



City of Milwaukee  
Parking Enforcement

Supplemental Work Rules  
Revised: January 2026

---

# Introduction

The policies and procedures herein set forth are compiled, adopted, and published by the City of Milwaukee Parking Enforcement Division for the guidance of its employees in all matters related to the performance of their official duties. The provisions of these policies and procedures are binding upon all employees of the Parking Enforcement Section, as they may apply to the position held by the respective employee. Violations may be made the subject of disciplinary action, or otherwise dealt with as directed by the Parking Enforcement Manager.

These policies and procedures are intended to be as complete as possible, in view of the many varying circumstances. These are specific instructions to cover most every conceivable situation possible. These policies and procedures are intended to empower the individual employee, by defining the parameters within which he or she is authorized to make independent decisions.

Any of these policies and procedures may be amended or rescinded, or additional ones may be added, as circumstances require. All rules, regulations, standard operating procedures, and orders previously issued and in conflict with these policies and procedures are hereby rescinded.

Abbreviations used by Parking Enforcement, PEOs are Parking Enforcement Officers, CAs are Communication Assistants, OAIV is the Office Assistant IV.

## Parking Enforcement Mission Statement

The primary purpose of the Parking Enforcement Section is to provide comprehensive enforcement of parking regulations citywide in order to ensure the efficient and effective delivery of public services, efficient turnover of short-term on street parking to enhance commerce, timely removal of abandoned vehicles to reduce crime and blight in neighborhoods and judicious responses to citizen parking complaints. In addition, Parking Enforcement is to educate the citizenry on parking regulations.

# STANDARD WORK RULES ADDENDUMS

## Addendums to DPW Standard Work Rules

### **1-1**      ***Parking Enforcement Additions —Working Hours***

1-1.1      *PEOs (Parking Enforcement Officers) will be in roll call and CAs (Communication Assistants) will be at their workstation, or at their authorized remote location, at their*

*assigned starting time, prepared to work, properly attired, and will remain on duty until the end of the shift, unless excused by management.*

1-1.2 *Failure to report as scheduled without given proper notification as stated in work rules will result in disciplinary action up to and including discharge.*

1-1.3 *The starting times and ending times of each employee's shift will be assigned. Employees are eligible for a shift premium if at least 4 hours of their regular shift is worked between 5:00PM and 5:00AM. Shift premium will not be given if the weekend premium is given.*

1-1.4 *Employees are eligible for a weekend premium for work performed on a Saturday or a Sunday.*

## **1-2 *Parking Enforcement Additions —Overtime***

1-2.1 *All time worked on a city holiday will be considered overtime.*

1-2.2 *When Supervisor approves overtime, the Parking Enforcement Employee must fill out an overtime form when the overtime occurs, and submit the form before the end of the shift.*

1-2.3 *If the employee fails to obtain authorization from management to work overtime, the overtime will be paid; however, unauthorized overtime is subject to disciplinary action up to and including discharge.*

1-2.4 *A Supervisor must approve all overtime slips with a signature and a date no later than the end of the supervisor's next working day. It is the supervisor's responsibility to check each overtime slip for accuracy.*

1-2.5 *Parking Enforcement will keep all overtime slips in an electronic file.*

## **1-3 *Parking Enforcement Additions—Punctuality and Attendance***

1-3.1 *Excessive absenteeism and tardiness places an unfair burden on fellow employees and supervisors. Therefore, regular and punctual attendance is expected of all Parking Enforcement employees.*

1-3.2 *Employees are required to attend work every day they are scheduled to work. If an employee is sick or will be tardy, the employee must follow the procedures for calling in by calling (414) 286-6177 or (414) 286-8350 option 5.*

1-3.3 *Tardiness disrupts the routine of the organization. Any Parking Enforcement employee arriving in their work area after the start of shift, without the knowledge or consent of the supervisor will be considered tardy.*

1-3.4 *Three instances of tardiness in a three-month period (90-days) will subject the employee to disciplinary actions.*

1-3.5 *Employees will use the keycard sensor in the time clock area to scan their keycard prior to the start of their shift, and will scan out at the end of their shift.*

