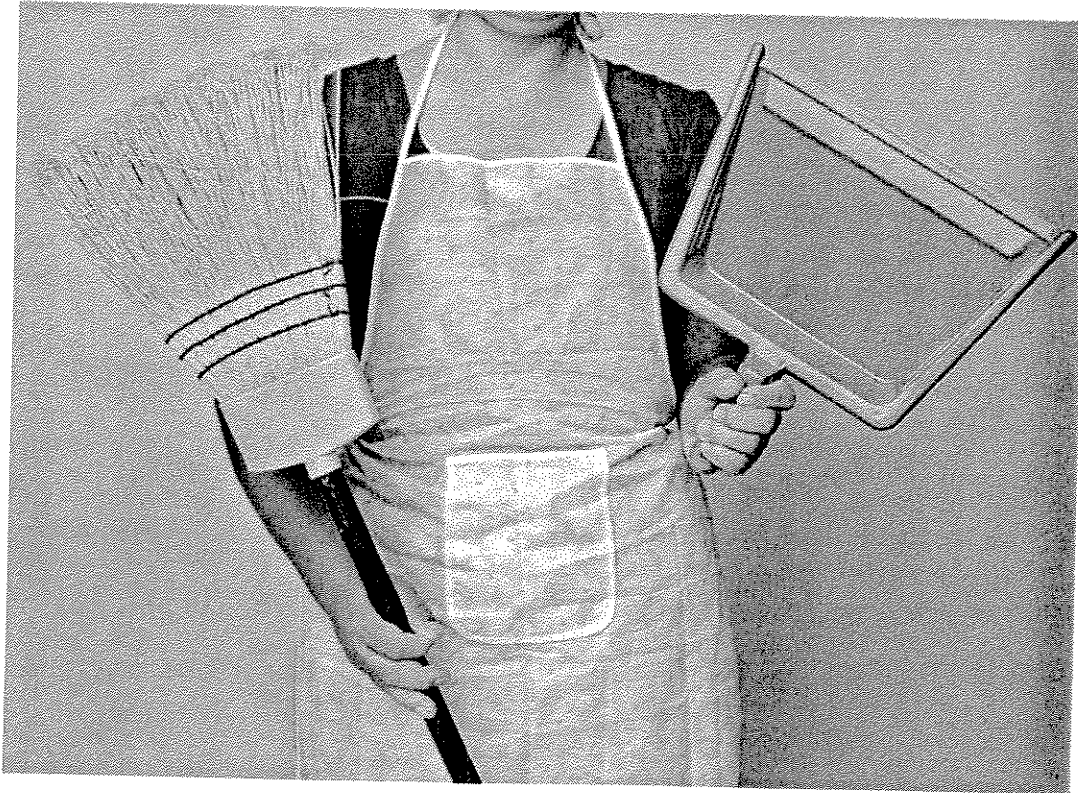


Beck

**Akey Seminar
and
Central Region Maintenance
Meeting**

September 22, 2007



SETTLEMENT AGREEMENT

The undersigned parties, by and through their respective representatives agree to the following provisions for the purpose of settlement of the pending grievance in Case No. NIC-MA-C-46.

1. The parties agree to the MS-47 Handbook, "Housekeeping-Postal Facilities" as revised (4/13/83) as found in Attachment One to this settlement agreement.
2. The Postal Service will not implement frequencies below the specified ranges contained in Attachment One without providing the union, at the Regional level, with the relevant document(s) justifying the reduced frequency(ies). Documentation will be provided to the union upon tentative Regional approval of a lower frequency than found in the revised MS-47 and the APWU will have an opportunity to meet with Regional management prior to implementation of a frequency(ies) below those delineated in Attachment One. If there is a disagreement between the parties as a result of this meeting, the dispute is a proper subject for the grievance-arbitration procedure.
3. The Postal Service agrees that due to the implementation of the revised MS-47, employees on the payroll as of the date of this settlement will not be involuntarily excessed outside the commuting areas of their present work location, nor will their hours be reduced due to the implementation and utilization of the revised MS-47.
4. The union agrees to withdraw the grievance scheduled for arbitration on April 29, 1983, on or before April 20, 1983.


RICHARD I. WEVODAU
FOR THE AMERICAN POSTAL WORKERS UNION


WILLIAM A. DOWNES
FOR THE UNITED STATES POSTAL SERVICE

Dated: 4/20/83

Below is additional information and guidance on how to proceed regarding the MS-47 DAS award. Mr. Devine's message is consistent with our direction from MPP.

Please place this and my previous message in your folders for this effort to ensure we are correctly and consistently responded to HQ direction down to the local level.

Thanks,

Thomas D. Duchesne
Area Manager, Maintenance Operations
Eastern Area, U. S. Postal Service
thomas.d.duchesne@usps.gov

412 494-2547

-----Original Message-----

From: Malizia, Stephen C - Eastern Area Office
Sent: Thursday, December 21, 2006 6:55 AM

Subject: FW: MS-47 issues
Importance: High

For your edification the latest on the DAS MS-47 implementation is explained by Pat Devine. I will need to know any union activity generated on our plans to comply with DAS.

-----Original Message-----

From: Devine, Patrick M - Washington, DC
Sent: Wednesday, December 20, 2006 4:15 PM
To: SALOIS, RENE J; Johnston, Gary W - New York, NY; Malizia, Stephen C - Eastern Area Office; Lance, Eloise - Memphis, TN
Cc: Knighton, Alexis V - Gaithersburg, MD; Mlakar, Michael R - Bloomington, IL; DeHate, Kenneth A - Denver, CO; Connely, Gary L - San Francisco, CA; Hambalek, Lisa - Dallas, TX
Subject: FW: MS-47 issues

Hi-

As follow-up to our maintenance telecom last week and to the lengthy discussion we had about the recent Das award, and in response to a spate of e-mails I'm getting, let me offer the following:

The Das award had essentially 3 mandates:

- 1) to rescind the 2001 MS-47 and reinstate the 1983 version;
- 2) to reinstate or prepare staffing packages as soon as practicable; and
- 3) remand to the parties to discuss whether a remedy for the intervening period (2001 to now) is appropriate....Das retaining jurisdiction for the remedy.

As the mandate for 3) clearly runs to us in HQ, be advised that I have already begun discussing the remedy issue with Steve Raymer, Maintenance Craft Director for the APWU, and the discussion will resume upon his return from vacation the first week of January.

Regarding 1) and 2), the Operations folks have already begun digging out the documents associated with the 1983 MS-47: the Form 4869 (Inventory), Form 4839 (Custodial Scheduling Worksheet), and Form 4852 Workload Analysis and Summary.....the 4852 includes the "body count" for staffing packages. As a result of the Das award, local maintenance managers are receiving RFIs for these 3 forms, and local LR folks are being asked that grievances held pending be resurrected pronto. The other piece to this puzzle is that the folks in maintenance Operations automated everything consistent with the 2001 MS-47, and the process of "reinstating or preparing staffing packages as soon as practicable" is somewhat delayed by the conversion electronically back to the 1983 version. Nevertheless, Maintenance Operations mandated the conversion back to the 1983 version. Finally, as the P/S was mandated to reinstate or prepare staffing packages, every Union rep will want us to simply reinstate the 2001 staffing numbers, presuming that the 2001 handbook resulted in less custodians. However, even in converting back to the 1983 MS-47, circumstances throughout the 1983 MS-47 grant local maintenance Managers authority to revise their staffing numbers. As a result, there may not necessarily be a significant rise in custodial staffing, depending on local fact circumstances.

However, as discussed at the telecom, we believe that the time period (probably several months) during the electronic conversion is reasonable, and as the case has not been fully resolved during the remand period, the resurrection of grievances, and the turning over to the Union the requested items, is premature. After all, it is possible that either through discussion during the remand or through arbitration back in front of Das, that there may be no remedy available to these Local unions at all.

For those reasons, and for consistency (as articulated extremely well by Gary Connelly during the telecom), the best course of actions to continue to

- 1) hold the grievances; and 2) deny the RFIs as premature. A written response to Steve Raymer's request for discussion on the remedy is being drafted, and shall indicate the Postal Service's general position regarding 1) and 2), above, and the overall premature theme described herein.

As information, as far as moving forward with the Maintenance Managers moving forward with getting information available, find below a copy of the text of the salvo issued from Maintenance Operations at the HQ level:

"Begin to gather old existing information and to create and update your 4869s. This is part of our effort to reinstate the old MS-47 as soon as practicable. MPP is working on software for eMARS that will allow you to

build new MS-47 staffing packages. The old software is obsolete in our current computing environment and incompatible with our current computer systems. This has been in the works since immediately after the award and is considered by us "as soon as practicable."

Deny information requests at the local level as "inappropriate and premature" since the remedy was remanded to the parties at the national level and has not yet been resolved.

Deny any grievances based on the fact that we are, as an organization, working on a solution to roll back to the previous MS-47 and it is a large undertaking which we are doing "as soon as practicable." Furthermore since the remedy has not been determined, it is premature to discuss any local liability either for the past or for the interim, while we are putting new systems in place.

Please let me know if you need anything further.

Patrick M. Devine, Labor Relations Specialist
Headquarters Labor Relations
(202) 268-5421

LeFevre, Terry C - Merrifield, VA

From: LeFevre, Terry C - Merrifield, VA
Sent: Wednesday, December 20, 2006 12:39 PM
To: Duchesne, Thomas D - Eastern Area Office; Baxter, Douglas D - Scranton, PA
Cc: O'Hara, Dan - Eastern Area Office; Laag, Fredrick D - Eastern Area Office; Zanella, Donald J - Warrendale, PA; Devine, Patrick M - Washington, DC; Gamache, Edward L - Washington, DC; Rogers, Michael G - Merrifield, VA
Subject: RE: MS-47

Currently I can offer the following advice.

