



Bureau of
Highway Maintenance

Roadside Facilities

Rest Area Maintenance (RAM)

PROGRAM MANUAL

Chapter 01 | Introduction

01.01 Introduction to Roadside Facilities

The current model of the Roadside Facilities program is a partnership between the Wisconsin Department of Transportation, Kapur & Associates, and Service Providers throughout the State. The goals of this partnership are to provide a high-quality experience at Wisconsin's rest areas and seasonal sites while providing employment and work growth opportunities for individuals with disabilities.

In May 1986, the Wisconsin Department of Transportation (WisDOT) proposed the idea of providing maintenance at state rest areas while employing Wisconsin's with disabilities. This idea was based on other state's rest area maintenance programs, particularly Ohio's. Ohio's State Use Program included maintenance contracts for approximately 120 Department of Transportation sites at that time. DSPN staff visited Ohio to study their Rest Area Maintenance program.

In the fall of 1986, WisDOT provided a grant to initiate a one-year pilot project to provide custodial care and landscape maintenance services at state rest areas. Subcontracts were developed with service providers to provide these services. Maintenance services began at seven rest areas on January 1, 1987 in Barron, June and Walworth counties. The pilot project was a success.

The program was called the Rest Area Maintenance (RAM) Program, the first of two programs that now constitute the overarching Roadside Facilities (RF) Program. The Safety Weight Enforcement Facilities Maintenance (SWEFM) Program was added to the RF Program in 2001.

01.02 Kapur Roadside Facilities Program Management Responsibilities

The Wisconsin Department of Transportation Bureau of Highway Maintenance (BHM) contracts with Kapur Roadside Facilities to provide program management services for Wisconsin's RAM & SWEFM programs. As project manager of the RAM and SWEFM programs, Kapur Roadside Facilities is responsible for providing a positive, safe, and clean experience at rest areas, seasonal waysides, park-and-rides, historical markers, and scenic overlooks. Kapur Roadside Facilities responsibilities include:

- Quality assurance
- Overview of maintenance projects
- Annual work program budget review and submittal
- Accounting and record keeping
- Service provider support
- Contract development, execution, and compliance training
- Management of assets, equipment, and vehicles
- Convention and Visitor's Bureau site liaison

01.03 Introduction to The RAM Program

In January 1992 the business model of the RAM Program changed, service provider contracts were set up directly between WisDOT and each service provider according to State Use Program guidelines.

On January 2026, the RAM Program included 29 rest areas and 89 seasonal sites (waysides, historical markers, welcome signs, park & ride lots and scenic overlooks). There are many additional seasonal sites that are not part of the RAM Program because they are maintained by their County Highway Departments.

01.04 Introduction to the Ram Program Manual

There are three key documents that define the scope of the program, define WisDOT’s expectations, and provide guidelines, procedures and policy documentation:

- Contract and yearly addenda between WisDOT and each service provider
- Annual work specifications, which include work schedules
- The RAM Program Manual

Adherence to contractual agreements as well as the guidelines, procedures, and policies presented in annual work specifications and this program manual will ensure that all WisDOT roadside facilities program responsibilities are met. The use of standardized guidelines, procedures, and policies promotes statewide uniformity of cleanliness and maintenance standards, as well as promoting effective maintenance at each site.

Kapur has compiled the contents of this program manual. It is impractical, if not impossible, to compile a manual of this type that addresses or anticipates all possible situations. The information contained in this manual is provided for use in delivering services. It is not intended to establish absolute requirements or minimum standards, except where actual excerpts of state or federal law or administrative rules with the force of law are applicable. Kapur recognizes that each service provider must be able to exercise discretionary judgment in the use or application of this manual. The existence, distribution, application, and use of this manual do not constitute an acknowledgment or guarantee of outcome, expressed or implied, by Kapur or the maintenance service providers.

Every time a chapter of the RAM Program Manual is developed or revised, it is reviewed and approved by WisDOT before publication. The most recent version of each chapter of the RAM Program Manual is found on the Kapur Roadside Facilities website (roadsidefacilities.org) and is available to Service Providers and WisDOT only.

Chapter 1 Record of WisDOT Review & Approval

Developed or revised by Kapur & Associates

Date

Reviewed and approved by WisDOT Bureau of Highway Maintenance

Date

Chapter 02 | Policies & Procedures

02.01 Emergency Procedures

GENERAL POLICY STATEMENT

Emergency procedures are established to prevent serious injuries and for the protection of life. Such established procedures will be followed as closely as possible; however, special emergency situations may necessitate deviations from established procedures to provide a more effective plan for bringing a situation under control.

Service Providers are responsible for the creation of emergency procedures specific to managed properties which can be used as a quick reference or training tool. In an emergency, Supervisory Staff are responsible for all people under their direction, and all people at the property should be informed as soon as possible. Should an accident or emergency occur, Supervisory Staff responsibilities include making an adequate investigation and submitting a General Incident Report (DOA 6441) in FAMIS. There may be situations that occur, including non-typical or suspicious circumstances, which may warrant prompt reporting. Even seemingly minor situations should be reported.

02.02 Closing Procedures

When an equipment or structural failure or a power outage renders the restroom building unable to serve the traveling public without hygienic or safety concerns adequately, the building must be cleared and locked closed by the Service Provider. If no safety concerns exist outside the building (i.e., on the grounds), the parking areas will remain open to the traveling public. Signage to notify travelers that the restroom building is closed (*Reference Section 2.4 Assembling and Placing “Restroom Building Closed” Signage*) will be placed facing traffic at the entrance ramp split, which directs cars and trucks to their own parking areas. Signage will also be placed as visibly as possible in each plaza area facing the parking lot(s). Once the “closed” signs are in place, Kapur’s Field Services Manager should be notified that the building is closed, but the parking lots remain open to the public. Assessment of the need for portable toilet placement will be determined at that time. When the building is reopened, Kapur’s Field Services Manager should be notified. Kapur will notify the WisDOT representative for media postings. (Soft close = parking lot and building remain accessible to public use; restrooms are closed, and portable toilets are placed.)





02.03 Off-hours Closing Procedures



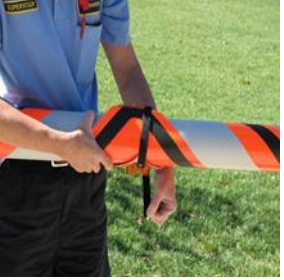


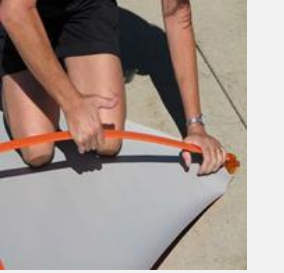
On occasion, Supervisory Staff may need to respond to an emergency call that requires them to report to the property during non-scheduled service hours. This may be necessary due to vandalism, system failure, or public safety concerns. Kapur subscribes to a 24-Hour Emergency Call Center (1-866-473-8009). This provides Law Enforcement, State, and county representatives with access to staff who possess property-specific knowledge and key access. It is the responsibility of the Service Provider to keep Kapur current with accurate phone numbers of 24-Hour response staff.

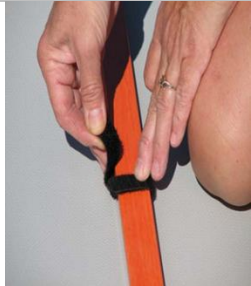




Upon arrival to the property, Supervisory Staff must assess the situation to determine whether a soft closure of the building or hard close of the property is needed (*Reference Closing Procedure*). Supervisory

Staff must decide whether or not it is prudent to either stay on the site until the regularly scheduled site crew arrives or, alternatively, to leave the site. Decisions must be made based on the situation and what the Supervisory Staff and/or WisDOT staff can reasonably do to remedy the circumstances. Labor hours and travel costs in responding to off-hour emergencies may be billed as “extra work” (extra work form) when invoiced.

02.04 Assembling and Placing “Restroom Building Closed” Signage

	<ol style="list-style-type: none">1. Set the portable sign stand where you wish to display the sign (i.e., at a ramp split or on a plaza). Have the foldable sign along with the stand.
	<ol style="list-style-type: none">2. Press the thumb release lever at the base of each of the stand legs to release the leg and lower it to the ground, or use the pull rod opposite the lever to release the leg.
	<ol style="list-style-type: none">3. Release all four legs and lower to the ground.
	<ol style="list-style-type: none">4. Pull out each leg to full extension (leg will stop when spring-loaded rod engages extension hole stop).

	<p>5. Fully extend all four legs.</p>
	<p>6. Have a portable rolled-up sign ready to assemble.</p>
	<p>7. Release the velcro securing strap and unroll the sign.</p>
	<p>8. Release the velcro securing straps from the sign crossbars.</p>
	<p>9. Carefully place unfurled sign on smooth ground. Rotate the unfixed crossbar so the ends line up with the plastic receiving pockets.</p>
	<p>10. Bow out the crossbar and slide both ends into the plastic receiving pockets.</p>

	<p>11. Secure Velcro straps around the crossbar.</p>
	<p>12. The portable fabric portion of the sign is now assembled.</p>
	<p>13. Slide the lower portion of the vertical crossbar between the sign stand main post and the movable securing channel. The bottom of the crossbar should be at the top of the spring portion of the stand.</p>
	<p>14. Release all four legs and lower to the ground.</p>
	<p>15. Lastly, signs should be in place at entry ramp and on a plaza approximately as shown.</p>

02.05 Staffed Hours Closing Procedures

LEAVING THE WORK SITE DUE TO SEVERE WINTER WEATHER CONDITIONS:

The Service Provider’s Supervisory Staff determines if the weather conditions justify leaving the property during regular staffed hours. Upon leaving year-round properties, Kapur’s Field Services Manager shall be notified.

02.06 Public Injury and Property Loss

PERSONAL INJURY

If an employee or guest is injured on Wisconsin Department of Transportation property, an Incident Work Order is to be created in FAMIS and a General Incident Report (Form DOA-6441) must be uploaded to the work order as soon as possible.

GENERAL PROPERTY

In the event damage occurs to Wisconsin Department of Transportation property or assets due to vandalism, theft, wind, water, weather, or fire, an Incident Work Order is to be created in FAMIS, and a Building and/or Equipment Loss Report (Form DT1690) must be uploaded to the work order as soon as possible.

GENERAL PROPERTY – LIGHTNING

In the event damage occurs to Wisconsin Department of Transportation property or assets due to lightning, an Incident Work Order is to be created in FAMIS, and a Lightning Losses Affidavit (Form DOA6740) must be uploaded to the work order as soon as possible.

02.07 Hazardous Materials

 **Call the 24-Hour EPA Hotline | 1-800-424-8802**

PURPOSE

To provide direction to staff which may encounter hazardous substances spilled or deposited at Department owned and operated roadside facilities.

GENERAL POLICY

Spills may be of either nonhazardous, known hazardous, or unknown substances and will require that judgment be used to determine an appropriate response. If it is determined that there is a hazardous substance spill, based upon the definition above, all individuals within the property must be a primary concern.

Chapter 292.11 – Wisconsin Spill Law

The spill law, Chapter 292.11, Wis. Stats., requires that a person who possesses or controls a hazardous substance or who causes the discharge of a hazardous substance shall notify the department immediately of any discharge not exempted by the statute. The department has a 24-hour toll-free number for reporting spills: 1-800-424-8802.

DEFINITION - HAZARDOUS MATERIALS

Refer to Safety Data Sheets (SDS) for cleaning up spills (if available from the responsible parties).

Hazardous Substance Definition:

Chapter 292.01(5), Wis. Stats., defines a hazardous substance as “any substance or combination of substances including any waste of a solid, semisolid, liquid or gaseous form which may cause or

significantly contribute to an increase in mortality or an increase in serious irreversible or incapacitating reversible illnesses or which may pose a substantial present or potential hazard to human health or the environment because of its quantity, concentration or physical, chemical or infectious characteristics. This term includes, but is not limited to, substances which are toxic, corrosive, flammable, irritants, strong sensitizers or explosives as determined by the department.”

This definition suggests that a hazardous substance can be anything, depending on the nature of the release. The question you really need to ask yourself is how much was released and into what environment. The rule of thumb used by many is if you need think about whether it needs to be reported, it probably does. Remember, reporting spills never gets you into trouble, only failure to report does. Whether the spilled hazardous substance is heating oil or gasoline, or something unusual like corn, butter and /or manure that flows towards a stream, pickle juice spilled on the ground, or even mercury spilled in a classroom, DNR staff will tell you if your specific incident does not meet the criteria of a reportable spill at the time that you report it. To help clarify what spills are reportable, statutory exemptions as well as “de-minimis” exemptions have been established.

ROADSIDE FACILITIES SERVICE PROVIDER PARTICIPATION

When a spill of either an unknown substance or a large amount of a known hazardous substance occurs, judgment must be exercised to determine what level of participation and public notification is necessary. Service Providers should be prepared to provide limited traffic control at the scene of the discharge. Traffic control and removal of debris may be necessary to ensure proper containment. When required and if safely possible, vehicle and pedestrian traffic should be directed away from the spill area.

Service Provider’s Supervisory Staff should take appropriate steps to notify all workers, Department of Tourism personnel, other vendors, and the traveling public when the spilled material is determined to be a large amount of a known hazardous substance.

Under no circumstances shall the Service Provider assume responsibility for spill cleanup. However, there may be instances when participation by Service Provider’s staff may be appropriate, as described in the following:

- When a minor spill of a known hazardous substance, such as antifreeze, gasoline, or crankcase oil occurs, it may be appropriate for the Service Provider’s Supervisory Staff to participate in containment and possibly cleanup. Service Providers under contract with the Department may be requested to spread absorbent and/or remove minor quantities of such substances when hazardous materials have spilled because of damage to vehicle fuel tanks or engines. An appropriate disposal site should be found, and the responsible party should be urged to pay for disposal.
- Service Provider shall cooperate with the Department of Military Affairs’ Division of Emergency Government (DEG) and the Department of Natural Resources (DNR) in the event of discharge or discovery of hazardous substances at rest areas/waysides.
- The party responsible for the spill is also accountable for all containment, cleanup, disposal, and restoration activities. The DNR is responsible for ensuring that these activities are done properly and may take emergency actions necessary to assure completion. Though the statutory burden for

notification applies to the spiller, the Service Provider will provide notice of a significant discharge if the incident has not yet been reported.

- Reporting: When a major spill has occurred, call the 24-Hour Hotline at 1-800-424-8802.
- For more information about Wisconsin DNR's Spill Program visit dnr.wi.gov/topic/spills/
- If you are not sure whether you have a spill that needs to be reported, call the 24-Hour Hotline, 1-800-424-8802, and you will be provided with guidance on reporting.
- Reporting after the spill is contained: Create an Incident Work Order in FAMIS and attach appropriate forms to the WO. (See Chapter 02.06; 1-3)

02.08 Sharps Collection & Disposal

INTRODUCTION

To protect waste handlers, the public, and the environment, the state requires that discarded syringes, lancets, and other sharps be kept separate from household garbage. Public education and low-cost, convenient sharps collection programs will be the most effective way to encourage people who generate small amounts of sharps to dispose of them properly. This section contains helpful resources about sharps containment and collection.

SHARPS COLLECTION

The following DNR website publication contains information about sharps collection and a list of disposal facilities in Wisconsin. dnr.wi.gov/files/pdf/pubs/wa/wa807.pdf

02.09 TRAFFIC SAFETY/LIGHTS

Traffic safety lighting for vehicles shall adhere to the following minimum standards. (As stated in WisDOT's State Highway Maintenance Manual Policy 51.05 Patrol Truck Lighting).

ALL DIRECTIONAL LIGHT

Equipment operating on State Highways shall have an all-directional light with the following minimum lighting specifications for standard identification:

- Amber in color and visible from all directions.
- The light shall be flashing or revolving type. If a flashing type, the number of flashes per minute shall be between 60 and 120. The revolving type shall turn between 45 and 90 RPM. Strobes shall be high intensity with a wide-angle pattern.
- **Minimum light intensity:**
 - Revolving type, two bulbs, 35,000 c.p. each
 - Strobes, 500,000 c.p.

WHEN WORKING CLOSE TO THE HIGHWAY:

- Turn on the flashers and the safety light on top of your vehicle
- Place “People at Work” signs approximately 100 to 200 feet down from where you will be working.
- Place orange cones around your vehicle(s), trailer(s), etc.

02.10 Sidewalk Safety: Hazards & Defects

PURPOSE

This policy provides information to RF Program custodial care and landscape maintenance Service Providers to ensure that the RF staff are appropriately addressing sidewalk, plaza, and surface hazards at Wisconsin Department of Transportation Roadside Facilities. This information is intended to be used to eliminate injuries and minimize the risk of liability to all involved parties. Any hazard must be documented, and action must be taken to warn/divert the public as quickly as possible.

IDENTIFY

A sidewalk, plaza, or surface defect is a hazardous condition for the following reasons:

- Differential settlement or heaving at a walk joint or walk/curb joint of $\frac{3}{4}$ ” or more.
- Sidewalk is cracked, and such cracking has caused or has the potential to cause breaking out and/or settling.
- Sidewalk has pieces missing at joints to the extent that they are susceptible to catching a person’s shoe.
- The surface of the walk has spalled to the extent that scaling, pitting, or pocketing has progressed to $\frac{1}{2}$ ” from the surface, and there are at least two or more pockets in the sidewalk.
- Open joints of more than $\frac{3}{4}$ ” or at any location in the sidewalk or curb.
- The curb has pieces missing.

WARNING

Take appropriate actions to warn the public of the hazard or restrict access depending upon the location and severity of the hazard. A high-priority hazard should be marked with YELLOW safety paint where the hazard is located.

DOCUMENT

Create an Unsafe Condition Work Order in FAMIS. Type Field, select Unsafe Condition, and in the Subtype Field, select Unsafe Condition. In the “Describe Your Request” box, include descriptions of hazardous defects, identifying the location and severity. Upload photographs of the hazard or defect to the work order.

REMEDIAL ACTION

Paint defect with yellow paint using a 3” roller along the edges.

ADDITIONAL DESCRIPTION OF HAZARDOUS DEFECTS

Use the following descriptions to determine if the defects are a hazardous condition.

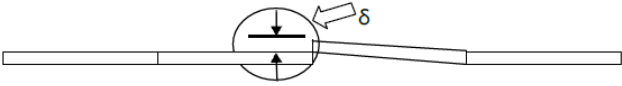
Cracking

Caused by several factors, such as vehicular load, frost heave, untimely sawing of joints, and tree root growth. The severity levels are broken down.

Faulting

The difference in elevation across a joint or crack. Some common causes of faulting are settling of slabs caused by a soft foundation, pumping, or eroding of materials from under the slab caused by voids beneath the slab, growing of tree roots, and upheaving caused by frost penetration. The severity levels are defined by the difference in elevation, δ , across the crack or joint.

Largest Crack Width in Slab, W_c	Number of Sections Slab Divided Into		
	Sections ≤ 2	2 > Sections ≤ 2	Sections > 4
$W_c < \frac{1}{2}$ Inch	Low	Medium	High
$\frac{1}{2}$ Inch $\leq W_c < \frac{1}{2}$ Inch	Medium	High	High
$W_c \geq \frac{1}{2}$ Inch	High	High	High

	<p>Faulting severity levels are broken down as:</p> <ul style="list-style-type: none"> ▪ $\frac{1}{4}$ inch $\delta < \frac{1}{2}$ inch = LOW ▪ $\frac{1}{2}$ inch $\leq \delta < \frac{3}{4}$ inch = MEDIUM ▪ δ over $\frac{3}{4}$ inch = HIGH
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Geometry

This problem occurs when a section of sidewalk or sidewalk ramp does not comply with regulations set by the federal or state government or poses any other hazard which makes the sidewalk unsafe. The problem is caused by an improper or outdated design. The severity level is listed as “high” if the current sidewalk condition does not comply with the “Americans with Disabilities Act” guidelines.

Patching

An area where the original sidewalk has been removed and then replaced by patch material. The severity levels are defined as follows:

- Low = Patch material of any permanent type that has little or no deterioration.
- Medium = Patch material of any permanent type that is moderately deteriorated, or multiple low-severity patches are present.
- High = Patch material of any permanent type is badly deteriorated, temporary patch material of any condition is present, or multiple patches are present with at least one being medium severity.

Spalling

A distress that primarily occurs in the top portion of the slab does not extend vertically through the slab. Spalling can occur anywhere in a slab, including at the joint or a crack. Spalling can be caused by excessive stress caused by infiltration of incompressible materials in the joints; over-finishing of the concrete surface, and freeze-thaw cycling. The severity levels are illustrated below.

		Area of Spalling, A_{sp}	
Depth of Spalling, D_{sp}		$A_{sp} < 2 \text{ sq. ft.}$	$A_{sp} < 2 \text{ sq. ft.}$
$D_{sp} < \frac{1}{2} \text{ Inch}$	Low	Low	Low

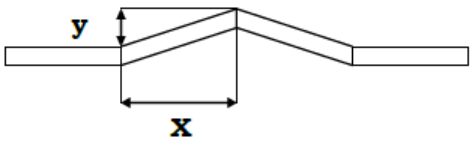
Surface Deterioration

Surface deterioration is any surface distress that effects the functionality of the sidewalk. Common surface deterioration distress are pop-outs, scaling, and weathering which are caused by freeze-thaw cycles and deicing salts, over finishing of the concrete surface, and inferior aggregate within a concrete mix. The severity levels are measured as listed below.

		Total Percent Area of Surface Deterioration, A_{sd}		
Surface Elevation Difference, E_{sd}		$\%A_{sd} < 25\%$	$25\% \leq \%A_{sd} < 50\%$	$\%A_{sd} \geq 50\%$
$E_{sd} < \frac{1}{2} \text{ Inch}$	Low	Low	Low	Medium
$\frac{1}{2} \text{ Inch} \leq E_{sd} < \frac{3}{4} \text{ Inch}$	Low	Low	Medium	High

Vaulting

A V-shaped upheaval or depression that occurs at a joint or at a crack in the slab. Vaulting is caused by shrinking and/or swelling of the soil beneath the sidewalk or by stresses that act at the bottom of the slab caused by the infiltration of incompressible materials, tree root growth, etc. The severity level is defined by the difference in grade from the desired grade. The grade difference is defined as y/x .

	<p>High = Grade difference is $\geq 8\%$ or equivalent to 4 inches or 4 feet.</p>
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02.11 Emergency Blankets & Pillows

All rest areas shall always have a minimum of two clean double-size blankets and two clean regular size pillows available for use. These may be necessary for the comfort of travelers or staff should an accident occur, and the victim not be able to be moved from the ground. Pillows and blankets should be cleaned after each use.

02.12 Emergency Cones & Caution Tape

- All rest areas shall have a minimum of six 28-inch orange safety cones in stock for use to mark trip hazards or other areas which should be avoided by travelers.
- All rest areas shall have a minimum of one roll of yellow and black “caution” tape to use as necessary to keep travelers and staff from a dangerous area.
- Wayside crews shall carry three 28-inch orange safety cones and a roll of “caution” tape in their vehicle when servicing the waysides in case of need.

02.13 Traveler Assistance

OFFERING ASSISTANCE TO TRAVELERS

Wisconsin State Law (Good Samaritan Law) provides liability immunity to those who are not health care professionals who aid victims of accidents. The law is as follows: 895.48

Civil liability exemption; emergency medical care. (1) Any person who renders emergency care at the scene of any emergency or accident in good faith shall be immune from civil liability for his or her acts or omissions in rendering such emergency care.

In keeping with the law’s intent, Supervisory Staff may certainly aid travelers who are in need due to an accident or health emergency. Supervisory Staff are cautioned, however, not to try to extend assistance past what medical or first aid knowledge they possess. The first rule in offering assistance is “do no harm”.

Any Supervisory Staff would be fully expected to call 911 for assistance at a minimum if a traveler needs medical care. In addition, it would be expected that Supervisory Staff would offer bandages, blankets and pillows, chairs, or other such items if the need existed. Whether to move a victim or not has to be a decision made on the merits of such a move, given the conditions (i.e., will further harm come to the victim where he or she is presently?).

Supervisory Staff should never give out any medication to any traveler, no matter how benign the medication may seem (tylenol, aspirin, etc.).

First aid should be administered to only a level that the Supervisory Staff feels comfortable in giving to the traveler.

OTHER TYPES OF ASSISTANCE

It should be noted that state law only exempts people helping in medical emergencies or accidents.

Therefore, Supervisory Staff and staff are strongly discouraged from offering assistance that could result in

complications and lawsuits. Supervisory Staff should not offer assistance that could result in property or personal damage. Such situations as jumping dead batteries, changing tires, trying to open locked automobiles, or other similar requests that travelers may ask of Supervisory Staff should be politely declined.

Instead, Supervisory Staff should have a list of towing services, automobile repair shops, State Patrol, and County Sheriff phone numbers to offer to the traveler. In addition, Supervisory Staff may offer the site phone for a distressed traveler to use to call for assistance. At least two numbers should be provided for each service, and the traveler should choose which service to call.

Allowing the traveler to choose the service removes the RF Supervisory Staff from any perceived “partnership” with the Service Provider.

In all cases, common sense should be employed to ensure that Service Providers do not put themselves in situations that could lead to unnecessary litigation.

02.14 Parking Lot Lighting Repair Procedure

When a parking lot light is found to be inoperable, damaged, or pushed down, a Work Order is to be created in FAMIS using Type “Lighting/Fan” and Subtype “Parking Lot/Ramp Lighting”, which is automatically assigned to a WisDOT representative. If damaged, a General Incident Report (DOA 6441) needs to be completed and uploaded to the work order.

02.15 Handling Media Contacts

Whenever you are contacted by any media organization on any subject, simply say that you are not authorized to impart any information and refer//them immediately to the Wisconsin Department of Transportation, Office of Public Affairs (OPA). The phone number for WisDOT’s Public Affairs Office is (608) 266-3581. Once you have done this, contact a WisDOT Bureau of Highway Maintenance representative and report whom you were approached by and for what purpose.

02.16 Restricted Use of Policies Introduction

This Section is intended to provide Roadside Facilities Service Providers with appropriate Wisconsin Statutes and Wisconsin Department of Transportation guidelines regarding the public use of Department rest areas, seasonal waysides, and other roadside facilities. It is necessary to ensure that all Department-operated roadside facilities always provide a safe environment for the traveling public.

If you have any questions about any of these policies or would like to recommend a section, please contact Kapur.

02.17 No Camping Policy

Wisconsin Department of Transportation Roadside Facilities properties are provided for the safety, comfort, convenience, and enjoyment of the traveling public. Activities which are not safety related are not compatible with the intended use of the roadside facility. Wisconsin Department of Transportation policy prohibits camping by any person on public highways or adjacent lands. The following Wisconsin Statute supports this policy:

Wisconsin Statutes 86.025 Camping on Highways

It shall be unlawful for any person or persons to camp in wagons, tent or otherwise on the public highways or lands adjacent thereto, after a notice to remove therefrom by the owners of such adjacent lands, or the owner of land abutting on the highway, or by a member of the board of supervisors or any trustee of any town or village where such camping place is made. Any person or persons violating the provisions of this section shall be deemed guilty of a misdemeanor and upon conviction thereof shall be fined not exceeding \$10 or imprisoned in the county jail not exceeding 30 days, or both.

