UNITED STATES POSTAL SERVICE

Custodial Team Cleaning (CTC) Site Preparation Guide

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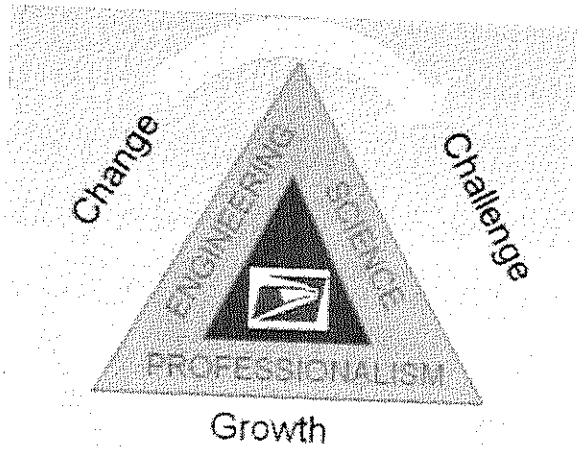

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SECTION 1 GENERAL OVERVIEW

1.1 INTRODUCTION

The new latest release of the Facility Cleaning Handbook (MS-47, TL-5, June 27, 2014) documents the Team Cleaning methodology, standardizing facility cleaning. The new process, Custodial Team Cleaning (CTC), replaces procedures outlined in the previous version of Handbook MS-47 (TL-3, June 1, 1983).

Technology and the science of cleaning have evolved since 1983. However, Handbook MS-47 (TL-3) has not changed in 31 years and performance standards have remained the same for over 44 years. The Team Cleaning methodology in the new Facility Cleaning Handbook, (MS-47, TL-5) cleans for heath first, then appearance. It provides a simple, standardized process based on engineering principles and science. CTC minimizes environmental harm, provides ergonomic tools, and is more efficient and effective than current methods.

This document details critical site preparation tasks to facilitate CTC implementation, and identifies program and task responsibilities. It is recommended to **always use the electronic version of the CTC Site Prep Guide** to ensure you have the most current information. Printed copies of the Site Prep Guide could be outdated and create site preparation problems. To avoid this, always reference this guide in the electronic version from the MTSC web page.

Sites must complete all preparation tasks seven (7) days prior to the scheduled project implementation date. Refer to the Project Timeline in SECTION 10 for details. Site preparation responsibilities should be separated among the following functional groups:

- Site CTC Champion
- Site Coordinators
- Site Maintenance
- Site Human Resources and Training
- Site Safety
- Area Offices
- USPS Headquarters.

Each Site Coordinator is responsible for ensuring all program tasks, planning, and scheduled events for each functional group are accomplished in a timely and satisfactory manner. Activities that are the responsibility of USPS-HQ Maintenance Operations and Area Offices are an exception to this guideline.

NOTE

This handbook is a guide or summarization of required site preparation tasks and is not intended to be all-inclusive.

1.2 COMMUNICATION PLAN

Headquarters Maintenance Operations

- Develops and implements plans for conveying the CTC process and expectations to employees, unions, and management.

Site Maintenance / Site Coordinator / CTC Site Champion

- Conducts a briefing of the CTC process and its impact on Maintenance and Operations with Local Union officials.
- Identifies and incorporates optimal operating windows for efficient CTC (i.e. cleaning restrooms to avoid high traffic times).
- Prepares articles, service talks (Figure 1), and notifications for employees.
- Notifies and provides a written invitation to the local American Postal Workers Union (APWU) to participate with the measuring of the facility for the intent of gathering measurements needed for workloading.

Professional and timely communication must be maintained at all times among all functional groups with specific assigned roles.

HOUSEKEEPING SERVICE TALK
For
Operations and District Personnel

This is an informational talk regarding USPS housekeeping procedures.

HQ Maintenance Operations is pleased to announce that your facility has been selected to implement Team Cleaning—an improved building cleaning program based on engineered processes and cleaning science.

The objective is to modernize the current USPS cleaning program, which relies on policies, procedures, and performance criteria established over 44 years ago. This new process provides custodians the opportunity to learn systematic team cleaning concepts, use new ergonomic tools, and receive comprehensive task-oriented training.

Team Cleaning is an engineered and scientific professional cleaning process that emphasizes treating custodians as professionals and cleaning for health first and appearance second. This building cleaning process is based on the ISSA (International Sanitary Supply Association) 540 standards and has been successfully implemented in universities, hospitals, and major businesses in both the public and private sectors for over 20 years. Many companies using Team Cleaning and the ISSA 540 standards are represented by major unions including the National Education Association (NEA), Teamsters, AFL-CIO, and the Service Employees International Union. On July 9, 2014, the National APWU and the Postal Service signed a Memorandum of Understanding acknowledging a joint commitment to begin an orderly implementation of the Team Cleaning process identified in the new Facility Cleaning Handbook, MS-47, TL-5.

This new process is an engineered approach to cleaning and utilizes modern, ergonomic cleaning equipment, environmentally friendly cleaning products, and engineered and standardized cleaning procedures. Some of the new tools the custodians will use include:

- EPA certified portion-controlled chemicals
- Backpack vacuums that result in less body stress
- Ergonomic mopping equipment consisting of microfiber flat mops with telescoping handles
- Dry vs. wet cleaning to promote cleaner conditions and minimize the downstream effects of the cleaning process

There are many benefits of this engineered and scientific professional cleaning process:

- The process is based on engineering principles
- The benefits have been scientifically validated in publicly funded and peer-reviewed studies
- The new process cleans for health first and appearance second
- There will be a decrease in the amount of water, chemicals and heavy tools
- The new tools are ergonomically designed and are safer than existing tools
- Vacuums are high filtration, quieter and safer
- Chemicals are green certified, safe and effective
- The workplace will be safer and healthier

These are just a few of the many reasons for implementing this proven process, which will lead to a cleaner and safer work environment for our custodians and the occupants of the building.

The goal of modernizing the current USPS cleaning program will be consistent with the USPS commitment of maintaining acceptable levels of cleaning, providing a healthful working environment for our custodians and building occupants, and working within the parameters of the current National Agreement.

Like any significant improvement, results take time and we appreciate your patience during implementation of this new process over the next several months as we work to modernize the current USPS cleaning program. We ask for your support in helping us implement Team Cleaning and making this a better place to work.

Figure 1. Housekeeping Service Talk

1.3 CTC AUDIENCE

The CTC Site Preparation Guide is a reference handbook for local, site-level USPS Maintenance Operations, Mail Processing Operations, and Human Resources personnel. An electronic version of this handbook will be provided to each Site Coordinator and Maintenance Manager whose facility is on the CTC implementation schedule. Copies have been distributed to each Area Coordinator.

SECTION 2 PROGRAM RESPONSIBILITIES

Each site is responsible for CTC program implementation. Assistance is available from the Area Office and/or HQ Maintenance Operations when required. This Site Preparation Guide recommends program responsibilities be split among functional organizations.

The responsibilities for each functional organization are listed below in sequential order. This list provides a guide, or summarization, of required tasks and is not intended to be all-inclusive.

2.1 HEADQUARTERS MAINTENANCE OPERATIONS

- Manages the CTC program and oversees compliance through the Area Maintenance Office.
- Develops and oversees production of and revisions to the Site Preparation Handbook.
- Develops and revises training material content.
- Reviews Site Preparation.
- Monitors site implementations.
- Provides technical assistance and operational guidelines to Area Maintenance Offices and local sites.
- Works with HQ Safety to ensure local Safety Specialists know their roles and responsibilities to support the CTC process.
- Approves all Custodial Standardization Change Control Board requests.

2.2 CUSTODIAL STANDARIZATION CHANGE CONTROL BOARD

The processes, tools, equipment, and chemicals used to support Custodial Team Cleaning (CTC) are standardized and controlled. Any CTC changes must be approved by the Custodial Standardization Change Control Board (CSCCB). This committee, established by HQ Maintenance Operations, receives, evaluates, and approves or denies each Custodial Change Request (CCR).

The HQ Manager of Maintenance Operations appoints a committee chairperson and all voting board members. The committee chairperson identifies Team Cleaning Subject Matter Experts who conduct a technical evaluation of each change request. The board members utilize continuous improvement tools and processes when evaluating each CCR.

The CSCCB submission form is located from accessing the following link:

http://web.eng.usps.gov/form/csccb_index.cfm

2.3 AREA OFFICE

- Monitors site preparation activities with the site CTC champion and site coordinators to ensure site readiness.
- Provides labor-relations assistance.
- Provides equipment support.
- Monitors site performance to ensure program compliance and projected savings are being obtained.
- Transmits schedules, directives, and/or information generated by Headquarters for field implementation.
- Identifies trained Executive and Administrative Schedule (EAS) participants as CTC Subject Matter Experts to support their area.
- Provides technical assistance and operational guidelines to local sites.
- Guides and supports local site coordinators and champions by measuring performance and compliance.
- Performs Cleaning Industry Management Standard (CIMS) Certification Checklist audits to ensure compliance with CTC policies and procedures, and to ensure continuous improvement.
- Develops methods of forecasting site start-up costs for submission and discussion during the annual preliminary budget process, eliminating issues with sites not wanting to implement CTC due to budget constraints.
- Designates personnel from the lead maintenance office to implement CTC in Non-Maintenance Capable Offices.

2.4 LOCAL HUMAN RESOURCES

- Labor Relations personnel attend CTC training course # 10021873.
- Evaluates future scheduling and staffing requirements compared to existing requirements, and identifies affected positions.
- Develops plans for reassignments, reversions, abolishments, postings, and excessing, as needed.
- Determines staffing impact plan for performance cluster.
- Assists the CTC Site Champion with personnel issues.

2.4.1 Safety

CTC Program implementation shall comply with applicable provisions of the Occupational Safety and Health Administration (OSHA) and abide by USPS Safety and Health requirements. Safety is the responsibility of every individual in the USPS. It is the responsibility of each individual operating and maintaining equipment to understand and observe safety standards and procedures. See USPS Handbook EL-803.

Local Safety Specialists

- Attend CTC training course # 10021873.
- Address frequently asked questions (FAQs) about most common safety issues.

Custodians must observe and adhere to the following safety precautions:

- DO NOT operate equipment without proper authority.
- DO NOT operate unsafe or defective equipment.
- DO NOT engage in horseplay.
- Avoid unsafe acts and conditions.
- Practice good housekeeping.
- Be familiar with the content and location of Safety Data Sheets.
- Wear eye protection when using chemicals requiring eye protection.
- Always use the correct tool for the job.
- Know how to summon medical aid.
- Report all hazardous conditions to the supervisor on duty.

2.5 SITE MAINTENANCE

Maintenance Manager or Designee

NOTE

The Lead Maintenance Office is responsible for coordinating all CTC implementation processes and support for Non-maintenance capable offices.

- Identifies the primary CTC Champion, secondary CTC Champion, and Supervisor of Maintenance Operations (SMO) on each tour accountable for custodial activities.
- Provides needed resources to prepare for CTC implementation.
- Enters new CTC routes into eMARS as inactive during site preparation; activates new CTC routes concurrently with deactivation (suspension) of the zone cleaning routes after CTC training completed.
- Tracks route completion and performance; provides weekly performance reports to the Area and site coordinators and CTC Site Champions.
- Assists the CTC Team Champion in planning and scheduling CTC activities.
- Ensures appropriate maintenance personnel are identified, enrolled in, and participate in scheduled maintenance training classes.
- Ensures adequate storage space is available for anticipated equipment and supplies.
- Inventories CTC equipment and supplies.
- Provides inventory status from Maintenance Operations Support (MOS) to the site coordinator to ensure all equipment and supplies are available at CTC implementation.
- Provides CTC trained representatives who perform employee observations when requested by the Site Champion.
- Ensures a recycling plan is developed and implemented that supports and adheres to HQ and local sustainability goals.
- Ensures successful CTC implementation.
- Ensures the primary and secondary Site Champions own the CTC processes after implementation.
- Submits completed CTC staffing documentation to the Area.
- Reserves USPS fleet car for CTC HQ Support staff during on-site visits.

2.6 SITE COORDINATOR

The Site Coordinator designated by HQ or the Area is responsible for ensuring all program tasks, planning, and event scheduling, for each functional group, is accomplished in a timely and satisfactory manner. Activities that are the responsibility of USPS-HQ Maintenance Operations and Area Offices are an exception to this guideline.

- Manages all day-to-day site prep activities, ensuring timely completion of all site preparation tasks.
- Ensures a comprehensive building inventory is completed one month in advance of HQ team arrival to the site. The completed inventory is required to establish team cleaning routes.
- Ensures all CTC equipment is ordered.
- Ensures all supplies and equipment are received prior to site start-up.
- Confirms MS-47, TL-5 building inventory data is current, accurate (i.e., cleanable square feet, fixture counts, etc.) and properly identified (area and room ID).
- Ensures all workloading data is input into the custodial staffing software application.
- Ensures high and low speed cleaning are addressed in the custodial routes and the work flow is correct and efficient.
- Ensures the custodial training room is properly set up, equipped, and organized.
- Ensures all training material is ordered and on-site prior to the first CTC course event.

NOTE

All custodians must have completed Bloodborne Pathogens (BBP), Hazardous Waste Operations and Emergency Response (HAZWOPER), and Asbestos Awareness required training courses within the past 12 months.

