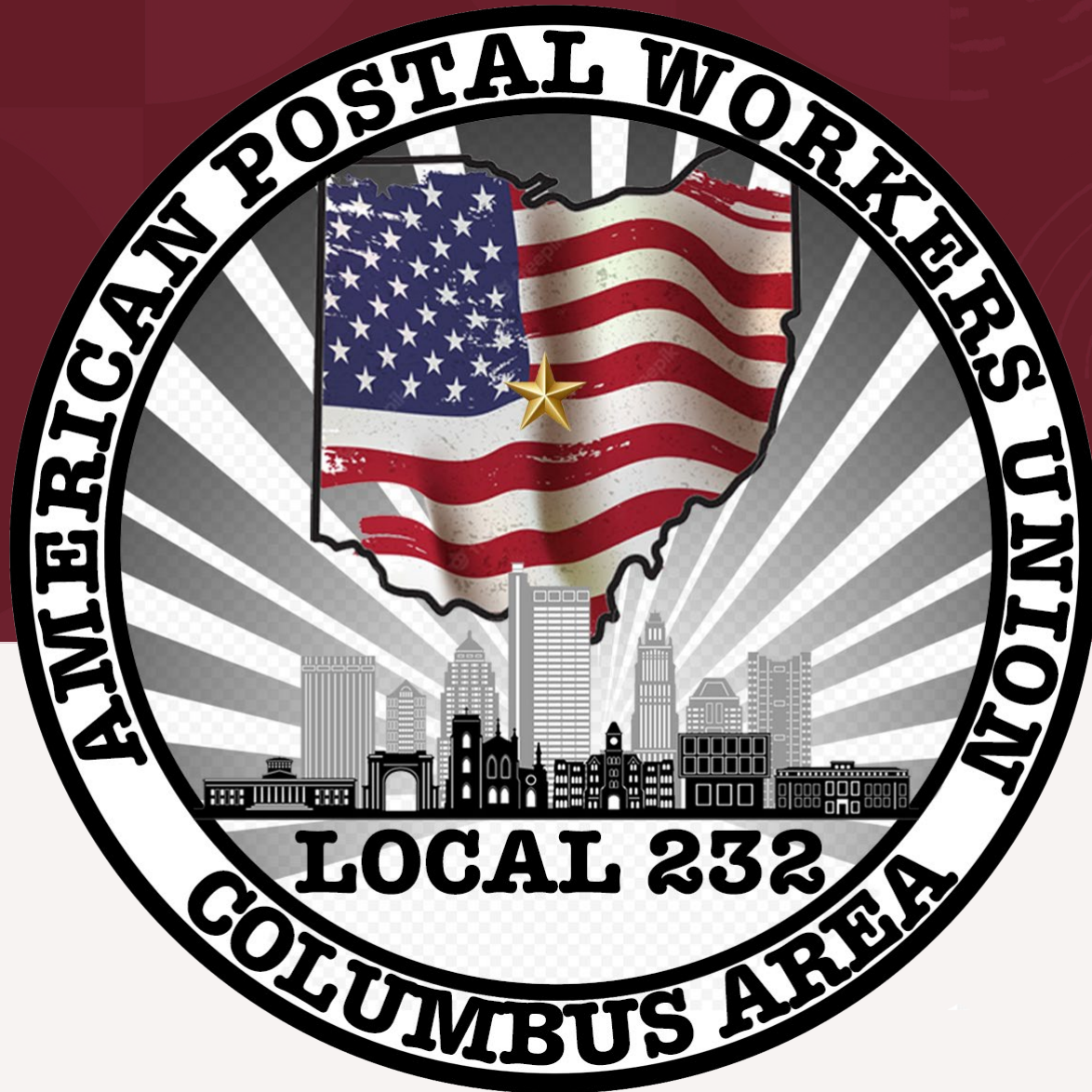




CUSTODIAL WORKHOURS EXPLAINED

for eMars facilities

How many hours should I put on my eMars? (when working an 8-hour shift)

Answer: 7 Hours

MS-47 TL-5 5.9.1.1 Route Size:

The route size based on each area's measured size or fixture count for the designated specialist is determined by the number of available work hours in a work day multiplied by a performance standard for a set of tasks. **The quantity of hours making up a full productive work day is seven (7) hours.** Create routes equal to the maximum available work hours. The objective is to provide a full day of work for each specialist on a single route. Multiple routes may be required to achieve a full work day.

Supervisors should only review eMars worksheets according to MS-63 handbook

14.2 Employee Worksheets

It is vital that all employee assignment worksheets are **completed by the employee**, reviewed by the supervisor and entered in the eMARS system in a timely manner. The information must be entered within five days of the scheduled date on the worksheet.

14.2.1 Hours Reported

Report all productive maintenance work hours on the worksheet. Report only the actual productive maintenance time, in hours and tenths, so the USPS can determine true maintenance costs for equipment and facilities.