Begin to gather old existing information and to create and update your 4869s. This is part of our effort to reinstate the old MS-47 as soon as practicable. MPP is working on software for eMARS that will allow you to build new MS-47 staffing packages. The old software is obsolete in our current computing environment and incompatible with our current computer systems. This has been in the works since immediately after the award and is considered by us "as soon as practicable."

Deny information requests at the local level as "inappropriate and premature" since the remedy was remanded to the parties at the national level and has not yet been resolved.

Deny any grievances based on the fact that we are, as an organization, working on a solution to roll back to the previous MS-47 and it is a large undertaking which we are doing "as soon as practicable." Furthermore since the remedy has not been determined, it is premature to discuss any local liability either for the past or for the interim, while we are putting new systems in place.

Terry C. LeFevre

Engineering - Maintenance Policies & Programs
Phone 703-280-7120
Terry.C.LeFevre@usps.gov

-----Original Message-----

From: Duchesne, Thomas D - Eastern Area Office
Sent: Monday, December 18, 2006 12:40 PM
To: Baxter, Douglas D - Scranton, PA
Cc: LeFevre, Terry C - Merrifield, VA; O'Hara, Dan - Eastern Area Office; Laag, Fredrick D - Eastern Area Office; Zanella, Donald J - Warrendale, PA
Subject: RE: MS-47

Douglas,

Thanks for the note. I have already heard that the Pittsburgh BMC is receiving grievances for 160 hours per week over time relating to the MS-47.

I have heard no further guidance from HQ.

Again, please sit tight my staff and I will forward guidance as it is received.

Thanks again!!

Thomas D. Duchesne
Area Manager, Maintenance Operations

PS-42



American Postal Workers Union, AFL-CIO

1300 L Street, NW, Washington, DC 20005

Maintenance Division

(202)- 842-4224 (Office)
(202)- 289-3746 (Fax)
Steve Raymer, Director
Gary Kloepper, Asst. Dir.
Greg See, Asst. Dir.
Idowu Balogun, Rep@Lg.

December 8, 2006

RE: MS-47 Enforcement

Dear Local/State President & Maintenance Craft Director:

Arbitrator Das has issued the award in case Q98C-4Q-C 02013900 regarding the USPS issuance of a replacement MS-47. The ruling is:

The Union's challenge to the revised MS-47 issued by the Postal Service in 2001 is sustained on the basis set forth in the above Findings.

National Executive Board

William Burnis
President

Cliff "C. J." Guffey
Executive Vice President

Terry Stapleton
Secretary-Treasurer

Greg Bell
Industrial Relations Director

James "Jim" McCarthy
Director, Clerk Division

Steven G. "Steve" Raymer
Director, Maintenance Division

Robert C. "Bob" Pritchard
Director, MVS Division

Sharyn M. Stone
Central Region Coordinator

Jim Burke
Eastern Region Coordinator

Elizabeth "Liz" Powell
Northeast Region Coordinator

William "Bill" Sullivan
Southern Region Coordinator

Omar M. Gonzalez

This is the third in a series of awards addressing the USPS' actions to standardize cleaning frequencies by higher level mandates (Cleaning Frequency Award); reduce work performance & scheduling requirements (Line J Award) and finally to gut the foundation of Postal Custodial staffing and work and eliminate frequencies. Our success in fending off these assaults has been a team effort of all with responsibility to represent the Maintenance Craft.

We again ask for your assistance in implementing a critical aspect of the MS-47 Award. In the award, Arbitrator Das ordered (the entire award is available for download on the APWU web site):

Under the circumstances, it is appropriate that the Postal Service be directed to rescind the 2001 MS-47, to reinstate the 1983 MS-47, and to reinstate or prepare staffing packages as soon as practicable. As the Postal Service has stressed, the building inventories still are in use and the performance standards have not been changed. Prior staffing documents based on the frequencies determined by the appropriate level of management under the 1983 MS-47 presumably still exist, and can be revised under that Handbook where needed. (UA)

With the issuance of his award, the 2001 MS-47 was rescinded as if never issued and the 1983 MS-47 is reinstated. Custodial staffing and work scheduling and performance in facilities under your jurisdiction are to be done as per the 1983 MS-47.

By way of information for you, a custodial staffing package uses three (3) essential forms. They are the PS 4869, Building Inventory; PS 4839, Custodial

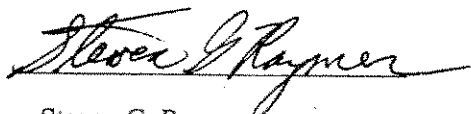
Scheduling Worksheet and PS 4852, Workload Analysis (route sheets, Form 4776, are then developed). As stated above, it is presumed these documents still exist, and in particular the starting point for staffing, the PS 4869, was always in use.

You should make a written inquiry to your local management as to when you can expect your office to be in compliance with the Das award. Please request a copy of the reinstated or adjusted custodial staffing package. Inquire if all PS 4776, Custodial Route Sheets, are being used as required (many had been 'suspended' by Maintenance management). Local management should be able to comply with this part of the arbitration award in a short period of time if they haven't already done so. A response that they are awaiting higher level instructions is insufficient.

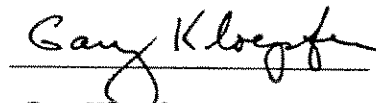
The Arbitrator did not award the Postal Service 'amnesty' for the time it relied upon the 2001 MS-47. Any action the Service undertook in regards to implementation of the 2001 MS-47 was accomplished at its own peril. Only the issue of remedy for the "intervening period" when the now defunct 2001 MS-47 was in the field is remanded to the Headquarters' parties. We are presently in discussions on that aspect of the award. The requirement to come into compliance with the 1983 MS-47, to repeat, is immediate.

Compare your current custodial staffing to that which is required by the PS 4852. If you already have a grievance in the system, you should already have the staffing documents. Since your corrective action in this instance would be prospective, you should apply a remedy for each custodial position your installation is short staffed, including lost work hours, overtime, etc. and out-of-schedule for those that would change duty assignments.

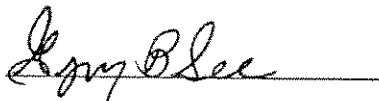
If you have any difficulty with local management, please contact your Maintenance Craft National Business Agent.



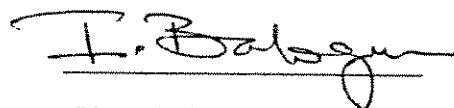
Steven G. Raymer
Director



Gary Kloepper
Assist. Director



Gregory See
Assist. Director



Idowu Balogun
Nat'l Rep. @ Large

PROBLEM:

On November 16, 2006, Arbitrator Shyam Das rendered his award in the parties' dispute over the Service's 2001 revision to the 1983 MS-47 Handbook. By this award, the 1983 MS-47 has been restored to its legitimate status as the governing Handbook pertaining to custodial work and staffing. Arbitrator Das stated:

Under the circumstances, it is appropriate that the Postal Service be directed to rescind the 2001 MS-47, to reinstate the 1983 MS-47, and to reinstate or prepare staffing packages as soon as practicable. As the Postal Service has stressed, the building inventories still are in use and the performance standards have not been changed.

Based upon this order, it is clear that the Service is not entitled to continue to impose the results of its violative implementation of the 2001 revision to the MS-47 on the bargaining unit. Clearly, direct and adverse effects of the actions taken by the Service must be reversed in order to comply with the award of Arbitrator Das and to come into compliance with the MS-47 Handbook. The restoration of the 1983 MS-47 as the governing Handbook requires certain actions now, irrespective of the parties' national level efforts to remedy the intervening period. The MS-47 governs the determination of required custodial tasks and the calculation of required custodial work hours associated with those tasks, as well as the requisite staffing derived from work hours. Paragraph 116 of the MS-47 states, "Once a custodial staffing level is determined using the procedures in this handbook, that staffing level must be maintained. If conditions arise that warrant a change in staffing, the entire staffing procedures must be redone, i.e., new forms must be completed." This principle has been reinforced by settlement of Step 4 grievance H7T-3A-C 8445, September 7, 1990. Changes to the staffing and scheduling of custodial work have not been made in compliance with the provisions of the MS-47. The Service did not complete new staffing surveys under the terms of the MS-47; it, therefore, did not properly alter the staffing or scheduling of work within the meaning of the contract. Custodial staffing, according to MS-47, 121, begins with initial facility planning with expected "modification based on local experience". Changes to custodial staffing levels are otherwise limited by the terms of paragraph 122, "The need for reassessment may also arise as a result of changing workloads, building or grounds modifications, or the introduction of new cleaning or maintenance methods, materials or equipment." The changes that have occurred here were for none of these reasons, causing the requirement of paragraph 116 that staffing be maintained to control. Custodial work must be properly documented. The Service is obligated by the terms of the MS-47 to use PS Forms 4776, Preventive-Custodial Maintenance Route for this purpose. MS-47, 311, states, "Written work assignments must be prepared for all regularly scheduled custodial duties. Chapter 3 provides instructions for preparing these work assignments." and paragraph 331 states, "Complete Form 4776, Preventive-Custodial

Maintenance Route, in duplicate for all regularly scheduled custodial maintenance work listed on Form 4852." Any failure by the Service to properly document and schedule custodial work will be treated as a failure to perform required custodial maintenance for which a monetary liability is incurred, consistent with prior arbitral history.

