

SERVICE PROVIDER QUARTERLY MEETING

January 13, 2026

9 a.m. – 10:30 a.m.



Bureau of
Highway Maintenance
Roadside Facilities





INTRODUCTIONS

KAPUR TEAM

Program Management



Bill Oliva, PE

Program Manager
O: 608-740-2601
C: 608-698-2094
woliva@kapurinc.com



Darin Blang, PE

Co-Program Manager
O: 608-673-4401
C: 608-219-5683
dblanc@kapurinc.com

Responsibilities:

- Overall Program Management
- Annual Work Plans/Budgets

Financial/Maintenance Projects



Niki Hans

Transportation Facilities Lead,
Financial Reporting
O: 414-410-2037
C: 262-424-2032
nhans@kapurinc.com



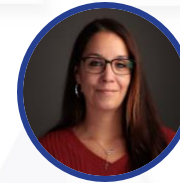
Susan McCann

Roadside Facilities
Support Specialist

Responsibilities:

- Financial Reporting
- Maintenance Projects
- Invoices
- Bid Procurement Management
- Program Updates
- Purchase Orders

FAMIS/Service Provider Training & Materials



Krystal Sadler

Transportation Facilities Lead,
Service Provider Liaison
O: 414-410-2038
C: 414-588-0571
ksadler@kapurinc.com



Patrice Smith

Roadside Facilities Support
Specialist

Responsibilities:

- FAMIS Documentation
- 24/7 Non-Emergency Calls
- Internal/External Signage
- Public Comments
- Literature & State Map Distribution
- Water Test Reporting & Meter Reading Purchase Orders
- Lost & Found Vending
- Website Questions

KAPUR TEAM

Facility Inspections



Cade Sorenson

Inspection Specialist/Coordinator
608-573-9939
csorenson@kapurinc.com



Don Miller, PE

Inspector
608-673-4425
dmiller@kapurinc.com



Calvin Brown

Inspector
815-481-9186
cbrown@kapurinc.com



Don Dietsch

Inspector
715-234-9604
ddietsch@kapurinc.com

Website



Erin Zastrow

Web Designer
414-751-7203
ezastrow@kapurinc.com



Submission Emails

Invoices: bhm.financial@kapurinc.com

Facility Information: bhm.facilities@kapurinc.com

AGENDA

01 QUARTERLY MEETING GOALS

02 UPDATES

- Website
- Annual Work Plan
- Financial
- FAMIS
- Inspection

03 OPEN DISCUSSION



QUARTERLY MEETING GOALS



Provide miscellaneous updates and training to Service Providers

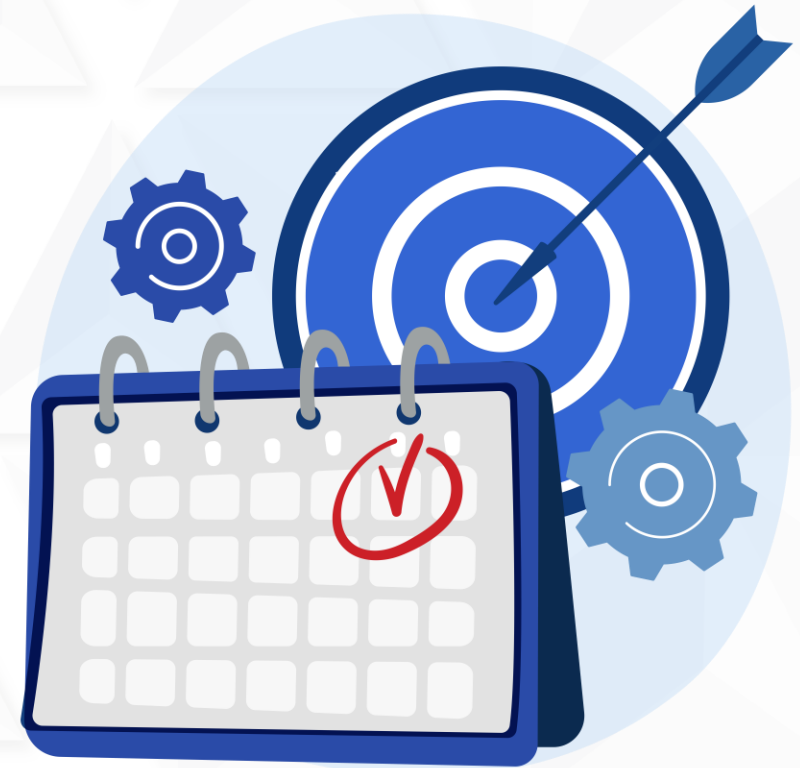


Offer an opportunity for Service Providers to:

