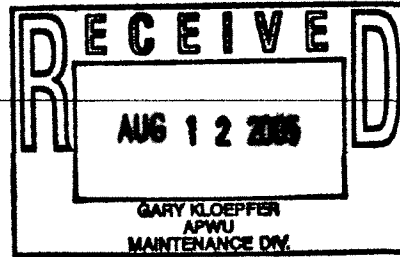


LABOR RELATIONS



August 8, 2005

Gary Kloepfer  
Assistant Director A  
Maintenance Division  
American Postal Workers Union, AFL-CIO  
1300 L Street NW  
Washington DC 20005-4128

Certified Mail Number:  
7099 3400 0009 5114 1302

Dear Gary:

This letter is in response to your July 21, 2005, letter to John Dockins related to requests for information regarding the Facilities Single Source Provider (FSSP). Originally, the Union sought "a copy of the FSSP program" and "the type of work no longer being performed by APWU bargaining units." Subsequently, you clarified at our meeting here at Postal Headquarters on Tuesday of this week, the Union is now seeking any "any handbook or manual or software...which explains how it works" and "any form letter" sent out to the Field offices.

As you may recall, on April 15th, you and Steve Raymer of the APWU attended a presentation made by Jae Pak, the manager overseeing the FSSP program. During that presentation, Mr. Pak provided detailed answers to your numerous questions after presenting to you a complete description of the FSSP program. When asked about handbooks or manuals explaining the FSSP program, you were told that the Microsoft Power Point presentation you received that same day was the only document which describes the operation of the program. Mr. Pak also explained to you how the FSSP is simply the replacement for the Administrative Service Offices, and that in the event subcontracting may be involved, local managers perform any applicable analysis.

Regarding the handbooks or manuals or software you now seek, as explained at the April 15th meeting, these items do not exist. Regarding the form letters you request, I have attached a copy of the template for the only letter sent out to the Field offices. Therefore, the Union has received any and all information responsive to your request.

If you have any questions concerning this matter please do not hesitate to contact me at (202) 268-5421.

Sincerely,

Patrick M. Devine  
Labor Relations Specialist  
Contract Administration (APWU)

**535.27 Other Contract Service**

If another type of contract service is needed, forward a complete description of the service desired, the need for it, and the estimated cost and duration of the contract to the purchasing and materials service center (PMSC).

**536 Field Maintenance Program****536.1 General****536.11 Policy**

Field maintenance offices (FMOs) support those associate offices that do not have maintenance management capability. FMOs perform maintenance in these cases:

- a. Maintenance capability does not exist at the associate office.
- b. Repairs cannot be made by exchange of parts or equipment items.
- c. A local contract for the required services is not possible or economical.

**536.12 Responsibilities**

The FMOs are responsible for a wide variety of relatively complex plant and postal equipment maintenance, such as:

- a. Installation of stamp vending machines.
- b. Installation of portable conveyors.
- c. Installation and alteration of screenlines.
- d. Repair of scales, stamp vending machines, twine-tying machines, canceling machines, money order machines, postage meter bases, lock boxes, self-service postal centers, time recorders, portable conveyors, and other postal equipment, according to existing instructions.
- e. Installation, repair, and removal of alarm systems provided by the Postal Service for safes and vaults.
- f. Repair of safe and vault combinations, including lockouts.
- g. Preventive maintenance inspection of postal and plant equipment, including heating, ventilation, and air conditioning equipment, if required, during visits to a post office to make a repair.

**536.13 Reference**

FMOs follow instructions in Handbook MS-45, *Field Maintenance Program*.

**536.2 Field Maintenance Program Responsibility****536.21 Headquarters**

Maintenance Policies and Programs is responsible for:

- a. Developing new or revised policy guidance on the role and functions of field maintenance offices, and acquisition, maintenance, and disposal of equipment.

536.22

## Facilities and Equipment

- b. Issuing technical guidance in maintenance handbooks and other publications.
- c. Developing effective training programs.
- d. Maintaining a technical support activity for field maintenance installations.

536.22 **Area Office**

Area offices are responsible for:

- a. Defining geographic areas to be served by individual field maintenance offices (FMOs) and designating the responsible host maintenance management office.
- b. Approving FMO staffing levels based upon factors such as geographic area, number of facilities, and availability of contract services.
- c. Auditing the FMOs periodically to ensure that the FMOs are correctly managing the program; reviewing the general performance of FMOs.
- d. Coordinating FMO training.
- e. Authorizing selected FMOs to perform facilities maintenance.

