



**SOLID WASTE
MANAGEMENT**



EMPLOYEE OPERATIONS HANDBOOK

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When I meet with new employees, I frequently share my expectations for employee success. These include:

- Come to work on time
- Do your job
- Act with professionalism
- Conduct yourself with honesty and integrity
- Work with a sense of urgency

The City has many policies and Administrative Directives. As City employees, we are required to follow every single one. We follow these policies and procedures because it's the right way. We do not want our employees taking shortcuts or doing things that are unsafe. We work in a dangerous industry and have implemented many procedures to reduce that risk. Your safety is a top priority of this Department, but the responsibility for your safety is ultimately yours.

This employee handbook is a component of our Department's Safety Management System (SMS). Please take the time to read it. You are required to comply by the safety guidelines within this handbook and the SMS.

Thank you for your support as we work together to create a safe work environment.

DEPARTMENT POLICIES AND ADMINISTRATIVE DIRECTIVES

Throughout this document there are Critical to Know sections that refer to Department Policies and citywide Administrative Directives. They can be accessed at sarecycles.org/departments-policies.



David Newman

A handwritten signature in black ink, appearing to read 'David Newman'. The signature is fluid and cursive.

Solid Waste Management Department Director

Critical Safety Rules

TOP TEN SAFETY RULES

1. **Always follow all traffic rules.**
2. For any emergency call 911.
3. Comply with all rules, policies, and procedures.
4. Do not modify or disable components on any City vehicle or equipment.
5. Always wear your seatbelt (page 22).
6. Never perform duties while under the influence of alcohol, drugs, or medications, that impact your ability to perform your job safety.
7. Practice caution when using electronic and Bluetooth devices; follow policies.
8. Frequently monitor your red zone (page 31).
9. Only operate equipment that you are authorized and trained to use.
10. Do not horseplay.

GENERAL

- a. Report all injuries, even if you are declining medical care.
- b. Report all property damage, accidents, unsafe behavior, or conditions.
- c. Report any non-work-related injuries that may affect how you do your job.
- d. **Never** walk behind a backing vehicle.
- e. Avoid running your vehicle inside a confined area.
- f. If working around fluids, be sure to know the chemical and physical dangers of those materials.
- g. **Do not** smoke inside any city facility, vehicle, at the brush sites, or at the landfills.



ATTENTION Vehicle emissions can be harmful if inhaled.

PERSONAL PROTECTIVE EQUIPMENT

- a. Wear personal protective equipment (PPE) as required for your work area.
- b. PPE must be in good condition and follow policy guidelines.

CRITICAL TO KNOW: SWMD 06-10 Personal Protective Equipment | SWMD 03-10 Clothing and Tool Allowance | ORM City Safety Manual – *PPE, Gloves, and Safety Shoes*

Physical Safety

EXTREME TEMPERATURES

CRITICAL TO KNOW: ORM City Safety Manual – *Extreme Climate Exposures*

PREVENTING HEAT AND COLD STRESS

⚠ ATTENTION Watch for symptoms of heat-related disorders. Dehydration can occur during cold and hot months. Seek medical attention immediately, call 911, for heat stroke and severe cases of heat exhaustion.

Table: Symptoms of Heat Injuries

	What to look for	What to do
Heat cramps	<ul style="list-style-type: none">• Hot, moist skin• Muscle cramping	<ul style="list-style-type: none">• Move to a cool area• Drink water
Heat exhaustion	<ul style="list-style-type: none">• Heavy sweating• Intense thirst and cool, moist skin• Fatigue and weakness• Loss of coordination	<ul style="list-style-type: none">• Move to a cool area• Drink water• Elevate legs and massage limbs• Get cool (cool area, fan, water)
Heat stroke	<ul style="list-style-type: none">• No sweat• Hot/red/dry skin• Difficulty breathing• Constricted pupils• Headache• Dizziness• Confusion• Unusual behavior• Weakness• Nausea/vomiting	<ul style="list-style-type: none">• Apply water/ice to skin• Call 911

Chart: Urine Color by Hydration Level





ATTENTION Always watch for hypothermia or frostbite symptoms. Seek medical attention immediately, call 911, for hypothermia and frostbite.

- a. **Hypothermia** – Caused by prolonged exposure to very cold temperatures and the body loses heat faster than it can produce it. Body temperature can get so low that it affects the brain which makes victim not think clearly. **Symptoms:** Shivering, feeling very tired, confusion, fumbling hands, memory loss, slurred speech, drowsiness.
- b. **Frostbite** – It is an injury to the body caused by freezing of the skin and underlying tissues. It can permanently damage the body. Severe cases can lead to amputation. **Symptoms:** Loss of feeling and color in the affected areas – usually extremities (nose, ears, cheeks, chin, fingers, and toes).

GETTING ON AND OFF VEHICLES



ATTENTION The steering wheel is not an acceptable point of contact.

- a. Only do it when the vehicle is not moving.
- b. Make sure the area is clear of traffic before exiting/dismounting.
- c. Keep grab handles and steps free of grease or any substance/object that may reduce a person's grip or cause a slip, trip, or fall.
- d. Be equipped with PPE, such as safety vest, gloves, hard hat, safety glasses, and steel toe shoes/boots.

Physical Safety

- e. Keep three points of contact with the vehicle when getting on or off.



- f. Keep four points of contact with the vehicle when it is in motion.



- g. Check the ground surface to make sure it is safe (examples: loose objects, oil, uneven ground) to dismount.
- h. Face the vehicle when getting on or off.
- i. Grip the handlebar, firmly step, and shift your body weight evenly.

LIFTING

CRITICAL TO KNOW AND CHECK: ORM Safety Manual – *Back Safety and Proper Lifting*

- a. Plan your lift before attempting to move an object. Check for sharp edges, holes, or other damage that can potentially cause an injury.
- b. Ask for assistance if you need to lift an item that weighs more than you can safely handle.
- c. Bend your knees and not your waist if you need to get something from the ground.
- d. Hold the load close to your body.
- e. Don't twist at the waist while carrying a load.
- f. A good grip is an important part of lifting.

LOCK-OUT/TAG-OUT

CRITICAL TO KNOW: ORM City Safety Manual – *Lock-out/Tag-out* | SWMD 06-06 Lock-out/Tag-out

STRETCHING

- a. Stretch before you start work to prevent a muscle strain.
- b. Stretch throughout your work cycle if your job requires that you sit for a long while.
- c. Stretch your hand - this is especially important for drivers that operate vehicles with joysticks.
- d. View a video of stretching exercises on our website at sarecycles.org/safety.



AGGRESSIVE DOGS

- a.** Immediately report aggressive dogs that you encounter to your supervisor.
- b.** If the dog comes toward you:
 - 1.** Stay facing the animal. This is important because you need to know where the animal is at all times.
 - 2.** Back away from the area slowly; do not run away. Many dogs are prey driven. When someone turns to run, it can excite the dog to follow.
 - 3.** Try to stay calm and speak firmly to the animal. Tone and loudness matter. Lots of prey animals have high tones; the deeper your voice the better.
 - 4.** Place a barrier between you and the dog, if available (example: collection cart).
 - 5.** If an animal bites you, seek medical attention immediately, call 911, then call your supervisor.

