



**DEPARTMENT OF PUBLIC WORKS (DPW)
MILWAUKEE WATER WORKS (MWW)
WATER QUALITY SECTION ADDENDUM**

1.1 General Working Hours

A. Work Schedules

Employees are expected to know their work schedule, including any change in their schedule as notified by management. Failure to report as scheduled may result in disciplinary action up to and including discharge. All employees will remain on the job until the end of their shift. Employees may be required to work beyond their normal shift until relieved from duty by the next shift, or unless otherwise authorized by management.

The normal starting and quitting times listed below do not apply to emergency work and special assignments. The mid-shift meal periods will be taken as specified below under normal conditions, but this does not preclude management from altering the meal periods to meet changes required by working conditions.

Howard & Linnwood:			
Personnel	Starting Time	Lunch	Quitting Time
1 st Shift	7:00 AM	30 minutes	3:30 PM
2 nd Shift	3:00 PM	30 minutes	11:30 PM
Weekends/Holidays and any shift assigned to 'Priority 1'	7:00 AM		3:00 PM
	3:00 PM		11:00 PM

B. Alternative Working Arrangements – Alternative Work Schedules

Alternative Work Arrangements and Alternative Work Schedules shall be in accordance with the City of Milwaukee Alternative Work Arrangements Program and Policy. Employees working in positions deemed eligible for Alternative Working Arrangements shall have the option to submit an AWA Request Form to Management.

Eligible Positions – Water Quality Assurance Specialist, Water Quality Project Leader, Water Quality Analyst, Water Chemist - Senior, Water Microbiologist and Water Quality Microbiologist – Senior.

Any other alternate starting/quitting times, including early shift relief, will not be permitted.

C. Job Assignments

It is the employee's responsibility to immediately notify their supervisor of any work limitations. Medical restrictions will require documentation. Refusing a job assignment could result in disciplinary action. All work must be performed in a manner consistent with standards established by the Milwaukee Water Works (MWW). Actions which are detrimental to or interfere with the operation of MWW are prohibited.

1. Leaving the Work Area

Employees must obtain permission from their immediate supervisor, if available, or notify a lead worker before leaving the work location.

An employee shall not leave the job for the day or for extended periods without authorization. Employees are not allowed to travel to their personal residence or any other residence, place of business, or location outside of their assigned area during work hours. Employees are expected to complete their job assignments within a timely manner and take the most expedient route when traveling in the field to job assignments.

2. Daily Sign-In Sheet

All employees reporting to work shall sign the sign-in sheet in their work location when starting work for regularly-scheduled and overtime assignments. If an employee is working an overtime assignment, that employee is required to submit an overtime request.

D. Emergency Duty

All employees are subject to call-out emergency duty. The procedure for emergency call-out will be followed. Failure to respond when called out for emergency (via phone call, voicemail or text message), unless excused for illness, injury, or for other valid and acceptable reasons, may result in disciplinary action. Employees unable to report when called due to illness, injury, emergencies, etc., will be required to provide valid documentation to support their exclusion from participation. When called out, all employees are required to report to their assigned work site within one hour, unless otherwise designated.

1. Must Report (See Attachment D)

Water Quality Chemists designated as Must Report on Stand-By Duty are required to report to work within a reasonable timeframe, but no later than one hour from the time of the call. When called, employees will be paid from the time they arrive at the designated water treatment plant.

Employees designated as Must Report on Stand-By Duty will receive on-call duty pay as designated by the City of Milwaukee Salary Ordinance, Section 9.C. Any employee unable to fulfill their Must Report requirement for any reason will not receive the on-call duty pay for the designated period.

Failure to report when designated for Must Report may result in disciplinary action up to and including discharge.

Management reserves the right to add, discontinue, or change the Must Report designated requirements.

1.4 Break Periods and Lunch

A. Break Period

Employees are allowed one 25-minute paid break period to be taken as authorized and scheduled by management. Scheduled break period may be altered depending on the circumstances of the job. Extending the break period is not allowed. A break period is not allowed to be taken in conjunction with the lunch period or at the beginning or end of the day. Sleeping on a break is not permitted.

