



Tow Lot

January 2024

**Supplemental
Work Rules**

DPW Tow Lot - Supplemental Work Rules – January 2024

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1. **Safety Shoes**

Safety Shoes are to be worn at all times while working as an Attendant or when walking on the Lot. No open-toed shoes are permitted on the Tow Lot premises.

2. **High Visibility Wear/Vests**

Safety vests or high visibility wear is required of anyone walking or working on the lot or for staff members that work in the garage.

3. **Safety Belts**

Employee safety is paramount, but at management's discretion, employees may be exempt from being required to wear safety belts while on the tow lot premise per Statute: 347.02

4. **Speed Limit on Tow Lot**

The speed limit on the Tow Lot is 8 miles per hour. Employees are expected to adhere to the speed limit and report instances where speed is exceeded.

5. **Smoking Area**

The designated Tow Lot smoking area is by the picnic table in the southwest corner of the employee parking lot, out of public sight.

6. **Incident Reports**

Tow Lot employees will file an incident report for any adverse situation, i.e. accident, vehicle damage, citizen confrontation, harassment, tardiness, lost or damaged equipment etc. All incident reports must be submitted before the end of the shift. All incident reports are to be thoroughly written in a clean, neat, legible and concise form. Employees are required to notify a Supervisor immediately of any accident or incident on the tow lot. Failure to report any accident may result in discipline up to and including discharge.

7. **Supervisory Directive**

Pursuant to City Service Rules and City of Milwaukee Ordinances, employees may be directed by their Supervisor to perform certain duties or actions relevant to their position which are necessary for the safety and security of the City of Milwaukee Tow Lot. It is the responsibility of the employee to follow these directives and complete them within a timely manner.

8. **ID Badges**

ID badges are required for all personnel at the Milwaukee Tow Lot as well as all visitors and authorized entrants. Milwaukee Tow Lot personnel will have ID badges issued through the Department of Public Works. Employees are not to share ID badges. ID badges should be visibly worn around the neck or in an appropriate manner that is clearly and professionally visible to others.

9. **Access Cards**

Access cards are distributed to every employee and temporary employee employed by the City of Milwaukee Tow Lot. These access cards allow entry to various authorized offices. Employees are required to keep their access card with them while working. Employees are prohibited from using another employee's access card or giving another employee access to their card. Persons violating access card requirements will be subject to discipline up to and including discharge.

10. Professional Standards

- A** Tow Lot employees will conform to policies and procedures of the City of Milwaukee and will obey all laws enforced in the City of Milwaukee.
- B** Tow Lot employees will enforce relevant ordinances, parking ordinances, and laws with good judgment, diligence, fairness, and truthfulness.
- C** Honesty, integrity, and ethical behavior are required of all Tow Lot 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.
- D** Employees of the Tow Lot may not accept gratuities, nor shall they attempt to use their position for personal gain, or accept any form of preferential treatment that is offered based on their position.
- E** Tow Lot employees must be impartial in the performance of their duties. They must not allow personal biases and prejudices to influence their actions.
- F** Tow Lot employees must be courteous and civil to the public and to each other. Tow Lot employees may not use obscene or offensive language toward each other or towards the public in the work environment.
- G** Tow Lot employees shall treat their colleagues in a respectful manner, and shall refrain from any derogatory reference to another city employee.
- H** Tow Lot employees must provide accurate information in a professional manner.
- I** Tow Lot employees should assume they are being videotaped or voice-recorded, and act or speak accordingly.
- J** Employees of the Tow Lot shall not inquire or gossip about the discipline given out to other employees or discuss reasons for others absences.
- K** All Tow Lot employees are to:
 - 1) Actively listen and
 - 2) Act respectfully towards the public whether in person or on the telephone.
- L** Tow Lot employees are to avoid verbal confrontation with citizens. When a citizen persists in unwarranted conversation, Tow Lot employees must follow the chain of command and refer the citizen to the Lead/Supervisor/Manager and politely terminate contact with the citizen.
- M** Tow Lot employees are to refrain from discussing operational matters of the Tow Lot with citizens. Tow Lot employees will refer such citizen inquiries to a Supervisor.

- N** Tow Lot employees are to behave in a professional and courteous manner whenever on duty
- O** Any adverse confrontation that a Tow Lot 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.
- P** All employees are required to adhere to all current and future standard operating procedures. Failure to adhere to SOPs may result in discipline up to and including discharge.