ALCOHOL AND CONTROLLED SUBSTANCES

Do not operate vehicles or equipment while impaired.

CRITICAL TO KNOW: ORM City Safety Manual – *Alcohol and Controlled Substances* | AD 4.3 Alcohol and Controlled Substances Testing

ONLY AUTHORIZED PASSENGERS ARE ALLOWED IN CITY VEHICLES

CRITICAL TO KNOW: AD 1.8 City Vehicle Use

ELECTRONIC DEVICES AND BLUETOOTH

CRITICAL TO KNOW: ORM City Safety Manual – *Electronic Devices* | SWMD 05-08 Bluetooth and Electronic Devices policy

FUELING VEHICLES

CRITICAL TO KNOW: ORM City Safety Manual | COSA instructions at the fuel islands

- a. Shut down vehicle before fueling.
- b. Stay at the fuel pump the entire time while fueling.
- c. Do not wedge objects in the handle to dispense fuel.
- d. Do not perform your post-trip inspection while fueling.
- e. Do not mix DEF and Diesel. If you did it by mistake, **DO NOT** start the vehicle. Significant vehicle damage will occur! Call your supervisor.
- f. Do not smoke or use electronic devices within 50 feet of the fueling area.

MAINTAIN A CLEAN VEHICLE

General

- a. Keep the inside of the vehicle clean, especially the floor to prevent items from getting under the pedals.
- b. Secure loose items inside the vehicle.
- c. Keep windows and mirrors clean to maintain clear visibility.
- d. Keep steps and grab handles free of debris and grease or oil.
- e. Remove mud and rocks sticking to the vehicle.
- f. Wash vehicles in the approved areas only.
- g. Apply lock-out/tag-out when cleaning the hopper and inside of the body (page 9).
- h. Keep the trap doors open after you are done cleaning the vehicle.

Behind the Packing Blade

- a. Move the vehicle to the clean-out area, away from other equipment and vehicle traffic.
- b. Clean behind the tailgate and behind the blade.
- c. Open the tailgate no more than approximately two feet when cleaning the seals. Engage the safety bars.
- d. Never walk under, or allow others to walk under a raised tailgate. Use a tool such a broom when cleaning the seal and tailgate latches to avoid walking underneath.
- e. Use the side clean-out door, if available, and try not to enter the vehicle body.
- f. If you need to enter the vehicle body, follow the lock-out/tag-out steps.
- g. The floor of the truck could be wet and very slippery – use caution.



ATTENTION Use tailgate safety bars to prevent tailgate from accidentally closing.

VEHICLE PRE- AND POST-TRIP INSPECTIONS

CRITICAL TO KNOW: SWMD 06-17 Pre- and Post-Trip Policy

- a. Thoroughly inspect in order to find and report malfunctions.
- b. Vehicle inspection reports are part of the investigation packet in cases of accidents or injuries; always complete them with accuracy and thoroughness.
- c. Conduct a visual inspection when unloading; written documentation not required. Report any problems to your supervisor.
- d. After ensuring the tailgate is securely closed, conduct mid-trip inspection around the vehicle to ensure materials (example: mattresses) or other debris are not stuck to the truck.
- e. Check the lug nut indicators and tire tread before leaving disposal facilities.

VEHICLE GAUGES

- a. Check gauges throughout the day.
- b. **Do not** operate a vehicle with low air system pressure, low oil pressure, or with high water temperature. Perform the following steps if these situations occur:
 1. Find a safe place to stop.
 2. Shut off the engine.
 3. Call your supervisor.

FLEET VEHICLE DIMENSIONS AND WEIGHT

- a. Know the height, width, and maximum legal weight of your vehicle.
- b. Always take notice of the height signs. If you are not sure your vehicle will have clearance, get out and look, or find a different route.
- c. When loaded, the center of gravity shifts, and weight distribution is affected. Weight distribution affects steering and braking. Vehicle weight distributions approximations:

Driving Rules

	Empty	Loaded
Front	65%	35%
Back	35%	65%

- d. Increase your following distance when the vehicle is loaded.
- e. When you accelerate, weight is transferred to the rear tires. This creates more traction on the back tires and less on the front tires.
- f. Braking has the opposite affect, and takes weight off of the rear tires.
- g. Hard braking will cause a rapid shift in weight to the front tires.
- h. When you turn, the vehicle weight shifts to the opposite side from which you are turning. This creates more traction on one side than the other and changes the vehicle's center of gravity.



ATTENTION

- **DO NOT** overload your vehicle. This will cause damage to the vehicle's suspension, maneuverability, and steering; it can cause roll overs.
- Stabilize vehicle when it is being loaded. Ensure you are in a safe location to perform this task.

PREPARE THE VEHICLE FOR TRAVEL

- a. Complete pre-trip inspections (page 13).
- b. Make sure all body components are completely retracted (examples: arm on automated collection vehicles, boom on grapplers, ejector blades, stabilizers).
- c. Close and latch all doors, including tailgate.
- d. During cold weather, it may be necessary to warm up the vehicle before going out on the route:
 - 1. Set the parking brakes.
 - 2. Let engine warm up to operating temperature.

DEFENSIVE DRIVING

- a. Defensive driving means **safety is first** and that you:
 - 1. Recognize the hazard.
 - 2. Understand the defense.
 - 3. Act correctly and in time.
- b. Look down the road to identify potential hazards or risky behavior from other drivers:
 - 1. On roads that are not highways, look one, to one-and-a half blocks ahead.
 - 2. On highways, scan the roadway as far as possible.
 - 3. Maintain an out (escape route) by keeping at least the front and one side of the area around the vehicle open in case circumstances require a quick defensive move.
- c. Potential hazards:
 - 1. Intersections, curves, parking lot entrances, and driveways.
 - 2. Narrow or uneven lanes or rough surfaces.
 - 3. Other vehicles, pedestrians, and cyclists.
 - 4. Stoplights and signs.
 - 5. Overhead obstructions (examples: wires, branches).
- d. **DO NOT** fight for the right of way – if you know you have the right of way in a merging lane or intersection, but another driver disagrees, let them go.
- e. Use turn signals. Researchers have found that neglecting to use turn signals causes more auto accidents than distracted driving.
- f. **DO NOT** rely on other drivers. No matter how sharp and focused you are behind the wheel, you never know what is happening in the cars around you.
- g. Normally you should keep a minimum six-second following distance. However, several factors affect braking distance (examples: speed, driver reaction time, load weight, road conditions). Increase your following distance as conditions change.
- h. Adjust speed to stay with the flow of traffic when traffic slows down.

Driving Rules

- i. If you spot a vehicle on the same road you are on that is going against the flow of traffic, slow down, stop, or pull to the right.



ATTENTION Even when frustrated, it is better to lose a few seconds on your commute than to get into an accident.

DISTRACTIONS

Distractions are the leading cause of on-the-job injuries. While operating a vehicle or while riding on the back of a vehicle, limit activities that may distract you such as adjusting radio controls, reaching for objects, or eating.

DRIVER VISIBILITY



ATTENTION Always yield to pedestrians.