536.23 **Host Maintenance Management Offices**

These offices, designated by the area office, are responsible for:

- a. Providing the needed repair service through exchange of parts or equipment items, using mail transportation services, when possible.
- b. Verifying that repairs cannot be made, or economically secured by local contract, at the office of the requesting postmaster.
- c. Administration of the field maintenance program.

536.3 **Program Administration**

The field maintenance program is administered by the Manager, Field Maintenance Operations (MFMO).

536.31 **FMO Staff Scheduling Assignments**536.311 **Less Demanding Assignments**

When work requested by an associate office is relatively simple and does not require the technical skills of field maintenance personnel, lower level qualified maintenance employees may be assigned to the job.

536.312 **More Demanding Assignments**

When the field maintenance office workload or technical capabilities are exceeded, additional maintenance employees may be assigned to assist in work in areas in which they have training, unless all members of the staff are engaged in work of equal importance.

536.32 **Controls and Reports**

Maintenance planning and scheduling personnel are responsible for maintaining work order summaries, showing field maintenance office work at the home office and associate offices, and non-FMO work. All FMO work

activities are to be entered, planned, and scheduled using the nationally deployed CMMIS.

#### 536.4 **Requesting FMO Assistance**

##### 536.41 **Routine Work**

When FMO assistance is required, the postmaster of the requesting associate office completes Form 4805, *Maintenance Work Order Request*, and mails it to the FMO, Attention: Manager, Field Maintenance Operation. The request is processed and work is scheduled as described in Handbook MS-110, *Associate Office Postmaster's Facilities Maintenance Guidelines*.

##### 536.42 **Emergencies**

In emergencies, the associate office postmaster uses the designated repair services, selected in advance (according to Handbook MS-110), or telephones the manager of field maintenance operations or maintenance support clerk and requests that the necessary work be performed.

#### 536.5 **Requesting Spare Parts**

Associate office postmasters who require spare parts for their postal equipment should requisition them from their FMO, using Form 4805, *Maintenance Work Order Request*, or a written request. In an emergency, the postmaster may contact the FMO by telephone.

#### 536.6 **Contracting Authorities**

See section 72 of this manual for delegated work buying authorities. For requirements exceeding these authorities, contact your area purchasing and materials service center (PMSC).

## 54 **Energy Conservation, Utilities, Heating Fuels, and Bulk Vehicle Fuel**

---

### 541 **Energy Conservation**

#### 541.1 **Routine Operating Plan**

##### 541.11 **General**

All installation heads must follow these energy conservation measures:

- a. Switch off any lighting, indoor or outdoor, whenever it is not needed. However, do not shut off power to computers (such as IRTs) that transmit data overnight or when an installation is closed.
- b. Maintain a maximum heating temperature of 65 degrees Fahrenheit during working hours and 55 degrees Fahrenheit during nonworking hours.

CHAPTER 1  
INTRODUCTION

**110 SCOPE**

This handbook describes policies for the Field Maintenance Program (FMP). The FMP is designed to provide maintenance support to Associate Offices (AO), including the Stations and Branches of those AO's, that are within a designated geographic area and are not maintenance capable or do not have employees with the requisite skill level.

**120 RESPONSIBILITIES**

**120.1 Safety and Health**

All Postal Service employees must observe safe working practices and Postal Service safety rules as a primary responsibility mandated by EL-814 *Postal Employees Guide to Safety* and the Occupational Safety and Health Administration (OSHA) under Public Law 91-596, as amended by the Postal Employees Safety Enhancement Act (PESEA). Refer to HBK EL-803 *Safety Procedures For Maintenance Employees*

**120.2 Headquarters Responsibilities**

Headquarters, through Maintenance Policies and Programs, prescribes policy by which the FMP operates. Maintenance Policies and Programs is responsible for:

- a. Developing new or revised policy guidance on the role and functions of field maintenance offices, and acquisition, maintenance, and disposal of equipment.
- b. Issuing technical information in maintenance handbooks and other publications.
- c. Approving field maintenance training programs for maintenance personnel.
- d. Providing technical support for the FMP.

**120.3 Area Responsibilities**

The Area Maintenance Support Manager, or the designated representative, is responsible for:

- a. Defining geographic areas to be served by individual Field Maintenance Offices (FMO) and designating the responsible Host Maintenance Management Office (HMMO).
- b. Reviewing and approving FMO staffing.
- c. Auditing the FMOs periodically to review their performance.
- d. Administering Area FMP training policy.

**120.4 Host Maintenance Management Office Responsibilities**

The maintenance-capable Host Maintenance Management Office (HMMO) is designated by the Area Office as a FMO site and is responsible for:

- a. Supporting FMP Administration.
- b. Exchanging parts or equipment items, and using the host plant stock room and mail transportation services, when possible.
- c. Approving attendance and scheduling FMO training.