- Ask questions
- Request information/training on specific topics
- Share "lessons learned"



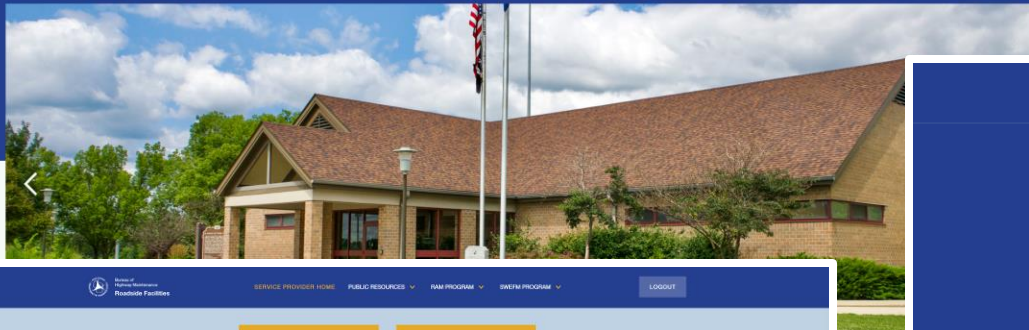
Continue to develop partnerships between Kapur and Service Providers





WEBSITE

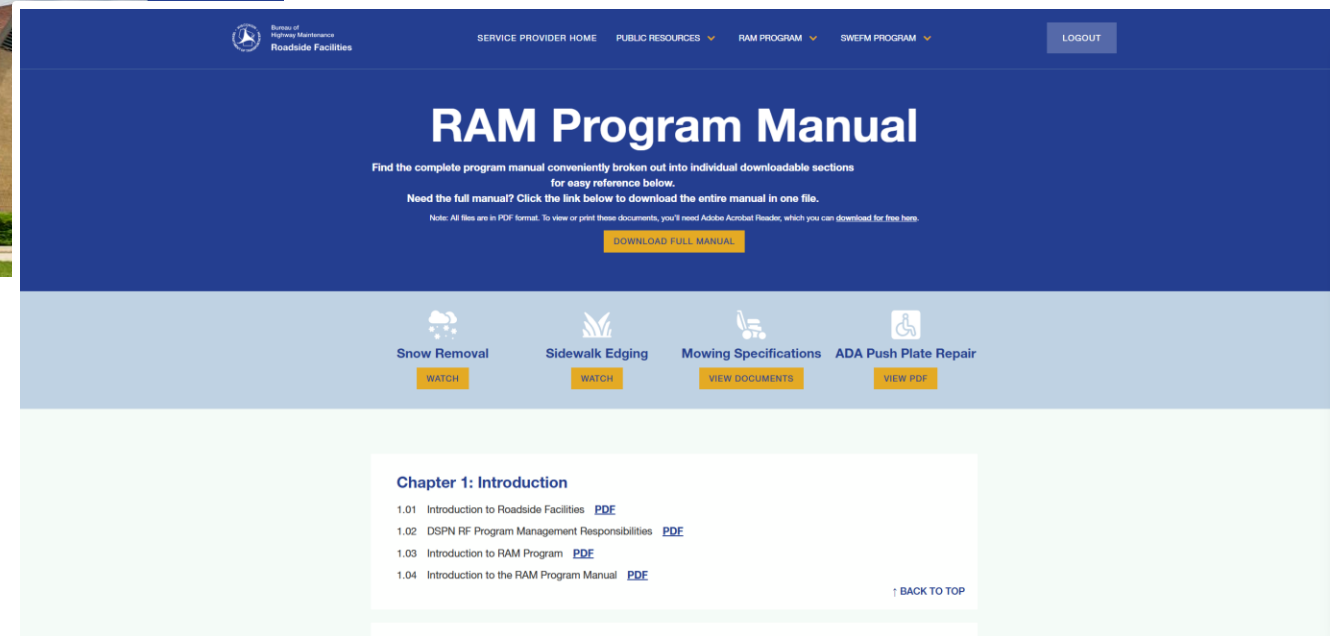
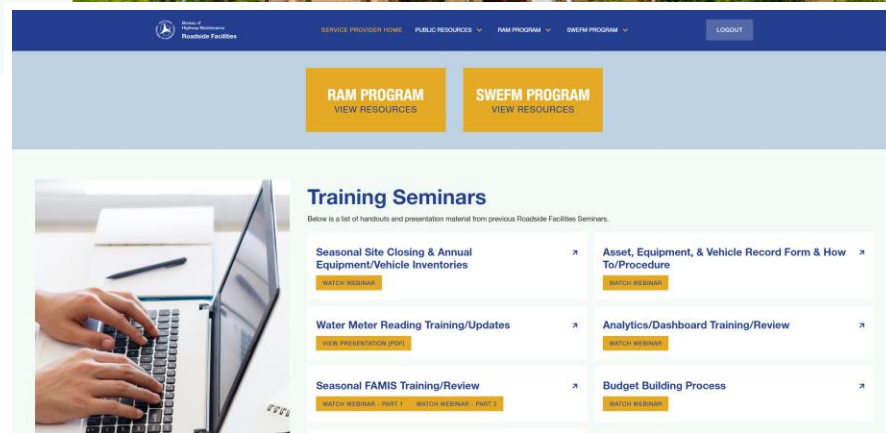
WEBSITE