- a. Watch out for your blind spots.
- b. Scan your mirrors frequently to check for pedestrians and vehicles moving in and out of blind spots.
- c. Avoid vision barriers (example: driving too close to a trailer that prevents you from seeing other vehicles in front of it).
- d. Do not focus on objects for too long because this can affect your peripheral vision.
- e. Drive slowly on curves and hills when visibility is limited.
- f. Make sure to turn on head lights when it is raining or there is low visibility during the morning, evening, or night.
- g. When the front windshield or windows fog up, use windshield wipers and defroster to clear view.

IDLING

Idling is allowed during start up, pre- and post-trip inspections, maintenance/repairs, and while in line at a facility. Idling is not allowed while fueling, or if you are not immediately next to the vehicle.

CRITICAL TO KNOW: AD 1.3 Anti-Idling

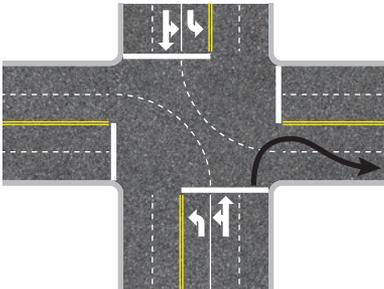
INTERSECTIONS AND TURNS

CRITICAL TO KNOW: ORM City Safety Manual – Intersections

- a. Slow down before turning or entering a curve.
- b. Set the turn signals at least 100 ft before the turn.
- c. Be in the proper lane to turn at least one-half block before the intersection.
- d. Avoid the turn if you doubt staying in the lane.
- e. Be alert for crosswalks not visible.
- f. Never wave people or vehicles through an intersection and yield the right of way when you are not sure.
- g. When turning, brake smoothly in a straight line when approaching the corner.
- h. Downshift before you turn. This will free both hands. Release the clutch before entering the turn (manual transmissions).
- i. Do not jump on curbs when turning on a tight street corner.
- j. Make the turn slowly and accelerate out of the corner.

Right Turn

- a. Avoid making wide right turns.
- b. Stay as close as possible to the right side of the road.



Unprotected Left Turn

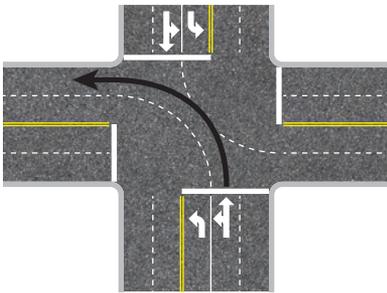
- a. Definition: A left turn where there is a signal light but no special turn left light or green arrow.
- b. Wait until the light turns green.
- c. Always yield to oncoming traffic when turning left.

Driving Rules

- d. Stay close to the centerline so other vehicles can safely pass on the driver's right.
- e. Begin the turn only when able to complete it and without having to stop while turning.
- f. Proceed to the center of the intersection.

Unprotected Left Turn on Double Turn Lane Streets

- a. Make sure oncoming traffic is clear before beginning to turn.
- b. Turn left from the outside lane (the lane with the larger radius).
- c. Maintain your lane position and ensure you do not cross the dotted white line.
- d. Straighten steering wheel as you complete the turn.



Cornering

- a. Look through the curve (if possible).
- b. Make sure the path is clear.
- c. Stay within the lane while making the curve or turning.
- d. Determine the point where the vehicle will come closest to the inside of the curve (it is usually a little past the halfway point).
- e. Begin to straighten the steering wheel.

LANE CHANGES/MERGING INTO TRAFFIC

- a. Avoid unnecessary lane changes.
- b. Use mirrors and check blind spots frequently.
- c. Use turn signals far in advance before changing lanes or merging.
- d. Change lanes far in advance of your exit or turn.

- e. **DO NOT** force your vehicle into a lane and make sure to yield to oncoming traffic.
- f. Make sure the vehicle in front fully merges and enters the road before you accelerate.
- g. Look at the two lanes over to make sure other oncoming vehicles can move over and allow your vehicle to merge.

BACKING

CRITICAL TO KNOW: ORM Safety Manual - *Vehicle Backing*

STOPPING

- a. Stopping at a downhill incline: turn wheels toward curb.
- b. Stopping at an uphill incline: turn wheels away from curb.
- c. Stopping at an uphill incline with no curb: turn wheels to the right.
- d. Stopping (and starting) vehicle with a manual transmission: engage the transmission before releasing the parking brake or taking your foot off the brake pedal.

PARKING

CRITICAL TO KNOW: SWMD 01-10 Battery Shut-Off

- a. Lower windows and radio volume to hear better.
- b. Park as straight as possible.
- c. Do not double-park.
- d. Watch for pedestrians.
- e. Only back when necessary (move slowly and honk) and use a spotter when available.
- f. Set the parking brake.
- g. Chock wheels when parking on an incline/decline.
- h. When parking at the yard:
 - 1. Park in the designated area over night.

Driving Rules

2. Loaded vehicles should be parked away from other vehicles.
3. Set the parking brake.
4. Turn off the battery disconnect.
5. Drain the air tank.

PARKING BRAKES

- a. Use parking brakes only when a vehicle is at a complete stop.
- b. Set the parking brakes before exiting your vehicle.
- c. Make sure the parking brakes are holding the vehicle before exiting.
- d. **Do not** use the parking brake to slow down or stop.
- e. **Do not** use the parking brake to restrain a vehicle with the engine running and the transmission in a forward or reverse gear.
- f. For tractor trailers, apply the parking brake systems together.
 1. If the tractor has a trailer brake, do not use it as a parking brake.
 2. Yellow push/pull knob = for applying the brakes to tractors only.
 3. Red knob = for applying the brakes to trailers only.

PEDESTRIANS, BICYCLES, AND ANIMALS

CRITICAL TO KNOW: ORM City Safety Manual – *Driver Safety, Pedestrians, Bicycles, and Animals* | City of San Antonio “Safe Passing” Ordinance



ATTENTION

- Violation of the ordinance is punishable as a Class C misdemeanor and fine not to exceed \$200.00.
- Safe passing distance is defined as 3' for cars and 6' for commercial or large trucks; only applies when road conditions allow.

RAILROAD CROSSINGS

- a. Stopping on railroad tracks is prohibited.

- b.** Reduce speed to 10 mph.
- c.** Turn on the emergency flashers if the railroad tracks are not protected by gates or flashing lights.
- d.** Stop no closer than 15 feet from the nearest rail.
- e.** Stay stopped until the gates raise, and the lights stop flashing.
- f.** Look each way to make sure no other train may be approaching and make sure the tracks are clear.
- g.** Before starting to cross the railroad tracks, make sure there is enough room on the other side of the tracks to fit the full length of your vehicle.
- h.** Cross the railroad tracks head on.
- i.** Turn off emergency flashers (if you had them on previously).

ROAD CONDITIONS

- a.** Contact your supervisor when you encounter road hazards that prevent you from performing your work duties safely (examples: overhanging tree limbs, barricaded streets undergoing repair, high-water).
- b.** Drive slower because it decreases skids and accidents.
- c.** Leave more room to stop because brake time increases in inclement weather.
- d.** Drive cautiously in low-light conditions.
- e.** Drive with your lights on for safety.
- f.** Wear your seatbelt.
- g.** Watch out for bumps and potholes.
- h.** Be aware of reduced tire traction when driving on dirt or wet roads.
- i.** Pull over during unsafe weather conditions.
- j.** Tap the brakes lightly during wet weather conditions to eliminate moisture build up on the braking system.
- k.** Drain the brake air tanks regularly to prevent moisture build up.
- l.** Drive in low gear on soft surfaces and when going up or down inclines.