11. **Absence and Sick Leave**

A. Attendance

Employees are required to attend work every day that the employee is scheduled to work. If the employee is unable to attend work, the employee must follow the procedures for calling in to report an absence. Regular and punctual attendance is expected of all Tow Lot employees. Excessive absenteeism and tardiness places an unfair burden on fellow employees and supervisors. Tardiness disrupts the routine of the organization. Any Tow Lot employee arriving in the work area after the start of the shift, without the knowledge and consent of the Supervisor, will be considered tardy.

Three instances of tardiness in a three-month period will subject the employee to disciplinary actions.

B. Reporting Absences

Given that the Tow Lot is a twenty-four hour operation, any absence means that additional coverage must be obtained for that position; it is vital that all employees notify their Supervisor of an absence. Employees are required to make direct contact with their Supervisor or Manager one hour before their working shift begins. If scheduled for second or third shift, the employee must report an absence at minimum six hours before the scheduled shift. Phone contact with a supervisor must be made. A daily telephone call is required, whether reporting an absence or a return.

Weekend or holiday absences must be reported to the on-duty supervisor.

No one else can call on behalf of an employee, except when the employee is hospitalized or medically unable to make contact.

Employees that fail to report absences will be considered “absent without leave” and are subject to disciplinary action unless justified by Management. Notification of an absence does not necessarily constitute an excused absence.

In the case of a planned absence, notification should be made as soon as possible.

Medical appointments should try to be scheduled outside of working hours. If utilizing 069 time for a medical appointment, Tow Lot employees shall notify their Supervisor of all doctor appointments at least 48-hours prior to the day of the appointment. Leave is subject to supervisory approval. Time taken for a doctor's appointment must be documented by a doctor's certificate of appointment. The doctor's certificate of appointment must include the date and time of the appointment.

Employee requests for non-paid 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. Absences not arranged in advance may be considered unexcused unless the employee can verify a valid reason for the absence.

C. Working Hours

Employees are expected to be at their starting location, prepared for work, by their assigned starting time and employees are expected to remain on duty until the end of that day's assignment.

Starting times and quitting times will be assigned. Starting times, lunch breaks and other breaks are scheduled. They may only change with the approval of the Supervisor. Each employee is responsible for accurate, efficient, and timely entry of their time into the City's Automated Payroll System. Time entry changes can only be modified by the Supervisor. Employees are responsible for checking the schedule daily for changes.

D. Time Clock Policy and Procedure

Employees will use the time clock to clock in at the start of their shift, for lunch breaks, and at the end of their shift unless exempted by position title. The arrival time documented by the time card will be the official arrival time. Employees will be considered late for duty if their arrival at their assigned work station is documented as any time after their assigned start time. Employees are considered late for duty if the arrival time does not allow for enough time to prepare and begin at the designated start time. Failure to clock in is treated as an incident of tardiness and may result in discipline up to and including discharge.

Employees are not permitted to clock in earlier than six minutes prior to the start of their assigned shift unless approved by management. Employees must clock out at the conclusion of their assigned shift. Employees should only clock-out up to six minutes after the end of the shift. Employees are not permitted to clock in and out for each other.

E. Scheduling

An employee's schedule is determined by the operational needs of the Tow Lot. Mandatory overtime will be required and assigned as needed, by Management. Failure to comply with the Mandatory Overtime Policy will lead to disciplinary action

up to or including discharge.

F. Overtime

All overtime must be pre-approved by a Supervisor or Manager. It is the employee's responsibility to complete the appropriate documentation and electronic tracking (time entry) and overtime slip.

Employees working outside of their scheduled work hours without authorization may be disciplined up to and including discharge.

The City of Milwaukee Tow Lot reserves the right to require an employee to remain after his or her shift, to perform any duty in an overtime capacity.

12. Personal Items

Personal items should not be left unattended. Personal vehicles parked in City owned parking lots are parked at the operator's risk. The City will not reimburse employees for personal non-work related items that are left in vehicles or damaged or stolen.

13. Logging Out of Computers

Due to the nature of the programs installed on the Tow Lot's computers, employees are required to log off of computers at the end of their shift.

14. Conduct

Foul, loud or abusive/offensive language, horseplay and disruptive conduct is inappropriate. These behaviors detract from the focus of the work unit and lead to discord among the employees and lost production for the department and will not be tolerated. When interacting with the public, professionalism should be maintained at all times and property should be respected. Abuse of managerial discretion is also unacceptable conduct.