REMEDY

The Postal Service shall immediately come in compliance with the 1983 MS-47 Handbook as ordered by National Arbitrator Das by returning the staffing and scheduling requirements effective to December 31, 2001. The bargaining unit staffing shall be immediately restored to the number of custodial employees, duty assignments, and/or work hours since December 31, 2001, such staffing and work shall immediately be restored. The bargaining unit shall be compensated per pay period per number of positions understaffed, until such time as the staffing returns to the level it was at prior to the issuance of the 2001 MS-47. The amount of this remedy will be adjusted appropriately for PTRs, including their being made whole and paid at their hourly rate for lost work hours and where work was not performed in accordance with the 1983 MS-47, the Postal Service will pay at the appropriate rate for the work not performed

JUN 28 1994

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

Dear Mr. Lingberg:

This letter is in further regard to discussions between you and Thomas J. Valenti of my staff concerning requests for local maintenance staffing surveys.

Pursuant to Article 31, Section 3, "Requests for information relating to purely local matters should be submitted by the local union representative to the installation head or his designee." Therefore, as agreed, requests for staffing surveys should follow the aforementioned contractual path. Further, once the request is received, local management will release the staffing survey (if available) to the union.

If there are any questions regarding the foregoing, please contact Thomas J. Valenti of my staff at (202) 268-3831.

Sincerely,

~~signed William J. Downes~~

William J. Downes
Manager
Contract Administration (APWU/NPMHU)
Labor Relations



UNITED STATES POSTAL SERVICE
ROOM 9014
475 L'ENFANT PLAZA SW
WASHINGTON, DC 20065-4100
TEL. 202-268-3816
FAX 202-268-3074

OFFICE OF THE
ASSISTANT POSTMASTER GENERAL
LABOR RELATIONS DEPARTMENT

RECEIVED

SEP 7 1990

Thomas K. Freeman, Jr.
Director, Maintenance Division

Mr. Thomas Freeman, Jr.
Assistant Director
Maintenance Craft Division
American Postal Workers
Union, AFL-CIO
1300 L Street, N.W.
Washington, DC 20005-4107

Re: H7T-3A-C 8445
Class Action
Ft. Worth, TX 76101

Dear Mr. Freeman:

On several occasions, we met to discuss the above-captioned grievance at the fourth step of our contractual grievance procedure.

The issue in this grievance is whether local management violated the National Agreement by failing to implement a staffing package.

After reviewing this matter, we mutually agreed that no national interpretive issue is fairly presented in this case.

- (1) The parties at this level agree that part 116 of the MS-47 applies: "Once a custodial staffing level is determined using the procedures in this handbook, that staffing level must be maintained. If conditions arise that warrant a change in staffing, the entire staffing procedure must be redone, i.e., new forms must be completed."
- (2) Management also agrees that it will not implement frequencies below the specified ranges identified in the MS-47 without following the procedure outlined in prearbitration decision HLC-NA-C 46.

Accordingly, we agreed to remand this case to the parties at Step 3 for further processing, including arbitration if necessary.



Thomas Freeman, Jr.

2

Please sign and return the enclosed copy of this letter as your acknowledgment of agreement to remand this case.

Time limits were extended by mutual consent.

Sincerely,



Kathleen Sheehan
Grievance & Arbitration
Division



Thomas Freeman, Jr.
Assistant Director
Maintenance Craft Division
American Postal Workers
Union, AFL-CIO

Date: September 7, 1990.

LABOR RELATIONS



Mr. Bobby Donelson
National Maintenance
Representative-at-Large
American Postal Workers Union, AFL-CIO
1300 L Street NW
Washington DC 20005-4128

Re: D94T-1D-C 97084381
R. Williamson
London KY. 40741-9998

Dear Mr. Donelson:

Recently, we met to discuss the above-captioned grievance at the fourth step of our contractual grievance procedure.

The issue in this grievance is whether management is required to maintain custodial staffing hours in the absence of the regular custodian?

After reviewing this matter, we mutually agreed that no national interpretive issue is presented in this case.


Furthermore, the National Gamser Award A8-NA 0375 is both controlling and applicable to this issue.


Accordingly, we agreed to remand this case to the parties at Step 3 for possible application of this award, or for further processing including arbitration, if appropriate.

Please sign and return the enclosed copy of this decision as your acknowledgment of agreement to remand this case.

Time limits were extended by mutual consent.

Sincerely,


Oscar Ochoa
Grievance and Arbitration
Labor Relations


Bobby Donelson
National Maintenance
Representative-At-Large
American Postal Workers Union,
AFL-CIO

Date: 4/19/98



September 12, 2000

DISTRICT MANAGERS
PLANT MANAGERS

SUBJECT: Lamping Policy and Procedures

As a result of recent inquiries from field and area offices, the following policy clarification guides field units in replacing lamps in lighting fixtures.

Fluorescent and incandescent lamps may be replaced by PS-2 and PS-3 Custodians. PS-2 Custodians may only perform this work from floor level, while the PS-3 Custodians may work from the floor, ladders, scaffolding and non-powered lift platforms. When powered lift platforms that require a Certificate of Familiarization and Safe Operation are operated, PS-3 Custodians are to be paid at the level 4 rate for the time spent actually operating the powered lift platform. Normally, Lockout/Tagout procedures are not required to perform routine replacement of burned out lamps.

For other types of lighting, such as: High Intensity Discharge (HID), Low or High Pressure Sodium, etc., local management should consult maintenance or safety personnel to determine the position description and any special procedures required. With the number of makes and models of these fixtures, along with the procedures necessary to access the lamps, a specific, national policy cannot adequately address all potential situations.

Other electrical repairs may NOT be performed by PS-2 or PS-3 Custodians. Use qualified postal maintenance employees or a contractor. Contact the maintenance organization serving your facility to determine the appropriate procedures.

Please forward this memorandum to installation heads in facilities, which have custodians.

Requests for further assistance in the area of Building Services, Building Equipment, or Safety may be directed to Wade Raines at 703/280-7896 or Tom Duchesne at 703/280-7872.

A handwritten signature in dark ink, appearing to read "J. Gerard Bohan".

J. Gerard Bohan
Manager
Maintenance Policies and Programs

cc: Managers, Maintenance Support, Area Offices
Managers, In-Plant Support, Area Offices
Managers, Operations Support, Area Offices
William J. Dowling, Sam Pulcrano, Jerry A. Jones, Thomas J. Valenti, Rex Gallaher

LABOR RELATIONS



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

RE: Q00T-4Q-C 04127113
Class Action
Washington DC 20260-4100

Dear Mr. Raymer:

On May 5, 2004, the American Postal Workers Union initiated a dispute concerning whether the April 1, 2004, change to the 2001 MS-47, *Housekeeping Postal Facilities*, and instructions to the field eliminated certain custodial assignments in Vehicle Maintenance Facilities in violation of Article 19 of the Collective Bargaining Agreement.

On numerous occasions, the last being, August 31, 2004, we discussed the issue in dispute and agree that no National Interpretive Dispute is fairly represented in this case. As a result of this decision, the parties mutually agree to the following as full resolution of this case:

In Postal Bulletin 22125, dated 04/01/2004, on page 77, the USPS notified the field that a change was being made to the MS-47, which would clarify cleaning responsibilities in vehicle maintenance facilities. The change revised the first sentence in Item 2 under section 511d of the 2001 MS-47 to read:

"Cleaning (VMF only) No plant maintenance custodial cleaning is authorized for the VMF workroom."

The former language read:

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

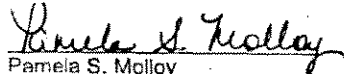
The above listed change was not intended to alter existing assignments of employees in Vehicle Maintenance and the Plant Maintenance Custodians. Cleaning responsibilities in Vehicle Maintenance Facilities has been outlined in documents dated, July 27, 1983; October 5, 1995; and most recently in a letter from Mr. Edward Gamache, Manager Maintenance Policies and Programs, dated March 9, 2004. This letter stated in part,


"This language was in no way intended to change any existing policies previously identifying the division of maintenance responsibilities in the VMFs and defined in the October 5, 1995, memorandum signed by the Vice President, Operations Support, and the Vice President, Engineering."

Maintenance Policies and Programs will reissue the March 9th, letter from Mr. Gamache as additional clarification to field offices on cleaning responsibilities in Vehicle Maintenance Facilities.

Additionally, the resolution in this case in no manner affects the existing dispute filed by the APWU, case # Q98C-4Q-C 02013900, concerning the 2001 revisions to Handbook MS-47, *Housekeeping Postal Facilities*.

Time limits at this level were extended by mutual consent as it relates to the Article 15 issues involved in this dispute.


Pamela S. Molloy
Labor Relations Specialist
Contract Administration


Steven G. Raymer
Director Maintenance Division
American Postal Workers Union, AFL-CIO

Date: 12/3/04

LABOR RELATIONS



UNITED STATES
POSTAL SERVICE

Mr. Edgar Williams
Assistant Director,
Maintenance Craft Division
American Postal Workers Union, AFL-CIO
1300 L Street NW
Washington, DC 20005-4128

RE: I90T-11-C 95076544
CLASS ACTION
SIOUX CITY IA 51111-9998

Dear Mr. Williams:

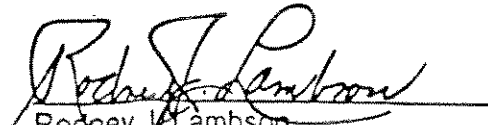
Recently, we met to discuss the above-captioned grievance at the fourth step of our contractual grievance procedure.

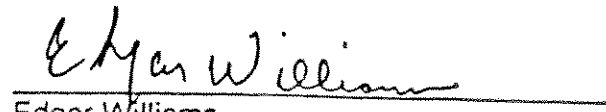
The issue in this grievance is whether a level 3 custodian is entitled to be compensated at level 4 when operating power equipment.