**120.5 Field Maintenance Office Responsibilities**

**120.5.1 Administration** - The FMO administers the day-to-day operation and control of the FMP by prioritizing work, establishing a work schedule, and ensuring that maintenance tasks are completed quickly and economically. Each FMO must have a designated Manager, Field Maintenance Operations, (MFMO) to oversee the FMP. Administration of the day-to-day operations of the FMP may be accomplished by the MFMO and/or a designated Supervisor, Maintenance Operations.

**120.5.2 Resources** - The MFMO or designated supervisor assists the installation head to ensure AOs that do not have internal maintenance capability are adequately maintained. This may be accomplished using a variety of resources including postal employees and contractor performed maintenance. The FMO should assist in obtaining contractor maintenance when needed. Provisions of the *Administrative Support Manual (ASM)* must be followed.

**120.6 Local Responsibilities**

**120.6.1 Management** - The installation head is responsible for maintaining the building and its equipment (including customer service equipment, mail processing equipment, support equipment) and custodial services in the facility in accordance with MS-110, *Associate Office Postmaster's Facilities Maintenance Guidelines*.

**120.6.2 Operator** - Personnel who operate equipment may have responsibilities for certain types of maintenance. Normally, this maintenance is delineated as operator duties in the operating instructions for specific pieces of equipment. In addition, the operator may at times be requested to ship whole units or subassemblies back to a designated office for repair.

**120.7 Facilities Single Source Provider**

The Facilities Single Source Provider (FSSP) program provides a single point of contact for building support and facility maintenance-related calls. Requests for assistance are routed through a call center operated by the Facilities Service Office (FSO). The FSO screens calls for completeness, maintenance responsibility, and emergency status. The FSO handles issues when the lessor has maintenance responsibility. The FSO contracts work declined by the FMO after an evaluation is completed by the FMO. FSSP works closely with the FMO in responding to work requests, and is the first contact for maintenance-related calls from non-maintenance capable facilities.

## **240 UNSCHEDULED MAINTENANCE**

### **241 General**

Unscheduled maintenance is unplanned during normal scheduled maintenance. Unscheduled maintenance is categorized as either "other unscheduled" or "emergency repairs" maintenance.

### **242 Other Unscheduled Maintenance**

Maintenance employees or building occupants may discover maintenance issues during the normal course of activities. These maintenance issues may also be identified during other maintenance activities, such as routine inspections or repairs.

### **243 Emergency Repairs**

An emergency is an unforeseen circumstance or combination of circumstances that calls for immediate action in a situation not expected to be of a recurring nature.

Circumstances calling for immediate action include, but are not limited to:

- Safety hazards to employee(s) or patrons
- Endangerment of employee(s), mail, or property security
- Interruption of the Postal Service mission
- Continuation of loss, damage, or degradation of Postal Service property

If an emergency is beyond local capabilities or the pre-arrangement with a contractor fails to address required repairs, the AO must report the exact nature of the problem to the FSSP call center.

### **250 REQUEST FOR WORK**

Requests for facility related work should be made through the FSSP. Requests for other work should follow procedures as directed by the Field Maintenance Office (FMO).

The information must include the requesting office location and contact information, a clear description of the work requested, the location of the work, the date required, and safety concerns (asbestos, lead paint, etc.) that may affect how the job is performed.

A request for work may be initiated through a telephone call, fax, e-mail, voice mail, hardcopy, or other form of communication. The FSSP or FMO, as appropriate, ensures that the request is from the installation head or other proper authority. A hard copy or signature is not required.

**333 FMP Tasks**

FMP tasks can be assigned to area maintenance technicians, area maintenance specialists, mechanics, and other designated personnel assigned to the FMP.

**334 Supplemental Staff Tasks**

When a particular task exceeds the capability of the FMP workforce, the FMP may be assisted by supplemental staff from other facilities.

**335 Contractor Maintenance**

Contractor maintenance is work completed by non-postal personnel. All arrangements for maintenance work by non-postal personnel must comply with the *Administrative Support Manual (ASM)*; current *Purchasing Manual* instructions, and "Cleaning Services Local Buying Agreement Guidelines."

Article 32  
Section 1  
as well.

**340 TRAINING FOR THE FMP**

**341 General**

The FMP is enhanced by formal and informal training. Installation heads, supervisors, non-FMP employees, MFMO, and FMP employees may receive training. The MFMO or local installation head, as appropriate, must ensure that any employee assigned to a maintenance task is familiar with the importance of safe practices, the equipment, the type of work (corrective or preventive), and any required forms or paperwork.

