

# **Sanitation Section**

## **Work Rules**

**Revised: January 2024**

**1.1 GENERAL WORKING HOURS** *(supplements DPW Standard Work Rule 1:1)*

The typical 8.5 hour work day includes a 15 minute paid rest break and a 30 minute unpaid lunch break. Actual work hours may vary based on one's specific job assignment on any given day. Employees are expected to be at their starting location prepared for work at their assigned starting time and remain at their work location until quitting time unless excused by management.

Management reserves the right to adjust or extend working hours as necessary for emergency or special operational needs. Management will endeavor to provide at least 24 hours' notice when making changes to the scheduled work day.

**Work Schedules:** The typical work schedule is between 6AM – 4PM, Monday – Friday. Employees assigned to Drop Off Centers (self help) will be scheduled for Saturday and Sunday work and assigned off days during the week.

**Time schedules** for specific routes and equipment will be provided by the Division. Employees assigned to a specific truck or route will follow the route schedule including break periods, dump times and quit times, unless adjusted by a supervisor to meet an operational need.

Management reserves the right to change work schedules, upon proper notice, to accomplish the service needs of the division.

**Reporting:** At the beginning of each work shift, all ODWS (drivers) will "10-8" (in-service) to the district office from the radio in the assigned vehicle. For vehicles that do not have a functional radio, the driver will call in to the district office from the driver room phone. Subject to availability and the discretion of management, a handheld radio may be requested for use by a driver of a vehicle without a functional radio.

At the end of each work shift, unless notified otherwise, drivers will "10-7" (out-of-service) to the district office from the radio in the assigned vehicle.

If the radio is not functioning properly, the driver will write the vehicle up for a defective radio. Tampering with radio equipment will be cause for disciplinary action, up to and including discharge.

All workers not assigned to operate equipment with a radio (laborers, for example) are also to report via Sanitation yard phone or in person at the district office their "10-8" and "10-7" status at beginning and end of shift.

Sanitation Inspectors and Sanitation Yard Attendants similarly are to check out with their supervisor or manager in person at the district office or via Sanitation yard phone.

**Workload and Assignments**

**Work Load:** The workload, insofar as possible, will be balanced between individual employees/crews. Seasonal variations may dictate the need for more or fewer employees. For garbage and recycling routes, all crews within each area, district, and/or route must work together to ensure all sections of the routes are complete before trucks are released for the day.

Employees are required to work in a safe, professional and efficient manner putting forth their best effort to complete assigned tasks.

Employees may be assigned individually or as part of a crew based on the operational needs of the division. It is each employee's responsibility to complete their daily assignments.

When collection routes start prior to 7AM or during "catch-up" collection days, each employee is responsible for retrieving carts from the storage location prior to 7AM.

**Assignment Changes**

If an employee becomes ill or must leave for any reason, the replacement will be made to meet the operational needs of the department.

**Reassignments:** Management reserves the right to reassign employee(s) to another route/assignment.

**Operational Transfers:** Individuals or crews may be transferred within or between districts. Employees may be transferred as a result of a disciplinary action but transfers will not be used as discipline.

**1.2 OVERTIME (supplements DPW Standard Work Rule 1.2)**

**Scheduled weekends and Holidays:** All employees are required to report for scheduled weekend and holiday work.

**Other Emergency Overtime:** All employees are expected to respond, if called upon, for emergency response requested of the Department of Public Works. Management will endeavor to provide at least 24 hours' notice to employees prior to scheduling weekend overtime work.

**1.3 LUNCH AND BREAK PERIODS (supplements DPW Standard Work Rule 1.4)**

**Lunch Periods:** Employees are allowed a thirty minute (unpaid) period for lunch, including travel time to and from the worksite which must be taken between 10:30AM and 12:30PM, unless approved by management. City vehicles may be used to drive to the nearest **approved** facility for lunch, which excludes establishments that primarily serve alcohol and private residences. Any lunch break taken outside of the city limits must be approved by management prior to the lunch period.

**Break Periods:** Employees are allowed a fifteen minute paid break period after two hours of work have been completed. 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.

**1.4 LEAVING THE WORK AREA** *(Supplements DPW Standard Work Rule 1.5)*

Employees may not leave the work area without the approval of management. Travel to and from assignments, the transfer stations, Materials Recovery Facility (MRF), or other unloading sites must be on the most direct route. This includes traveling to and from the transfer station or MRF for lunch. Crews must stay together at all times except for their unpaid lunch break.

**1.5 REPORTING ABSENCES** *(Supplements DPW Standard Work Rules 1.6 and 1.7)*

It is the responsibility of each employee (not a spouse, relative or friend) to call management at least one (1) hour before their starting time on the first day of an absence. Management will confirm the request for absence.