1-3.6 *The arrival time documented by the keycard sensor will be the official arrival time. Employees will be considered "late" for duty if they arrive at their workstation or roll call after their scheduled start time.*

1-3.7 *Failure to scan in/out is considered an occurrence of tardiness and must be reported to the duty Supervisor. This includes forgotten access cards and failure(s) to clock in/out.*

1-3.8 *No employee is allowed to use another employee's ID card to scan in or to scan out at the time clock.*

## **1-4 *Parking Enforcement Additions—Breaks and Lunches***

- 1-4.1 *Lunch breaks will be at the discretion of Parking Enforcement Officer with approval of the Supervisor. PEOs can take up to 20 minutes of paid lunch.*
- 1-4.2 *Lunch breaks for Parking Information Desk staff will be according to schedule approved by the Supervisor. Parking Information Desk employees can take up to 35 minutes of paid lunch. With approval of the supervisor, employees can break up the 35 minutes into two increments. The schedule for lunch breaks is subject to change depending on daily work assignments.*
- 1-4.3 *Excessive lunches and breaks will not be tolerated.*
- 1-4.4 *The Administrative Services Coordinator can take a 45 minute unpaid lunch and a paid 15 minute break. The lunch can be taken off site but the break must be taken on site. The lunch break schedule is subject to change depending on daily work assignments.*
- 1-4.5 *Lunch breaks cannot be taken within 2 hours of the start of the shift, or two hours of the end of the shift without supervisor approval. Management recognizes that operational needs of 3<sup>rd</sup> Shift may require frequent supervisor approval.*

## **1-5 *Parking Enforcement Additions—Leaving the Work Area***

- 1-5.1 *Employees must obtain permission from their immediate Supervisor, or Lead, if the Supervisor is unavailable, in accordance with the Division's chain of command before leaving the assigned work area and/or the building. Failure to comply can result in disciplinary action.*
- 1-5.2 *Parking Enforcement employees must receive permission to enter the supervisor's office area before entering. If there is a need for a Lead to enter the supervisor office area, and there is no supervisor in the office, the Lead who is on duty may enter the office area.*

## **1-6 *Parking Enforcement Additions—Reporting Absences***

- 1-6.1 *Parking Enforcement employees are to report absences as far in advance as possible and are required to call in at least one hour prior to their start time by calling (414) 286-6177 or (414) 286-8350 option 5.*
- 1-6.2 *If a Parking Enforcement employee is calling to report an absence other than sick/FMLA, they must speak to the duty supervisor.*
- 1-6.3 *Employees who 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.*
- 1-6.4 *In the case of a planned absence, notification should be made to the supervisor as far in advance as possible.*
- 1-6.5 *In the case of the death of an immediate family member, an employee will contact the duty supervisor to arrange a leave of absence.*

## **1-7 *Parking Enforcement Additions—Sick Leave***

- 1-7.1 *Employee must fill out a sick leave application and submit it to the supervisor on the day they return to duty.*
- 1-7.2 *Parking Enforcement employees are required to report their absence(s) for each day they will be unavailable for assignment. Failure to call daily may result in disciplinary action. In addition, employees are required to call and report that they are returning to work at least 1 hour prior to their scheduled start time. Failure to report absences daily or provide proper notification of return to work may result in disciplinary action.*

1-7.3 *If on a sick leave letter, or at the manager's discretion, any employee calling in related to a sick child is required to provide medical documentation.*

### **1-8 *Parking Enforcement Additions—069 Time Use***

1-8.1 *Requests to use 069 time must be received at least 24 hours in advance.*

### **1-10 *Parking Enforcement Additions—FMLA***

1-10.1 *Employees must call in at least 1 hour before the start of their shifts when calling in for FMLA and state the leave is for FMLA.*

1-10.2 *Employees will follow the sick leave call in procedure for the beginning and the end of the absence.*

### **1-11 *Parking Enforcement Additions—Court Absence***

1-12.1 *When an employee receives a Jury Duty notice, they are to provide a copy of the notice to the supervisor, along with a completed application for Jury Duty.*

