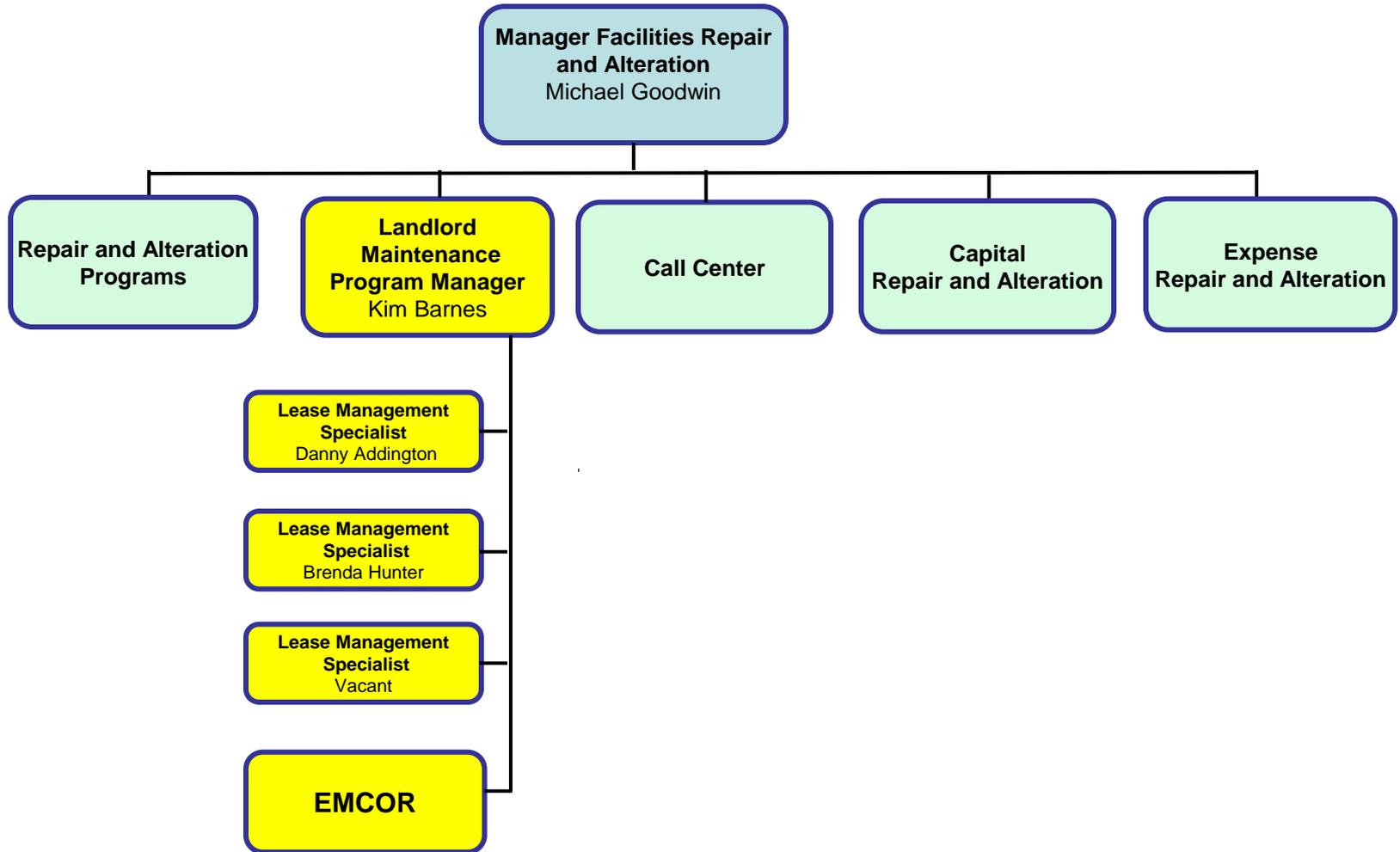


AUSPL CONFERENCE

FACILITIES MAINTENANCE PRESENTATION

MARCH 28, 2014



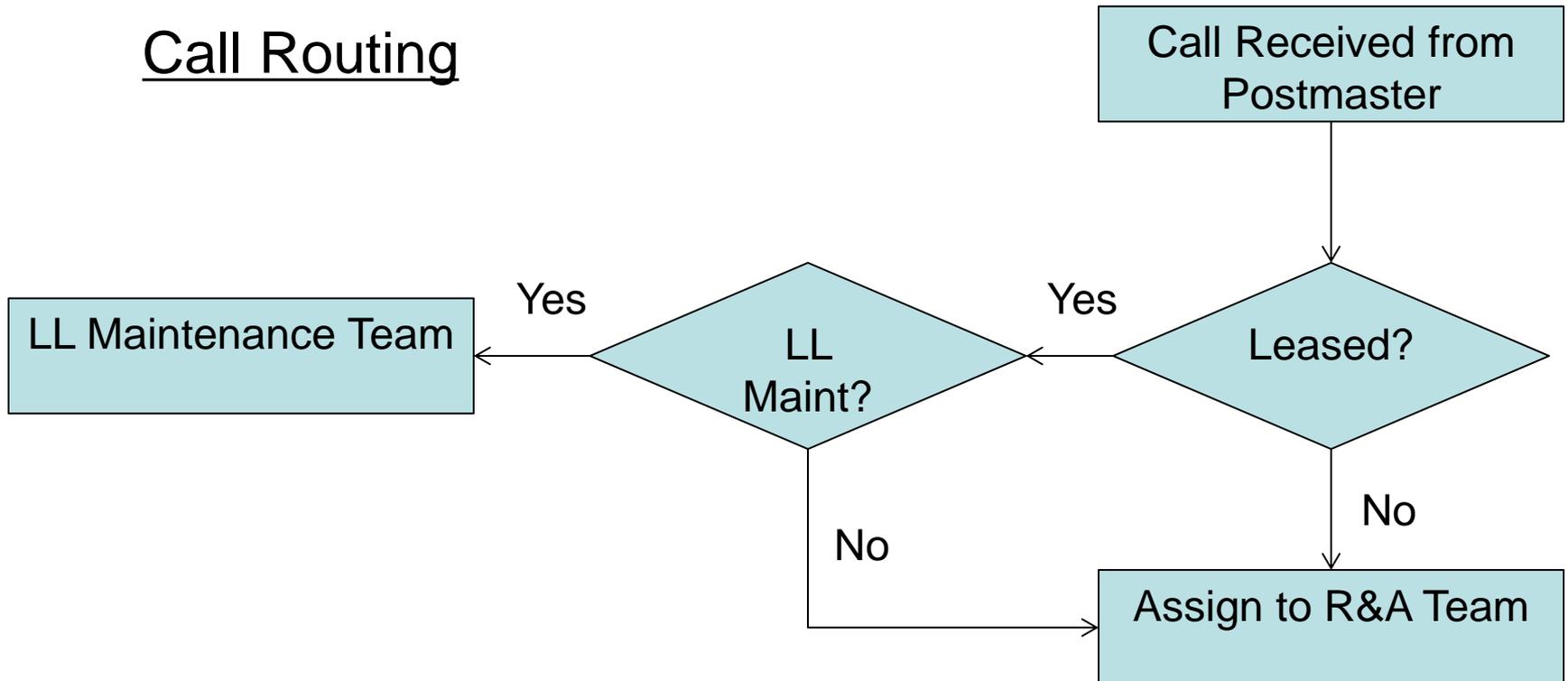
ROLES AND RESPONSIBILITIES

- **Call Center**
 - Receives calls from Postmasters and dispatches to responsible team.

- **R&A Teams**
 - Manage USPS maintenance responsible offices

- **Landlord Maintenance Team**
 - Manage landlord maintenance responsible offices
 - Majority of interaction between USPS and landlords

Call Routing



LANDLORD MAINTENANCE TEAM

- **Manager & Contracting Officer**
 - Kim Barnes

- **3 Lease Management Specialists**
 - Danny Addington
 - Brenda Hunter
 - Vacant
 - Domiciled in Denver, CO

- **EMCOR (CBRE Subcontractor)**
 - 1 Supervisor
 - 11 Lease Management Specialists
 - Domiciled in Phoenix, AZ

EMCOR CUSTOMER SOLUTIONS CENTER

- Sub-contractor under CBRE Real Estate Services Contract
- Replaced USPS in-house contract staff
- Centralized staff drives standard operating procedures and rapid implementation of best practices
- Lower cost to USPS
- EMCOR provides longer business hours coverage
- EMCOR provides flexibility of additional resources during times of major natural disasters

33,000 problems
completed in 20 months

PROGRAM AREAS OF EMPHASIS

- Streamlining standard operating procedures to reduce cycle time
- Cleaning up backlog of aging projects
- Updating landlord notification letters
- Improving internal and external communication

REPAIR AND ALTERATION TEAM

- Manage owned and USPS responsible leased building repairs
- Budgets have been significantly reduced in recent years
- Current emphasis on health, safety, security and continuity of operations.