New service provider website is **currently in WisDOT review**



Logins will be provided when the new website goes live



WEBSITE – KEY FEATURES

What we heard from our initial provider survey:

- **Improved Usability**
Requests for a more user-friendly website that simplifies navigation and provides easier access to information.
- **More Frequent Updates**
Expectation that guidance and procedures are reviewed and updated more regularly.
- **Clear & Up-to-Date Procedures**
Need for documented WisDOT procedures that are consistently maintained and easy to find (e.g., landscape requirements, required postings, extra work billing).
- **Proactive Communication**
Preference for email notifications when website updates occur, including a summary of what changed and direct links or attachments to updated content.

Are there any other features you would like to see on the new website?



Email bhm.comments@kapurinc.com if you prefer to share your thoughts after the meeting.



ANNUAL WORK PLAN

ANNUAL WORK PLAN

Budget Development will be like previous years:

- **Bill, Niki, & Susan will be working to maintain consistency with good past practices as we work through the FY 2027 process.**
- **Kapur will meet with BHM in January to discuss any changes**
This could include Program Manual (policy), Work Specifications, Equipment Replacements (and spend downs) & funding Levels.
- **Kapur will email FY 2027 budget development packet to Service Providers late February (no later than February 27, 2026).**
 - Contractor Service Cost Itemized Form will be included in the budget package. This needs to be completed and returned with the FY 2027 budget request.
- **You will receive budget package from Niki in February.**

RAM CONTRACTOR SERVICE COST WORKSHEET		
Work Center: _____	Fiscal Year: _____	
ADMINISTRATIVE LABOR COST		
Support Personnel (non-site personnel who bill RAM for all or a portion of their time; admin., A/P, A/R, Executive Director, etc.):		
POSITION TITLE AND %	RAM PAID SALARY	RAM PAID BENEFITS
1. _____	\$ _____	\$ _____
2. _____	\$ _____	\$ _____
3. _____	\$ _____	\$ _____
4. _____	\$ _____	\$ _____
ADMINISTRATIVE LABOR COST TOTALS:		\$ _____
OVERHEAD COSTS		
RAM Office Supplies:	\$ _____	
RAM Office Equipment:	\$ _____	
RAM Office Rent:	\$ _____	
RAM Utilities:	\$ _____	
RAM Property Insurance:	\$ _____	
RAM Other (explain cost on reverse):	\$ _____	
OVERHEAD Costs Total:	\$ _____	
<hr/>		
LABOR / BENEFIT COSTS TOTAL:	\$ _____	
OVERHEAD COSTS TOTAL:	\$ _____	
Grand CSC Total Costs (ALL CATEGORIES):	\$ _____	
TOTAL RAM CONTRACT COST LESS CSC: +	\$ _____	
= Cost per Dollar:	\$ _____	

ANNUAL WORK PLAN

January

- Meeting with BHM to discuss any changes.
- Service Providers will be updated on any changes to the budget development process prior to receiving the Budget Development Packet
- We may be reaching out regarding vehicle & equipment replacements in the next few weeks.

February

- Kapur will email FY 2027 budget development packet to Service Providers late February (no later than February 27, 2026).

March

- Early March – Service Provider virtual training FY 2027 Budget Development Packets
- Service Providers will have two weeks to return their FY 2027 budget requests to Kapur. – **Return March 13th**.