- Contacts local training and safety coordinators to verify BBP, HAZWOPER, and Asbestos Awareness annual training requirements have been successfully completed by all affected employees.
- Develops the CTC training offering schedule and provides this schedule to the Manager, Learning Development and Diversity (MLDD) for course event establishment within the Learning Management System (LMS).
- Verifies the Maintenance Manager has identified and notified the EAS employees on each tour that are responsible and accountable for custodians.
- Ensures SMOs with custodial responsibility are familiar with the employee observation process, are prepared to perform employee observations, and are prepared to coach and mentor the custodians during CTC implementation.
- Coordinates all requests for CTC program changes through the Custodial Standardization Change Control Board (CSCCB) process.
- Assesses if additional walk-off mats are required.
- Supports the Team Champion after CTC implementation.

2.7 CTC SITE CHAMPION

A CTC Site Champion is a local EAS who owns the CTC process before, during, and after implementation with reliance on site prep guidelines. The Primary CTC Site Champion addresses all site issues and works as a liaison with the Area implementation coordinator. The Secondary CTC Site Champion assists the primary champion with day-to-day issues and assumes the primary champion role when needed.

- Obtains an office or conference room to be utilized by the HQ and Area CTC support team during the planning and implementation phases.
- Obtains a grandmaster key to be utilized by the EAS workloading team need to measure every room within the facility.
- Coordinates with the Industrial Engineer to obtain Computer-aided design (CAD) drawing support for establishing route maps.
- Completes a comprehensive building inventory at least one month in advance of HQ team arrival to the site. The completed inventory is required to establish team cleaning routes.
- Complete the Powered Custodial Cleaning Equipment Survey online. Refer to Section 6.4 for more information.
- Performs workloading and develops CTC routes and maps.
- Provides a written invitation to the local APWU to assist with the measurement of the facility needed for Workloading.
- Ensures medical documentation and re-certification remains current for custodians who cannot perform all aspects of CTC.
- Ensures all custodians stay current with HAZWOPER, Hazardous Communication (HAZCOM), Asbestos Awareness, and BBP training.
- Ensures After The Fact (ATF) entries into LMS are completed timely and are properly recorded.
- Establishes a fixed number of light duty assignments (if any) within the guidelines of the Local Memorandum of Understanding (LMOU) for custodians with restrictions.
- Advises all other custodians with restrictions to seek redress through District Reasonable Accommodation (DRAC).
- Works with the Site Coordinator to ensure timely completion of the site preparation and implementation timeline.
- Manages the daily Team Cleaning process on all tours.
- Facilitates two-day CTC course events utilizing Adult Learning Facilitation (ALF) or Facilitative Instructor Workshop (FIW) certified facilitators as assigned by the MLDD or local Site Maintenance Manager.
- Ensures a minimum of one SMO per tour is ALF (course #10021726) or FIW (course #10001891) certified. This ensures an ALF certified EAS employee is on each tour to facilitate additional and future training events.
- Facilitates and ensures all CTC monthly recurring training sessions are completed.

- Routinely completes "CTC Observations" (Figure 4 through Figure 7 in Appendix), demonstrating a thorough knowledge of the process.
- Monitors all EAS custodial observations for proper technique and satisfactory completion, and provides feedback to observers.
- Initiates timely follow-up action based on deficiencies noted during "CTC Observations" with custodians and EAS observers.
- Establishes Routine Daily Cleaning work plans four (4) weeks in advance.
- Establishes project work or component cleaning work plans four (4) weeks in advance.
- Effectively adjusts work assignments to meet "Clean for Health" work priorities.
- Ensures CTC process is followed during short staffed time periods.
- Ensures maintenance provides oversight to support needed building equipment work (additional electrical drops, building prep for training room and bulk storage areas, etc.).
- Prepares and submits CSCCB requests to HQ Maintenance Operations for approval.
- Ensures all maintenance EAS employees who supervise custodians are scheduled, and complete the first CTC training class.
- Identifies employees with physical restrictions, and verifies those restrictions prior to CTC implementation.
- Verifies all custodians who have the potential to come in contact with the Hepatitis B virus have been offered the HPV vaccination, and current HPV documentation is on file.

2.7.1 Classroom Training Material

HQ uses the following method to transfer the CTC training material to the classroom. The Site Champion sends an email to paul.a.fagiano@usps.gov requesting the CTC classroom presentation. HQ then provides temporary access to the HQ server. The server link will be identified within the email response to the Site Champion.

The following steps are then performed by the Site Champion on the CTC classroom computer:

1. Access the link provided in an email.
2. Open the "CTC" folder.
3. Select the "10021873 UPLOAD" folder and copy.
4. On the classroom computer, locate and highlight the following: **C:\Users\Public**.
5. Right-click and select **Paste**. This will begin the download process.
6. After the download is complete, open the "10021873 UPLOAD" folder.
7. Double mouse click on the PowerPoint file name "10021873 vXX.X master xxxx15.pptx"
8. Select "read only".

2.7.2 Industrial Engineer

The CTC Site Champion works with the Industrial Engineer to obtain assistance with CAD drawings incorporating route flow layers.

2.7.3 Site Maintenance Workloading

Refer to MS-47, TL-5, Section 5.

Course 10023619 and 10023620 must be successfully completed prior to completing Workloading.

2.7.4 Site Maintenance Supply and Equipment Ordering

2.7.4.1 Order Quantity

The CTC Site Champion is responsible for determining the quantity of supplies and equipment to be ordered. The order must be on site two weeks prior to the start of the first training session.

2.7.4.2 Order Equipment and Chemicals

The CTC Site Champion is responsible for determining "order" quantities (including microfiber cloths / mops and Huck towels) and initiating the ordering process.

2.7.4.3 Capital Equipment Ordering / Delivery Lead-Time

The CTC Site Champion is responsible for determining "order" quantities and initiating the ordering process.

2.8 SITE BUILDING INVENTORY

The Site Champion is responsible for completing a comprehensive building inventory one month in advance of HQ team's arrival to the site. The completed inventory is required to establish team cleaning routes.

SECTION 3 SITE IMPLEMENTATION SCHEDULE

Headquarters Maintenance Operations announces the CTC deployment schedule which is implemented in phases.

The Area Office provides a CTC site Maintenance Office with copies of this Site Preparation Guide at least 180 days prior to the scheduled implementation.

SECTION 4 CTC PROCESS DESCRIPTION

4.1 TEAM CLEANING

Team Cleaning is a methodology based on engineered processes and cleaning science. This methodology uses "Specialists" for specific cleaning tasks. The specialists systematically clean all facility areas. Team Cleaning differs significantly from traditional Zone Cleaning where custodians perform all cleaning tasks within a specified area.

The structure of Team Cleaning assignments enables custodians to work as a team, cleaning the facility with less equipment and greater efficiency. Routes are structured so custodians perform only assigned specialist tasks to complete their routes.

Specialist functions are assigned distinct color codes. Each color code represents the type of cleaning tasks performed for that function and the tools and chemicals required to perform those cleaning tasks. Each specialist performs the same cleaning tasks in multiple spaces. These tasks are identified in Performance Tables (MS-47, TL-5, Sections 13 and 14), and are categorized by the specialist function. Custodians can perform one or more Specialist functions during their work day.

4.2 TEAM CLEANING TOOLS

Team Cleaning tools are engineered to clean for health, minimizing and controlling the spread of contaminants. Color coding of ergonomically designed tools and environmentally friendly chemicals simplifies cleaning activities. Specialists accomplish assigned tasks using specific color coded tools, equipment, and chemicals. The standardized tools and procedures used for Team Cleaning can be used at any USPS facility regardless of location, size, or age. Selection of all Team Cleaning tools, materials, and supplies is based on employee safety, environmental impact, cleaning effectiveness, and cost. The application and usage of tools and products is discussed during two-day CTC training. Managers and supervisors must ensure employees follow all guidelines and regulations. These are necessary to maintain Team Cleaning tools in a safe, clean, and serviceable condition.

4.3 TEAM CLEANING PERFORMANCE STANDARDS

Team cleaning processes and performance standards are based on standards established by the International Sanitary Supply Association (ISSA), now known as the Worldwide Cleaning Industry Association. The publication, Official ISSA 540 Cleaning Times, documents the ISSA established performance standards. The USPS Team Cleaning process incorporates ISSA performance standards. Refer to MS-47, TL-5, Sections 13 and 14.

4.4 CUSTODIAL TRAINING

A structured custodial training and development process ensures custodians and custodian supervision obtain consistent knowledge from a USPS-Employee-Development-recognized training program. This training communicates clear, standardized expectations, expands the knowledge base of custodians and maintenance management, and provides employees with the skills required to complete their assigned tasks safely and efficiently.

4.5 EMPLOYEE OBSERVATIONS

Employee observations (Figure 4 through Figure 7 in Appendix) provide an opportunity to observe and re-enforce team cleaning processes and safety requirements learned during training. The goal of the employee observations is to ensure custodians use proper Team Cleaning tools and techniques, evaluate employee proficiency, and determine the need for additional training or coaching.

During observations, observers assess work performance. Observers determine if the custodian is working safely, using the proper tools and cleaning techniques, and following the proper route workflow. Interactive communication is the most important part of the observation process. Specific questions are asked about Team Cleaning processes and ways to improve routes. Observers provide the necessary coaching to reinforce proper Team Cleaning skills and work habits.

The CTC Site Champion must ensure supervisors conduct frequent employee observations and provide effective coaching and mentoring. The employee observation and coaching process is critical during the first 90 days of CTC implementation and will be a permanent component of CTC.

Observation forms and reference documents are available at the following web page:

http://www1.mtsc.usps.gov/apps/mtsc/index.php#Equip&BLDGS

4.6 HOUSEKEEPING INSPECTIONS

The Site Maintenance Manager or designee is responsible for establishing a housekeeping inspection schedule and conducting annual housekeeping inspections. Scheduled inspections are a required benchmarking tool to document, evaluate, and measure improvement in Team Cleaning. The annual inspection includes all cleanable space. Building Housekeeping Inspection PS Form 4851 must be used to document all inspections. The completed forms must be retained for a minimum of two years. Management records deficiencies found during inspections and identifies corrective actions. All locally represented unions must be invited to participate in housekeeping inspections.

SECTION 5 SAFETY AND HEALTH REQUIREMENTS

5.1 HEPATITIS B VACCINATION (HBV) PROTECTION

The CTC Site Champion is responsible for complying with Management Instruction EL-810-2000-2, Bloodborne Disease Exposure Control Plans. This includes any employee who has the potential to be occupationally exposed to Bloodborne Pathogens. The employee must be offered the HBV vaccination. The CTC site champion must ensure the resulting documentation is recorded.

5.2 VACUUM CORD INSPECTIONS

Site Maintenance is responsible for visually inspecting the vacuum power cord prior to and after each use. The Equipment Checkout Sheet must be signed after each inspection to ensure compliance with OSHA 1910.334.(a).2 (power cord visual inspection).

SECTION 6 SITE MAINTENANCE PREPARATION ACTIVITIES

6.1 SITE PREPARATION

6.1.1 CTC Site Champion

Sites are required to perform specific tasks contained in this guide prior to the arrival of the HQ Maintenance Operations CTC implementation team. Site preparation tasks assigned to local sites must be completed at least seven (7) days prior to Team Cleaning implementation.

6.1.2 Headquarters Maintenance Operations and Area Office

Provides the site with an overview of the CTC process, benefits, challenges, and Area Office expectations prior to Team Cleaning implementation. The expectations specify that Plant leadership provides support required to implement CTC.

6.2 CHECKLIST FOR SITE MAINTENANCE

CTC SITE CHAMPION

- Obtains CAD drawings for the plat that accurately depict current office and equipment layouts for each floor in the facility.
- Performs CTC workloading and route development.
- Identifies and prepares CTC classroom.
- Sets up classroom (painting, etc.).
- Orders classroom posters from Topeka Material Distribution Center (TMDC).
- Orders and installs an overhead projector, including a wireless controller, for PowerPoint presentations.

- Orders Student Handbooks and Facilitator Guides from the Topeka Printing Center at least one month prior to the first course offering date.
- Identifies and prepares the check-in / check-out room.
- Identifies and prepares a bulk storage area.
- Identifies and labels 120 V receptacles used by Vacuum Specialists (established when developing route workflow).
- Installs 120 V drops on the workroom floor as needed (established when developing route workflow).
- Modifies equipment (tilt truck aprons, paper towel dispensers).
- Ensures urinal screens and deodorizers are removed from restrooms
- Removes all traditional zone cleaning equipment and daily-use chemicals from premises after all custodians complete CTC training.
- Identifies Authorized Custodian Complement (WebCOINS).
- Annotates current custodian positions and identifies tours and scheduled days off to determine if assignment realignments are necessary.
- Identifies all custodians with medical restrictions.
- Ensures all medical documentation/restrictions are current and on file with Health and Resource Management (HRM) to preclude problems during training and implementation.
- Mounts vacuum cleaner stations (check-in / check-out room & custodial closets).
- **The CTC Site Champion must inspect all vacuum cleaner station installations and ensure station bracket mounting screws are flush with bracket surface or counter sunk inside the rail below the bracket surface (Figure 2).**

WARNING

Vacuum Cleaner Station bracket mounting screws will obstruct storage path of vacuum cleaner if not installed correctly. Inspect all mounting screws and ensure screws are flush with brackets or counter sunk in the middle of the rail below bracket surface. Failure to comply may result in injury to personnel and/or damage to equipment.

