicating route start and finish points. The workflow should also indicate step-by-step instructions for the custodian to follow to ensure that the focus is cleaning for health first. Incorporate a floor layout drawing illustrating the directional workflow that specialists follow to efficiently complete the Custodial Route Checklist.

12.5 PS FORM 4851 (BUILDING HOUSEKEEPING INSPECTION)

Perform housekeeping inspections semi-annually using PS Form 4851, *Building Housekeeping Inspection* (Figure B-5). Maintenance management, at all levels, will monitor the report for recurring problems.

Facility Cleaning

SECTION 13

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.

13.1 RESTROOM

Table 13-1 - Cleaning

Specialist	Tasks	Performance	Freq. Range
Restroom Specialist	<p>Remove large debris.</p> <p>Flush toilets and urinals.</p> <p>Dispense disinfectant in each toilet and urinal.</p> <p>Refill towels, toilet paper, seat covers, feminine products and disposal bags, soap, lotion, and sanitizer.</p> <p>Check that all dispensers are working.</p> <p>Empty waste containers and replace liners.</p> <p>Dust restroom top to bottom.</p> <p>Sweep floor.</p> <p>Spray disinfectant, and wipe mirrors and touchable items or fomites such as door handles.</p> <p>Spot clean light switches, walls, baseboards, windowsills, and partitions.</p> <p>Scrub toilet and urinal bowls.</p> <p>Spray and wipe toilets and urinals. Wipe the top of the toilet seat first, then the bowl.</p> <p>Utilize wet floor signs and barricades as needed.</p> <p>Damp mop floor using disinfectant.</p> <p>Clean cart and all tools at conclusion of route.</p>	3 min. / fixture	3 to 7 times per week

Facility Cleaning

Table 13-2 - Policing

Specialist	Tasks	Performance	Freq. Range
Restroom Specialist	<p>Remove large debris</p> <p>Flush toilets and urinals.</p> <p>Dispense disinfectant in each toilet and urinal as needed.</p> <p>Refill towels, toilet paper, seat covers, feminine products and disposal bags, soap, lotion, and sanitizer as needed.</p> <p>Check that all dispensers are working.</p> <p>Empty waste containers as needed.</p> <p>Spot sweep floor.</p> <p>Spray disinfectant, and wipe touchable items or fomites such as door handles.</p> <p>Spot clean mirrors, light switches, and partitions as needed.</p> <p>Scrub toilet and urinal bowls as needed.</p> <p>Spray and wipe toilets and urinals as needed.</p> <p>Wipe the top of the toilet seat first, then the bowl.</p> <p>Utilize wet floor signs and barricades as needed.</p> <p>Spot mop floor using disinfectant.</p> <p>Clean cart and all tools at conclusion of route.</p>	1.5 min. / fixture	When used, 1 time per tour in facilities with two or more mail processing tours per day, except on tour when restroom is cleaned

Facility Cleaning

13.2 LUNCH/SWING ROOM

Table 13-3 - Cleaning

Specialist	Tasks	Performance	Freq. Range
Light Duty Specialist	<p>Empty trash containers and replace liners as needed; deposit all trash and recyclables at specified location.</p> <p>Wipe containers as needed with microfiber cloth and detergent.</p> <p>Dust surfaces high to low (light fixtures and air vents up to 10 ft., and tops of doors and frames).</p> <p>Dust horizontal surfaces (cabinets, tables, shelving, blinds, etc.).</p> <p>Pick up debris and any other items off the floor that could damage the vacuum or cannot be picked up by the vacuum.</p> <p>Using a multi-purpose detergent spray bottle, damp wipe horizontal surfaces such as but not limited to cabinets, tables, sinks, water fountains, microwave ovens, etc.</p> <p>Spot clean other surfaces such as but not limited to mirrors, glass, columns, wall bumpers, switch plates, and walls.</p> <p>Refill towel dispensers as needed.</p> <p>Clean and store equipment at conclusion of route.</p>	5,700 sq. ft. / hr.	3 to 7 times per week
Vacuum Specialist	<p>Inspect electrical cord for damage prior to use.</p> <p>Utilizing designated electrical receptacles and appropriate tool attachments, vacuum the entire floor. (Do not vacuum wet surfaces.)</p> <p>At conclusion of route, clean all equipment, then clean and inspect extension cord for damage.</p>	5,700 sq. ft. / hr.	
Utility Specialist	<p>Utilize wet floor signs and barricades as needed.</p> <p>Damp mop entire floor using a two-compartment mop bucket with wringer and microfiber mop with detergent solution.</p> <p>At conclusion of route, clean and store equipment properly.</p>	4,650 sq. ft. / hr.	
	<p>Collect trash from designated locations and transport to central trash disposal area.</p>	7,920 linear ft. / hr.	

Facility Cleaning

Table 13-4 - Policing

Specialist	Tasks	Performance	Freq. Range
Light Duty Specialist	Remove debris from tables and floor. Damp wipe tables and chairs as needed. Empty trash containers as needed. Damp wipe spillages. Damp wipe and clean drinking fountains. Clean and store equipment at conclusion of route.	10,000 sq. ft. / hr.	When utilized, on all tours except when cleaned on the same tour

13.3 LOCKER ROOM

Table 13-5 - Cleaning

Specialist	Tasks	Performance	Freq. Range
Light Duty Specialist	Empty trash containers and replace liners as needed. Deposit all trash and recyclables at specified location. Wipe trash/recycle containers as needed with microfiber cloth and detergent. 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). Pick up debris and any other items off the floor that could damage the vacuum or cannot be picked up by the vacuum. Using a multi-purpose detergent in a spray bottle, damp wipe horizontal surfaces such as but not limited to benches, chairs, etc. Spot clean other surfaces such as but not limited to mirrors, glass, columns, wall bumpers, switch plates, and walls. Clean and store equipment at conclusion of route.	10,000 sq. ft. / hr.	3 to 7 times per week
Vacuum Specialist	Inspect extension cord for damage prior to use. Utilize designated electrical receptacles and appropriate tool attachments to vacuum the entire floor. (Do not vacuum wet surfaces.) At conclusion of route, clean all equipment and inspect extension cord for damage.	10,000 sq. ft. / hr.	3 to 7 times per week
Utility Specialist	Utilize wet floor signs and barricades as needed. Damp mop entire floor using a two-compartment mop bucket with wringer and microfiber mop with detergent solution. Clean and store equipment at conclusion of route.	4,650 sq. ft. / hr.	3 to 7 times per week

Facility Cleaning

Table 13-6 - Policing

Specialist	Tasks	Performance	Freq. Range
Light Duty Specialist	Remove trash and debris. Empty trash containers and replace liners as needed. Spot sweep open areas and aisles. Damp wipe spills. Damp wipe other surfaces as needed. Clean and store equipment at conclusion of route.	16,575 sq. ft. / hr.	When utilized, on all tours except when cleaned on the same tour

13.4 WORK ROOM

Table 13-7 - Cleaning

Specialist	Tasks	Performance	Freq. Range
Light Duty Specialist	Empty trash and replace liners as needed; deposit all trash and recyclables at specified location. Dust horizontal surfaces as needed. Pick up debris and any other items off the floor that could damage the vacuum or cannot be picked up by the vacuum. Spot wipe doors, push plates, switch plates, and drinking fountains. Damp clean horizontal surfaces including telephones if applicable. Spot clean vertical surfaces. Dust ceiling light fixtures, air vents, and other assigned surfaces up to 10 ft. Clean and store equipment at conclusion of route.	16,575 sq. ft. / hr. (High speed)	1 to 6 times per week
Light Duty Specialist	Clean all vertical surfaces within a specified area of the route and spot clean the remaining vertical surfaces. Dust all horizontal surfaces. Clean and store equipment at conclusion of route.	13,015 sq. ft. / hr. (Low speed)	1 time per week