**342 Requirements Determination**

Training ranges from introductory courses for installation heads to in-depth technical training for area maintenance technicians and specialists. Formal training is available through the National Center for Employee Development, the Postal Employee Development Centers, and other local resources. Informal training is "on the job" or "hands on" instruction. To determine training needs, the MFMO must examine the potential tasks and the current skills of FMO employees. In addition, the FMO must consider the type of equipment and level of maintenance expected. The MFMO and the immediate manager should determine the training needs.

**343 Informal Training**

**343.1 FMP Employee Training** - The Host Maintenance Office and/or MFMO can arrange for informal training to be given by a Subject Matter Expert (SME) or On the Job Trainer (OJT). Training should occur on site, where the trainer can instruct the employee in the proper procedure.

**343.2 Installation Head Training** - AO postmasters/installation heads should receive informal training on facility maintenance. A new postmaster may receive indoctrination and instructions from the local Manager Post Office Operations (MPOO), or the MFMO, while an incumbent postmaster or installation head may receive instruction at seminars and meetings. Training and instruction should include such topics as field maintenance program procedures, procurement procedures, safe combination changes, vending equipment, custodial scheduling, housekeeping inspections, inspection forms and procedures, safety and health issues, and other topics required under the FMP.

**344 Formal Training**

The Host Maintenance Office and/or the MFMO determine formal training requirements to ensure that FMP employees are adequately trained. Requirements must be coordinated with the Host Maintenance Manager in order to meet the initial call for training billets in the coming year. When the Host Maintenance Office receives the requested billets, FMP employees can be scheduled for training in accordance with Article 38 of the APWU National Agreement. The MFMO works with the Postal Employee Development Center (PEDC) to ensure the employee has taken prerequisite courses and is ready for the training.

**345 Training Records**

Training records are contained in the National Training Database for any training that has a national course number. Records are also kept in the Automated Enrollment System (AES), electronic maintenance activities, reporting and scheduling (eMARS) system, and local PEDCs. Training records for FMP employees should be maintained by the PEDC (and locally by the MFMO) and for AO employees by the local installation head.



CHAPTER 4  
CONTRACTOR-PERFORMED WORK

**410 INTRODUCTION**

**411 Definition**

Contractor-performed work is performed by non-postal personnel.

**412 Scope**

This chapter describes procedures to be used when an installation head requires contractor-performed work. It describes FMO responsibilities relating to contractor-performed work developed and procured by the installation head or the FSO (FSSP).

**420 PROCEDURES FOR OBTAINING NON-POSTAL WORK**

**421 Procurement and Administration**

The FMO does not procure or administer contracts. The MFMO or designee may assist local installation heads in the development of local contracts.

- a. The installation head is responsible for initiating action to obtain local contracts.
- b. If the MFMO makes the decision to decline an FSSP Response Line work request, Article 32 considerations will be completed within the FSSP call response software and become part of the problem history. The FSO (FSSP) then procures and administers the contract.

Article 32.1.C is also applicable in order to be in compliance

**422 Reference Documents**

All FMP management personnel who assist local installation heads in contracting must be familiar with procurement rules and regulations. The following references may be consulted:

- a. *Administrative Support Manual (ASM)*
- b. *HBK MS-63, Maintenance Operations Support*
- c. *HBK MS-47, Housekeeping, Postal Facilities*
- d. *Cleaning Services Local Buying Agreement Guidelines*
- e. *HBK AS-709, Credit Card Policies and Procedures for Local Buying*

- f. *EL-800 Managing Contract Safety and Health Compliance*
- g. Local Procurement field guides

**423 Local Purchasing Authority**

An installation head may use their local purchasing authority to procure contractor-performed work, as defined in the ASM section 535. The MFMO may assist the local installation head in arranging for contractor-performed work.

**430 PERFORMANCE**

**430.1 Contractor Safety**

All contractors must meet all requirements of the *EL-800 Managing Contract Safety and Health Compliance* prior to performing any work in a postal facility.

**430.2 Monitoring the Work**

The contracting officer or representative ensures that contract work is performed as required by the contract. The contracting officer or representative should be from the organization that issues or requests the contract, not the FMO. When local purchasing authority is used, the person with local purchasing authority (or designee) is the contracting officer responsible for monitoring the work.

Headquarters, the Area Office, or other postal management organizations may request FMO assistance in reviewing contractor-performed work and providing comments to the COR if required.

## CONTRACTOR PERFORMED WORK

---

### 440 PAYMENT

After the work has been satisfactorily performed and inspected by the contracting officer or representative, payment can be authorized.