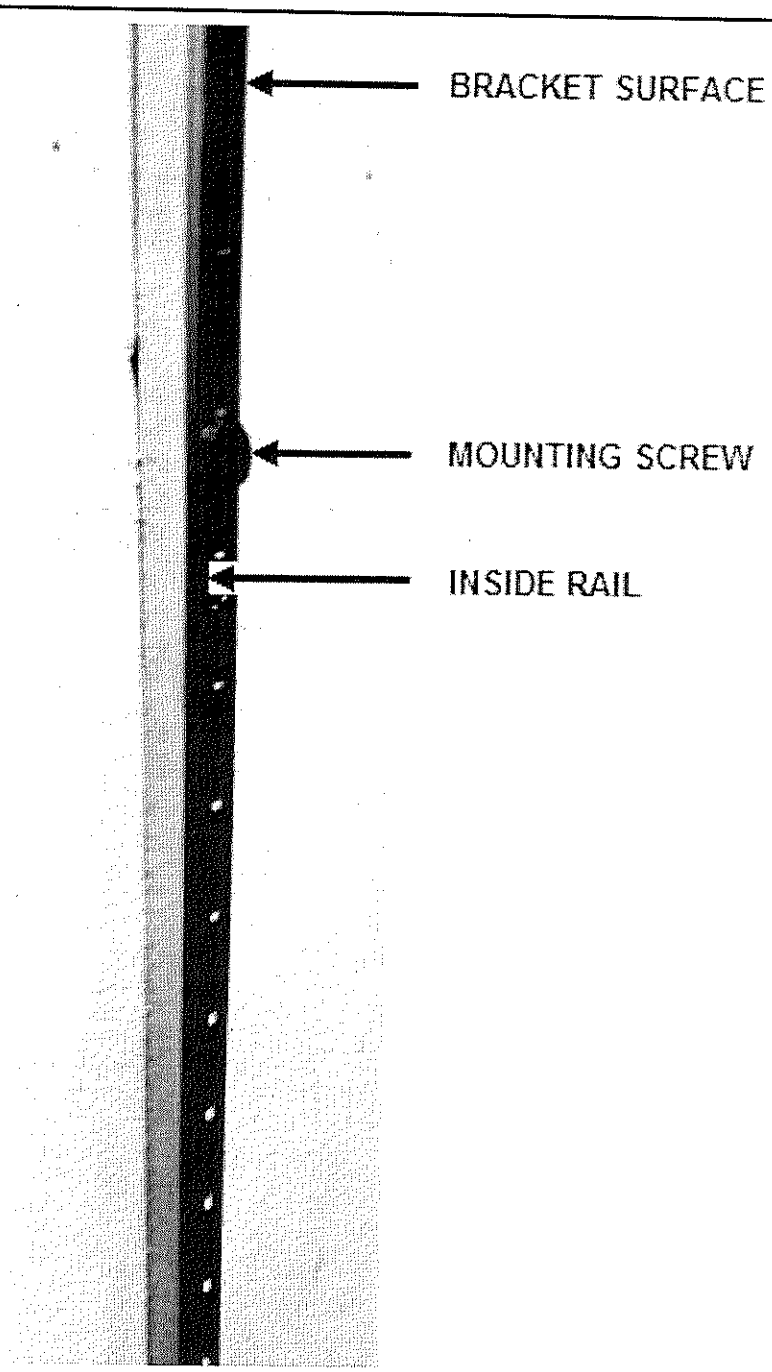


Figure 2. Vacuum Cleaner Station Bracket Mounting Screw Installed Wrong

6.3 WORKLOADING

6.3.1 CTC Site Coordinator/Workloading Team Checklist

NOTE

The following items must be completed prior to the arrival of the Workloading Team.

1. Notify and invite the Union to participate with the facility measuring (sample letter provided in Section 6.3.2). Please confirm Union notification and provide a copy of the letter to HQ Coordinator.
2. Schedule Champion or back up champion to attend EAS training at a nearby facility prior to Measurement Team arrival.
3. Ensure a conference room, training room, or other large area is available for Measurement Team to work in during their stay.
4. The Custodial Workloading (CW) software requires Internet Explorer 11. Ensure any PC that will be used for Custodial Workloading has Internet Explorer 11 installed.
5. Provide CAD drawings of the entire facility. These drawings need to be broken down by each section of the building (examples include administrative office areas for each floor, all workroom floor areas, customer service area, Bulk Mail Entry Unit (BMEU) area, etc.). These drawings MUST be current showing all mail processing equipment and aisles. A set of drawings for the exterior paved and unpaved areas are also needed.
6. Provide access to a CAD expert that can manipulate drawings in order to layout workroom floor routes.

NOTE

If each space in the building cannot be identified with a number, an accurate workloading of the facility cannot be done.

7. Ensure every room, corridor, and stairwell has a room number, either physically on the room or on the drawings.
8. Provides access to a grandmaster key for each measuring team (two people) for access to all rooms.
9. Provides a local person(s) knowledgeable of the usage schedules for all building spaces. This person must be able to positively identify the type of each space. As an example, what may appear to be an office could actually be an inactive storage space. Only a local person with knowledge of the facility will know the correct characterization of each space.
10. Provide two local maintenance employees that can work with the workloading team full time during facility measuring and route building. The HQ role is to support the workloading and route building of the facility, not to develop a completed custodial staffing package to the site.

11. Provide a government car for team's use while on site.
12. Identify primary and secondary CTC Champion, and SMO on each tour responsible for custodial activities.
13. Provide access to CTC training room, check-in /checkout room, and Bulk Storage Area.
14. Provide the following supplies:
    - Building Space Worksheet (Qty: 50)
    - 50 ft Electrical Extension Cord or rope (Qty: 2)
    - Round Blue Stickers for 120 VAC Vacuum Receptacles (Qty: 200)
    - Clipboards (Qty: 10 or more)
    - Pencils, Pens, Highlighters, etc.
15. Copy of the MS-47 TL-5 handbook.
16. Copy of the Site Prep Guide.
17. Order measuring devices listed in Table 1 below (2 each).

Reference Handbook, MS-47, TL5, Section 5 for additional information.

6.3.2 Sample Notification Letter to the APWU

Date
(Should be reasonable advance notice – recommend 10 days prior to start of workloading)

Address to Local APWU President

This is notification that we will soon begin the measuring phase of the workloading process for implementation of MS-47 TL-5 at *(Insert facility name)*. In accordance with MS-47, TL-5, Section 5.11, "...the local APWU representative is to be contacted and may observe in the development of the package." The APWU is being notified and invited to participate in this effort. While the APWU has no obligation to participate, taking advantage of this opportunity is highly recommended.

The measuring phase will take place beginning on *(insert date)* and should last approximately *(insert number)* days. The projected schedule is as follows:

- Beginning at *(enter time)* and ending at *(enter time). It is strongly recommended to limit the actual measuring time to approximately 5 or 6 hours per day so the team has an opportunity to perform other tasks as appropriate which do not involve the union representative.*
- The measuring will take place on *(enter days for example Monday thru Saturday)*. Measuring is not expected to occur on *(enter day(s) that no measuring will be performed)*.

We look forward to working together as we move forward in this transition. Please feel free to contact *(enter name)* at *(enter number)* with any questions or concerns.

Sincerely,

(enter name of official)

6.4 BUILDING INVENTORY

Reference Handbook, MS-47, TL5, Section 12.1.

The measuring devices listed in Table 1 are required in order to conduct the building inventory.

Table 1. Measuring Devices

ITEM	NSN	EBUY NUMBER	OEM
Laser Distance Meter	5210-14-000-2168	2WLH2	LeicaDISTOD2
Measuring Wheel		RR318N	Keson 2UJY6
Building Space Worksheet	Download from MTSC BLDGS web page: http://www1.mtsc.usps.gov/apps/mtsc/index.php#Equip&BLDGS		

CTC SITE CHAMPION

Performs workloading activities described below for development of facility specific cleaning requirements.

1. Plan workload analysis activities (MS-47, TL5, Section 5.1.1, Facility Workloading: Plan the Workload Analysis).
2. Establish a list identifying every space by its area and room identifier. Conduct a "Space Inventory" of the facility. A blank PS Form 4869 can be printed to support this effort (MS-47, TL5, Section 5.2: Area Identifier (Area ID) and Room Identifiers (Room ID)). The custodial staffing software application supports the workload analysis. Enter data directly into the application while conducting the inventory. When data cannot be directly entered, obtain and record the data on a Building Space Worksheet (Figure 10 in Appendix) which is available at the MTSC BLDGS web page:

   http://www1.mtsc.usps.gov/apps/mtsc/index.php#Equip&BLDGS
3. Identify Restricted, Authorized Only and Vacant spaces (MS-47, TL5, Section 5.5: Space Classifications).
4. Enter Space Inventory data into the custodial staffing software application (MS-47, TL5, Section 5.6: Space Inventory).
5. Complete an inspection of all USPS-owned powered custodial cleaning equipment, and submit an online survey for the equipment. The survey is accessable using the following link: https://www1.mtsc.usps.gov/apps/ctc_survey/

NOTE

The online survey allows data entry for only one piece of equipment at a time. However, multiple equipment records may entered and saved over an extended period of time.

NOTE

The website software application only allows one person to save an equipment record at a time. If multiple sites are trying to enter and save equipment records at the same time, some records may be incomplete. Saved records can be reviewed at the bottom of the screen, and removed if any information is incorrect.

Record the following information during the equipment inspection. This information will be required in order to complete the survey.

- Equipment Type
- Equipment Size (inches, feet or horsepower)
- Equipment revolutions per minute (RPM)
- Manufacturer
- Model Number
- Serial Number
- Description
- Equipment Condition

NOTE

The Estimated Current Value should be listed on the facility's current Capital Property Listing (CPL), which is available from the local Material Accountability Officer (MAO), District Material Management Specialist (DMMS), District Finance Manager, or the Asset Accountability Service Center (ASSC).

- Estimated Current Value
- Currently Used
- Date Acquired

6. Develop individual routes and assign scheduled frequencies using the custodial staffing software application (MS-47, TL5, Section 5.7: Performance and Frequency Specifications; and Section 5.9: Develop Individual Routes).
7. Electronically submit the staffing package for review and approval (MS-47, TL5, Section 5.10: Staffing Package).

6.5 CREATING CUSTODIAL WORK ASSIGNMENTS

Using custodial work (CW) software, create the following types of assignments:

- Routine Daily Cleaning
- Routine Monthly Cleaning
- Project Work Orders

6.6 WORKLOAD LEVELING

CW software will create the routes and workorders in eMARS.

6.7 DEVELOPING AND SUBMITTING THE STAFFING PACKAGE FOR APPROVAL

Reference MS-47, TL5, Section 5.10.

6.8 TRAINING ROOM

The CTC Site Champion is responsible for identifying and reserving a dedicated room for initial and supplemental custodial training.

The training room must accommodate students and necessary training equipment such as tables, chairs, overhead projector, speakers and classroom supplies. In smaller facilities, a conference room or other similar room may be used as the custodial training room.

The room should be painted white or off white with a "Postal" blue stripe, 16" wide and located 24" above the floor. Exemptions to this requirement must be approved by HQ Maintenance Operations.

At least one box of facial tissues should be placed in the classroom as well as a hand sanitizer with application pump (12oz or larger) to reduce the spread of illness within the classroom environment.

6.8.1 Training Room Equipment

CTC SITE CHAMPION

- **Overhead Projector**

Capable of displaying PowerPoint presentations with:

  - Resolution - 1024x768
  - Brightness - 3000 ANSI Lumens
  - Contrast - 15000:1

Overhead Projectors (e.g. Epson EX series, Optoma X303, or HP) can be purchased from USPS national contract providers such as OfficeMax. Available projector ordering information is viewable within the eBUY2 catalog or the ADEPT 3 HP catalog.

- **Facilitator Computer**

ACE 3 computer with internet access and CTC local site file mapping. An external computer speaker system is required.

- **Presentation Remote Pointer Device**

Wireless laser remote pointer device (Table 2). Pointers are available for purchase through the eBUY2 catalog.

- **Student Tables**

The training room should accommodate 4 or 5 round tables and chairs. Student tables must be 60" round. If tables need to be purchased, order from OfficeMax (Table 2). White tablecloths must be used to dress the tables. A rectangular facilitator table with white table cloth is also required if space allows.

Table 2. Training Room Equipment Part Numbers

ITEM	NUMBER
Wireless laser remote pointer device (Targus model AMP13US)	SMK-Link model VP4150
Student table, 60" round	eBUY # 65867
White tablecloth	Grainer # 11N648

- **Rip Chart**

The classroom should include a Rip chart to be used by facilitators. A variety of color markers will be needed for Rip chart illustrations.

- **Job Aids**

NOTE

Job Aid part numbers are provided in Section 6.10 of this Site Prep Guide.

- CTC Light Duty Specialist Job Aid
- CTC Restroom Specialist Job Aid
- CTC Utility Specialist Job Aid
- CTC Vacuum Specialist Job Aid

- **Classroom Posters**

NOTE

Poster part numbers are provided in Section 6.10 of this Site Prep Guide.

NOTE

Sites should consider ordering 2 each of the LDS, RRS, VS and US posters to hang on opposite walls in the classroom. The poster fonts are relatively small.

- CTC Pillars of Building Services Quality
- CTC pH Chart
- CTC Trilogy of Cleaning
- CTC Light Duty Specialist Poster
- CTC Restroom Specialist Poster
- CTC Utility Specialist Poster
- CTC Vacuum Specialist Poster

NOTE

For training purposes, Site Champions are responsible for packaging the following Training Cleaning Kits. Contents should be placed in two gallon zip lock bags.