Special Equipment Operators, Operations Driver/Workers, Sanitation Laborers, City Laborers, and employees assigned to routes must call the Dispatch Office at 414-286-5561. Employees assigned to Sanitation districts or Drop Off Centers must call the relevant Sanitation district office.

Unless exempted by a manager, employees are expected to report each day of an absence, including during periods of a multi-day absence. Unless exempted by a manager, employees are expected to report each day of an absence, including during periods of a multi-day absence.

**Returning to Work**

ODWs and employees assigned to routes must contact the dispatch office by 11:30AM on the day before returning to work from an absence. Failure to call by 11:30AM may result in the loss of your preferred job and assignment for the work day.

Employees assigned to districts or Drop Off Centers must call the relevant Sanitation district office.

**1.6 VACATION SCHEDULING** *(Supplements DPW Standard Work Rule 1:15)*

Management may, at its sole discretion, permit additional employees in any job classification to take vacation leave. The maximum number of employees in each job classification that may be granted leave on any given day shall be based on the vacation grid that is adjusted annually to reflect vacation hours accrued.

***Management reserves the right to cancel previously approved vacation as needed for emergency operations.***

**1.7 INCLEMENT WEATHER DAYS** *(Supplements DPW Standard Work Rule 1.16)*

**Cold Weather:** If the 5AM official temperature at General Mitchell Field is -10F or colder, employees will not be dispatched to the field except for emergencies and snow work. A cold weather standby will remain in effect until the temperature rises above -10F or employees are sent home for the day. In that event, employees will be paid a minimum of two hours standby time and the balance will be recorded as excused or owed time,

**Reporting:** All employees are required to report to work as assigned regardless of the severity of the weather. Assigned tasks are expected to be completed despite the severity of the weather. Reasonable consideration shall be given to grant “warm up” time on severely cold days as determined by a supervisor.

**1.8 SANITATION OPERATIONS**

**Garbage and Recycling Collections:** Crews are responsible for properly tagging carts. Residents must be notified with the proper tags when a collection cannot be made. Do not write any personal opinions or comments on tags. Notify your supervisor when a collection cannot be made or if there is excess that needs to be picked up by a special crew.

Carts must be returned out of the street without blocking the alley driving lane, driveway, approach or door. Sidewalk pedestrian access should be maintained.

Carts are to be placed upright and never turned on side or upside down.

**Hardships and Odd Fronts:** The driver is responsible for reviewing the route book daily to know the exact starting and ending points for that day’s work. Additionally, the driver must identify and service all hardships and odd fronts for each day’s work.

**Bulky Collections:** Collection crews are responsible for removing additional materials that are placed at the collection point according to rules of collection. If material cannot be collected, the crew is expected to report the location and type of material to their supervisor. Crews must not permit residents to assist or to place any items themselves into City’s collection vehicles.

**Litter Receptacles:** Collection crews are responsible for emptying all litter receptacles within the assigned route as needed or when directed by supervision. Any litter receptacle that is damaged and cannot be emptied or used properly should be reported to your supervisor.

**Private Property:** Damage to private property is to be avoided. If there is an accident that causes damage, it must be reported to your supervisor or district office as soon as possible during the same work shift. Return collection containers and close gates. Carts or containers should never be placed in the street, in front of a driveway or garage door.

Do not remove anything that is not in, on, or immediately next to containers. If there is doubt, or if an item appears to have other than scrap value, do not remove it without the permission of the resident. Do not confiscate a container without the permission of the resident/owner. Do not antagonize pets.

**Commercial Accounts:** Collection crews are to report to their supervisor when commercial account collections are made. Other collections from business establishments operated for profit must be refused unless authorized by the supervisor.

**Spillage:** If an employee causes spillage of any material, it must be picked up and the area restored to a condition equal to or better than prior to the spill. When you are unable to properly restore the area because of the material spilled, the supervisor or district should be notified so the appropriate response can be provided.

**Junking:** The removal or arranging to remove at another time any material for personal use, gain or profit is prohibited. Searching through discarded material is prohibited.

**Vandalism:** Intentionally causing damage to or being reckless and displaying irresponsibility to the care of city property will result in disciplinary action up to and including discharge.

**Gratuities:** Gratuities in any form including money, merchandise, food or beverages are not permitted.

**1.9 USE OF CITY EQUIPMENT (Supplements DPW Standard Work Rule 1.31)**

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, or for any non-city business at any time, including rest or lunch periods, whatsoever, without advanced permission of a Sanitation manager.

No City owned or controlled (leased, rented) equipment or supply of any kind shall be used for personal or non-city business purposes at any time.