### 450 CONTRACTOR CLEANING

New cleaning contracts must not include lawn care, snow removal, or other higher cost labor rate items. These items should be provided for in separate contracts. Refer to *Cleaning Services Local Buying Agreement Guidelines*. Headquarters sets policy for using local purchasing authority for other services. See applicable management instructions for this policy.

### 460 REPAIR SOURCE CALL LIST

Working together, the installation head, the FSO, and the MFMO should establish a call list of contractors that may be contacted in case the need arises for routine or emergency repairs. The call list ensures the availability of such contractors. The call list should be kept in the local office and at the FSSP Response Line. The list should include the following:

1. Contractor Name
2. Contractor address
3. Contractor telephone number
4. Type of work contractor performs
5. Procedures to contact the contractor

#### NOTE

The installation head must review and update the call list as needed. Assistance may be requested from the responsible FSO or MFMO if necessary to accomplish this activity.

The FSSP becomes the custodian of this information.

### 461 Emergency Repairs

See Section 243, Emergency Repairs for definition of emergency repairs.

Emergency repairs may be accomplished in the most expeditious method available in the judgment of management. The FSSP should be contacted for emergency repairs.

FSSP maintains a data base of all work performed by contract employees. The Local Union must request the identification of this work as part of its investigation into whether the Postal Service's subcontracting decision(s) were made in accordance with Article 32.1.C and Section 535 of the Administrative Support Manual.

## CHAPTER 2

## POSTMASTER'S RESPONSIBILITIES FOR GOOD HOUSEKEEPING

**210 GENERAL**

**211** Consistent, good housekeeping practices are an integral part of the overall maintenance of your postal facility. A clean, well-maintained post office has a positive, motivating influence on employees and maintains a good Postal Service image in the community.

**212** You, as Postmaster, are responsible for the cleanliness of your facility. It is important that you carry out the following:

- a. Establish and maintain a regular cleaning schedule
- b. Supervise the activities of custodial employees or act as contracting officer's representative for contract cleaners where applicable
- c. Purchase the necessary house-keeping products and equipment

**213** In considering your responsibility for good housekeeping, keep in mind that the Postal Service wishes to be a good tenant whether it owns or leases the building. Treat the property with the same care and respect that you would your own property.

**214** The following handbooks, manuals, and bulletins are available to you to determine your custodial workload, staffing requirements, and custodial allowances:

- a. Handbook MS-47, *Housekeeping Postal Facilities*, provides guidelines for determining the necessary work force allowance and job cleaner contract work requirements.
- b. *Administrative Support Manual*, Section 533.5.
- c. Handbook MS-10, *Floors, Care and Maintenance*.
- d. Handbook MS-39, *Fluorescent and Mercury Vapor Lighting*.

- e. Housekeeping methods are also updated and issued in maintenance bulletins.
- f. A filmstrip presentation of custodial techniques, "A Program for Good Housekeeping," is available from all Postal Employee Development Centers (PEDCs).

**220 CUSTODIAL WORKLOAD AND STAFFING REQUIREMENTS**

**221** Handbook MS-47, *Housekeeping Postal Facilities*, contains the procedures for determining and scheduling the custodial workload for your facility. Custodial staffing levels should be reviewed whenever workload changes occur, buildings or grounds are modified, or new cleaning or maintenance methods, materials, or equipment are introduced.

**222** The results of this analysis will assist you in determining whether you should employ Postal Service maintenance employees or contract cleaning services to perform this work. Your MSC Manager, Plant and Equipment Engineering, should be contacted to assist you in determining your custodial needs. Post offices in CAGs H, J, and K which provide full-time postal services and occupy 1,000 or more square feet of interior floor space normally do not qualify for contract cleaning services and are authorized special custodial allowances in Management Instruction AS-530-81-17 or the most current management instruction concerning special custodial allowances. Where economically feasible or otherwise in the best interest of the USPS, Division General Managers may authorize contract cleaning.

**230 POSTAL CLEANING**

**231** In facilities where postal employees provide the custodial services, the Postmaster will provide the necessary supervision. You should become thoroughly familiar with the duties and responsibilities of your custodial employee(s).

**232** Written work assignments as per HBK MS-47 must be prepared for all custodial duties. Precise, written work routines are invaluable management tools that provide the following:

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

**233** Employees benefit from a written work routine and it accomplishes the following:

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

**234** While written work assignments are good, they are no substitute for effective supervision. Employees must know your requirements and how to accomplish quality work.

**235** All cleaning procedures should be accomplished as presented in the Building Services Training Program 56531-00.

#### **240 CONTRACT CLEANING**

**241** In facilities where contract cleaners are employed, it is the responsibility of the Postmaster to check the quality and quantity of the work against the cleaning contract. The Postmaster should be sure the contractor knows at the outset of the contract what is expected.