Facility Cleaning

Table 13-7 - Cleaning (continued)

Specialist	Tasks	Performance	Freq. Range
Vacuum Specialist	Inspect extension cord for damage prior to use. Utilizing designated electrical receptacles vacuum all traffic areas. Spot vacuum all other areas as needed. (Do not vacuum wet surfaces.) At conclusion of route, clean all equipment, then clean and inspect extension cord for damage.	16,575 sq. ft. / hr. (High speed)	1 to 6 times per week
	Utilizing designated electrical receptacles vacuum wall to wall within a specified area of the route. (Do not vacuum wet surfaces.) At conclusion of route, clean all equipment, then clean and inspect extension cord for damage.	13,015 sq. ft. / hr. (Low speed)	1 time per week
Utility Specialist	Collect trash from designated locations and transport to central trash disposal area.	7,920 linear ft. / hr.	2 to 7 times per week as required

Table 13-8 - Policing

Specialist	Tasks	Performance	Freq. Range
Light Duty Specialist	Empty trash and replace liners as needed; deposit all trash and recyclables at specified location. Pick up debris and any other items off the floor that could damage the vacuum or cannot be picked up by the vacuum. Attend to spills and leaks as directed by supervisor. Spot wipe doors, push plates, switch plates, telephones, and drinking fountains. Spot wipe horizontal surfaces as needed. Spot clean vertical surfaces as needed. Spot mop floor surfaces as needed. Clean and store equipment at conclusion of route.	16,575 sq. ft. / hr.	On all tours only for the area used, except when cleaned on same tour

Facility Cleaning

13.5 OFFICE SPACE

Table 13-9 - Cleaning

Specialist	Tasks	Performance	Freq. Range
Light Duty Specialist	<p>Empty trash and replace liners as needed; deposit all trash and recyclables at specified location.</p> <p>Dust all horizontal surfaces.</p> <p>Pick up debris and any other items off the floor that could damage the vacuum or cannot be picked up by the vacuum.</p> <p>Spot wipe doors, push plates, switch plates, and drinking fountains.</p> <p>Damp clean horizontal surfaces including telephones if applicable.</p> <p>Spot clean vertical surfaces.</p> <p>Dust ceiling light fixtures, air vents, and other assigned surfaces up to 10 ft.</p> <p>Clean and store equipment at conclusion of route.</p>	10,000 sq. ft. / hr.	3 to 7 times per week
Vacuum Specialist	<p>Inspect extension cord for damage prior to use.</p> <p>Utilizing designated electrical receptacles vacuum all traffic areas.</p> <p>Spot vacuum all other areas.</p> <p>Vacuum visible debris, crumbs, or dry spills on furniture. (Do not vacuum wet surfaces.)</p> <p>At conclusion of route, clean all equipment, then clean and inspect extension cord for damage.</p>	10,000 sq. ft. / hr.	
Utility Specialist	<p>Collect trash from designated locations and transport to central trash disposal area.</p> <p>Clean and store equipment at conclusion of route.</p>	7,920 linear ft. / hr.	

Facility Cleaning

13.6 SUPPLY ROOM

Table 13-10 - Cleaning

Specialist	Tasks	Performance	Freq. Range
Light Duty Specialist	Empty trash and replace liners as needed; deposit all trash and recyclables at specified location. Dust all horizontal surfaces. Pick up debris and any other items off the floor that could damage the vacuum or cannot be picked up by the vacuum. Spot wipe doors, push plates, switch plates, and drinking fountains. Damp clean horizontal surfaces including telephones if applicable. Spot clean vertical surfaces. Dust ceiling light fixtures, air vents, and other assigned surfaces up to 10 ft. Clean and store equipment at conclusion of route.	16,575 sq. ft. / hr. (High speed)	2 to 6 times per week
	Clean all vertical surfaces within the specified area of the route and spot clean the remaining vertical surfaces. Clean and store equipment at conclusion of route.	13,015 sq. ft. / hr. (Low speed)	1 time per week
Vacuum Specialist	Inspect extension cord for damage prior to use. Utilizing designated electrical receptacles vacuum all traffic areas. Spot vacuum all other areas as assigned. (Do not vacuum wet surfaces.) At conclusion of route, clean all equipment, then clean and inspect extension cord for damage.	16,575 sq. ft. / hr. (High speed)	2 to 6 times per week
	Inspect cord for damage prior to use. Vacuum wall to wall within a specified area of the route. (Do not vacuum wet surfaces.) At conclusion of route, clean all equipment, then clean and inspect extension cord for damage.	13,015 sq. ft. / hr. (Low speed)	1 time per week

Facility Cleaning

13.7 ACTIVE STORAGE ROOM

Table 13-11 - Cleaning

Specialist	Tasks	Performance	Freq. Range
Light Duty Specialist	<p>Empty trash and replace liners as needed; deposit all trash and recyclables at specified location.</p> <p>Dust all horizontal surfaces.</p> <p>Pick up debris and any other items off the floor that could damage the vacuum or cannot be picked up by the vacuum.</p> <p>Spot wipe doors, push plates, switch plates, and drinking fountains.</p> <p>Damp clean horizontal surfaces including telephones if applicable.</p> <p>Spot clean vertical surfaces.</p> <p>Dust ceiling light fixtures, air vents, and other assigned surfaces up to 10 ft.</p> <p>Clean and store equipment at conclusion of route.</p>	16,575 sq. ft. / hr.	12 to 52 times per year
Vacuum Specialist	<p>Inspect extension cord for damage prior to use.</p> <p>Utilizing designated electrical receptacles vacuum floor using designated electrical receptacles. (Do not vacuum wet surfaces.)</p> <p>At conclusion of route, clean all equipment, then clean and inspect extension cord for damage.</p>	16,575 sq. ft. / hr.	12 to 52 times per year

Facility Cleaning

13.8 INACTIVE STORAGE ROOM

Table 13-12 - Cleaning

Specialist	Tasks	Performance	Freq. Range
Light Duty Specialist	<p>Empty trash and replace liners as needed; deposit all trash and recyclables at specified location.</p> <p>Dust all horizontal surfaces.</p> <p>Pick up debris and any other items off the floor that could damage the vacuum or cannot be picked up by the vacuum.</p> <p>Spot wipe doors, push plates, and switch plates.</p> <p>Damp clean horizontal surfaces.</p> <p>Spot clean vertical surfaces.</p> <p>Dust ceiling light fixtures, air vents, and other assigned surfaces up to 10 ft.</p> <p>Clean and store equipment at conclusion of route.</p>	16,575 sq. ft. / hr.	4 to 12 times per year
Vacuum Specialist	<p>Inspect extension cord for damage prior to use.</p> <p>Utilizing designated electrical receptacles vacuum floor using designated electrical receptacles. (Do not vacuum wet surfaces.)</p> <p>At conclusion of route, clean all equipment, then clean and inspect extension cord for damage.</p>	16,575 sq. ft. / hr.	4 to 12 times per year