B. Lunch Period

The lunch period is unpaid, normally 30 minutes, and to be taken from 12:00-12:30 PM on 1st shift, and 7:00-7:30 PM on 2nd shift, or as time permits depending on the circumstances of the job. Management may alter lunch periods as needed to meet schedule and/or workload demands. Extending the lunch period beyond the time permitted is not allowed. Any changes to the lunch period requires the approval of a supervisor. Sleeping, reading newspapers and magazines is not permitted during lunch if in view of the general public.

1.6. Reporting Absences

Daily work schedules are to be maintained, and therefore, it is important that supervisors are informed of absences or tardiness. Employees shall contact the Water Quality Operations Manager, or in his/her absence, the Water Quality Manager no later than 1 hour prior to the start of the work shift if they will be absent or late to work. Voicemail, text, and email messages can be considered acceptable forms of notice, provided approval is granted by management. A message left on "voicemail" and within the call-in time will be accepted. Employees reporting an absence by leaving a voicemail message **should state their full name, the reason for their absence and a telephone number where they can be contacted. Also, an employee leaving a voicemail must call back after their starting time and speak directly with their supervisor.** If employees reporting an absence by leaving a voicemail message do not call back and speak directly with their supervisor, they should expect a call from their supervisor to verify their absence and resolve any discrepancies. Failure to answer a call from a supervisor may result in the absence being considered an Unexcused Absence.

Report of absence is required for each day of absence unless otherwise directed by the supervisor and will not be accepted from persons other than the employee, except in emergencies. The reason for any absence must be satisfactorily explained. Long-term illnesses require that the employee provides regular updates to their supervisor including doctor certificates for each follow-up doctor visit.

Failure to follow these procedures may result in disciplinary action. Notification of tardiness or absence does not necessarily constitute an excused tardiness or absence. Employees will not be paid for time they do not work as a result of being late for work.

1.15 Vacation Scheduling (See Attachment A)

1.18 Inclement Weather Policy (See Attachment B)

1.21 Rules of Conduct

A. Work Environment

Employees shall maintain a clean and neat work environment. Employees are responsible for cleaning up their assigned areas and vehicles, including personal and work-related items.

B. Electronic Devices

Portable radios are only allowed at the discretion of management, and at no time are to be distracting to fellow employees or audible to the general public. MP3 players, iPods, iPads, and other electronic devices not issued by MWW, as well as the use of headphones/ earbuds, etc., are not allowed during work hours in positions that require contact with the public or where communicating as a team, and at the discretion of management.

C. Laboratory Food and Beverage Policy

Food and uncovered beverages are not permitted in MWW laboratories. This does not include the Control Lab office or other offices where lab procedures and activities are not conducted. It does include the East and West Labs, Micro Lab area and Water Quality Lab. Drinks in spill-proof containers, such as soda or water bottles with caps, and/or coffee, tea, etc., in containers with spill-proof lids or travel mugs, are acceptable. Open soda cans, styrofoam cups, etc., are not permitted. This lab policy is consistent with housekeeping and cleanliness guidelines in place throughout government and industry.

1.30 Computers and Electronic Communications

Laptops, tablets, and other electronic devices, along with hardware and software, are the property of the Milwaukee Water Works (MWW), and for the use of MWW, Department of Public Works (DPW), and City of Milwaukee-related business. The various devices have been loaded with specific operating software. Basic setup applications installed shall not be altered. This includes configuration settings for programs, networks, and device setup. However, changes to Windows Desktop or Android and iOS home screens are allowed for personal preference customization.

Employees shall not load or remove software, or attach unauthorized hardware to any MWW-owned computer equipment, including personal device charging units.

MWW laptops and tablets will be periodically updated, and therefore, shall be made available to the MWW Information Technology Section as requested.

