



**Fleet-Dispatch
Section**

**Work Rules Revised:
January 2026**

1.1 Working Hours –

Hours - Employees are expected to be at their starting location, prepared for work, by their assigned starting time and are expected to remain until the end of that day's assignment. The starting and quitting times will correspond with those of the divisions for which operating services are being performed. Management reserves the right to change work schedules, upon proper notice, to accomplish the service needs of the division.

Time Recording - If required by management, employees are expected to card in or punch in at their start time, and card out or punch out at the end of their day. Time sheets and other forms for recording time should be made out daily and submitted as soon as possible.

1.4 Break Periods and Lunches

Rest and Lunch Breaks – Employees are allowed a paid 15-minute rest break. This break will not be taken before 2 hours of work has been completed. The 15-minute break may not be added to the employee's lunch break. The 15-minute break includes travel time to any break location – employees are not permitted to travel to a break location, take a 15-minute break, and then travel back to the work site.

Employees will receive a 30-minute unpaid lunch break. The lunch break must be taken between 11:00am and 12:30pm. The 30-minute lunch break includes travel time to and from a lunch location – employees are not permitted to travel to a lunch location, take a 30 minute lunch, and then travel back to the work site. Breaks shall not be taken at full service restaurants, bars or private residences. Any break taken outside of the city limits must be approved by management prior to the break period.

Crew leaders and division management may authorize changes to starting and ending times for rest and lunch breaks as needed.

1.6 Reporting Absences-

Absence Call in Procedures - Employees must report absences to Dispatch or the City Hall Operator **at least 1-hour** before their scheduled starting time. The number to call is **286-5561**. Employees that fail to report such absence will be considered "absent without leave", unless such failure is considered justified by Management. However, notification of an absence does not necessarily constitute an excused absence. Reports of absence must be made by the employee and will not be accepted from other persons, except in emergencies. Unless exempted by a manager, employees are expected to report each day of an absence, including during periods of a multi-day absence.

When returning to work after an absence, the returning employee should notify the Dispatch Office before 11:30AM of the day preceding the return or the employee may be scheduled as unassigned "extra" for the day of return.

In case of a planned absence, notification should be made as far in advance as possible. Non-illness related absences arranged in advance will be scheduled as paid through the use of

vacation, personal day or sick leave incentive pay, if available. Absences not arranged in advance may be considered unexcused unless the employee can substantiate a valid emergency reason for the absence.

Unpaid absences will not be allowed as long as the employee has paid time available. Once all paid time off has been used, non-paid absences will be considered for extenuating circumstances and emergencies.

1.28 Use of City Equipment-

Pre-Trip Inspections - Every operator will complete a vehicle pre-trip inspection as described in the State of Wisconsin – Commercial Drivers Manual. The purpose of that exam is to ensure that the equipment is safe and ready to operate, to minimize the time spent out-of-service in the field and to find small defects before they become major malfunctions. Failure to perform a proper inspection places the public, the operator and the equipment at risk. The pre-trip inspection form must be filled out for each piece of equipment worked, and for each day a piece of equipment is worked. You may obtain appropriate pre-trip forms for the equipment you are assigned from the Dispatch Office. A pre-trip inspection must be made daily for each and every vehicle that an operator is assigned to. Employees must scan in before performing their pre-trip inspection, or any other work-related tasks. The proper inspection form must be completed and given to your Manager/Supervisor or reporting authority before beginning any of your days' work. Any problem encountered during such inspection, or during the course of the day's work, must be reported to your manager immediately. If your manager is not available, contact your assigned district office. If the district is unavailable, contact the Dispatch Office.

- a. Fuel, oil, coolant and hydraulic levels must be checked and topped at the beginning and end of an employee's shift.
- b. Employees are responsible at all times for the maintenance and cleanliness of the vehicle including windshield, mirrors, lights and vehicle cab, bed, hopper and other receptacles. Employees are prohibited from placing stickers or other signage anywhere on or in a vehicle. Employees are prohibited from having sexually graphic material anywhere in or on the vehicle. Employees may not place non-work related material on the truck – for example stuffed animals.
- c. Employees may not take City vehicle keys home with them. Vehicle keys must be left at the parking location, in the designated location except when a vehicle is in the repair line.
- d. Employees may not use a vehicle that has been marked as being out of service without permission from Dispatch or a Repairs Supervisor.
- e. Drivers Licenses - Operators must have in their possession, the proper driver's license for the equipment they are operating. Failure to retain and/or possess

their license while operating will result in disciplinary action. Operations Section employees are required to have a Class 'A' or 'B' Commercial Driver's License and are expected to abide by all Department of Transportation regulations pertaining to the possession and use of that license. Employees must report any conviction for or stipulation to (plea of no contest) a moving traffic violation within 30 days of that conviction or stipulation. Employees must report the suspension, cancellation, disqualification or revocation of their driver's license immediately.