Light Duty Specialist Training Cleaning Kits

(One kit per student)

Kit contents:

- ScrubPac 102
- 32oz Bottle with spray trigger
- Pac Cutter
- Microfiber Cloth 4000 (green)

Restroom Specialist Training Cleaning Kits

(One kit per table)

Kit contents:

- Germicide 264N
- 64oz Stock Solution Bottle with pump
- 16oz bottle with spray trigger

- Pac Cutter
- Inspection Mirror
- Nitrile gloves

Control Cabinet (Stocked)

Store the following supplies in the Control Cabinet according to the layout shown on the next page.

- Pac Cutters
- Point of Use Mixing Hose
- Distribution Trays
- Pink Pearl Erasers
- CarryPac
- Microfilters
- ProDuster Covers
- Safety Goggles
- Nitrile Gloves
- Inspection Mirrors
- Solution and Filter Use Log Book
- Empty 16oz Spray Bottles
- Empty 64oz Stock Solution Bottle
- Empty 32oz ScrubPac Spray bottle
- ScrubPac 102 All Purpose Cleaner
- Germicidal Detergent 201N
- Germicidal Detergent 264N
- MopPacLITE 1802 pH Neutral Floor Cleaner
- Acid Applicators
- Disinfectant Applicators
- Beauty Seal (Surface Conditioner)
- Showers N Stuff (Acid Cleaner)
- Safety Foam (Acid Cleaner)
- Safety Foam Cup

Control Cabinet Layout

1st or Top Shelf

Small and Medium Gloves	Safety Glasses	Pink Pearl Eraser	Lock Ring	Inspection Mirror	Putty Knife
Large and X Large Gloves		Nylon Brush	Door Stop	AA Batteries	Pac and Box Cutters

2nd Shelf

Dust Covers	Vacuum Filters	Pens	Distribution Trays for the Various Teams

3rd Shelf

Scrub Pac 102	Germicidal Detergent 264N	Germicidal Detergent 201N	Mop Pac Lite 1802

4th Shelf

Extension Cord	Pig Tail	Spare Vacuum Elbows	Request Forms	Point of Use Mixing Hose

5th or Bottom Shelf

Beauty Seal	Showers N Stuff	Safety Foam	Mixing Cups	Acid Applicator	16 oz. Spray Bottle	64 oz. Stock Solution Bottle	32 oz. Spray Bottle

Restroom Cart with Mopping System

Distribution Tray (43103) fully stocked with:

- Germicidal Detergent 201N
- Germicidal Detergent 264N
- Pac Cutter
- Inspection Mirror
- Detail Brush
- Scraper (putty knife)
- ProDust Covers

Utility Specialist Mopping System

- SmartColor Combo 30L System (SCFPG)
- ErgoDustPan Telescopic with Broom (EDTBG)

SuperCoach Pro 10 Vacuum with Mounted Vacuum Cleaner Station

- Extension cord
- Pigtail cord
- Wand
- Floor tools
- Hand tools
- CarryPac

6.9 BULK STORAGE

CTC SITE CHAMPION

- Identifies a dedicated bulk storage room for Team Cleaning equipment and supplies.
- Ensures the room can accommodate approximately 10 shelving units.
- Confirms the room is separate from the Check-In / Check-Out area.
- Ensures room is secured at all times.
- Sets up supplies according to specialist type.
- Ensures supplies have proper labeling to identify:
  - Nomenclature
  - NSN
  - Location
  - Max/Min order points

Reference MS-47, TL5, Section 8.

6.10 EQUIPMENT AND SUPPLIES

Local purchasing authority prepares Oracle Project for acquisition of required capital equipment.

The CTC Site Champion is responsible for having MOS clerks order all equipment and supplies.

NOTE

Substitutions for products listed in this CTC Site Prep Guide are not authorized unless noted.

NOTE

All equipment and supplies ordered for implementation of CTC must be addressed to the attention of the Site Champion. Bottled water and an assortment of candy are provided on student tables in the classroom. These items are locally purchased.

NOTE

The MOS Clerk is responsible for reconciling all items received with packing slips as items arrive to verify orders are accurate and complete.

Items listed in Table 3 are available from the following MTSC web page:

http://www1.mtsc.usps.gov/apps/mtsc/index.php#Equip&BLDGS

Download forms and print them locally on office printers.

Table 3. Locally Printed Items

ITEM	STARTUP QUANTITY	SOURCE
Equipment Check In / Check Out form	Site Specific	Download from MTSC web page and print locally on office printers.
Vacuum Check In / Check Out form	Site Specific	
Light Duty Specialist Observation Checklist	Site Specific	
Restroom Specialist Observation Checklist	Site Specific	
Utility Specialist Observation Checklist	Site Specific	
Vacuum Specialist Observation Checklist	Site Specific	
Monthly Chemical and Supply Usage Log	Site Specific	
Control Cabinet Max /Min labels	Site Specific	
Bulk Storage Max / Min labels	Site Specific	
Distribution tray labels (7 types)	Site Specific	
Building Space Worksheet	Site Specific	
Laundry Service Inventory Form	Site Specific	
Laundry Labels	Site Specific	
Control Cabinet Outer Door Labels	Site Specific	
All SDS Sheets	Site Specific	

Order items listed in Table 4 from Topeka MDC.

NOTE

Sites should consider ordering 2 each of the LDS, RRS, VS and US posters to hang on opposite walls in the classroom. The poster fonts are relatively small.

Table 4. Topeka Printed and Stocked Items

ITEM	NSN
CTC Light Duty Specialist Job Aid	7690-17-000-5011
CTC Restroom Specialist Job Aid	7690-17-000-5012
CTC Utility Specialist Job Aid	7690-17-000-5013
CTC Vacuum Specialist Job Aid	7690-17-000-5014
CTC RS Job Aid, Cart Chain Kit (5/pg)	7690-17-000-5632
CTC Light Duty Specialist Poster	7690-17-000-5016
CTC Restroom Specialist Poster	7690-17-000-5017
CTC Utility Specialist Poster	7690-17-000-5018
CTC Vacuum Specialist Poster	7690-17-000-5019
CTC Pillars of Building Services Quality Poster	7690-17-000-1690
CTC pH Chart Poster	7690-17-000-1691
CTC Trilogy of Cleaning Poster	7690-17-000-1692
CTC Poster Kit (All 7 posters identified above)	7690-17-000-5533
Distribution Tray Work Request Form	7690-17-000-5015
Control Cabinet and Bulk Storage Label Sleeves	9905-01-365-2125

6.11 CTC LEAN MAIL PROCESSING SIGNS

Table 5. CTC Lean Mail Processing Signs

SIGN DESCRIPTION	eBUY #
51" x 11" Custodial Signage TRASH PICK-UP POINT	Custodial-1001
51" x 11" Custodial Signage CHECK IN/CHECK OUT ROOM	Custodial-1002
51" x 11" Custodial Signage TRAINING ROOM	Custodial-1003
51" x 11" Custodial Signage BULK STORAGE ROOM	Custodial-1004
51" x 11" Custodial Signage EQUIPMENT ROOM	Custodial-1005

NOTE

Quantities listed in Table 6 are recommended based on an average size facility. Each facility is unique therefore adequate quantities ordered are determined by the Site Champion with input from the Site Coordinator.

Table 6. CTC Start-Up Items

ITEM	NSN	EBUY NUMBER	OEM #	RECOMMENDED STARTUP QUANTITY
Control cabinets	5140-17-000-4880	73314734	3000GY	1 per tour + 1 for training room
Point of use hose		WH180	WH180	1 for each RS, LDS, and US on each tour as needed
Pac Cutter with tie pkg of 100	7930-17-000-4925	43107	43107	1
Custodial Aprons with USPS logo		56411	S1000264_ LOGO_ROYBLU	Site specific
* Mail Handler Apron with USPS logo		37277	S10000265 NAVY	Site specific
* Mail Handler Aprons are to be used for label storage. Discarded labels should be stored in the apron pockets until they can be transferred to a waste receptacle.				
Checkin/Checkout Clipboard	5120-17-000-3877	2LJY1	2LJY1	Based on equipment inventory
Checkin/Checkout RM clock	7520-17-000-3878	6NN64	6NN64	1
Distribution tray with generic label	8115-17-000-4937	43103		Same number of LDS, RS and US routes for each tour + 5 spares
Laundry barrel white	7240-06-000-3374	3U934		4
Starduster Pro Duster		LWDUR	LWDUR	Same qty of RS and LDS routes + 6 spares
ProDust cover (pkg of 50)	7920-16-000-4288	DS50Y	DS50Y	5
7 inch putty knife	5110-17-000-3434	16W159	6258	Same qty as LDS, RS, and US distribution trays + 10 spares
Pink Pearl Erasers (24 / box)		450541	PAP70520	2
Binder, 1-1/2" White SDS		69391266	RTK21	
Binder, 2" YLW w/chain SDS		69391217	RTK62C	
Binder, 3" YLW w/ 3/8 Hole SDS		69391209	RTK63	
Binder, 3-1/2" YLW w/chain SDS		69391191	RTK63C	

ITEM	NSN	EBUY NUMBER	OEM #	RECOMMENDED STARTUP QUANTITY
Binder, 1-1/2" YLW w/ 3/8 Hole SDS		69391225	RTK62	
Information Center, w/backboard rack & mount Right to Know		56072937	RTK8	
Information Center, w/backboard rack & mount Right to Know		56072978	RTK85	
NOTE: Each site must determine how many SDS binders and Right to Know Centers are needed for their site in order to be in OSHA compliance.				

CTC requires the chemicals listed in Table 7 for startup.

NOTE

Download the current SDS Sheets from the following MTSC BLDGS web page:

http://www1.mtsc.usps.gov/apps/mtsc/index.php#Equip&BLDGS

Table 7. Chemicals and Chemical Equipment

CHEMICAL	NSN	EBUY NUMBER	OEM #	RECOMMENDED QUANTITY (SITE SPECIFIC)
PortionPac ScrubPac 102	7930-17-000-4899	68117183	SCRUBPAC #102	2 cases
201N germicidal detergent	7240-17-000-4897	68116896	201N	3 cases
264N germicidal detergent	7930-17-000-4898	68116995	264N	2 cases
1802 MopPacLITE	7930-17-000-4887	68117134	1802	2 cases
* NeutraPac 404 (see note)	7930-17-000-4893	68117209	404	Geographical
** Beauty Seal box (12 – 1 qt bottles per case)	7930-15-000-3280	IBS231		1 case
** Safety Foam (12 – 1 qt bottles per case)	7930-13-000-9850	GIN231		1 case
** Showers N' Stuff (12 – 1 qt bottles per case)	7930-15-000-3293	SHO231		1 case
* NeutraPac 404 is utilized for cleaning floors during winter season in geographic areas that utilize ice melt on sidewalks and parking lot areas.				
** The use of Beauty Seal, Safety Foam, and Showers N Stuff require additional training. Also review the PPE as identified within the SDS.				

6.12 SPECIALIST SPECIFIC EQUIPMENT AND SUPPLIES

The following tables list equipment and supplies required for each specialist type. All items must be ordered before startup (a lead time of 6 weeks is preferred). When placing orders, verify the quantity per case or package for each item.

Table 8. Restroom Specialist

ITEM	NSN	EBUY NUMBER	OEM #	QUANTITY
Restroom Cart kit - fully equipped (Unger) (see Table 9)	3920-08-000-5198	RRSPC	RRSPC	One for each restroom route + classroom

NOTE

The Restroom Cart Kit (RRSPC) includes only one MicroMop. Additional Micromops and equipment need to be ordered.

The Restroom Cart kit (RRSPC) includes the individual items listed in Table 9. Recommended Quantity includes additional individual items to be ordered.

Table 9. Restroom Cart Kit (RRSPC) Contents

ITEM	NSN	EBUY NUMBER	RECOMMENDED QUANTITY
* Restroom Cart (Unger)		RRCRT	Based on number of RS routes + classroom model
Job Aid Chain Kit (5 per pkg)	7690-17-000-5632		Order 1 chain per RS cart **Note:** Each package contains 5 chains
2 compartment mop bucket (16 quart)		COMSR	
Mop Holder		SM40R	4
Mop Wringer Handle Locking E-Clips (Unger)		13381	10
Ergo Dustpan telescopic	7920-17-000-4926	EDTBR	5
Nifty Nabber 18"		NN40R	5
Ergo Toilet Bowl Brush	7920-09-000-9678	BBWHR	5
Cone Adapter Tool - Red		NCA0R	10
MicroMop 15mm Red		MM40R	Number of restroom routes for each tour x 2
Swivel Corner Brush	7920-17-000-4874	CB20G	10
Swivel Brush	7920-17-000-4873	SB20G	10
Ergo Telepole compact		EP24R	Based on number of RS routes + classroom model
ProDuster with sleeve	7920-16-000-4286	LWDUR	
* Order one Restroom Cart Kit (RRSPC) to be utilized exclusively within the classroom.			