Employees issued electronic devices will be required to sign the City Electronics User Requirements and Expectations Acknowledgement form.

A. Tablets

Tablet computers are to be in the possession of the employee (or locked in their City vehicle) and returned to their assigned storage locker at the end of each work day unless expressed permission has been given by the Section Manager. Tablets must be powered off and connected to their charging units when stored. Employees shall not share locker combination codes or keys with co-workers.

Tablet computers are not ruggedized or protected from weather conditions. The minimum recommended operating temperature is 32°F. Employees shall make every effort to protect the tablet from extreme temperatures, rain, snow, or other weather conditions that would cause the tablet to malfunction.

B. IT Cloud Computing Policy

IT Cloud services are not to be used without the knowledge of IT Management. Refer to the City of Milwaukee Cloud Computing Policy in the DPW Standard Work Rules.

1.37 Security/Safety

MWW employees are issued an access/ID card and PIN number for access to MWW facilities. Employees are required to wear their issued access/ID card in a visible manner at all times while at work. Employees shall not lend their access/ID card to another employee or to a non-MWW employee, or give out their PIN number. If the access/ID card is lost, stolen or misplaced, the employee shall contact their supervisor immediately. Failure to maintain control of access/ID card may result in disciplinary action.

- When entering the facility at the beginning of a work shift or visit, the access/ID card must be scanned and PIN number entered on the keypad.
- When leaving the facility, the access/ID must be scanned again by all employees to exit. Do not tailgate in or out of the facility.
- Employees shall not write their PIN number on the access/ID card or keep their PIN number with the access/ID card. If an access/ID card is lost, this would provide an unauthorized person easy access to the worksite.
- If the access/ID card is forgotten when coming for work, the employee must stop at the gate and the security guard will provide a temporary access card. Temporary access card shall be returned to the security guard at the end of the work shift.
- Plant doors shall not be unlocked, propped open or altered by any means without the authorization of management. All doors shall stay locked. The security card should be used to open plant doors. Keys shall not be used to open plant doors.
- Employees are not allowed to take pictures within the facility perimeter or remove MWW confidential materials unless approved in writing by executive management.
- Family or friends are not permitted on plant premises unless previously approved by management.

1.39 Safety Equipment/PPE's

A. Procedures, Equipment, and Clothing

It is the responsibility of all employees that safe working environments are maintained, safe working procedures by DPW and MWW are followed, and that furnished protective equipment and clothing are used. Shirts are required at all times (tank tops, muscle shirts or sports bras are not allowed). However, employees can wear sleeveless shirts if their shoulders are covered. Full-length pants are required (shorts, capris or skirt-type clothing are not allowed for field work). Failure to comply will be considered to be a violation of these work rules.

B. Other

Specialized, job-related Personal Protective Equipment (PPE) shall be worn as determined by management. It is the responsibility of the employee to use this equipment as directed.

1.54 Miscellaneous

A. Employee Information

Employees shall provide MWW with their current home address, main telephone number including personal cell phone numbers, and emergency contact information. Providing a mailing address other than the personal residence will not be accepted. A post office box may be provided as long it accompanies the employee's residence street address. Any changes in this information shall be reported by the employee to their immediate supervisor using the MWW Employee Change of Address form and/or MWW Employee Emergency Contact Information form within 72 hours of the change. Current cell phone numbers are required for the City's "One-Call" notification system.

B. Water Quality Trade Policy (See Attachment C)

C. Pre-Trip Vehicle Inspection

Vehicles must be inspected daily; before, during, and after operation through procedures set forth in the DPW Fleet Vehicle Usage and Safety Manual. Drivers are responsible for keeping the cab of their assigned vehicle clean.

Water Quality Section Vacation Policy January 2024

The following shall apply to the scheduling of vacation. For the purpose of this policy, the term vacation will refer to vacation, sick leave control incentive program (SLCIP) days, compensatory time off (CTO) and transitional vacation account (TVA) hours, if available.