**242** In the event that a contract cleaner's performance is judged to be inadequate, progressive corrective action should be taken.

- a. The Postmaster should take the following action:
  1. Discuss problems with contractor
  2. Send letter of complaint to the Contracting Officer at the Procurement and Materiel Management Service Office (PMMSO) or, for the Special Divisions, to the Contracting Officer at the Procurement Service Office (PSO). Send a copy to the Manager, Plant

and Equipment Engineering (See Appendix E for the list of PMMSOs and Appendix F for the list of PSOs.)

- b. The Contracting Officer may issue a letter of warning to the contract cleaner.

#### **NOTE**

A warning letter should be issued only by the Contracting Officer as it involves contract administration and amounts to a cure notice.

**243** All questions concerning poor performance or failure to provide custodians should be directed to the Contracting Officer for cleaning services at the PMMSO or, for the Special Divisions, at the PSO. The Postmaster is responsible for developing a documentation file to support the complaint of poor performance on the part of the contractor.

**244** Postmasters should develop checklists to record the dates when quarterly and semiannual tasks were completed and to remind cleaners when tasks are due to be performed; e.g., floor stripping and waxing, window washing, and overhead cleaning. See Exhibit 2-1, this chapter.

**245** It should be noted that the Postmaster does not have the authority to terminate the contract. This authority can be exercised only by the Contracting Officer at the PMMSO or, for the Special Divisions, at the PSO.

#### **250 HOUSEKEEPING INSPECTION**

**251** Housekeeping inspections should be performed quarterly using Form 4851, *Housekeeping Inspection*. See Exhibit 2-2, this chapter. Instructions for completing the housekeeping inspection form can be found in HBK MS-47, *Housekeeping Postal Facilities*.

**252** The Postmaster should keep the inspection checklist on file for audit purposes.

**253** Any questions about housekeeping practices and procedures in your facility should be directed to the MSC Manager, Plant and Equipment Engineering.

## CHAPTER 5

## USPS-OWNED BUILDINGS

**510 GENERAL**

**511** As the "building owner," the Postal Service is responsible for correcting all building problems or deficiencies. As the building manager, you are responsible for ensuring building repairs are made in a timely, efficient manner.

**512** Your building repairs can be accomplished by using one or more of three basic means:

- a. In-house maintenance capability
- b. Assignment of qualified USPS maintenance personnel from the MSC or a nearby office
- c. Contract maintenance and repair (see Chapter 9)

**520 IN-HOUSE MAINTENANCE CAPABILITY**

**521** Many facilities within the USPS-owned building category have maintenance employees; e.g., general mechanic, custodial/laborer, or fireman/laborer as part of the craft complement. These individuals should be adequately trained to handle minor building or equipment repairs. If, however, these employees perform more complex maintenance work, higher level pay will be required. In this case, the provisions of the USPS-APWU/NALC National Agreement should be applied.

**522** A maintenance plan must be developed for your facility which identifies specific maintenance requirements and frequency of performance. Maintenance Handbook MS-45, *Field Maintenance Program*, establishes the procedures necessary to determine,

perform, and control your maintenance workload. Contact your MSC Manager, Plant and Equipment Engineering, for assistance.

**530 NO MAINTENANCE CAPABILITY**

If your facility does not have in-house maintenance capability, it may be possible to receive assistance by assignment of qualified USPS maintenance employees from a nearby office or your MSC. This assignment will normally be arranged by your MSC Manager, Plant and Equipment Engineering. Maintenance Handbook MS-45, *Field Maintenance Program*, establishes the procedures necessary to receive this assistance.

**540 CONTRACT MAINTENANCE AND REPAIRS**

**541** Where USPS maintenance employees are not available to provide repair service, you are required to exercise your responsibility, within the limits of your spending authority, to arrange for a repair or service contract. Where it is estimated that the contract cost is above your spending authority and/or technical assistance is required, you should contact your MSC Manager, Plant and Equipment Engineering.

**542** Refer to Chapter 9 of this handbook for contracting procedures.

**550 EMERGENCY REPAIRS**

Occasionally you may have an emergency maintenance situation. When this occurs, there is a special procedure that must be followed. Refer to Chapter 4, "Emergency Repairs," of this handbook.