Facility Cleaning

13.9 ELEVATOR

Table 13-13 - Cleaning

Specialist	Tasks	Performance	Freq. Range
Light Duty Specialist	Dust ceiling lights and air vents. Wipe all walls, trim, doors, and control panels. Pick up debris and any other items off the floor that could damage the vacuum or cannot be picked up by the vacuum. Clean and store equipment at conclusion of route.	10 minutes per elevator cab	3 to 7 times per week
Vacuum Specialist	Inspect extension cord for damage prior to use. Utilizing designated electrical receptacles vacuum entire elevator floor area. (Do not vacuum wet surfaces.) At conclusion of route, clean all equipment, then clean and inspect extension cord for damage.	1 minute per elevator cab	
Utility Specialist	Utilize wet floor signs and barricades as needed. Damp mop entire hard floor surface using a two-compartment mop bucket with wringer and microfiber mop with detergent solution. Clean and store equipment at conclusion of route.	1 minute per elevator cab	

13.10 EXTERIOR PAVED AREA

Table 13-14 - Policing

Specialist	Tasks	Performance	Freq. Range
Utility Specialist	Pick up litter – all debris. Empty trash containers and replace liners as needed. Clean and store equipment at conclusion of route.	50,000 sq. ft. / hr.	When utilized, 1 to 7 times per week

Facility Cleaning

Table 13-15 - Sweeping

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

Table 13-16 - Snow Removal

Specialist	Tasks	Performance	Freq. Range
Utility Specialist	Remove snow from sidewalks, parking areas, driveways, and maneuvering areas Clean and store equipment at conclusion of the task.	4,000 sq. ft. / hr.	As needed

Facility Cleaning

13.11 EXTERIOR UNPAVED AREA

Table 13-17 - Policing

Specialist	Tasks	Performance	Freq. Range
Utility Specialist	Pick up litter – all debris. Empty trash containers as needed. Clean and store equipment at conclusion of route.	50,000 sq. ft. / hr.	1 to 7 times per week

13.12 INTERIOR PARKING/MANEUVERING

Table 13-18 - Sweeping

Specialist	Tasks	Performance	Freq. Range
Utility Specialist	Manual: Sweep and remove dirt from areas inaccessible by power equipment. Clean and store equipment at conclusion of route. <p style="text-align: center;">OR</p>	10,000 sq. ft. / hr.	1 to 7 times per week
	Pedestrian-type power vacuum sweeper: Sweep areas inaccessible to rider-type sweeper. Clean and store equipment at conclusion of route. <p style="text-align: center;">OR</p>	15,000 sq. ft. / hr.	
	Rider-type power sweeper: Sweep open areas. Clean and store equipment at conclusion of route.	50,000 sq. ft. / hr.	

Facility Cleaning

13.13 PLATFORM DOCK (ENCLOSED)

Table 13-19 - Cleaning

Specialist	Tasks	Performance	Freq. Range
Light Duty Specialist	<p>Empty trash and replace liners as needed; deposit all trash and recyclables at specified location.</p> <p>Dust horizontal surfaces as needed.</p> <p>Pick up debris and any other items off the floor that could damage the vacuum or cannot be picked up by the vacuum.</p> <p>Spot wipe doors, push plates, switch plates, and drinking fountains.</p> <p>Damp clean horizontal surfaces including telephones if applicable.</p> <p>Spot clean vertical surfaces.</p> <p>Dust ceiling light fixtures, air vents, and other assigned surfaces up to 10 ft.</p> <p>Clean and store equipment at conclusion of route.</p>	16,575 sq. ft. / hr. (High speed)	1 to 6 times per week
	<p>Clean all vertical surfaces within a specified area of the route and spot clean the remaining vertical surfaces.</p> <p>Dust all horizontal surfaces.</p> <p>Clean and store equipment at conclusion of route.</p>	13,015 sq. ft. / hr. (Low speed)	1 time per week
Vacuum Specialist	<p>Inspect extension cord for damage prior to use.</p> <p>Utilizing designated electrical receptacles vacuum all traffic areas,</p> <p>Spot vacuum all other areas as needed. (Do not vacuum wet surfaces.)</p> <p>At conclusion of route, clean all equipment, then clean and inspect extension cord for damage.</p>	16,575 sq. ft. / hr. (High speed)	1 to 6 times per week
	<p>Utilizing designated electrical receptacles vacuum wall to wall within a specified area of the route. (Do not vacuum wet surfaces.)</p> <p>At conclusion of route, clean all equipment, then clean and inspect extension cord for damage.</p>	13,015 sq. ft. / hr. (Low speed)	1 time per week

Facility Cleaning

Table 13-20 - Policing

Specialist	Tasks	Performance	Freq. Range
Light Duty Specialist	Empty trash and replace liners as needed; deposit all trash and recyclables at specified location. Pick up debris from all areas of work within the route. Spot wipe doors, push plates, switch plates, and drinking fountains. Spot wipe horizontal surfaces as needed. Spot clean vertical surfaces. Clean and store equipment at conclusion of route.	16,575 sq. ft. / hr.	On all tours only the area used, except when cleaned on same tour

13.14 PLATFORM DOCK (NON ENCLOSED)

Table 13-21 - Cleaning

Specialist	Tasks	Performance	Freq. Range
Light Duty Specialist	Empty trash containers and replace liners as needed; deposit all trash and recyclables at specified location. Clean and store equipment at conclusion of route.	16,575 sq. ft. / hr.	3 to 7 times per week
Utility Specialist	Sweep open areas. Clean and store equipment properly at conclusion of route.	5,556 sq. ft. / hr.	

Table 13-22 - Policing

Specialist	Tasks	Performance	Freq. Range
Light Duty Specialist	Pick up large debris, empty trash containers and replace liners as needed; deposit all trash and recyclables at specified location. Spot sweep as needed. Spot mop as needed. Clean and store equipment at conclusion of route.	16,575 sq. ft. / hr.	On all tours in area(s) used, except when cleaned on same tour

Facility Cleaning

13.15 SERVICE/BOX LOBBY

Table 13-23 - Cleaning

Specialist	Tasks	Performance	Freq. Range
Light Duty Specialist	Empty trash containers and replace liners as needed; deposit all trash and recyclables at specified location. Dust all horizontal surfaces. Clean lobby door glass. Clean interior lobby glass as needed. Pick up debris and any other items off the floor that could damage the vacuum or cannot be picked up by the vacuum. Spot wipe doors, push plates, switch plates, and drinking fountains. Damp clean horizontal surfaces including display cases, telephones, and other lobby items. Spot clean vertical surfaces. Dust ceiling light fixtures, air vents, and other assigned surfaces up to 10 ft. Clean and store equipment at conclusion of route.	10,000 sq. ft. / hr.	5 to 7 times per week
Vacuum Specialist	Inspect extension cord for damage prior to use. Utilizing designated electrical receptacles vacuum entire floor including floor mats. (Do not vacuum wet surfaces.) Vacuum horizontal surfaces within reach. Vacuum vertical cages / screenline. At conclusion of route, clean all equipment and clean and inspect extension cord for damage.	10,000 sq. ft. / hr.	5 to 7 times per week
Utility Specialist	Utilize wet floor signs and barricades as needed. Damp mop or vacuum scrub the entire hard floor area. <p style="text-align: center;">OR</p> Vacuum scrub floor. Clean and store equipment at conclusion of route.	4,650 sq. ft. / hr.	1 to 3 times per week
		12,526 sq. ft. / hr. Based on 27-inch scrubber	