Employees shall submit all vacation requests in advance and in writing to the Water Quality Operations Manager. Vacation requests up to two (2) weeks will require one (1) week notice. Any vacation requests greater than two (2) weeks will require one (1) month notice. Exceptional cases may be approved by the Water Quality Operations Manager or Water Quality Manager. Any request to change scheduled vacation shall also be submitted in writing in this manner. Submitting a vacation request does not guarantee vacation approval. Employees will be notified by their supervisor as to the status of their vacation request in advance of the requested date(s).

Vacation approval is based upon guidelines established in this policy including seniority, staffing, workload considerations, and at management discretion. Call-in vacations are not allowed. However, emergency vacation may be granted by management based upon special circumstances. Employees will be required to provide valid documentation of the need for the emergency vacation request. Vacations will be not be approved for the employee designated as Must Report/Stand-By Duty. (Linnwood Afternoon II). Control Room personnel cannot approve an employee's request for time off.

It is the responsibility of each employee to know their sick leave and vacation balances including any SLCIP days and remaining CTO balances. Employees exceeding their balances will be considered absent without leave and may be subject to discipline, unless they have submitted a Request to Borrow Vacation Hours which has subsequently been approved by a manager.

Selection Process

1. All Water Quality Staff
 - One (1) employee in similar job titles will be allowed vacation at a time, except as otherwise noted.
 - Employee vacation requests will be selected based upon a first come, first served basis.
 - If multiple vacation requests are submitted at the same time for the same dates, Water Quality seniority will be used to grant requests. If more than one (1) employee has the same Water Quality start date, seniority will then be determined by the DPW start date, and if necessary, the City start date. If an employee cancels a week or more vacation or holiday vacation week, the vacation opening is available to other employees in order of Water Quality seniority, as described.
 - Requests for a full week of vacation will take precedence over individual day vacation requests.
 - Vacation requests take precedence over a request for CTO and sick leave incentive days.

- Partial vacation days may be approved at the discretion of management.
- A. Vacations Between Memorial Day and Labor Day
- To help ensure that every chemist has an opportunity for a summer vacation (from Memorial Day to Labor Day), during the period of January 1st to March 31st, only one vacation request for the summer period can be submitted per employee.
 - After April 1st, requests for additional summer vacation will be considered for approval on a first come, first served basis.
- B. Holiday Season - Christmas to New Year's Day
- Due to the popularity of vacations during the days between the Christmas and New Year holidays, and in the interest of giving each employee the opportunity for these days, seniority will not be used as the basis for granting vacation for these days. Instead, employees in similar job titles will alternate years for this time period.
- Water Microbiologist and Water Microbiologist - Senior will alternate years.
 - Water Quality Analyst and Water Chemist Project Leader will alternate years.
 - Water Laboratory Technicians will alternate years.
 - Water Chemist - Senior will alternate years, allowing two (2) to be off at a time.
 - If an employee in one of the positions eligible for vacation chooses not to use vacation during his/her year, the alternate employee may request those days. However, this does not change the rotation. This also applies for the rotation for the Lead Water Chemists.
2. Howard Water Chemists
- Vacation requests will be reviewed with Howard I shift having first priority.
 - Individual day vacations may be allowed for employees working on other shifts with an approved trade to Howard I shift, depending upon workload.
 - Saturday and Sunday vacations may be allowed for employees working on Howard III shift.
3. Linnwood Water Chemists
- Vacation requests will be reviewed with Day Shift I having first priority and Day Shift III having second priority.
 - Individual day vacations will only be allowed on Day Shift I or Day Shift III, depending upon workload.
 - Individual day vacations may be allowed for employees working on other shifts with an approved trade to First Swing or Utility shifts, depending upon workload.
 - Saturday and Sunday vacations may be allowed for employees working on Day Shift II or Day Shift IV.
 - Individual day vacations may be allowed for Afternoon I shift on Monday, Tuesday or Wednesday.
4. Water Quality Laboratory Technicians
- Vacation requests will be reviewed with Morning I shift having first priority.
 - Individual day vacations will only be allowed on Morning I shifts from Wednesday through Friday.

