



Bureau of
Highway Maintenance

Roadside Facilities

Safety Weight Enforcement Facility Maintenance (SWEFM)

PROGRAM MANUAL



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Safety Weight Enforcement Facility Maintenance (SWEFM) Program Manual

- 1.0 | Introduction**
- 1.1 | Program Manual**
- 1.2 | Manual Definition**
- 1.3 | Program Scope**
- 1.4 | Program Manager Responsibilities**

Safety Weight Enforcement Facility Maintenance Program Manual

A. General

State of Wisconsin, Department of Transportation, Division of State Patrol and Division of Transportation System Development, Bureau of Highway Maintenance administer the Safety Weight Enforcement Facility Maintenance (SWEFM) Program. Disability Service Provider Network has been contracted to provide the ongoing program management services. This manual has been created to meet this need and to serve as a resource.

B. Disclaimer

This manual's contents were compiled by Kapur & Associates, Inc. (Kapur). The contents of the SWEFM Program Manual reflect the policies, guidelines, and practices to be used by contractors providing maintenance services at roadside sites included in the SWEFM Program. It is impractical, if not impossible, to compile a manual of this type that addresses or anticipates all possible situations. The information contained within this manual is offered for use in delivering services. It is not meant to be the basis for creating absolute requirements or minimum standards, except where actual excerpts of state or federal law or administrative rules with the force of law apply. Kapur recognizes that the 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 the maintenance service providers.

C. Distribution

The Program Manual is available on the Roadside Facilities website. Each person who requires access to the manual due to the nature of their work should have a login to access it.

D. Manual Clarification

Individuals seeking clarification of the information in this manual should contact Kapur.

E. Manual Updates and Revisions

Additional documents will be added to the program manual periodically to ensure the manual remains current and valid.

Updates and instructions for their timely use will be emailed as they become available on the Roadside Facilities website. An email will be sent out when updates are done. Regular updates will be performed at least once a year to keep the manual current.

Advances in technology, changes in state statutes or administrative rules, redefined service needs or priorities, or a general lack of precision or clarity in existing documents are acceptable reasons for revising the Program Manual. Contact Kapur to recommend a revision. Kapur will investigate recommendations for revision and present recommendations to WisDOT BHM.

Safety Weight Enforcement Facility Maintenance Manual

Definition

A. Purpose

The SWEFM Program Manual provides information useful for the efficient provision of quality janitorial and maintenance services at Wisconsin Department of Transportation, Division of State Patrol, Safety Weight Enforcement Facilities (SWEF). The manual contains guidelines, technical information and operational information that will aid in clarifying duties and responsibilities, methods of operation, and WisDOT requirements in providing these services.

Adherence to the policies and guidelines presented herein will ensure that program responsibilities of WisDOT are met. The use of standardized procedures will promote statewide uniformity and this in turn will allow for efficient and effective maintenance of Wisconsin's SWEFs.

B. Scope

The Program Manual is a compilation of forms, lists, policies, guidelines, and procedures either written or obtained from other sources, which have been approved by WisDOT for use in providing maintenance services at SWEF Program sites. In this capacity, the manual will:

- Provide general information about the program.
- Be a receptacle for the most current policies, guidelines, and procedures used to provide maintenance services at sites in the SWEFM Program.
- Stress safe, cost-effective delivery of services, which meet state and federal requirements.
- Assist maintenance managers to provide services which meet WisDOT specifications.

The Program Manual does not offer a complete technical and administrative discussion of every type of SWEF maintenance activity. Only activities with a high frequency of occurrence are discussed, and all information offered is meant to promote understanding as well as provide guidance.

C. Use

This manual was prepared as a guide for all personnel involved in maintaining SWEF facilities. The information herein applies to various types of maintenance including emergency, reactive, preventative, and planned.

This manual is not designed as a book to be read. Rather, this manual is an assemblage of reference documents. Each document is designed to cover one subject.

Manual documents provide accepted policy and guidelines. Exceptions were expected when the document was written. When research, problem analysis or product evaluation reveals a better alternative, then an exception should be requested or documented in writing.

Updates should be issued periodically so that the manual will remain current and useful. Suggestions for additions, changes, modifications, and deletions are welcome, as are references to existing errors, discrepancies, and contradictions.

D. Initial Issuance

The initial issuance of the Program Manual and/or each new document represents the best approach for that point in time.

Official written documents do not prevent maintenance managers from being creative or limit their professional judgment. Written policy and guidelines will promote statewide uniformity, providing uniform maintenance for Wisconsin's SWEFs.

E. Manual Content

This Program Manual does not include all SWEF maintenance subjects or areas. The documents included may have existed as informal policy or guidelines. Whether policy and guidelines should be formal or informal is a management decision by the Wisconsin Department of Transportation and Kapur (as Program Manager).