NOTE

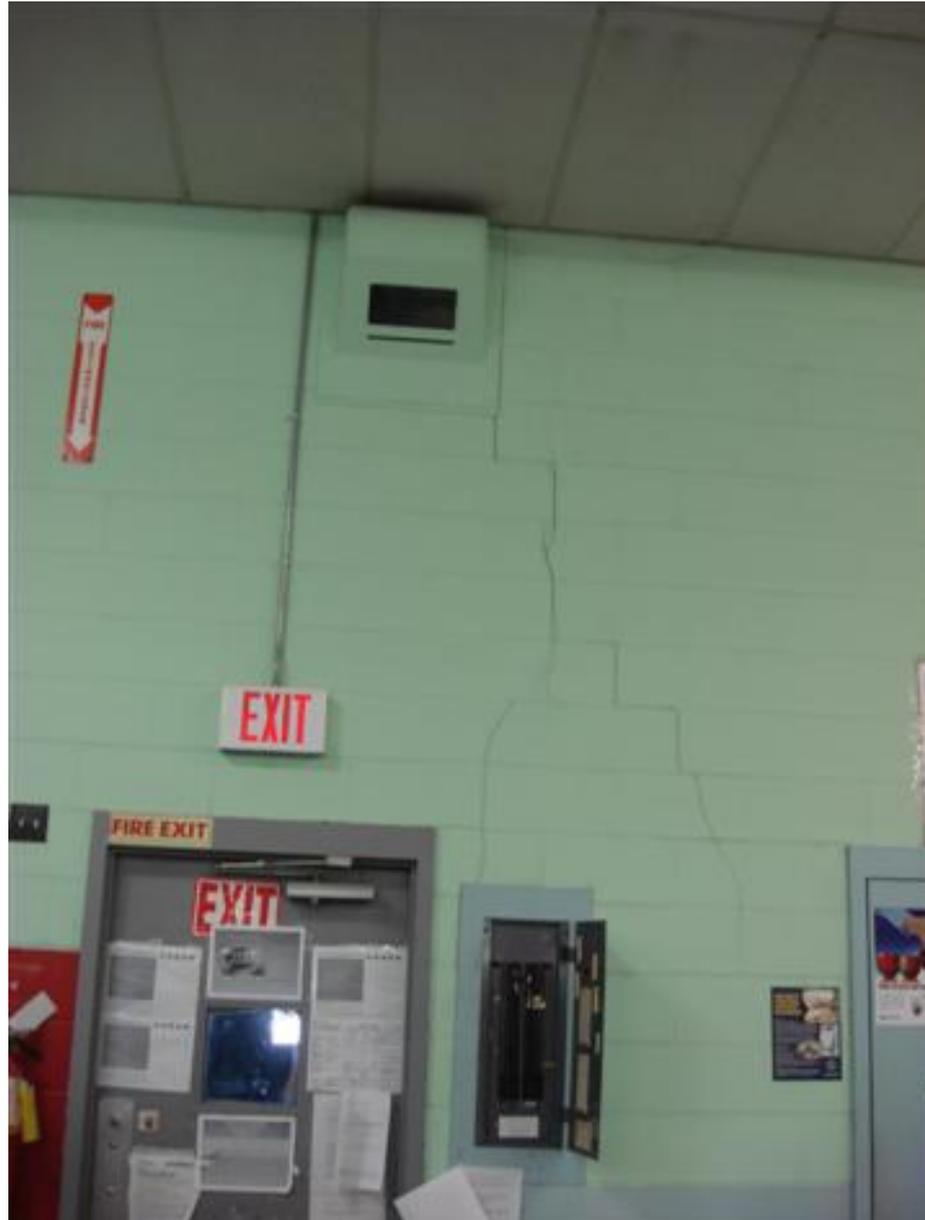
- Maintenance issues for custodial, lawn maintenance, etc. are handled at the local Post Office level
- Contact the Postmaster if you have concerns about building cleanliness
- Contact the Postmaster if you have concerns about status of building repairs; they are responsible for calling in facility repairs

