

RAM PROGRAM MANUAL

TABLE OF CONTENTS

Chapter 01 Introduction

- 01.01 Introduction to Roadside Facilities
- 01.02 DSPN RF Program Management Responsibilities
- 01.03 Introduction to RAM Program
- 01.04 Introduction to the RAM Program Manual

Chapter 02 Policies and Procedures

- 02.01 Emergency Procedures
- 02.02 Closing Procedures
- 02.03 Off-Hours Closing Procedures
- 02.04 Assembling and Placing “Restroom Building Closed” Signage
- 02.05 Staffed Hours Closing Procedures
- 02.06 Public Injury and Property Loss
- 02.07 Hazardous Materials
- 02.08 Sharps Collection and Disposal
- 02.09 Traffic Safety Lights
- 02.10 Sidewalk Safety: Hazards and Defects
- 02.11 Emergency Blankets and Pillows
- 02.12 Emergency Cones and Caution Tape
- 02.13 Traveler Assistance
- 02.14 Parking Lot Lighting Repair Procedure
- 02.15 Handling Media Contacts
- 02.16 Restricted Use Policies Introduction
- 02.17 No Camping Policy
- 02.18 No Hunting Policy
- 02.19 Long Term Parking/Abandoned Vehicle Policy
- 02.20 Pan Handling/No Soliciting Policy
- 02.21 No Smoking Policy
- 02.22 No Dumping of Household Garbage Policy
- 02.23 Service Animals at Rest Areas
- 02.24 Non-Service Animals at Rest Areas
- 02.25 Wastewater Treatment System Maintenance

Chapter 03 FAMIS “How To” Documents

- 03.01 How To Log Into FAMIS

- 03.02 How To Change Password in FAMIS
- 03.03 How To Create Service Request Work Orders
- 03.04 How To Find Open Work Orders
- 03.05 How To Change Status and Reassign Work Orders
- 03.06 How To Upload Documents/Photos/Emails Into Work Orders
- 03.07 How To Print Work Orders
- 03.08 How To Close Preventive Maintenance Work Orders
- 03.09 How To Add Labor Hours To a Work Order
- 03.10 How To Run Logbook Reports
- 03.11 How To Enter Water Meter Readings Into Work Orders
- 03.12 How To Process for Incident Reporting
- 03.13 How To Request Maps, Posters, or Other Materials
- 03.14 How To Complete Inspection-Generated Corrective Work Orders
- 03.15 How To Complete Seasonal Site Open/Close Work Orders

Chapter 04 Quality Assurance

- 04.01 Quality Control Guideline
- 04.02 Uniform Guideline
- 04.03 Contract Issue Resolution

Chapter 05 Cleaning Care and Maintenance Standards

- 05.01 Cleaning Care: Entrances & Lobbies
- 05.02 Cleaning Care: Restrooms
- 05.03 Cleaning Care: Grounds
- 05.04 Cleaning Care: Storage, Maintenance, Janitorial, Mechanical, and Break Rooms, Basements, Pipe Chases, and Garage
- 05.05 Restroom Closure Guideline
- 05.06 Cleaning Chemicals Standard Operating Procedure

Chapter 06 Lawn Mowing

- 06.01 Lawn Mowing Guidelines
- 06.02 Mowing Safety
- 06.03 General Mowing Guidelines
- 06.04 Snow & Ice Control Guidelines

Chapter 07 Seasonal Site Information

Chapter 08 Flag Information

- 08.01 General Flag Information
- 08.02 POW-MIA Flag Information
- 08.03 Specialty Flag Information
- 08.04 Flags at Half-Staff Notifications

Chapter 09 Well and Water Program

- 09.01 Introduction
- 09.02 DNR Well Contacts
- 09.03 Well Responsibilities
- 09.04 Public Notification Guidelines
- 09.05 Unsafe Water – Sample Public Notifications
- 09.06 Well Pump Opening Procedures

Chapter 10 CVB & DMV Site Information

Chapter 11 Annual Work Program (AWP) Financials

- 11.01 Overview
- 11.02 Managing Budget Roles and Responsibilities
- 11.03 AWP Budget Building Process
- 11.04 AWP Invoicing Process
- 11.05 Information About Specific Lin-Item Categories
 - Salaries
 - Fringe Benefits
 - Materials & Supplies
 - Equipment
 - Vehicles
 - Contractor Services Cost
 - Special Vendor Services
 - Miscellaneous
- 11.06 Useful Life Expectancy Schedule

Chapter 12 Forms