1-12.2 *If the employee reports for jury duty, does not get a jury assignment and is released for the day, the employee must report for work on 1<sup>st</sup> Shift to complete their 8 hours. (Vacation/Comp Time/TVA may be substituted pending supervisor approval)*

1-12.3 *After serving as a juror, the employee will get a "Juror Service Certification" notice from the court. The employee will need this for payroll purposes and must provide a copy to the supervisor. Supervisors will forward all necessary paperwork to the payroll clerk.*

1-12.4 *After serving as a juror, the employee will get a "Juror Service Certification" notice from the court. The employee will need this for payroll purposes and must provide a copy to the supervisor. Supervisors will forward all necessary paperwork to the payroll clerk.*

1-12.5 *All employees are assigned to first shift when they are on Jury Duty no matter what shift they are normally assigned.*

### **1-15 *Parking Enforcement Additions—Vacation***

1-15.1 *Employees are allowed to pick vacations during the announced vacation pick period. Vacation drawing is determined by seniority. Time in DPW-Parking Enforcement will determine seniority, except where seniority has been otherwise determined. For ties in seniority, a drawing of a number will be used to break the tie.*

1-15.2 *Only one person per off group per shift will be allowed on vacation during any one week. Deviations from this guideline will be determined by Parking Enforcement management.*

1-15.3 *On each shift, vacations will be picked in consecutive rounds. A full week vacation pick may consist of either one (1) or two (2) consecutive weeks.*

1-15.4 *All vacations shall be picked as full weeks—Sunday through Saturday. Single days that result from picking a holiday week can be scheduled as segmented vacation days after all other full week vacations are picked.*

1-15.5 *Once all full week vacation picks have been completed, remaining segmented vacation days may be requested for any open dates on the vacation schedule and will be allowed on a first-come, first served basis. Employees will need to submit a vacation request for each requested vacation day.*

- 1-15.6 *Individual vacation days may be granted on an Emergency basis with the approval of the duty supervisor, and will be subject to verification of the stated emergency.*
- 1-15.7 *Non-scheduled vacation time will be allowed if requested at least 24 Hours in advance and if the supervisor deems it is operationally feasible.*
- 1-15.8 *Certain holiday weeks such as Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas, and other weeks that are in high demand, shall be designated as “Prime Vacation Weeks”. Employees who have picked “Prime Vacation Weeks” will not be allowed to “Unpick” them later except with approval from management and only for emergencies.*
- 1-15.9 *It is the employee’s responsibility to know their vacation and sick leave balances. DPW Management is not responsible for employees exceeding paid leave balances. Employees may be subject to discipline for exceeding paid leave balances.*
- 1-15.10 *Employees will not be permitted to use more vacation than they are estimated to earn in a year, subject to management discretion.*

## **1-16 *Parking Enforcement Additions – Inclement Weather Days***

- 1-16.1 *Parking Enforcement Officers work outdoors in all types of weather. Assignments and work locations may change based on hazardous weather conditions. PEOs will report to roll call dressed for the weather conditions.*
- 1-16.2 *Parking Information Desk employees will report for work on Inclement Weather Days.*

## **1-18 *Parking Enforcement Addition—Rules of Conduct***

### **1-18.1 *Personal Items***

- *Personal items will not be left unattended. Employees should store items in a locker with a lock. (See Supervisor if locker is needed)*
- *Personal vehicles parked in City owned parking lots are parked at the operator's risk.*
- *The city will not reimburse employees for personal items that are left in work areas or the City vehicles and later damaged or stolen.*

### **1-18.2 *Lockers***

- *Lockers are the property of the City. The Department reserves the right to assign lockers.*
- *The Department reserves the right to inspect lockers in search for property belonging to the City and/or for items not permitted on City property. Weapons, illegal substances, alcohol or City property held without the Department’s permission will be confiscated and police will be notified as necessary.*
- *Persons found to have contraband items on their person or in their lockers are subject to disciplinary action up to and including suspension or discharge.*