Table 10. Restroom Specialist Equipment / Supplies eBUY Catalog

ITEM	NSN	EBUY NUMBER	RECOMMENDED QUANTITY
Red MicroFiber cloths (10 per case)	8415-17-000-4943	MF40R	Min of 1 cloth per restroom per tour x 2 weeks + 10%
MicroFiber mop head 15 mm (Red)	7910-16-000-1702	MM40R	Site specific (2 per RS route per tour x 2 weeks)
Micro Fiber mop head 7 mm		MD40R	Site Specific
Mop Wringer Handle Locking E-Clip (Unger)		13381	10
Sign, floor Yellow (Caution)	7690-06-000-1186	5W544	Same qty as carts
Safety pole sign closed		8VRW4	Same qty as carts + 1
Toilet Bowl Brush Head (2/PK)		BBRHR	10
Swab Heads (2/PK)		BSRHR	10
Toilet bowl swab ergo 24 inch		9KF42	Same qty as carts
Detail brush box of 12		4KDH7	2
Nylon cone adapters box of 5	5120-17-000-4894	54595335	2
Inspection mirror Portion Pac	8415-17-000-4919	68117100	Same qty as RS distribution trays
Squeegee red 14 inch		54608054	1
Door Stop		5TZL5	As needed
16 oz. germicidal spray bottle	8125-17-000-4932	68117043	Qty of restroom carts + 10 spares
64 oz. stock solution bottle	7930-17-000-4885	68116805	Qty of restroom carts + 10 spares
Spare Cart Clips Large, pkg of 5* Medium, pkg of 5		 RRTLG RRTMD	As needed
*Large cart clip required for securing Safety Pole CLOSED sign to cart when not in use.			

Table 11. Light Duty Specialist

ITEM	NSN	EBUY NUMBER	OEM #	QUANTITY
44 Gallon Brute Barrel (where used). Larger facilities may have limited need. Large dolly cart at larger facilities	7240-17-000-4896	88097100	264360 BLA	Same Qty of LDS routes unless site substitutes gray tilt trucks for 44 gallon barrels
Tilt Truck (1 cubic yard)		5M654		Optional Can be used instead of 44 gallon Brute Barrel
Job Aid Chain Kit (5 per pkg)	7690-17-000-5632			Order 1 chain per LDS Barrel and cart **Note:** Each package contains 5 chains

ITEM	NSN	EBUY NUMBER	OEM #	QUANTITY
Dolly round for brute barrel (where used)	3920-07-000-5327	4NY79	FG264043BLA	Same qty as 44 gallon barrel
Tandem Dolly for brute barrel (Optional)	7240-06-000-0742	6Y932	FG264600BLA	Same qty as 44 gallon barrel
Caddy Bag for brute barrel	7240-06-000-0684	1CG18	FG264200YEL	Same qty as 44 gallon barrels or gray tilt trucks
Floor scraper 4"x48"	5130-06-000-3683	UNGLH12C	LH12C	Same qty as 44 gallon barrels + 3 spares
Floor scraper blade cover (spare)			10947	Same qty as floor scrapers (3U446)
Ergo Dust pan with broom		EDTBG	EDTBG	Same qty as 44 gallon barrels + 5 spares
36 inch nifty nabber		77150191	NT090	Same qty as 44 gallon barrel or gray tilt trucks
Green microfiber cloth 4000 (10/case)	8415-17-000-4942	MF400	MF400	Same qty as LDS routes x 3
Huck towel blue box of 200		8CGK7	539-25	1
32 oz. spray bottle	8125-17-000-4869	68116722	320100	Qty of LDS routes x 2

Table 12. Vacuum Specialist eBUY Catalog

ITEM	NSN	EBUY NUMBER	RECOMMENDED QUANTITY
*ProTeam SuperCoach Pro6 vacuum w/ vacuum cleaner station (see note)		107308	Contingent on number of VS cleaning routes
Micro Pro 6 Cloth Filter		834072	
Microfilter Pro6 green micro filter /10		107314	Same qty as vacuums + 15
ProTeam Dome Filter with cover assembly		510183	Same quantity as vacuums + 10
Dome Filter (foam filter only)		510184	Same qty as vacuums + 10
Hepa Filter (2 per vacuum)		107315	Same qty as vacuums x 2
Poly-ethylene Liners for Small Trash Cans 20" x 14" (1,000 per package)		4DKW4	1 package
Vacuum Station for custodial closets & Check-in / Check-out Room		102947	Same qty as custodial closets that will store vacs during employee breaks.
Extension cord pigtail (12 inch)		5XFP6	Same qty as vacuums + 12 spares
50 foot replacement cord		96011157	4
CarryPac Hip Pack	5130-17-000-4883	43110	Same qty as vacuums + 2 spares

ITEM	NSN	EBUY NUMBER	RECOMMENDED QUANTITY
Retrokit for 14" crossover tool		107078	Site preference
20" Floor Tool	7920-13-000-9421	101613	Site preference
14" Hard Floor Tool		100623	Same qty as vacuums
Telescoping wand		106290	Site preference
Split ring replacement for Telescoping Wand		36124857	6
Waist belt extension		106345	2
Shoulder/sternum strap RH		834059	6
Shoulder/sternum strap LH		834058	6
Harness tensioning straps		510192	2
Purple lid for Pro 6		833948	1
Hepa filter door replacement		833954	2
Replacement double swivel elbow for Pro6		101928	1
Replacement hose		103048	1
Swivel cuff replacement		100694	1

ProTeam Vacuum Warranty

ProTeam commercial vacuums carry an unsurpassed 3/3/3 Life Warranty for manufacture defects – three years on parts, labor and motor, and lifetime replacement on molded body parts. Refer to the specific vacuum's Limited Warranty for details and excluded items.

If warranty service is needed, access the following link to search for an authorized warranty service center in your area:

http://www.pro-team.com/support/warrantycenters.aspx

NOTE

*The ProTeam SuperCoach Pro 6 (107308) includes:

- Vacuum Cleaner Station
- 14" Xover Floor Tool
- 56" Two-Piece Two Bend Aluminum wand w/button lock
- 17" Crevice Tool
- 3" Dust Brush w/reducer
- 5" Upholstery Tool

Table 13. Utility Specialist

ITEM	NSN	EBUY NUMBER	RECOMMENDED QUANTITY
* Gray mop bucket kit (Unger Smartcolor Floor Cleaning Kit)	7910-16-000-1701	SCFPG	< 500K sq ft = 3
Gray side buckets		SMSBG	2 needed per (SCFPG) gray mop bucket
Yellow 15 mm microfiber mop	7910-16-000-1703	MM40Y	1 per 30K sq ft
Yellow/white 7 mm micro fiber mop	7910-16-000-1707	MD40Y	Site Specific
Mop Holder 16" Gray	4910-16-000-1715	SM40G	4
Mop Wringer Handle Locking E-Clip (Unger)		13381	10
MA450 SmartColor Unger spill mop pad 16"		57704520	1 pkg of 5
ProTrim window scraper		TX100	Site specific based on window cleaning needs
ProTrim window scraper replacement blades (25 / PK)	3230-16-000-4296	5DUV1	Site specific based on window cleaning needs
Tilt Truck (1 cubic yard)		5M654	Optional Can be used instead of 44 gallon Brute Barrel
Clear polyethelene liners 9.5' x 7.5' , 50 bags per roll		76495589	2

* The Mop Bucket Kit (SCFPG) includes:
- Telepole (EZ25G)
- Mop Holder (SM40G)
- Bucket & Wringer (COMBG)

Table 14. Floor Machines

ITEM DESCRIPTION	EBUY NUMBER
NSS Wrangler 3330 - 33" Automatic Scrubber with AGM batteries 1 EA scrubber	3302276
NSS Wrangler 2625 - 26" Automatic Scrubber with AGM Batteries, 1 EA scrubber	2602516
NSS CHAMP 3529 - 35" Ride-On Scrubber with AGM Batteries, 1 EA scrubber (off-catalog) http://www.nss.com/prod_autoscrubbers.php	Off catalog purchase direct from NSS Enterprises

Table 15. NSS Floor Scrubber Brush EBUY Numbers

ITEM DESCRIPTION			
NSS Scrubber	**Nylon (Mild) Brush (2 required)**	**Scrub-Grit (Medium) Brush (2 required)**	**Nylon-Grit (Heavy) Brush (2 required)**
ITEM	**EBUY NUMBER - SIZE**		
Champ 3529 - 35" Ride-on Scrubber	7693521 – 18"	7693541 – 18"	7693531 – 18"
Wrangler 3330 – 33" Walk-Behind Scrubber	3390511 – 17"	3390901 – 17"	3390521 – 17"
Wrangler 2625 – 26" Walk-Behind Scrubber	2694511 – 13"	2694481 – 13"	2694521 – 13"

NOTE

The NSS equipment identified above is preferred. However, comparable manufacturer floor care machines may be utilized provided they are in good condition.

Table 16. Optional Equipment for High Bay Cleaning

ITEM DESCRIPTION	EBUY NUMBER
Vacuum, Canister, Model M-1 (Pig)	1001042
Vacuum, Canister Paper Filter Bags	1098861
Vacuum Canister, Hi-Up Tool Kit for Model M-1	3092559

6.13 LAUNDRY SERVICE

NOTE

In-house laundry must be preapproved by HQ Maintenance Operations.

Laundry service (reference ASM 535.22) is contracted with Cintas or Unifirst. The CTC Site Champion must select the local site's current laundering service vendor to clean items listed in Table 17.

Table 17. Laundry Service Items

VENDOR	ITEM DESCRIPTION	EBUY NUMBER
Cintas	Soiled Microfiber Cloths or Mops (per mesh bag)	N-06078W
Cintas	Soiled Huck Towels (per mesh bag)	N-03038W
Cintas	Laundry Bag Stand	
Cintas	Laundry Bag	0-03030W
Unifirst	Soiled Microfiber Cloths or Mops (per pound)	NOMF
Unifirst	Soiled Huck Towels (per pound)	NOHT
Unifirst	Laundry / Wiper Bag Stand	8956
Unifirst	Laundry Bag	9075

CAUTION

- Separate colors in preparation for the first washing and notify the laundry vendor to take necessary action to avoid color bleeding.
- Do not mix tablecloths in the mesh bag with any other items.
- Huck towels must never be mixed with microfiber products.
- Cloths and mops are never mixed in the same mesh bag.

Pricing

Cintas charges per mesh bag laundered
Unifirst charges per pound

Maximums Per Mesh Bag

90 soiled cloths per bag
60 soiled mops per bag
80 soiled blue Huck towels

Laundry Processing During Check-In

At the end of each tour, the supervisor will direct an employee to count and place soiled cloths / mops into mesh laundry bags.

- Place up to 90 mixed color soiled cloths per mesh bag.
- Place up to 60 mixed color mop heads per mesh bag.
- Place up to 80 soiled Huck towels per mesh bag.
- Place tablecloths in mesh bags and do not mix any other items in a mesh bag with soiled tablecloths.
- Place full mesh bags (filled to proper count of items) into the designated barrel receptacle labeled "DIRTY LAUNDRY BAGS."

The CTC Site Champion initiates the eBuy for laundry service and contacts the local Cintas or Unifirst representative **one month prior** to the start of service. Laundry service must begin immediately after the first week of CTC training since training events will generate soiled laundry.

If Cintas is utilized, in addition to initiating the eBuy and contacting the local Cintas representative one month in advance to the first service date, also contact Marc Friend (friend@cintas.com) at 513-701-2014.

The CTC Site Champion provide laundering vendor with proper credentials or procedures for entering site grounds and procedures for contacting Maintenance Support when on-site. Local Management determines if the vendor when an escort for building security purposes is necessary. Maintenance support or designee should meet the vendor for laundry drop off and pick up since the local maintenance office is responsible for taking a proper inventory to determine if the quantity being delivered matches the number of items expected back. Establish a drop off/pick up location preferably near the custodial control room.

6.14 CTC LAUNDRY PROCESS FOR ALL TOURS

The CTC Site Champion must ensure local personnel including maintenance managers, supervisors, support clerks and custodians follow the Laundering, Process and Tracking procedures in Sections 6.14 and 6.15.

Returning Soiled Cloths and Mops

- Return the green and red microfiber cloths to the appropriate gray bucket (separated by color). Each bucket is labeled to indicate the cloth color.
- Return the blue Huck towels to the appropriate labeled gray bucket.
- Return the mop heads to the appropriately labeled gray bucket (colors can be mixed).

6.15 LAUNDRY INVENTORY TRACKING

- A supervisor or group leader will ensure all mesh bags with dirty product are available for scheduled pick up by the laundry service provider. Pickup is scheduled for a specific day and time each week at which time the soiled laundry will be picked up and the cleaned laundry will be delivered. Coordinate the delivery / pickup day and time with the local laundry service provider.
- Outbound Soiled Laundry: The supervisor or group leader will record and track the individual bags and contents for soiled laundry using the "Outbound" section (left side) of the Laundry Inventory form (Figure 3).
- Inbound Clean Laundry: The supervisor or group leader will record and track the individual bags and contents using the "Inbound" section (right side) of the Laundry Inventory form (Figure 3).
    a. Place the clean red, green micro fiber cloths and blue Huck towels in the appropriate labeled white buckets to be used for daily cleaning.
    b. Separate and place the yellow and red micro fiber mop heads in the locally designated secured storage location future use.

The site is advised to label each bag with an identifier number. An accurate count of soiled items in each bag should be recorded with its identifier number. Upon the return of cleaned cloths, mops, and towels, the quantity should be verified and recorded.

Estimate weekly microfiber and towel needs. Increase estimate by 1% and double the amount needed when ordering microfiber supplies. This allows vendor time to launder soiled product while one week's product is in use.

The 1% increase in on-hand stock of microfiber (including Huck Towels) compensates for usage changes based on environmental fluctuations and service needs. This increase also provides a cushion if the vendor is not on time with delivery. The vendor (Cintas or Unifirst) must provide weekly service.

6.15.1 Inventory Control

Store clean cloths and mops in secure location key controlled by the Supervisor and Group Leader. Distribute cloths and mops to custodians daily by placing the tour's daily estimated usage in a clean storage bucket or container.

NOTE

Clean and soiled cloths must never be left on custodial cleaning tools or equipment.