Facility Cleaning

Table 13-24 - Policing

Specialist	Tasks	Performance	Freq. Range
Light Duty Specialist	<p>Pick up large debris, empty trash containers and replace liners as needed; deposit all trash and recyclables at specified location.</p> <p>Spot wipe doors, push plates, switch plates, and drinking fountains as needed.</p> <p>Spot clean horizontal surfaces including display cases, telephones, and other lobby items as needed.</p> <p>Spot clean vertical surfaces as needed.</p> <p>Clean and store equipment at conclusion of route.</p>	16,575 sq. ft. / hr.	As needed
Utility Specialist	<p>Utilize wet floor signs and barricades as needed.</p> <p>Spot mop during wet weather as needed.</p> <p>Clean and store equipment at conclusion of route.</p>	12,225 sq. ft. / hr.	As needed

13.16 STAIRWAY

Table 13-25 - Cleaning

Specialist	Tasks	Performance	Freq. Range
Light Duty Specialist	<p>Pick up and dispose debris.</p> <p>Clean reachable glass surfaces.</p> <p>Dust horizontal surfaces.</p> <p>Clean handrail(s) and door handles.</p> <p>Clean and store equipment at conclusion of route.</p>	3 minutes per flight	3 to 7 times per week
Vacuum Specialist	<p>Inspect extension cord for damage prior to use.</p> <p>Utilizing designated electrical receptacles vacuum all floor step surfaces. (Do not vacuum wet surfaces.)</p> <p>At conclusion of route, clean all equipment, then clean and inspect extension cord for damage.</p>	3 minutes per flight	3 to 7 times per week
Utility Specialist	<p>Utilize wet floor signs and barricades as needed.</p> <p>Spot mop stairway as needed.</p>	2 minutes per flight	12 to 52 times per year

Facility Cleaning

Table 13-26 - Policing

Specialist	Tasks	Performance	Freq. Range
Light Duty Specialist	Pick up and dispose debris. Clean handrail(s) and door handles. Clean and store equipment at conclusion of route.	3 minutes per flight	Daily, when used, except when cleaned

13.17 CORRIDOR

Table 13-27 - Cleaning

Specialist	Tasks	Performance	Freq. Range
Light Duty Specialist	Empty trash containers and replace liners as needed; deposit all trash and recyclables at specified location. Dust all horizontal surfaces. Clean interior glass as needed. Pick up debris and any other items off the floor that could damage the vacuum or cannot be picked up by the vacuum. Wipe doors, push plates, switch plates, and drinking fountains. Damp clean horizontal surfaces including display cases, telephones, and other items, if applicable. Spot clean vertical surfaces. Dust ceiling light fixtures, air vents, and other assigned surfaces up to 10 ft. Clean and store equipment at conclusion of route.	16,575 sq. ft. / hr.	2 to 7 times per week
Vacuum Specialist	Inspect extension cord for damage prior to use. Utilizing designated electrical receptacles vacuum entire floor including floor mats. (Do not vacuum wet surfaces.) At conclusion of route, clean all equipment then clean and inspect extension cord for damage.	16,575 sq. ft. / hr.	2 to 7 times per week
Utility Specialist	Utilize wet floor signs and barricades as needed. Damp mop the entire hard floor area. Clean and store equipment at conclusion of route.	4,650 sq. ft. / hr.	
	OR		
	Vacuum scrub the entire hard floor area. Clean and store equipment at conclusion of route.	12,526 sq. ft. / hr. Based on 27-inch scrubber	

Facility Cleaning

Table 13-28 - Policing

Specialist	Tasks	Performance	Freq. Range
Light Duty Specialist	Empty trash containers and replace liners as needed; deposit all trash and recyclables at specified location. Dust all horizontal surfaces. Clean interior glass as needed. Pick up debris and any other items off the floor that could damage the vacuum or cannot be picked up by the vacuum. Wipe doors, push plates, switch plates, and drinking fountains. Damp clean horizontal surfaces including display cases, telephones, and other items, if appropriate. Spot clean vertical surfaces. Dust ceiling light fixtures, air vents, and other assigned surfaces up to 10 ft. Clean and store equipment at conclusion of route.	16,575 sq. ft. / hr.	Daily except when cleaned

13.18 GENERAL SHOP AREA (EXCLUDES ALL “AUTHORIZED ONLY” SHOP SPACES)

Table 13-29 - Cleaning

Specialist	Tasks	Performance	Freq. Range
Light Duty Specialist	Empty trash containers and replace liners as needed; deposit all trash and recyclables at specified location. Dust all horizontal surfaces. Clean interior glass as needed. Pick up debris and any other items off the floor that could damage the vacuum or cannot be picked up by the vacuum. Wipe doors, push plates, switch plates, and telephones. Spot clean vertical surfaces. Dust ceiling light fixtures, air vents, and other assigned surfaces up to 10 ft. Clean and store equipment at conclusion of route.	16,575 sq. ft. / hr.	Daily, when used
Vacuum Specialist	Inspect extension cord for damage prior to use. Utilizing designated electrical receptacles vacuum entire floor including floor mats. (Do not vacuum wet surfaces.) At conclusion of route, clean all equipment, then clean and inspect extension cord for damage.	16,575 sq. ft. / hr.	Daily, when used

Facility Cleaning

13.19 CUSTODIAL CLOSET

Table 13-30 - Cleaning

Specialist	Tasks	Performance	Freq. Range
Light Duty Specialist	Restock supplies / paper products.	5 minutes / closet	Daily, when used
	Dust all horizontal surfaces. Sweep floor. Spot wipe doors, push plates, and switch plates. Spot clean vertical surfaces. Dust ceiling light fixtures, air vents, and other assigned surfaces up to 10 ft. Clean and store equipment at conclusion of route.	5,700 sq. ft. / hr.	
Utility Specialist	Damp mop floor. Clean and store equipment at conclusion of route.	4,650 sq. ft. / hr.	Daily, when used

13.20 LOOKOUT GALLERY

Table 13-31 - Cleaning

Specialist	Tasks	Performance	Freq. Range
Light Duty Specialist	Replace burned out lamps. Dust all horizontal surfaces. Dust walls, lookout slots, ladder rungs, guard rails, rope "tell tales," and arm ledges. Pick up debris and any other items off the floor that could damage the vacuum or cannot be picked up by the vacuum. Wipe doors, push plates, and switch plates. Spot clean vertical surfaces. Dust ceiling light fixtures, air vents, and other assigned surfaces up to 10 ft. Clean lookout glass. Clean and store equipment at conclusion of route.	5,700 sq. ft. / hr.	4 to 12 times per year
Vacuum Specialist	Inspect extension cord for damage prior to use. Utilizing designated electrical receptacles vacuum entire floor. (Do not vacuum wet surfaces.) At conclusion of route, clean all equipment, and clean and inspect extension cord for damage.	5,700 sq. ft. / hr.	4 to 12 times per year

Facility Cleaning

13.21 BATTERY ROOM

Table 13-32 - Battery Room

Specialist	Tasks	Performance	Freq. Range
Utility Specialist	Sweep floor with broom and empty trash. At conclusion of route, clean all equipment.	5,568 sq. ft. / hr.	Daily
Utility Specialist	Scrub floor with brush. (Do not use any powered equipment.) At conclusion of route, clean all equipment.	2,500 sq. ft. / hr.	1 time per week

Facility Cleaning

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Facility Cleaning

SECTION 14

PERFORMANCE STANDARDS COMPONENT CLEANING

14.1 CEILING LIGHT FIXTURES / PIPES AND DUCTS

Table 14-1 - Vacuuming

Specialist	Tasks	Performance	Freq. Range
Utility Specialist	Inspect extension cord for damage prior to use. Vacuum all surfaces of overhead pipes and ducts (above 10-foot level) which require the use of personnel lifting equipment. Vacuum ceiling lights above the 10-foot level. Clean and store equipment at conclusion of route. Note: Measurement is based on the total amount of sq. ft. of floor space in the room/space with light fixtures and/or pipes and ducts above the 10-foot level.	2,500 sq. ft. / hr.	4 to 12 times per year

14.2 EXTERIOR GLASS

Table 14-2 - Washing

Specialist	Tasks	Performance	Freq. Range
	ASM 535.23 OR		
Utility Specialist	Using squeegee wash and dry glass surface. Wipe framework with cloth.	599 sq. ft. / hr. (6 feet or below) OR 455 sq. ft. / hr. (above 6 feet)	Lobby: 12 to 52 times per year Other areas: 2 to 4 times per year
	Clean and store equipment at conclusion of route.		