During our discussions the parties identified Cases D90T-1D-C 95008464 and H1T-5H-C 29378, as being similar in nature. Accordingly, the parties agree to remand this case to the parties at Step 3 for application and determination of remedy, if any.

Please sign and return the enclosed copy of this decision as your acknowledgment of agreement to remand this case.

Time limits at Step 4 were extended by mutual consent.


Rodney J. Lambson
Labor Relations Specialist
Grievance and Arbitration


Edgar Williams
Assistant Director
Maintenance Craft Division
American Postal Workers Union, AFL-CIO

Date: 11-25-97



HUMAN RESOURCES
Midwest Area

UNITED STATES
POSTAL SERVICE

GRIEVANCE NO.: 190T-11-C 95076544 DIST 501
09/13/95 JLI095
GRIEVANT: CLASS ACTION
SIOUX CITY IA 51101-9998
LOCATION:

Without establishing precedent and without prejudice to the position of either party in this or any other case, the grievance is resolved as follows:

It is mutually agreed that the Custodial Laborers, PS-3, are entitled to be paid at PS-4 for any time spent operating 'rider operated, powered industrial equipment', which may include mules, fork lifts, power sweepers, and commercial grade lawn mowers. The parties at the local level are to review the records to ascertain who has been assigned these duties and the amount of time involved in such assignments from May 29, 1995, to the present, so that they may be properly compensated at the PS-4 level, if they have not already been compensated at that level.

Paul A. Lyons
Management Designee

4/12/99

Date

David A. Foley
Union Designee

4/12/99

Date



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

DEC 12 1985

RECEIVED

DEC 13 1985

RECEIVED

Mr. Thomas A. Neill
Industrial Relations Director
American Postal Workers
Union, AFL-CIO
817 14th Street, N.W.
Washington, D.C. 20005-3399

COURTESY OF
GARY KLOEPFER, NSA
AMERICAN POSTAL WORKERS UNION
7211 NORTH MAIN STREET, SUITE 4
DAYTON, OHIO 45415

Dear Mr. Neill:


On September 10 we met in prearbitration discussion of HLT-5H-C 29378, Woodland, California. The question in this grievance is whether custodians with SF-46s should be paid higher level pay while driving postal vehicles to the carwash.


It was mutually agreed to full settlement of this case as follows:

Lower level employees performing any duties requiring an SF-46 will be paid at PS-4 rate of pay.

Please sign and return the enclosed copy of this letter acknowledging your agreement to settle this case, withdrawing HLT-5H-C 29378 from the pending national arbitration listing.

Sincerely,


Frank M. Dyer
Labor Relations Specialist
Arbitration Division
Labor Relations Department


Thomas A. Neill
Industrial Relations
Director
American Postal Workers
Union, AFL-CIO

3-26-86
(Date)

Enclosure

REGULAR ARBITRATION PANEL

In The Matter of the Arbitration) Grievant: Class
between) Post Office: Charleston, SC
United States Postal Service) Case No.: D90T-1D-C 95008464
and) Local Griev. No: 411C998
American Postal Workers Union)

BEFORE: Jacquelin F. Drucker, Esq., Arbitrator

Appearances:

For the USPS: William B. Davis
Labor Relations Specialist

For the Union: Eddie Sears
Advocate

Place of Hearing: Charleston, SC

Date of Hearing: April 15, 1997
Record Closed: June 10, 1997

Date of Award: July 10, 1997

Relevant Contract Provisions: Articles 19 and 25
National Settlement

Contract Year: 1990-1994

Type of Grievance: Contract

Award Summary

Grievance denied in part and sustained in part. Award is limited to the finding that under the 1986 national settlement, Custodian Laborers PS 3 are entitled to be paid at Level 4 for time spent assigned to the operation of "rider-operated powered industrial mobile equipment," whether on or off postal premises. The record lacks specific proof of the instances in which Level 4 pay would have been warranted. Thus, no monetary damages are awarded.


JACQUELIN F. DRUCKER, ESQ.

I. STATEMENT OF THE CASE

The instant class-action grievance relates to the level of pay to which custodial laborers are entitled when operating certain types of equipment. The Union timely initiated a grievance, and the matter properly is before the arbitrator. The arbitrator conducted the hearing on April 15, 1997, at the postal facility located at 7075 Cross County Road, Charleston, South Carolina. Both the USPS and the Union were given full opportunity to present evidence, examine and cross-examine witnesses, make arguments, and submit relevant case citations. The parties agreed to submit written closing arguments, which were timely filed with this arbitrator. In reaching the conclusions and award set forth herein, the arbitrator has given full and careful consideration to the complete factual record, all arguments, all cited contractual provisions, and all case citations.

II. ISSUE

The USPS proposed that the issue to be resolved by the arbitrator is as follows:

Did the USPS violate the National Agreement or applicable regulations when Level 3 custodial laborers were not paid Level 4 pay when operating power equipment? If so, what shall the proper remedy be?

The Union would state the issue similarly but would use the terms "power or driving equipment."

III. FACTS

Richard Guarneri, Steward for the Union, testified that in 1994 a few employees were transferred to the Charleston facility from other states. These employees mentioned to the Charleston

workers that, at their prior work locations, when they drove lawn mowers and sweepers and such types of vehicles, they had been paid at a higher level of pay. Mr. Guarneri investigated and found that this had been the practice in Charleston as well. He discovered a national-level settlement that he believed was controlling. That settlement, executed on March 26, 1986, by Frank Dyer for the USPS and Thomas Neill for the APWU, provided as follows:

On September 10 we met in prearbitration discussion of HIT-5H-C 29378, Woodland, California. The question in this grievance is whether custodians with SF-46s should be paid higher level pay while driving postal vehicles to the carwash.

It was mutually agreed to full settlement of this case as follows:

Lower level employees performing any duties requiring an SF-46 will be paid at PS-4 rate of pay.

Please sign and return the enclosed copy of this letter acknowledging your agreement to settle this case, withdrawing HIT-5H-C 29378 from the pending national arbitration listing.

(Joint 2, page 10.) Mr. Guarneri testified that the SF-46 licenses were changed to the OF-346s, and then, at about the same time that the instant grievance was initiated, the OF-346s were eliminated.

Mr. Guarneri initiated a grievance alleging that custodians are being denied higher level pay for driving "mules, big joe, blowers, genie boom, etc." Mr. Guarneri testified that the grievance addresses equipment that is driven by an operator who sits on the machine and steers it with a steering wheel. He contrasted this with the types of equipment that are pushed. Mr. Guarneri testified that by listing "blower" on the grievance, he was referring to a piece of equipment that essentially is a parking lot sweeper, which is driven. With regard to the "big joe," which

is an electrical fork lift, he was not sure if it was driven or walked and did not believe that a license was required for operation. Mr. Guarneri testified that he had training on operation of the Genie Boom, and he believed that the operator gets into it and drives it, but he was not sure. He testified that the Genie Boom extends to reach heights. When asked on cross examination if it were a type of scaffolding, Mr. Guarneri testified that it was, but only in the sense that both a car and a horse are vehicles; the Genie Boom, he testified, is mechanically operated whereas scaffolding is a structure.

The position description for Custodial Laborer, PS 3 has been unchanged since the 1970's and provides in relevant part that the worker "operates a variety of power driven equipment such as floor scrubbers, floor sanders, waxers, and wall washers; adjusts brushes, buffers and other attachments on machines; uses wax, polish and other protective agents appropriate for the various surfaces; washes walls and ceilings from scaffolding." The type of equipment identified in that description, testified Mr. Guarneri, is powerful but is controlled physically; the operator walks behind it. When asked on cross examination if caring for lawns requires the use of mower, Mr. Guarneri responded that it did, but when asked if cleaning walks and driveways required use of parking lot sweepers, he stated that it did not, although it might involve the use of a hand-operated leaf blower.

Mr. Guarneri could not identify a specific instance in which a Level 3 custodian had operated the equipment at issue; he noted that while he knew the names of workers who had operated the equipment, he did not know the specific days. Mr. Guarneri testified that no custodian Level 3 was ever paid at Level 4, and, therefore, any time they operated the equipment at issue a violation occurred. It was, he testified, an on-going situation. He testified that the custodians at PS 3 operate the equipment at issue on a daily basis, although he could not cite specific

custodians with dates on which they operated a particular type of equipment. Mr. Guarneri observed that the route sheets would indicate who operated which equipment on any given day.

The Union offered into evidence a copy of Mr. Guarneri's OF-346 U.S. Government Motor Vehicle Operator's Identification Card, which carries a listing, under the heading "qualified to operate," of the "Handy Herman (lift)" and "forklift (Big Joe)" as well as passenger automobiles and vans. The OF-346 bears the following statement: "The holder of this card is qualified to operate U.S. Government vehicles and/or equipment specified, subject to the restrictions set forth on the other half of this card. Card must be carried at all times when operating Government vehicles."

IV. POSITIONS OF THE PARTIES

A. Position of the Union

The Union argues that the issue posed herein was settled years ago in the pre-arbitration agreement cited above. The Union argues that, while the USPS discontinued the use of SF-46 licenses, they replaced them with the OF-346. The duties performed under the OF-346, argues the Union, are the same, and, therefore, the 1986 agreement still applies. The Union notes that there was no attempt to alter this language or agreement in the negotiations that have followed for subsequent National Agreements.

The Union cites the provisions of Postal Manual EL-311 which relate to Authorization to Operate Motor Vehicles. Section 466.22 pertains, in part, to operation of "rider-operated powered industrial mobile equipment" and, argues the Union, defines what equipment previously required a valid OF-346.