02.18 No Hunting Policy

Wisconsin Department of Transportation Roadside Facilities properties are provided for the safety, comfort, convenience, and enjoyment of the traveling public. It is necessary to ensure that all Department operated roadside facilities always provide a safe environment for the traveling public. This includes safety during various hunting seasons. No person may load or discharge a firearm on roadside facility property (other than law enforcement officers). WisDOT policy prohibits hunting on highway right-of-way land unless specifically allowed. This policy is supported by the following Wisconsin Statute:

Wisconsin Statute 167.31(2)(c) Safe Use and Transportation of Firearms and bows

Except as provided in sub. (4) No person may load a firearm, other than a handgun, in a vehicle or discharge a firearm or shoot a bolt or an arrow from a bow or crossbow in or from a vehicle.

- a. Because our turnouts are part of the highway, people shooting within these turnouts are violating
- s. 167.31(2) (d), Stats. They need to get off the Department highway lands before shooting.

Wisconsin Statute 167.31(2)(d) Safe use and transportation of firearms and bows

Except as provided in sub. (4) (a), (bg), (cg), (e), and (g), no person may discharge a firearm or shoot a bolt or an arrow from a bow or crossbow from or across a highway or within 50 feet of the center of a roadway.

a. 340.01 (54) Words and phrases defined. "Roadway" means that portion of a highway between the regularly established curb lines or that portion which is improved, designed, or ordinarily used for vehicular travel, excluding the berm or shoulder. In a divided highway the term "roadway" refers to each roadway separately but not to all such roadways collectively.

b. 340.01 (22) Words and phrases defined. "Highway" means all public ways and thoroughfares and bridges on the same. It includes the entire width between the boundary lines of every way open to the use of the public as a matter of right for the purposes of vehicular travel. It includes those roads or driveways in the state, county or municipal parks and in state forests which have been opened to the use of the public for the purpose of vehicular travel and roads or driveways upon the grounds of public schools, as defined

in s. 115.01 (1), and institutions under the jurisdiction of the county board of supervisors, but does not include private roads or driveways as defined in sub. (46).

02.19 Long Term Parking/Abandoned Vehicle Policy

Wisconsin Department of Transportation roadside facilities are provided for the safety, comfort, convenience, and enjoyment of the traveling public. Long-term parking at highway rest areas is not allowed, as it is not consistent with the purpose and design of the facilities and can cause problems relative to the use and maintenance of the site.

Long-term vehicles would be considered those parked at a roadside site for more than a 24-hour continuous period, whether occupied or not. If a vehicle is parked at a roadside facility for more than this time, it may be reported to the State Patrol, and the procedure for removal will begin.

Long-term vehicles are considered those parked at a roadside site for more than a 24-hour continuous period, whether occupied or not. If a car is parked at a roadside facility for more than this time, it will be reported to the State Patrol, and the procedure for removal will begin.

If problematic parking becomes site-specific, the department reserves the right to develop more restrictive parking limits. The following Wisconsin Statute supports this policy:

a. Wisconsin Statute 346.55(4) Other restrictions on parking and stopping. Owners or lessees of public or private property may permit parking by certain people and limit, restrict, or prohibit parking as to other persons if the owner or lessee posts a sign on the property indicating for whom parking is permitted, limited, restricted, or prohibited. No person may leave or park any motor vehicle on public or private property contrary to a sign posted thereon.

The Department has instructed that any vehicle left unattended for 24 hours or more at a roadside facility property should be immediately reported to the Regional State Patrol Office as abandoned.

02.20 Panhandling/No Soliciting Policy

Panhandling or unauthorized solicitation is not allowed at Wisconsin Department of Transportation Roadside Facilities. “Panhandling” means asking for money on the street. “Solicit and Solicitation” means to approach with a request or plea.

There is no specific state statute that addresses panhandling or unauthorized solicitation at roadside facilities. The Wisconsin Department of Transportation State Highway Maintenance Manual, Section 80.20 (A) General Policy, states that “roadside properties” are provided for the safety, comfort, convenience, and enjoyment of the traveling public to use the facilities (restrooms, etc.). Activities which are not safety related are not compatible with the intended use of the roadside site.

Panhandling and Unauthorized Solicitation is not a safety related activity. No receptacle or signage for donations, or receipt of contributions is allowed without a permit from the Department. No individual(s) may demand, threaten, or have intimidating contact with the public. No individual(s) may obstruct, delay, or interfere with, or distract from the free movement of either pedestrians or vehicular traffic, or hamper or impede the conduct of any authorized business. RF Supervisory Staff may request that any person(s)

soliciting/panhandling leave the premises. The State Patrol should be notified if the individual(s) refuse to leave.

Authorization may be given, by permit from the Wisconsin Department of Transportation, to nonprofit organizations to organize “safety or wake breaks” and serve complimentary non-alcoholic beverages (coffee, soft drinks, etc.) to the traveling public. The specific activity must relate to highway safety.

02.21 No Smoking Policy

For public health and safety, smoking is not allowed in roadside facilities. The following laws are provided to the policing agencies for enforcement. The following Wisconsin Statute supports this policy:

Wisconsin Statute: 101.01 Definitions

(12) “Public building” means any structure, including exterior parts of such building, such as a porch, exterior platform, or steps providing means of ingress or egress, used in whole or in part as a place of resort, assemblage, lodging, trade, traffic, occupancy, or use by the public or by three or more tenants. When used in relation to building codes, “public building” does not include any of the following:

- A previously constructed building used as a community-based residential facility as defined in s. 50.01 (1g) which serves 20 or fewer residents who are not related to the operator or administrator.
- An adult family home, as defined in s. 50.01 (1).

02.22 No Dumping of Household Garbage Policy

Roadside facilities are part of the highway right-of-way. No person may dispose of household garbage, waste, or hazardous materials on Wisconsin Department of Transportation roadside facility properties. If you discover people disposing of garbage or other materials on roadside facility properties, the following Wisconsin Statutes can be provided to policing agency for enforcement. This policy is supported by the following Wisconsin Statute:

Wisconsin Statute: 287.81 (2) Littering

Except as provided in sub. (3), a person who does any of the following may be required to forfeit not more than \$500: Deposits or discharges any solid waste on or along any highway, in any waters of the state, on the ice of any waters of the state or on any other public or private property.

Permits any solid waste to be thrown from a vehicle operated by the person.

02.23 Service Animals at Rest Areas

Wisconsin Act 354 - A person with disabilities or a service animal trainer who is accompanied by a service animal is permitted to accompany the person with a disability or the service animal trainer to all areas of the public place that are open to the public. This would include restrooms, vending area, and any public locations inside the facility.

Wisconsin Statute: 106.52 Public places of accommodation or amusement. (1) DEFINITIONS. In this section:

- 106.52 (1) (fm) “Service animal” means a guide dog, signal dog, or other animal that is individually trained or is being trained to do work or perform tasks for the benefit of a person with a disability, including the work or task of guiding a person with impaired vision, alerting a person with impaired hearing to intruders or sound, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.
- 106.52 (3) (am) (2) The prohibitions specified in subd. 1. apply to a service animal trainer only if the animal accompanying the service animal trainer is wearing a harness or a leash and special cape. Subdivision 1. does not prohibit a person who is accompanied by an animal from being asked whether the animal is a service animal that is required because of a disability or is an animal that is being trained to be a service animal and does not prohibit a service animal trainer from being required to produce a certification or other credential issued by a school for training service animals that the animal is being trained to be a service animal. Subdivision 1. prohibits a person with a disability from being required to produce documentation of his or her disability or a certification or other credential that the animal is trained as or is being trained to be a service animal.
- 106.52(3) (am) (4) A public place of accommodation or amusement shall modify its policies, practices, and procedures to permit the full and equal enjoyment of the public place of accommodation or amusement by a person with a disability or a service animal trainer who is accompanied by a service animal. Those policies, practices, and procedures shall ensure that a person with a disability or a service animal trainer who is accompanied by a service animal is not separated from the service animal, that the service animal is permitted to accompany the person with a disability or the service animal trainer to all areas of the public place of accommodation or amusement that are open to the general public, and that the person with a disability or the service animal trainer is not segregated from other patrons of the public place of accommodation or amusement.

02.24 Non-Service Animals at Rest Areas

All animals other than service animals whether in transport cages or not, may not be allowed into the roadside facilities properties. All animals are to be on a leash and remain under the owner’s control for other area of roadside facilities properties. Service providers are not to confront individuals with suspected non-service animals entering roadside facilities properties.

02.25 Wastewater Treatment System Maintenance

Wisconsin Department of Transportation (BHM) has entered a preferred provider maintenance contract including preventative maintenance for all WisDOT owned on-site wastewater treatment systems serving roadside facilities. This includes grinders and lift pumps owned by WisDOT but discharging to municipal treatment facilities.

WisDOT ROADSIDE FACILITIES PREFERRED PROVIDER

Peterson Products

421 Wheeler Avenue
Fredonia, Wisconsin 53021

Tony Birrittier

262.689.0278
(Also to be used for 24-hour needs)

Tyler Degenhardt

715.579.5773

SEPTIC TANK PUMPING

Septic tank pumping is the responsibility of the roadside facility general maintenance Service Provider. Notification for tank pumping will be issued as service request work order through FAMIS directly to Service Providers as preventative maintenance work orders (PM). Pumping schedules to be developed by Petersen Products.

REQUEST FOR GENERAL SERVICE

Service request work orders (SRWO) are created by general maintenance Service Providers, or WisDOT for any service work or system failure. Retain SRWO Request ID for tracking progress purposes.

REQUEST FOR EMERGENCY SERVICE

Contact Petersen Products by phone to alert of system failures or alarms (please see number above). After making the phone call, create Service Request Work Order (SRWO) noting in general comments the time the call was made, contact individual's name, and include an outline of system failure or alarm. SRWO should be assigned to "petersen.product". Petersen Products will then assign the SRWO to a technician for response. Retain the SRWO number for tracking progress purposes.

Chapter 2 Record of WisDOT Review & Approval

Developed or revised by Kapur & Associates

Date

Reviewed and approved by WisDOT Bureau of Highway Maintenance

Date

Chapter 03 | FAMIS How To Documents

- 03.01 How to Log in to FAMIS**
- 03.02 How to Change Password in FAMIS 360**
- 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, & E-mails into Work Orders**
- 03.07 How to Print Work Orders**
- 03.08 How to Close Preventive Maintenance 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**

03.01 How to Log Into FAMIS

1. The URL is: <https://wisdot.accruent.net/360LoginScreen.asp>
2. Enter FAMIS Username provided by Admin
3. Enter your FAMIS User Password provided by Admin
4. Change your password by clicking on the “Change Password” box

NOTE: Passwords are case sensitive.

The screenshot shows a web browser window with the address bar containing the URL <https://wisdot.accruent.net/360LoginScreen.asp>, marked with a '1'. The page header includes the Wisconsin Department of Transportation logo and the text 'FACILITY Services ROADSIDE Facilities'. The main content area features a 'Sign In' section with a 'User Name' field containing 'workcontrol.center|' (marked with a '2') and a 'Password' field with masked characters (marked with a '3'). Below these fields is a blue 'SIGN IN' button. At the bottom left, there are links for 'View Mobile', 'Privacy Policy', and 'Forgot Password', along with a 'Change Password' checkbox (marked with a '4'). On the right side, a box contains a welcome message, browser compatibility information, contact details for administrators (Krystal Sadler, Megan Egnor, Cora Torres, Josh Bruecken), and emergency work order instructions. The footer includes the 'FAMIS 360' logo and the copyright notice: 'Copyright © 2000-2025 Accruent, LLC all rights reserved.'

03.02 How to Change Password/Forgot Password

1. On the Login Screen, click “Forgot Password”
2. Click Sign In



Sign In

User Name

Password

2

SIGN IN

[View Mobile](#) | [Privacy Policy](#) | Change Password

1

[Forgot Password](#)

Welcome to the WisDOT Facility Services

Integrated Work Management System

*****Chrome is the best compatible browser for IWMS. Users may experience loss of functionality using other internet browsers*****

NOTICE: If you need assistance please contact the appropriate administrator:

[Krystal Sadler](#) - DTSD Roadside Facilities

[Megan Egnor](#) - DBM Owned and Leased Facilities

[Cora Torres](#) - DBM Owned and Leased Facilities

[Josh Bruecken](#) - DBM Owned and Leased Facilities

Thank you in advance for completing all of the surveys our FAMIS system sends when your work requests are completed.

EMERGENCY WORK ORDERS: An emergency work order is appropriate in the following situations: imminent property damage, significant security risks, or biohazard cleaning. Please consider this when submitting work orders. Thank you.

[View guide on how to use this system.](#)

[View training video.](#)
WisDOT Employees Only.



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You will be taken to the Accruent Webpage.

1. Enter your username
2. Enter your e-mail
3. Click submit and go back to the login page



Request New Password

1 User Name

2 Email address

3

[< Go Back To Login Page](#)

You will receive an email with a link to reset your password.

1. Click the word here

FAMIS 360 Password Reset



WisDOT Facility Services <wisdot@ilrs.360facility.net



Wed 11/19/2025 11:56 AM

You don't often get email from wisdot@ilrs.360facility.net. [Learn why this is important](#)

Please click [here](#) to reset your password.



1. Enter your new password and confirm your password
2. Click submit
3. Navigate back to the login page



Change Password

1

2

3 [< Go Back To Login Page](#)

Once back at the login page, you can log in with your new password.

03.03 How to Create a Service Request Work Order (SWRO)

1. On the left sidebar, there is a Logbook module. “Logbook” contains the service request work order (WO) system. You will primarily use the “Create Request” and “My Requests” tabs.
2. Each person has been assigned a default property; your default property will auto-populate in the “property” field.
3. The “Floor” and “Space” fields are set to “General” for all properties. Keep both fields set to “General”.
4. Select the request type by clicking on the drop-down arrow. If your request does not fall into one of the pre-populated types, select general maintenance from the drop-down list.
5. You must select a “Priority” for the work you are requesting.
6. “Describe Your Request” is a free-form field where you define the problem. Include as much detail as possible, such as what part of a room or space is affected, who is affected by the problem, and what your observations of the problem are.
7. Your name and contact information will be defaulted in as the requester. You do not need to alter this information.
8. Select a “Bureau or Region” by clicking the drop-down arrow. Select DTSD Highway Ops Highway Operations.
9. Click “OK” to submit your request.

The screenshot shows the 'Create Request' form in the FAMIS system. The form is divided into several sections: 'Request Details', 'Requester Information', 'WATCHEES', 'INTERNAL INFORMATION', and 'OTHER OPTIONS'. The 'Request Details' section includes fields for Property (KAPUR, INC.), Floor (General), Space (General), Type (SWD - Administration Work), and Priority (Normal). The 'Requester Information' section includes fields for First Name (Eric), Last Name (Newton), Company (KAPUR, INC.), and Bureau or Region (DTSD Highway Ops Highway Operations). The 'INTERNAL INFORMATION' section includes fields for Assigned To (Automatic), Complete By, Schedule For, Asset (Not Selected), and Follow-up Alert (Automatic). The 'OTHER OPTIONS' section includes fields for External WO, Estimated Labor Hours (0), and Estimated Amount (0). The form also has an 'OK' button and a 'RESET' button. Numbered callouts 1 through 9 are placed over the form to indicate the steps for creating a request.

When you have successfully submitted your service request work order, you will see the confirmation page.

1. Click on the Request ID number to view the details of the request.
2. The “General Information” section displays the contact information of the requester, time/date of the request, and other basic information.
3. The “Request Details” section identifies the property, floor/space (if available), type/subtype, internal team member assigned to the request, priority, and the status of the request.
4. The “Request History” section is where you find information as the request is updated. For each comment, it will show who updated it, what was updated, and when it was updated. You must enter comments into the general comments box every time you make a change.

You can view any of your service request work orders at any time by clicking on your “My Requests” tab and then clicking on the “Request ID” number.

1 ID: 203773

Date	Submitted By	Property / Floor	Type/Sub Type	Assignee	Status / Priority	Request By	Complete By
11/25/2025 8:55 AM	Request Newton, Gracie	KAPUR, INC. General General	Water Meter Readings Water Meter Readings	Admin	Open / Normal	11/26/2025 8:55 AM ▲	12/15/2025 8:55 AM ▲

Labor Hours: Est: 0:00, Act: 0:00

Comments: Water Meter Reading, Section 311 - testing

2 GENERAL INFORMATION

Request ID: 203773
 Date: 11/25/2025 8:55 AM CST
 Requested By: Gracie Newton
 Phone: 414-410-2037
 E-mail: gnewton@kapurinc.com
 Fax: n/a
 Company: KAPUR, INC.
 Bureau or Region: DTSD- Hwy Maint - Roadside Facilities

3 REQUEST DETAILS

Property: KAPUR, INC.	Room: General	Space: General
Tower/Wing: -	Type: Water Meter Readings	Sub Type: Water Meter Readings
Lead Assignee: Admin, Report - WisDOT	Complete By: 12/15/2025 8:55 AM CST	Priority: Normal
Estimated Amount: \$0.00	Not to Exceed Amt: \$0.00	Status: Open

4 REQUEST HISTORY

Type	Update Date	Comments	Status	Assigned To	Updated By
Initial	11/25/2025 8:55 AM CST	Water Meter Reading, Section 311 - Testing	Open	Admin, Report	Gracie Newton

03.04 How to Find Open Work Orders

Log in to your account.

1. Click Logbook
2. Click the “Find Request” tab
 - a. Fill in as many fields as necessary to locate what you are looking for. For example, Region, Assigned To, Activity, Open/Closed, and Requested Date Range.
3. Click “Find”

EXAMPLE LIST OF WORK ORDERS

Date	ID	Initiated By	Property	Type/SubType	Assigned To	Status / Priority
7/1/2013 8:00 AM	76924	Scheduled zAdmin2_360	Main Building General	Light Out - Exterior Lighting	zAdmin2	Open / End of Month Completion
Comments: Please inspect lights.						
Labor Hours: Est: 0.00 Act: 0.00						
Complete By: 7/31/2013 11:59 PM						
7/1/2013 8:00 AM	76937	Scheduled zAdmin2_360	Main Building General	Aquatics Large Swimming Deck	zAdmin2	Open / End of Month Completion
Comments:						
Labor Hours: Est: 0.00 Act: 0.00						
Complete By: 7/31/2013 11:59 PM						
7/1/2013 8:00 AM	86828	Scheduled zAdmin2_360	Main Building General	Aquatics Large Swimming Deck	zAdmin2	Open / High
Comments: scheduled monthly maintenance						
Labor Hours: Est: 0.00 Act: 0.00						
Respond By: 7/1/2013 11:59 PM ■						
Complete By: 7/3/2013 11:59 PM ■						
6/3/2013 8:00 AM	75578	Scheduled zAdmin2_360	Main Building General	Light Out - Exterior Lighting	zAdmin2	Open / End of Month Completion
Comments: Please inspect lights.						
Labor Hours: Est: 0.00 Act: 4.00						
Complete By: 6/30/2013 11:59 PM ■						

03.05 How to Change Status and Reassign Work Order

HOW TO CHANGE STATUS:

Navigate to the work order using the “My Requests” tab under the left sidebar Logbook module, click on the work order request ID.

Refer to the list of status field options below. All new work orders are created with a status of “Open”

- **Open:** automatically assigned when work request is submitted
- **Acknowledge (for SRWOs only):** entered to acknowledge receipt of all service request work orders
- **In-Progress (for SRWOs only):** entered to confirm the work order is being worked on.
- **Work Completed (for SRWOs only):** entered when done with the work. Be sure to also reassign the WO to work control center.
- **Closed (when closing SRWOs):** only entered by the work control center when work is completed, and the WO record has been reviewed for completeness and accuracy.
- **Closed (when closing PMs):** entered by the person doing PM work when done with the PM work
- **Cancelled (for SRWOs only):** entered only by work control center if WO is a duplicate
- **Tech not able to complete (for PMs only):** entered when unable to complete PM before SLA deadline and will not do work before next PM is generated (note: good data for management to see need for more resources)

10. To change the status, click on the status drop down box then make the most appropriate selection. The requester will be notified automatically when changes are made.

11. Make a comment in the “General Comments” field and click update.

The screenshot shows the 'UPDATE REQUEST' form. A blue circle with the number '2' is positioned over the 'General Comments' text area. Another blue circle with the number '1' is positioned over the 'Status' dropdown menu, which currently displays 'Open'. The form includes fields for 'Assigned To' (Admin, Report), 'Closed By', 'Billable?' (No), 'Billing Status' (Not Billed), 'Asset' (Not Selected), 'Failure Code', 'Statement of Work' (Water Meter Reading, Section 311 - Testing), and 'Re-schedule for' (8:00 AM, Re-Notify?). An 'UPDATE' button is located in the bottom right corner.

HOW TO REASSIGN WORK ORDER:

There will be times when it is appropriate to reassign a work order to someone else. To do so, the individual you are assigning to needs to have a FAMIS user account.

Reminder: all SRWOs need to be reassigned to the work control center when work is completed.

1. Under update request, search for who you want to assign the work order to by clicking on the “Select” link to the right of the “Assigned To” field.
2. Click on the “Notify Assigned To” box so they receive an email.
3. Change the status to “Work Complete”.
4. Make a comment in the “General Comments” field and click update.

The screenshot shows the 'UPDATE REQUEST' form with the following elements and callouts:

- Callout 4:** Points to the 'General Comments:' text area at the top of the form.
- Callout 1:** Points to the 'Assigned To:' dropdown menu, which currently shows 'Admin, Report'.
- Callout 3:** Points to the 'Status:' dropdown menu, which currently shows 'Open'.
- Callout 2:** Points to the 'Notify Lead Assignee' checkbox, which is checked.

Other visible fields include:

- 'Notify Requestor' checkbox (unchecked)
- 'Closed By:' dropdown menu
- 'Billable?': No
- 'Billing Status': Not Billed
- 'Asset:' dropdown menu (Not Selected) with 'Select' and 'Clear' links
- 'Failure Code:' dropdown menu
- 'Statement of Work:' text area containing 'Water Meter Reading, Section 3:11 - Testing'

03.06 How to Attach a Document to a Work Order

1. **Module:** Logbook
2. **Find Request**
3. **Region:** 2.2 Roadside DTSD
4. **Property:** Choose the property that applies.

SPECIFIC FOR INVENTORY INSPECTIONS:

5. **Type:** Admin Work
6. **Subtype:** Equipment /vehicle inventory collection

Date Filter: It will not find any work orders outside of the dates actively selected. Be sure to change date to at least the date the work order was created.

The screenshot shows the 'Find Request' search interface in the FAMIS 360 system. The interface is divided into a left sidebar and a main search area. The sidebar contains navigation options: Logbook (1), Create Request, My Requests, Find Request (2), Logbook Reports, Workloading, Assets, Company, Dashboard, Inspection, Knowledge, Property, Schedule, and Space. The main search area has tabs for 'Create Request', 'My Requests', 'Find Request' (active), 'Run Report', and 'Workloading'. The search criteria are organized into several sections: 'Region' (3) is set to '2.2 Roadside DTSD'; 'Property' (4) is set to 'DTSD SAFETY REST AREA...'; 'Type' (5) is set to 'Admin Work'; 'SubType' (6) is set to 'Equipment/Vehicle Inventory Collection'. Other fields include 'Request ID', 'Search Text', 'Status', 'Company Name', 'Assigned To', 'Schedule ID', 'Floor', 'Space', 'Search Filter', 'Priority', 'Origination Code', 'Asset Class', 'Asset', 'Activity', 'Open/Closed', and 'Billable?'. A 'Date Filters' section at the bottom includes 'Requested Date Range' (9/1/2025 to 12/29/2025), 'Close Date Range', and 'Date Closed'. A 'Complete By Date' field is also present. At the bottom, there are 'FIND' and 'RESET' buttons, and an 'Advanced Search Criteria' link.

Click

FIND

Open the specific work order by clicking on the ID

SEARCH RESULTS (1)									
Date	ID	Initiated By	Property / Location	Type / SubType	Assigned To	Status / Priority	Respond By	Complete By	
9/1/2025 8:00 AM	250371	Scheduled Center WorkControl	DTSD SAFETY REST AREA 09 General General	Admin Work / Equipment/Vehicle Inventory Collection	Sorensen	Closed / PM End of Year 11/18/2025 11:05 AM	-	8/27/2026 11:59 PM	
Labor Hours: Est: 0.00 Act: 0.00		Procedure: BHM Equipment and Vehicle Inve...		Attachments: SRA 9-10 Equipment Inventory.xlsx SRA 9-10 Vehicle Inventory.xlsx COMPLETED SRA 9-10 Equipment... COMPLETED SRA 9-10 Vehicle Inv...		Comments: Reassigning for the Interim.		+Watch	

Scroll down to the bottom of the page to attachments, click to open

WATCHERS
MISCELLANEOUS FIELDS
PROCEDURE
ATTACHMENTS
OTHER OPTIONS

1. Choose File from the saved location that you want to attach

2. Upload file

ATTACHMENTS

FILES:

Select File: 1 No file chosen Signature File 2

File Name	Attach Date	Attached By	Signature File	
SRA 9-10 Equipment Inventory.xlsx	11/18/2025 11:01 AM CST	Cade Sorensen	No	DELETE
SRA 9-10 Vehicle Inventory.xlsx	11/18/2025 11:01 AM CST	Cade Sorensen	No	DELETE
COMPLETED SRA 9-10 Equipment Inventory.xlsx	11/18/2025 11:01 AM CST	Cade Sorensen	No	DELETE
COMPLETED SRA 9-10 Vehicle Inventory.xlsx	11/18/2025 11:02 AM CST	Cade Sorensen	No	DELETE

LINKS:

No Links Found.

Once you can see that the file is attached you are done.