Driving Rules

- m. Make yourself aware of changing weather conditions, listen to the forecasts.

ROAD SIGNS AND SPEED LIMITS

- a. Follow all traffic rules and road signs.
- b. Stay under the speed limit:
 - 1. If there are no speed limit signs on the road, travel at 30 mph or less.
 - 2. If there are no speed limit signs in a parking lot, travel at 10 mph or less.
- c. Adjust speed to weather conditions. During inclement weather, drive 5 to 10 mph under the speed limit.
- d. Stop completely at a stop sign. Rolling stops are prohibited.
 - 1. Look both ways.
 - 2. Delay accelerating by 2 or 3 seconds.

SEATBELTS AND COMMERCIAL MOTOR VEHICLES (CMV)

Always wear your seatbelt when operating your CMV, unless you are actively collecting or actively inspecting carts. Actively collecting/inspecting means that you are:

- a. On a collection route providing collection services or inspecting carts and,
- b. Traveling at 20 mph or slower and,
- c. Not crossing a street or turning onto a street to get to another part of your collection route.



ATTENTION If you are not wearing your seatbelt and you are stopped by law enforcement, you may still receive a ticket, even if “actively collecting.” If this happens, report it to your supervisor immediately. Driver is responsible for the payment of the fine.



ATTENTION Know what to do before an emergency occurs. Be familiar with your Emergency Action Plan (EAP).

BREAKDOWNS/DISABLED VEHICLES

On the Route

- a. Pull off to the side of the road and move off busy streets or intersections, if possible.
- b. Turn on the emergency flashers.
- c. Disengage the PTO.
- d. Shut off the hydraulic tank if leaking.
- e. If conditions are safe, put out the emergency warning triangles.
- f. Contact your supervisor and provide detailed information.
- g. Wait for an authorized person or vendor to move the vehicle.

On the Highway

- a. Don't panic.
- b. Turn on emergency flashers as soon as you can.
- c. Keep your hands on the wheel.
- d. Shift to neutral and pull to the shoulder if you can.
- e. Stop the vehicle.
- f. Contact your supervisor.
- g. Wait in cab until help arrives.
- h. Put out the emergency warning triangles if safe to do so.

At an Unloading Site

- a. Call your supervisor immediately.
- b. **Do not** allow the site's staff to move your vehicle.
- c. Move the vehicle to the outside front gate if tow is needed, if possible.

Emergency Situations

HYDROPLANE OR LOSS OF CONTROL

- a. Steer into the skid; steer in the direction that the back of your vehicle is trying to go.
- b. Slow down and straighten the vehicle to regain your footing.

BRAKING TECHNIQUES

Controlled Braking – Full brake application without locking the wheels

- a. Keep steering movements very small.
- b. Release the brakes when a larger steering adjustment is necessary or if the tire(s) locks.
- c. Reapply the brakes as soon as you can.

Stab Braking – A full brake application not for use with anti-lock braking system (ABS) or when ABS fails

- a. Apply the brakes fully.
- b. Release the brakes when the wheels lock.
- c. Apply the brakes fully again as soon as the wheels start rolling. It may take up to one second for the wheels to start rolling again. If the brakes are applied before the wheels start rolling, the vehicle will not straighten out.
- d. Be cautious when stab braking. It can quickly deplete the air supply and cause complete brake lockup.

ABS Braking

Apply brakes hard and keeping pressure on the pedal even as the brakes pulsate.

Parking Brake

Use only in an emergency to slow down or to stop when other braking systems are ineffective.

EMERGENCY FLASHERS

Turn on vehicle emergency flashers when:

- a. Traveling significantly slower than the posted speed limit.

- b. Blocking or partially blocking a lane of traffic.
- c. Collecting and the collector is walking in the street, traveling on the rear riding step, or performing other activities where there is a possibility of a vehicle striking them.
- d. Broken down while on the side of the road.
- e. Is involved in an accident and the employee is waiting for police to arrive.

ACCIDENTS

CRITICAL TO KNOW: ORM City Safety Manual – *Vehicle Accident and Workplace Injury Procedures and Post Vehicle Collision Procedures*



ATTENTION

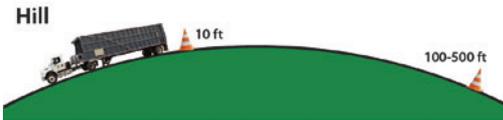
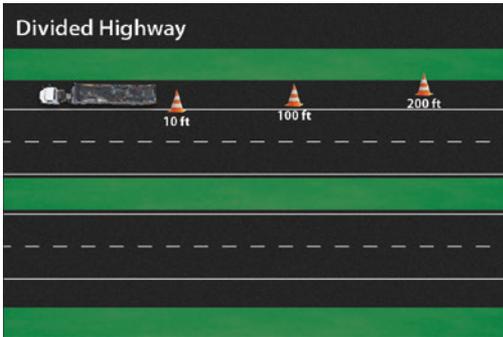
- If someone is hurt or the event poses a danger to life and/or property, call 911 and identify yourself as a COSA employee on COSA business. Then, as soon as safe to do so notify your supervisor.
- If no one is hurt or the event does not pose a danger, notify your supervisor.

Remain at the Scene and Secure the Area

- a. **Do not** leave the scene of an accident until told to do so by your supervisor, police, fire, or EMS.
- b. Place reflective triangles and turn on emergency flashers.



Emergency Situations



Capture Evidence

If the vehicle has to be moved before police arrive:

- Take photos of the vehicle(s) or make a sketch of the actual position of the vehicle(s) and make sure it shows the position of the wheels of all vehicles involved.
- Take photos from a distance to show the overall position of road signs, traffic signals, obstructions, and other items that would be useful during an investigation.
- Record as much information as possible.

Statements and Insurance Card

- Do not** make any statements about the accident until a supervisor is present.
- Do not** sign any statements for anyone except for the Police Officer or your supervisor.
- Provide the Police Officer with the Texas Liability Insurance Card

which should be kept in your COSA vehicle.

Fleet Inspection

- a. Make sure fleet staff performs an equipment and mechanical inspection of the vehicle/equipment.
- b. If fleet staff determine that there was mechanical failure, a fleet technician must inspect the vehicle before the vehicle is operated again.

CHEMICAL SPILLS OR RELEASE

Control and Contain the Spill

- a. Immediately contact your supervisor.
- b. Make sure to have on appropriate PPE.
- c. Do everything possible to stop the leak or spill at once. Examples:
 1. Stop and turn off the vehicle.
 2. Use the emergency shut-off valve if a hydraulic line is broken or if a hazardous chemical is leaking from a damaged vehicle tank.
 3. Engage the battery disconnect.
- d. Contain the spilled material in as small an area as possible to keep it from spreading, getting worse, or from getting into storm sewers or a body of water.
 1. Use the spill containment kit, if available.
 2. Spread absorbent materials (examples: sand, vermiculite, or kitty litter) over the entire spill.
 3. Barricade the contaminated area by using your warning triangles to keep people at least 30 feet away from the spill.
- e. **Do not** use road flares since this could ignite the spilled chemical.