14.2.2 Responsibilities

Each employee is responsible for accurately completing the worksheet in a timely manner. The supervisor is responsible for ensuring the completion and accuracy of all entries, accounting for all routes and work orders recorded on the assignment work sheet.

What is a Preventive Maintenance(PM) Route?

Preventive Maintenance(PM) is the scheduled, systematic inspection, cleaning, lubricating, adjusting, servicing and custodial care to retain functional capabilities of buildings and equipment. The objective is to improve and prolong building and equipment life, avoid unplanned maintenance activity and lower overall maintenance costs by eliminating all breakdown (reactive) maintenance and significantly reducing the number and frequency of corrective maintenance actions.

Can work orders be used by custodians?

Line H Questions and Answers states:

Can a work order be used to account for time spent on LDC 38 work hours?

Answer: Yes, a work order is appropriate for certain custodial work. Work included on the right side of the 4852, such as project work or snow removal, is often performed using a work order. Time spent on tasks that are part of the required duties counts, up to the amount of estimated time for those items. Sufficient staffing hours for work orders **must be included in the 4852** for the time spent on work orders to count as LDC 38 hours to be compared with the Line H total.

Time spent on leaky package clean up should be on a work order

If you look at your PS Form 4776, you will notice that the Leaker Room is not apart of your route. This extra work should be time spent on a work order.

How Work Orders and Preventive Maintenance(PM) Routes work:

MS-63 13.2.1 Work Orders and Preventive Maintenance Routes

- When work orders are initiated, they are assigned to a crew and are immediately available to be assigned to an employee.
- Preventive maintenance routes are scheduled to a particular crew when they are initially entered into the preventive maintenance module. They become available for assignment to individual employees approximately one week before they are to be accomplished.
- Weekly, the eMARS system closes out the previous week's preventive maintenance schedule and closes out routes that have been completed, partially completed, or bypassed, and creates preventive maintenance routes that need to be completed during the next week.

How a Preventive Maintenance(PM) Route works:

13.2.2 Types of PM Routes

There are four types of preventive maintenance routes:

A - **Daily**, routes that are scheduled to be completed from 2 to 7 days a week

B - **Combined Daily**, routes that are scheduled to be completed from 2 to 7 days a week

C - **Senior**, routes that are scheduled to be completed weekly or less frequently

D - **Combined Senior**, routes that are scheduled to be completed weekly or less frequently

Preventive Maintenance Route Due Dates

13.2.3 Route Due Dates

Senior routes that are not completed, bypassed, or expired prior to summarization will be automatically placed on the backlog list for reassignment. Routes must be completed or bypassed by the due date.

Routes with frequencies other than those indicated below should be bypassed with the appropriate bypass code if they are not completed on the scheduled date.

PM Frequency

FREQUENCY	DAYS TO COMPLETE	EXAMPLE
W - Weekly	3	Work scheduled Monday is due by Thursday.
B - Biweekly	5	Work scheduled Monday is due by Saturday.
M - Monthly	14	Work scheduled October 1st is due by October 15 th .
C - Bimonthly	21	Work scheduled October 1st, is due by October 22nd and must be completed by October 22 nd .
Q - Quarterly	42	Work scheduled October 1 must be complete by November 13.
S - Semiannually	42	Work scheduled October 1 must be complete by November 13.
A - Annually	90	Work scheduled October 1 must be complete by December 31.

What work in the Custodial Team Cleaning (CTC) check in/check out procedure is bargaining unit work(custodian)?



Answer: CTC program check in/check out responsibilities:



Craft Responsibilities:



Ordering and issuing of equipment and supplies in accordance with established procedures.



Receiving of equipment and supplies in accordance with established procedures.



Filling of distribution trays



Cleaning of equipment

What work in the Custodial Team Cleaning (CTC) check in/check out procedure is EAS work(supervisor)?



Answer: CTC program check in/check out responsibilities:



EAS Responsibilities:



Decisions on assigning routes and assigning equipment.



Inspect routes to ensure employee has followed the route and job aid which includes the employee cleaning the equipment at the end of the route



Ensure compliance with required checks such as inspection of the extension cord



Performing employee observations

Observations are not to be used for disciplinary purposes

MS-47 TL-5 3.4.2 Employee Observations

In order to ensure custodians, utilize proper Team Cleaning techniques and tools, management will perform employee observations to evaluate proficiency and determine the need for additional training and/or instructions. At a minimum supervisors should conduct observations quarterly. The times in Sections 13 and 14(route frequencies) are estimated times and are not to be used for disciplinary purposes.

Supervisors have the responsibility to train custodians and enforce safety policies

MS-47 TL-5 3.4.1 Supervisor Maintenance Operations

Individuals supervising custodial operations have major responsibilities in the Team Cleaning process. These responsibilities include training employees, ensuring effective custodial workforce utilization, notifying senior management of changing workload conditions, performing employee observations, and enforcing USPS safety policy.

Custodians are supposed to receive 40 hours of training per year

MS-47 TL-5 8.2 TRAINING ROOM

Utilize a dedicated room for initial and supplemental custodial training. The training room must accommodate students and necessary training equipment and supplies. In smaller facilities, a conference room or other similar room may be used as the custodial training room.