The Union argues that the position description of the custodial laborer contains no reference to driving any postal vehicle and addresses only power-driven equipment that is pushed or walked. The Union also cites a Step 4 settlement dated January 18, 1977, which states that, with regard to the shuttling of vehicles, it is not contemplated that custodian laborers will be assigned to perform higher level functions of driving vehicles and that "the custodial employee who performed the driving duties in question was properly compensated at the higher level rate of pay for performing this work." The Union argues that this agreement establishes that driving duties are "high-level" work for which pay at PS 3 is too

low for the skill level of operating vehicles, be they motor vehicles or rider-operated equipment outlined in EL-311. The Union also cites a national-level agreement date-stamped February 5, 1988, regarding payment at the Level 4 rate to custodians for operating a "vert-a-lift."

Citing ELM Section 436.26, the Union asks that the arbitrator award the custodians back pay for the six years previous to the filing of the grievance.

B. Position of the USPS

The USPS stresses the Union bears the burden of proof in this case and argues that the Union has not met this burden. The pre-arbitration settlement relied upon by the Union, argues the USPS, addresses only the question "whether custodians with SF-46's should be paid higher level pay while driving postal vehicles to the car wash." The USPS argues that, as was stated in the Step 3 decision letter in this case, "the SF-46 and its successor OF-346 were eliminated (well before the date of the grievance), as a requirement for operating not only motor vehicles, but also any and all powered equipment, thus rendering the cited pre-arbitration agreement of no value."

The USPS contends that the Union has failed to demonstrate that custodians are required to be licensed to operate motor powered equipment. They are required to have training but, argued the USPS, they are not required to be licensed to operate the equipment at issue. The USPS notes that, on the OF-346, it is stated that the card is necessary only for operating government vehicles, and the fact that equipment may be listed on an OF-346 simply indicates that the employee has been trained on that device.

The USPS also cites the position description which provides that a custodial laborer "operates a variety of power driven equipment" and "cares for lawns and shrubs; cleans sidewalks and driveway and removes ashes, snow and ice." The USPS notes that the Union witness testified that, in caring for a lawn or cleaning a sidewalk, a custodian commonly will use power-driven equipment such as leaf blowers and lawn mowers.

The USPS asks that the arbitrator deny the grievance.

V. DISCUSSION

The resolution of this case requires first an examination of whether the national-level settlement agreement executed on March 26, 1986, applies, as the Union argues it does, to the work described in the grievance. The settlement states, "Lower level employees performing any duties requiring an SF-46 will be paid at PS-4 rate of pay." The USPS argues that this agreement has no application because the license referred to therein, the SF-46, and its successor, the OF-463, have been eliminated. The arbitrator finds, however, that the reference to the license requirement serves simply as a means of identifying the type of work for which higher pay is appropriate. The nature of that work has not changed and, thus, the fact that the USPS no longer uses OF-346s for any purpose does not change the underlying applicability of the agreement. Had the work itself changed or had the licensing requirement been eliminated for only selected pieces of equipment, the analysis might differ. In this case, however, the USPS has simply eliminated, across the board, the US Government Motor Vehicle Operator's Identification Card. The fact does not reflect upon the nature of the work at issue. The parties used the SF-46/OF-346 as a means of identifying higher level work, and this work still can be identified. Thus, the intention of the parties as to the payment level for given tasks can be given continued meaning and application. The agreement thus remains effective and requires payment at the higher rate for operation of equipment for which an OF-346, when it existed, was required.

In ascertaining the type of work for which an OF-346 was required, the sections of EL-311 cited by the Union are relevant. Section 466.21 of that manual states as follows (quoted from the Union's brief):

All postal employees, regardless of job classification, who are authorized to operate any motor vehicle (private,

hired, contract, leased, or postal owned) or rider-operated industrial mobile equipment on official business, must qualify for and be issued a valid U.S. Government Motor Vehicle Operator's Identification Card OF 346, before being assigned to equipment they are required to operate.

Section 466.22 of the EL-311 then states:

Personnel assigned to operate motor vehicles or rider-operated powered industrial mobile equipment off of the confines of postal installations must have in their possession at all times a valid State driver's license and OF 346. Personnel required to operate rider-operated powered industrial mobile equipment who are restricted to off-street driving shall not be required to possess a State operator's license. Their OF 346, which must be in their possession during duty hours, shall carry the notification Restricted to Off-street driving and should apply only to rider-operated industrial equipment. Operators of motor vehicles must be licensed by the State and possess a valid OF 346.

It is clear from the foregoing provisions that the equipment or which an OF-346 was required and for which Level 4 pay was agreed is "rider-operated powered industrial mobile equipment" whether off-premises or on postal property.

Noting that the OF-346 states only that the holder is "qualified to operate" equipment as specified, the USPS argues that an endorsement for particular equipment simply establishes that the employee has been trained to operate the equipment; it does not mean that the employee is required to have the OF-346 to operate the machine. The USPS is correct in this regard. The settlement does not relate to training or to qualification; it relates specifically to required possession of an SF-46 and, by extension, its successor, the OF-3465. Thus, the determining factor is not whether an OF-346 bears an endorsement for the equipment at issue, but, rather, whether the OF-346 was required for operation of the equipment.

The USPS also argues that, because the dispute that led to the 1986 settlement involved driving of postal vehicles to the carwash, the settlement clearly is limited to motor vehicles and not to equipment. The settlement's terms, however, are unambiguous, clearly setting forth a broad statement that level PS-4 will be paid to lower-level employees "performing any duties requiring an SF-46." Thus, interpretation from the context of the dispute is not required. Operation of "rider-operated powered industrial mobile equipment" clearly is a duty "requiring an SF-46" and, later, an OF-346. The analysis ceases with this language, regardless of whether the mobile equipment would be, could be, or ever was driven to a car wash.

From the testimony, it appears that several of the equipment types described in the grievance fall into the category of "rider-operated powered industrial mobile equipment." The elements are easily specified, the first one being, as argued by the Union, that the equipment must be operated by one who rides, or sits atop the equipment, as opposed to one who walks behind it, carries it, or operates it remotely. In addition, the equipment must be powered, as opposed to being pedaled or pushed, and it must be mobile. The record in this case, however, does not clearly establish the nature of each type of equipment or the manner it is operated. The question of rider-operation in most instances was uncertain. The Union in its brief cited a national-level settlement regarding a vert-a-lift, but the terms of that settlement indicate agreement only that no national interpretive issue was presented and that the case should be decided at the regional level. The matter was remanded for "further processing and application of" the March 26, 1986, settlement, but this does not mean that the parties agreed that, under the 1986 settlement, Level 4 pay was required for operation of a vert-a-lift. The arbitrator cannot conclude from this settlement, nor can she discern from the record, whether a vert-a-lift or other particular piece of equipment is a "rider-operated powered industrial mobile equipment" for which an OF-346

would have been required. There simply is no testimony or other evidence establishing with clarity which of these cited pieces of equipment is rider-operated.

Even if such evidence were present, however, a further impediment to recovery would exist. The Union produced no evidence of identifying instances in which given custodian laborers operated the equipment at issue. Therefore, even if specific equipment were identified as requiring an OP-346, the arbitrator could award no back pay, for the record establishes no evidence of who engaged in such operation, at what time, or for how long. While specific records sometimes are not available, proof is required beyond the general observation that unidentified custodians frequently operated some of the cited equipment for some period of time.

The award in this case therefore is limited to the following finding: Custodian Laborers PS 3 are entitled to be paid at Level 4 for time spent assigned to the operation of "rider-operated powered industrial mobile equipment," whether on or off postal premises.

July 15, 1997

Jacquelin P. Drucker, Esq.

Housekeeping-Postal Facilities

[illegible]

FD-302a (Rev. 4-15-64)

EXHIBIT A

(watch for inaccurate inactive & active storage space)

exterior glass
interior glass
facades outside elements
lobbys
window glass - doors cust. goes through



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

OCT 29 1985

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

Re: Class Action
Hollywood, FL 33020
H4T-3W-C 6004

Dear Mr. Wevodau:

On September 26, 1985, we met to discuss the above-captioned grievance at the fourth step of our contractual grievance procedure:

The issue in this grievance is whether management is obligated to have a union official present when a staffing survey is completed.

During our discussion, we mutually agreed to close this case based upon the following:


There is no contractual requirement for a union official to be present when a staffing survey is completed; however, the union is not precluded from making a request to perform its own staffing survey due to its disagreement on the package.

Please sign and return the enclosed copy of this letter as your acknowledgment of agreement to close this case.

Time limits were extended by mutual consent.