### **1-18.3 *Rules of Conduct***

- *The use of personal electronics while working presents an unacceptable image to the taxpaying public and restricts the employee's ability to participate in assigned work. Therefore, the use of personal electronics is forbidden while on duty.*

### **1-18.4 *Professional Standards***

- *Parking Enforcement employees will conform to policies and procedures of the City of Milwaukee and will obey all laws enforced in the City of Milwaukee.*
- *PEOs will enforce relevant parking ordinances and laws with good judgment, diligence, fairness, and truthfulness.*
- *Honesty and integrity are required of all Parking Enforcement employees in all matters related to their employment. Untruthfulness is a grave disqualification for service. Employees who are intentionally untruthful, either in writing or orally will be disciplined, up to and including discharge.*
- *Parking Enforcement employees must be impartial in the performance of their duties. They must not allow personal biases and prejudices to influence their actions.*
- *Parking Enforcement employees must be courteous and civil to the public and to each other. Parking Enforcement employees may not use obscene or offensive language toward each other or towards the public in the work environment.*
- *Parking Enforcement employees shall treat their colleagues in a respectful manner, and shall refrain from any derogatory reference to another city employee.*
- *Parking Enforcement employees must provide accurate information in a professional manner.*
- *Parking Enforcement employees must not argue with citizens, and should terminate any contact that becomes confrontational.*
- *Parking Enforcement employees should assume they are being recorded and act or speak accordingly.*
- *Employees of Parking Enforcement shall not inquire or gossip about the discipline meted out to other employees.*

**1-18.5 Citizen Contact**

- *All Parking Enforcement employees are to:*
  - 1) *actively listen*
  - 2) *act respectfully towards the public whether in person or on the phone.*
- *Parking Enforcement employees are to avoid verbal confrontation with citizens. When a citizen persists in unwarranted conversation, Parking Enforcement employees will refer the citizen to the Supervisor, and politely terminate contact with the citizen.*
- *Parking Enforcement employees are to refrain from discussing operational matters of Parking Enforcement with citizens. Parking Enforcement employees will refer such citizen inquiries to a Supervisor.*
- *Parking Enforcement employees are to behave in a professional and courteous manner whenever on duty or in uniform.*
- *Any adverse confrontation that a Parking Enforcement employee has with a citizen should be reported immediately to the supervisor. Any incident reports regarding such confrontations must be submitted before the end of the shift, unless otherwise specified by the supervisor.*

**1-18.6 Media Contact**

- *All media inquiries must be arranged in advance by Department of Public Works-Administration Services*
- *If asked questions by the media, the Parking Enforcement employee should refer the questioner to Department of Public Works-Administration Services.*

**1-19      *Parking Enforcement Additions—Dress Code: Attire & Grooming Policy***

**1-19.1      *General Guidance***

1-19.2      *It is the responsibility of each office employee to use judgment and common sense in selecting clothing that fits with the function of his or her position and the professional image and mission of the organization. Field employees will wear the uniform as mandated.*

1-19.3      *Office employees are permitted to wear knee length shorts and crop pants when weather appropriate.*

1-19.4      *Proper footwear is to be worn by all employees while in the Parking Enforcement building. Sandals are permitted for office personnel but beach wear (flip flops) are not permitted. PEOs must wear laced solid black, slip resistant, polishable shoes with a closed heel and toe design. PEOs must wear solid black socks. All footwear for all employees will be clean and in good condition.*

1-19.5      *In inclement weather, PEOs may wear black boots or black overshoes.*

1-19.6      *Supervisors are responsible for ensuring that employees know, understand and adhere to this policy. Managers are the final authority on the appropriateness of an employee's attire.*

1-19.7      *All employees have access to a locker to store personal items including outerwear. No overcoats, jackets or rainwear will be stored in the Parking Information Desk by an employee with a locker.*

**1-19.8      *Uniforms for Field Employees***

1-19.9      *All uniform shirts worn by Parking Enforcement Officers must be approved by the department.*