Facility Cleaning

14.3 LAWNS, HEDGES, AND SHRUBS

Table 14-3 - Lawn Mowing and Edging

Specialist	Tasks	Performance	Freq. Range
Utility Specialist	If using push mower including edging	5,000 sq. ft. / hr.	Up to 52 times per year
	If using riding mower including edging	10,000 sq. ft. / hr.	
	Clean and store equipment at conclusion of route.		

Table 14-4 - Hedges and Shrubs

Specialist	Tasks	Performance	Freq. Range
Utility Specialist	Trim hedges and shrubs. Clean and store equipment at conclusion of route.	50 lineal ft. / hr.	1 to 4 times per year

14.4 HARD SURFACE FLOOR

Table 14-5 - Damp Mopping

Specialist	Tasks	Performance	Freq. Range
Utility Specialist	Utilize wet floor signs and barricades as needed. Damp mop the hard floor area. OR	4,650 sq. ft. / hr.	12 to 52 times per year
	If using walk-behind automatic scrubber OR	12,526 sq. ft. / hr. Based on 27-inch scrubber	
	If using riding scrubber	20,408 sq. ft. / hr. Based on 32-inch riding scrubber	
	Clean and store equipment at conclusion of route.		

Facility Cleaning

Table 14-6 - Periodic Maintenance (If Needed)

Specialist	Tasks	Performance	Freq. Range
Utility Specialist	Utilize wet floor signs and barricades as needed. Damp mop the hard floor area. OR	4,650 sq. ft. / hr.	3 to 12 times per year
	If using walk-behind automatic scrubber OR	12,526 sq. ft. / hr. Based on 27-inch scrubber	
	If using riding scrubber	20,408 sq. ft. / hr. Based on 32-inch riding scrubber	
	Apply floor finish using a lint-free flat mop.	1,667 sq. ft. / hr.	
	Clean and store equipment at conclusion of route.		

14.5 TERRAZZO FLOOR

Table 14-7 - Initial Preparation

Specialist	Tasks	Performance	Freq. Range
Utility Specialist	Utilize wet floor signs and barricades as needed. Apply stripper with mop.	3,333 sq. ft. / hr.	Annually
	Agitate using a rotary floor machine.	800 sq. ft. / hr.	
	Pickup using a tank-type wet vacuum. OR	3,030 sq. ft. / hr.	
	Neutralize using a walk-behind automatic scrubber.	12,526 sq. ft. / hr. Based on 27-inch scrubber	
	Apply seal compound using a mop.	1,667 sq. ft. / hr.	
	Clean and store equipment at conclusion of route.		

Facility Cleaning

Table 14-8 - Periodic Maintenance

Specialist	Tasks	Performance	Freq. Range
Utility Specialist	Utilize wet floor signs and barricades as needed. Damp mop the hard floor area. OR	4,650 sq. ft. / hr.	3 to 12 times per year
	If using walk-behind automatic scrubber OR	12,526 sq. ft. / hr. Based on 27-inch scrubber	
	If using riding scrubber	20,408 sq. ft. / hr. Based on 32-inch riding scrubber	
	Apply thin coat of floor sealer using a lint-free flat mop in areas of heavy wear only.	1,667 sq. ft. / hr.	
	Clean and store equipment at conclusion of route.		

14.6 CONCRETE FLOOR

Table 14-9 - Initial Preparation

Specialist	Tasks	Performance	Freq. Range
Utility Specialist	Utilize wet floor signs and barricades as needed. Damp mop the hard floor area. OR	4,650 sq. ft. / hr.	Annually
	If using walk-behind automatic scrubber OR	12,526 sq. ft. / hr. Based on 27 inch scrubber	
	If using riding scrubber	20,408 sq. ft. / hr. Based on 32-inch riding scrubber	
	Seal with concrete-sealing compound using a mop.	1,667 sq. ft. / hr.	
	Clean and store equipment at conclusion of route.		

Facility Cleaning

Table 14-10 - Periodic Maintenance

Specialist	Tasks	Performance	Freq. Range
Utility Specialist	Utilize wet floor signs and barricades as needed. Damp mop the hard floor area. OR	4,650 sq. ft. / hr.	0 to 4 times per year
	If using walk-behind automatic scrubber OR	12,526 sq. ft. / hr. Based on 27 inch scrubber	
	If using riding scrubber	20,408 sq. ft. / hr. Based on 32-inch riding scrubber	
	Seal with concrete sealing compound using a mop.	1,667 sq. ft. / hr.	
	Clean and store equipment at conclusion of route.		

14.7 WOOD FLOOR

Table 14-11 - Periodic Maintenance

Specialist	Tasks	Performance	Freq. Range
Utility Specialist	Utilize wet floor signs and barricades as needed. Damp mop the hard floor area. OR	4,650 sq. ft. / hr.	3 to 12 times per year
	If using walk-behind automatic scrubber	12,526 sq. ft. / hr. Based on 27-inch scrubber	
	Apply floor finish using a lint-free flat mop.	1,667 sq. ft. / hr.	
	Clean and store equipment at conclusion of route.		

Facility Cleaning

14.8 CARPET

Table 14-12 - Carpet Cleaning

Specialist	Tasks	Performance	Freq. Range
Utility Specialist	Utilize wet floor signs and barricades as needed.	7,407 sq. ft. / hr.	1 to 4 times per year
	Inspect extension cord for damage prior to use.		
	Vacuum carpet thoroughly.		
	When applying pre-treatment	13,216 sq. ft. / hr.	
	When performing extraction cleaning	3,273 sq. ft. / hr.	
	Spot clean carpet as necessary (35% of total carpet sq. ft.)	60,000 sq. ft. / hr.	
	Dry carpet using blowers. Note: Use carpet-cleaning equipment according to manufacturer's instructions. Clean and store equipment at conclusion of route.		

14.9 DECORATIVE METAL (BRASS BRONZE)

Table 14-13 - Polishing

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

APPENDIX A

GLOSSARY

5S Philosophy focusing on a five part process (Sort, Set to Order, Shine, Standardize, and Sustain) to improve organizational cleanliness and standardization.

Area ID The Area Identification (ID) is a label the local site assigns to a logical grouping of unique Room Identifiers (Room ID). In most cases, an Area ID represents a geographic location or large area within the facility.

ASM Administrative Support Manual

Authorized only space The space or rooms in a facility requiring specific safety training or other certification, and /or special Personal Protective Equipment (PPE) to enter and occupy.

BBP Blood Borne Pathogens

Best practice A tested process for continuous improvement. A best practice describes the current best known method or process to accomplish an assigned task or project.

Bulk storage area/room A dedicated space for storing bulk custodial supplies and equipment, preferably near the Check-in/Check-out room.

CCR Custodial Change Request. A request submitted by sites to the Custodial Standardization Change Control Board (CSCCB) requesting changes to established cleaning procedures or processes.