Sincerely,

Muriel Aikens
Labor Relations Department


Richard I. Wevodau
Director
Maintenance Craft Division
American Postal Workers
Union, AFL-CIO

[illegible]

U.S. POSTAL SERVICE WORKLOAD ANALYSIS AND SUMMARY							POST OFFICE STATE AND ZIP CODE UNIT		GROSS INTERIOR AREA EXTERIOR PAVED EXTERIOR UNPAVED				
LINE NO.	JOB REQUIREMENT (A)	OPERATION (B)	UNIT OF MEASURE (C)	QUANTITY (D)	WEEKLY QUANTITY (E)	WEEKLY MIN. (F)	LINE NO.	JOB REQUIREMENT (A)	OPERATION (B)	UNIT OF MEASURE (C)	QUANTITY (D)	WEEKLY QUANTITY (E)	WEEKLY MIN. (F)
1	WORKROOM	CL	FX	4.5			33	LIGHT FIXTURES	DUST	FX			
2	TOILETS	PL	FX	1.5			34		DUST	FX			
3	OFFICE	CL	FX	4.5			35		DUST	FX			
4	LINEUP	CL	SP	.030			36	LIGHT FIXTURES	WASH	FX			
5	SWING RMS	PL	SP	.0106			37		WASH	FX			
6		WM	SP	.03			38		WASH	FX			
7	LOCKER RMS	CL	SP	.024			39	VERTICAL	WASH	BL	30.0		
8		PL	SP	.008			40	B.LINDS	DUST	BL	5.0		
9		WM	SP	.03			41	LOBBY GLASS	WASH	SP	.179		
10	WORKROOMS	CL	SP	.0198			42	EXTERIOR	WASH	SP	.179		
11		PL	SP	.0085			43	GLASS	WASH	SP	.179		
12	OFFICES	CL	SP	.0379			44	INTERIOR	DUST	SP	.088		
13	SUPPLY RMS	CL	SP	.012			45	PRODUCTS	DUST	SP	.048		
14	7/8 LIGHT	PL	UT	10.0			46	OTHER	CL	LF	.48		
15	ELEVATORS	CL	UT	20.0			47	LOCKST	CL	EA	4.0		
16	PASSENGER	PL	SP	.0012			48	CARRIER CASE	CL	EA	1.5		
17	EXT POLICE	CL	SP	.0106			49	OTHER CASE	SWEEP	SP	.008		
18	PLATFORMS	PL	SP	.0083			50	EXT PAVED	SWEEP	SP	.004		
19		CL	SP	.018			51	EXT PAVED	SWEEP	SP	.0012		
20	SERVICE/BOX	PL	SP	.002			52	ACTIVE	CL	SP	.012		
21	LOBBY	WM	SP	.03			53	INACTIVE	CL	SP	.012		
22		VS	SP	.0084			54	STORAGE	DM	SP	.018		
23		DM	SP	.015			55	RESILIENT PL	INT	SP	.24		
24	STAIRWAYS	CL	UT				56		PERI	SP	.008		
25		PL	UT	2.4			57		INT	SP	.24		
26	CONFIDORS	CL	SP	.008			58		PERI	SP	.12		
27		DM	SP	.015			59		INT	SP	.24		
28		VS	SP	.0084			60	CONCRETE	PERI	SP	.008		
29		PL	SP	.002			61	CARPET	SHAMP	SP	.24		
30	SHOP AREAS	CL	SP	.012			62		SPOT	SP			
31	JAN CLOSET	CL	EA	10.0			63	WOOD	INT	SP	.24		
32	SUB TOTAL						64		PERI	SP	.12		
WORK HOUR CALCULATIONS							65	LAWNS	MOW	SP	.012		
A	MULT. TOTAL LINE					MIN/YR	66	HEDGE/SHRUB	TRIM	LF	1.2		
B	ENTER TOTAL					MIN/YR	67	SNOW	REMOV	SP	.015		
C	TOTAL LINES					MIN/YR	68	P.O. BOXES	CL	EA	2.0		
D	DIVIDE LINE					MIN/YR	69						
E	MULT. LINE					H/YR	70						
F	MULT. LINE					H/YR	71						
G	MULT. LINE					H/YR	72						
H	TOTAL LINES					MIN/YR	73						
I	DIVIDE LINE					WK HRS	74						
J	DIVIDE LINE					PER WEEK	75						
K	DIVIDE LINE					WKS	76						
L	TOTAL EMPLOYEES						77	SUB TOTAL					

REVIEWED BY:

APPROVED BY:

MBC MGR-DIA PLANT MAINTENANCE
PS FORM 4852
11-17-82

DATE

MBC MANAGER/POSTMASTER-SAC MANAGER

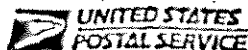
DATE

EXHIBIT C

Housekeeping-Postal Facilities

U.S. POSTAL SERVICE										IDENTIFICATION									
PREVENTIVE-CUSTODIAL MAINTENANCE ROUTE										WORK CODE		EQUIPMENT ACCTY		NUMBER					
(See Handbook MS-65, 718.2, or Handbook MS-65, Appendix E, Paragraph 5)																			
BUIL. PROJ./SCHED./BUILDING EQUIPMENT / COMPONENT OR SYSTEM										ORIGINAL ISSUANCE DATE		DATE LAST REVISED		ESTIMATED TIME (Hours & Tenths)					
BUILDING					BUILDING LOCATION					FREQUENCY						FOUR		BASIC WORK WEEK	
										<div style="display: flex; justify-content: space-between;"> TDWTHFSSAS </div>									
ITEM NO.	MPE-BUILDING EQUIPMENT IDENTIFICATION NUMBERS		TIME FROM TO		PRIOR- ITY	CHECK LISTED NOS AMOUNT TO BE SERVICED INCLUDING WORK UNITS OR SQUARE FEET	INSTRUCTIONS												

LABOR RELATIONS



October 31, 1997

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

Dear Mr. Lingberg:

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

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

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

Sincerely,

A handwritten signature in dark ink, appearing to read "Sam Pulcrano".

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

5 Workload Scheduling and Reporting

517 Preventive Maintenance (PM) Routes (Form 4776)

517.1 Route Sheets

517.11 Purpose

PM route sheets list specific groups of machines or systems and designate which should be serviced and which checklist items should be performed. PM routes must not contain different types of machines or systems and should be limited to one type of maintenance with a corresponding checklist.

517.12 Information

Route sheets may contain instructions from the appropriate checklist. A typical route sheet provides the following information:

- a. Work code.
- b. Equipment acronym and equipment class.
- c. Route sheet number.
- d. Workhours required, frequency, and tour.
- e. Location of equipment.

517.13 Same Maintenance Work

Route sheets describe the same classes of maintenance work as the checklists. For example, one equipment inspection route might describe all gear motors of a small bulk conveyor system. Separate routine PM routes might be made up for each of the incoming conveyor lines, the storage areas of parcel sorter machines, or all the portable sorting conveyors on a floor. A cleaning and lubrication route could cover conveyors under the loading platforms. Routes should be combined with other routes to provide from 4 to 7.5 hours of work per employee. Keeping routes within these limits expedites scheduling and allows maintenance employees sufficient time to write work orders and reports. Each employee should be able to perform assigned routes within a workday and still have time for associated duties.

517.2 Preparation of Route Sheets

517.21 Guidelines

PM routes are assignments of work to be performed by maintenance employees (see Exhibit 517.21). These routes identify the equipment to be worked on by one or more employees and checklists to be used. Each route should be limited to:

- a. PM work of the same category and frequency.
- b. Equipment of the same type requiring similar maintenance.
- c. Equipment in the same area.

Identification							
Work Code		Equipment Acronym		Class	Number		

Estimated Time (Hours & Tenths)	
------------------------------------	--

Basic Work Week

[illegible]

Instructions

(See Reverse)

45

Exhibit 517.21 (p. 2)
Form 4776, Preventive-Custodial Maintenance Route

PS Form 4778, November 1991 (Reverse)

Description	Instructions
Identification (a) Work Code	Enter appropriate work code for type of maintenance to be performed. Appropriate work codes are: 01 Traveling and Stationary Operating Routes 02 Inspection 03 Routine Preventive Maintenance 04 Cleaning and Lubrication 06 Custodial Services
(b) Equipment Acronym	Enter acronym of equipment to identify type of equipment on which maintenance is to be performed such as MPLSM, HVAC, FC, etc.
(c) Class	See Appendix 1.
(d) Number	Enter sequence number that identifies route, a number between 0001 and 9999.
MPE-Building Equipment Component or System	Enter brief description of name of equipment/component or system and equipment class on which maintenance is to be performed.
Original Issuance Date	Enter date route is initiated.
Date Last Revised	Enter date route is initiated or revised.
MMO No.	Enter Maintenance Management Order number.
Estimated Time (Hours & Tenths)	Enter total time estimated for all equipment or areas listed on route.
Building	Enter name or identification of building where equipment or area to be cleaned is located.
Frequency	Enter frequency of route to be done.
Tour	Enter tour during which route is scheduled.
Basic Work Week	Enter inclusive days that route is to be performed. Example: Routes to be performed Monday through Friday may be entered "Mon thru Fri"; or "M-F"; for biweekly routes, enter "week 1 and 3" or "week 2 and 4." For less frequent routes, enter a 1, 2, 3, or 4 for work week route is scheduled to be performed.
Item No.	Enter a number for each item shown on route used to identify quantity of equipment listed.
MPE-Building Equipment Identification:	
(a) Numbers	Enter equipment number as reported on equipment master file.
(b) Class	Enter class of equipment, if applicable, as identified on equipment master file.

Exhibit 517.21 (p. 3)

Form 4776, *Preventive-Custodial Maintenance Route*—Completion Instructions

5 Workload Scheduling and Reporting

Description	Instructions
Time	Enter beginning and ending time that a room or area is to be cleaned. (Precise time scheduled to be used at management's option.)
Priority	Enter priority code in chronological and alphabetical sequence to identify order of importance for scheduling when labor supply shortage exists.
Checklist(s) Nos.	Enter quantity of area or units to be cleaned or policed. For equipment, enter associated check list number(s) required to perform route.
Instructions	Enter areas or units to be cleaned or policed and any instructions needed to perform route.

Reverse Side

Description	Instructions
Work Due	Enter accounting period and week when route is due to be scheduled.
Assigned	Enter name of employee assigned to perform route, and date route assigned to be performed.
Started	Enter date and time route started.
Completed	Enter date and time route completed.
Total Time Used	Enter total elapsed time (including minor maintenance) used for equipment listed on front of route sheet. For pseudo-equipment, enter total time.
Minor Maintenance Performed (Time)	Enter minor maintenance time used.
Certification of Work Completed (Signature)	Signature of employee certifying route completed as assigned.
Supervisor's Certification	Enter initials and date certifying route performed as assigned.
Maintenance Operations Support Verification	Verify, post, and date as complete.
Minor Maintenance Performed	Enter date, tour, and brief description of minor maintenance performed. Also, enter serial number of parts issue slip, if applicable.