EXAMPLE:

ATTACHMENTS

FILES:

Select File: RA 9 & 10 Equipment.xlsx Signature File

File Name	Attach Date	Attached By
RA 9 & 10 Equipment(1).xlsx	10/10/2025 11:55 AM CDT	WorkControl Center
RA 9 & 10 Vehicles(1).xlsx	10/10/2025 11:55 AM CDT	WorkControl Center

03.07 How to Print Work Orders

1. Find the work order and open the work order you want to print.
2. Click on the print work order link

The printed work order is sized for 8.5 x 11 paper, and will print two pages. If you want to print the work order on a single page, utilize the following settings:

- Click on print
- Click on “More Settings” down arrow
- Change scale to 65%
- Click on the print button

SEARCH RESULTS (1)

Show Detail | [Print WOs](#) | [Print Search Results](#) | [Excel](#)

Date	ID	Initiated By	Property / Location	Type/SubType	Assigned To	Status / Priority	Respond By	Complete By
9/1/2025 8:00 AM	250371	Scheduled Center.WorkControl	DTSD SAFETY REST AREA 09 General General	Admin Work / Equipment/Vehicle Inventory Collection	Sorensen	Closed / PM End of Year 11/18/2025 11:05 AM	-	8/27/2026 11:59 PM

Labor Hours: Est: 0.00 Act: 0.00

Procedure: [BHM Equipment and Vehicle Inve...](#)

Attachments: [SRA 9-10 Equipment Inventory.xlsx](#)
[SRA 9-10 Vehicle Inventory.xlsx](#)
[COMPLETED SRA 9-10 Equipment...](#)
[COMPLETED SRA 9-10 Vehicle Inv...](#)

Comments: Reassigning for the Interim.

[± Watch](#)

Show Detail | [Print WOs](#) | [Print Search Results](#) | [Excel](#)

SAMPLE PRINTED WORK ORDER

GENERAL INFORMATION:

Property:	DTSD REST AREA 11 PORTAGE Hwy 39 southbound/I-90/94 eastbound Southbound/Eastbound Portage, WI 53901	WO ID:	86685
Space/Floor:	01 - First Floor	Date:	4/1/2019
Cube/Room:		Status:	Open
Requestor Info:	Pat Karlen2 - WisDOT na	Type:	PM HVAC
Priority:	PM End of Month	Subtype:	Routine PM
Assigned to:	WorkControl Center	Est Hrs:	0.75
Entered by:	Pat Karlen2	Act Hrs:	0
Not to Exceed Amount:	0.00	Complete By:	4/30/2019 11:59 PM CDT
		SLA Completion:	4/30/2019 11:59 PM CDT

ASSET INFORMATION:

Room/Area:		Serial #:	FBOU090600140
Asset Name:	Air Handler 1	Warranty Date:	
Asset #:	Air Handler 1	Warranty Exp:	
Asset Description:		Make:	CAH010GDAC
Asset Safety Comments:		Model:	MCQUAY
Asset Comments/Area Served:	AIR HANDLING UNIT SIX UNITS		

03.08 How to Close Preventive Maintenance Work Orders

Note: The fields displayed on the screen may vary from the illustrations below based on an individual user's security rights or based on the specific configuration of the database.

Locate the Preventive Maintenance Work Order you are planning to close.

Right-click on the ID number to open it in a new tab.

Scroll down to the update requests section.

1. Go to the General Comments box and type in "Work Order Closed".
2. Go to the Status field and select "Closed" unless "Tech Not Able to Complete" or "Not Enough Resources – ADMIN" apply to the Work Order.

PLEASE NOTE: You do not need to be concerned about the "Date Closed" field, as this will automatically populate the information when you update the Work Order.

3. Click Update to save changes.

The screenshot shows the 'UPDATE REQUEST' form in the FAMIS 360 system. The form is titled 'UPDATE REQUEST' and has a dark header bar. The main content area is white and contains several sections:

- General Comments:** A text area containing the text 'Work Order Closed.' A blue circle with the number '1' is positioned over this section.
- Assigned To:** A dropdown menu showing 'Admin, Report'. A blue circle with the number '2' is positioned over this section.
- Status:** A dropdown menu showing 'Closed'. A blue circle with the number '2' is positioned over this section.
- Notify Lead Assignee:** An unchecked checkbox.
- Notify Requestor:** An unchecked checkbox.
- Closed By:** A dropdown menu showing 'Newton, Grace - KAPUR, INC.'.
- Billing Status:** A section with 'Billing Status:' and 'No' selected, and 'Not Billed' as an option.
- Asset:** A dropdown menu showing 'Not Selected'. There are 'Select' and 'Clear' links next to it.
- Failure Code:** A dropdown menu.
- Statement of Work:** A text area containing the text 'Water Meter Reading, Section 3:11 - Testing'.
- Reschedule for:** A section with a calendar icon, a time dropdown showing '9:00', an AM/PM dropdown showing 'AM', and a 'Re-Notify?' checkbox.
- UPDATE:** A green button in the bottom right corner. A blue circle with the number '3' is positioned over this button.

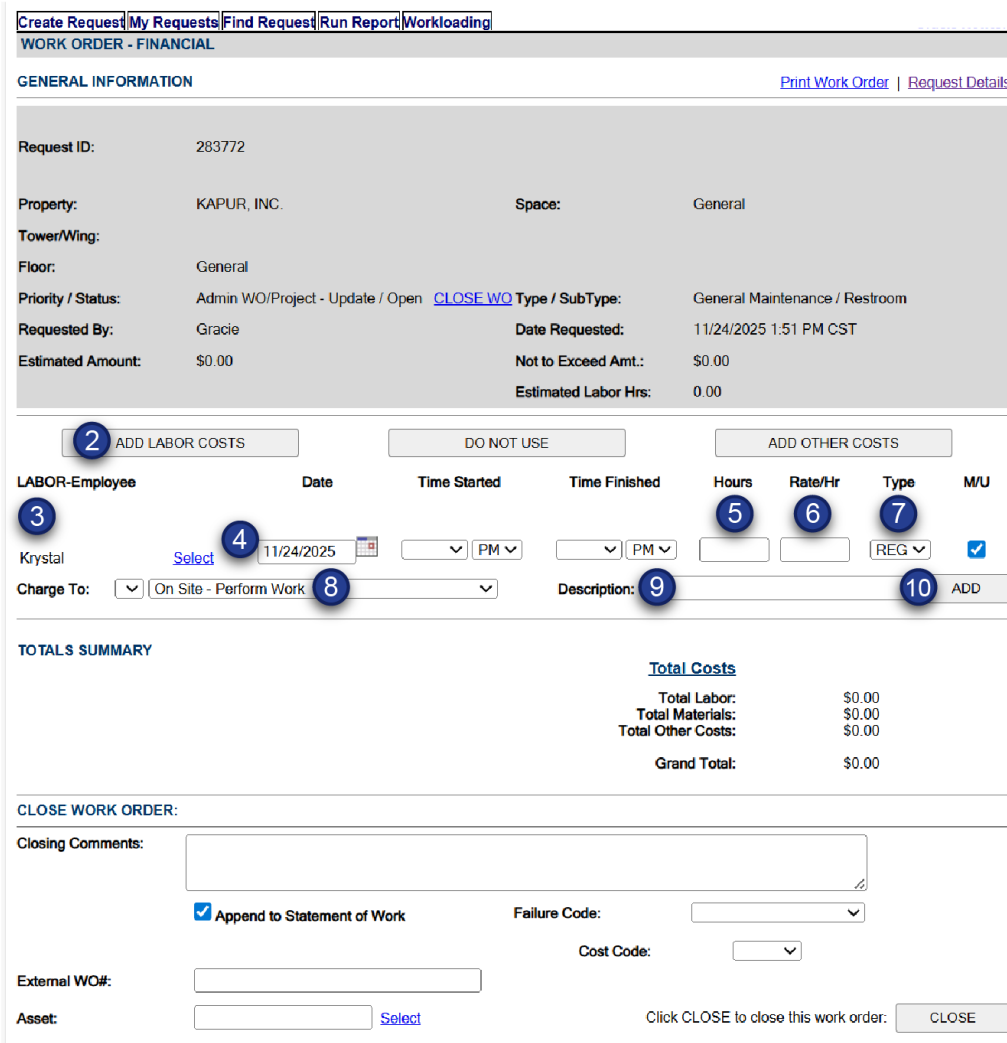
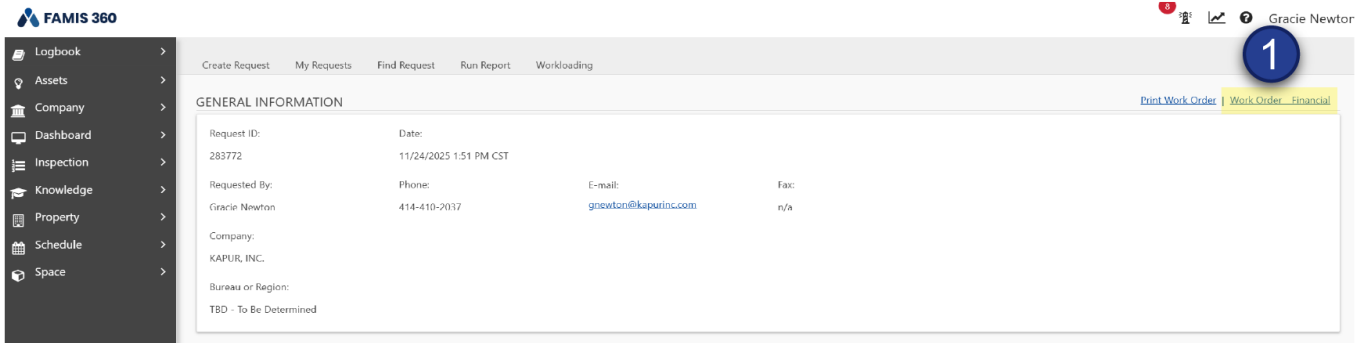
The left sidebar of the application is visible, showing a navigation menu with items like Logbook, Assets, Company, Dashboard, Inspection, Knowledge, Property, Schedule, and Space. The top right corner shows the user's name 'Gracie Newton' and some system icons.

03.09 How to Add Labor Hours to a Work Order

Note: The fields displayed on the screen may vary from the illustrations below based on an individual user's security rights or based on the specific configuration of the database.

Find the Work Order you want to add Labor Hours to and open it.

1. After opening the Work Order, click the Work Order – Financial link in the top right.



2. On the Work Order – Financial page, click the” Add Labor Costs” button.
3. Select the Employee from the list under Labor/Employee
4. Select the Date or allow it to default to the current date.
5. Enter Hours. Or you can enter Time Started/Time Finished to have the system calculate the Total Hours. *Enter Hours in decimals (“0.5” for ½ hour).*
6. Enter a Rate per Hour or leave blank to enable the system to default to the rate configured on the employee record.
7. Change the Type from REG to DT or OT if applicable.
8. Select the appropriate Labor Activity. The drop-down box is to the right of “Charge To”.
9. Enter a Description, if desired.
10. Click ADD.

The record will appear in the TOTALS SUMMARY and can be edited or deleted if necessary.

NOTE: You may enter as many labor records as needed to reflect the work performed.

If entering Time Started and Time Finished to record time, you may need to enter multiple records if the work was not continuous between the first Time Started and the last Time Finished.

03.10 How to Run Logbooks Report

Note: The fields displayed on the screen may vary from the illustrations below based on an individual user's security rights or based on the specific configuration of the database.

1. Under the Logbook tab, go to Logbook Reports.
2. Select a report group:
 - Request Reports
 - Performance Reports

By default, you search on your default property. If you want to narrow your search to a specific property, click Select by the Property field and choose the specific property. If you want to run reports for multiple properties, select a region or leave both region and property selections blank to get a report including all properties.

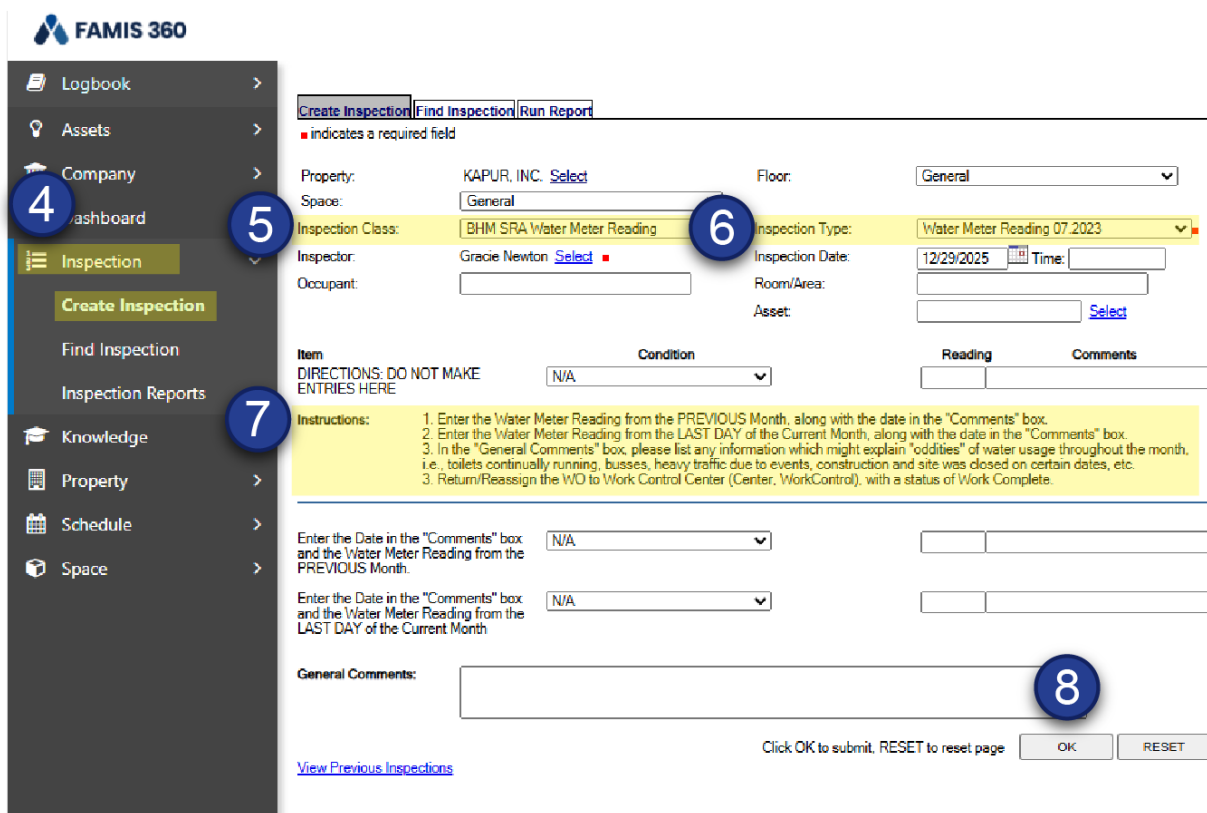
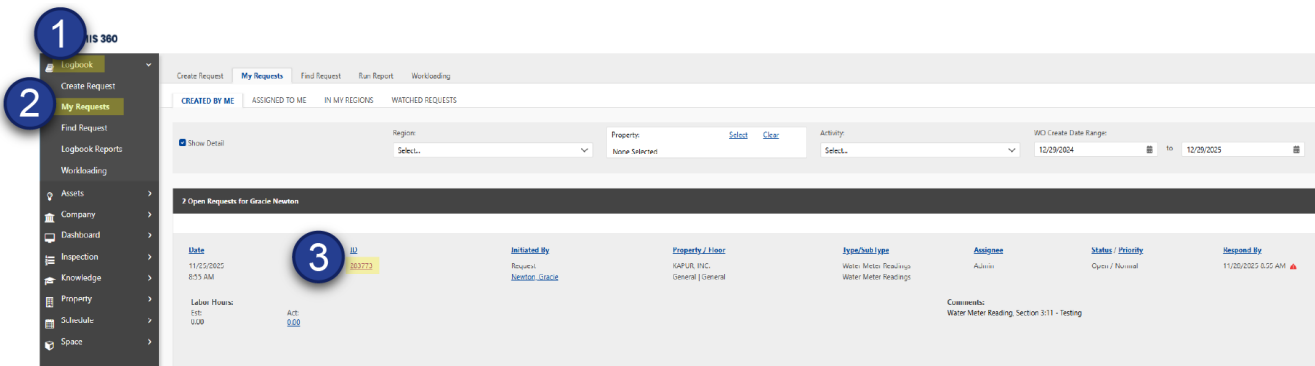
3. Enter any additional criteria you wish to use to define your report.
4. Reports are available in multiple formats (such as Excel, CSV or HTML). Select CSV if it is going to be a large amount of data (more than 5000 rows).
5. Click OK to run your report.

The screenshot shows the 'Logbook Reports' interface. A vertical sidebar on the left contains navigation options: Logbook (with a '360' badge), Create Request, My Requests, Find Request, Logbook Reports (highlighted), Workloading, Assets, Company, Dashboard, Inspection, Knowledge, Property, Schedule, and Space. The main content area has tabs for 'My Requests', 'Find Request', 'Run Report' (active), and 'Workloading'. Below these are two report group tabs: 'REQUEST REPORTS' and 'PERFORMANCE REPORTS'. A dropdown menu shows 'Request Summary' selected. A descriptive text states: 'A spreadsheet report of all the data contained on a work order. This report is used as the basis (raw data) of any budgeting, general activity, or financial analysis that is required.' A yellow callout box labeled '3' points to the 'Select your report criteria:' section, which includes fields for Region, Activity, Type, Status, Requestor Company, Assigned To, Asset Class, Date Requested (12/28/2025 to 12/29/2025), Date Closed, Initial Work Complete Date, Billable?, Include External Data?, Export Flag, and Tracking Code. A yellow callout box labeled '4' points to the 'Report Types' dropdown, which has 'Excel' selected. At the bottom, there are 'Advanced Report Criteria' and 'Other Options' sections, and 'OK' and 'RESET' buttons. A yellow callout box labeled '5' points to the 'OK' button.

03.11 How to Enter Water Meter Readings into Work Order

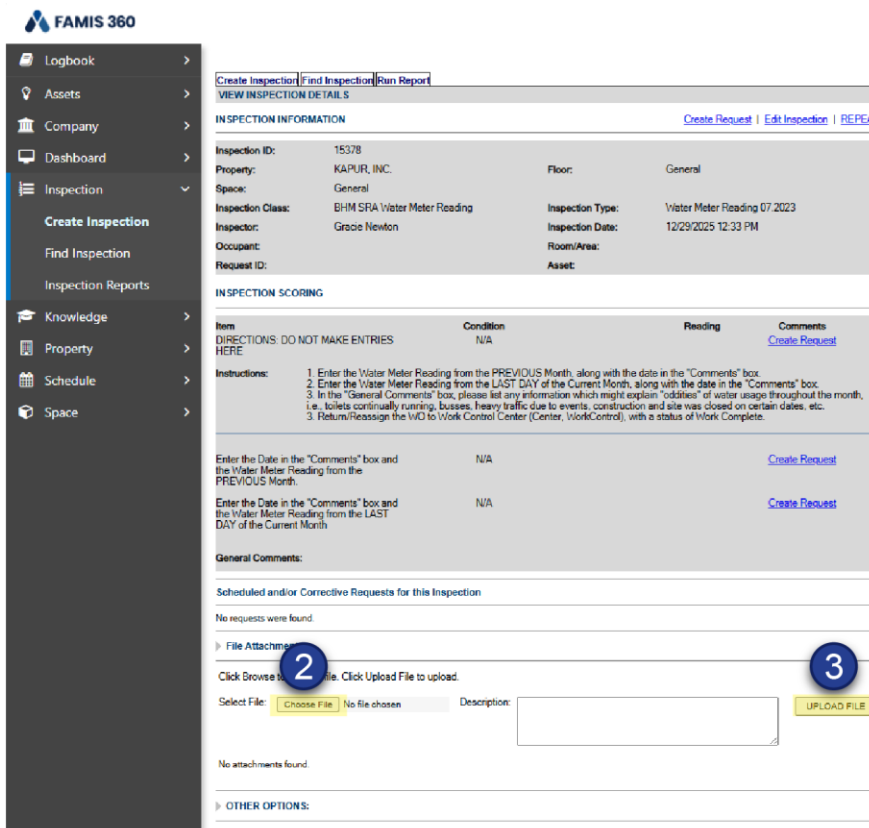
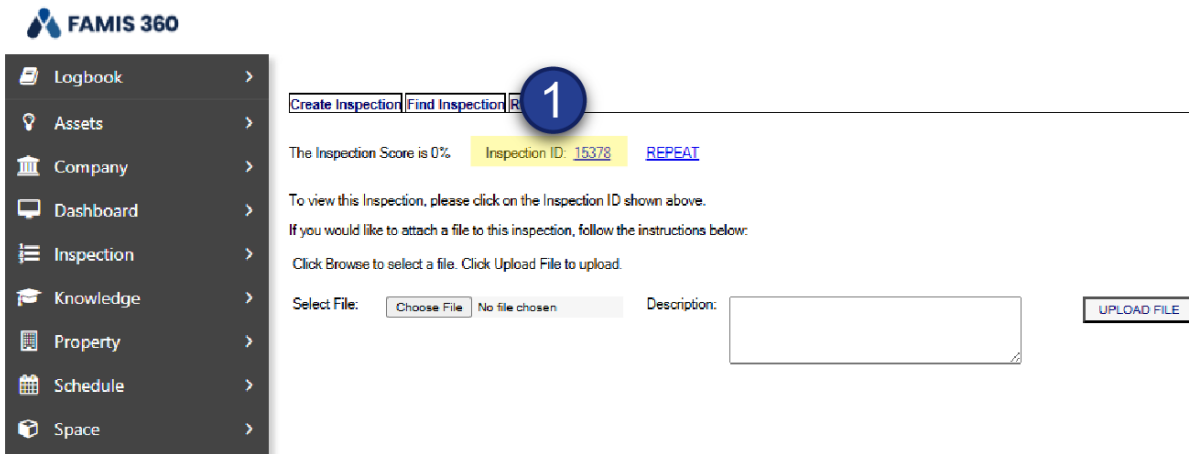
Note: The fields displayed on the screen may vary from the illustrations below based on an individual user's security rights or based on the specific configuration of the database.

1. Go to the **Logbook** section on the left sidebar.
2. Go to the **My Requests** Tab under Logbook.
3. Open the **request ID** for BHM Water Meter Reading by right-clicking on the **ID number** to **Open Link in New Tab** to open the Work Order.
4. Once you have opened the Work Order, click on the **Create Inspection** link (at the top right corner of the Request Details section) to open the form (this will be the form you will use to log your Water Meter Readings and any needed comments).



5. Change the **Inspection Class** to Water Meter Reading.

- Change the **Inspection Type** to Water Meter Reading.
- Follow **Instructions 1-4** on the screen to fill out the form.
- Click OK to submit/save. Once you click on to save your work, the screen on the next page will populate, providing an **Inspection ID** number



- Click on the **Inspection ID** to return to the Inspection to upload your working copy.
- After returning to the Inspection page, select **Choose File**.
- Upload file.

03.12 How To: Process for Incident Reporting

STEP 1: COMPLETE ALL APPROPRIATE WISDOT REQUIRED FORMS.

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.

- **General Incident Report (DOA-6441):** Complete the top section, the Witnesses section if applicable, and the Injuries section. Remember to print your name, sign your name, and enter the date at the bottom of the form. Provide as much detail as possible.

In the event **the WisDOT property sustains damage due to vandalism, theft, wind, water, any weather-related occurrence, fire, etc.**, a General Incident Report (DOA-6441) along with a Building and/or Equipment Loss Report (DT1690) (Section 31.3 of the RAM Manual) will need to be completed.

- **General Incident Report (DOA-6441):** Complete the top section, the witnesses' section if applicable, and the property damage section. Remember to print your name, sign your name, and enter the date at the bottom of the form. Provide as much detail as possible.
- **Building and/or Equipment Loss Report (DT1690):** Please complete the entire form except for the box. Remember to sign the form and print your name behind the signature and enter the date at the bottom of the form. Provide as much detail as possible.

In the event **the WisDOT property sustains lightning damage**, a General Incident Report (DOA-6441) along with Lightning Losses Affidavit (DOA-6740) will need to be completed.

- **General Incident Report (DOA-6441):** Please complete the top section, the Witnesses' section if applicable, and the Property Damage section. Remember to print your name, sign your name, and enter the date at the bottom of the form. Provide as much detail as possible.
- **Lightning Losses Affidavit (DOA-6740):** Complete the entire form with as much detail as possible.

STEP 2: CREATE AN INCIDENT WORK ORDER:

1. Go to Logbook in the left sidebar.
2. Go to Create Request.
 - Refer to the "How to Create a Service Request Work Order (WO)"
3. For the Type field, select Incident Report
4. For the Sub Type field, select one of the following options:
 - Accidents (car, personal, public, staff)
 - Damage (equipment, lightning, property)
 - Injuries (trips, slips, falls)
 - Law Enforcement, Fire, or EMT/Rescue Response
 - Vandalism, Theft
 - Other
5. Fill in the "Describe your Request" field with as much detail as possible

Attach the respective forms to the WO

Do not fill in the "Assign To" field—FAMIS will automatically do this.

The screenshot shows the 'Create Request' form in the FAMIS system. The form is titled 'Create Request' and has a navigation bar with 'My Requests', 'Find Request', 'Run Report', and 'Workloading'. The main content area is divided into several sections:

- Request Details:** Includes 'Property' (KAPUR, INC.), 'Type' (Incident Report), and 'Sub-Type' (Other). There are also dropdowns for 'Floor' and 'Space'.
- Who is making this request?:** Includes fields for 'First Name' (Grace), 'Last Name' (Newton), 'Phone' (414-410-2057), 'Company' (KAPUR, INC.), and 'E-mail Address' (grnewto@kapurinc.com).
- WATCHERS:** A section with an 'Add Watcher' button.
- INTERNAL INFORMATION:** Includes 'Assigned To' (Automatic), 'Complete By' (9:00 AM), 'Schedule For' (9:00 AM), and 'Asset' (Not Selected).
- OTHER OPTIONS:** Includes 'Original Notes' (Building Occupant Created), 'Estimated Labor Hours' (0), and 'Estimated Amount' (0).

Numbered callouts in the image indicate the following steps:

- 1: Logbook
- 2: Create Request
- 3: Type
- 4: Sub-Type

STEP 2: CREATE AN INCIDENT WORK ORDER:

FAMIS is set up, so ALL incident work orders are automatically assigned to Krystal Sadler. The following steps will be done by Krystal each time an incident work order is received:

- Review all attached forms for completeness. If the attached forms are not fully completed Patrice will immediately call the person who created the incident work order to obtain more complete forms and will attach them to the work order.
- Forward the incident work order email and all completed forms attached to AJ Koch.
 - “I am forwarding the attached incident information, reports, and pictures strictly as information, in case a claim is filed with Tricor in the future.”
 - “WisDOT has contracted with the following Service Provider to maintain the site. Please contact them directly for additional information:”
 - Name of the Service Provider
 - Service Provider contact name, email address, and phone number
- Send an email to the Service Provider CEO and Program Manager with the following explanation:
 - “An incident was reported at your site. The incident work order number is xxxxxxxx. WisDOT Risk Management and Kapur insurance have been notified. It is your responsibility to notify your insurance company as soon as possible as information in case a claim is filed.”
- Send an email to John Spielmacher if SWEF or Biren Patel/Joseph Coughlin if Rest Area or Wayside with the following explanation:

- “An incident was reported at (insert FAMIS Property Name). The incident work order number is xxxxxx. You are being notified so you can follow up, if appropriate.”
- Krystal is to add comments to the incident work order stating the date(s) when she emailed the following with all necessary information: WisDOT and Service Provider, and the reassign to AJ Koch for review.
- Once AJ reviews the Incident Work Order and adds notes, if appropriate, he will reassign the Work Order to Work Control Center.
- Work Control Center will close the work order.