71 Facilities Relocated in the Past 18 Months

- Building Neglect - 29
- Natural Disaster – 22
- Fire - 10
- Drive Through - 5
- Weather - 4
- Vandalism - 1

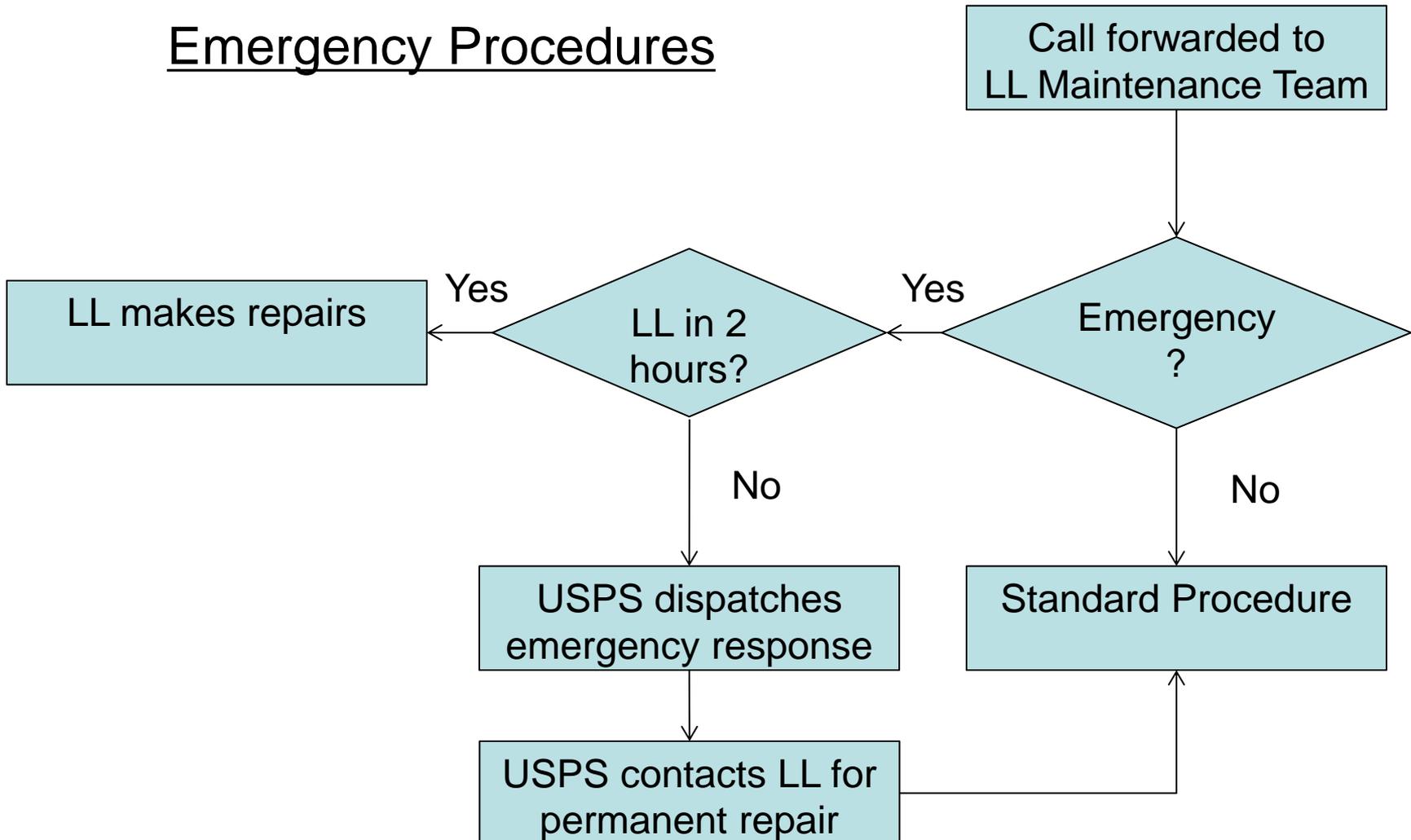
Do You Recognize This Building?







Emergency Procedures





Requests of the Landlords

- Keep Your Contact Phone Numbers Updated
- Keep buildings safe, secure and operationally ready
- Hurricane season is approaching
 - Make certain your insurance coverage is up to date
 - To ensure you are able to respond to an emergency, keep a current list of contractors at the ready