Exhibit 517.21 (p. 4)

Form 4776, *Preventive-Custodial Maintenance Route—Completion Instructions*

517.22 Steps

Scheduling of routes provides better work assignments and time for completing the required summary sheets and records. Suggested steps for preparing a route sheet include:

- Select several equipment items, such as units of a conveyor or fan units or an air conditioning plant.
- Use a floor plan as a guide, and list each piece of equipment in the order it is to be reached. A floor plan also can identify the applicable total time required for performance of each activity indicated on the checklist.
- Add or subtract pieces of equipment until the total route time is within the 4 to 7.5 hour range per employee.
- Verify the route by having a qualified maintenance employee perform it.
- Assign the route identification (see Exhibit 517.22) using the first two digits to designate the type of activity.
- Assign the appropriate acronym as prescribed in Appendix 1 of this handbook, such as CVY for bulk belt conveyor or MPLSM for multiple position letter sorting machine. The four digits are the number of the route sheet in this particular series.

Example: A cleaning and lubricating belt conveyor route sheet would be recorded as 04 CVY 0012.

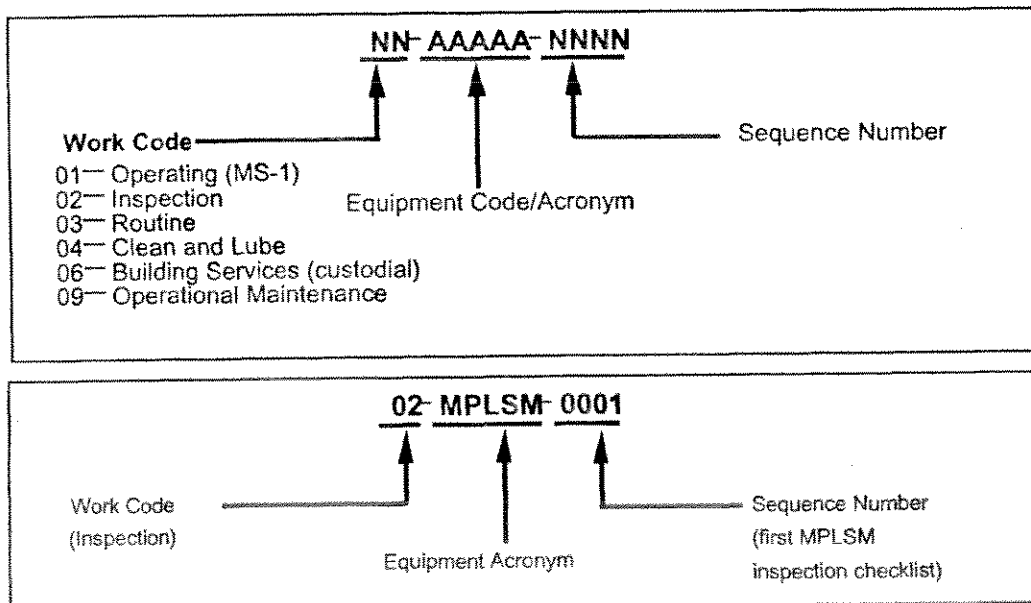


Exhibit 517.22

Route Sheet Identification Instructions for Form 4776

5 Workload Scheduling and Reporting

517.3 Uses of Route Sheets

Route sheets have multiple uses. Understanding these uses helps maintenance personnel to accurately prepare the content, wording, and sequence of checklists and route sheets. Route sheets can:

- a. Group equipment in a reasonable and logical manner to facilitate the scheduling and performance of PM operations.
- b. List the equipment to be serviced and the checklist number to be used.
- c. Allow reporting of minor repairs and adjustments, material used, and time required for the work (10 minutes or less).
- d. Verify the completion of assigned work and account for the time required for the employees to perform the PM duties. This information is valuable in future scheduling of similar work.

517.4 Performing Routes

517.41 Traveling and Stationary Routes (Operating) (Work Code 01)

Traveling and stationary routes are performed by personnel maintaining a heating, ventilating, and air conditioning system and other building equipment in a USPS facility. Their primary responsibilities are to turn equipment on and off, log operation of equipment, observe overall performance of equipment, and make minor adjustments. See Handbook MS-1, *Operation and Maintenance of Real Property* for further information.

517.42 Inspection Routes (Work Code 02)

Maintenance employees are furnished the appropriate equipment inspection checklist, PM Work Order Card, and/or route. They must examine or test each point listed on the checklist.

517.43 Routine Preventive Maintenance (RPM) Routes (Work Code 03)

These routes are performed most frequently and require the most time. Routes should be scheduled and assigned to utilize best available staffing. Employees performing RPM must use appropriate checklists. Employees are responsible for all assigned checklists, PM Work Order Cards, and/or routes.

517.44 Cleaning and Lubrication Routes (Work Code 04)

The maintenance employee's primary responsibility is to clean and lubricate the equipment using the appropriate checklists, PM Work Order Cards, and/or routes.

517.45 Custodial Services, Building Cleaning (Work Code 06)

The maintenance employee's primary responsibility is to clean the building as defined in Handbook MS-47, *Housekeeping Postal Facilities* using

appropriate checklists, PM Maintenance Work Order Requests, and/or routes.

517.46 Operational Maintenance (Work Code 09)

Employees performing operational maintenance monitor operational performance, make adjustments, and take corrective action to improve equipment performance and sortation quality. Operational maintenance may be reported on Form 4805-B, *Standing Work Order* (see Exhibit 541.2), or entered in the Maintenance Activity Reporting and Scheduling (MARS) system Work Order Management module.

518 Adjustments and Minor Repairs

Adjustments and minor repairs or replacements are made by the employee performing the route if the tools and material are on hand and if the work can be completed within 18 minutes for each piece of equipment on the route. When more time, tools, parts, or staffing appear to be required, the discrepancy must be reported to the senior maintenance official or designee with a notation on the route or PM Work Order Card. A Maintenance Work Order Request must be prepared describing the nature of the defect, the required work, the material needed, and an estimate of the workhours. Personnel initiating the work order should make their descriptions as complete as possible.

519 Completing Route Sheet/PM Work Record Card

On completion of a scheduled route, the employee must complete the PM Work Order Card. If all items of a scheduled inspection route are not completed, the employee should enter status code W or P, as appropriate, on the PM Work Order Card and use either the Minor Maintenance Performed column or the PM Work Record Card to note the items completed. Information regarding every work assignment must be submitted to the senior maintenance official or designee. PM Work Order Cards are collected and reviewed for completeness. Supervisors must be informed of deficiencies. If required, a work request must be initiated.

52 PREVENTIVE MAINTENANCE (PM) INVENTORY

The *PM inventory* is found in the MARS Preventive Maintenance Management module for all major equipment by route type, class, and equipment number. Routes are also assigned for Custodial Services (CS)

4 Management Procedures

427.3 Delegating Responsibility

Maintenance supervisors must review, approve, and initial all checklists and route sheets in Maintenance Capable Offices (MCOs). The senior maintenance official must designate the person responsible for reviewing checklists used in non-MCOs. Recommended changes must be forwarded to Maintenance Operations Support (MOS) or designee.

427.4 Guideline Changes

Recommendations for changes to national guidelines must be forwarded to the MTSC for review and approval.

43 CORRECTIVE MAINTENANCE (CM) WORK ORDER (FORM 4805)

431 Purpose

Work orders are initiated as a result of maintenance personnel requesting work based on their findings and observations. Other personnel may request the initiation of a work order.

Upon approval, the work order must be assigned a unique number in the appropriate Maintenance Activity Reporting and Scheduling (MARS) register prior to scheduling. The work order should provide:

- a. Documentation, scheduling, and reporting of planned and unplanned corrective, reactive, and breakdown maintenance.
- b. Documentation of CM root causes and costs.
- c. Documentation and reporting of indirect maintenance, training, operational maintenance, alterations, modifications, construction, overhaul maintenance, travel hours, safety, environmental, and energy maintenance costs.
- d. Documentation of workhours and cost for nonroutine Custodial Services (CS).

432 Maintenance Activity Control

The work order system is used to control all maintenance activity as shown in Exhibit 432. All work is controlled by a specific work order or by a standing work order, with the exception of scheduled PM routes. Specific work orders apply to planned corrective, reactive, breakdown, operational, alteration, modification, construction, and overhaul maintenance, travel hours, training, environmental, safety, and energy. Standing work orders apply to routine or repetitive maintenance and shop work. To avoid misuse, standing work orders must be monitored and reviewed periodically.

appropriate checklists, PM Maintenance Work Order Requests, and/or routes.

517.46 Operational Maintenance (Work Code 09)

Employees performing operational maintenance monitor operational performance, make adjustments, and take corrective action to improve equipment performance and sortation quality. Operational maintenance may be reported on Form 4805-B, *Standing Work Order* (see Exhibit 541.2), or entered in the Maintenance Activity Reporting and Scheduling (MARS) system Work Order Management module.

518 Adjustments and Minor Repairs

Adjustments and minor repairs or replacements are made by the employee performing the route if the tools and material are on hand and if the work can be completed within 18 minutes for each piece of equipment on the route. When more time, tools, parts, or staffing appear to be required, the discrepancy must be reported to the senior maintenance official or designee with a notation on the route or PM Work Order Card. A Maintenance Work Order Request must be prepared describing the nature of the defect, the required work, the material needed, and an estimate of the workhours. Personnel initiating the work order should make their descriptions as complete as possible.