FAMIS is set up, so the following receive an email notification every time an incident work order is created:

- Krystal Sadler, Kapur, (for information and follow-up, if appropriate)
- AJ Koch, WisDOT BHM, who will:
 - Forward all attached completed forms to WisDOT Risk Management
 - Add detailed comments to the work order explaining when the attached were forwarded to WisDOT Risk Management.
- Tom DeWinter, WisDOT BHM (for information and follow-up, if appropriate)
- Chris Ohm, WisDOT BHM (for information and follow-up, if appropriate)

03.13 How to Request Maps, Posters, or Other Materials

1. Create a Work Order.
2. Go to the “Property” field and select a property.
3. Go to the “Type” field and select “Request for Maps, Posters, or Other”
4. Go to the “Sub Type” field and select Maps for Map Cases, Other, or Posters
5. Go to “Describe Your Request” and enter what item(s) you are requesting.
6. Click OK

The system is set up to automatically assign the work order, do not change the assigned to

The screenshot shows the 'Create Request' form in the FAMIS 360 system. The form is titled 'Create Request' and has a navigation bar with 'My Requests', 'Find Request', 'Run Report', and 'Workloading'. The form is divided into several sections:

- Request Details:** Includes fields for Property (KAPUR, INC.), Floor (General), Space (General), Type (Request for Maps, Posters, or Other), and Sub Type (Maps for Map Cases). A 'FIND A CONTACT' button is located above the Property field.
- Describe Your Request:** A large text area for entering the request details.
- Who is making this request?:** Includes fields for First Name (Gracie), Last Name (Newton), Company (KAPUR, INC.), and E-mail Address (gnewton@...). There are also fields for Phone (414-410-2037) and Fax, and a 'Bureau or Region' dropdown menu.
- WATCHERS:** A section for assigning watchers to the request.
- INTERNAL INFORMATION:** A section for internal notes or information.
- REQUESTER OPTIONS:** Includes 'OK' and 'RFSFT' buttons.

Numbered callouts (1-6) are placed on the form to indicate the steps: 1. Log in; 2. Select a property; 3. Select a type; 4. Select a sub-type; 5. Describe the request; 6. Click OK.

When the Work Order has been received by the “Assigned To:” individual, the following steps will be taken:

- If the item(s) requested are immediately available, the items will be delivered during the next scheduled inspection by the Inspector.
- If the item(s) requested are not available, outreach is made by the “Assigned To:” individual to the “Sign Store,” and then arrangements are made for these items to be picked up by the inspector and then delivered to or mailed directly to the requester.

03.14 How to Complete Inspection-Generated Corrective Work Orders

Once an inspection as been completed, the Service Provider will receive an email stating an inspection has been completed and list the inspection number and how to access the inspection.

SERVICE PROVIDER EMAIL NOTIFICATION EXAMPLE:

Good Day-

An on-site inspection was completed on **XX.XX.XXXX** at **Rest Area XX**. To review the results of the inspection, please log into FAMIS, go to the “Inspection” module, click on the “Find Inspection” tab, and in the “Inspection ID:” field enter this number XXXX, next click on the “FIND” tab.

If you have any questions, please contact Krystal Sadler at ksadler@kapurinc.com or 414-410-2038.

ACCESSING AN INSPECTION:

1. To access a specific inspection, click on the Inspection Module, then click on the “Find Inspection” tab.
2. In the “Inspection ID” field, enter the inspection number provided in the notification email and click FIND.

The inspection will populate in the “Search Results” section. From here, right-click the inspection ID number to open it in a new tab and view inspection results. You will be able to view any corrective work orders associated with the inspection.

FAMIS 360

Logbook >
Assets >
Company >
1 Dashboard >
2 Inspection >
Create Inspection
Find Inspection
Inspection Reports
Knowledge >
Property >
Schedule >
Space >

Create Inspection Find Inspection Run Report

Region: Select...
Property: None Selected Select Clear
Space: Select...
Floor: Select...
Inspection ID: 15379
Inspection Class: BHM (2) Secondary Sites Property Cleanli
Asset Class: Select...
Inspector Last Name:
Inspection Date: 12/23/2025 to: 12/30/2025
Inspection Type: Select...
Asset: Select Clear

FIND RESET

SEARCH RESULTS

Date	ID	Inspector	Property / Location	Class / Type	Asset	Score
12/30/2025	15379	Newton, Gracie	KAPUR, INC. General General	BHM (2) Secondary Sites Property Cleanliness/Condition Cleanliness/Condition		0%

Total Inspection Score: 0%

2.17 Grounds: Other	NA	4 = Good	100	Create Request
2.18 Grounds: Other	NA	4 = Good	100	Create Request
2.19 Grounds: Other	NA	4 = Good	100	Create Request
2.20 Grounds: Other	NA	4 = Good	100	Create Request
MISC. Request	NA	4 = Good	100	Create Request

Instructions: Please note type of floor for facility using the following:
 Int. Floor -- Carpet
 Int. Floor -- Cement
 Int. Floor -- Tile

Inspection Score: 0%
 4 = Exceeds Standards
 3 = Meets Standards
 2 = Does Not Meet Standards
 1 = Frequently Does Not Meet Standards
 0 = Not Applicable

General Comments: THIS IS A TEST FOR TRAINING PURPOSES ONLY. 03.14 OF RAM MANUAL.

Scheduled and/or Corrective Requests for this Inspection

Date	ID	Initiated By	Property	Type	Assigned To	Status / Priority
12/30/2025 8:49 AM CST	284084	Corrective Newton, Gracie	KAPUR, INC. General	Inspections - BHM Cleanliness/Condition	Newton	Open / Normal

1

File Attachments:

Click Browse to select a file. Click Upload File to upload.

UPDATE REQUEST

General Comments: 2

Assigned To: 3 [Newton, Gracie](#)

Status: 4 [Open](#) Notify Lead Assignee Notify Requestor

Closed By:

Billable?: No **Billing Status:** Not Billed

Asset: Not Selected [Select](#) [Clear](#) **Failure Code:**

Statement of Work:
 From Inspection 15379 00:00 Scoring Instructions
 THIS IS A TEST FOR TRAINING PURPOSES ONLY - 03.14 OF RAM MANUAL

RETRIEVING AND CLOSING A CORRECTIVE WORK ORDER:

1. In the inspection results, find the corrective work order you want to view and click on the work order ID.
2. Under the “Update Request” section, go to “General Comments” and type in a comment to tell what work was completed, vendor information if used, etc.
3. Update the “Assigned To:” field.
 - If the corrective work order is cleaning/custodial related, change the “Assigned To:” field to the inspector who created the work order.

- If the corrective work order is condition-related, change the “Assigned To:” field to RAM/SWEFM Field Service Manager.
- Type in a portion of the individual’s name you want to assign the work order to, and select from the list that populates. A pop-up box will display “Do you want to notify the assigned person?” Click on OK.
- You should now see this individual's name in the “Assigned To:” field.

4. Next, click on the “Status:” drop-down box, select Work Complete.

An attempt to attach a photo to the corrective work order should be made. **If a photo is not attached and the Inspector feels one should have been, the work order will be returned to have a photo attached. See below for attaching a photo to the work order.**

The screenshot shows the 'REQUEST DETAILS' page for a work order. The 'ATTACHMENTS' section is highlighted with a yellow background and contains a 'FILES:' area. Three numbered callouts are present: 1 points to the 'ATTACHMENTS' header, 2 points to the 'Choose File' button in the 'Select File' field, and 3 points to the 'UPLOAD FILE' button. Below the file selection area, there is a 'LINKS:' section with an 'ADD LINK' button and the text 'No Links Found'.

ATTACHING A PHOTO OR DOCUMENT:

Open the work order and scroll to the bottom of the page.

1. Click on the “Attachments” arrow.
2. In the “Select File” field, click on Browse and navigate to the location of the file on your computer.
3. Click “Upload File”.

03.15 How to Complete Seasonal Site Opening/Closing Work Orders

Using the Logbook module and “My Requests” tab, navigate to the work order you want to open and right-click the ID number to open it in a new tab.

1

Create Inspection Find Inspection Run Report

■ indicates a required field

Property: DTSD WAYSIDE 01-04 COTTON... [Select](#) Floor: General

Space: General

Inspection Class: BHM Merrimac N & S OPENING Checklist ■ Inspection Type: Opening Checklist for Merrimac North & S ■

Inspector: Gracie Newton [Select](#) ■ Inspection Date: 1/5/2026 Time:

Occupant: Room/Area:

Request ID: 284098 Asset: [Select](#)

Item	Condition	Comments
DIRECTIONS: DO NOT MAKE ENTRIES HERE	N/A	<input type="text"/>
Remove "CLOSED" sign to front of restroom building.	N/A	<input type="text"/>
Remove "CLOSED" signs on the highway plaques.	N/A	<input type="text"/>
Remove snow fences around building.	N/A	<input type="text"/>
Recycling Receptacles: Replace any needed plaques and put out clean receptacles.	N/A	<input type="text"/>
Trash Receptacles: Ensure any needed containers needing to be repainted or replaced are done and put out clean receptacles.	N/A	<input type="text"/>
Check building and take inventory of needed repairs.	N/A	<input type="text"/>
Clean entire interior and sweep down exterior.	N/A	<input type="text"/>
Unlock building and open to the public.	N/A	<input type="text"/>
Additional Comments:	N/A	<input type="text"/>
General Comments:	<input type="text"/>	

2

Instructions: 1 = Complete
2 = Not Complete
3 = N/A

3

Click OK to submit, RESET to reset page

[View Previous Inspections](#)

1. Once the work order is open, scroll down to “Inspection” and expand the section, or click “Create Inspection” at the top of the work order.
2. Once the Inspection/Opening Checklist is open, complete each line by clicking the radio button selection by choosing 1=Complete, 2=Not Complete, or 3=N/A. You can also make comments in the Comment area box.

3. Proceed through all items on the checklist, do not leave any blank. When you have completed the checklist, click OK to save your work.

The following screen will populate. An Inspection ID number has been assigned to the Inspection/Checklist.

You may choose to upload any attachments at this point. You will still have the option to upload any attachments later. When you are finished with this screen, you can “X” out of the tab.

Once the Inspection/Checklist is complete, you will need to complete the work order.

1. Under the “Update Request” section, go to the “General Comments” box. Type in a comment – it can be as simple as “Opening checklist has been completed.”
2. Change the “Assigned To:” field to Work Control Center.
 - A pop-up box will display; you can select “OK” or “cancel”.
3. Next, change the status to “Work Complete” and submit.

The screenshot shows the 'UPDATE REQUEST' form with the following fields and callouts:

- Callout 1:** Points to the 'General Comments' text area, which contains the text 'Opening checklist has been completed'.
- Callout 2:** Points to the 'Assigned To' dropdown menu, which is currently set to 'Newton, Gracie'.
- Callout 3:** Points to the 'Status' dropdown menu, which is currently set to 'Work Complete'.

Other visible fields include:


- 'Closed By' dropdown set to 'All'.
- 'Billing Status' dropdown set to 'Not Billed'.
- 'Asset' dropdown set to 'Not Selected'.
- 'Failure Code' dropdown.
- 'Statement of Work' text area containing the text: 'From Inspection 15404 DIRECTIONS: DO NOT MAKE ENTRIES [HERE](#) - N/A'.
- 'Re-schedule for' section with a date picker, time set to '9:00 AM', and a 'Re-Notify?' checkbox.

03.16 How to Complete Asset, Equipment, & Vehicle Record Form

Whenever you purchase a new Asset, Piece of Equipment, or a New Vehicle, you are required to report this information upon purchase to Kapur by completing the Asset, Equipment, and Vehicle Record Form.

- This form should be completed in its entirety, including Warranty information.
- If reporting a New Record, check the New Record box and complete the New Record Name, Purchase Information, and Warranty sections.
- If reporting a New Record and this Record is replacing an Existing Record, check the New Record and Inactive Record Boxes and complete the New Record Name, Purchase Information, Old Record Name, and Warranty Sections.
- If the record needs to be edited for any reason, check the edit box and complete the New Record Name and purchase information (if necessary) sections.

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:

<input type="checkbox"/>	IF NEW RECORD: Complete form in its entirety.
<input type="checkbox"/>	IF RECORD EDIT: Enter changes below in the New Record Name Section.
<input type="checkbox"/>	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.

Once the Asset, Equipment and Vehicle Record Form has been completed, you will need to take photos of the New Record Item, a Photo of the Info Tag of the New Record Item (please make sure the information on the photo is readable, or you will be asked to take another photo), Return the form with the photo(s), receipt/invoice(s), and or PO(s) to bhm.financials@kapurinc.com and cc Susan McCann at smccann@kapurinc.com immediately.

The following is a list of Asset Records and Equipment and Vehicle Records established. This list is continually growing. **Only purchases \$500 or more must have the form completed.**

ASSET RECORDS:

Building Exterior

- Ext. Bench
- Ext. Doors & Hardware
- Ext. Garage/Pole Building
- Ext. Knox Boxes
- Ext. Lighting & Fixtures
- Ext. Loading Dock
- Ext. Map & Display Case
- Ext. Overhead Door
- Ext. Overhead Door Opener
- Ext. Sliding & Trim
- Ext. Signage
- Ext. Storage Unit
- Ext. Walls
- Ext. Windows
- Ext. Window Vent

Building Interior

- Int. ADA Auto Door Control System
- Int. ADA Auto Door Opener
- Int. Baby Changing Stations
- Int. Bathroom Partitions/Hardware
- Int. Bench
- Int. Cabinets/Counters
- Int. Ceiling
- Int. Ceiling Fan
- Int. Clock Tower
- Int. Doors & Hardware
- Int. Entry Floor Grates
- Int. Floor Grates
- Int. Flooring – Carpet
- Int. Flooring – Cement
- Int. Flooring – Tile
- Int. Lighting & Fixtures
- Int. Map & Display Case
- Int. Mirror
- Int. Security Gate – Non-Powered
- Int. Security Gate – Powered
- Int. Signage
- Int. Walls
- Int. Windows

Electrical – General

- Baseboard Heater – Electric
- Baseboard Heater – Hydronic
- Digital Time Switch
- Electrical Light Starters
- Electrical Switchgear
- Hand Dryer
- Main Disconnect Safety Switch
- Radiant Heating Grates
- Sewage Pump Controls (Wastewater)
- Surge Protector
- Transformer
- Electrical Panel
- Electrical Panel Exterior Lighting
- Panel – Pump
- Panel – Return Fan
- Panel – Supply Fan
- Panel – Well Safety Switch

FLS

- Control Panel – Fire Alarm
- Defibrillators
- Emergency Lights and Exit Lights
- Emergency Shower Station
- Emergency Shower/Eyewash Station
- Eyewash Station
- Fire Extinguishers
- Smoke Alarms/Detectors

Generator

- Generator
- Generator Transfer Switch

HVAC

- Air Conditioner
- Air Conditioner – Mini-Split Ductless
- Air Conditioner – Wall
- Air Conditioner – Window
- Air Handler
- Boiler
- Circulating Pump (Hydronic)
- Control Panel – HVAC
- Exhaust Fans
- Furnace
- Gable/Attic Fan

ASSET RECORDS CONTINUED:

Heat Pump
Magnetic Motor Starter
MAU
Radiant Floor Heating
Return Fan
Rooftop Unit (RTU)
Supply Fan
Unit Heater Ceiling Mount – Electric
Unit Heater Ceiling Mount – Gas
Unit Heater Ceiling Mount – Infrared
Unit Heater Ceiling Mount – Hydronic
Unit Heater Wall Mount – Electric

Irrigation Equipment

Lawn Irrigation Sprinkler System
Plumbing
Ext. Bi-Level Pedestal Drinking Fountain and Pet Station
Ext. Drinking Fountain – Non-chilled
Ext. Jug Filler – Non-chilled
Freeze Proof Water Hydrant
Int. Drinking Fountain – Chilled
Int. Drinking Fountain – Non-chilled
Int. Drinking Fountain/Jug Filler – Chilled
Int. Drinking Fountain/Jug Filler – Non-chilled
Int. Jug Filler – Chilled
Int. Jug Filler – Non-chilled
Mixing Valve
Shower Station
Sinks
Toilets
Urinal
Water Filter

Plumping – Pumps

Pump – Circulating
Pump – Grinder (Wastewater)
Pump – Hand/water (Waysides)
Pump – Hydrant
Pump – Sump
Pump – Well (Potable)

Roof

Gutters/Downspouts – Building
Gutters/Downspouts – Garage/Shelter
Roof – Building Asphalt Shingles
Roof – Building Metal
Roof – Building Rubber Membrane
Roof – Garage/Shelter Asphalt Shingles
Roof – Garage/Shelter Metal
Roof – Garage/Shelter Rubber Membrane
Soffit/Venting – Building
Soffit/Venting – Garage/Shelter

Security Equipment

Security Camera Systems

Site

Ash Tray
Concrete Pad
Culvert
Dam/Wall
Ditch
Dumpster Areas/Enclosure
Fencing/Gates
Flag Poles
Fountain – Pond
Historical Marker
Message Ceter
Boulder/Monument
Parking Lots/Ramps
Picnic Shelter
Picnic Tables
Planter
Play Area
Receptacles – Waste and Recycle
Retaining Wall
Rock Wall
Sidewalk Light Poles
Sidewalks/Pathways/Walkways
Singage/Poles
Trussled Boardwalk
Vending Shelter
Water Inlet (Stormdrain/Sewer)
Welcome Sign
Well Shelter (Waysides)

ASSET RECORDS CONTINUED:

Systems – Portable Water

Panel – Pump
Well Safety Switch
Water Filter
Water Well (Bore Hole)
Well Pump (Submersible)
Water Pump Controller/Driver
Water Meter

Tanks

Pressure Tank
Propane Tank
Septic Holding Tank
Septic Tank/Vault

Water – Conditioning

Water Softener

Water – Heaters

Water Header – Electric
Water Heater – Gas
Water Heater – On Demand

Weighing Infrastructure

Inspection Bay
Inspection Bay Floor
Inspection Bay Pit
Static Scale
Pit

EQUIPMENT & VEHICLE RECORDS:

Appliance EQ

Clothes Dryer
Clothes Washer
Clothes Washer/Dryer Combo 1
Dehumidifier
Infrared Electric Heater 1

Janitorial EQ

Auto Scrubber
Carpet Extractor
Dilution Control System
Drain Cleaning Machine
Electrostatic Sprayer A/C
Floor Dryer
Scrubber Square, Orbital, Cylindrical
Sweeper Walk Behind
Tilt Truck Utility Cart
Touchless Cleaning System
Vacuum

Landscaping EQ

Attach: Front Blade
Attach: Front Blade Extension Kit
Attach: Mower Deck
Attach: Rotary Broom
Attach: Salt Spreader Tractor Mount
Attach: Salt Spreader Tailgate Mount
Attach: Snow Blade
Blower Four Cycle
Blower Two Cycle
Brush Chipper
Brush Cutter
Chain Saw
Fertilizer Spreader – Motorized
Lawn Sprayer
Lawn Spreader Push/Pull
Lawn Tractor Class A \$0 – 4,999
Lawn Tractor Class B \$5,000 – 14,999
Lawn Tractor Class C \$15,000 – Up
Lawn/Parking Lot Sweeper
Walk Behind Lawn & Leaf Vacuum
Mower Push
Mower Stand On
Mower Walk Behind
Mower ZTR

EQUIPMENT & VEHICLE RECORDS

CONTINUED:

Duel Stand On Mower/Plow
Pole Pruner
Rotary Broom Walk Behind
Salt Spreader Push/Pull
Sidewalk Edger
Skid Loader
Snow Blower Walk Behind
Sweeper
Sweeper Walk Behind
Trimmer Wheeled
Utility Vehicle
Walk Behind Leaf & Lawn Vacuum

Lift/Ladder EQ

Aerial Lift

Office/IT EQ

Desktop Computer & Monitor
iPad/Tablet
Laptop

Power Tool EQ

Air Compressor
Blaster Abrasive
Compressor
Portable Generator
Line Striper/Paint Sprayer
Pressure Washer
Sewer Auger
Welder

Storage EQ

Cabinet (Fuel/Tool)

Trailer EQ

Trailer ATV with Rail Kit 1
Trailer Dump
Trailer Lawn Utility
Trailer Road Enclosed
Trailer Road Flatbed

Vehicle

Car – Year/Manufacturer/Model
SUV – Year/Manufacturer/Model
Truck – Year/Manufacturer/Model
Van – Year/Manufacturer/Model

Chapter 3 Record of WisDOT Review & Approval

Developed or revised by Kapur & Associates

Date

Reviewed and approved by WisDOT Bureau of Highway Maintenance

Date

Chapter 04 | Quality Assurance

04.01 Quality Control Guideline

RAM Service Providers are responsible for implementing a quality assurance program which will ensure that all contract sites maintained by the service provider reflect a level of quality that is equal to or greater than the RAM Program cleaning and maintenance standards. This quality assurance program should include the following components:

Management Components

These items should be in place prior to contracting with WisDOT to perform custodial care and landscape maintenance at any roadside site and should be reviewed and updated as necessary.

- A copy of the agreed upon work specifications.
- An annual work plan which includes the following:
 - cost analyses
 - work specifications
 - workloads
- A training program for supervisory personnel to assure that all have janitorial experience prior to placement at contract work sites.
- A plan to make certain that employees understand and follow state and federal health and safety requirements and use standard operating procedures.
- A commitment to visit each site at least once every three months to help set future directions and to ensure that quality goals are consistently achieved.

Site Supervisory & Project Manager Components

- Daily or day-end site inspections:
 - check quality of the work performed.
 - address items that have not been completed. (A daily report could be used as documentation.)
- Maintain an adequate inventory of:
 - cleaning materials and supplies
 - needed equipment
- Provide for an equipment preventative maintenance program to eliminate down time.
- Participate in joint inspections between service provider, WisDOT, and Kapur.
- Ensure that employees present a professional image at all work sites by wearing appropriate and clean uniforms during working hours.
- Ensure that employees conduct their daily business professionally and treat all visitors with respect.

The necessary components in creating a successful quality assurance program are included in this section of the RAM Program Manual. Also included are sample forms and tips to help you create a Quality Program that enables your organization to consistently meet program requirements.

04.02 Quality Control Plan

Sample Quality Control Plan

Prepared by (name and title): _____

Service provider: _____

Contract sites: _____

We are committed to providing professional services with the objective of satisfying or exceeding work specifications and contract standards. We are committed to providing all customers with a safe and positive experience. We have the full support of our entire organization: board of directors, management, colleagues, clients. All organizational members must integrate their efforts to support the mission of the organization. To be successful, all team members must view quality as a continuous process. This quality control plan requires the involvement of all persons associated directly and indirectly. This quality control plan strives to add value throughout the process for all our customers continuously.

FOLLOWING ARE THE COMPONENTS OF THE QUALITY CONTROL PLAN

Management's Commitment to Quality Performance:

- Assure that management is involved in the continuous quality process.
- Assign one management team member to oversee the QC Plan.
- The management team member will meet monthly with the Project Manager or the Shift Supervisors to monitor performance.
- Management team member will provide feedback and input to Project Manager or Shift Supervisors to correct and/or improve performance.
- Management team member will meet with the RAM Kapur Representative at least annually or more frequently as needed.
- Management team member will perform random visits of all contract sites at least once every three months to help set future directions and to ensure that quality goals are consistently achieved.

Project Manager & Shift Supervisors' Role:

- Monitor and manage all services, policies, procedures and training on a routine basis.
- The Project Manager or Shift Supervisor will monitor all site employees for performance, conduct, training and efficiency.
- The Project Manager or Shift Supervisor will carry out the QC Plan with support and involvement from upper management.

- The Project Manager or Shift Supervisors will meet regularly with Kapur’s representative to discuss performance, review progress and evaluate responses to discrepancies.
- The Project Manager or Shift Supervisor will meet monthly with a management team member to discuss performance progress.
- The Project Manager or Shift Supervisor will retain copies of the following reports for a period of six months:
 - QA Inspection Reports
 - Documentation of follow-up and corrective actions

ADMINISTRATIVE SUPPORT

Administrative support includes all personnel within the organization not directly responsible for providing services at the contract site but involved in the fulfillment of the contract requirements. All administrative personnel involved will be adequately informed and trained to assure that the contract requirements are met, and they understand how their job tasks relate to the success of services being provided.

ANNUAL WORK PLAN

Develop an annual work plan, including work specifications and budget, that is agreeable to both the Service Provider and WisDOT, prior to entering into a contractual agreement. Review the work specifications annually for recommended changes.

EQUIPMENT AND SUPPLIES

Provide for an adequate supply of commercial-grade equipment, a periodic inspection program, and a preventative maintenance program to eliminate downtime. In the event of equipment downtime for repairs, it may be necessary to make arrangements for loaned equipment to continue to provide the required services promptly. Maintain an adequate inventory of cleaning materials and supplies to ensure timely and quality services at the contract sites. Implement an inventory control system which controls access to supplies and assures an adequate inventory at all times.

QUALITY ASSURANCE (QA) INSPECTION AND CORRECTION

Inspection Procedures

The Shift Supervisor will conduct daily QA inspections to evaluate and monitor custodial and landscape maintenance crew performance. The Project Manager and Shift Supervisor will routinely and randomly inspect so that the entire facility is evaluated once per week. The evaluation of quality levels will involve the visual inspection of building areas, fixtures, sidewalks, and grounds to determine compliance with the work specifications. This procedure will determine acceptability of cleaning and grounds keeping tasks performed and overall cleaning and grounds keeping quality levels. Unacceptable quality levels, problems, or work not completed will be defined as discrepancies. The Project Manager and Shift Supervisors will document their findings on the QA Inspection Report for weekly submittal to Service Provider management.

QA Correction Procedures

All discrepancies and/or requests communicated by Kapur or WisDOT will be documented. The Project Manager and Shift Supervisors will confirm the validity of discrepancies prior to corrective action.

CORRECTIVE ACTION PLAN

- Discrepancies identified by the Service Provider Project Manager or Shift Supervisor, Kapur, or WisDOT will be addressed in the following manner:
- Correct discrepancies within 72 hours or by the time period mutually agreed upon by Service Provider and Kapur or WisDOT.
- Notify Kapur and Service Provider management that the discrepancies have been corrected.
- Determine the cause of the discrepancies.
- Once a discrepancy has been identified and corrected, CRP will take one or more of the following actions to prevent recurrence:
 - Retrain employee(s)
 - Provide proper materials, supplies, or equipment.
 - Restructure duties/assignments
 - Cross-train other employees
 - Replace employee(s)
- The Project Manager and Shift Supervisor will conduct follow-up inspections of the area where the discrepancies occurred until quality level is acceptable.
- In the case of a pattern of unacceptable service or discrepancies, the Project Manager or Shift Supervisor, with support from Service Provider management, will identify operational, process, or system deficiencies responsible. The QC Plan will be amended and implemented to correct any deficiency identified.