MS-47 TL-5 9.2 RECURRING TRAINING

After successfully completing the initial training, each custodian will participate in additional training annually. A total of 40 hours of training is allotted for each custodian per calendar year. Embracing the Continuous Improvement business model, learning reinforcement is the key to success. The immediate supervisor or designee should conduct a training session covering a different topic each month. HQ Maintenance Operations is responsible for establishing and distributing an annual calendar identifying the topic for each calendar month to maintain consistency throughout all USPS cleaned facilities. These recurring training sessions offer each custodian the opportunity to increase job knowledge and proficiency.

Use work orders for in-class training

MS-63 10.8 Training Work Hours

All work hours expended on required duties or hands-on On the Job Training (OJT) are to be reported as productive work hours (reported on the Preventive Maintenance route or the work order the employee has been assigned). **All other on-site training should be recorded on a work order with the appropriate training work code and acronym.** Formal off-site training hours need not be recorded in the eMARS system.

Move to appropriate Operation Number for training

What is Line H?

In facilities that are maintained by USPS custodians, upon the conclusion of each Postal Fiscal Year (FY), during October of the new FY, the total custodial work hours for the just completed fiscal year shown on the end of year report(s) for Labor Distribution Code (LDC) 38 (custodial work) will be compared with 90% of the custodial work hours shown on “**Line H**” of PS form 4852. The results will be provided to and discussed with the Local APWU President or designee. Falling short of 90% of the work hours shown on PS Form 4852 Line H will result in compensation for each hour short of 90% of the hours on PS Form 4852 Line H paid at the overtime rate to the custodial employees who will be identified in writing by the APWU Local Union.

What is Line H? cont.

The APWU Local Union will determine the appropriate custodial employee(s) to compensate. In the fiscal year of the MS-47 TL-5 implementation, the period shall be prorated for the time MS-47 TL-3 PS Form 4852 was in effect and the time MS-47 TL-5 PS Form 4852 was in effect. Where staffing changes have been made during the course of the fiscal year, the final Line **H** hours of the PS Form 4852 to be considered for comparison at the end of the FY shall be the sum of the hours shown on each PS Form 4852 Line H prorated for the period each of the staffing packages were in effect during the FY. The 90% of Line **H** work hours is not intended to permit the staffing level for the individual facility (e.g. a station, branch, VMF, annex, etc.) covered by the PS Form 4852 to be below the number of employees shown on the PS Form 4852. Where a custodial duty assignment works at more than one facility, the local parties are to agree on how to apply the work hours.

It is harmful to our staffing to complete routes in a less time than the “estimated time” indicated on eMars worksheet

Line H Questions and Answers states:

Are there examples of other LDC 38 work hours that will be subtracted for item 6 compliance purposes?

Answer: Yes, for example if work is performed at a greater frequency than indicated in the staffing package. For instance if a cleaning route was scheduled for 3 times per week and instead management required cleaning 6 times per week, credit is given for the 3 times per week as that cleaning time is included in Line H. This could also be hours worked, or time spent on work orders or routes, for work tasks that are not included in the staffing package. **However, if the work is completed in less time than identified in Line H, credit will still be given for the Line H requirement. For example; if a task is identified as requiring 3 hours under Line H, and the custodian completes the task in 2 hours, there will be no deduction of 1 hour from the LDC 38 hours worked.** When the annual review is completed, adjustments should be made to Line H items that consistently require more or less frequency, or hours, than was identified in the previous year.

To avoid issues with staffing, routes that are not fully completed should be marked with a (P) Partial Completion

14.4 Preventive Maintenance Actions

(C) Completed: Used with both Daily and Senior routes. Indicates completion of the checklist items associated with the preventive maintenance route.

If two or more employees work on the same route and the route has been completed, enter a "C" on at least one worksheet to indicate that the route was completed.

(W) Working: Used with senior routes only. Indicates additional checklist items are to be completed on a future date(s).

After the remaining items are accomplished it is important that the employee enter a C (Completed) on their worksheet. If a route has been coded with a (W) and the "due date" arrives, the summary program changes this route to a partially completed route regardless of the time charged against the route.

(P) Partial: Used with Daily and Senior routes. Indicates checklist items that have not been completed and will not be accomplished. Use with caution since this closes out the route and no additional labor can be added.

To avoid issues with staffing, routes that have not been started should be marked Bypass(B) if no work was performed

(B) Bypass: Used for Daily and Senior routes when a route will not have any checklist items accomplished as scheduled. A route will automatically be bypassed by the eMARS system, with a code zero (0), if no entry is made for that route before the route's summarization occurs.

NOTE

There is a hierarchy associated with these codes. A "B" entered for a route will supersede any other code entered and the eMARS system will report the route as bypassed. A "C" will supersede a "P" or a "W". A "P" will supersede a "W".

Contact your Union Representative

**If you have any questions, contact your union representative
at maintenance.apwu232@outlook.com**