

# Safety and service



**Brian  
Renfro**

**L**ate last year, President Rolando approached postal management at USPS headquarters with the idea of developing a joint program to identify and address factors that contribute to unsafe work environments for letter carriers, whether during daylight hours or after dark, as well as to address issues that affect service to customers, such as routine delivery after traditional delivery hours. After productive discussions with management, the parties agreed to send joint teams into areas experiencing these safety and service issues.

Several months ago, President Rolando tasked me with heading this new joint effort, now known as safety and service reviews, for the

NALC. My counterpart at the Postal Service is USPS Manager of Field Labor Relations Mike Mlakar. To date, we have reviewed three locations—Chicago, the Capital District

necessary to identify the causes of problems.

The branch presidents play a key role in this process. Their input and continued efforts in our first three reviews have been invaluable. There is no substitute for the knowledge of what goes on in each office on a daily basis.

After reviewing data and hearing input from the branches and district management, we put together an initial report on our findings and recommendations for President Rolando and USPS Vice President of Labor Relations Doug Tulino. We then develop a roadmap going forward for other NALC and USPS representatives, who will be tasked with following up and monitoring the implementation of any recommendations that are jointly agreed upon.

So far, we have taken steps to improve staffing in the Chicago and the Capital Districts through agreements to convert part-time flexibles and city carrier assistants to full-time status. Additionally, we have agreed to have the National Joint Labor-Management Safety Committee established in Article 14 of the National Agreement develop and test equipment designed to improve letter carrier safety. We will work closely with Director of Safety and Health Manny Peralta and his counterparts on this committee to develop anything and everything we can to make our jobs safer and to better serve our customers.

We are continuing to review staffing, letter carrier start times, mail processing and transportation schedules, the need for route adjustments, route structures and other factors to help us identify opportunities for improvement in all locations reviewed. We look forward to expanding these reviews to other locations in the very near future. We will continue to evaluate every safety and service issue and work hard to develop lasting solutions that improve the safety of letter carriers and service to our customers.

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(Washington, DC, and the surrounding Maryland suburbs) and the Detroit District. We intend to expand this effort to several other locations in the near future.

Locations to review are selected based on the severity of the problems mentioned above. Once a location is selected, the national safety and service review team conducts two days of initial meetings. On the first day, we meet with several representatives from the appropriate USPS area. These meetings include representatives from human resources, delivery operations and labor relations. The purpose of this meeting is to collect and discuss the data necessary to conduct a thorough review and evaluate every possible factor that may be causing the issues.

On the second day, we hold two separate meetings—one with the affected branch presidents and one with district management. We ask the parties at both meetings to tell us where they have safety and service issues, why they believe these issues exist, and to suggest solutions. Thus far, these meetings have provided the insight and local knowledge

## **New MOU Re: Full-time Regular Opportunities – City Letter Carrier Craft (M-01834)**

**On March 31, we entered into the Memorandum of Understanding Re: Full-time Regular Opportunities – City Letter Carrier Craft (M-01834), which extends the Aug. 30, 2013, MOU Re: Residual Vacancies – City Letter Carrier Craft (M-01824) through May 31, and, effective June 1, incorporates changes to the process for filling full-time regular opportunities in our craft. The complete text of the M-01834 is printed on page 8 and this month’s Contract Talk column on the next page explains several of the changes. Look for more on the new MOU in my article in the June *Postal Record*.**

**Thanks to all NALC members for the work you do every day to serve the American people. Tell the brother or sister in the case next to you tomorrow thanks for what they do. He or she deserves it, and so do you.**