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 their daily assignments and reports back at the end of their shift.

CIMS Cleaning Industry Management Standard

Cleaning for Health A cleaning philosophy developed by Michael A. Berry Ph.D. focusing primarily on promoting public health by reducing harmful pathogenic micro-organisms in the environment, then cleaning for appearance.

Facility Cleaning

CMC The facility services Category Management Center (CMC) is a resource available to local managers to assist with securing contract cleaning services.

CSCCB Custodial Standardization Change Control Board

Ergonomic Tools Tools designed to prevent Musculoskeletal Disorder injuries.

Extraction Cleaning A carpet cleaning methodology using specialized equipment to spray heated water on the carpet while simultaneously vacuuming water along with any dislodged and dissolved dirt.

Exterior Glass Measurement Measurement consisting of only one side of first floor exterior windows of the building.

Exterior Paved Area including sidewalks, parking/maneuvering areas.

Exterior Unpaved Areas including lawns, hedges and shrubs.

FMO Field Maintenance Office

Fomite Any inanimate object or substance containing potentially contaminated infectious organisms serving in their transmission.

Hard Surface Floors A smooth-finished floor surface other than carpet.

Hazardous Waste Operations and Emergency Response (HAZWOPER) Refers to many types of hazardous waste operations and emergency services conducted around the world, especially those conducted under the auspices of the federal government of the United States.

High Speed Cleaning Routine Light Duty Specialist and Vacuum Specialist cleaning method for an area that is usually performed on a daily basis. Tasks typically include emptying trash, spot cleaning/wiping, vacuuming high traffic areas, and cleaning fomites such as door knobs and light switches.

High traffic area Area within a specified route used more frequently or receives higher employee foot traffic, resulting in the potential accumulation of debris, trash, and unwanted matter.

HQ Headquarters

ID Identify or identifier

ISF Interior Square Feet

Facility Cleaning

ISSA Previously known as the International Sanitary Supply Association currently known as the Worldwide Cleaning Industry Association. ISSA is the leading resource for information, education, networking, and commercial opportunities as well as the leading voice in government and the community for firms within the cleaning industry worldwide.

Light Duty Specialist 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 (*not the same as outlined in Article 13 of the APWU Collective Bargaining Agreement*).

LMS Learning Management System (LMS) is a postal on-line learning environment that maximizes the benefits of US Postal Service learning strategies.

Low Speed Cleaning A more thorough Light Duty Specialist and Vacuum Specialist cleaning method usually performed one day per week on differing, specific portions of a cleaning route. Tasks typically include wall to wall cleaning, wall to wall vacuuming, interior glass cleaning, and dusting all horizontal surfaces such as cabinet tops, door tops, etc.

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.

MMO Maintenance Management Order

NCED National Center for Employee Development

Neutralize A carpet cleaning methodology using a neutralizing rinse in extraction carpet cleaning to remove cleaning residue.

Official ISSA 540 Cleaning Times ISBN #0-9717810-3-6 documents ISSA established performance standards from which USPS custodial Team Cleaning processes and performance standards are based.

Pathogenic micro-organisms Microscopic organism capable of causing disease.

PIV Powered Industrial Vehicle

Policing Job assignment performed by specialists at a less detail scope of work compared to specialists performing cleaning tasks.

PPE Personal Protective Equipment

Facility Cleaning

PS Form 4839 Team Cleaning Weekly Scheduling Postal Service form ([Figure B-4](#)).

PS Form 4851 Building Housekeeping Inspection Postal Service form ([Figure B-5](#)).

PS Form 4852 Workload Analysis and Summary Postal Service form ([Figure B-1](#)).

PS Form 4869 Building Inventory Postal Service form ([Figure B-6](#)).

PS Form 4776 Preventive-Custodial Maintenance Route Postal Service form ([Figure B-2](#)).

Restricted space The space or rooms in a facility with controlled access due to legal, privacy, security, law enforcement, or special authorization requirement to enter.

Restroom Specialist Cleans and disinfects restrooms, including but not limited to, the restocking of supplies in restrooms and custodial closets.

Room ID The Room Identifier (Room ID) is a label or name the local site assigns to identify a measured space as a unique room. A Room ID represents a single office space or specific measured section of a workroom floor.

Rope Tell Tales Ropes hanging from the ceiling of Inspector Galleries in areas where the Gallery floor height abruptly changes. The rope ends are cut low enough to touch a person's head making them aware of floor height changes in limited visibility conditions.

Route checklist flow: The designated starting and ending points (locations) of a PS 4776 Preventive-Custodial Maintenance Route that describes the sequential order to perform the work tasks, the needed tools and materials, and other specific information to guide or clarify the work assignment. Work flow should always be performed from the designated starting point, moving in a clock-wise direction to the finishing point whenever possible.

Screenline The customer service counter, post office boxes and all the other structure that separates the customer area in front of the counter from the employee area behind the counter.

SDS Safety Data Sheet. Formerly called Material Safety Data Sheet (MSDS). Written documents outlining information and procedures for handling and working with chemicals.

Facility Cleaning

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

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, mops, scrubs, and seals hard floors, hauls trash to dumpsters from designated collection points, services exterior areas, and performs other tasks.

Vacant space "Vacant Space" is an area not occupied or assigned to a person, group of people, or does not support USPS operations for 30 or more days and cannot be part of another space without any separating partitions. Secure vacant spaces to prevent unauthorized storage or access.

Vacuum Specialist Vacuums all hard floor surfaces including carpets, furniture, and any area not exposed to moisture. Inspects the vacuum power cord as specified in OSHA 1910.334.(a).2.

Vertical cage A multi-level shelving unit comprised of several vertical slots for mail or document(s) storage.

Facility Cleaning

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APPENDIX B

FORMS

Facility Cleaning



Preventive-Custodial Maintenance Route

Mail Processing-Building Equipment/Component or System		Original Issuance Date		Date Last Revised		MMO No		Estimated Time <i>(Hours & Tenths)</i>			
Building		Frequency								Tour	Basic Work Week
		T	D	W	BW	M	BM	Q	SA		

Item No.	MPE-Building Equipment Identification		Time		Priority	Check List(s) Nos. Amount to be Serviced Including Work Units or Square Feet	Instructions
	Numbers	Class	From	To			

PS Form 4776, February 2003 (Page 1 of 2)

(See Reverse)

Figure B-2 - PS Form 4776 (front)

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Attachment B

Memorandum of Understanding

Re: MS-47 TL-5 Implementation and Maintenance Craft PSE Conversions

- Draft MMO mm14001af (MMO-001-14) Team Cleaning Tools and Equipment for Facility Custodial Cleaning

MAINTENANCE TECHNICAL SUPPORT CENTER
HEADQUARTERS MAINTENANCE OPERATIONS
UNITED STATES POSTAL SERVICE



Maintenance Management Order

SUBJECT: Team Cleaning Tools and Equipment for
Facility Custodial Cleaning

DATE: June 27, 2014

TO: All Offices except where cleaning is provided
by lessor

NO: MMO-001-14
FILE CODE: M
agra:mm14001af

This Maintenance Management Order (MMO) identifies approved Team Cleaning tools and equipment to be used in facilities where Team Cleaning principles are implemented. This bulletin applies to Acronym ADMIN and Class Code AA in all postal facilities.

The Team Cleaning standardized tools and procedures have been methodically 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. Tools and equipment used to support Team Cleaning is controlled, and may not be changed without approval from the Custodial Standardization Change Control Board (CSCCB). The CSCCB must evaluate and approve all Custodial Change Request(s) (CCR) made to modify Team Cleaning processes, tools, equipment, or chemicals.