April

- Kapur will be presenting the FY 2027 budget requests to BHM in April.

ANNUAL WORK PLAN

May

- WisDOT requests (*or starts the approval process for*) Administrator Office and Secretary Office approval of budgets

June

- Contract Addendums will be issued to Service Providers by WisDOT prior to July 1, 2026, after budgets have been approved by the Secretary's Office.
- Addendums will be issued to Service providers directly from WisDOT

July

- Purchase Orders will be issued by WisDOT Purchasing in July.

August



FINANCIAL UPDATES

FINANCIAL REPORTING INVOICES

When and what to submit – See Chapter 11 RAM Program Manual

EXTRA WORK FORM = Not Planned and Not Budgeted for Special Vendor Services

- \$1,000 or more for a minor repair
- Not budgeted & not planned "Special Vendor Service" but the service provider has enough money in the current fiscal year budget.
- Extra work requested by the Department of Tourism and/or CVB personnel
- Costs are a result of extra work requested by and authorized by WisDOT, fill out and submit an Extra Work form.
- Off-hour emergencies: labor hours and travel costs in responding to off-hours emergencies.
- Improvement Project: (listed separately from SP budgets) if the service provider is the purchasing entity.

★ **Extra work must include a FAMIS work order number.**



Special Vendor Services ** \$200 or more requires a receipt

Not Considered Extra Work

- Minor repairs under \$1,000 per occurrence
- Periodic preventive maintenance to facilities
- Planned projects/repairs that can be paid for out of approved fiscal year budget

FINANCIAL REPORTING RECEIPTS

When and what to submit – See Chapter 11 RAM Program Manual



Equipment Purchase

- **\$500 or less** (budgeted OR non-budgeted as long as absorbed in budget): no additional paperwork needed.
- **\$4,999 or less:** Service Provider to judge best supplier
 - Full invoice at time of purchase
- **\$5,000 - \$29,999**
 - 3 year repayment
- **\$30,000 and up**
 - 6 year repayment
 - 3 or more bids required

If the purchased piece of equipment was budgeted for an "Equipment & Vehicle Replacement" form must be completed and included for each newly purchased equipment valued over \$500.

If the purchased piece of equipment was NOT budgeted for an "Equipment & Vehicle Replacement" form must be completed and included for each newly purchased equipment valued over \$500. You must also include an approved/signed "Unplanned Equipment Purchasing Request" form.

MAINTENANCE PROJECTS



WisDOT, Kapur, or Service Providers may identify that an maintenance project is needed.

- WisDOT must approve these projects and may fund or amend a Service Provider's contract if necessary.
- Niki maintains an updated list of projects and follows up on each project's progress and cost. This information is monitored, and updates are provided to WisDOT in monthly meetings.



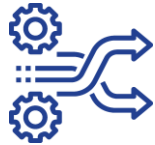


FAMIS UPDATES

WORK ORDERS

What Work Orders should be sent to WCC for review and closure

Work Orders that should be assigned to Work Control Center for review by Kapur:



Preventative Maintenance & anything that requires a change in the FCA Rank to be updated in FAMIS



Corrective WO's that are tied to inspections



All Water Meter Readings



Incident Reports with all required information



Seasonal Open and Close Inspections



Map, poster, and other material requests

ASSET FORMS

RAM Manual Chapter 12, Forms 12.0 -
Asset.Equipment.Vehicle Form

When should an asset form be filled out?

- New equipment that exceeds \$500
- Assets that are being replaced
- Assets that are being retired


Picture requests:

- Each side of the asset along with the serial number/model number



All asset forms and pictures should be sent to bhm.financial@kapurinc.com as soon as possible from purchase.

WisDOT/Program Administrator
Asset, Equipment, and Vehicle Record Form

 Bureau of
Highway Maintenance
Roadside Facilities

Property Location: _____
(Ex.- Rest Area 106; Wayside 62-02 Readstown; SWEF 21 Kenosha)

Name of Person Completing: _____ Date: _____

Please check a Box Below and Follow the Comments:

IF **NEW RECORD**: Complete form in its entirety.
 IF **RECORD EDIT**: Enter changes below in the New Record Name Section.
 IF **INACTIVE RECORD**: Note Record Name, Serial #, & Model # in the OLD Record Name Section.