PERSONNEL

Proactive recruitment and uncompromising employee screening and evaluation are key to a stable, productive workforce. All prospective employees should go through the following employment procedures prior to employment and job assignment:

- Personal interviews are conducted to select the most qualified candidate for each job position.
- Three references are contacted & checked.
- New employee orientation is provided.
- Background checks will be performed as required by company policy.

TRAINING PROGRAM

Service Providers should be committed to continuous, professional training of all personnel. All new hires are trained prior to starting work assignments. New employees must attend an orientation program that addresses the following areas:

- Company Rules & Policies
- Health and Safety Procedures
- Custodial Care and Landscape Maintenance Procedures
- Materials, Supplies & Equipment Introduction
- Communication Channels Between Customer & Managers

- Uniform Protocol

Quality Control Program & Expectations Prior to starting and at least once per year, all employees working in this program will be trained in the following areas:

- **Health and Safety:** The proper use of equipment, materials, and chemicals will be demonstrated in either a classroom setting or on the job. This instruction will include Material Safety Data Sheets (MSDS) review; procedures recommended by each product manufacturer; proper disposal of used materials; procedures for lifting heavy objects or equipment; and other safety issues. It is necessary to ensure that all employees understand and follow state and federal health and safety requirements and use standard operating procedures to assure compliance.
- **Custodial Care and Landscape Maintenance Procedures:** Accepted custodial care and landscape maintenance procedures will be demonstrated in either a classroom setting or on the job site. This training will include all the tasks designated in the work specifications.
- **Job Descriptions and Assignments:** A job description will be issued to each employee. More than one person will be trained for each area/building enabling all areas to be covered even when employees are ill or on leave. All supervisory employees will be given a primary assignment and a secondary assignment. The secondary assignment will be for overlap and coverage in the event of staff absence.
- **Service Providers Must Assure:** That all employees present a professional image at all work sites by wearing clean uniforms of a type always required by the contract during work hours and treat all visitors with respect.
- **Each Training Session Must Be Documented:** Document on a training sign-in sheet with copies available for inspection by Kapur or WisDOT representatives.

04.03 Uniform Guideline

GENERAL

These guidelines cover the appropriate attire required for people performing custodial care, landscape maintenance and facility and maintenance services at WisDOT roadside facilities in the RAM/SWEFM Programs.

PRESCRIBED OUTERWEAR

The roadside facility uniform will be as follows:

- **Pants and Shorts:** Pants and shorts can be of any material that is deemed safe and comfortable for the employee (excluding spandex yoga type material). Acceptable colors are medium to dark khaki, grey, or blue jeans. All pants and shorts must be free of rips, holes, tears, and stains while always giving a professional image.
- **Caps:** Baseball-style hats or brimmed hats (for sun protection) are considered optional apparel. All hats must be free of logos, writing, or advertising. Acceptable colors are khaki, grey, or high-visibility yellow.

- **Shirts:** Service Providers are encouraged to work with local Wisconsin-based companies to source t-shirts, long sleeve t-shirts, or hooded sweatshirts. If a local source is not available, Service Providers may work with online retailers of their choosing to source their clothing requirements. All shirts and hooded sweatshirts must be high-visibility yellow, incorporating reflective properties for enhanced safety.
- **Jackets/Vests:** Service Providers shall provide jackets/vests that are high-visibility yellow to include reflective properties for safety. Service Providers may choose the type and style deemed most appropriate for the kind of work being performed, with approval.
- **Logos and Titles:** Logos MUST be installed on the left breast side of the shirt, jacket, vest, or parka. All employees must always have the logo visible on their outermost garment. If desired, the following titles are approved for printing on the right breast side of the shirt: “Manager” or “Supervisor.”

DRESS CODE

The following rules, which take into account considerations of presentation, safety, and ethics, shall be observed while work is performed at WisDOT roadside facilities:

- All employees shall wear the prescribed outerwear. If the prescribed outerwear cannot be provided to the employee prior to assignment to the roadside facility work crew, a temporary identifier or tag shall be worn so that it is visible to the public. Prescribed outerwear shall be provided as soon as possible.
- All clothing worn by employees shall be clean with a tidy appearance.
- Appropriate closed-toed shoes must be worn at all times. Sandals are not permitted.
- When wearing the prescribed uniform, no hats, shirts, or jackets with other language, logos, or pictures are to be worn at any time.

(OPTIONAL) UNIFORM ORDER GUIDELINE

The following rules, which take into account considerations of presentation, safety, and ethics, shall be observed while work is performed at WisDOT roadside facilities:

- Order from Reflective Apparel Factory (they already have the screen set up – you may order from elsewhere but may have to pay for screen set up)

1-866-998-2649 | Extension 109

www.reflectiveapparel.com

State that you are ordering the Kapur (Roadside Facilities) logo and font style on the shirt or jacket. Logo will be over the left breast; title will be over the right breast if the title is desired.

Approved Items:

- | | |
|--|--------------------------------------|
| ▪ Polo shirt (lime) | ▪ Windbreaker (lime) |
| ▪ Polo shirt with reflective trim (lime) | ▪ Safety vest |
| ▪ Bomber jacket (lime) | ▪ Hooded, zippered sweatshirt (lime) |
| ▪ Parka | ▪ Sweatshirt (lime) |

04.04 Contract Issue Resolution

INTRODUCTION

The Program Administrator identifies areas where contractor services do not meet the contract standards or work specifications. When this happens, guidelines are necessary to outline a clear, consistent course of action that should be taken by the Program Administrator to resolve the issues. The purpose of these guidelines is to ensure timely resolution to the issues and to assure positive responses to customer service complaints.

Contract service issues are identified and documented. This could include deficiencies listed on inspection reports, meeting minutes, written notes, and/or photos. Issues could include repair and/or work projects that have not been completed as promised by the Contractor.

The Program Administrator will contact the Contractor's designated project manager in person or by telephone and communicate complete information about the issue/deficiency. The Program Administrator and the Contractor will establish an agreed upon reasonable time period to bring the work to a level which meets contract standards or work specifications or complete work projects. A follow-up work plan document will be sent from the Program Administrator to the Contractor.

The Program Administrator will inspect the contract sites with the Contractor's representative at the end of the specified period. If the issue/deficiency has been corrected or completed and meets the contract standards or specifications, the issue/deficiency will be considered resolved/corrected.

If the site inspection at the end of the specified time period finds that the issue/deficiency has not been corrected, Kapur will send a letter of correspondence to the Contractor's project manager. The letter will list all the relevant information including the issue/deficiency or list of uncompleted projects, the corrective action necessary, and a new specified time period for resolution. The letter will be copied to the Contractor's Administrator/Owner, the WisDOT RAM Program Administrator, and the WisDOT RAM Program Purchasing Agent.

The Program Administrator will inspect the contract sites with the Contractor's representative at the end of the specified time period. If the issue/deficiency has been corrected or completed and meets the contract standards and specifications, the issue/deficiency will be considered resolved/corrected. Kapur will send a letter to the Contractor's Administrator/Owner, the WisDOT RAM Program Administrator, and the WisDOT RAM Program Purchasing Agent, indicating that the issue/deficiency has been resolved/corrected.

If the issue/deficiency has NOT been corrected or completed according to the contract standards and specifications, the Program Administrator will send a letter of correspondence to Contractor's Administrator/Owner. The letter will indicate that the Program Administrator plans to make a recommendation to the WisDOT RAM Program Administrator and the WisDOT RAM Program Purchasing Agent to take appropriate actions to remedy the issue/deficiency, which could include contract termination.

The Program Administrator will give all documentation to the WisDOT RAM Program Purchasing Agent. The Purchasing Agent will first attempt to resolve the problems directly with the Contractor.

If the contract is performed by a State-Use qualified work center, and both the Contractor and WisDOT cannot mutually agree on resolution or termination, the Purchasing Agent will take the termination request

to the Wisconsin Department of Administration Work Center Director and the State Use Board. The State Use Board will make the final decision on termination.

If the contract is with a private company, the Purchasing Agent will terminate the agreement as stipulated in the contract documents.

Chapter 4 Record of WisDOT Review & Approval

Developed or revised by Kapur & Associates

Date

Reviewed and approved by WisDOT Bureau of Highway Maintenance

Date

Chapter 05 | Cleaning Care & Maintenance Standards

05.01 Cleaning Care: Entrances & Lobbies

The following cleaning and maintenance standards shall be applied daily and during the quality assurance inspection process to assess the quality of cleaning and maintenance performance. Repairs should be performed to maintain the facility's operation and ensure it remains open, in line with the Department's objective of providing a clean, safe, and comfortable environment for the public.

Doors

The glass shall appear free of streaks, film, fingerprints, and look uniformly clean. The metal parts (frames, sills, ledges, and hardware) shall appear free of dust, soil, residue, and film. Doors should be in proper working order. This will also include the automatic door openers. The switches for openers shall be free of dust and soil, appear streak-free, uniformly clean, and disinfected. Switches should be properly labeled if needed.

Windows

The glass shall appear visibly clean and free of streaks, film, and fingerprints. This shall include the elimination of dust and soil from the sills, ledges, and framework. Screens shall appear free of dust, soil, and appear visibly clean.

Light Fixtures

Shall be free of dust and soil without causing damage. Light diffusers shall remain in proper position, appear streak-free, and be uniformly clean. Lens covers should be free of dust and insects. Lights should be in proper working order.

Floor Mats & Carpet

Shall be free of spots, stains, gum, dirt, and debris without causing damage. They shall appear visibly and uniformly clean.

Floors, Floor Drains, Baseboards, Corners, & Edges

Shall be free of dust, soil, gum, stains, and debris. They shall appear visibly clean, uniformly clean, and disinfected. This shall include the elimination of dust streaks, lint, standing water, cleaner residue, film, dirt, salt, small stones, embedded soil, foreign objects, and leaves.

Map Cases & Display Cases

Glass and metal surfaces shall appear streak-free, film-free, and uniformly clean. This shall include the elimination of dust and soil from sills, ledges, and frames. Hinges and locks should be in proper working order so that doors close and lock properly.

Benches

Shall be free of dust, dried soil, and dirt without causing damage. They shall appear visibly and uniformly clean and disinfected. This shall include the elimination of cleaner residue, streaks, and film.

Drinking Fountains & Jug Fillers

Shall be free of dust, soil, scale, and water spots without causing damage. They shall appear visibly and uniformly clean. This shall include the elimination of film and cleaner residue. Bright work shall be disinfected and polished to a streak-free shine.

Air Vents, Air Distribution Units, & Exhaust Vents

Shall be free of dust and soil. They shall appear visibly and uniformly clean.

Walls, Wall Fixtures, & Signs

Shall be free of dust, dried soil, spots, stains, cobwebs, and graffiti without causing damage. These surfaces shall appear visibly clean, uniformly clean, and disinfected. This shall include the elimination of film, streaks, and cleaner residue.

Ceiling *(If possible, to reach with standard ladders)*

Shall be free of dust, cobwebs, and stains. Ceilings shall appear visible and uniformly clean.

Waste Containers

Contents shall be removed from waste containers and can liners shall be replaced, as required. Inside and outside of the container shall be cleaned and disinfected. Containers shall appear visible and uniformly clean. This shall include the elimination of streaks, stains, food particles, and the presence of an offensive odor emitting from the container.

Tourist Counters

Shall appear free of dust and soil without causing damage. They shall appear visibly and uniformly clean. This shall include the elimination of streaks and cleaner residue.

Vending Machines

Shall be free of dust, dried soil, spots, stains, and graffiti without causing damage. These surfaces shall appear visibly clean, uniformly clean, and disinfected. This shall include the elimination of film, streaks, and cleaner residue. Non-working or damaged machines shall be reported to servicing company.

Public Survey Posters

Shall be free of dust, dried soil, spots, stains, and graffiti without causing damage. These surfaces shall appear visibly clean, uniformly clean, and disinfected. This shall include the elimination of film, streaks, and cleaner residue—appropriate Public Survey QRC cards stock level present.

05.02 Cleaning Care: Restrooms

The following cleaning and maintenance standards shall be applied daily and during the quality assurance inspection process to assess the quality of cleaning and maintenance performance. Repairs shall be performed to keep the facility open and operating according to the Department's objective of providing a clean, safe, and comfortable facility to the public.

Hand Dryers & Back Plates

Shall be free of dust and soil without causing damage. They shall appear visibly, uniformly clean, and disinfected. Stainless steel back plates should be polished-dry and streak-free. This shall include the elimination of polish residue.

Dispensers

Toilet Paper, Paper Towel, Soap, and Seat Cover shall be free of dust, and soil, without causing damage. They shall appear visibly clean, uniformly clean, disinfected, and polished-dry. This shall include the elimination of polish residue, streaks, and film. Dispensers shall be refilled when required with proper expendable supply items.

Diaper Changing Areas

Stations, Tables, and Ledges shall be free of dust and soil without causing damage. They shall appear visibly clean, uniformly clean, disinfected, and polished-dry. This shall include the elimination of streaks and film.

Sinks

Shall be free of dust, soil, cleaner residue, standing water, and soap film without causing damage. They shall appear visibly clean, uniformly clean, disinfected, and polished-dry. This shall include the elimination of streaks, embedded soil, film, and water spots.

Mirrors

Shall be free of dust and soil. They shall appear visibly and uniformly clean. Mirrors and surrounding metal framework shall appear streak-free and film-free. Mirrors are to be replaced if graffiti is in the field of vision.

Toilets, Toilet Seats, & Urinals

Shall be free of dust, soil, organic matter, cleaner residue, and scale without causing damage. These fixtures shall appear visibly clean, uniformly clean, disinfected, and polished-dry. This shall include the elimination of streaks, film, and water spots.

Partitions

Shall be free of dust, soil, scratches, graffiti, and stains without causing damage. Partitions and urinal dividers shall appear visibly clean, uniformly clean, disinfected, and polished-dry. This shall include the elimination of streaks and film. Partition doors shall be in proper working order. This will include latches, coat hooks and rubber bumper stops.

Hardware

Shall be free of dust, soil, and scale without causing damage. Bright work shall appear visibly clean, uniformly clean, disinfected, and polished to a streak-free shine. This shall include the elimination of polish residue.

Windows

The glass shall appear visibly clean, free of streaks, film, and fingerprints. This shall include the elimination of dust and soil from the sills, ledges, and framework. Screens shall appear free of dust, soil, and appear visibly clean.

Light Fixtures

Shall be free of dust and soil without causing damage. Light diffusers shall remain in proper position, appear streak-free, and uniformly clean. Lens covers should be free of dust and insects. Lights should be in proper working order.

Floors, Floor Drains, Baseboards, Corners & Edges

Shall be free of dust, soil, gum, stains, and debris. They shall appear visibly clean, uniformly clean, and disinfected. This shall include the elimination of dust streaks, lint, standing water, cleaner residue, film, dirt, salt, small stones, embedded soil, foreign objects, and leaves. Floor drains shall appear visibly clean and be in proper working order. This should include the elimination of dust, lint, dirt, standing water, cleaner residue film, and grim. Scale and corrosion build up should be eliminated if possible.

Air Vents, Air Distribution Units, & Exhaust Vents

Shall be free of dust and soil. They shall appear visibly and uniformly clean.

Walls, Wall Fixtures, & Signs

Shall be free of dust, dried soil, spots, stains, cobwebs, and graffiti without causing damage. These surfaces shall appear visibly clean, uniformly clean, and disinfected. This shall include the elimination of film, streaks, and cleaner residue.

Doors

The doors (including frames, kick plates, push plates, sills, ledges, and hardware) shall appear free of dust, soil, residue, film, scratches, and graffiti. They shall appear visibly clean, uniformly clean, and disinfected. Doors should be in proper working order.

Ceilings *(If possible, to reach with standard ladders)*

Shall be free of dust, cobwebs, and stains. Ceilings shall appear visible and uniformly clean.

Waste Containers

Contents shall be removed from waste containers and can liners replaced, as required. Inside and outside of the container shall be cleaned and disinfected. Containers shall appear visible and uniformly clean. This shall include the elimination of streaks, stains, food particles, and the presence of an offensive odor emitting from the container.

05.03 Cleaning Care: Grounds

The following cleaning and maintenance standards shall be applied daily and during the quality assurance inspection process to assess the quality of cleaning and maintenance performance. Repairs shall be performed to keep the facility open and operating according to the Department's objective of providing a clean, safe, and comfortable facility to the public.

Entrance Ramps, Car Parking Lots, Truck Parking Lots, & Curbs

Shall be free of dirt, soil, litter, and cigarette butts. They shall appear visibly clean, uniformly clean, and swept. (Car and truck fluid leak stains shall be cleaned and controlled to the best of the ability and capabilities of the Service Provider.)

- **Spring, summer, and fall:** control of leaves, seeds, cones, needles, weeds, and grass clippings.
- **Winter:** snow and ice control will be performed by County Highway Department forces. The Service Provider may be required to perform trim work or additional cleanup near the parking lot and sidewalk area.

Sign Poles, Light Poles, & Flag Poles

Shall be free of cobwebs, dust, soil, and dirt. They shall appear visibly and uniformly clean. This shall include the elimination of streaks, scratches, and graffiti without causing damage. Repair maintenance may be performed per WisDOT request and procedures. Flag maintenance and flag flying will be conducted in accordance with WisDOT requests and established procedures.

Historical Markers & Welcome Signs

Shall be free of dust, dirt, cobwebs, and debris. Markers shall appear visibly clean. Landscape maintenance around marker shall be performed if applicable.

Plazas, Sidewalks, & Other Cement Areas

Shall be free of dirt, soil, stains, litter, and cigarette butts. They shall appear visibly clean, uniformly clean, and well maintained.

- **Spring, summer and fall:** these areas shall be swept.
- **Winter:** these areas shall have the ice and snow controlled. Refer to RF Program Manual Section 7.3 for complete removal guidelines.

Mowing

During the mowing season, lawn within the property shall be maintained to a maximum height of five inches, minimum height of three inches. Review the mowing plans annually. Adjust areas to be mowed in the early spring if necessary. Mowing season shall end when grass stops growing. Refer to RF Program Manual Section 7.0 for complete Landscaping guidelines.

Raking

All developed areas shall be raked once in early spring, before the mowing season begins, to remove leaves, branches, and other debris that may have accumulated on the premises during the winter. Grass areas shall be raked in the fall as needed to maintain the area in a proper and professional manner.

Trees, Plants, Bushes, Bedding & Borders

Shall be free of litter and debris. They shall appear maintained in a proper and professional manner. This shall include weeding and trimming as needed. Bedding and borders shall have mulch added annually and edging reestablished, repaired, replaced, or stained as needed.

Picnic Tables, Benches, Cement Slabs, & Shelters

Shall be free of dirt, litter, debris, soil, and graffiti. They shall appear visibly clean and swept. Picnic table board shall be replaced if they are broken or cracked. Inspect supporting structure for signs of rust, failing welds, etc. Replace and repair, as necessary. Shelter roof shall be free of dirt, soil, nests, bird droppings, and cobwebs.

Grills

Shall be free of dirt, soil, litter, and ashes. They shall appear visibly clean and in proper working order.

Vending Machines

Shall be free of dust, dried soil, spots, stains, and graffiti without causing damage. These surfaces shall appear visibly clean, uniformly clean, and disinfected. This shall include the elimination of film, streaks, and cleaner residue. Non-working or damaged machines shall be reported to servicing company.

Drinking Fountains & Jug Fillers

Shall be free of dust, soil, scale, and water spots without causing damage. They shall appear visibly and uniformly clean. This shall include the elimination of film and cleaner residue. Bright work shall be disinfected and polished to a streak-free shine. Exterior drinking fountains shall be winterized.

Waste Containers

Contents shall be removed from waste containers and can liners replaced, as required. Inside and outside of the container and container lid shall be cleaned and disinfected. Containers shall appear visibly and uniformly clean. This shall include the elimination of streaks, stains, food particles, and the presence of an offensive odor emitting from the container.

Portable Toilets

Shall be free of dust, soil, organic material, cleaner residue, and scale without causing damage. They shall appear visibly clean, uniformly clean, disinfected, and polished-dry. This shall include the elimination of streaks, film, and water spots. Dispensers shall appear visibly clean and refilled when required with the proper expendable supply item.

Well Caps, Telephone Boxes, Utility Boxes, & Other Outdoor

Shall be free of dirt and soil. They shall appear visibly clean.

Dumpster Areas

Shall be free of trash and litter. They shall appear visibly clean. This shall include the elimination of any offensive odor emanating from the area.

Bus/Information Shelters

Shall be free of dirt, litter, debris, soil, and graffiti. They shall appear visibly and uniformly clean. Information shelters should include the elimination of cobwebs, nests, and bird droppings. Shelter windows shall appear free of streaks, soil, film, and fingerprints.

Map Case

Glass shall appear streak-free and film free. Ledges and frames shall be free of dirt and soil. Hinges and locks should be in proper working order.

Building Exterior

Shall be free of dirt, soil, cobwebs, nests, and graffiti. They shall appear visibly clean.

Ash Trays and Sand Urns

Shall be free of cigarette butts, dirt, trash, ashes, and soil. They shall appear visibly and uniformly clean. This shall include the elimination of streaks and film. Adequate sand levels must be maintained.

05.04 Cleaning Care: Other

The following cleaning and maintenance standards shall be applied daily and during the quality assurance inspection process to assess the quality of cleaning and maintenance performance. Repairs shall be performed to keep the facility open and operating according to the department's objective of providing a clean, safe, and comfortable facility to the public.

Floors

Shall be free of dust, dried-soil, gum, spots, stains, and debris. Floors shall appear visibly and uniformly smooth and clean. This shall include the elimination of dust streaks, lint, standing water, cleaner residue, and film.

Walls

Shall be free of dust, soil, and cobwebs. They shall appear visibly and uniformly clean. This shall include the elimination of film, streaks, and cleaner residue.

Utility Sinks

Shall be free of dust, soil, cleaner residue, and soap film. Utility sinks shall appear visibly and uniformly clean. This shall include the elimination of streaks, embedded soil, film, and water spots. Bright work shall be cleaned, descaled, and polished.

Shelves

Shall be free of dust and soil. They shall appear visibly and uniformly clean. Supplies and equipment shall be stocked, labeled, and organized neatly on the shelves.

Janitor Carts

Shall be free of dust and soil. They shall appear visibly and uniformly clean. Supplies and equipment stored on janitor carts shall also be free of dust and soil, labeled, and organized neatly.

Organization

All items should be stored in appropriate places, i.e., shelves, tool storage, rake storage, etc. No items should be laying on the floors or up against the walls. They shall appear visibly and uniformly clean.

05.05 Restroom Closure Guideline

Wisconsin Department of Transportation (WisDOT) mandates that restrooms remain open to the public at all hours except for cleaning time, performance of maintenance that does not allow for a restroom to be open to the public, or a hazardous circumstance that compromises public safety. At all other times, restrooms are to remain open to the use of the public, no matter what time of day. It may be considered a breach of contract for any restroom to remain closed to the public without the exceptions above or other exception specifically approved by WisDOT and/or Kapur.

Rest areas with only one restroom per gender must allow public use of restrooms during cleaning as is reasonably possible by suspending cleaning operations when necessary to allow people to use the rest room facilities, or, where authorized, offer port-a-potties as an alternative during the cleaning process.

05.06 Cleaning Chemicals Standard Operating Procedure

As a general guideline, Service Providers should use a hydrogen peroxide-based sanitizer for cleaning five days per week and a hospital grade quaternary disinfectant two days per week for all sink, counter, toilet, urinal, and partition surfaces, as well as restroom doors and door handles. All cleaning products MUST be fragrance free/odorless.

A schedule should be set for chemical use, i.e., sanitizer used on Friday and Saturday and Monday through Wednesday, a disinfectant used on Sunday and Thursday.

Supervisors must always be alert to the need of using disinfectant on sanitizer days when necessary due to obvious bodily fluid or waste contamination or similar occurrences.

Chapter 5 Record of WisDOT Review & Approval

Developed or revised by Kapur & Associates

Date

Reviewed and approved by WisDOT Bureau of Highway Maintenance

Date

Chapter 06 | Lawn Mowing & Snow Removal

06.01 Lawn Mowing Guidelines

Mowing is an essential part of lawn maintenance. It is often performed as a task to control lawn height, but proper mowing can add to the health, vigor, and overall appearance of the lawn. Mowing involves supervisors, trained operators, and well-maintained equipment. The regular mowing season is defined as starting in mid-May and ending in mid-October – approximately 20 lawn maintenance cycles. The lawn maintenance cycle includes grass mowing, trimming, and edging, as well as the proper removal/disposal of lawn litter and trash, and landscape debris.

06.02 Mowing Safety

The Contractor shall use discretion when mowing near the public. The lawn maintenance cycle shall begin on the vacated grounds first and then continue so as not to inconvenience the visitors. The safety of visitors shall not be jeopardized to complete the work.

PROPER ATTIRE

Safety shoes, safety glasses, heavy gloves, and personal hearing protection should be used as necessary.

EQUIPMENT

Lawn mowing and maintenance shall be accomplished by carefully selected equipment designed and operated to perform all work as economically and efficiently as possible. This equipment could include large mowers/tractors, push mowers, weed trimmers, motorized edgers, and rakes.

The blades of the mowing equipment should be sharpened to ensure a clean cut, healthy grass, and minimal wear and tear on the equipment.

06.03 General Lawn Mowing Guideline

MOWING LINES

Abrupt changes in mowing lines should be avoided. When mowing up to and away from stationary objects or approved weed control areas, do so with smooth, curved, and gradual transitions so as not to produce a chopped or ragged look. At all year-round sites please consult your site-mowing plan for specific areas requiring lawn maintenance. Contact the Field Services Manager if you require a copy of current mowing plans for your site.

In general, a lawn maintenance cycle shall be completed approximately once per week with all lawn maintenance activities completed by Friday at 3:00 p.m. Mowing activities shall plan to commence weekly to achieve the desired outcome of appropriate height grass for the weekend. All elements of the lawn maintenance cycle shall be continued until completed. No partial mowing will be allowed unless the weather forces delays. If rain or wet turf conditions exist, the contractor shall finish the cycle as soon as favorable conditions exist.

During the mowing season, lawn within the site proper shall be maintained to a maximum height of 5 inches, minimum height of 3 inches. Review the mowing plans annually. Adjust areas to be mowed in the spring if necessary. Mowing season shall end when grass stops growing: RAM Program Manual Section 7.1.

RAKING

All grass areas shall be raked once in early spring, before the mowing season begins, to remove leaves, branches and other debris that may have accumulated on the premises during the winter. Grass areas shall be raked in the fall as needed to maintain the area in a proper and professional manner.