At the end of shift check-in time, custodians must place soiled cloths in laundry bags provided by the vendor. The custodian records quantity used on a log kept in the vicinity of the laundry bags. Return unused cloths to the secured storage location. As soiled bags fill up, designated custodian replaces them with fresh ones (provided by vendor). Keep soiled bags at a predetermined location, awaiting vendor pick- up.

Download a copy of the Laundry Inventory form (Figure 3) from following the MTSC BLDGS web page and ensure each bag is properly recorded.

http://www1.mtsc.usps.gov/apps/mtsc/index.php#Equip&BLDGS

LAUNDRY INVENTORY Site Name_____

Reminders: Max: 50 Micro Fiber cloths per bag (colors can be mixed)
Max: 50 Huck Towels cloths per bag
Max: 50 Mop Heads per bag (colors can be mixed)
Max: 8 Tablecloths (white) per bag

Picked up from Laundry Vendor Contents (number of each)							Returned from Laundry Vendor Contents (number of each)						
Date	Bag #	Red Micro	Green Micro	Huck Towels	Mop Heads	Tablecloths	Date	Bag #	Red Micro	Green Micro	Huck Towels	Mop Heads	Tablecloths

Figure 3. Laundry Service Inventory Form

6.16 RECYCLING PLAN

Site Maintenance

Develop and implement a recycling plan in accordance with HQ and local site sustainability goals as follows:

- Establish recycling and waste receptacle inventory tracking and locations.
- Create CTC Utility Specialist routes to maximize travel time efficiency.
- Assess compacting equipment locations within the facility for peak efficiency.
- Work with senior managers to adjust efficiency as necessary.
- Evaluate compactor size and pick up frequencies for greatest efficiency.
- Work with Sustainability group to track recycling plan revenue and expenses. Rates should coincide with geographic location.
- Ensure recycling backhaul program is sufficiently capturing recyclables from Customer Service Units (CSU).
- Perform service talks (Figure 1) with facility employees to ensure a focused effort to:
  - Separate recyclables correctly.
  - Capture maximum amount of recyclables facility-wide.
  - Reduce waste.
  - Understand maximum efficiency in reducing the number of waste and recycling containers around the facility.

6.17 COMMUNICATIONS PLAN

Frequent communication is imperative, from the Headquarters level to custodians. Discussions should address challenges with the CTC rollout and to recognize achievements. Refer to the Implementation Timeline (SECTION 10).

6.18 eMARS

Site Maintenance MOS clerks are responsible for maintaining, activating and suspending cleaning routes within eMARS.

Team Cleaning routes will replace Zone Cleaning routes. Initially, all daily and weekly custodial routes will convert to Team Cleaning routes. The appropriate Zone Cleaning routes must be suspended prior to activating Team Cleaning routes.

For example: For a route suspension and activation to be effective on Saturday, an entry must be made in eMARS by midnight on the preceeding Wednesday.

CTC routes must be prepared in advance of implementation and entered into eMARS as inactive. Activation is done when zone cleaning routes are inactivated.

Use the following format for all Team Cleaning routes:

Acronym: BLDGS

Class Code (based on the following specialist routes):

LD – Light Duty Specialist

RR – Restroom Specialist

UT – Utility Specialist

VC – Vacuum Specialist

Route Number (based on the following tours):

1XXXX – Tour 1

2XXXX – Tour 2

3XXXX – Tour 3

SECTION 7 SITE PREPARATION FUNDING

Each site is responsible for funding all equipment, supplies, and expenses associated with CTC site implementation.

SECTION 8 POST IMPLEMENTATION TASKS

Custodial observations (starts immediately following the first training session) – The purpose is to determine if custodians are working safely, using the proper tools and cleaning techniques, following the proper route workflow, and to provide constructive feedback to improve CTC knowledge, skills, and proficiency.

Daily spreadsheet oversight (actual time compared to estimated time on the Team Cleaning routes) – Tool to track the actual time required to complete CTC routes compared to the estimated time; provides daily tool to address the time taken on the Team Cleaning routes.

Scheduling and attendance issues – SMOs are responsible for addressing these issues with their employees.

Medical documentation – Contact the District Reasonable Accommodation (DRAC) pertaining to any employees providing medical documentation resulting in any request for Light or Limited Duty Assignments.

CTC Monthly recurring training sessions – Supervisors are responsible for delivering and recording training within the LMS. Delivering and recording these training sessions is a mandate identified in MS-47, TL5, Section 9.2.

Future CTC training sessions – Triggered by custodial turnover resulting in new hires or transferred non-CTC trained employees. The CTC Site Champion is responsible for facilitating local CTC training sessions.

Newly Purchased Team Cleaning Equipment issues – broken, missing or damaged (vendor warranty). MOS clerks utilize the same return procedures for all equipment returns.

Bulk Storage inventory – Site Champion works with MOS Manager to establish automatic replenishment quantities. MOS clerks inventory the bulk storage room weekly to maintain min/max levels.

Route adjustments or revisions – Site Champion will make any required adjustments / revisions. MOS clerks enter revised routes into eMARS.

CTC Project Work Orders – Once all custodians are trained, project work (work order) is assigned to custodians that are not scheduled for daily Team Cleaning routes. Project work orders consist of periodic floor care, window cleaning, high dusting, lawn care, etc. SMOs are responsible for managing the project work order backlog.

Housekeeping Inspections – Site Champion or designee is responsible for conducting timely Housekeeping Inspections and retaining supporting documentation.

CTC related safety issues – Local managers, with the support of HQ Maintenance Operations, must address any alleged safety issues (1767's, 1769's or OSHA visits) pertaining to CTC.

8.1 SAFETY STAND-UP TALK FOR VACUUM CORD MANAGEMENT

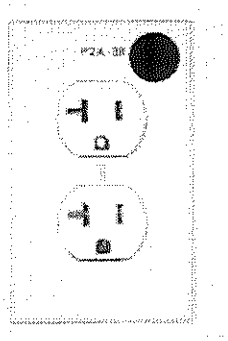
The following page shows the Safety Stand-up talk which must be administered to all facility employees the first week when custodial training classes begin.

Custodial Team Cleaning

The *[insert facility name]* custodians are implementing a new modernized cleaning process called Team Cleaning which employs scientifically proven, engineered procedures to improve facility cleanliness. The new process focuses on cleaning for health and utilizes backpack vacuum cleaners with HEPA filtration to reduce dirt and contaminants in the air.

Let's be aware that we need to work together and be courteous to everyone who is performing their jobs and also remember all employees share responsibility for good housekeeping (MS-47 TL-5 Section 3). Backpack vacuums will be utilized in all areas of our facility. The custodians who are performing the vacuum specialist's duties are provided specific routes to follow in designated areas performed daily. Please be aware and courteous when the custodians are vacuuming in your work or break areas. The custodians are trained in cord management but everyone is responsible for being aware of the vacuum cords.

While custodians are vacuuming:

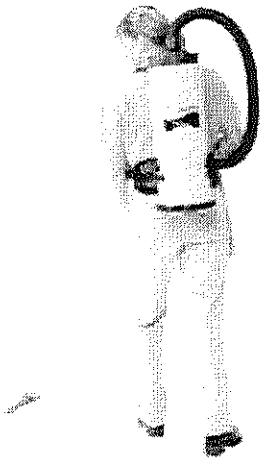


- Do not run over these cords with PIT or MTE equipment.
- Do not pull or step on the vacuum cleaner cords.
- Do not attempt to step over the cord while floor is being vacuumed
- Do not plug personal electronic devices into receptacles identified with a round blue label.

Custodians will:

- Adhere to cord management guidelines
- Will not run cords through guard rails

Like any significant improvement, results take time and we appreciate your patience during implementation of this new process. Over the next several months, as we work to modernize the current USPS cleaning program, we request for your support with assisting with implementation of Team Cleaning.



SECTION 9 TRAINING

9.1 TRAINING GOAL

The goal of the CTC training program is to ensure Building Services employees and Maintenance Supervisors properly use scientifically proven equipment, supplies, and techniques to clean for health first, then appearance.

The CTC training program provides a uniform approach to cleaning. The health and appearance approach uses tested tools and techniques. Classroom training is combined with on-the-job exercises to allow participants the opportunity to gain knowledge and practical experience.

9.2 CTC INITIAL TRAINING COURSE

The CTC initial training course (10021873) consists of two days of classroom instruction followed by on-the-job exercises. Successful course completion depends on attendance of all 16 hours and participation in all OJT exercises. Site Coordinators should make every effort to convince local Safety and HR personnel to attend.

9.2.1 Requesting Course Offerings

Requests to establish CTC training events must be directed to paul.a.fagiano@usps.gov at least one month in advance of the first training event. Once requests are submitted, a spreadsheet will be provided for requesting training event dates, time, and location. All student names and EINs must be identified in order to be enrolled in each training event.

9.2.2 Recording Training Event Completions Within the LMS

A sign-in sheet template will be provided when a request is made to establish training events. This sign-in sheet must be used for each training event to certify attendance. Immediately following the conclusion of the training event, the sign-in sheet must be scanned and emailed to paul.a.fagiano@usps.gov. Identify the Site Name and training event dates in the subject line of the email.

Any inconsistencies must be addressed when submitting each sign-in sheet. These may include student no-shows, and students that attended the training event but were not previously requested for enrollment in the event. A written explanation must be provided for each inconsistency.

The Facilitator and Site Champion are responsible for ensuring training records are accurately and promptly closed out.

9.2.3 Training Course Materials

NOTE

To ensure compliance with the MS-47, TL-5 Implementation Memorandum of Understanding, the NSNs listed in Table 18 will not be activated at Topeka MDC until January 1, 2016. Send an e-mail to Wes Volcik (wesley.p.volcik@usps.gov), and Robert Hooten (robert.l.hooten@usps.gov) to order these items. Additionally, courtesy copy (Cc:) Susan McNeil (susan.e.mcneil@usps.gov.)

Table 18. Training Course Materials

ITEM DESCRIPTION	UNIT	NSN
CTC 10021873 Student Handbook	each	6910-17-000-1626
CTC 10021873 Facilitator Guide	each	6910-17-000-1625

The CTC Site Champion is responsible for ordering CTC Student Handbooks and Facilitator Guides at least one month prior to the first training event. To order, send an email to Wes Volcik (wesley.p.volcik@usps.gov) and Robert Hooten (robert.l.hooten@usps.gov) (courtesy copy (Cc:) Susan McNeil (susan.e.mcneil@usps.gov).

The email must include the following information for the materials being requested:

- Number of Student Handbooks
- Number of Facilitator Guides
- Mailing address with Name of person receiving order (e.g. Attention: John Smith)
- Fedstrip #

NOTE

Only sites on the schedule to transition to Team Cleaning may order Student Handbooks and Facilitator Guides.

9.2.4 Course Objectives

- Identify the Need for Change
- Define the Trilogy of Cleaning
- Define the Five Pillars of Building Services Quality
- Explore Pathogenic Microorganisms
- Review Bloodborne Pathogens Program
- Explore Scientific Credentials of Michael Berry Ph.D.
- Define Clean and Health
- Explore Contagious Cleaning
- Explore Postal Documentary "SDS Compliance"
- Define GS37 Certification
- Explore the pH Scale
- Explore the History of Team Cleaning
- Explore the Function of a Team Cleaning Light Duty Specialist
- Define the NFPA Hazard Rating Diamond
- Explore Microfiber Cloths
- Explore the Role of a Vacuum Specialist
- Review Equipment Cleanup Expectations
- Identify the Restroom Specialist Equipment
- Demonstrate How to Use the Flat Mop and Bucket
- Perform a Restroom Cleaning Route
- Perform the End-of-Shift Equipment Cleanup Procedure
- Explore the Function of a Utility Specialist
- Explore Utility Specialist Equipment
- Review USPS Recycling Strategies

9.3 COURSE EVALUATION

Students attending the CTC training program evaluate the course at the end of the two-day training session. Local Training Specialists provide completed evaluations to the Headquarters Maintenance Operations group. Headquarters Maintenance Operations use evaluation feedback to consider changes or add additional content information to the training program.

9.4 RECURRING TRAINING

NOTE

Embracing the Continuous Improvement business model, learning reinforcement is the key to success.

After successfully completing initial training, each custodian must participate in additional training annually. A total of 40 hours of training is allotted for each custodian per calendar year. The immediate supervisor or designee shall conduct a training session covering a different topic each month. **The local EAS employee assigned the task of delivering CTC recurring training, must be FIW (course # 10001891) or ALF (course numbers 10021726 and 10021727) certified.**

Table 19 lists CTC Recurring Training Sessions, available as ATF (After The Fact) training from the LMS.

Table 19. CTC Recurring Training Sessions

COURSE NUMBER	COURSE TITLE	TOPIC
10023426	CTC January Recurring Session	Janus
10023427	CTC February Recurring Session	SDS
10023428	CTC March Recurring Session	Science
10023429	CTC April Recurring Session	Recycling
10023430	CTC May Recurring Session	Vacuum Specialist
10023431	CTC June Recurring Session	Chemical Safety
10023432	CTC July Recurring Session	Utility Specialist
10023433	CTC August Recurring Session	Light Duty Specialist
10023434	CTC September Recurring Session	Floor care
10023435	CTC October Recurring Session	Restroom Specialist
10023436	CTC November Recurring Session	Audit
10023437	CTC December Recurring Session	Special Chemicals

These courses are available for recording completion within the LMS ATF portal. As a reminder, courses must be completed within one month. For example, the June session (course #10023431) is to be completed anytime within the month of June.