- f. Personal Use of City Vehicle - City vehicle use policies shall conform to Milwaukee City Charter 3.30(2) and the following DPW policies:

No city owned or controlled (leased, rented) vehicle shall be used by any employee for the purpose of going to their private residence, or the private residence of any person for non-city business at any time during the work day, during any rest or lunch period, whatsoever, without the expressed permission of the employee's immediate supervisor. Permission to use a city vehicle for this purpose shall be granted by a supervisor only under "extraordinary circumstances". The employee may be required to provide evidence to substantiate the need upon request.

All city vehicles and equipment left unattended for any period of time, including tow-behind trailers, spraying equipment, compressors, etc., must have the keys removed and be securely locked (including all doors and cabinets) to the vehicle. Employees who fail to secure equipment shall be subject to disciplinary action.

- g. Tampering – unauthorized repairs or alterations to a vehicle are not permitted.
- h. Engine Idling: Unless instructed by supervision or a field service technician, engine idling is not allowed. Unattended vehicles should be turned off with the key removed except when designated by management.
- i. Block Heaters – In winter months, when notified that engine block heaters are to be used, employees must plug in their trucks at the end of their shift. At the beginning of the shift, block heater cords must be properly removed from the truck, neatly coiled and hung on the power outlet rack prior to pulling the truck out of the parking stall. Block heater cords are never to be left on the ground.
- j. Accident Reporting – Employees must report accidents they have in City vehicles to Dispatch and their supervisor immediately. Drivers who have had an accident with a City vehicle must stay at the scene until instructed by Fleet Dispatch or the police that they are free to leave.

2.1 Job Performance and Assignment –

Employees are expected to complete their job assignments within a timely manner and perform work in a manner consistent with the standards of the division they are working for.

Actions that are detrimental or interfere with DPW's operations are prohibited.

Employees will follow the orders given by crew leaders and division supervisors. In the event of a dispute with a crew leader or supervisor regarding some aspect of equipment operation, employees should contact the Dispatch office for clarification on proper equipment use.

When assigned to Sanitation, employees are responsible for servicing the customer stops on their route and the stops otherwise issued to them. A route may be altered through management's discretion for various operational needs, and employees are to collect the route as directed.

Employees must take the quickest route when traveling to work locations – excessive or unnecessary travel time to work locations is prohibited.

Employees must obtain permission from the supervisor or crew leader in the division they are working for, or an Operations Section supervisor before leaving their work area or assigned route.

Employees may be taken off their picked or assigned jobs and reassigned or transferred as needed. Employees may be assigned or reassigned to a different vehicle as needed.

Employees must maintain a means by which they can be readily contacted during non-working hours. Employees must be reachable in the morning prior to their start time to receive calls from Dispatch regarding changed assignments.

- a. All personnel except those excused for illness, injury or for other acceptable and documented reasons will report for snow assignments at the appointed time and place. Documentation for any absences may be requested and must be provided or the employee may be considered absent without leave.
- b. Advance requests to be excused from duty during off-time hours including weekends and holidays will be made to a supervisor in the Dispatch Office before 12:00pm on Wednesday afternoon. Requests may be granted for valid and acceptable reasons as long as a sufficient number of employees will be available for snow and ice control operations.

2.3 Operator's Rules –

Operators are the first line of defense against equipment wear, failure, and damage. Equipment must be inspected by the operator daily; before, during, and after operation. This is the best way that malfunctions can be detected and repaired before they result in serious damage, equipment failure, or accident.

Items to be checked before and during start-up:

- a. Walk around the vehicle to check for flat tires, fluid leaks, clean windshield, broken lights,

hazardous conditions, and damage.