Safety Weight Enforcement Facility Maintenance Program Scope

The State of Wisconsin, Department of Transportation, Division of State Patrol and Division of Transportation System Development, Bureau of Highway Maintenance contracted out to have the janitorial and landscape maintenance and minor repair projects performed at safety weight enforcement facilities located along State Trunk Highways.

There are presently 13 safety weight enforcement facilities (SWEFs) in operation. These facilities are staffed by State Patrol and are used to monitor motor carrier weights and perform safety inspections.

The janitorial and landscape maintenance and minor facility repair services are for buildings, walks, plantings, and grounds. The area of work is within the developed portion of the facility, which requires manual labor. These contracts include all labor, equipment and supplies required to meet the requirements set forth in this contract. The maintenance service that requires heavy equipment has been excluded from these contracts and continues to be provided under a separate contract (normally with the appropriate County Highway Department).

Program Management Responsibilities

The Wisconsin Department of Transportation (WisDOT) contracts with Kapur & Associates, Inc. Kapur is responsible for inspecting work sites, implementing continuous quality improvements, accounting for program revenue and expenses, and other management activities to ensure that clean, comfortable sites are provided to WisDOT. Kapur works cooperatively with the WisDOT Central Administrative Office and the WisDOT Division of State Patrol to perform these services.

Kapur's Responsibilities under the SWEF Program include the following:

Quality Assurance

The objective of “quality maintenance” is a clean, neat, attractive facility, which meets or exceeds established standards for health and sanitation and projects a positive image of the State of Wisconsin. In addition, the concept of preventative maintenance should be promoted by monitoring operations on a day-to-day basis, normal wear and tear can be noted and replacements, adjustments or modifications can be made before major breakdowns occur. To this end Kapur performs quarterly inspections of SWEF sites and reports the outcome of these inspections to WisDOT.

Annual Work Program

Kapur develops the Annual Work Program for the SWEF Program sites. This program provides guidelines for the routine janitorial, landscape and minor repair activities. The Annual Work Program is a detailed document, which consists of work specifications, budget estimates, and cost analyses for each SWEF in the program.

Accounting and Record Keeping

Kapur maintains records for the program management services and for the program site maintenance services. The revenues and expenses for the program are based upon the state's fiscal year. Revenues and expenses are monitored on a monthly, quarterly, and annual basis.

Service Provider Support

Kapur provides the technical assistance necessary to maintain a high-quality level of standardized services statewide. Kapur works cooperatively with service providers to resolve quality issues, develop and implement standard specifications, and research and test new maintenance techniques. Kapur develops and provides the service provider with the necessary documents, forms, and reports to operate a SWEF Program contract. This includes agreements, billing forms, inspection reports, and work specifications.

Contract Development and Compliance

Kapur develops specifications for new sites added to the program and updates specifications for the existing contract sites. Any discrepancy between the existing work specifications and the actual work performed is noted and discussed with both WisDOT and the contracting service provider. Kapur negotiates contract terms and prepares and sends contracts to service providers, on behalf of WisDOT, for review and signature.

Communications and Recommendations

Kapur provides policy and procedure recommendations to WisDOT for the SWEF Program in record keeping, purchasing, cost reimbursement, and dealing with emergencies at the sites. The policies and procedures are approved by WisDOT prior to distribution or implementation.

Project Management

Kapur provides assistance to WisDOT in site repair projects. Kapur assists WisDOT by recommending and creating project lists, developing project specifications, tracking project progress, and working with project vendors to facilitate project completion.



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Highway Maintenance

Roadside Facilities

Safety Weight Enforcement Facility Maintenance (SWEFM) Program Manual


2.0 | Wisconsin State Patrol Motor Carrier Enforcement Regions Contact List

WISCONSIN STATE PATROL


Motor Carrier Enforcement Regions

Contact List




7  **Northwest Region**
Spoooner Post
 W7102 Green Valley Rd.

Superior SWEF #72
Sgt. Sean Berkowitch
 (O) 715-635-2141 ext. 7701
 (C) 715-492-6695
 Sean.Berkowitch@dot.wi.gov

6  **Northwest Region**
Eau Claire Post
 5005 US Highway 53

Hudson SWEF #61
Menomonie SWEF #63
Sgt. Joshua Maurer
 (O) 715-839-3800 ext. 6601
 (C) 715-797-8076
 Joshua.Maurer@dot.wi.gov


4  **North Central Region**
Wausau Post
 227301 Shrike Avenue

Coloma SWEF #44
Sgt. Luke Turner
 (O) 715-845-1143 ext. 4009
 (C) 715-383-9028
 Luke1.Turner@dot.wi.gov

3  **Northeast Region**
Fond du Lac Post
 851 S. Rolling Meadows Dr.