The following link is used to obtain the monthly training material:

http://trainingmaterials/mvc/

Supervisors ensure all monthly recurring training sessions are timely delivered and recorded within the LMS. These sessions offer custodians the opportunity to increase job knowledge and proficiency (ref: MS-47, TL5).

SMOs and custodians will also be scheduled for the special projects product training.

9.5 OPERATIONS

Housekeeping is the responsibility of every USPS employee. Operations is a major stakeholder in the CTC process. Therefore, two-day CTC training sessions are recommended for the Senior MDO and Lead MDOs from each tour.

9.6 TRAINING RESPONSIBILITIES

9.6.1 HQ Responsibilities

The HQ CTC Training Coordinator, in conjunction with the National Center for Employee Development (NCED), is responsible for development and revisions of all CTC course material.

9.6.2 Manager Learning Development and Diversity (MLDD) Responsibilities

Establishes training events and historically records local CTC events within the LMS.

9.6.3 CTC Site Champion Responsibilities

- Identifies students for training.
- Establishes training event dates and times.
- Assigns students to be enrolled in each training event.
- Plans and schedules training events during transition periods.
- Continues to clean the facility with traditional cleaning methods until all custodians are trained.
- Orders training materials for local training events.
- Schedules EAS training in advance of bargaining unit personnel prior to CTC implementation, ensuring EAS employees possess knowledge of the CTC process needed to coach and mentor custodians.

NOTE

Each Area Office should stress the importance of CTC Training Session notification and scheduling requirements with Plant leadership teams.

- Notifies the senior MDO from each tour of the requirement to attend a CTC training session, and schedules training sessions accordingly.

9.6.4 CTC Local Site Maintenance Responsibilities

Ensures all custodians have successfully completed annual Asbestos Awareness, HAZWOPER, and BBP training requirements.

9.7 EAS TRAINING

Advanced CTC Training for Executive and Administrative Schedule (EAS) Employees

Course Name: MNT: Custodial Team Cleaning Management

Course Number: 10023619

Duration: 8 Days (64 Hours)

Course Description:

This resident course is a comprehensive directive driven course designed to enable the EAS learner to use, apply, and demonstrate a working knowledge of the MS-47, TL5 Handbook.

Target Audience:

Maintenance EAS personnel responsible for managing and coaching custodians.

Course Name: MNT: Custodial Team Cleaning MS-47, TL5, Workload

Course Number: 10023620

Duration: 5 Days (40 Hours)

Course Description:

This resident course is a comprehensive directive driven course designed to enable the EAS learner to use, apply, and demonstrate a working knowledge of the MS-47, TL5, Handbook and Custodial Team Cleaning (CTC) Workloading software.

Target Audience:

CTC Site Coordinator(s) and CTC Site Champion(s). Maintenance management EAS personnel directly responsible for utilizing CTC Workloading software to create building services staffing packages.

Course Name: MNT: CTC for Postmasters & Station Managers

Course Number: 10024455

Duration: 1 Day (8 Hours)

Special Instructions:

Course enrollment is limited to EAS Postmasters and Station Managers for implementation of Custodial Team Cleaning (MS47 TL5).

Course Description:

This field course is an introductory to Custodial Team Cleaning (CTC) as defined within handbook MS47 TL5. Specifically designed for Postmasters and Station Managers implementing CTC.

Target Audience:

EAS Postmasters and Station Managers

Course Name: CTC : Management and Workloading

Course Number: 10024026

Duration: 13 Days (104 Hours)

Course Description:

This course is equivalent to two individual courses: CTC Management (10023619) and CTC MS47 TL5 Workloading (10023620).

This resident course is designed to enable the learner to use, apply, and demonstrate a working knowledge of the MS-47, TL5, Handbook and the Custodial Team Cleaning (CTC) Workloading software.

Target Audience:

CTC Site Coordinators and CTC Site Champions. Maintenance management personnel directly responsible for utilizing CTC Workloading software to create Building Services staffing packages.

9.8 SAFETY TRAINING

9.8.1 Blood Borne Pathogens (BBP) Training Requirements

As established by OSHA Standard - 29 Code of Federal Regulations (CFR), Part 1910.1030, the local training office must ensure all employees who may be exposed to BBP during work activities be provided annual BBP training, or the Hazardous Waste Operations and Emergency Response (HAZWOPER) training equivalent.

9.8.2 Asbestos Awareness Training

The local Maintenance Manager or designee is responsible for ensuring all custodian personnel are current with the annual Asbestos Awareness training requirement.

9.8.3 HAZWOPER Training

Site Maintenance is responsible for ensuring all custodian personnel are current with the annual HAZWOPER training requirement.

SECTION 10 SITE PREPARATION TIMELINE

10.1 PRE-IMPLEMENTATION TIMELINE IDENTIFICATION

180 days prior to implementation

- Local Maintenance Manager identifies the Site Coordinator and the primary and secondary Site Champions.
- Local Maintenance Manager schedules CTC Site Champion(s) for CTC training at another site.

120 days prior to implementation

- Primary and secondary CTC Site Champions participate in CTC training at a site in their area implementing CTC.
- CTC Site Champion and designee attend Workloading training at NCED. This prepares the site for building inventory and CTC route tasks. If possible, training should be accomplished 180 days prior to CTC implementation.
- HQ Site Coordinator assists site with developing new routes to become familiar with the process.
- Complete a comprehensive building inventory and validate building inventory data for accuracy (i.e., cleanable square feet, fixture counts, etc.).
- Properly identify all areas and room IDs.
- Make necessary corrections to inventory records, data, and room IDs to ensure all information is correct.
- CTC Site Champion (s) provides CTC training at another site prior to implementation.
- CTC Site Champion sends an email requesting the CTC classroom presentation. After gaining temporary access to the HQ server, the CTC Site Champion downloads the presentation to the classroom computer. (Refer to Section 2.7.1 for the download procedure.)

90 days prior to implementation

- Workload the facility
- Provide a written invitation to the local APWU to actively participate in measuring the facility.
- Identify the training room dedicated to Team Cleaning.
- Schedule any training room maintenance required such as painting, installing additional electrical outlets, acquiring A/V equipment, etc.
- Identify a bulk storage area dedicated to staging Team Cleaning equipment and supplies.
- Determine if laundry service will be performed in-house or contracted out.

NOTE

The next two tasks must be done after workloading and route development are complete in order to determine appropriate requirements.

- Calculate Team Cleaning equipment and products (chemicals, mop heads, cloths, carts, barrels, etc.) required for implementation.
- Order all CTC equipment to ensure all supplies and equipment are received prior to site startup.

NOTE

All custodians must have completed BBP and HAZWOPER annual training within the past 12 months.

- Contact local training and safety coordinators to obtain verification of completed BBP and HAZWOPER annual training requirements for all affected employees.
- Identify Authorized Custodian Complement (WebCOINS).
- Ensure a recycling plan is developed and implemented to support and adhere to HQ and local sustainability goals.
- CTC Site Champion verifies all custodians who have the potential to come in contact with the Hepatitis B virus have been offered the HPV vaccination and current HPV documentation is on file.
- CTC Site Champion sends an email requesting the CTC classroom presentation. After gaining temporary access to the HQ server, the CTC Site Champion downloads the presentation to the classroom computer. (Refer to Section 2.7.1 for the download procedure.)

60 days prior to implementation

- Reserve an office or conference room to be utilized by the CTC Workloading team.
- Develop maps showing areas to be cleaned, work flow, plug-in locations, etc.
- Order equipment and supplies.

NOTE

The Safety Specialist and all maintenance EAS employees who supervise custodians should be scheduled for the first CTC training offering.

- Develop the CTC training offering schedule.
- Provide the CTC training schedule to the MLDD for course event establishment within LMS.
- Identify the SMO on each tour responsible and accountable for custodians on that tour.
- Ensure a minimum of one SMO per tour is ALF certified (Course # 10021726). This ensures an ALF certified EAS employee on each tour to facilitate future training events.
- Identify and disclose optimal operating windows for efficient CTC (i.e. cleaning restrooms to avoid high traffic times).
- Install laundry utility service (electrical, water supply, sewer drains, etc.) for in-house laundering.

- Review completed CTC routes daily to identify routes with actual completion times that exceed estimated times.
- Address supervisor scheduling and employee attendance issues.
- Track all occurrences of broken, missing, and/or damaged equipment.
- Contact vendor for equipment warranty issues.
- The MOS manager establishes eMARS reorder points for automatic replenishment of CTC supplies.
- Address medical documentation, light duty assignments, and District Reasonable Accommodation (DRAC) issues.
- Revise routes as needed (estimated times, work flow, etc.).
- Ensure timely delivery of CTC monthly recurring training each month.
- Convert project work to Team Cleaning project routes using new floor care, window cleaning, and high dusting equipment.
- Schedule and conduct future CTC training sessions.

NOTE

Developing a list of reports the CTC Site Champion should be analyzing on a daily and weekly basis (i.e. Cumulative Team Cleaning time) is highly recommended.

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APPENDIX

Custodial Team Cleaning Observation Process	Light Duty Specialist

OBSERVATION SUMMARY

Custodian name: Date of observation:
Observer/Coach name: Beginning/ending times of observation:
Route, number, and estimated time:
Did custodian complete route in estimated time?
Identify difference in actual vs. estimated times:
Explain reason for difference in estimated and actual route completion times:
Did custodian complete route satisfactorily?
All checklist items marked "unsatisfactory" must be addressed in coaching comments.
Coaching comments:
Additional comments (includes any follow-up items for next observation):
Custodian's objective for next observation:

OBSERVATION PROCESS CHECKLIST

Perform following tasks during employee observation (choose only one result):

Item	Action	S	U	N/O
1	Inform employee that you are performing a Team Cleaning employee observation.			
2	Explain purpose of observation.			
3	Ask custodian to provide their copy of PS Form 4776 for assigned route.	☐	☐	☐
4	Verify custodian has correct PS Form 4776 for assigned route.	☐	☐	☐
5	Ask custodian where they are on their route according to PS Form 4776.	☐	☐	☐
6	Check cart or equipment. Are all tools accounted for and in good working order?	☐	☐	☐
7	Verify custodian sprays solution on microfiber cloth in office and food areas.	☐	☐	☐
8	Verify custodian is properly low- and high-speed cleaning in correct areas of route.	☐	☐	☐
9	Verify custodian is approximately 15 minutes ahead of Vacuum Specialist.	☐	☐	☐
10	Verify custodian does not deviate from workflow order.	☐	☐	☐

During observation, ask custodian to answer and/or explain the following:

Item	Action	S	U	N/O
11	Identify supplies that should be in distribution tray.	☐	☐	☐
12	Was distribution tray properly stocked at checkout?	☐	☐	☐
13	What SDS sheet is required if cleaning chemical is spilled or there is an accident?	☐	☐	☐
14	Where is closest SDS sheet located?	☐	☐	☐
15	What is difference between low- and high-speed cleaning?	☐	☐	☐
16	What areas on route today require low-speed cleaning? (Have them show you color-coded section on map.)	☐	☐	☐
17	What is a fomite?	☐	☐	☐
18	How often do you change duster cover?	☐	☐	☐
19	What is proper procedure for filling 32 oz. spray bottle?	☐	☐	☐
20	What is proper method for folding microfiber cloth? (Ask custodian to demonstrate.)	☐	☐	☐
21	How can management improve efficiency or workflow of route? (Note: If custodian recommends a change that does not support Team Cleaning processes, explain why present process is more efficient.)			

S = Satisfactory U = Unsatisfactory N/O = Not Observed

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Figure 4. Sample Observation Form – Light Duty Specialist

Custodial Team Cleaning Observation Process | **Restroom Specialist**

OBSERVATION SUMMARY

Custodian name: Date of observation:
Observer/Coach name: Beginning/ending times of observation:
Route, number, and estimated time:
Did custodian complete route in estimated time?
Identify difference in actual vs. estimated times:
Explain reason for difference in estimated and actual route completion times:
Did custodian complete route satisfactorily?
All checklist items marked "unsatisfactory" must be addressed in coaching comments.
Coaching comments:
Additional comments (includes any follow-up items for next observation):
Custodian's objective for next observation:

OBSERVATION PROCESS CHECKLIST

Perform following tasks during employee observation (choose only one result):

Item	Action	S	U	N/O
1	Inform employee that you are performing a Team Cleaning employee observation.			
2	Explain purpose of observation.			
3	Ask custodian to provide their copy of PS Form 4776 for assigned route.	☐	☐	☐
4	Verify custodian has correct PS Form 4776 for assigned route.	☐	☐	☐
5	Ask custodian where they are on their route according to PS Form 4776.	☐	☐	☐
6	Check cart and equipment. Are all tools accounted for and in good working order?	☐	☐	☐
7	Check water in red two-compartment mop bucket to verify clean solution side is clean.	☐	☐	☐
8	Observe custodian changing water and adding solution in proper manner.	☐	☐	☐
9	Verify custodian is transporting microfiber mop in dirty solution side of mop bucket.	☐	☐	☐
10	Verify custodian uses proper mop refreshing and wringing techniques.	☐	☐	☐
11	Verify custodian does not deviate from workflow order.	☐	☐	☐
12	Verify custodian rinses mop bucket at end of route, wipes down all equipment using microfiber cloth, and returns cleaned equipment to checkout room.	☐	☐	☐

During observation, ask custodian to answer and/or explain the following:

Item	Action	S	U	N/O
13	Identify supplies that should be in distribution tray.	☐	☐	☐
14	Was distribution tray properly stocked at checkout?	☐	☐	☐
15	What SDS sheet is required if cleaning chemical is spilled or there is an accident?	☐	☐	☐
16	Where is closest SDS sheet located?	☐	☐	☐
17	What is a fomite? What are critical contact points in restrooms?	☐	☐	☐
18	What cleaning chemical do you use to clean restrooms?	☐	☐	☐
19	What is proper procedure for filling 16 oz. and 64 oz. bottles with germicidal detergent?	☐	☐	☐
20	What is proper method for folding microfiber cloth? (Ask custodian to demonstrate.)	☐	☐	☐
21	Do you fill mop bucket up with hot or cold water?	☐	☐	☐
22	How much water should be in clean solution side of mop bucket? How do you know when you have enough water in mop bucket?	☐	☐	☐
23	How much water should be in the dirty solution (wringer) side?	☐	☐	☐
24	How many square feet do you mop before refreshing your mop?	☐	☐	☐
25	How do you know when to change the water?	☐	☐	☐
26	How many times have you changed the water?	☐	☐	☐
27	How many mop heads have you used?	☐	☐	☐
28	How can management improve efficiency or workflow of route? (Note: If custodian recommends a change that does not support Team Cleaning processes, explain why present process is more efficient.)			