- Grass areas shall be edged along all walks and curb areas with a motorized edger to maintain a neat and professional appearance.
- Edging shall be no wider than 1/2 inch from the edge of the sidewalk/curb to the lawn surface. All edging debris shall be removed from the site.
- Shredded bark material shall be kept confined to the original mulch areas.
- All clippings shall be removed from sidewalks, concrete picnic table pads, parking areas, and flower and shrub beds.
- Grass shall be trimmed around all fixed objects at every mowing. Extreme care shall be used to prevent injury to fixed objects and trees.

06.04 Snow & Ice Control Guideline

STATEMENT

It is necessary to make all Wisconsin Department of Transportation year-round rest area facilities safe and accessible during the winter season. As part of the custodial care and landscape maintenance services, snow and ice control should receive priority. This guideline applies to the developed portion within the rest area site which includes sidewalks, handicap accessible ramps, curb cuts, curbs, and gutters, and in some instances car parking stalls directly in front of and leading to the main building doors.

GENERAL GUIDELINE

- When snow and/or freezing rain occur, staff can arrive at the site earlier than scheduled to clear Priority 1 areas.
- On days when it is snowing, snow removal is the priority. Additional people may need to be assigned to RAM operations for snow removal.
- Snow removal will remain a priority until all standards have been met.
- All shifts will participate in snow removal until standards have been met.

PRIORITY NOTES

While the staff is on site during and after a storm, snow and ice removal is the main priority. Building cleaning efforts should be confined to toilets, urinals, sinks, and any obvious floor and wall needs until the snow and ice removal is complete.

PRIORITY 1 (See snow/ice removal diagram on page 40)

Priority 1 areas are to be maintained free of snow and ice continually while the staff is on site. Salt and/or other snow and ice control chemicals should be used as necessary to keep walkways clear throughout the storm.

- Path (four feet wide) from the main doors to car and truck lots.
- Sidewalks (in front of the parking lots), curbs, and gutters for fifty feet in each direction from the center of the cleared path.
- Handicap parking and unloading spaces and handicap ramps within 100 feet of the walkway.

PRIORITY 2

Priority 2 areas are to be cleared as soon as possible, following the clearing of Priority 1 areas, and must be cleaned in total within 48 hours after the end of the storm.

- Plaza and all remaining sidewalks (edge to edge), including the adjacent curb, gutter, and ramps, and concrete slab areas serving rear exit doors with no walks or plazas.
- Benches, trash/recycling bins, and telephone areas.
- Attention: Some outer walkways may not receive snow removal service by the site crew. These areas are identified and agreed upon by the site manager and Kapur prior to the snow season.

FREEZE/THAW AREAS

Site managers should identify all probable freeze/thaw affected sidewalk and plaza areas and assure that de-icing materials be applied appropriately to always keep the areas as safe as possible both while the crew is on and off site. If sanding is warranted, it should also be done.

LEAVING THE WORK SITE DUE TO SEVERE WEATHER

At minimum, a path from the parking lots to the building should be maintained during a snowstorm. When the site maintenance crew's safety is at risk because of a storm's intensity, supervisory personnel will determine if the crew should leave the work site. Anytime the staff leaves the site, appropriate amounts of salt or ice melt chemical must be applied to maintain Priority 1 areas as clear as possible throughout the storm. If the work crew leaves the work site prior to the end of the work shift, Kapur must be notified as soon as possible.

EQUIPMENT

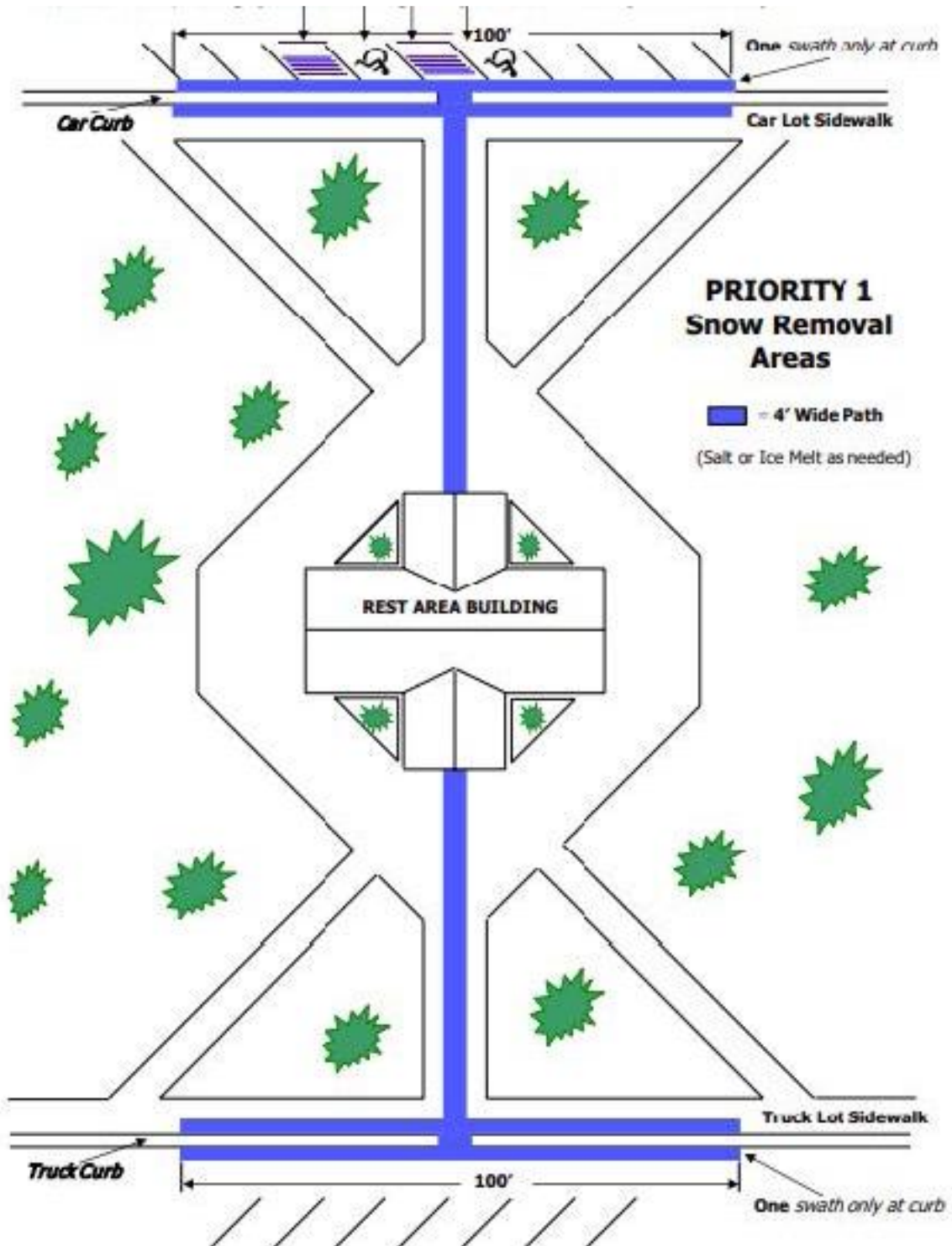
The control of snow and ice shall be accomplished by carefully selected equipment designed and operated to perform all work as economically and efficiently as possible. Snow/ice removal equipment shall be checked each fall to ensure that equipment and safety features are in good working order.

CHEMICALS

Chemicals should be applied with the appropriate equipment to provide the most effective benefit from the material. The material should be spread only to the width and amount necessary to achieve the service expectation. Dry sodium chloride (salt) may be the most effective chemical during and after the storm when the sidewalk temperature is 23°F or higher. Alternative synthetic ice melting products can be used to effectively control snow and ice below 23°F. Again, material should be used as sparingly as possible.

SNOW/ICE REMOVAL DIAGRAM

H/C Access Areas, Parking Spaces, & Loading Zones (if a vehicle with a snowplow is available)



CURBS



Priority 1: Handicap Ramps & Curbs

		
<p>Does not meet standards</p>	<p>Does not meet standards</p>	<p>Meets standards</p>

SIDEWALKS

Priority 1: Path from main doors to car and truck lots

**Priority 2: Walks in front of the parking lot curbs & gutters
(50 feet in both directions from the center)**

	
<p>Meets standards</p>	<p>Meets standards</p>

06.05 Tentative Schedule of Ground Maintenance

<p>January</p>	<ul style="list-style-type: none"> ▪ Litter control
<p>February</p>	<ul style="list-style-type: none"> ▪ Pruning in February or March, depending on the weather
<p>March</p>	<ul style="list-style-type: none"> ▪ Pruning if not done in February ▪ Check equipment and supplies to ensure that work will be done properly and at the optimum time

April	<ul style="list-style-type: none"> ▪ Begin spring cleanup; as soon as soil is drained sufficiently to allow working on turf, do general cleanup of litter, rake matted areas, remove leaves and debris ▪ Shape the edge of mulched beds and areas around trees ▪ Replenish mulch and shape or rake as necessary ▪ Begin mowing as necessary according to grass height
May	<ul style="list-style-type: none"> ▪ Mow lawn and trim as necessary or per schedule ▪ Control weeds in mulched areas by hand weeding, cultivation, or herbicide ▪ If annuals are to be planted, set out bedding plants after May 15 or when danger of frost is past
June	<ul style="list-style-type: none"> ▪ Mow lawn and trim as necessary or per schedule ▪ Weed mulched areas or spot treat any weeds which may have appeared since last treatment
July	<ul style="list-style-type: none"> ▪ Mow lawn and trim as necessary or per schedule ▪ Prune deciduous plants if necessary; minor heading back and shaping of spring flowering plants may be done at this time
August	<ul style="list-style-type: none"> ▪ Mow lawn and trim as necessary or per schedule
September	<ul style="list-style-type: none"> ▪ Mow lawn and trim as necessary or per schedule ▪ Shape and mulch all shrub beds and mulched areas around trees
October	<ul style="list-style-type: none"> ▪ Mow if necessary ▪ Mulch leaves and rake if necessary to remove heavy leaf deposits which might compact and damage lawn grasses
November	<ul style="list-style-type: none"> ▪ Mulch leaves or remove heavy leaf deposits from lawn
December	<ul style="list-style-type: none"> ▪ Check equipment, make repairs, or note repairs to be made by others ▪ Store materials and equipment, prepare list of materials and equipment needs for following year

Chapter 6 Record of WisDOT Review & Approval

Developed or revised by Kapur & Associates

Date

Reviewed and approved by WisDOT Bureau of Highway Maintenance

Date

Chapter 07 | Seasonal Site Information

07.01 General Information

Seasonal sites are defined as: waysides, scenic overlooks, historical markers, table sites, and parking turnouts. Seasonal sites are typically open in the middle of May and are closed the middle of September. Every spring, Kapur Roadside Facilities emails a letter to seasonal site service providers providing them with specific dates seasonal sites are expected to be opened and closed that year. Prior to each opening and closing date, FAMIS is set up to automatically assign opening and closing work orders to seasonal site service providers. A separate work order will be generated for each seasonal site.

In the spring, a work order is generated for the opening of each seasonal site. A detailed “Opening of Seasonal Site” checkoff list is attached to each work order. The service provider must attend to everything on the list, fill it out, then re-assign each work order back to the “Work Control Center” with a “Work Completed” status.

In the fall, a work order is generated for the closing of each seasonal site. A detailed “Closing of Seasonal Site” checkoff list is attached to each work order. The service provider must attend to everything on the list, fill it out, then reassign each work order back to the “Work Control Center” with a “Work Completed” status.

If there is a well at the site, refer to Chapter 09, Well Water Testing.

07.02 Wayside Cleaning Standards | Restroom

The following cleaning and maintenance standards shall be applied daily and during the quality assurance inspection process to assess the quality of cleaning and maintenance performance. shall be performed to keep the facility open and operating according to the department’s objective of providing a clean, safe, comfortable facility to the public.

Dispensers

Toilet paper, paper towel, soap, and seat cover shall be free of dust, and soil, without causing damage. They shall appear visibly clean, uniformly clean, disinfected, and polished-dry. This shall include the elimination of polish residue, streaks, and film. Dispensers shall be refilled when required with proper expendable supply items.

Pedestal/Toilet Cone & Urinals

Toilets, toilet seats and urinals shall be free of dust, soil, organic matter, cleaner residue, and scale without causing damage. These Fixtures shall appear visibly clean, uniformly clean, disinfected, and polished-dry. This shall include the elimination of streaks, film, and water spots.

Partitions

Shall be free of dust, soil, scratches, graffiti, and stains without causing damage. Partitions and urinal dividers shall appear visibly clean, uniformly clean, disinfected, and polished-dry. This shall include the elimination of streaks and film. Partition doors shall be in proper working order. This will include latches, coat hooks and rubber bumper stops.

Hardware

Shall be free of dust, soil, and scale without causing damage. Bright work shall appear visibly clean, uniformly clean, disinfected, and polished to a streak-free shine. This shall include the elimination of polish residue.

Windows

The glass (if applicable) shall appear visibly clean and free of streaks, film, and fingerprints. This shall include the elimination of dust and soil from the sills, ledges, and framework. Screens shall appear free of dust, soil and appear visibly clean.

Light Fixtures

Shall be free of dust and soil without causing damage. Light diffusers shall remain in proper position, appear streak-free and uniformly clean. Lens covers should be free of dust and insects. Lights should be in proper working order.

Floors, Floor Drains, Baseboards, Corners & Edges

Floors, floor drains, baseboards, corners and edges: Shall be free of dust, soil, gum, stains, and debris. They shall appear visibly clean, uniformly clean, and disinfected. This shall include the elimination of dust streaks, lint, standing water, cleaner residue, film, dirt, salt, small stones, embedded soil, foreign objects, and leaves.

Air Vents, Air Distribution Units, & Exhaust Vents

Shall be free of dust and soil. They shall appear visibly and uniformly clean.

Walls, Wall Fixtures, & Signs

Shall be free of dust, dried soil, spots, stains, cobwebs, and graffiti without causing damage. These surfaces shall appear visibly clean, uniformly clean, and disinfected. This shall include the elimination of film, streaks, and cleaner residue.

Doors

The doors (including frames, kick plates, push plates, sills, ledges, and hardware) shall appear free of dust, soil, residue, film, scratches, and graffiti. They shall appear visibly clean, uniformly clean, and disinfected. Doors should be in proper working order.

Ceiling

Shall be free of dust, cobwebs, and stains. Ceilings shall appear visible and uniformly clean.

Waste Containers

Contents shall be removed from waste containers and can liners replaced, as required. Inside and outside of the container shall be cleaned and disinfected. Containers shall appear visible and uniformly clean. This shall include the elimination of streaks, stains, food particles, and the presence of an offensive odor emitting from the container.

Vault Care

Seasonal Pit Opening Procedure:

- The toilet vault should be virtually empty.
- Add approximately 3 inches of water to the vault.

- Just prior to opening day, add 3 packets of “Consume POW” to each side of the vault (Men’s and Women’s)
- On the Monday after the first whole week of opening, add three packets of “Consume POW” to each side of the vault.
- On each successive Monday throughout the open season, add one packet of “Consume POW” to each side of the vault.
- Check the exhaust fan or stack vent to ensure there are no obstructions that impede the maximum amount of airflow.

Mid-Season Pit Procedure:

- Knock down solids to below the fluid surface in the vault.
- Always assure there is at least 2 inches of fluid above the solids. Add water as needed to maintain this level.
- Midseason vault pumping: (refer to Seasonal Pit Opening Procedure).
- Required if the vault content level reaches five inches below the pedestal/toilet cone bottom when cleaning the restrooms, take care not to allow large amounts of disinfecting solution into the vault.
- Check the exhaust fan or exhaust vent to ensure no obstructions impede the maximum amount of air flow.

Seasonal Pit Closing Procedure:

- The vault should be pumped out immediately after season closing.
- Note: Spartan brand “Consume POW” packets or Total Solutions brand “Bio-Pak” packets or bulk product are to be used to treat the toilet vault.

Roof Fans

Shall appear free of soil, dirt, and debris. Roof fans shall be in proper working order.

Water Pumps

Shall be free of dust, soil, scale, and water spots without causing damage. Pumps shall appear visibly and uniformly clean. This shall include the elimination of film and cleaner residue. Pump handles should be taken off through the winter.

07.03 Wayside Cleaning Standards | Grounds

The following cleaning and maintenance standards shall be applied daily and during the quality assurance inspection process to assess the quality of cleaning and maintenance performance. shall be performed to keep the facility open and operating according to the department’s objective of providing a clean, safe, comfortable facility to the public.

Entrance Ramps, Car Parking Lots, Truck Parking Lots, & Curbs

Shall be free of dirt, soil, litter, and cigarette butts. They shall appear visibly clean, uniformly clean and swept. (Car and truck fluid leak stains shall be cleaned and controlled to the best of the ability and capabilities of the contractor.) During the spring, summer, and fall: control of leaves, seeds, cones, needles, weeds, and grass clippings.

Sign Poles, Light Poles, & Flag Poles

Shall be free of cobwebs, dust, soil, and dirt. They shall appear visibly and uniformly clean. This shall include the elimination of streaks, scratches, and graffiti without causing damage. Repair maintenance may be performed per WisDOT request and procedures. Flag maintenance and flag flying will be conducted in accordance with WisDOT requests and established procedures.

Historical Markers & Welcome Signs

Shall be free of dust, dirt, cobwebs, and debris. Markers shall appear visibly clean. Landscape maintenance around marker shall be performed if applicable.

Sidewalks & Other Cement Areas

Shall be free of dirt, soil, stains, litter, and cigarette butts. They shall appear visibly clean, uniformly clean, and well-maintained. During the spring, summer and fall, these areas shall be swept.

Mowing

During the mowing season, lawn within the site proper shall be maintained to a maximum height of five inches, minimum height of three inches. Review the mowing plans annually. Adjust areas to be mowed in the early spring if necessary. Mowing season shall end when grass stops growing. Refer to RAM Program Manual Section 6.0 for complete Landscaping guidelines.

Raking

All developed areas shall be raked once in early spring, before the mowing season begins, to remove leaves, branches and other debris that may have accumulated on the premises during the winter. Grass areas shall be raked in the fall as needed to maintain the area in a proper and professional manner.

Trees, Plants, Bushes, Bedding & Borders

Shall be free of litter and debris. They shall appear maintained properly and professionally. This shall include weeding and trimming as needed. Bedding and borders shall have mulch added annually and edging reestablished, repaired, replaced, or stained as needed.

Picnic Tables, Benches, Cement Slabs, & Shelters

Shall be free of dirt, litter, debris, soil, and graffiti. They shall appear visibly clean and swept. Picnic table board shall be replaced if they are broken or cracked. Inspect the supporting structure for signs of rust, failing welds, etc. Replace and repair, as necessary. Shelter roof shall be free of dirt, soil, nests, bird droppings and cobwebs.

Grills

Shall be free of dirt, soil, litter, and ashes. They shall appear visibly clean and in proper working order.

Drinking Fountains & Jug Fillers

Shall be free of dust, soil, scale, and water spots without causing damage. They shall appear visibly and uniformly clean. This shall include the elimination of film and cleaner residue. Bright work shall be disinfected and polished to a streak-free shine. Exterior drinking fountains shall be winterized.

Waste Containers

Contents shall be removed from waste containers and can liners replaced, as required. Inside and outside of the container and container lid shall be cleaned and disinfected. Containers shall appear visibly and

uniformly clean. This shall include the elimination of streaks, stains, food particles and the presence of an offensive odor emitting from the container.

Portable Toilets

Shall be free of dust, soil, organic material, cleaner residue, and scale without causing damage. They shall appear visibly clean, uniformly clean, disinfected, and polished-dry. This shall include the elimination of streaks, film, and water spots. Dispensers shall appear visibly clean and refilled when required with the proper expendable supply item.

Well Caps, Telephone Boxes, Utility Boxes, & Other Outdoor Fixtures

Shall be free of dirt and soil. They shall appear visibly clean.

Map Case

Glass shall appear streak-free and film-free. Ledges and frames shall be free of dirt and soil. Hinges and locks should be in proper working order.

Building Exterior

Shall be free of dirt, soil, cobwebs, nests, and graffiti. They shall appear visibly clean.

Ash Trays & Sand Urns

Shall be free of cigarette butts, dirt, trash, ashes, and soil. They shall appear visibly and uniformly clean. This shall include the elimination of streaks and film. Adequate sand levels must be maintained.

Well Shelter

Shall be free of dirt, litter, debris, soil, and graffiti. They shall appear visibly and uniformly clean. This should include the elimination of cobwebs, nests, and bird droppings.

Chapter 07 Record of WisDOT Review & Approval

Developed or revised by Kapur & Associates

Date

Reviewed and approved by WisDOT Bureau of Highway Maintenance

Date

Chapter 08 | Flag Information

08.01 General Flag Information

- General flag information can be found at: ushistory.org/betsy/faq.htm
- All rest areas should fly their flags according to the flag rules found at: ushistory.org/betsy/faq2.htm
- Service Providers are responsible for making sure all flags and flag poles are routinely inspected and in good condition.
- Service Providers are responsible for purchasing US flags for each area site.

08.02 POW-MIA Flag Information

POW-MIA flags should be flown one week prior to and one week after the following holidays:

- Memorial Day
- Independence Day
- Veterans Day

All rest areas should fly their MIA-POW flags according to the flag rules found at:

ushistory.org/betsy/faq2.htm

Service Providers should submit, in a timely manner, requests for new/more MIA-POW flags to Kapur Roadside Facilities. Kapur Roadside Facilities obtains MIA-POW flags from Madison's VFW Post and then distributes to sites as requested.

VFW Post – Madison
4622 Dutch Mill Road
Madison, WI 53716
608.221.5276
gm@vfwwi.org

08.03 Specialty Flag Information

Through an Executive Order, the governor of Wisconsin can mandate that specialty flags be flown at State sites. If this is the case, WisDOT BHM will notify the Program Administrator, who will then inform all rest area Service Providers. The email to rest area Service Providers will include a copy of the Executive Order requesting it be displayed inside the building during the time the specialty flag is flown.

All rest areas should fly their specialty flags according to the flag rules found at:

ushistory.org/betsy/faq2.htm

08.04 **Flags at Half-Staff Notifications**

Department of Military Affairs to fly flags at half-staff. We recommend you request notifications be sent via email and text. Go to the following site to sign up to receive notifications:

public.govdelivery.com/accounts/WIDMA/signup/14270

Service Providers must follow all flags at half-staff notifications. As a backup, the Kapur Roadside Facilities team will also sign up to receive notifications from the Department of Military Affairs and will forward the notifications to program managers and site supervisors.

Chapter 08 Record of WisDOT Review & Approval

Developed or revised by Kapur & Associates

Date

Reviewed and approved by WisDOT Bureau of Highway Maintenance

Date

Chapter 09 | Well & Water System

09.01 Introduction

As manager of a public water supply system, your job is to provide safe water to all users. Preventing contamination and planning for future system needs will help you accomplish this. Wisconsin's Department of Natural Resources (DNR) oversees the construction and operation of public water systems to make sure water is safe to drink and use. However, as the legal manager of the water system, it is your responsibility to monitor the quality of drinking water. The following information will help you develop, assess, and maintain a quality water supply. A copy of the information contained in this section is available on the DNR website at the following address: dnr.wi.gov/topic/drinkingwater/

You can request a copy of the "Owner/Operators Handbook for Safe Drinking Water" from the DNR by calling 608-267-2451.

The Wisconsin Department of Transportation Rest Area Maintenance sites are classified as Transient non-community systems (TN). These water systems serve at least 25 people at least 60 days of the year. They do not serve the same 25 people over 6 months of the year. Other examples of these systems include motels, restaurants, parks, taverns, churches, and gas stations.

The Safe Drinking Water Act governs public water systems. Both EPA and DNR define a public water system as one that provides water for human consumption through piping and provides water to at least 15 service connections. Or it regularly serves an average of at least 25 people daily for at least 60 days per year. There are four types of Public Water Systems in Wisconsin. They are municipal, other-than-municipal, non-transient non-community, and transient non-community water systems.

09.02 DNR Well Contacts

The DNR has five regional offices statewide to serve you. Contact the nearest one to talk to a drinking water specialist assigned to your county. They can answer your water system questions.

The DNR Drinking Water Staff directory is also found on the Internet at:

dnr.wi.gov/topic/drinkingwater/documents/countycontacts.pdf

Water Supply Specialist

Division of Water Drinking
Water and Groundwater
Public Water Supply Section
Department of Natural Resources
DG-2
P. O. Box 7921
Madison, WI 53707-7921
(608) 267-2451

Department of Natural Resources - Northeast

2984 Shawmo Avenue
P.O. Box 10448
Green Bay, WI 54307-00
Phone: (920) 662-5100
Fax: (920) 662-5413

**Department of Natural Resources
– Southeast**

2300 N Dr Martin Luther King Jr Dr
Milwaukee, WI 53212-3128
Green Bay, WI 54307-00
Phone: (414) 263-8500
Fax: (414) 263-8716

**Department of Natural Resources
– Eau Claire**

1300 W Clairemont
P.O. Box 4001
Eau Claire, WI 54702-4001
Phone: (715) 839-3700
Fax: (715) 839-6076

**Department of Natural Resources
– Spooner**

810 W. Maple Street
Spooner, WI 54801-1255
Phone: (715) 635-2101
Fax: (715) 635-4105

**Department of Natural Resources
– Central Office**

101 South Webster Street
P.O. Box 7921
Madison, WI 53707-7921
Phone: (608) 266-2621
Fax: (608) 261-4380

**Department of Natural Resources
– South Central**

3911 Fish Hatchery Road
Fitchburg, WI 53711-5367
Phone: (608) 275-3266
Fax: (608) 275-3338

09.03 Service Provider Well & Water Responsibilities

Service providers must provide drinking water that meets state and federal drinking water standards. A table listing Maximum Contaminant Levels (MCLs) can be found at:

dnr.wi.gov/files/pdf/pubs/DG/DG0098.pdf

The basic requirements include:

SAMPLING

Annual samples must be taken for bacteria & nitrate. A small number of transient systems are sampled quarterly for bacteria and nitrate. A one-time nitrite sample is required. Although in cases where nitrite levels are elevated, more frequent nitrite samples may be required. Most transient non-community water systems receive sampling kits annually from the DNR - usually between January and May. Sampling lab slips are sent to facilities that use a lab other than the State Laboratory of Hygiene. To meet the requirements of the Safe Drinking Water Act, samples should be taken as soon as the water sampling kits are received. Mail samples within two weeks of receiving the sampling kit, so that the mailer may be used again for another water system. Everyone benefits from the cost savings realized by reusing the sample kit mailers.

SEASONAL SITES

Kits are usually mailed at least 30 days before site opening. Take the water samples when the well is operating for the season, and if possible, 30 days before serving water to the public.