Clean the Spill

- a. Make sure to have on appropriate PPE.
- b. Spread absorbent material over the contaminated area.
- c. Materials used in the clean-up of a spill become contaminated and must be properly discarded after use.

Emergency Situations

- d. Clean the vehicle or equipment if it becomes contaminated with the spilled material.

POWER LINES

If there is no immediate danger, and you are in the vehicle, take these steps:

- a. Remain in the equipment/vehicle.
- b. Tell others to stay away.
- c. Call 911.

If fire or other imminent danger forces you off:

- a. **Do not** touch the equipment and the ground at the same time.
- b. **Jump clear** and land with your feet together.
- c. **Shuffle away with small steps**, keeping your feet close together and on the ground at all times.



ATTENTION Once in contact with the overhead power lines, the vehicle may become part of the electrical circuit and can cause electrocution.

FIRE EXTINGUISHERS

CRITICAL TO KNOW: ORM City Safety Manual – *Fire Extinguishers*



ATTENTION

- SWMD CMVs must carry at least one ABC fire extinguisher.
- Fire Extinguishers on vehicles must meet Department of Transportation regulations.
- **Do not** use a fire extinguisher unless you have been properly trained to use one.

Inspection of Fire Extinguishers

Fire extinguisher must be inspected on your pre- and post-trip inspection and:

- a. Securely mounted in its designated area.
- b. Visible, not blocked, and easily accessible.
- c. No physical damage to overall condition of tank.
- d. Safety pin in place and not damaged.
- e. Anti-tamper seal not broken.
- f. Handle not damaged.
- g. Pressure gauge is in the green.
- h. Hose and nozzle not damaged or clogged.
- i. Labels on tank are in good shape and can be read.
- j. Annual inspection tag not expired.

Using a Fire Extinguisher – P.A.S.S. Method

- a. Pull the pin.
- b. Aim at the base of the flame.
- c. Squeeze the handle to release the extinguishing agent.
- d. Sweep from side to side.
- e. **Do not** fight smoke, fight fire. Clear the area and allow the fire department to extinguish the fire if the fire grows beyond a small area.

FIRE IN THE BODY/BOX OF A TRUCK

- a. Call 911 and then call your supervisor.
- b. Pack the load as tightly as possible to force air out.
- c. Immediately locate a safe place where the hot load can be dumped.
- d. **Never** knowingly take a hot load to a drop-off facility.
- e. Discharge the load and move the vehicle to a safe area.
- f. Only if it is safe to do so, control the fire with fire extinguishers or water hoses, if available and trained to use them.

Emergency Situations



ATTENTION

- Try not to dump the hot load on the roadway or where it could create an additional hazard.
- In some cases, and only with permission, a hot load may be taken to a landfill.

FIRE IN THE ENGINE, CAB, OR HYDRAULIC RESERVOIR AREA

- a. Stop the vehicle or equipment in a safe area immediately (examples: side of the road, open area).
- b. Shut off the vehicle to eliminate the hydraulic pressure.
- c. Get out of the vehicle.
- d. Call 911, and then call your supervisor.
- e. **Do not** open the hood because it may cause the fire to flare up.
- f. Only if it is safe to do so and you are experienced in doing so, disengage battery/electrical system.
- g. If trained in proper use of a fire extinguisher and the fire is manageable, attempt to put out the fire.

PREVENTING AND DETECTING VEHICLE FIRES

- a. Vehicles, grinders, and equipment should be inspected during pre-trip inspections, between loads, and during post-trip inspections to ensure there is no paper, plastic bags, or other objects near the engine or in the area between the back of the cab and the body. Remove any found debris.
- b. Watch for smoke, hot spots in the vehicle body, blistering paint, or other signs of a fire.
- c. If a fire, smoke, or the smell of smoke is detected, contact 911 immediately and then your supervisor and begin emergency response procedures.

SAFETY IN THE OFFICE/FACILITY

CRITICAL TO KNOW: ORM Safety Manual – *Building and Office Safety*

SCAVENGING AND SOLICITATIONS

CRITICAL TO KNOW: SWMD Policy 05-28 – *Scavenging* | SWMD 02-21 – *Performance* | Don't solicit cash or gifts in exchange for service. Policy SWMD 02-21.

Both scavenging and the solicitation of cash or gifts is forbidden.

RED ZONES FOR VEHICLES

Frequently monitor the area around the vehicle, the red zone. If anyone or anything (examples: cars, bicycles, animals) enters the red zone, stop and end operations until the subject is no longer in the red zone.

Automated Side Loader (ASL) – 12-foot arc around the claw and 15 feet in rear



Rear Load – extends out and away 15 feet from the rear of the vehicle at a 45-degree angle



Pup Truck – 15 feet in rear



Job Duty Essentials

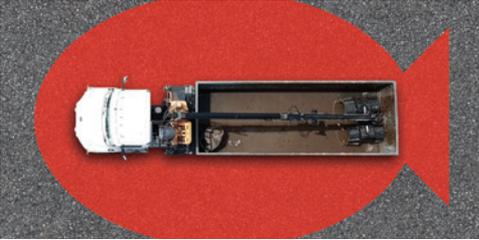
Dump Truck – 15 feet in rear



Roll Off - 15 feet on the rear



Grappler – 15-foot arc around the equipment and rear



Tractor Trailer – 15 feet on the rear, and 10 feet on both sides



Tub Grinder – 200-foot circle around the tub



HAND SIGNALS – CRANE OPERATION



Stop – Arm extended, palm down, move arm back and forth horizontally



Emergency stop – Both arms extended, palm down, move arms back and forth horizontally



Hoist – With forearm vertical, forefinger pointing up, move hand in small horizontal circle

Job Duty Essentials



Raise boom – Arm extended, fingers closed, thumb pointing upward



Raise the boom and lower the load – With arms extended, thumb pointing up, flex fingers in and out as long as load movement is desired



Lower the boom and raise the load – With arms extended, thumb pointing down, flex fingers in and out as long as load movement is desired



Lower the boom – Arm extended, fingers closed, thumb pointing downward



Travel/tower travel – Arm extended forward, hand open and slightly raised, make pushing motion in direction of desired travel

HAND SIGNALS – GENERAL

Proceed Slowly in a Straight Line



Move Vehicle Forward: Always face palms in the direction of desired travel; bend both arms repeatedly toward head and chest, and then extend



Move Vehicle Backward: Always face palms in the direction of desired travel; bend both arms repeatedly toward head and chest and then extend

Turns (Right or Left)

Point on arm to indicate the direction of the turn; bend monitoring arm repeatedly toward head to indicate continued turning



Job Duty Essentials

Signals for Stopping



Provide the driver visual reference of the distance to the stop point – Face palms forward with hands above the head; bring elbow forward and hands together



Stop – Cross both arms above the head



Stop all movement of the vehicle immediately – Start with hands clasped overhead; extend downward repeatedly until vehicle stops

USING CITY AND CONTRACTED DISPOSAL FACILITIES

Before Entering the Facility

- Make sure the load is secure and no debris will fly out.
- Check that the tarp is placed properly, if applicable.
- Make sure to check the tires and lug indicators before leaving the unloading site.