**ONE OF THE PURPOSES OF THIS TRAINING IS TO INSTRUCT LOCALS ON THE METHOD OF INCREASING ITS FIELD MAINTENANCE STAFF BASED ON HISTORICAL CONTRATOR WORK DATA. AS YOU INCREASE YOUR FIELD MAINTENANCE STAFFING THERE SHOULD BE A CORRESPONDING DECREASE IN SUBCONTRACTING.**

**SECTION 3**  
**WORKHOUR ESTIMATING GUIDELINES FOR FIELD MAINTENANCE**

Field Maintenance Program (FMP) staffing is based on historical need as identified by Form 4942, Field Maintenance Office A/P Report. Using the data from the last 13 consecutive accounting periods, complete the entries on the Area Maintenance Office (AMO) staffing form. All entries are to be in hours, rounded to the nearest tenth of an hour. The entry on line 12 of the Field Maintenance Program Staffing Summary (page 76) will be utilized in Section 1-B.

A six-month history to define workload as delineated in MS-45 and Administrative Support Manual, Section 536, should be used if no history exists, or if workload is performed by Processing and Distribution maintenance staff.

**FIELD MAINTENANCE PROGRAM  
STAFFING SUMMARY**

Provide the data indicated by summing the line "Hours" figure from the Form 4942 entries for the last 13 consecutive accounting periods:

LINE

- 1. AMO Repairs Performed at Home Office (Line 4-A) \_\_\_\_\_
- 2. Work Performed at Associate Post Offices (Line B-4) \_\_\_\_\_
- 3. AMO plus "Other" Overtime (Line B-7, sum both entries) \_\_\_\_\_
- 4. AMO Work by Non-AMO Personnel (Line E "Labor" only)           e.g. CONTRACTORS
- 5. Work Performed at other AMOs (Line F) \_\_\_\_\_
- 6. Sum lines 1 + 2 + 3 + 4 + 5 (Productive Work) - Subtotal \_\_\_\_\_
- 7. AMO Travel Time (Line B-6) \_\_\_\_\_
- 8. AMO Travel by Non-AMO Personnel (Line E "Travel")           e.g. CONTRACTORS
- 9. Record keeping, etc. by AMO Only (Line D-A only) \_\_\_\_\_
- 10. Sum lines 7 + 8 + 9 (Other Workhours) -Subtotal \_\_\_\_\_
- 11. Sum lines 6 + 10 \_\_\_\_\_
- 11a. Multiply line 11 by 1.1 (TOTAL WORKHOURS) (Adds 10% for Modifications, Alterations and Training) \_\_\_\_\_
- 12. Divide line 11a by 1760 = Man Years Required \_\_\_\_\_

**NOTE**

The line references indicated above are for the July 1979 version of Form 4942. Other versions of the form have the same information, but the referenced lines may vary.

Prepared/Reviewed by: Senior Maintenance Official
Signature and Title

**ALL WORK HOURS REQUIRED IN THE ABOVE CALCULATIONS CAN BE OBTAINED FROM THE FSSP OFFICE THAT SERVICES YOUR AREA.**

U.S. POSTAL SERVICE AREA MAINTENANCE OFFICE A/P REPORT		DATE	A/P
TO: GENERAL MANAGER Maintenance Management Div. U.S. Postal Service _____ (city)		FROM: (Area Maintenance Office)	
Attn:			
<b>INSTRUCTIONS</b>			
Each Area Maintenance Office complete this form at the end of each Accounting Period. AMO Postmaster: Submit original to Regional Maintenance Management Division: Duplicate to District Manager,. Retain one copy for file.			
	COST ITEMS	NO.	HOURS
A. AMO Repairs Performed At Home Office Without Travel	1. Work Requests Beginning A/P		
	2. Work Orders Complete A/P		
	3. Work Requests End A/P		
	4. Labor (AMT/AMS)		
	5. Contract Services		
			\$ SUBTOTAL
B. Work Performed At Associate Post Offices	1. Work Requests Beginning A/P		
	2. Work Orders Complete A/P		
	3. Work Requests End A/P		
	4. Labor (AMT/AMS)		
	5. Contract Services		
	6. Paid Travel Time AMT/AMS		
	7. Overtime AMT/AMS Other		
	8. Per Diem		( )
	9. Lodging		
	10. AMO Vehicle		
	11. Other		
			\$ Subtotal
C. Repair Parts, Materials, Supplies			
D. Record Keeping, Parts Exchange, Inventory Control, Etc. AMT/AMS Hrs; B. Other Hrs.			
E. AMO Work Performed by Other than AMT/AMS		Labor Travel	
F. Work Performed by Other AMO's (Specify AMO's)			
G. Total AMO Work			
H. Non-AMO Work Performed by AMT/AMS			
I. Training Time (Specify)			
J. AL-SL-LWOP-Holidays			
<b>GRAND TOTAL DOLLAR COST</b> →			
PREPARED BY (Signature)		SIGNATURE (Senior Maintenance Official)	DATE
PS Form 4942 July 1979 1985 457-E11/28002		U.S. Government Printing Office	