WHERE TO SEND SAMPLES

If the State Laboratory of Hygiene performs the tests, results will be sent electronically to the DNR with a paper copy sent to you. If a private laboratory is used, you must provide the laboratory with the DNR lab slip that is sent to you. You are responsible for getting a copy of the test results to the nearest Regional DNR office. Keep a copy of test results for your own files! Water samples must be analyzed by the Wisconsin State Laboratory of Hygiene (see address below), or a laboratory certified to test for bacteria or other contaminants. Be sure to contact other labs before sending them your water sample to ensure they except outside water samples. A list of certified labs is available on the DNR website at the following address: [prodoasext.dnr.wi.gov/inter1/pk_ws582_lablist\\$.startup](http://prodoasext.dnr.wi.gov/inter1/pk_ws582_lablist$.startup)

For samples sent by U.S. Mail

Environmental Health Division, Wisconsin DOT Water Sample
State Laboratory of Hygiene
PO Box 7996
Madison, WI 53707-7996
Tel: 608-244-6202

For samples sent by UPS

Environmental Health Division, Wisconsin DOT Water Sample
State Laboratory of Hygiene
2601 Agriculture Drive
Madison, WI 53718

09.04 Public Notification

When an MCL is exceeded, you must notify the public water system users of the condition. Immediately contact your regional DNR public drinking water staff for instructions on public notification. The notification must contain, at a minimum, the contaminant found, its level, the health effects of exposure, the measures being taken to alleviate the problem, and the name and telephone number of someone who can provide the consumer with more information. This notice must be posted at all drinking water outlets. The type of notification required will depend on the severity of the contamination, the type of population being served, and the urgency of the situation. The DNR will assist you in determining the language to include in your notification.

When notifying the public, ensure that you forward a copy of the notification to the appropriate regional DNR drinking water contact. The regional DNR contact working with your water system must be able to verify that notification was provided to customers for your system to be considered in compliance with this requirement.

A public notification handbook, outlining the public notification rules, is available in an easy-to-read format. It offers suggestions on distribution options and includes a series of templates applicable to the

most common violations for each type of system. It is available online at: epa.gov/ground-water-and-drinking-water

IMPORTANT: *In addition to posting public notifications of unsafe drinking water, ensure that the water supply to all drinking fountains, jug fillers, and coffee machines is turned off until safe water samples have been approved by DNR. Additionally, public notifications must be posted at restroom sinks as well as at drinking fountains and jug fillers.*

09.05 Samples of Unsafe Water Public Notifications

Public Notice | Missed Water Sample

In the interest of protecting your health, **(Service Provider)** is required by state and federal law to routinely collect water samples for bacteriological analysis. These samples are tested for the presence of coliform bacteria. These bacteria do not typically cause disease; rather, they are used as indicator organisms. Results of microbiological sampling are used to determine the day-to-day safety of our water regarding waterborne disease.

Because of the importance of this routine monitoring of the drinking water, we are required to notify our consumers whenever a sample is missed. We wish to inform you that a bacteriological sample was missed during the **(Month)** sampling period. The reason for this failure to collect the sample was **(Reason)**. A follow-up water sample was collected on **(Date)**. This sample came back without any problems being detected.

We will be monitoring our water supply on a **(Time Period)** basis in the future. If you have any questions of this information, please feel free to contact:

Contact:	
Company:	
Address:	
City:	
Phone:	

Public Notice | Total Coliform MCL Violation

In the interest of protecting your health, **(Service Provider)** is required by State and Federal law to inform you of a violation of the maximum contaminant level for total coliforms. State and Federal law require drinking water to be free of total coliform bacteria. Samples collected on (Date) indicated the presence of total coliforms. Further sampling on **(Date)** confirmed their presence.

The United States Environmental Protection Agency (EPA) sets drinking water standards and has determined that the presence of total coliforms is a possible health concern. Total coliforms are commonly found in the environment and are generally not considered harmful themselves. The presence of these bacteria in drinking water indicates that the water may be contaminated with organisms that can cause disease. Disease symptoms may include diarrhea, cramps, nausea, and possibly jaundice, as well as any associated headaches and fatigue. These symptoms, however, are not just associated with disease-causing organisms in drinking water, but may also be caused by several factors other than coliforms, to reduce the risk of these adverse health effects. Under this standard, no more than one total coliform-positive sample per sampling period is allowed to contain these bacteria. Drinking water that meets this standard is usually not associated with health risk from disease-causing bacteria and should be considered safe.

The cause of the contamination was due to:

State and local health authorities recommend consumers take the following precautions:

To ensure the safety of your drinking water, we have done the following:

Public Notice | Fecal/E. Coli Acute MCL Violation

In the interest of protecting your health, **(Service Provider)** is required by State and Federal law to inform you of a violation of the maximum contaminant level for total coliforms. We are also required to tell you if Fecal Coliforms or E. Coli are present in our water supply. State and Federal law require drinking water to be free of total coliforms, Fecal coliforms, or E. Coli bacteria. Samples collected on **(Date)** indicated the presence of total coliforms and _____.
Further sampling on **(Date)** confirmed their presence.

The United States Environmental Protection Agency (EPA) sets drinking water standards and has determined that the presence of fecal coliforms and E. Coli is a serious health concern. Fecal coliforms and E. Coli are generally not harmful themselves, but their presence in drinking water is serious because they are usually associated with sewage or animal wastes. The presence of these bacteria is typically a result of a problem with water treatment or the pipes that distribute the water, indicating that the water may be contaminated with organisms that can cause disease. Disease symptoms may include diarrhea, cramps, nausea, and possibly jaundice, as well as any associated headaches and fatigue. These symptoms, however, are not just associated with disease-causing organisms in drinking water but may also be caused by several factors other than your drinking water. The EPA has established an enforceable drinking water standard for fecal coliforms and E. coli to mitigate the risk of these adverse health effects. Under this standard, all drinking water must be free from health risks associated with disease-causing bacteria and should be considered safe.

The cause of the contamination was due to:

State and local health authorities recommend consumers take the following precautions:

To ensure the safety of your drinking water, we have done the following:

If you have any questions or concerns, please contact:

DRINKING WATER ADVISORY

High Levels of Nitrate in Drinking Water

This water has been found to contain nitrate levels that exceed federal and state standards.

Do not give tap water from this facility to infants. Babies less than 6 months old who drink high nitrate water can become seriously ill, and if untreated, may die. Symptoms are blue-grey skin color and difficulty breathing. Seek immediate medical care if your baby has these symptoms.

Do not prepare baby formula or other drinks for young infants with this tap water.

Females who are or may become pregnant should not consume this water.

Consumption refers to drinking water or eating foods prepared with it, such as soups, juices, and coffee. There is some evidence of an association between exposure to high nitrate levels in drinking water during the first weeks of pregnancy and certain birth defects.



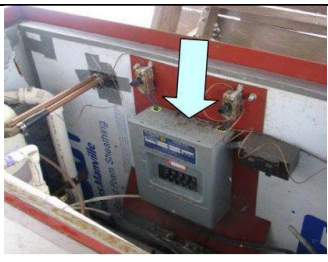



Do not boil the water. Boiling concentrates the nitrate and increases the hazard. Filtering, freezing, or letting the water stand does not reduce the nitrate level.

Use bottled water or water from a source that has been tested and is known to be safe.

Tap water is safe for occasional use by children older than 6 months and persons who are not or may not become pregnant. However, the Wisconsin Department of Health Services recommends people of all ages avoid long-term consumption of water that has a nitrate level greater than 10 milligrams per liter (mg/L).

09.06 Electric & Solar Seasonal Well Pump Assemblies

OPENING PROCEDURES

	<p>1. Close off the well drainage valve.</p>
	<p>2. Close off the pressure tank valve.</p>
	<p>3. Turn on the power to the pump at the interior breaker.</p>
	<p>4. Open the jug filler valve and run at least 100 gallons of water out of the well.</p>
	<p>5. Clean out the interior of the well box structure.</p>
	<p>6. Take a water sample from the interior sample spigot (follow proper sampling procedures).</p>



7. Shut down the pump; replace, cover, and lock.

8. Wait for test results to determine if the well can be opened for public use.

CLOSING PROCEDURES



1. Turn off the pump breaker.



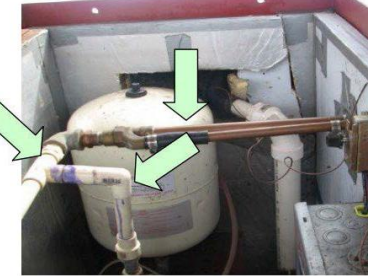

2. Open the drainage valve to allow water to drain back down to the aquifer level.



3. Open the test spigot to drain.



4. Open the fountain and jug filler valves and drain.

	<p>5. Blow out water lines to the fountain and filler.</p>
	<p>6. Open the air valve on the pressure.</p>
	<p>7. Replace cover and lock.</p>

Chapter 09 Record of WisDOT Review & Approval

 Developed or revised by Kapur & Associates

 Date

 Reviewed and approved by WisDOT Bureau of Highway Maintenance

 Date

Chapter 10 | Convention Visitor Bureau (CVB) and Division of Motor Vehicles (DMV) Sites

CVB and DMV space is provided by the WisDOT Bureau of Highway Maintenance roadside facilities program, at no cost to the Convention and Visitors Bureau or the Division of Motor Vehicles.

WisDOT Bureau of Highway Maintenance contracts directly with the Convention and Visitors Bureau for each site.

CVB and DMV areas are cleaned and maintained by roadside facilities service provider staff, at no cost to the Convention and Visitors Bureau or the Division of Motor Vehicles. Kapur Roadside Facilities manages the services provided and resolves any issues that may arise.

In 2020, the CVB-WisDOT Rest Area Advisory Group (RAAG) was created. Kapur Roadside Facilities serves as the primary communications portal for RAAG and facilitates meetings. The purpose, goals, and desired outcomes of the advisory group are:

There are five Convention and Visitor Bureau (CVB) sites located within Roadside Facilities sites:

1. Rest Area 22 – Beloit
2. Rest Area 26 – Kenosha
3. Rest Area 31 – LaCrosse
4. Rest Area 61 – Menomonie (EB)
5. SWEF 11 – Dickeyville

There is one Division of Motor Vehicles (DMV) site located with one roadside facilities site:

6. Rest Area 103 – Hurley

PURPOSE

The Convention Visitors Bureau (CVB) and the Wisconsin Department of Transportation (WisDOT) will use this forum for the Rest Area Advisory Group (RAAG), and identify the structure, purpose, roles and responsibilities that address the purpose and need for this group.

ADVISORY GROUP GOALS

This forum is intended to be an open exchange between key stakeholder management to foster improved communications among the parties to improve relationships, identify concerns, create mutually acceptable solutions tempered by funding availability.

PROCESS OUTCOME

The process will be a success if:

- The RAAG establishes clear, consensus-based recommendations on the best alternatives;
- The RAAG schedule takes the least amount of time and makes the most effective use of limited project funding;
- Appropriate regulatory and government agency staff is involved throughout the process to facilitate decisions that lead to avoid delays in outcomes.

The RAAG membership includes representatives from WisDOT and Kapur Roadside Facilities, a representative from the Wisconsin Department of Tourism, one CVB representative from each site and one service provider representative from each site. Reach out to Kapur Roadside Facilities for an up-to-date membership contact list.

Chapter 10 Record of WisDOT Review & Approval

Developed or revised by Kapur & Associates

Date

Reviewed and approved by WisDOT Bureau of Highway Maintenance

Date

Chapter 11 | Annual Work Program Financials

11.01 Overview

This chapter provides the processes, guidelines, and forms for the Roadside Facilities (**RF**) Annual Work Program (**AWP**). This chapter is structured as follows:

- General Information
- Managing Budget Roles and Responsibilities
- Budget Building Process
- Invoicing Process - Revisions in Progress
- Information Specific to Each Line-Item Category:

- Salaries
- Fringe Benefits
- Material & Supplies
- Equipment
- Vehicle
- Contractor Service Costs (**CSC**)
- Special Vendor Services
- Miscellaneous

(Each Line-Item Category is then organized by: General Information, Budgeting, Purchasing (for some) & Invoicing)

- Equipment and Vehicle Useful Life Expectancy Tables *(by name and by classification)*

The Program Administrator (**PA**) develops this chapter which is then reviewed and approved by the Wisconsin Department of Transportation-Bureau of Highway Maintenance (**WisDOT-BHM**) and must be referenced and used by RF Service Providers (**SP**).

11.02 Managing Budget Roles & Responsibilities

Once WisDOT-BHM approves the SP's AWP budget, the task of budget management for the fiscal year (**FY**) begins. This involves each SP continuously monitoring each line item in each cost center budget to ensure they never exceed an approved budget amount. This is especially necessary towards the end of each FY budget cycle.

The timing of purchases and/or unexpected maintenance can make a budget balance appear to be off course. In some cases, this corrects itself by end of the FY budget. However, this must be monitored by the SP. To ensure the integrity of the RF program is maintained and contractual obligations are met, SPs must reach out to the PA as soon as a potential budget deficit has been identified. If a potential deficit cannot be resolved in another manner (such as a WisDOT-BHM-approved infusion of additional funds), then it is expected that SPs will respond operationally by cutting expenses.

The PA's team is available to assist all SPs to manage their budget(s) successfully.

SPs must monitor all line-item categories and total budget balances. PAs will be doing the same, especially in the second half of each FY. Discussions with SPs and the PA will ensure the effective use of all AWP funds, this may be by suggesting that WisDOT-BHM:

- Move funding from one budget to another to cover a deficiency.
- Authorize a purchase of equipment or vehicle to effectively spend an anticipated surplus, effectively reducing budgetary needs for the next FY.
- Request the SP complete a maintenance and/or small improvement project.
- Infuse funds to cover a deficit created by a project or purchase authorized by WisDOT-BHM.

11.03 Annual Work Program Budget Building Process

1. PA reviews and updates the processes, guidelines, and forms for the next FY's AWP Budget Building Process:

- Cost Center and Property Groupings
- Work Specifications
- Work Schedules/Shifts
- Budget Building Process and Guidelines
- Budget Building Workbook
- Budget Building Timeline
- Chapter 11: Annual Work Program Financials in the RF Program Manual

2. The March Quarterly Training Seminar presented by the PA will review existing processes, guidelines, and forms as well as provide notice of any changes.

PA emails SPs all AWP Budget Building:

- Instructions
- Work Specifications
- AWP Budget Building Workbook which includes the RAM Contractor Service Cost (**CSC**) Worksheet

3. Equipment & Vehicle Inventory - SPs must refer to their instructions in the "General Information" and "Budgeting" sub-sections of the Program Manual's Chapter 11, Section 11.05 - Line-Item Categories when developing budgets. The form contains numerous time-saving formulas designed to calculate and populate totals. SPs must submit the AWP Budget Building Workbook to the PA by the deadline provided.

4. The PA conducts first round of reviews:

- Completes a review check-off list for each budget submission
- Works directly with SPs in resolving all issues as necessary
- Updates AWP FY Budget Requests document, if needed

5. The PA conducts the second round of reviews:
 - Completes a revised check-off list for each budget submission
 - Works directly with SPs in resolving any remaining issues in completing the AWP Budget Building request, if necessary.
6. PA retains a copy of the second review of the AWP Budget Building requests. The PA presents final FY AWP Budget Request to WisDOT-BHM

(Note: The SWEFM and The Program Administration RF Operating Budgets are also part of the FY AWP Budget Request)

 - Obtain budget request deadline date from WisDOT-BHM
 - Send meeting invite to WisDOT-BHM to present, discuss, and seek approval of the FY AWP budget
 - Develop talking points that address all variances
 - Facilitate meeting to obtain budget approval
7. Once the FY AWP Budget Request has been approved:
 - PA works with WisDOT-BHM to ensure all purchase requisitions and purchase orders are processed in time to email the purchase orders (**PO**)s and updated contract addenda to SPs no later than mid-June.
 - WisDOT generates POs, emails the signed version directly to SPs, and a copy to the PA.
 - PA updates and prepares all FY AWP contract addendums. (Note: Once a full vetting is completed and a contract between WisDOT-BHM and a SP for RF services is executed, contract addenda are used for each subsequent FY. This is assuming the need for services still exists and past performance has met all contractual requirements and established standards.)
 - WisDOT emails the SPs the FY AWP contract addendum

Once the entire AWP budget building process is complete and the new FY begins, proceed to the next Section [11.04 Annual Work Program Invoicing Process](#).

11.04 Annual Work Program Invoicing Process

GENERAL INFORMATION

These guidelines cover the invoicing process and workflow used by SPs to be reimbursed for each month's RF program costs. The RF program includes custodial care, landscape, and maintenance (**CCLM**).

The RF Program reimburses SP costs using the "Cost Plus" model. This means that all expenses are initially incurred by SPs and then reimbursed for the exact amount of the cost. The "plus" portion means each approved budget includes a line-item category called Contractor Services Cost (**CSC**). This line-item is evenly distributed and then invoiced throughout the twelve months of the FY. Budgeting and invoicing procedures are in [Chapter 11.05 Information about Specific Line-Item Categories](#).

INVOICING FORMS INFORMATION

SP's monthly invoices and all supporting documents are contained in an invoicing workbook and are emailed in their original Excel form (**DO NOT convert to a PDF**) to the PA's assigned invoicing contact for review, to resolve any issues, and to obtain approval.

Each month's invoice workbook is due to the PA within 20 days after the end of the month in which the invoice was issued. Upon a complete review and resolution of issues, the PA will forward the approved invoice workbook to WisDOT Expenditure Accounting for payment.

If an SP does not receive a check within 30 days of submitting an invoice or receiving an incorrect amount, inform the PA immediately so the matter can be resolved.

Each month's Invoicing Workbook Submission includes the following:

- Service Provider must include the invoice form provided on the first tab of the Invoicing Workbook.
 - **Invoices must have invoice numbers for each cost group that are unique each month.**
- **Bill to Address to Include on the Invoice:**
WisDOT DTSD Bureau of Highway Maintenance
Roadside Facilities Program
P.O. Box 7986
Madison, WI 53707-7986

NOTE: *Invoices are to be emailed to the PA. The "bill to" address listed above is requested to verify the invoice is being directed to the correct entity.*

- All supporting documentation must be included in the invoice workbook. They are located on tabs within the invoice workbook. Tab number subject to change based on invoicing needs but the standard workbook contains:
 - 1st Tab: Invoice Form
 - 2nd Tab: Invoice Supporting Documentation Summary Forms
 - 3rd Tab: Materials & Supplies Invoicing Detail Form
 - 4th Tab: Detailed Salaries Form
 - 5th Tab: Equipment & Vehicle Invoicing Detail Form
 - 6th Tab: Extra Work Identification Form
 - 7th Tab: Extra Work Identification Form
 - 8th Tab: Extra Work Identification Form
 - 9th Tab: Extra Work Identification Form
 - 10th Tab: Equipment & Vehicle Record Form
 - 11th Tab: Equipment & Vehicle Record Form
 - 12th Tab: Equipment & Vehicle Record Form
 - 13th Tab: Equipment & Vehicle Record Form
- For additional help, refer to Section 11.05: Information About Specific Line-Item Categories.

INSURANCE CLAIM REIMBURSEMENT INFORMATION

The following is the insurance claim reimbursement process:

- After first receiving approval from the PA or WisDOT-BHM, SPs pay for incident-related expenses, including the deductible, out of their existing budget authority.
- Incident work orders (created by the SP in FAMIS) are shared with WisDOT Risk Management for the purpose of filing insurance claims.
- Insurance claim expenses are billed to the appropriate monthly invoice for reimbursement by WisDOT.
- WisDOT processes a PO change order if sufficient funds are not available in the current RF budget.
- A copy of the change order is sent to PA and the SP.

INSURANCE REQUIREMENTS

Every contractor and all parties furnishing services or products to the Wisconsin Department of Transportation (WisDOT) or any of its subsidiary companies must provide WisDOT with evidence of the following minimum insurance requirements. In no way do these minimum requirements limit the liability assumed elsewhere in the contract. All parties shall, at their sole expense, maintain the following insurance:

1. Commercial General Liability Insurance including contractual coverage:

The limits of this insurance for bodily injury and property damage. Combined shall be at least:

Each Occurrence Limit \$1,000,000

General Aggregate Limit \$2,000,000

Products-Completed Operations Limit \$2,000,000

Personal and Advertising Injury Limit \$1,000,000

2. Business Automobile Liability Insurance:

Should the performance of this Agreement involve the use of automobiles, Contractor shall provide comprehensive automobile insurance covering the ownership, operation and maintenance of all owned, non-owned and hired motor vehicles. Contractor shall maintain limits of at least \$1,000,000 per accident for bodily injury and property damage combined.

3. Workers' Compensation Insurance:

Such insurance shall provide coverage in amounts not less than the statutory requirements in the state where the work is performed, even if such coverage is elective in that state.

4. Employers Liability Insurance:

Such insurance shall provide limits of not less than \$500,000 policy limit.

5. Excess/Umbrella Liability Insurance:

Such insurance shall provide additional limits of not less than \$5,000,000 per occurrence in excess of the limits stated in (A.), (B.), and (D.) above.

11.05 Information about Specific Line-Item Categories

Line-Item Category: Salaries

GENERAL INFORMATION

The salaries line-item category includes: Hours/wages paid for direct labor at a WisDOT-BHM RF property. This may include program managers, supervisory, lead workers and client workers, both regular and overtime hours. Bonuses paid for direct labor at a RF property are included here as well.

BUDGETING

Hours of service are defined in the work specification documents. When building AWP budgets, SP financial team must collaborate with site team to determine staffing needs that ensure compliance with contractual requirements, work specifications, hours of service, and standards outlined in the RF Program Manual. Actual and/or projected hourly rates must be used when developing the budget for salaries.

Monthly Hours/Shift Table

- For an X Hour Shift: Fill in a row for each person who will work at the RF site(s).
- Fill in the start/end times for each day for each person.
- Fill in the weekly total hours for each person.
- The monthly total hours fields are automatically populated using formulas that calculate each weekly total X 4.33.
- Fill in the total number of hours for each shift. Refer to the example of shifts on the second tab of the Budget Building document.

Monthly Hours and Total Wages Table

- SP must fill in each month's hours/shift table
 - Titles
 - Hours per week
- NOTE: fields in each month's Hours and Total Wages table contain formulas. These formulas will automatically populate what the SP enters into each hour/shift table.
- The total monthly amounts and hours are automatically forwarded to the front summary page.

INVOICING

SP must fill in all salary details in the fourth tab of the Invoicing Forms Workbook.

- The information required applies to all management, supervisor, lead, and worker wages:
 - Employee name
 - Title
 - Number of hours
 - Hourly rate

Line-Item Category: Fringe Benefits

GENERAL INFORMATION

The fringe-benefits line-item category includes:

- Insurance including: worker's compensation, unemployment, health, dental, life, vision, pet, long and short term care, supplemental pay and disability.
- Retirement funds (401K, pension)
- FICA, FUTA, Medicare taxes
- Vacation & Sick time
- Employee recognition, bonuses, club membership and education allowance
- HRA, health savings account, wellness and mental health programs
- Jury duty pay, military leave, adoption expenses and maternity leave benefits

BUDGETING

Enter fringe benefits budget directly into the front summary page of the AWP Budget Building workbook.

Each item included in your fringe benefits budget must be paid to or for an employee.

INVOICING

The Fringe Benefits section is located on the second tab of the Invoicing Forms Workbook.

To be invoiced as a fringe benefit, each benefit must be paid directly to the employee.

Line-Item Category: Materials & Supplies

GENERAL INFORMATION

The materials and supplies list line-item categories include the actual costs for materials and supplies necessary for the RF program.

****Do not send receipts unless there is an unusual item which needs additional supporting documentation. SPs are required to retain original receipts in their files for 7 years. PA will request them only on an as needed basis.**

(B) Building Repairs and Maintenance include: All materials and supplies associated with building repairs and maintenance that are performed by the SP. This includes but is not limited to paint, painting supplies, nuts, bolts, washers, valves, toilets, mirrors, faucets, partitions, and light bulbs.

(C) Cleaning Supplies include: All products associated with the performance of janitorial duties including but not limited to cleaning chemicals, deodorizers, disinfectants, scrub brushes, mops, brooms, mop buckets, janitor carts, spray bottles, rubber gloves, and wet floor signs.

(G) Grounds Repairs and Maintenance include: All materials and supplies associated with grounds repairs and maintenance that are performed by the on-site crew. This includes but is not limited to paint, stain, paint supplies, grass seed, fertilizer, rakes, shovels, hoses, flowers, mulch, topsoil, landscape and timber. Does not include material and supply costs that should be applied to the equipment line-item category such as gas, oil, parts, and accessories.

(M) Miscellaneous include: Flags and any other legitimate material and supply costs that do not fit into any of the other sub-categories listed in this section.

(P) Paper and Other Consumable Supplies include: All non-cleaning products that are consumed by daily operation of the roadside facility. This includes but is not limited to toilet paper, paper towels, seat covers, sanitary liners, trash bags, hand soap, vault additives, gloves, PPE.

(T) Power & Hand Tools include: Small power and hand tools for the RF site are intended for use in repair and maintenance operations and are not considered an item that should be applied to the 'equipment' line-item category. This includes but is not limited to saws, drills, grinders, wrenches, hammers, screwdrivers, pliers, torches, mechanical drain cleaners.

(U) Uniforms include: Shirts, pants, hats, and coats that conform with the established uniform guidelines found in the RF Program Manual. This also includes cost of shipping and affixing of emblems.

BUDGETING

When budgeting for materials and supplies, break your request down with the sub-category letter outlined in the General Information section above. Example "C" for Cleaning Supplies

Each month's total will automatically be carried forward to the summary page.

INVOICING

Enter the materials and supplies detail on the third tab of the Invoicing Forms Workbook. Each item listed must be coded with the appropriate sub-category letter. Formulas automatically total each sub-category based on the letter entered.

****Do not send receipts unless there is an unusual item which needs additional supporting documentation or extra work form. SPs are required to retain original receipts in their files for 7 years. PA will request them only on an as needed basis.**

Line-Item Category: Equipment

GENERAL INFORMATION

The equipment line-item category includes:

- Equipment (valued over \$500 per piece), such as:
 - Lawn mowers, spreaders, trimmers, plows, trailers, etc.
- Replacement parts for equipment, such as:
 - Blades, belts, filters, spark plugs, etc.
 - Gas, oil
 - Maintenance, repairs
 - Depreciation payments
 - Unique insurance
 - OSHA training for equipment

Equipment that fits into this category must be devoted exclusively to the RF program.

Life expectancy of equipment is delineated by name and classification in [Section 11.06](#).

CARE, LIFE & INVENTORY OF EQUIPMENT

It is the SP's responsibility to conduct all necessary preventive maintenance on equipment and maintain thorough records of all preventive maintenance activities. Preventive maintenance must meet or exceed manufacturer's recommendations.