15. Insubordination

Refusal of a legitimate order or the use of obscene or otherwise objectionable language to a Supervisor or Manager is insubordination. Insubordination will result in discipline, up to and including discharge.

16. Violence in the Workplace

It is expected that employees behave in a professional manner. Fighting, threatening, harassing or intimidating/offensive behavior will not be tolerated. The City's violence in the work place policy addresses all occurrences and conduct of this nature. If a fight does occur, the immediate supervisor will notify the department's security officer or the Milwaukee Police Department and interview all witnesses. Employees will be expected to cooperate in any such investigation. Those found guilty of fighting will be subject to discipline, up to and including discharge.

Any employee who feels they have been assaulted, threatened, harassed, intimidated or bullied should report the situation immediately to his or her Supervisor.

17. Theft of City and/or Personal Property

City property is a valuable asset. City property includes knowledge and information as well as physical goods. Employees must protect it from theft, loss and damage. Hand tools, equipment, supplies and materials are for City business only and are not to be used for personal matters. All equipment, records and tools used and stored at the Tow Lot are considered the property of the City of Milwaukee. Unauthorized removal of anything from this site or any other City of Milwaukee site will be considered theft of City property and will be grounds for disciplinary action up to and including discharge. If it is necessary to use any of these items outside the office for company business, you must get permission from your Supervisor and be responsible for their safekeeping and return.

Likewise, personal property deserves the same degree of respect that City equipment does. If any employee is caught taking personal possessions of another employee, the incident will result in major discipline up to and including discharge.

All Tow Lot 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.

18. On-Call Response Times

When an employee is on-call for snow duty, he or she has 20 minutes to respond to a supervisor(s) call. If required to report for duty, employees have one hour to report for duty.

19. Firearms

Firearms are strictly prohibited to be worn or carried by employees at the City of Milwaukee Tow Lot. Milwaukee Police Department Officials are exempt from this policy.

20. Confidentiality

The City of Milwaukee Tow Lot 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 is confidential and not to be disclosed. All employees of the City of Milwaukee Tow Lot 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 or Manager. Employees are prohibited from talking about tow records, clients, or incidents that breach confidentiality requirements.

21. Discipline for Misuse of NCIC/DOT

Parking Enforcement and Tow Lot employees will use their access to the TIME

System only for Parking Enforcement and Tow Lot purposes. Employees will not use the TIME System to obtain data for personal reasons. The selling, trading or gifting of information obtained from the TIME System is strictly prohibited and illegal. Under state and federal law, individuals and agencies may be subject to criminal penalties if certain information is misused. Any department member who witnesses or has knowledge of a violation of TIME System access or other section of this policy is required to report this violation to a Supervisor.

Any employee found to be misusing the system will be required to file an incident report as to the nature of the misuse. Misuse of the TIME System will result in discipline up to and including discharge.

All transactions sent on the TIME System must have a Parking Enforcement or Tow Lot reason. Employees who run queries on family, friends, and co-workers must be able to show the valid reason the query was run.

All employees are responsible for maintaining TIME expirations and advising a supervisor in advance of their pending expiration to ensure access never lapses. Failure to maintain TIME access may result in discipline up to and including discharge.

22. Entry or Ownership of Tow Lot Impounded Vehicles

City of Milwaukee employees assigned to the Tow Lot and their immediate families are prohibited from directly or indirectly purchasing any vehicle or its parts that have been previously disposed of by the City of Milwaukee. City of Milwaukee Employees assigned to the Tow Lot and their immediate families are prohibited from directly or indirectly purchasing any vehicle or parts from any registered J-Bid vendor at the City of Milwaukee Tow Lot. No employee may remove any item from any vehicle in the possession of the City of Milwaukee for personal use. No employee may remove any item from any vehicle unless written authorization is given by the owner, agent of the owner, or a Tow Lot Manager. No employee may enter or evaluate any vehicle without the written consent of the owner, agent of owner or a directive from a Tow Lot Manager. Any entry or evaluation to any vehicle must be made in accordance with City of Milwaukee Tow Lot procedures. Any information obtained as a result of authorized activities is strictly confidential. Under no circumstance may vehicle ownership or registration information be released for personal gain or for non-City business.

Employees are prohibited from directly or indirectly bidding on any vehicle disposed of by the Tow Lot.

23. Driver's License

A valid driver's license is required for all employees of the City of Milwaukee Tow Lot. Maintaining a valid driver's license is the responsibility of the individual employee. Any violations that involve the revocation or suspension of a driver's license must be immediately reported to the employee's Supervisor.