New Record Name:

Record Name:	Serial #:
Manufacturer:	Model #:
Vendor:	

Purchase Information:

Purchase Date:	Purchase Amount \$
Purchase Order #:	

If **NEW** Record is a **Replacement** for an **EXISTING** Record, Please Complete Below:

Old Record Name:

Record Name:	Serial #:
Manufacturer:	Model #:

If you **provide** a copy of the Warranty with this form, you do not need to complete the information requested below. If you **do not provide** a copy of the warranty, please complete the information requested below.

Warranty Information:

Effective Date:	Expiration Date:
Warranty Vendor:	Warranty Phone:
Maintenance Vendor:	Maintenance Phone:

This form is to be completed **upon purchase** of any new Asset, Equipment Piece, or Vehicle and **returned with** photos of the Record Item, photo of the Info Tag, and any Receipts, Invoices, POs, etc. immediately to bhm.financials@kapurinc.com. If any of the information above is not completed in its entirety and the required documentation, photos, etc., are not included, the form will be returned, and information will be supplied to let you know of what is missing.

INCIDENT REPORTS

DOA-6441 General Incident Report

When should you fill out an incident report? What forms should be accompanied by your submittal?



In the event an individual visiting the WisDOT property is injured on the property, a **General Incident Report (DOA-6441)** must be completed as soon as possible.



In the event a WisDOT property sustains damage due to vandalism, theft, wind, water, any weather-related occurrence, fire, etc. (**DOA-6441& DT1690**)



Lightning damage (**DOA-6441 & DOA 6740**)

INCIDENT REPORTS



Service provider to **create a WO** and assign it to **Work Control Center** with supporting documentation.



ALL forms should be filled out immediately after the incident is cleared of any safety concerns. If a traveler is involved, please ask if they can fill out the report before they leave the scene.



If a **medical emergency** prevents the traveler from completing the report, complete it on their behalf and ensure they review and confirm its accuracy when possible.



If there is a **need for a police presence**, please do what you can to acquire a police/sheriff report so that it can be on file.

INCIDENT REPORTS

Why are they important?



1

Legal and Regulatory Compliance

- Incident reports serve as official documentation required by workplace safety regulations.
- They demonstrate that the organization follows proper procedures for reporting and investigating incidents.



2

Accurate Recordkeeping

- A complete report creates a reliable record of what happened, when, and how.
- Essential for audits, insurance claims, and future reference.



3

Root Cause Analysis

- Detailed reports provide the information needed to identify underlying causes.
- Helps prevent recurrence by informing corrective actions and safety improvements.

INCIDENT REPORTS

Why are they important?



4

Liability Protection

- Proper documentation can protect the organization and employees from legal disputes.
- Shows that due diligence was exercised in handling the situation.



5

Communication & Transparency

- Ensure all stakeholders have consistent and accurate information.
- Fosters trust and accountability within the organization.



6

Continuous Improvement

- Data from incident reports can be analyzed to spot trends.
- Supports proactive safety measures and a safer work environment.



FAMIS UI UPDATE

**In December FAMIS updated to its new user interface.
Questions about the new format?**



INSPECTION UPDATES

YEARLY INSPECTIONS



SWEF Safety Inspections

- Occurs once per year.
- Usually in late fall/early winter.



Cleanliness Inspection (SWEF & Safety Rest Areas)

- Occurs twice per year.
- 1st round: 1st half of the fiscal year.
- 2nd round: 2nd half of the fiscal year.



Cleanliness Inspection (Secondary Sites)

- Occurs once per year while sites are open and maintained.



FCA (Facility Condition Assessment)

- Occurs once per year.
- Usually in the 2nd half of the fiscal year.



Knox Box Inspection (SWEF and SRA only)

- Occurs once per year.
- Completed during a Cleanliness or FCA inspection.



Inventory Inspection

- Occurs once per year.
- Usually in late fall/early winter, depending on site closing schedule.

ITEMS TO BE DISPLAYED AT SAFETY REST AREAS AND SWEFs

Truck Survey Poster

- Displayed through January 31
- 2-3 per site near truck entrance doors

Emergency Contact Plaque

- 2 signs displayed at each rest area (1 spare)
- Replaces old red emergency sign

Updated Survey Poster and Comment Cards (pictured)

- Displayed in high traffic areas (near doors, vending machines, bathrooms)

Other Required Signage/Posters

- Updates/standards to come in the near future
- Currently gathering inventory of what is already posted



QUESTIONS/OPEN DISCUSSION

FUTURE QUARTERLY MEETINGS

- 1 Meeting Format?
- 2 Meeting time of day?
- 3 Topics/training?



Other questions or general discussion?