- b. Report any damage to the Fleet Repair section, Dispatch Office (286-5561) or your supervisor immediately.
- c. Check oil, coolant and other fluids, all lights, windshield wipers, horn, steering, and brakes.
- d. Adjust your seat for access to the controls and then adjust your mirrors for visibility.
- e. Start the engine and check all instruments and gauges. Shut engine off immediately if gauges give any indication of low or no oil pressure.
- f. **Check brakes** before leaving the parking area.
- g. **Fasten your seat belt** and adjust for a snug fit if necessary.

Operators are responsible for the safe operation of the equipment they are assigned to.

Follow these safe-driving guidelines.

- a. Know and strictly observe all traffic rules and regulations.
- b. Drive defensively. Remain alert and be ready to respond to the actions of other drivers.
- c. Slow down in rain, sleet, snow, and fog.
- d. **Do not** pump anti-lock brake systems during sudden stops. Non anti-lock brake systems should be pumped to avoid skidding during stops on slippery roads.
- e. Do not overdrive the range of your headlights.

Operate your vehicle in a fuel-efficient manner.

- a. Plan and schedule trips to minimize travel distances.
- b. Avoid prolonged engine warm-up and eliminate engine idling while waiting.
- c. Accelerate slowly and drive at a steady speed.

Air brakes are provided on vehicles where heavy braking capacity is required. A proper brake inspection should be completed during your pre-trip inspection. You must possess a **Commercial Drivers License with an air brake endorsement** prior to operating a vehicle equipped with air brakes.

- a. The best braking can be obtained by gradually applying the brakes until the required amount of stopping power is achieved.
- b. Do not pump the brake pedal during normal stopping conditions.
- c. Do not move a vehicle while the air pressure is less than 90-psi. This is the minimum pressure for safe operation. The normal pressure range is between 90 and 120 psi.
- d. A low air buzzer will sound any time air pressure falls below 60 psi. If the buzzer turns on during driving, pull to the curb, **as soon as it is safe to do so**. Then call the Fleet - Dispatch Office and request a Field Service Technician to assess and repair the problem.

- e. Use low gear and steady brake pressure while descending steep hills to prevent excess heat buildup in your brakes.
- f. Drain condensation from the reservoir tank **daily** by opening the drain cock on the bottom of all tanks equipped with a pull cable.

Certain operating situations require that specific procedures be followed daily to ensure safety

- a. Prior to backing equipment get out and check the area behind the equipment. Have a spotter if one is available, stand in a safe location near the rear, and direct you with hand and/or verbal signals. Use your flashers when backing.

There is no excuse for a backing accident.

- b. Properly crossed safety chains and trailer lights must be used when towing anything behind a truck.
- c. No person shall be allowed to ride in the bed of a pickup truck or the dump body of a larger truck.
- d. Clearances should be checked prior to driving under any overpass.
- e. Weight restrictions should be obeyed on bridges and restricted streets.
- f. Vehicles will be kept clean and free of rubbish. It is the responsibility of the assigned operator to make sure that all unnecessary materials are removed.
- g. Operators of radio equipped vehicles will observe all FCC rules and broadcast etiquette when operating their radios.

While in the field, operators who observe problems listed in the Commissioner of Public Works guidelines will promptly report such problems to the proper division for corrective action. (See attachment A.)

Equipment Fueling

- a. Observe all safety precautions while fueling, such as: "STOP ENGINE" and "NO SMOKING".
- b. Never walk away from the fueling hose while it is pumping fuel.
- c. Never overfill or "top-off" fuel tanks. Leave room for fuel expansion.
- d. Blue vehicle fuel cards should be left in the vehicle at all times. Loss of the card should be reported to Dispatch Office - immediately.
- e. Get authorization prior to dispensing fuel into gas cans.

Parking and Storage

- a. When parking equipment, do so with the least obstruction to the flow of traffic.

- b. Vehicles stopped in a lane regularly used by traffic must be safeguarded by the use of traffic control cones.
- c. City owned equipment parked at home must be parked in a garage or other indoor location. The storage location of all such vehicles must be reported to the Fleet Services section annually or when changed.
- d. All equipment stored in the field should be left in a safe and secure manner.

Vehicle Accidents - Call the Fleet Services section or Dispatch Office at (286-5561) for instructions. Secure the following information from the other driver(s):

- a. Name, address, telephone number and driver's license no. Make, model, and color of car, obvious damage
- b. Location and details of accident
- c. Traffic, weather, and pavement conditions
- d. Names of any witnesses
- e. Do not make any statement as to fault or blame for the accident.