Team Cleaning is a method for cleaning all facility areas using "Specialists" (custodians) that are responsible for specific cleaning tasks. Each custodian may accomplish one or more specialist functions, as assigned, during any work period.

Specific instructions have been developed outlining the application and usage of Team Cleaning tools and equipment. Managers and supervisors must ensure employees maintain Team Cleaning tools in a safe, clean, and serviceable condition.

Direct any questions or comments concerning this bulletin to the MTSC HelpDesk, online at <http://mtsc.usps.gov/apps/remedyticket/index.cfm> or call (800) 366-4123 or (405) 573-2123.

Robert E. Albert
Manager
Maintenance Technical Support Center
HQ Maintenance Operations

Attachment: Standardized Team Cleaning Specialist Equipment

ATTACHMENT
STANDARDIZED TEAM CLEANING SPECIALIST EQUIPMENT

Table 1 identifies the function and color-code associated with each Specialist function. Each custodian may perform one or more of the specialist functions during any work period as assigned to satisfy facility cleaning needs.

Table 1. Definitions of the Four Specialists

Type Specialist	Function	Color Code
Restroom Specialist	Cleans and disinfects restrooms, including but not limited to, the restocking of supplies in restrooms and custodial closets	Red
Light Duty Specialist Term is not the same as outlined in Article 13 of the APWU Collective Bargaining Agreement. 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.	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.	Green
Vacuum Specialist	Vacuums all hard floor surfaces including carpets, furniture, and any area not exposed to moisture. Inspects the vacuum power cord as specified in OSHA 1910.334.(a).2	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

Team Cleaning tools have been engineered to clean for health minimizing and controlling the spread of contaminants. Color coding of ergonomically designed tools and environmentally friendly chemicals simplify cleaning activities. Each specialist accomplishes assigned tasks using specific color coded tools, equipment, and chemicals as listed in the following four sections.

1. LIGHT DUTY SPECIALIST STANDARD EQUIPMENT

- a. Handheld detergent spray bottle
- b. Microfiber cloths (green)
- c. Debris pick-up tool (green)
- d. Extendable duster

- e. Trash barrel with dolly and equipment storage apron
- f. Safety glasses
- g. Distribution Tray consisting of the following:
 - 1) Chemical detergent
 - 2) Package safety cutter
 - 3) Pencil or pen and notepad
 - 4) Scraper (putty knife)
 - 5) Duster cover (consumable)
 - 6) Pencil eraser

2. VACUUM SPECIALIST STANDARD EQUIPMENT

- a. Backpack HEPA vacuum with wand and fittings
- b. 50 ft. 3-prong extension cord
- c. Electrical 3-prong pigtail
- d. Fanny pack
- e. Trash can liners for emptying filters
- f. Spare filters

3. RESTROOM SPECIALIST STANDARD EQUIPMENT

- a. Restroom cart
- b. Broom and dust pan
- c. Extendable duster with consumable cover
- d. Mop with telescoping handle (red)
- e. Spare (red) microfiber mop pads
- f. Two compartment (red) mop bucket with wringer
- g. 18" (red) Debris pick-up tool
- h. Bowl brush (red)
- i. Microfiber cloths (red)
- j. Point of use mixing hose
- k. 64 oz. stock solution bottle
- l. 16 oz. germicide spray bottle
- m. Replacement trash bags
- n. Replacement paper products
- o. Replacement hand soap

- p. Safety glasses
- q. Restroom specialist distribution tray
- r. Germicide detergent
- s. Package safety cutter
- t. Nitrile gloves
- u. Inspection mirror
- v. Pink pearl eraser
- w. Dust cover (consumable)
- x. Detail brush
- y. Pen or pencil

4. UTILITY SPECIALIST PROJECT EQUIPMENT

Dependent on the physical size and location of the area to be cleaned or serviced, below is a general list of specialized equipment that might be utilized to fulfill a Utility Specialist work assignment.

- a. Push broom
- b. Burnisher
- c. Buffer
- d. Automatic scrubber (walk-behind)
- e. Automatic scrubber (rider type)
- f. Carpet care equipment
- g. Hard floor care equipment
- h. Window cleaning equipment
- i. High dusting equipment
- j. Snow removal equipment

Attachment C

Memorandum of Understanding

Re: MS-47 TL-5 Implementation and Maintenance Craft PSE Conversions

- Draft MMO mm14003ae (MMO-003-14) Housekeeping Inspection Techniques

MAINTENANCE TECHNICAL SUPPORT CENTER
HEADQUARTERS MAINTENANCE OPERATIONS
UNITED STATES POSTAL SERVICE



Maintenance Management Order

SUBJECT: Housekeeping Inspection Techniques

DATE: June 27, 2014

TO: All Offices except where cleaning is provided
by lessor

NO: MMO-003-14

FILE CODE: M

wvol:mm14003ae

This Maintenance Management Order (MMO) provides all facilities with detailed Housekeeping Inspection Techniques. Installation heads or their designees must conduct a bi-annual housekeeping inspection in facilities where USPS provides custodial maintenance. When performing the housekeeping inspection, always consider the work activities performed in each inspected area. Routine mail processing generates large quantities of dust and dirt every day. High traffic areas may appear dirty even though they have been recently cleaned. Therefore, the inspector must differentiate between surface dirt and the dirt indicating a lack of adequate cleaning.

Use the inspection techniques and guidelines included in Section 1 and 2 of the Attachment when performing Housekeeping Inspections. This bulletin applies to Acronym ADMIN and Class Code AA.

This bulletin does not require a work order.

Direct any questions or comments concerning this bulletin to the MTSC HelpDesk, online at <http://mtsc.usps.gov/apps/remedyticket/index.cfm> or call (800) 366-4123 or (405) 573-2123.

Robert E. Albert
Manager
Maintenance Technical Support Center
HQ Maintenance Operations

Attachment: Housekeeping Inspection Process

ATTACHMENT

HOUSEKEEPING INSPECTION PROCESS

1. GENERAL INSPECTION GUIDELINES

When performing the housekeeping inspection, always consider the work activities performed in each inspected area. Daily mail processing generates large quantities of dust and dirt. High traffic areas may appear to be dirty even though just recently cleaned. Inspectors must differentiate between surface dirt and imbedded dirt indicating a lack of adequate cleaning.

Before beginning the inspection, become familiar with the facility layout and utilization, and then establish a logical sequence to perform the inspection. Start on the top floor of the facility and walk that floor in a counter clockwise direction. Stand in the center of each room and look completely around it at ceiling level, then look around again at eye level, and finally look around at floor level. In large areas, such as a workroom, it may be necessary to mentally divide the area into smaller sections.

Refer to PS Form 4851 as a reminder of items to check in each area. Inspect all items (including those listed on the form). Identify, document, and correct all discrepancies and deficiencies.

2. SPECIFIC (BY AREA) CLEANLINESS INSPECTION GUIDELINES

2.1. RESTROOMS

- 2.1.1 **Restroom Fixtures (Toilets and urinals):** Look for accumulated dirt and residue on the outside of the bowl and on the base at floor level. Look under the rim inside the bowl for stains and hard water deposits that indicate inadequate cleaning. The bright work (chrome parts) should be clean.
- 2.1.2 **Lavatories (Sinks):** Look for accumulated dirt and soap scum on and around the faucets, on the interior and exterior (including the bottom side) of the sink.
- 2.1.3 **Multiple Wash Sinks:** Look for accumulated dirt and soap scum both inside and outside the bowl. The drain should be free of built-up deposits. The base of the sink should be free of deposits that indicate incorrect mopping techniques.
- 2.1.4 **Showers:** Look for accumulated dirt and soap scum on the walls and floor of the shower stall. The drain should be free of built-up deposits.