- Individual day vacations may be allowed for the lab tech working Morning II shift, with an approved trade to Morning I shift, depending upon workload.

Inclement Weather Policy

January 2024

The Mayor of Milwaukee may declare a particular day, or portion of a day, as DO NOT REPORT or EARLY RELEASE due to severe weather conditions. When this occurs, the Milwaukee Water Works (MWW) recognizes that emergency response and critical infrastructure employees must report to work regardless of the declaration, while other designated employees would be allowed to refrain from traveling to work, or may be relieved from work early for their personal safety.

I. Employees who work in critical infrastructure areas that require 24/7 operations and emergency response are designated as “*Essential*” and **must report**. These employees work in the following sections:

- **Distribution** (Except Communications Assistant III, Office Assistant IV and Program Assistants)
- **Plants** (Except Office Assistant IV and Water Plant Maintenance Assistant)
- **Water Quality**

While it is mandatory that all *Essential* employees in these designated sections report to work as scheduled, management will do its best to accommodate case-by-case circumstances due to severe weather conditions. *Essential* employees unable to report must call their supervisor to report their delay or absence and provide a specific reason for their unavailability to come to work. Emergency vacation or unpaid leave may be approved for certain circumstances, but is not guaranteed. Disciplinary action up to and including discharge may be issued for failure to report.

II. Employees who work in the following sections/work units are designated by the City of Milwaukee as “*Non-Essential*”:

- **Business**
 - **Accounting, Rates & Finance**
 - **Payroll**
 - **Customer Service & Billing**
 - **Meter Services**
 - **Technical Services**
 - **Administration Office Staff**
- **Distribution:** Communications Assistant III, Office Assistant IV and Program Assistants
- **Engineering**
- **Plants:** Office Assistant IV and Water Plant Maintenance Assistant

Non-Essential employees must:

- Work remotely, if practical and work is available

- If remote work is not practical or available, employees must report to work, request available accrued leave (which includes vacation, compensatory time off (CTO), sick leave control incentive program (SLCIP) time but not sick leave), or request an unpaid excused absence *unless* all three (3) of these actions have occurred:
 - Non-essential city operations are suspended
 - City facilities are closed
 - The Commissioner of Public Works has instructed non-essential staff not to report to work

Under these circumstances, employees will be eligible to record time not worked as Paid, Not Worked (PNW) in lieu of using available accrued leave or an unpaid excused absence

Water Quality Section Trade Policy
January 2024

It is important that chemists have the required skills to work effectively, efficiently and to maintain proficiencies at both water treatment plants. In order to do this, chemists **must** work at both plants. At the same time, management recognizes that the need for trades is sometimes desirable. Therefore, management will allow entire shift trades both between plants and within a plant. Each chemist works a nine (9) shift rotation of four (4) weeks per shift. During that time, each chemist must work three (3) shifts at Howard and six (6) shifts at Linnwood.

Trades are subject to management approval and are **not** automatically approved.

This policy is subject to change at management's discretion.



Water Quality Section Must Report
Response Work Rule and
Employee Acknowledgment of Receipt

January 2024

DPW/MWW Water Quality Section Addendum, 1.1. C. Emergency Duty.

All employees are subject to call-out emergency duty.

Water Quality Chemists designated as Must Report on Stand-By Duty must respond and report to work within one hour from the time of the call, when called out for emergencies and to cover shift vacancies. Employees designated as Must Report on Stand-By Duty will receive on-call duty pay as designated by the City of Milwaukee Salary Ordinance, Section 9.C.

Management reserves the right to add, discontinue, or change the Must Report designated requirements.

I understand that failure to report to work when contacted via phone call, voicemail or text message may result in disciplinary action up to and including discharge.

Employee Name (Print)	Signature	Date
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Supervisor Name (Print)	Signature	Date
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