1-19.10      *A plain white/black crew neck T-shirt shall be worn underneath the uniform shirt. T-shirt sleeves shall not extend past the sleeves of the uniform shirt. The employee may elect to wear a black turtleneck shirt beneath the uniform shirt.*

1-19.11      *Uniform trousers shall be issued by the department. No other type of trousers or pants will be permitted unless approved by the department. A black belt in good condition must be worn in conjunction with the uniform trousers.*

1-19.12      *Uniform hats and caps may be worn and must be presented in a manner that projects a professional appearance. The hat or cap shall not be tilted or turned to the back or to one side, as it is part of the uniform. The Parking Enforcement emblem must be level and centered. Hoods may not be worn except when issued as part of a Parking Enforcement uniform coat.*

1-19.13      *Pullover v-neck sweaters may be worn by officers. A long-sleeved uniform shirt or black turtleneck shirt (or both) must be worn underneath the sweater.*

- 1-19.14 *Optional Uniform Accessories – When earmuff, balaclavas, scarves and /or gloves are worn, they must be solid black or navy blue in color. Boots, galoshes, or overshoes may be worn during inclement weather providing they are solid black in color. Otherwise City issued footwear is required.*
- 1-19.15 *When a PEO has to make a court appearance, the officer must be neat and clean, and in the proper uniform (per the above guidelines). The officer must have on a clean white/black crew neck t-shirt with no print on the shirt.*
- 1-19.16 *The uniform must be neat and clean at all times. Uniforms that are dirty, salty or wrinkled will not be worn.*
- 1-19.17 *The shirt must remain tucked in at all times. PEOs will remain in proper uniform until they have scanned out at the end of their shift.*
- 1-19.18 *All uniforms issued by the city remain the property of the city and must be returned at the employee’s separation from the city. Deductions from final paycheck will be made for unreturned item(s).*

**1.20 RULES OF CONDUCT**

- 1-20.1 *Negligence: Any equipment belonging to the city, and when not in use, will be secured properly either at a department facility or inside a residence. City equipment should never be left unattended in a personal vehicle. During working hours city equipment will be in direct control of the employee or secured inside their assigned work vehicle. City equipment should never be placed on the exterior of a vehicle.*

**1-25 Parking Enforcement Additions—Ethical Standards  
Theft and Vandalism**

- 1-25.1 *Office equipment, supplies and materials are for City business only and are not to be used for personal matters. None of the above items are to be removed for other than city business. If it is necessary to use any of these items outside the office for city business, you must get permission from your supervisor and be responsible for their safekeeping and return.*
- 1-25.2 *City of Milwaukee equipment must be maintained and used for the purpose intended. If equipment is damaged or no longer usable, it must be brought to the attention of the duty supervisor. Damaged and unusable city equipment cannot be disposed of without proper authorization.*

**Confidentiality**

*The City of Milwaukee Parking Enforcement obtains information from various sources, such as NCIC, the Department of Motor Vehicles, Department of Justice and Department of Natural Resources. Information obtained through these sources are confidential and not to be disclosed. All employees of the City of Milwaukee Parking Enforcement are required to keep any personally identifiable information confidential. Release of this information is only done through an open records request through the Assistant Manager(s) or Manager. Employees are prohibited from talking about tow records, clients, or incidents that breach confidentiality requirements.*