All city vehicles and equipment left unattended for any period of time must have the keys removed and be securely locked. Employees who fail to secure equipment shall be subject to disciplinary action.

**1.10 SAFETY EQUIPMENT/PPE (Supplements DPW Standard Work Rule 1.35)**

Safety vests and safety glasses must be worn at all times. ANSI-approved steel toe safety shoes must be worn at all times. No tennis type shoes are allowed. When required based on job assignment, hard hats and hearing protection must be worn.

**SECTION B – CITY EQUIPMENT AND VEHICLE USAGE RESPONSIBILITIES**

1. **VISUAL INSPECTION:** A pre-trip inspection must be made daily for each and every truck that may be assigned. The proper inspection form must be filled out and given to your supervisor daily. Any problem encountered during such inspection, or during the course

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of the day's work, must be reported to you 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.

To ensure garbage does not get mixed into recycling loads when replacement trucks are assigned, the driver is responsible for checking to make sure the truck is emptied of garbage prior to the start of a recycling route.

2. FUELAND OIL: Fuel and coolant levels must be checked and topped off daily.
3. CLEAN GLASS AND CAB: 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 receptacle. Cabs must be kept clean, and free of clutter and loose items that may damage the windshield when the cab is tilted for service. No food items shall be stored in the cab, as these items attract rodents.
4. TIME AND REPAIR SHEETS: Form ME 11, Operator's Daily Report must be submitted. If a repair is needed, fill out a ME 14- Equipment Condition Report and place it in the repair box.
5. EQUIPMENT CHANGE: If it becomes necessary to change trucks call the Dispatch Office and notify your supervisor or district office. Post-trip and pre-trip must be completed when changing equipment.
6. TAMPERING: Unauthorized repairs or alterations, or other tampering to any vehicle or vehicle component, including radios, is prohibited and will be subject to discipline.
7. TRUCK KEYS: Vehicle keys must be left at the parking location, in the designated location except when in the repair line. Drivers are not allowed to take keys home at any time.
8. DRIVER-INSTRUCTOR: Fleet Services Driver Instructors are authorized to teach procedures, provide assistance on equipment or equipment related procedures, and investigate accidents.
9. ENGINE IDLING: Unless instructed by supervision or a field service technician, engine idling is not allowed. Unattended vehicles should be turned off and the key removed.
10. UNAUTHORIZED DRIVERS: Only authorized and assigned drivers are permitted to operate vehicles.

11. **USE OF CITY VEHICLES AND EQUIPMENT:** Vehicles, computers, electronic equipment, instruments, tools, and other equipment provided by the City must be properly used and maintained. Willful damage to any City equipment or damage caused by negligence will be cause for disciplinary action. Employees shall immediately notify their supervisor of any damage, loss or theft of City property.

Equipment such as City vehicles, tools, safety equipment, rainwear, etc., is sometimes used by employees for the performance of their duties. Employees are responsible for the proper use, care and security of such equipment. Employees are not allowed to deface, distort or damage City equipment in any way. City equipment shall not be utilized for personal use. Employees may be charged for missing equipment or equipment damaged by misuse.

The use of City equipment to conduct personal business is prohibited. No City vehicle shall be used by an 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 break or lunch period, whatsoever, without authorization 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.

Employees are required to sign a document at the time City equipment is given to them which addresses their responsibility not to damage the equipment, their potential financial liability for lost or damaged equipment, as well as their responsibility to turn in all City equipment upon separation from City Service including: discharge/termination, retirement, voluntary resignation, etc. Failure to turn in all issued City equipment upon separation from City Service will result in the employee's last paycheck being held or loss of pay to cover the costs of the equipment. (See Separation Checklist)

### **Breakdowns**

All breakdowns must be reported immediately to the dispatch office and your supervisor or appropriate district office. If the dispatch office is unavailable, contact your supervisor or the appropriate district office. All breakdowns, regardless of length are to be recorded on the Operator's Daily Time Report (ME-11). Notify your supervisor or the district office when repairs have been completed.

### **Dumping**

Enter and exit the scales with caution and avoid slamming on brakes while on the scale. Adhere to all speed limits in the transfer station area. Tailgates must be unlocked before dumping and locked after scaling within three truck lengths of the transfer station or MRF doors. Avoid any unnecessary walking on the tipping floor. Check overhead clearance while raising the tailgate. Tailgates must be lowered completely before leaving the tipping floor.



**VEHICLE OPERATION – Operator’s Rules - Refer to Fleet Vehicle Use 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 Driver's 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 Buildings and 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.
- h. 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.

Refer to the **Fleet Vehicle Usage and Safety Manual** section of the Department of Public Works Standard Work Rules.