WisDOT retains no interest in equipment after the end of its scheduled life expectancy, which is delineated by name and classification in [Section 11.06](#). Once a piece of equipment exceeds its scheduled life expectancy, the SP may dispose of the equipment, retain it for RF program backup needs, or use the equipment for purposes other than the RF program. If there is a need to replace a piece of equipment prior to its established life expectancy, approval must first be obtained from the PA.

The PA is required to conduct an annual inventory of equipment in the RF program with a value equal to or greater than \$500. Each annual inventory cycle includes visibly locating each item, assessing its condition, reviewing its condition in relation to the established life expectancy schedule, and reviewing the preventive maintenance records maintained by the SP. All inventory details are kept up to date in FAMIS.

REIMBURSEMENT OF COST

The cost of equipment necessary for the RF program is a reimbursable cost:

- Any acquisition under \$5,000 is to be fully invoiced at the time of purchase.
- Any acquisition equal to or exceeding \$5,000 but less than \$30,000 shall be considered a capital purchase and reimbursed over 3 years. (Calculate what the monthly amount will be over 3 years and then enter it into your budget accordingly.)
- Any acquisition equal to or exceeding \$30,000 shall be considered a capital purchase and reimbursed over 6 years. (Calculate what the monthly amount will be over 6 years and then enter your budget accordingly.)
- Equipment costing \$5,000 or more shall be depreciated at straight line with three – or six-year life and no salvage value. This is calculated by adding the cost of the equipment, not depreciated, and operating costs.
- If the purchase has been financed, the interest is an allowable expense under the Contractor Service Cost line-item category.
- Upon termination or expiration of this agreement, any remaining costs in excess of the deficit shall be settled between the SP and WisDOT-BHM.
- Premature failure of a piece of equipment or vehicle, short of the life expectancy schedule, shall be settled between the SP and WisDOT-BHM.

*Note: Reimbursing by depreciation has always been WisDOT-BHM policy. However, **WisDOT-BHM may choose to reimburse all at once on a case-by-case basis.***

BUDGETING

Enter each piece of equipment's name and price into the Equipment Table.

- Enter your budget values according to how you plan to invoice for it. (*Refer to the above Reimbursement of Cost section.*)

- Provide additional details on the Equipment Purchase Request Form for each item included in your budget request.
- Budget for equipment, fuel, and equipment operation needs on separate lines
- Budget for a combination of all equipment needs valued at less than \$500, as listed on the separate line in the Equipment Table.

Each monthly total will automatically be carried forward to the summary page.

PURCHASING

Planned equipment acquisitions included in the approved FY AWP Budget may be purchased. Receipts are required for all purchases at the time of invoicing for reimbursement of costs greater than \$500.

Unplanned equipment acquisitions valued at or greater than \$500 that were not planned for and not included in the approved FY AWP Budget must be reviewed and approved by WisDOT-BHM prior to purchasing. Fill out an Unplanned Equipment Purchasing Request form, email it to the PA's designated team member, and they will return it once a signature authorizing the purchase is received.

Unplanned equipment acquisitions of less than \$500 can be purchased at any time, provided there are adequate funds in the budget, without requiring additional forms.

Purchasing Guidelines

Less than \$5,000:

Purchase from the vendor judged best able to supply the SP with the item

\$5,000 and up:

Obtain a minimum of three (or more) bids or attempted bids from different vendors. Bids obtained over the phone must be fully documented in writing by the person obtaining the bid. Attempted bids are contacting a vendor and their refusal to participate in the bidding process. All bids must be based on the exact same piece of equipment or scope of work. If the lowest bid is not selected, then a thorough explanation must be supplied to support the choice.

INVOICING

Enter new equipment and existing cost details on the fifth tab of the Invoice Forms Workbook.

If the purchased piece of equipment was budgeted for, an Equipment & Vehicle Replacement form must be provided for each item costing \$500 or more.

If the purchased piece of equipment was NOT budgeted for, the SP must also include an approved/signed Unplanned Equipment Purchasing Request form.

The cost of equipment necessary for the RF Program is a reimbursable cost:

- Purchases under \$5,000 shall be invoiced/reimbursed in full of the correlating invoice cycle.
- Purchases at or exceeding \$5,000 shall be considered a capital purchase and invoiced/reimbursed over the following period of time:
 - Any equipment purchased at or exceeding \$5,000 but less than \$30,000 is considered a capital purchase that is reimbursed over a three-year period.

- Any equipment purchased at or exceeding \$30,000 is considered a capital purchase that is reimbursed over a six-year period.

Note: Reimbursing by depreciation has always been WisDOT-BHM policy. However, WisDOT-BHM may choose to reimburse all at once on a case-by-case basis.

ALLOWABLE COSTS

Allowable equipment costs include: the invoiced unit price as well as the cost of any modifications, attachments, accessories or auxiliary apparatus necessary to make it useful for the purpose for which it is acquired. Ancillary charges such as taxes, duty, protective in-transit insurance, freight and installations shall be included in or excluded from acquisition cost in accordance with the organization's regular written accounting practices.

Fuel For Equipment: The actual monthly fuel costs for equipment.

Equipment Operating: The actual monthly operating costs for equipment.

Equipment Other Major Repairs: The actual repairs to the equipment should not exceed current value. Repairs over \$5,000 would need 3 attempted quotes.

Line-Item Category: Vehicles

GENERAL INFORMATION

The Vehicles Line-Item Category includes:

- Purchase cost of vehicle & depreciation of vehicle
- Maintenance & repairs
- Gas, fluids, floor mats, trailer hitch, lights, etc.
- Insurance
- Vehicle registration and fees
- Inspections as required
- Windshield replacement, plow attachment and tires
- car washes
- Rental vehicle cost

Vehicles that fit into this category must be devoted exclusively to the RF program.

Care, Life, and Inventory of Vehicles: It is the SP's responsibility to conduct all necessary preventive maintenance on vehicles and maintain thorough records of all preventive maintenance activities. Preventive maintenance must meet or exceed the manufacturer's recommendations.

Once the life expectancy of a vehicle is surpassed, WisDOT-BHM retains the salvage value of vehicles at 15% of the original cost or trade-in value used to purchase replacement vehicles. The life years are delineated by name and classification in Section 11.06 of this manual. Once a vehicle exceeds its scheduled life expectancy, the SP may:

- Purchase the vehicle – its value would be 15% of the original purchase cost
- Trade in the vehicle and use proceeds toward the purchase of a new vehicle

- Sell vehicle at a public auction with proceeds credited to WisDOT-BHM

If there is a need to replace a vehicle before its established life expectancy, approval must first be obtained from WisDOT-BHM by contacting the PA.

The PA is required to conduct an annual inventory of vehicles in the RF program. Each annual inventory cycle includes physically locating each item, assessing its condition, recording annual mileage use, reviewing its condition in relation to the established life expectancy schedule, and reviewing the preventive maintenance records maintained by the SP. All inventory details are kept up-to-date in FAMIS.

REIMBURSEMENT OF COST

The cost of vehicles necessary for the RF program is a reimbursable cost:

- Any acquisition under \$5,000 is to be fully invoiced at the time of purchase.
- Any acquisition equal to or exceeding \$5,000 but less than \$30,000 shall be considered a capital purchase and reimbursed to the SP equally over a 3-year period. *(Calculate what the monthly amount will be over 3 years and then enter it into your budget accordingly.)*
- Any acquisition equal to or exceeding \$30,000 shall be considered a capital purchase and reimbursed to SP equally over 6 years. *(Calculate what the monthly amount will be over 6 years and then enter it into your budget accordingly.)*
- Vehicle costing \$5,000 or more shall be depreciate at straight line with three – or six-year life and no salvage value. This is calculated by adding the cost of the vehicle, not depreciated, and operating costs.
- If the purchase has been financed, the interest is an allowable expense under the Contractor Service Cost line-item category.
- Upon termination or expiration of this agreement, any remaining costs in excess of the deficit shall be settled between the SP and WisDOT-BHM.
- Premature failure of vehicle short of the life expectancy schedule shall be settled between the SP and WisDOT-BHM.

Note: Reimbursing by depreciation has always been WisDOT-BHM policy. However, WisDOT-BHM may choose to reimburse all at once on a case-by-case basis.

BUDGETING

Enter the vehicle make, model, year and price into the Vehicle Table. Enter your budget values according to how you plan to invoice for it. *(Refer to the above Reimbursement of Cost section.)* Be sure to provide additional details on the Vehicle Purchase Request Form for each item you are including in your budget request.

Budget for vehicle fuel, vehicle operation needs, and vehicle insurance needs on the separate lines included in the Vehicle Table.

Each monthly total will automatically be carried forward to the summary page.

PURCHASING

Planned vehicle acquisitions that were intended for and included in the approved FY AWP Budget may be purchased. Receipts will be required for all purchases at the time of invoicing for reimbursement of costs.

Unplanned vehicle acquisitions that were not planned for and not included in the approved FY AWP Budget must be reviewed and approved by WisDOT-BHM via the PA before purchasing. Fill out an Unplanned Equipment Purchasing Request form and email it to the PA's designated team member, and they will return it once a signature authorizing the purchase is received.

Per language in each SP's contract, WisDOT-BHM retains salvage value of vehicles at 15% of original cost, OR Trade-in Value used to purchase replacement vehicles to the RF Program.

Trading in existing vehicles on the purchase of the new is the method chosen by most SPs. However, SPs can choose to purchase the outgoing vehicle at 15% of the original cost.

If you choose to purchase the vehicle, the SP must include a copy of the original sales agreement as supporting documentation, computing 15% of original purchase and showing that amount as credit on your invoice under the Vehicle category.

Purchasing Guidelines

Less than \$5,000: Purchase from the vendor judged best able to supply you with the vehicle.

\$5,000 and up: Obtain three (or more) bids from different vendors. Written bids are preferred. Bids obtained over the phone must be fully documented in writing by the person obtaining the bid. Contacting a vendor and their refusal to participate in the bidding process counts toward the three or more required bids. However, continued effort to obtain three quotes is the best course of action. All bids must be based on the exact same vehicle. If the lowest bid is not selected, then a thorough explanation must be supplied to support the choice.

INVOICING

Enter the new vehicle and/or existing vehicle cost details on the fifth tab of the Invoice Forms Workbook. If the purchase was planned and budgeted for, an Equipment & Vehicle Replacement Form must be completed and included for each newly purchased vehicle.

If the purchased vehicle was NOT budgeted for, you must also include an approved/signed Unplanned Equipment Purchasing Request form.

The cost of vehicles necessary for the RF Program is a reimbursable cost. Any acquisition under \$5,000 must be invoiced/reimbursed in full in the month of the invoice cycle. Any acquisition equal to or exceeding \$5,000 shall be considered a capital purchase and invoiced/reimbursed over the following period:

- Any vehicle acquisition of or exceeding \$5,000 but less than \$30,000 is considered a capital purchase that is reimbursed equally over a period of three years.
- Any vehicle acquisition exceeding \$30,000 is considered a capital purchase, reimbursed equally over six years.

- WisDOT-BHM may make exceptions to this rule and allow immediate full reimbursement.
- WisDOT-BHM RF owned vehicles will be reimbursed using the actual cost method only.
- SP-owned vehicles or personally owned vehicles used for RF Program work can be reimbursed using the cost per mile rate. The cost-per-mile rate cannot exceed the current federal cost-per-mile rate.

ALLOWABLE COSTS

Allowable vehicle costs include: the vehicle cost as well as the cost of any modifications, attachments, accessories or auxiliary apparatus necessary to make it useful for the purpose for which it is acquired. Ancillary charges such as taxes, duty, protective in-transit insurance, freight and installations shall be included in or excluded from acquisition cost in accordance with the organization’s regular written accounting practices.

Vehicle Fuel: The actual monthly fuel costs for RF-owned vehicles.

Vehicle Operating: The actual monthly operating costs for RF-owned vehicles.

Vehicle Other Major Repairs: The actual repair cost for the month of the repair for RF-owned vehicles.

Vehicle Insurance: The actual insurance cost for the month for RF-owned vehicles.

Vehicle Mileage: The calculated cost per mile can be used for non-RF vehicles only (employee or company owned) if used for RF Program work and is not to exceed the Federal cost per mile reimbursement rate.

The PA requires the SP to use the provided “Equipment & Vehicle Invoicing Detail” form located on the fifth tab of the Invoicing Forms Workbook. If you do not use our form, you must enter the vehicle cost under #5 Vehicle on the second tab of the Invoicing Forms Workbook.

Line-Item Category: Contractor Service Costs (CSC)

The Contractor Service Cost worksheet is located at the end of Chapter 11.

GENERAL INFORMATION

The CSC Line-Item Category includes: The direct and indirect administrative overhead costs related to the RF program. It is the SP’s responsibility to keep detailed written documentation of each FY’s calculations and be able to produce them when requested.

Personnel Overhead Cost includes: A percentage of time the following type of positions spends in support of the RF program: executive director, chief financial officer, program manager, accounts payable, accounts receivable, payroll, human resources business manager, consulting fees, auditor services, and hiring orientation training. (Note: when calculating the percentage, do not include any hours worked at an RF program site.)

Other Overhead Cost includes: A percent of each of the following items that supports the RF program: office space, utility costs, snow removal, housekeeping, lawn maintenance, parking lot maintenance, window cleaning, roof repair, septic/sewage maintenance, office supplies (pens, paper, staplers, folders, stamps, printer toner, etc.), equipment insurance, RAM/SWEFM related membership or training costs,

internet service, legal fees, and depreciation on building. If the purchase of a piece of equipment or a vehicle has been financed, the interest is an allowable expense under the Contractor Service Cost line-item category.

BUDGETING

Enter CSC budget request amounts directly into the front summary page of the AWP Budget Building workbook. Budget for equal amounts each month based on the number of months in the contract's billing cycle. The CSC Worksheet is included in the AWP Budget Building Workbook, Tab 3.

A reminder that all items are billed monthly at actual cost except for CSC. Be sure to budget enough dollars to cover these costs. The CSC in total cannot exceed 20% of the overall budget, including the CSC.

INVOICING

Enter each month's CSC into the tab of the Invoice Forms Workbook. Budget and invoice for equal amounts each month based on the number of months in the contract's billing cycle.

Line-Item Category: Special Vendor Services

GENERAL INFORMATION

The Special Vendor Services Line-Item Category include: Services performed by an outside vendor. There are two types: those previously planned and budgeted for, and those not previously planned and budgeted for.

Planned and Budgeted for Special Vendor Services: Includes services performed by an outside vendor for services such as HVAC, plumbing, electrical, well, septic, portable toilets, fire extinguishers and preventive maintenance.

Not Planned and Not Budgeted for Special Vendor Services = Extra Work: There are times when WisDOT-BHM or the PA requests the work crew and/or a hired contractor to perform unplanned work. If the services were not budgeted for, it is considered extra work and is invoiced differently. The Extra Work Identification Sheet must be completed and sent to the PA along with the monthly invoice for reimbursement of costs.

Extra work requiring additional funding beyond the special vendor services line-item category in the current approved FY AWP budget will need to be reviewed by WisDOT-BHM and the PA, as it may require an infusion of dollars and/or an addendum to the contract.

Examples of Extra Work:

- Minor repairs of or over \$2,000
- Activity was not budgeted, but the SP has enough money in the current FY budget.
- Extra work requested by the Department of Tourism and/or CVB personnel (must be reviewed and approved by the PA or WisDOT-BHM first).

Not Considered Extra Work:

- Minor repairs under \$2,000 per occurrence
- Periodic preventive maintenance to facilities, equipment, or vehicles

- Sealing concrete trash containers
- Touch-up painting/staining
- Picnic table painting/staining
- Planned projects/repairs that can be paid for out of approved FY budget

WisDOT-BHM and/or the PA coordinate the development and implementation of improvement projects. SPs, County Highway Departments, and other professional vendors may be involved in accomplishing the improvement project.

The PA maintains an updated list of projects and follows up on each project’s progress and cost. Project work orders are created and maintained in FAMIS. Project work tracking reports are generated from FAMIS.

MAINTENANCE PROJECTS INVOLVING A WISDOT-BHM PURCHASE ORDER:

WisDOT-BHM and/or the Program Administrator coordinate the development and implementation of certain maintenance projects that are paid for using individual WisDOT-BHM purchase orders. Service Providers, County Highway Departments, and other professional vendors may be involved in completing the work.

The steps to set up a maintenance project involving a WisDOT-BHM purchase order are:

1. WisDOT-BHM, PA, or SP identifies the project need.
2. WisDOT-BHM approves the project idea and requests the PA, or the SP obtain quotes for the work.
3. WisDOT-BHM and the PA review the quotes and Chapter 16 purchasing guidelines are followed.
4. WisDOT-BHM obtains spending approval and creates a purchase order.
 - WisDOT-BHM, PA, or SP will perform project management and oversight.
5. Invoices for completed work are sent directly to WisDOT-BHM for payment.
6. Upon successful completion of the project, assets are updated in FAMIS by the PA, final invoices are paid by WisDOT-BHM, and the purchase order is closed.

BUDGETING

When budgeting for Special Vendor Services, break your request down by the sub-category rows provided in the Special Vendor Services Table. Be sure to include expenses for miscellaneous vendor repairs that may occur during the FY. Each monthly total will automatically be carried forward to the summary page.

Purchasing:

Less than \$5,000: Purchase from the vendor judged best able to supply you with the item.

\$5,000 and up: Obtain three (or more) bids from different vendors. Written bids are preferred. Bids obtained over the phone must be fully documented in writing by the person obtaining the bid. Contacting a vendor and their refusal to participate in the bidding process counts toward the three or more required bids. However, continued effort to obtain three quotes is the best course of action. All bids must be based

on the exact same item/service. If the lowest bid is not selected, then a thorough explanation must be supplied to support the choice.

All purchasing-related documentation such as bids, written records of telephone conversations, published price lists, emails, etc. must be maintained. If the purchase is made for improvement work

INVOICING

Enter each special vendor service cost on the second tab of the Invoice Forms Workbook. If costs are a result of extra work requested by and authorized by WisDOT-BHM, fill out and submit an Extra Work form (located on tabs 6-9 of the Invoicing Worksheet) for each extra work event. Include receipts for all extra invoiced work.

Line-Item Category: Miscellaneous

GENERAL INFORMATION

The Miscellaneous line-item category includes:

- Actual cost for site liability insurance
- Quarterly training and seminar expenses (including travel expenses)
- Team luncheon
- Phone service
- Storage fees
- Supplies and training for use of safety cones, first aid supplies and bug/bee spray
- drug testing & background check
- postage/shipping & water sample testing expense

BUDGETING

When budgeting for Miscellaneous items, break the request down by the sub-category rows provided in the Miscellaneous Table.

Each monthly total will automatically be carried forward to the summary page.

INVOICING

Enter miscellaneous costs on the second tab of the Invoice Forms Workbook.

11.06 Useful Life Expectancy Schedules

EQUIPMENT & VEHICLE USEFUL LIFE EXPECTANCY SCHEDULE BY CLASSIFICATION

Classification	Name	Life Expectancy Years
Appliance EQ	Clothes Dryer	7
Appliance EQ	Clothes Washer	7
Appliance EQ	Dehumidifier	5
Janitorial EQ	Auto Scrubber	5
Janitorial EQ	Carpet Extractor	5
Janitorial EQ	Dilution Control System	5
Janitorial EQ	Electrostatic Sprayer Battery	5
Janitorial EQ	Floor Dryer	10
Janitorial EQ	Scrubber Square, Orbital, Cylindrical	5
Janitorial EQ	Sweeper Walk Behind	10
Janitorial EQ	Tilt Truck Utility Cart	15
Janitorial EQ	Touchless Cleaning System	10
Janitorial EQ	Vacuum	3
Landscaping EQ	Blower Four Cycle	5
Landscaping EQ	Blower Two Cycle	7
Landscaping EQ	Brush Clipper	7
Landscaping EQ	Chain Saw	5
Landscaping EQ	Lawn Sprayer	5
Landscaping EQ	Lawn Spreader Push/Pull	5
Landscaping EQ	Lawn Tractor Class A, \$0 - \$4,999	5
Landscaping EQ	Lawn Tractor Class B, \$5,000 - \$14,999	5
Landscaping EQ	Lawn Tractor Class C, \$15,000 - Up	10
Landscaping EQ	Lawn/Parking Lot Sweeper	5
Landscaping EQ	Mower Push	10
Landscaping EQ	Mower Rough Cut	10

Classification	Name	Life Expectancy Years
Landscaping EQ	Mower Stand On	15
Landscaping EQ	Mower Walk Behind	10
Landscaping EQ	Mower ZTR	3
Landscaping EQ	Rotary Broom Walk Behind	5
Landscaping EQ	Salt Spreader Push/Pull	5
Landscaping EQ	Salt Spreader Truck Mount	10
Landscaping EQ	Sidewalk Edger	5
Landscaping EQ	Skid Loader	10
Landscaping EQ	Snow Blower Walk Behind	5
Landscaping EQ	Snow Shover Power	3
Landscaping EQ	Tiller	5
Landscaping EQ	Torch	5
Landscaping EQ	Trimmer Hedge	3
Landscaping EQ	Trimmer Line	3
Landscaping EQ	Utility Vehicle	10
Landscaping EQ	Water Tanks/Pumps	10
Lift/Ladder EQ	Aerial Lift	15
Lift/Ladder EQ	Floor Jack	10
Lift/Ladder EQ	Ladder	15
Lift/Ladder EQ	Table Lift	15
Office/IT EQ	Desktop Computer & Monitor	5
Office/IT EQ	iPad/Tablet	5
Office/IT EQ	Laptop	5
Office/IT EQ	Printer/Scanner	5
Power Tool EQ	Charger	10
Power Tool EQ	Circular Saw	10
Power Tool EQ	Compressor	10

Power Tool EQ	Cordless Drill	10
Classification	Name	Life Expectancy Years
Power Tool EQ	Dremel Tool Kit	10
Power Tool EQ	Drill	10
Power Tool EQ	Generator	10
Power Tool EQ	Line Striper/Paint Sprayer	10
Power Tool EQ	Pressure Washer	5
Power Tool EQ	Sewer Auger	10
Power Tool EQ	Sewing Machine	10
Power Tool EQ	Welder	10
Storage EQ	Cabinet	15
Storage EQ	Toolbox	15
Trailer EQ	Trailer Lawn Utility	10
Trailer EQ	Trailer Road Enclosed	10
Trailer EQ	Trailer Road Flatbed	10
Vehicle	Car – year/manufacturer/model	10
Vehicle	SUV – year/manufacturer/model	10
Vehicle	Truck – year/manufacturer/model	10
Vehicle	Van – year/manufacturer/model	10

EQUIPMENT & VEHICLE USEFUL LIFE EXPECTANCY SCHEDULE BY NAME

Classification	Name	Life Expectancy Years
Lift/Ladder EQ	Aerial Lift	15
Janitorial EQ	Auto Scrubber	5
Landscaping EQ	Blower Four Cycle	5
Landscaping EQ	Blower Two Cycle	3
Landscaping EQ	Brush Chipper	10
Storage EQ	Cabinet	15
Vehicle	Car – year/manufacturer/model	10
Janitorial EQ	Carpet Extractor	5
Landscaping EQ	Chain Saw	5
Power Tool EQ	Charger	10
Appliance EQ	Clothes Dryer	7
Appliance EQ	Clothes Washer	7
Power Tool EQ	Compressor	10
Power Tool EQ	Cordless Drill	10
Appliance EQ	Dehumidifier	5
Office/IT EQ	Desktop Computer & Monitor	5
Janitorial EQ	Dilution Control System	5
Power Tool EQ	Dremel Tool Kit	10
Power Tool EQ	Drill	10
Janitorial EQ	Electrostatic Sprayer A/C	10
Janitorial EQ	Electrostatic Sprayer Battery	5
Janitorial EQ	Floor Dryer	5
Lift/Ladder EQ	Floor Jack	15
Power Tool EQ	Generator	10
Office/IT EQ	iPad/Tablet	5
Landscaping EQ	Ladder	15

Classification	Name	Life Expectancy Years
Landscaping EQ	Laptop	5
Landscaping EQ	Lawn Sprayer	10
Landscaping EQ	Lawn Spreader Push/Pull	6
Landscaping EQ	Lawn Tractor Class A, \$0 - \$4,999	6
Landscaping EQ	Lawn Tractor Class B, \$5,000 - \$14,999	7
Landscaping EQ	Lawn Tractor Class C, \$15,000 - Up	10
Landscaping EQ	Lawn/Parking Lot Sweeper	5
Power Tool EQ	Line Striper/Paint Sprayer	10
Landscaping EQ	Mower Push	3
Landscaping EQ	Mower Rough Cut	7
Landscaping EQ	Mower Stand On	7
Landscaping EQ	Mower Walk Behind	7
Landscaping EQ	Mower ZTR	7
Power Tool EQ	Pressure Washer	5
Office/IT EQ	Printer/Scanner	5
Landscaping EQ	Rotary Broom Walk Behind	5
Landscaping EQ	Salt Spreader Push/Pull	5
Landscaping EQ	Salt Spreader Truck Mount	10
Janitorial EQ	Scrubber Square, Orbital, Cylindrical	10
Power Tool EQ	Sewer Auger	10
Power Tool EQ	Sewing Machine	10
Landscaping EQ	Sidewalk Edger	5
Landscaping EQ	Skid Loader	10
Landscaping EQ	Snow Blower Walk Behind	5
Landscaping EQ	Snow Shovel Power	3
Vehicle	SUV – year/manufacturer/model	10
Janitorial EQ	Sweeper Walk Behind	10

Lift/Ladder EQ	Table Lift	15
Classification	Name	Life Expectancy Years
Landscaping EQ	Tiller	5
Janitorial EQ	Tilt Truck Utility Cart	15
Storage EQ	Toolbox	15
Landscaping EQ	Torch	5
Janitorial EQ	Touchless Cleaning System	10
Trailer EQ	Trailer Lawn Utility	10
Trailer EQ	Trailer Road Enclosed	10
Trailer EQ	Trailer Road Flatbed	10
Landscaping EQ	Trimmer Hedge	3
Landscaping EQ	Trimmer Line	3
Vehicle	Truck – year/manufacturer/model	10
Landscaping EQ	Utility Vehicle	10
Janitorial EQ	Vacuum	3
Vehicle	Van – year/manufacturer/model	10
Landscaping EQ	Water Tanks/Pumps	10
Power Tool EQ	Welder	10

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. _____	1. _____	1. _____
2. _____	2. _____	2. _____
3. _____	3. _____	3. _____
4. _____	4. _____	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:	\$ _____

LABOR/BENEFIT COSTS TOTAL:	\$ _____
OVERHEAD COSTS TOTAL:	\$ _____
Grand CSC Total Costs (ALL CATEGORIES):	\$ _____
TOTAL RAM CONTRACT COST LESS CSC ÷	\$ _____
= Cost per Dollar	\$ _____

Chapter 11 Record of WisDOT-BHM Review & Approval

Thomas A. Dillwhite

02-26-26

Reviewed and Approved by WisDOT Bureau of Highway Maintenance

Date