**1-31 Parking Enforcement Additions—Use of City Equipment**

- 1-31.1 Vehicle accidents are the leading cause of occupational injuries among professional drivers, including Parking Enforcement Personnel. Employees should report for work adequately rested and fit to drive a full shift.
- 1-31.2 *A pre-trip inspection must be made daily for each and every truck that may be assigned. Employees must scan in before performing their pre-trip inspection, or any other work-related tasks. The proper inspection form must be filled out and given to your supervisor daily. Any problem encountered during such inspection, or during the course of the day's work, must be reported to your supervisor as soon as possible. If your supervisor is not available, contact your assigned district office. If the district is unavailable, contact the Dispatch Office.*
- 1-31.3 *Parking Enforcement employees will not drive a vehicle with a low or flat tire.*
- 1-31.4 PEOs will assure that the windows are clean. Before leaving the parking lot, PEOs will assure that mirrors and seats are adjusted safely.
- 1-31.5 PEOs will obey all traffic laws while operating city vehicles. Wisconsin law specifies that a vehicle's horn should only be used as a "reasonable warning" to other drivers.
- 1-31.6 PEOs will follow the state law regarding seatbelts.
- 347.48 Safety belts and child safety restraint systems:
- (2m) REQUIRED USE.*
- (a) In this subsection, "properly restrained" means wearing a safety belt approved by the department under sub. (2) and fastened in a manner prescribed by the manufacturer of the safety belt, which permits the safety belt to act as a body restraint.*
- (b) If a motor vehicle is required to be equipped with safety belts in this state, no person may operate that motor vehicle unless the person is properly restrained in a safety belt.*
- (c) Paragraph (b) does not apply to the operator of a vehicle while on a route which requires the operator to make more than 10 stops per mile involving an exit from the vehicle in the scope of his or her employment. Paragraphs (c) and (d) do not apply to a passenger while on a route which requires the passenger to make more than 10 stops per mile involving an exit from the vehicle in the scope of his or her employment.*
- When PEOs find it necessary to unbuckle a seatbelt in the above conditions, they shall ensure that the belt is refastened prior to resuming normal driving.
- 1-31.7 PEOs are expected to drive defensively. PEOs should anticipate the actions of pedestrians and other drivers. PEOs are also to adjust their driving to compensate for road and traffic conditions.
- 1-31.8 PEOs who are stopped in traffic, or are driving at less than normal speed under conditions that create a traffic hazard while in the course of their daily duties, will use the roof mounted beacon light, strobe light and the four-way flashers. Before resuming normal driving, PEO must turn off the illuminated flashers. When the four-way flashers are on, the turn signals do not operate.

- 1-31.9 PEOs will not disconnect the backup alarms on their respective jeeps. Any vehicle without a functioning back up alarm will not be used.
- 1-31.10 Parking Enforcement employees operating city vehicles will not use a cell phone while the vehicle is in motion including reading emails and using applications (apps). Parking Enforcement employees operating a city vehicle will not perform any action while the vehicle is in motion that interferes with their ability to operate the vehicle safely.
- 1-31.11 Whenever a Parking Enforcement employee leaves the driver seat, whether or not the motor is running, they will ensure that the gearshift selector is in “park” and that the parking brake is securely applied. City vehicles will not be left with the motor running if the vehicle is unattended. When leaving a vehicle running the proximity of other persons and the ability to protect the vehicle from theft must be taken into consideration.
- 1-31.12 PEOs will park legally whenever possible. Because this will deprive the public of a parking space, PEOs will proceed with their work as quickly as possible in order to free up the space for the public. Before parking in an illegal manner, the PEO must consider the safety of others and themselves. PEOs will park in a manner that still allows other drivers to use the roadway safely.
- 1-31.13 When enforcing parking violations on streets with narrow traffic lanes, bike lanes, or during rush hour traffic, PEOs must consider their safety and the safety of the other users of the street. PEOs will organize their enforcement pattern to minimize the blocking of any travel lane with first consideration to avoid blocking the bike lane while issuing citations. PEOs should consider parking and walking to enforce violations as an option.

**1-34 *Parking Enforcement Additions—Security***

- 1-34.1 *All Parking Enforcement personnel must be aware of the importance of maintaining security in and around the Parking Enforcement facility.*
- 1-34.2 *No person, except an active Parking Enforcement employee, is to be allowed access to the interior of the building except with the permission of the Management staff. Visitors must remain in the visitor’s lobby until their access has been cleared by management. The visitor will be escorted to their destination. No visitor is allowed to roam freely throughout the building.*
- 1-34.3 *Any unauthorized person found in the building must be reported to the supervisor, and if necessary, the Milwaukee Police Department should be contacted.*
- 1-34.4 *The City has a zero-tolerance policy for firearms and dangerous weapons in the workplace. Persons with either concealed or open carried weapons will be asked to leave the premises, and if they do not comply, the employee will call 911.*
- 1-34.5 *Following safe working procedures and the use of proper protective equipment is the responsibility of all employees.*