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

2.1.6 Mirrors: The glass should be clean.

2.1.7 Floors: Floors must be mopped every cleaning and damp mopped as necessary during policing. The floors should indicate this mopping is being performed. 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.

2.1.8 Walls/Doors: The walls and doors should be cleaned with each restroom cleaning. These surfaces should indicate this damp wiping is being done.

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

2.2. LUNCH/SWING ROOMS:

2.2.1 Tables: Look for dried up food deposits and accumulated dirt. Food deposits and gum must be removed. Tables must be damp wiped with every cleaning. The inspection should reveal that this is being performed.

2.2.2 Dusting: All horizontal surfaces must be dusted with every lunch/swing room cleaning. Therefore, there should not be accumulated dust on these surfaces.

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

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

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

2.3. LOCKER ROOM:

2.3.1 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.

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

- 2.3.3 General Conditions:** The area should reflect periodic cleaning. Look for areas where dirt may accumulate such as: window sills, ledges, and under the lockers.
- 2.4. WORKROOMS:**
- 2.4.1 Dusting:** Cleaning criteria requires dusting all horizontal surfaces with every workroom cleaning.
- 2.4.2 Floors:** Workroom floors should be free of accumulated trash and debris.
- 2.4.3 Walls/Doors:** Walls and doors should be free of smudges.
- 2.4.4 Drinking Fountains:** The basin should be free of accumulated residue. The drain should be clean. The front and sides should indicate periodic wiping.
- 2.4.5 General Condition:** The overall appearance of the workroom should reflect a clean and healthful working environment.
- 2.5. SUPPLY/STORAGE ROOMS:**
- 2.5.1 Dusting:** All horizontal surfaces in all storage areas must be dusted (without moving the stock) with every cleaning. Look for accumulated dust on shelving.
- 2.5.2 Floors:** Floors must be swept with every cleaning. Look for accumulated dust and dirt in corners and behind supplies stacked on the floor.
- 2.6. OFFICE SPACE:**
- 2.6.1 Dusting:** Do not judge dusting by looking at desk tops. In many facilities the custodian is limited in dusting the tops of desks by local policy and by the general clutter that is normally found on desks. Look at the sides of the desks and in the chair well. These are good indicators of how well dusting is being performed. Also look at the sides and tops of file cabinets, book cases, and other equipment. None of these areas should have accumulated dust.
- 2.6.2 Trash Cans:** Look for accumulated deposits. Check the bottom of the can for sticking trash. Sticking trash indicates an unclean can and a breeding place for pathogenic micro-organisms.
- 2.6.3 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.
- 2.6.4 General Condition:** The overall appearance should be pleasing to the eye. Excessive clutter is detrimental to effective cleaning and can pose a safety concern. Look at other areas that may indicate poor cleaning such as smudges and fingerprints on glass surfaces and walls.

2.7. ELEVATORS:

- 2.7.1 Floors:** The floors must be swept and damp mopped or vacuumed if carpeted, with every cleaning. Look for accumulated dust and dirt.
- 2.7.2 Walls/Doors:** The walls and doors should indicate damp wiping. Smudges and heel marks should be scrubbed off.
- 2.7.3 General Condition:** The passenger elevators, especially public use elevators, should be clean in appearance.

2.8. EXTERIOR AREAS:

- 2.8.1 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.
- 2.8.2 Sidewalks:** Look at the sidewalks for accumulated cigarette butts and trash. These surfaces should indicate they are being periodically swept.
- 2.8.3 Parking/Maneuvering:** Look for accumulated debris at entrances, next to the building, around parking blocks, and next to the dock. Truck wells are natural collection spots for wind-swept trash. Look around any outside trash containers for accumulated trash. These areas should indicate they are being periodically swept.
- 2.8.4 Platforms/Docks:** Look in the corners and along the edges of the dock. The dock area should not have accumulated debris.
- 2.8.5 Hedges/Shrubs:** Hedges/Shrubs should not have large outcroppings of growth that indicate poor maintenance.
- 2.8.6 Lawn:** The lawn should be neatly trimmed and edged. The appearance of lawn edging is an indicator of proper lawn care.

2.9. SERVICE/BOX LOBBIES:

- 2.9.1 Desk/ Tables:** Desks and tables should be dusted with every lobby cleaning. Customer supplies should be neatly arranged.
- 2.9.2 Trash Cans:** Trash cans must have a clean liner.
- 2.9.3 Glass Cleaning:** The glass in the lobby doors must be cleaned every time the lobby is cleaned. Other lobby glass must be clean. Glass exposed to the weather tends to show dirt before interior glass. If present, the glass covering the bulletin board should be clean.

- 2.9.4 Walls/Counter Fronts:** Smudges must be removed from walls and counter fronts with every lobby cleaning. These surfaces should indicate they are being periodically cleaned.
- 2.9.5 Floors:** Floors must be swept with every cleaning. Look for accumulated dust and dirt in the corners and under lobby desks.
- 2.9.6 Screenline:** The screenline is the customer service counter, post office boxes, and all the other structure 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.
- 2.9.7 General Condition:** Look at the lobby as the customer would see it. The lobby should appear neat and orderly.
- 2.10. STAIRWAYS:**
- 2.10.1 Steps and Landings:** Look for accumulated dust and dirt on the stairs and landings.
- 2.10.2 Walls/Doors:** Smudges must be removed from the walls and stairway doors with every stairway cleaning. These surfaces should indicate they are being spot cleaned.
- 2.10.3 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.
- 2.11. CORRIDORS:**
- 2.11.1 Floors:** The floors should be free of accumulated dust and dirt. Look in the corners and along the baseboards.
- 2.11.2 Walls:** Smudges must be removed from walls with every corridor cleaning. These surfaces should indicate they are being periodically cleaned.
- 2.12. JANITORS (CUSTODIAL) CLOSET:**
- 2.12.1 Floors:** The floors should be free of accumulated dust and dirt. Look in the corners and along the baseboards. The floor should indicate damp mopping is being performed.
- 2.12.2 Walls:** Smudges must be removed from walls with every cleaning. These surfaces should indicate they are being periodically cleaned.
- 2.12.3 Sink:** Look for accumulated dirt and soap scum on and around the faucets, on the interior and exterior of the sink.

Attachment D
Memorandum of Understanding

Re: MS-47 TL-5 Implementation and Maintenance Craft PSE Conversions

Re:

- 5) Maintenance Craft PSEs converted to career who have already served two full terms as a PSE will not be required to serve an additional probationary period after conversion to career.
 - a) This provision applies whether conversion is under this MOU or any other provision causing a PSE conversion to career. **An exception to serving an additional probationary period is in the ten (10) already identified sites where converted PSEs working at those sites will not serve a probationary period regardless of whether they have completed two full terms as a PSE.** A document listing those ten sites is Attachment D to this MOU. Further, any Maintenance PSE converted to career who does serve an additional probationary period is not to be separated due to “lack of work” during their probationary period.

Following is the list of ten sites referenced in Item 5.a. :

Salt Lake City UT - P & DC
Columbus OH - P & DC
Zanesville OH - PO
Orlando FL - P & DC
Phoenix AZ - P & DC
Indianapolis IN – P & DC
South Jersey NJ – P & DC
Hartford CT – P & DC
Springfield MA – P & DC/NDC
Providence RI – P & DC