



Wisconsin Department of Transportation
Office of the Secretary
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Facility Maintenance Appreciation Letter

Dear Colleagues:

I'm pleased to take this occasion to say thanks to the diligent and heroic individuals who maintain Wisconsin's roadside facilities. WisDOT has long relied on our statewide service provider organizations and their employees to clean and maintain our 28 rest areas and 12 safety and weight enforcement facilities, keeping them inviting and useful for the more than 2 million visitors they receive each year. Along with helping to provide this vital resource for travelers in Wisconsin, service provider organizations offer rewarding career opportunities to those with physical and cognitive challenges. In short, you've always been an important part of Wisconsin's transportation system.

As our state and nation were struck by the COVID-19 pandemic, however, you really went above and beyond. Because the transport of vital medical supplies, food, and other essential products was crucial, keeping the trucks rolling on our highways became vital. Many private truck stops stopped serving food or closed entirely. That meant that truck drivers needed safe, sanitary places to rest and refresh themselves. While many other employees stayed safer at home, you donned your masks and gowns and went to work, going the extra mile to keep these resources sanitized and open.

Nowhere else in the WisDOT team are workers exposed to a more highly transient population than the rest area staff. Every hour, you encounter truck drivers and travelers who journey from coast to coast, and your custodial duties increase your exposure even further. In spite of all that, you collectively worked more than 500 hours in added and extended shifts to extensively sanitize and facilities, keeping the public as safe as possible.

It is a true testament to your professionalism that not a single worker has tested positive for COVID 19, and not a single rest area or SWEF closed because of the pandemic. We consistently receive praise from the Wisconsin Motor Carriers Association, truckers, and travelers for maintaining full operations and for the clean and sanitary condition of our facilities throughout the public health emergency.

Your efforts have played an invaluable role in Wisconsin's response to the pandemic, and to keeping our state rolling. I look forward to your continued partnership in maintaining a safe, effective transportation system for the people of Wisconsin. For all you do, thank you.

Sincerely,

A handwritten signature in black ink, appearing to read "Craig Thompson".

Craig Thompson
Secretary
Wisconsin Department of Transportation