

WORKING IN THE DARK – WHEN CUSTOMER SERVICE MEETS SAFETY AND COMMON SENSE

Every year letter carriers in most parts of our nation must deal with the prospect of performing delivery duties in darkness or near-darkness for several months following the end of daylight savings time. Every year this results in some unique and serious safety concerns. Every year there are seemingly inevitable angst producing clashes between supervisors and letter carriers concerning this issue, and often there are consequent grievances.

Management wants the mail delivered, even while they create customer service problems by scheduling later letter carrier starting times, often due to cutbacks in mail processing facilities. In some instances, these problems are further magnified by the understaffing of letter carrier station complements.

Even more problems are created through unrealistic management expectations of letter carrier office and street performance, often based on inaccurate and incomplete computer data. In some offices, problems are still further compounded by management's unwillingness to assign overtime work in the contractually prescribed manner. The result of all of this: the earth still rotates, the sun still sets, and letter carriers are still out in the street after dark. Existing delivery hazards are magnified by poor visibility in darkness, and in some areas, there also is a serious threat to letter carrier safety due to potential criminal activity.

When it appears likely that delivery duties will not be completed before darkness sets in, there should never be a blanket assumption that all delivery of mail is unsafe and therefore must immediately cease. Conversely, management should not ever assume that delivery of mail is always safe in every situation under these conditions. Safety is first and foremost a matter of judgment and the application of common sense. It is of no value to debate in advance whether a specific delivery circumstance or set of circumstances is or will be unsafe, even when we have every expectation that this will indeed be the case. Your supervisor may have a different expectation and neither is going to change the other's mind. So why quibble about it? The truth will manifest itself soon enough.

If you believe that your assigned delivery duties will take you into darkness and that safety will then be a concern, simply inform your supervisor verbally of this well in advance (in the morning if possible). Be sure to complete form 3996 as usual when you are unable to perform all assigned duties within eight hours. If a supervisor responds with an unrealistic assessment of your workload, don't argue or debate the issue. Merely respond that you will do the best that you can and reiterate that you have a safety concern about making deliveries in darkness.

Important: DO NOT ever inform management that you are *refusing to work in the dark*. Later, when it becomes apparent that your own assessment of your workload was correct, always call in a timely manner (well before the sun sets) to ask for instructions. Once again express your concern about delivering mail in darkness. Follow the instructions you are given, even if they are to continue until all mail is delivered.

When darkness sets in, and you determine after attempting to deliver mail that continuing would be unsafe, again call and inform your supervisor of your concern. Again, follow instructions, even if they are to continue. However, if after attempting delivery one last time your judgment is that it is still unsafe to continue, then (and ONLY then) should you bring the remaining undelivered mail back. **Be sure that as soon as you have returned to the office, you immediately inform the supervisor of any undelivered mail. Always complete PS form 1571 (report of undelivered mail), listing the reason(s) for non-delivery. Give the completed form to a supervisor and obtain a duplicate copy *before clocking out for the day*.**

Following the above guidelines will help ensure that you are not charged with failure to follow instructions or unauthorized curtailment of mail and possibly receive disciplinary action. USPS customers have the right to expect their mail to be delivered each day. Letter carriers have the right and the duty to perform their duties in a safe manner. It all comes down to common sense and realistic planning. At the end of the work day it also comes down to integrity, and that is where letter carriers should have the advantage, every time.

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