At Private Facility

- Follow the rules and signs of each site.
- Follow the instructions of the site's spotter, if available.
- Only the driver can exit the vehicle in the work zone and can open the turnbuckles or unlatch rear doors.

- d. Before leaving, look under the vehicle and make sure no materials or items are jammed between the dual tires and make sure nothing is wrapped around the drive shaft.

At City Facility

- a. Direct customers to the unloading area.
- b. **Do not** assist customers with unloading materials off their vehicles.
- c. Clean up any debris after the customer leaves.
- d. **Do not** smoke at the facility.
- e. Brush recycling centers: use an air compressor to blow out the equipment every two hours when pushing mulch or dirt.

USING A POWERED INDUSTRIAL TRUCK (FORKLIFT)

CRITICAL TO KNOW: ORM City Safety Manual – *Powered Industrial Lift Trucks*



ATTENTION

- The law requires training and certification to operate a forklift.
- Use electric/battery operated powered industrial trucks inside building to avoid exhaust fumes.

TRANSPORTING OFF-ROAD EQUIPMENT

- a. Know the height of the vehicle and load.
- b. Know your route ahead of time.
- c. Load and unload on level ground.
- d. Inspect tie down equipment for wear and tear.
- e. Make sure equipment and vehicle to be transported are secured properly. Follow the manufactures recommendations.
- f. Use wide load/oversized load signage and flags when necessary.
- g. Check your load for shifting.
- h. Use a spotter vehicle to escort the load.

Curbside Cart Collections

SERVICING CARTS

- a. All routes must be completed each day. Mandatory overtime may be required.
- b. Keep left turns to a minimum and maximize right-hand turns to minimize risk.
- c. Follow our protocol for servicing customers. Check with your supervisor if deviating from normal procedures.
 - 1. Only dump the correct cart into the truck; don't mix loads. Make sure you start with an empty truck. Or if loaded, that you are collecting the same commodity.
 - 2. Don't collect materials outside the cart.
 - 3. Remove any material that may have spilled on the ground while servicing.
 - 4. Don't knowingly allow reloads of the container. If you suspect a customer reloaded the container, but you did not see it occur, service the container and report the address to your supervisor.
 - 5. Return carts to the original location with the lid closed. If the cart was originally placed in an unsafe location, notify your supervisor.
- d. Always drive on the right side of the street.
- e. Drive close to the curb to avoid blocking traffic.
- f. Never cross a street diagonally or zigzag.
- g. Do not drive or park on sidewalks or driveways.
- h. Watch out for people nearby at all times. Remember that small children may be difficult to see.
- i. Stop the vehicle immediately if you are not sure if a person is close to the vehicle.
- j. Make sure collectors are safely positioned before moving your vehicle (if applicable).
- k. **Do not** operate the packer blade while collectors are on the riding step (if applicable).
- l. Double siding means the driver parks on the side of road and driver/collector walks across the lane of traffic to roll the cart to the vehicle and back to the curb.

1. Double siding is allowed on roads with no yellow lines and with posted speed limit signs of 30 mph or less.
 2. Double siding is **NOT** allowed within 60 feet of a major intersection where the speed limit on one of the intersecting streets is 30 mph or more.
 3. Double siding is **NOT** allowed when visibility is low.
 4. Double siding is **NOT** allowed when there is a lot of traffic.
- m. Do not turn around at an intersection to service the other side of the street.

AUTOMATED SIDE LOADERS

- a. Before driving to the next collection point, make sure the arm is **fully retracted**, the grabber fingers are open, and there are no vehicles passing on your left-hand side.
- b. Before extending the automated arm, make sure to stop the vehicle completely and check that you have **proper clearance** to move the arm and to service the cart, including space around the cart and hopper area.
- c. Make sure the packing blade is retracted before dumping the contents of the cart into the hopper.
- d. Remove your hand from the joystick when not actively collecting to prevent from accidentally activating any of the joystick functions.
- e. **Do not** climb into the hopper to retrieve a cart that has fallen in while servicing it. When this happens, call your supervisor immediately to report the location. Leave the appropriate tag.

UNLOADING AUTOMATED SIDE LOADERS

- a. Park on a level surface.
- b. Ensure 10 feet of clearance from the vehicle next to you.
- c. Make sure the packing blade is fully retracted before opening the tailgate.
- d. Unlock tailgate pins.
- e. Raise vehicle tailgate.

Curbside Cart Collections

- f. Fully extend the packing panel to eject load.
- g. Move vehicle forward to assist in unloading.
- h. Once unloading is complete, carefully move vehicle forward to ensure tailgate is clear.
- i. Fully retract the packing blade to the front of the hopper before lowering/closing the tailgate.
- j. Make sure locking pins are engaged.
- k. Conduct mid-trip inspection.

REAR LOAD TRUCK

- a. Facts about the packer blade/sweep:
 - 1. Has an interrupted cycle built in as a safety feature.
 - 2. Stops in the middle of the cycle. This lets you ensure the area around the blade is clear.
- b. **Do not** load the packer body past the allowed weight. If you notice that it has difficulty pushing material, the vehicle has reached capacity and must be emptied.
- c. Operate the packer panel lever with the hand closest to the rear of the vehicle.
- d. Stand to the side of the hopper and outside of but monitoring the red zone when the packer is operating.
- e. **Never** place hands or feet in the hopper area while the vehicle is packing, or the engine is running.
- f. **Do not** push or pull jammed material with any part of your body.
- g. Pick up any material that falls on the ground.



ATTENTION Review hand signals with your team before leaving the yard.

UNLOADING REAR LOADERS

- a. Park on a level surface.
- b. Make sure there is sufficient clearance on both sides, behind, and

- above the vehicle before raising the tailgate.
- c. Engage the PTO.
 - d. Set the parking brake.
 - e. Loosen and release latches and/or turnbuckles (if applicable). Stay within six feet of the vehicle when walking to the other side.
 - f. Check again to verify clearance behind and above the vehicle.
 - g. Cycle the packer panel if material is in the hopper.
 - h. Cycle the packer panel to just above the loading sill (tipper area or top of tipper) to help relieve the pressure when the packer panel is pushing against the material.
 - i. Make sure no one else is standing near the rear door or tailgate when raising or lowering.
 - j. Open the tailgate and raise it to its highest position.
 - k. Do not activate the ejector panel until the tailgate is all the way up and out of the way.
 - l. Do not stand under the open tailgate at any time.
 - m. Activate the ejector panel until it has pushed all the trash out of the body.
 - n. Slowly drive forward to clear the material from the tailgate seals.
 - o. Check to see if load ejection is complete.
 - p. If necessary to dislodge debris from the blade or tailgate seal of material, use a pull stick or long object. Do not get underneath the tailgate.
 - q. Lower tailgate and secure latches and turnbuckles in a safe area before leaving the disposal facility.
 - r. Conduct mid-trip inspection.

COLLECTORS – RIDING ON THE STEP

- a. Only ride on the riding step while actively collecting and traveling less than 10 mph.
- b. Only ride on the official step; don't ride on vehicle parts which are not designed to carry passengers, such as the hopper.
- c. Never ride on the step while traveling on a high-traffic street.