**THE INFORMATION REQUESTED IN ITEM "E" ABOVE CAN BE ACQUIRED FROM THE FSSP OFFICE THAT SERVICES YOUR AREA**



## Southwest Facilities Service Office



### Facilities Single Source Provider Pre-Call Assessment

# 1-866-622-2393

- For all Postmasters to call and report URGENT and EMERGENCY building or lease problems
- Staffed : 24/7 (7:30 AM – 5:30 PM by USPS FSO staff; 5:30 PM – 7:30 AM, weekends and holidays by FKC , Tempe, AZ)
- Non-emergency repairs/problems are to be reported during the "Facilities Condition Assessment Period" generally held during the second quarter of each FY or when each facility over 6,500 square feet is inspected by FSO staff.

#### ITEMS THAT SHOULD BE CALLED IN: URGENT AND EMERGENCIES

ACCESS CONTROL EQUIP. (high crime area or P&D facilities only)	DOCK LEVELERS	ENVIRONMENTAL ISSUES (ASBESTOS, LEAD PAINT, MOLD UNDERGROUND TANKS)	PLUMBING
ACCIDENT OR STORM DAMAGE	DOOR LOCKS & HARDWARE	HVAC REPAIRS	ROOF LEAKS
BUILDING CONTROL SYSTEMS	ELECTRICAL AND LIGHTING	LIGHTS (FIXTURES, POLES, ETC.)	SCISSORS & PLATFORM LIFT
DAMAGED CEILINGS	FLAG POLES	PARKING AREAS	STRUCTURAL PROBLEMS
DAMAGED TILE OR FLOORS	HANDICAP ACCESSIBILITY ISSUES		WINDOWS AND DOORS
	TERMITE DAMAGE		DRINKING FOUNTAINS

#### ITEMS THAT SHOULD NOT BE CALLED IN:

BURGULAR ALARMS *	HVAC DUCT CLEANING	NDCBU/CBU REPAIR	TESTING OR INSPECTIONS
CARRIER CASE LIGHTS	HVAC SERVICE CONTRACTS	POSTAL EQUIPMENT	TREE PRUNING
CLEANING CONTRACTS	ICE MAKERS	POWER WASHING	VAULT COMBINATION (CHANGES)
DUPLICATE KEYS	IRT COUNTER PROBLEMS	REKEYING LOCKS	VENDING EQUIPMENT
EBR'S OR TIMECLOCKS	KITCHEN APPLIANCES	SAFE PROBLEMS	WINDOW TREATMENTS
FILE CABINETS	LAWN CARE CONTRACTS	SCALES	
FIRE EXTINGUISHERS	LETTER DROPS	SEPTIC TANK CLEANING**	
GUTTER CLEANING (is USPS responsibility if on eaves of building)	LOBBY TABLES	SUPPLIES AND SERVICES	
	LOCK BOX PROBLEMS	TERMITE & PESTS CONTROL **	

\* Contact National Law Enforcement Center referenced below.

\*\* Leased Building – Check lease maintenance rider for clarification.

For repair of **postal equipment**, please contact your local (FMO). Please fax or mail completed and signed P.S. Form 4805 directly to the FMO.

#### DISTRICT SECURITY OFFICER:

Cameras: repair/replacement  
CIS Equipment  
Monitors and VCR's

#### I.T. HELP DESK: 800.877.7435

Computer problems  
Phone Issues  
POS or Satellite problems

#### NATIONAL LAW ENFORCEMENT CENTER (INSPECTION SERVICE)

877.696.5322  
Burglar alarm problems

- Only Postmasters, OIC, Station/Branch Managers, or designee should call the 1-866 # in order to prevent duplicate calls.
- If there are multiple issues within the same facility, please consolidate into one phone call. This will alleviate multiple response line entries.
- All P&DC/VMF/AMF/BMCs will continue to follow their current process for Facility Repairs, Alterations, and Maintenance issues.

#### Web Site Project Tracking:

The direct link is: [http://facilities.usps.gov/fespLineidsp\\_signon\\_form.cfm?Area\\*G](http://facilities.usps.gov/fespLineidsp_signon_form.cfm?Area*G) or the web site can be accessed by going to the USPS Blue Page, click on inside USPS, then under Headquarters Operations, click on Facilities. Under Program Links click on FSSP and then under Select Your FSO, click on Southwest. Bookmark (add to Favorites) the page for easy future access. Log in as guest and leave the password blank to access the online call log. To review your response line calls, type in the Zip Code of your facility.

Revised 12/29/08