S = Satisfactory U = Unsatisfactory N/O = Not Observed

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Figure 5. Sample Observation Form – Restroom Specialist

Custodial Team Cleaning Observation Process	Utility Specialist

OBSERVATION SUMMARY

Custodian name:
Date of observation:
Observer/Coach name:
Beginning/ending times of observation:
Route, number, and estimated time:
Did custodian complete route in estimated time?
Identify difference in actual vs. estimated times:
Explain reason for difference in estimated and actual route completion times:
Did custodian complete route satisfactorily?
All checklist items marked "unsatisfactory" must be addressed in coaching comments.
Coaching comments:
Additional comments (includes any follow-up items for next observation):
Custodian's objective for next observation:

OBSERVATION PROCESS CHECKLIST

Perform following tasks during employee observation (choose only one result):

Item	Action	S	U	N/O
1	Inform employee that you are performing a Team Cleaning employee observation.			
2	Explain purpose of observation.			
3	Ask custodian to provide their copy of PS Form 4776 for assigned route.	☐	☐	☐
4	Verify custodian has correct PS Form 4776 for assigned route.	☐	☐	☐
5	Ask custodian where they are on their route according to PS Form 4776.	☐	☐	☐
6	Check cart or equipment. Are all tools accounted for and in good working order?	☐	☐	☐
7	Note condition of nearest custodial closet: Are supplies stocked? Is closet clean?	☐	☐	☐
8	Verify custodian does not deviate from order of workflow. (Refer to PS Form 4776 that you have with you.)	☐	☐	☐

During observation, ask custodian to answer and/or explain the following:

Item	Action	S	U	N/O
9	Identify supplies that should be in distribution tray.	☐	☐	☐
10	Was distribution tray properly stocked at checkout?	☐	☐	☐
11	What SDS is required if cleaning chemical is spilled or there is an accident?	☐	☐	☐
12	Where is closest SDS located?	☐	☐	☐
13	What cleaning chemical is used primarily when damp mopping? When cleaning up salt residue?	☐	☐	☐
14	Do you fill mop bucket with hot or cold water?	☐	☐	☐
15	How much water should be in clean solution side of mop bucket?	☐	☐	☐
16	How much water should be in dirty solution side of mop bucket?	☐	☐	☐
17	How many square feet do you mop before refreshing your mop?	☐	☐	☐
18	How do you know when to change water?	☐	☐	☐
19	How do you adjust mop handle for your height?	☐	☐	☐
20	How can management improve efficiency or workflow of route? (Note: If custodian recommends a change that does not support Team Cleaning processes, explain why present process is more efficient.)			

S = Satisfactory U = Unsatisfactory N/O = Not Observed

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Figure 6. Sample Observation Form – Utility Specialist

Custodial Team Cleaning Observation Process	Vacuum Specialist

OBSERVATION SUMMARY

Custodian name:
Date of observation:
Observer/Coach name:
Beginning/ending times of observation:
Route, number, and estimated time:
Did custodian complete route in estimated time?
Identify difference in actual vs. estimated times:
Explain reason for difference in estimated and actual route completion times:
Did custodian complete route satisfactorily?
All checklist items marked "unsatisfactory" must be addressed in coaching comments.
Coaching comments:
Additional comments (includes any follow-up items for next observation):
Custodian's objective for next observation:

OBSERVATION PROCESS CHECKLIST

Perform following tasks during employee observation (choose only one result):

Item	Action	S	U	N/O
1	Inform employee that you are performing Team Cleaning employee observation.			
2	Explain purpose of observation.			
3	Ask custodian to provide their copy of PS Form 4776 for assigned route.	☐	☐	☐
4	Verify custodian has correct PS Form 4776 for assigned route.	☐	☐	☐
5	Ask custodian where they are on their route according to PS Form 4776.	☐	☐	☐
6	Check to verify all vacuum tools are accounted for and in good working order, and vacuum is clean.	☐	☐	☐
7	Check equipment checkout log to verify custodian signed for vacuum.	☐	☐	☐
8	Verify custodian is using proper motion and ergonomics when vacuuming.	☐	☐	☐
9	Verify custodian is properly low- and high-speed cleaning in the correct areas of route.	☐	☐	☐
10	Verify custodian is approximately 15 minutes behind Light Duty Specialist.	☐	☐	☐
11	Verify custodian is changing filters properly and at proper frequency.	☐	☐	☐
12	Verify custodian does not deviate from workflow.	☐	☐	☐

During observation, ask custodian to answer and/or explain the following:

Item	Action	S	U	N/O
13	Was CarryPac stocked properly at checkout according to Vacuum Specialist label?	☐	☐	☐
14	What are contents of CarryPacs?	☐	☐	☐
15	What is difference between low- and high-speed cleaning?	☐	☐	☐
16	What areas on route today require low-speed cleaning? Which areas require high-speed cleaning? (Have them indicate areas on map.)	☐	☐	☐
17	When do you empty vacuum filter?	☐	☐	☐
18	What do you do with vacuum debris?	☐	☐	☐
19	When do you inspect extension cord? When do you clean the cord?	☐	☐	☐
20	Where is your next plug-in point? Is it on map and marked with blue dot?	☐	☐	☐
21	Who and where is Light Duty Specialist on this route today? Are they following map?	☐	☐	☐
22	How can management improve efficiency or workflow of route? (Note: If custodian recommends a change that does not support Team Cleaning processes, explain why present process is more efficient.)			

S = Satisfactory U = Unsatisfactory N/O = Not Observed

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Figure 7. Sample Observation Form – Vacuum Specialist

Custodial Team Cleaning (CTC) - Equipment Check-In / Check-Out Sheet

Machine Model:	Machine #:	S/N:	Month and Year:	Location:

[Employee Completes Fields Below]							[Supervisor Completes Below]	
Date	Employee Name	Power Cord Inspection Completed (Yes or No)	Check-Out Time	Assigned Route Area	Check-In Time	Equipment Comments	Returned Equipment Condition	Supervisor Inspection (Initials)

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Figure 8. Sample Check-In / Check-Out Sheet

Monthly Chemical & Supply Usage Log												
Month:				Facility:						Tour:		
	GREEN CLOTH	RED CLOTH	RED MOP	YELLOW MOP	HUCK TOWEL	DUST COVER	102	201N	264N	404	1802	MICRO FILTER
DAY												
1												
2												
3												
4												
5												
6												
7												
8												
9												
10												
11												
12												
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27												
28												
29												
30												
31												
TOTAL												

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Figure 9. Sample Monthly Chemical and Supply Usage Log

CUSTODIAL INVENTORY & SCHEDULING WORKSHEET

Postal Facility: _____ ST: _____
Location: _____ ZIP: _____ - _____
Unit: _____

ROOM / AREA INVENTORY DATA

Room / Space ID: _____ Area ID: _____
Authorized Only ☐ Vacant Space ☐ Restricted Space ☐
Access Time: Unlimited ____ or Access Between: _____ and _____
Triangle ? Y N Total Calculated Area: _____ - _____ (SF):
Length: _____ ft _____ in Length: _____ ft _____ in Length: _____ ft _____ in
Width: _____ ft _____ in Width: _____ ft _____ in Width: _____ ft _____ in
Floor Type(s): Hard Surface _____ Carpet: _____ Concrete _____
("X" or L/W) Terrazo: _____ Ceramic: _____ Wood: _____
Hard Surface Type?: Asphalt Plank _____ VAT _____ VCT _____ Other _____
Toilet Room Fixtures (EA): _____ Stairway Flights (EA): _____
Fluorescent Light Fixtures (EA): _____ Above 10 Ft High ? Y N
Incandescent Light Fixtures (EA): _____ Above 10 Ft High ? Y N
Ext. Glass (One Side Only-< 6FT.): L _____ x W _____ L _____ x W _____
Ext. Glass (One Side Only - > 6FT.): L _____ x W _____ L _____ x W _____
Lobby Glass (One Side Only-< 6 FT): L _____ x W _____ L _____ x W _____
Lobby Glass (One Side Only-> 6 FT) L _____ x W _____ L _____ x W _____
Pipes & Ducts Above 10 Ft High ? Y N
Decorative Metal - Brass / Bronze (SF): _____

Misc - Description: _____ Amt: _____ (SF, EA, etc.)
Misc - Description: _____ Amt: _____ (SF, EA, etc.)
Misc - Description: _____ Amt: _____ (SF, EA, etc.)

SPACE TYPES

INTERIOR
- ☐ Active Storage Room
- ☐ Battery Room
- ☐ Corridor
- ☐ Elevator
- ☐ Exterior Paved Area
- ☐ Exterior Unpaved Area
- ☐ General Shop Area
- ☐ Inactive Storage Room
- ☐ Interior Parking / Maneuvering
- ☐ Janitors (Custodial) Closet
- ☐ Locker Room
- ☐ Lookout Gallery
- ☐ Lunch/Swing Room
- ☐ Office Space
- ☐ Platform Dock (Enclosed)
- ☐ Platform Dock (Non Enclosed)
- ☐ Restroom
- ☐ Service/Box Lobby
- ☐ Stairway
- ☐ Supply Room
- ☐ Vestibule
- ☐ Work Room
- ☐ Work Room Aisle

EXTERIOR
- ☐ Hedges

AREA CLEANING SCHEDULE

	TOUR 1							TOUR 2							TOUR 3						
	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F
CL																					
PL																					

NOTES:

Initials

Inventory Data Entered in CW ☐

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Figure 10. Building Space Worksheet

US POSTAL SERVICE CUSTODIAL MAINTENANCE ROUTE DENVER PDC	ROUTE IDENTIFICATION				
	WORKCODE	ACRONYM	EQUIP NO	CLASS	ROUTE NO
	06	BLDGS	WR-T1	LD	1001
BUILDING(S):A	SPECIALIST		ROUTE NAME		
	LDS		WR-T1		
LOCATION(S):WRK RM	FREQUENCY	WORK WEEK	TOUR	TASK	EST TIME
	DAILY	MTWThF	1	CLEAN	0.09

See appropriate job aid for Light Duty Specialist Cleaning route.

EST TIME	DETAIL	SPECIFIC LOCATION / ROOM	NOTE	ACCESS TIME
5.46	W	A100		

REVISED: 08-JUL-14 **VER:** 14:07:39

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Figure 11. Sample Route Sheet

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MAINTENANCE OPERATIONS
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http1://www.mtsc.usps.gov

Revision History

REVISION	DATE	NOTES	AUTHOR
20150220	02/20/2015	6.12: Specialist Specific Equipment and Supplies eBUY number change for MA450 SmartColor Spill Mop Pad in Table 13.	Susan McNeil
20150225	02/25/2015	6.14: CTC Laundry Process for All Tours, Laundry Processing During Check-In Maximum items per mesh bag: corrected qty for cloths and mops.	Susan McNeil
20150225	02/25/2015	6.15.1: Inventory Control Updated Laundry Service Inventory Form.	Susan McNeil
20150316	03/13/2015	2.7.1: Classroom Training Material Added new procedure. Removed all references to *shared drive.*	Susan McNeil
20150316	03/13/2015	6.3.1: CTC Site Coordinator/Workloading Team Checklist Replaced *Google Chrome* with *I.E. 11.*	Susan McNeil
20150316	03/13/2015	6.8: Training Room Replaced *Kleenex* with *Facial Tissues.*	Susan McNeil
20150316	03/13/2015	6.8.1: Training Room Equipment Separated Job Aids from Posters and added a note for ordering 2 sets of Posters.	Susan McNeil
20150316	03/13/2015	6.12: Specialist Specific Equipment and Supplies Table 9 and Table 11 Changed *chain kits* to *chains.*	Susan McNeil
20150316	03/13/2015	9.7.4: Advanced CTC Training ... Added one class to the end of this section.	Susan McNeil
20150323	03/23/2015	9.7: EAS Training Advanced CTC Training... section moved above Safety Training under new heading. Added duration time to classes.	Susan McNeil
20150323	03/23/2015	6.8: Training Room Added *Postal* before *blue stripe.*	Susan McNeil
20150415	04/15/2015	2.7: CTC Site Champion Added bullet for completing Powered Custodial Cleaning Equipment Survey.	Susan McNeil
20150415	04/15/2015	2.7.1: Classroom Training Material Corrected steps 2, 3, 7 and 8.	Susan McNeil
20150415	04/15/2015	6.4: Building Inventory Added new Step 5 for completing Powered Custodial Cleaning Equipment Survey.	Susan McNeil