Curbside Cart Collections

- d. Never ride on the step while it is backing.
- e. Never get on or off the vehicle if it is moving.
- f. Use proper hand signals to communicate with the driver (page 35).
- g. Never direct traffic/wave vehicles around the vehicle.
- h. Watch out for low-hanging objects (examples: tree limbs, wires) and fixed objects (example: utility poles, mailboxes) that may come close to the vehicle.
- i. Use four points of contact when riding on the riding step when the vehicle is moving and three points of contact when getting on or off a vehicle (page 7).

COLLECTORS – SERVICING CARTS

- a. Test the weight of carts by rocking them before trying to move them.
- b. If you cannot roll the cart to the tipper, tag the cart out of service and notify supervisor.
- c. If the cart is missing the grab bar, get help from another employee if possible to tip.
- d. **Never** remove items from the cart to make them lighter.
- e. Be careful not to twist your back while rolling carts.
- f. Keep your fingers away from areas on the vehicle where they can get pinched (example: between container and hopper while it is being serviced).
- g. Dual tipper trucks can service two carts at the same time; otherwise service one at a time.
- h. If you see hazardous materials in the load (examples: smoke, unusual liquids):
 1. Stop the vehicle immediately.
 2. Move to fresh air.
 3. Notify your supervisor and wait for instructions.
- i. If the cart poses a safety risk, tag the cart, and notify your supervisor.

BRUSH AND BULKY CURBSIDE

- a. All routes must be completed each week. Mandatory overtime may be required on Friday and Saturday if the assigned zone is not finished as scheduled.
- b. Follow our protocol for servicing customers. Check with your supervisor if deviating from normal procedures.
 - 1. Only collect piles that can be safely accessed. Notify your supervisor about piles in dangerous locations, such as underneath low-wires.
 - 2. Only collect piles within the assigned zone. Tell customers to contact 311 if they need collection out-of-cycle.
 - 3. Don't collect piles that have been tagged / marked by the inspection team as non-compliant.
 - 4. Only staff who are servicing violations (non-compliant) may collect comingled piles of brush and bulky.
- c. Always drive on the correct side of the street.
- d. Do not drive on sidewalks or park on driveways.
- e. Watch out for people nearby at all times and monitor your red zone.

BACKING INTO A ROLL-OFF CONTAINER

- a. Set the parking brake before exiting the vehicle.
- b. Make sure the area around the container is clear and nothing is leaning against or attached to the container.
- c. Check the condition of the container, safety chains, side hooks, and make sure the container door is securely closed.
- d. Inspect the hook/bar (cable attachment point) for cracks, broken welds, or other defects.
- e. Make sure the path to the container is clear.
- f. Back slowly; prepare to stop if a person or vehicle enters the area.
- g. Line up the vehicle with the container upright by using the rear-view mirrors and looking out the back window of the cab or use the rear-view mirrors and line up the outer edge of the rear fenders with the outer edge of the container.

Brush and Bulky

- h. Stop backing 5-10 feet from the container.
- i. Engage the power take off (PTO). Never use an object (stick, wire, cord, etc.) on the PTO.
- j. Make sure you have overhead clearance.
- k. Raise the rails of the tilt frame and stop just before the rails reach the ground.
- l. Back very slowly until the rails are three to five feet from the container skids and set the parking brake.



ATTENTION When a container does not have rollers in the front, back up to the container until the rails contact the container and set the parking brake.

COVERING ROLL-OFF CONTAINER WITH A TARP

- a. Inspect the load for sharp objects, boards, and rods that are sticking above the rail and may catch the tarp when covering the load.
- b. Do not enter the container or walk on top of the sides of the container.
- c. Attempt to level the load from the ground; use a boom grapple if possible.
- d. Inspect the condition of the tarp, straps, hooks, and eyes for cuts, tears, bent hooks, and weather wear.



ATTENTION

- Roll-Off containers on the ground should be empty.
- If they have any material inside, they must be covered (per TCEQ, Best Management Practices).

REPOSITIONING OR FLATTENING MATERIALS THAT STICK OUT

- a. Use proper available equipment on site to level the load from the ground.
- b. Call for a grappler to adjust the load if the material cannot be adjusted by hand.
- c. **Do not** enter the container unless it is on the ground, not attached, and the door is open.
- d. **Never allow** anyone to climb on top of the container.
- e. **Never allow** anyone to walk along the edge of the container.
- f. **Never pack** an unsafe load.
- g. Driver should conduct a walk around to ensure the load is safe before departing.



ATTENTION Material sticking out of the container is a sign that a grappler will return to pack it down. Extreme caution should be taken.

HOISTING THE CONTAINER

- a. Make sure the container skids are properly aligned.
- b. Engage the PTO and hoist the container from inside the cab.
- c. If the vehicle has a grappler, deploy the stabilizers before fully raising the boom. Make sure the area is clear of people and obstructions before deploying the stabilizers.



ATTENTION Hoist the container from outside the cab only when (1) hoisting controls are not located inside the cab or (2) there is limited overhead clearance and the container or rails may contact the overhead object.

- d. Slowly begin hoisting the container using the cable control lever.
- e. Make sure the container is properly aligned by looking out the back window. If not, set the container back down and realign.
- f. Stop and check if anything feels unusual about the lift (examples: container stops moving, vehicle starts to lean, rapid shift in the container's contents).

Brush and Bulky

- g. As the container moves up the rails, slowly lower the tilt frame to match the angle of the container.
- h. Release the parking brake when hoisting a container on firm and level ground to allow the vehicle to roll up under the container and reduce the strain on the cable.
- i. Reduce the scissor effect by raising or lowering the tilt frame keeping as much of the container skids on the rails of the tilt-frame as possible.



ATTENTION As the container is raised, a “scissor” can develop. This occurs when very little of the container skids rest on the rails, creating an unstable and unsafe condition.

- j. Stop lowering it once the tilt frame is lowered to just below the cab of the vehicle but still above the rear window.
- k. Continue to hoist the container until it is pulled within three to four feet of the stops of the tilt frame.
- l. Lower the tilt frame onto the body of the vehicle.
- m. Continue pulling the container to the stops.
- n. Switch off the PTO.
- o. Set the parking brake.

SECURING THE CONTAINER TO THE RAILS

- a. Make sure the container is resting properly on the rails and fully against the stops. The front stops should secure the front of the container, preventing both forward-horizontal movement and upward-vertical movement.
- b. Secure the rear of the container to the rails using the vehicle’s attachment system (safety straps).
- c. Check the rear tires for flats now that they have a load on them.



ATTENTION If you notice the tires are flat, contact your supervisor before moving the vehicle.

- d. Clean dirt and rocks from rollers and rails.
- e. Before leaving the site, ensure the container is covered.

- f. Conduct mid-trip inspection.

SERVICING WITH A BOOM GRAPPLER TRUCK

- a. Make sure the area is clear of people and obstructions before deploying the stabilizers.
- b. Make sure the vehicle is level to minimize the chances of it tipping over.
- c. Set the parking brake and engage the PTO before exiting the truck.
- d. Keep three points of contact with the truck when getting on or off (page 7).
- e. Make sure there are no objects under the pile to be collected (examples: water meters, mailboxes).
- f. **Do not** exceed the boom grapppler truck's lifting capacity (maximum 3,400 pounds fully extended) and reach of boom when servicing the pile.