519 Completing Route Sheet/PM Work Record Card

On completion of a scheduled route, the employee must complete the PM Work Order Card. If all items of a scheduled inspection route are not completed, the employee should enter status code W or P, as appropriate, on the PM Work Order Card and use either the Minor Maintenance Performed column or the PM Work Record Card to note the items completed. Information regarding every work assignment must be submitted to the senior maintenance official or designee. PM Work Order Cards are collected and reviewed for completeness. Supervisors must be informed of deficiencies. If required, a work request must be initiated.

52 PREVENTIVE MAINTENANCE (PM) INVENTORY

The *PM inventory* is found in the MARS Preventive Maintenance Management module for all major equipment by route type, class, and equipment number. Routes are also assigned for Custodial Services (CS)

54 WORK ORDERS (FORM 4805)

POLICY—The local maintenance organization will use Form 4805, Maintenance Work Order Requests, for all work requests that are not accomplished through a Preventive Maintenance (PM) program.

541 Description

541.1 Non-Repetitive Work Request

Form 4805, *Maintenance Work Order Request* (Exhibit 541.1), is a request to perform specific work and provides a description of required services. The specific work request provides information for planning repairs and estimating workhours and material. It also provides authorization and instructions for when and how the job is to be done and space for reporting work performed. Work order information becomes a part of the equipment history file.

5 Workload Scheduling and Reporting

Equipment Breakdown Work Order

Sub- site	Register Number	Work Order Number	Priority	Work Code	Equipment Acronym	Equipment Number	Eqpt. Class	Issued		
								Date (MM-DD-YY)	Order No.	Est. Time

Instructions

- Use this report to record information about all automation or mechanization equipment breakdowns that last 18 min. or more.
- Provide the work order number generated by MARS associated with the breakdown.
- Provide detailed information about the problem and the diagnostic action taken. Attach additional pages if necessary to give a complete picture of the downtime events.
- This report should be passed on to each hour until the equipment has been repaired.
- This report should be reviewed and signed by both Maintenance and Operators personnel.
- After the repairs are completed and signed off on the report, forward the report to the Maintenance Operator Support unit.

Work Order (To be completed by Maintenance)

Description of Work Performed

Work Completed By _____ Date _____

Part Number _____ Quantity _____ Issued By _____ Issued To _____

Official Description (Use this section to verify work description and closing of the Equipment Breakdown Work Order)

Maintenance Officer Approval (Signature and Date) _____ Date _____

Close Work Order (Maint. Ops. Support initials) _____

PS Form 4805, August 1995 (Revised)

Exhibit 541.1 (p. 2) (equipment breakdown work order)
Form 4805, Maintenance Work Order Request

541.2 Repetitive Work Request

Form 4805-B, Standing Work Order (Exhibit 541.2) is a request for repetitive work on items such as hampers, strapping machines, loading (portable) conveyers, etc. Cleaning and custodial services not covered by area or component cleaning route sheets may be covered under the standing work order procedure.

5 Workload Scheduling and Reporting

Item	Col.	Description
Subsite		Enter appropriate two-digit subsite code.
W/O Reg No.		Enter two-digit work order register number.
Work Code		Enter two-digit work code number.
Equipment Acronym		Enter acronym as shown in Appendix 1.
Equipment Number		Enter locally assigned equipment number.
Work Order Number		Enter four-digit work order number.
Date		Enter date work completed.
Employee ID Number		Enter employee's name or employee's ID number.
Level & Labor Code/Hours		Enter level and labor code and hours.
Work Completed By		Initialed by employee completing work.
Action Taken Code		Enter action taken code.
Remarks		Enter a brief description of completed work.
Work Accepted By		Initialed by supervisor accepting completed work.
Date Accepted		Enter date supervisor accepted completed work.
PSDS		
SOM	1	Start of message. No entry necessary.
LOM	2	Length of message. No entry necessary.
Trans ID	3-4	No entry necessary.
Subsite	5-6	Enter two-digit subsite code.
Work Code	7-8	Enter two-digit work code number.
Equipment Acronym	9-13	Enter acronym as shown in Appendix 1.
Equipment Number	14-17	Enter locally assigned number.
Work Order Number	18-21	Enter standing work order number (0001 through 0100).
Equip. Class	22-23	Enter one- or two-position code as shown in Appendix 1.

Exhibit 541.2 (p. 2)

Form 4805-B, *Standing Work Order—Completion Instructions*

Workload Scheduling and Reporting 5

Item	Col.	Description
Action Taken	26-28	Maintenance supervisor, mechanic, or maintenance support clerk enters three-position code: ALU for work code 07 and SLU for work code 09.
Employee Pos. Level	41-42 49-50 57-58 65-66	Position level of employee. Enter level 6 as 06. Enter level 10 as 10.
Labor Code	43-44 51-52 59-60 67-68	Enter labor group in positions 43, 51, 59, and 67, and classification in positions 44, 52, 60, and 68.
Workhours Expended	45-48 53-56 61-64 69-72	Enter total workhours and tenths of hours.
EOM		End of message. "@" is preprinted and indicates end of message.

Exhibit 541.2 (p. 3)

Form 4805-B, *Standing Work Order*—Completion Instructions

541.3 Repetitive Work Request Numbers

The first 100 numbers in each work order register are reserved for standing work orders. Standing work order numbers are posted, and employees are advised of the work order numbers so that they can charge time and material to the right work order. The same standing work order number must be used throughout the year to make sure that the data input identifies the same equipment. This applies to mail processing equipment, building equipment, and building services and other repetitious hours such as travel and training. Standing work orders must be closely monitored to prevent misuse.

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PS Form 4805-C, January 1994

* Currently Not Applicable

Form 4805-C, Standing Work Order (Continuation)

Workload Scheduling and Reporting 5

Item	Description
Work Code	Enter two-digit work code number.
Equipment Acronym	Enter acronym as shown in Appendix 1.
Equipment Number	Enter locally assigned equipment number.
Work Order Number	Enter four-digit work order number.
Date	Enter date work accomplished.
Employee ID Number	Enter employee's name or employee's ID number.
Level & Labor Code/Hours	Enter levels, labor codes, and hours and tenths of hours.
Work Completed By	Initialed by employee completing work.
Action Taken Code	Enter action taken code: ALU for work code 07 and SLU for work code 09.
Remarks	Enter brief description of completed work.
Work Accepted By	Initialed by supervisor accepting completed work.
Date Accepted	Enter date supervisor accepted completed work.

Exhibit 541.3 (p. 2)

Form 4805-C, *Standing Work Order (Continuation)*—Completion Instructions

Housekeeping-Postal Facilities

HOUSEKEEPING INSPECTION				POST OFFICE				UNIT										
				STATE & ZIP CODE				DATE										
AREA CLEANING			S	U	AREA CLEANING			S	U	AREA CLEANING			S	U				
TOILET ROOMS	WATER CLOSETS			OFFICE SPACE	DUSTING			CORRIDORS	FLOORS			SHOP AREAS	DUSTING					
	LAVATORIES				ASH TRAYS				WALLS				FLOORS			GENERAL CONDITION		
	MULTI-WASH SINKS				TRASH CANS				GENERAL CONDITION				DUSTING			FLOORS		
	URINALS				FLOORS			FLOORS			GENERAL CONDITION			STORAGE				
	SHOWERS				GENERAL CONDITION			GENERAL CONDITION			STAIRS			SINKS				
	PARTITIONS			ELEVATORS	FLOORS			JANITORY CLOSETS	FLOORS			OTHER AREAS						
	MIRRORS				WALLS													
	FLOORS				GENERAL CONDITION													
	WALLS/DOORS			EXTERIOR AREAS	POLICING													
GENERAL CONDITION			SIDEWALKS															
LUNCH/ DINING ROOMS	TABLES				PLANT/PAINT/VERMINE													
	DUSTING				PLATFORMS/DOORS													
	DRINKING FOUNT.				HEDGES/SHRUBS													
	FLOORS			LAWN														
GENERAL CONDITION			SERVICE/ BOX LOBBIES	DESKS/TABLES														
LOCKER ROOMS	DUSTING				CIGARETTE URNS													
	FLOORS				TRASH CANS													
	GENERAL CONDITION				GLASS CLEANING													
WORK-ROOMS	DUSTING				WALLS/COUNT. FNT													
	FLOORS			FLOORS														
	WALLS/DOORS			SCREEN LINE														
	DRINKING FOUNT.			GENERAL CONDITION														
GENERAL CONDITION			STAIRWAYS	STEPS/LANDINGS														
SUPPLY/ STORAGE ROOMS	DUSTING				WALLS/DOORS													
	FLOORS				RAILINGS													
REMARKS																		
INSPECTED BY:																		
SIGNATURE				TITLE				SIGNATURE				TITLE						

PS FORM 4851

EXHIBIT E

EXHIBIT F

HOUSEKEEPING INSPECTION TECHNIQUES

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

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

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

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

AREA CLEANING

TOILET ROOMS:

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

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

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

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

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

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

Mirrors: The glass should be clean.

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

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

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

LUNCH/SWING ROOMS:

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

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

Housekeeping-Postal Facilities

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

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

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

LOCKER ROOM:

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

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

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

WORKROOMS:

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

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

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

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

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

SUPPLY/STORAGE ROOMS:

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

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

OFFICE SPACE:

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

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

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

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

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

ELEVATORS (Freight):

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

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

ELEVATORS (Passenger):

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

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

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

EXTERIOR AREAS:

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

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

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

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

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

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

SERVICE/BOX LOBBIES:

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

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

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

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

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

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

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

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

STAIRWAYS:

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

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

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

CORRIDORS:

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

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

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

SHOP AREAS:

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

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

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

JANITOR'S CLOSETS:

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

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

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

COMPONENT CLEANING

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

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

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

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

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

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

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

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

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