**1.35 *Parking Enforcement Additions—Field Safety Policy***

- 1-35.2 **Parking Enforcement Officer is a profession that requires its' employees to interact with the public under adversarial conditions. People who receive parking citations are typically not happy, and some of these people may become belligerent. This most commonly takes the form of verbal abuse, but can sometimes escalate to a higher level.**
- 1-35.3 **PEOs should be aware of their location at all times. They should practice the ability to tell a dispatcher their location at a moment's notice. PEOs will notify the dispatcher upon arrival at an assignment. PEOs will also inform the dispatcher when changing locations.**
- 1-35.4 **Parking Enforcement Officers should be aware of what activities are going on around them, and also of who is near them. PEOs should practice using the mirrors on their vehicle to monitor activity behind them.**
- 1-35.5 **PEOs should define their personal space as a safety zone, and keep other people, especially parking violators, out of that zone. Safety zones are defined as the physical space immediately surrounding someone, into which any encroachment feels threatening to or uncomfortable for them. The PEOs need to be aware of both their arm's reach, and other people's reach. If approached by a violator, and a citation has not yet been issued, the PEO should allow a violator to leave. If the citizen has put money in the meter prior to the citation being printed or the citation being attached to the vehicle the vehicle is to be considered parked legally. The PEO will give their squad number to the citizen as a confirmation number that the PEO has taken responsibility for the citation.**
- 1-35.6 **PEOs are not to block in vehicles or detain people. A PEO will not cite a vehicle that has been blocked in or immobilized by a complainant.**
- 1-35.7 **PEOs should observe body language and watch the hands of people who approach them. PEOs should keep their safety zone secure, which includes keeping doors locked, and windows up. PEOs who are unsure of a citizen's intent should keep a small opening in the window of their vehicle to speak with the citizen.**
- 1-35.8 **PEOs should use body language that reflects attentiveness and interest in the words and actions of other people. The PEOs should also keep their body posture in a defensive ready state.**
- 1-35.9 **PEOs should practice professional communication, such as being able to deflect personal insults and return to the subject at hand. The PEOs should strive to use a neutral tone of voice. The tone should not be excited, bored or sarcastic. PEOs will not aggravate a tense situation.**
- 1-35.10 **Any PEO who is involved in a confrontation, or who leaves the scene of an assignment because of conditions that constitute a safety hazard, shall notify supervisor immediately. The PEO will submit an incident report describing the circumstances prior to the end of the shift.**
- 1-35.11 **When appropriate, supervisors will share information regarding incidents with other PEOs who may be working in the affected area. Such information will include the date, time, location, vehicle description of the actors, and the circumstances surrounding the incident. The supervisor will decide if Milwaukee Police Department should be contacted.**
- 1-35.12 **When assigned to a two-person patrol area, PEOs will follow current procedures pertaining to two-person patrols including staying in close proximity to be aware of their assigned partner's situation.**

**1.37      *Parking Enforcement Additions—Injuries***

- 1-37.1      *Employees who have an accident or injury sustained while on duty must report the incident to the duty supervisor immediately. PEOs involved in traffic accidents will call the police first, and then contact their supervisor.*
- 1-37.2      *The employee may seek immediate medical attention. The supervisor will arrange for the employee to be seen at the city's contracted medical provider or the employee may go to his or her own physician.*
- 1-37.3      *The employee must submit an incident report with details about the injury or accident before the end their shift or as soon as possible.*
- 1-37.5      *Whenever an employee is injured on the job, the employee must report the injury to the supervisor immediately. Employees are required to fill out an incident report detailing the cause of their injury.*
- 1-37.6      *The Worker's Compensation Section, not the supervisor, will determine if employee is eligible for paid injury leave.*
- 1-37.7      *Employees who are absent due to an on-job injury must call in each day until proper documentation is filed with the supervisor.*
- 1-37.8      *If an employee has been injured off the job, the employee will follow the sick leave procedure.*