ATTENTION Grapppler trucks have a rotating boom that extends out from the truck when in operation. The center of gravity of the truck is affected when the boom is rotated. The stabilizers level the truck to prevent it from tipping over when the boom rotates.

- g. Always bring the load closer to the body of the vehicle before lifting the load.



ATTENTION **Never** lift the load with the arm fully extended.

- h. Boom operator in the operator's chair:
 1. Must wear the seatbelt at all times on top of the truck.
 2. May only stay in operators chair while collecting and when the speed of the vehicle is less than 10 mph.
 3. Must return to the cab when entering an intersection or when turning onto another street or alley.
- i. Pay attention to overhead hazards (examples: electrical power lines, bridges, tree limbs).
- j. **Do not** extend the boom within 10 feet of an electrical power line.

- k. **Do not** operate the boom close to overhead power lines when it is raining or snowing.
- l. **Do not** operate the boom if there is lightning; get in cab and stop all operations.
- m. **Do not** swing the boom over staff on the ground, the cab, or other vehicles.
- n. Load trailers evenly from front to back and side to side.
- o. Retract the stabilizers when repositioning the grappler truck.
- p. Stop operations when the location of other assigned staff is not known and when residents are nearby.

SERVICING WITH A TRACTOR TRAILER

General

- a. Keep three points of contact with the vehicle when getting on or off (page 7).
- b. Driver must stay in the cab or outside the red zone (page 31).
- c. Only top load a trailer when it is hooked to a tractor.
- d. Make sure the materials are properly loaded so they do not stick out beyond the top of the trailer, fall, or blow out.
- e. Know the following about the tractor:
 - 1. Has a fifth wheel that pivots as you back up under the trailer or pull out from under the trailer.
 - 2. To close the jaws, there is a kingpin on the trailer that slides up into the fifth wheel and the fifth wheel jaws latch close around the shank of the kingpin.
 - 3. To open the jaws, pull the release arm on the side of the fifth wheel.

Coupling/Hooking

- a. Make sure the jaws are open and the fifth wheel is tilted down toward the rear of the tractors.
- b. Position the tractor directly in front of the trailer.
- c. Approach with the trailer on your left and begin to turn out just at

the tractor's front bumper approaches the corner of the trailer.

- d. Use both mirrors to line up with the trailer. Try to have an even amount of trailer visible in each mirror.
- e. Back slowly until you are about one quarter of the way under the fifth wheel and no more than halfway.



ATTENTION When you back into a trailer that is too high, the kingpin will go entirely over the fifth wheel, or the jaws may catch only the bottom of the kingpin. This is called a high hook.

- f. Get out of the cab, check the fifth wheel height, and adjust it, if necessary, by cranking the trailer down with the landing gear.



ATTENTION The trailer should be low enough to allow it to be lifted up slightly as the tractor trailer backs into it.

- g. Back slowly until the fifth wheel engages the kingpin and locks.
- h. Pull gently forward twice in the first gear to make sure that it hooked.
- i. Apply the tractor brake by pulling the yellow button out.
- j. Get out and make sure the fifth wheel jaws have locked around the kingpin.
- k. Make sure the release arm has gone from the unlocked position (out) to the locked position.
- l. Attach the glad hands (air lines) and electrical cord from tractor to trailer.
- m. Raise and secure the landing gear.

Uncoupling/Unhooking

- a. Park on a level surface.
- b. Apply the brake; pull out red and yellow buttons.
- c. Lower the landing gear.
- d. Disconnect and store the airlines and electrical cable.
- e. Pull the fifth wheel release arm.
- f. Pull the tractor trailer completely out from under the trailer.



ATTENTION Some material could be too heavy for the trailer legs to support the weight of the load - do not unhook trailer from tractor unless there is an emergency, and the tractor needs to be separated from the trailer if safe to do so. Trailer must be unloaded first.

- g. Stopping at a downhill incline: turn wheels toward curb.
- h. Stopping at an uphill incline: turn wheels away from curb.
- i. Stopping at an uphill incline with no curb: turn wheels to the right.
- j. Stopping (and starting) vehicle with a manual transmission: engage the transmission before releasing the parking brake or taking your foot off the brake pedal.

UNLOADING ROLL-OFFS

- a. Follow the spotter's instructions, if available.
- b. Park on a firm, flat surface with at least 15 feet clearance on both sides.
- c. **Never** open the door with the container tipped. Door should only be unlatched with the container flat on the vehicle.
- d. Verify the swing radius of the tailgate is clear before opening.
- e. Move the tailgate handle and open the tailgate by standing to the side and clear of the tailgate handle. The load may be under pressure, and the tailgate may swing open with a lot of force. Always walk the tailgate door(s) to the side of the container and secure the door(s) with a safety chain to the side of the container.
- f. Make sure the hoisting cable is still securely attached to the container.
- g. Raise the tilt frame up and drive forward slowly.



ATTENTION The disposal site may have an uneven disposal surface. If the vehicle starts to lean as the rails are raised, stop, and lower the rails to prevent the vehicle from tipping over on its side. Move to a more even surface and try again.

- h. **Do not** try to loosen the material by moving the container up and down the rails. Instead, drive backwards safely and tap brakes

safely to try to shake the container to help loosen the materials stuck in the container.

UNLOADING TRACTOR TRAILERS

- a. Follow the spotter's instructions, if available.
- b. Retract or remove the tarp before positioning the vehicle at the unloading area.
- c. Right before the area where you will unload, open and secure the rear door.



ATTENTION Stand to the side and clear of the door. Be cautious. The load may be under pressure, and the tailgate may pop open with a great amount of force.

- d. Park on a firm, flat surface with at least 10 to 15 feet of clearance on both sides from any other vehicle or person.
- e. Back the vehicle to the final unloading area, **set the parking brake, and engage the PTO.**
- f. Engage the push rake with your hand to unload the trailer. Never use an object (stick, wire, cord, etc.) to either start the rake or to keep it activated.



ATTENTION Monitor the unloading process from the control panel. If the material starts to pile up on the ground as it is being ejected, re-enter the cab, turn off PTO, and pull forward far enough to allow room for the remaining material to be ejected. Once vehicle is in position to eject the material, re-engage the PTO.

- g. Make sure all the material has been ejected by adjusting the rake back and forth.
- h. Completely retract the push rake.
- i. Close the tailgate.
- j. Conduct mid-trip inspection before leaving.

Useful Information

USEFUL PHONE NUMBERS

Police Non-Emergency: [210-207-7273](tel:210-207-7273)

Solid Waste Customer Service: [210-207-6428](tel:210-207-6428)

Municipal Integrity Hotline: Make an anonymous report of fraud or abuse by City employees by calling [210-207-CLUE \(2583\)](tel:210-207-CLUE).

COSAGOV TEXT MESSAGE PROGRAM: Get City text alerts. Get started by texting COSAGOV to [55000](tel:55000).

USEFUL WEBSITES



Policies: sarecycles.org/department-policies

Report anonymous safety concerns:
sarecycles.org/anonymous-hazard-reporting-form



SWMD page: sa.gov/SWMD

Apply for a City job: sarecycles.org/careers/



Paystub and other employee services:
sanantonio.gov/EASI

Find out how to dispose of almost everything:
sarecycles.org/search-material-disposal