Newton SWEF #35
Sgt. Daniel Diedrich
 (O) 920-929-3700 ext.3302
 (C) 920-273-9222
 Daniel.Diedrich@dot.wi.gov

Abrams SWEF #41
Wrightstown SWEF #34
Sgt. Clint Beck
 (O) 920-929-3700 ext. 3011
 (C) 608-294-8545
 Clint.Beck@dot.wi.gov

2  **Southeast Region**
Waukesha Post
 21115 E. Moreland Blvd.

Kenosha SWEF #21
Sgt. Joseph Stephens
 (O) 262-785-4700 ext. 2236
 (C) 262-875-8957
 Joseph.Stephens@dot.wi.gov

Racine SWEF #22
Sgt. Scott Gouin
 (O) 262-785-4700 ext. 2009
 (C) 262-722-3183
 Scott.Gouin@dot.wi.gov

1  **Southwest Region**
DeForest Post
 911 West North St.

Madison SWEF #16
Sgt. Courtney Mueller
 (O) 608-846-8500 ext.1101
 (C) 608-716-1706
 Courtneyj.Mueller@dot.wi.gov

Beloit SWEF #19
Sgt. Craig Morehouse
 (O) 608-846-8500 ext.1102
 (C) 608-405-9369
 Craig.Morehouse@dot.wi.gov

5  **Southwest Region**
Tomah Post
 23928 Lester McMullin Dr.

Dickeyville SWEF #11
Sparta SWEF #54
Sgt. Jeremiah Johnson
 (O) 608-846-8500 ext. 5501
 (C) 608-279-5865
 Jeremiah.Johnson@dot.wi.gov

Motor Carrier Enforcement
 * Hill Farms – Madison
 4822 Madison Yards Way

Captain Karl Mittelstadt
 (C) 608-215-2804
 Karl.Mittelstadt@dot.wi.gov

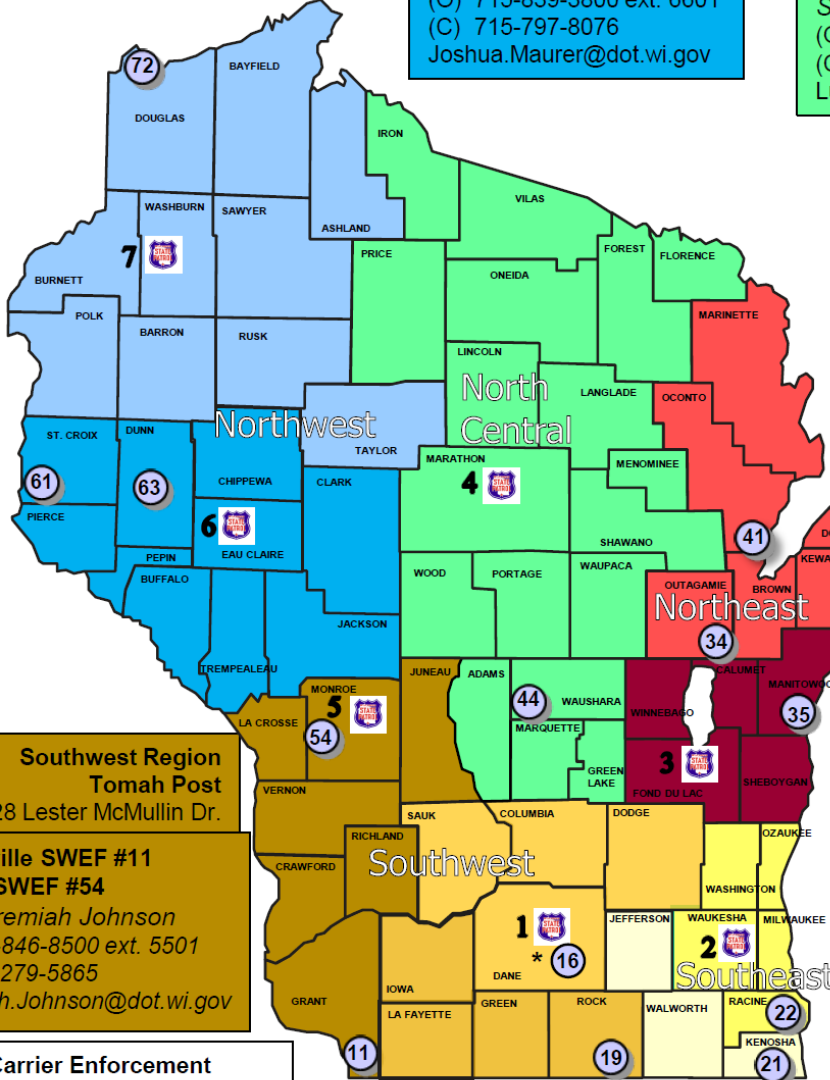
Lt. William Berger
 (C) 715-382-3745
 William.Berger@dot.wi.gov

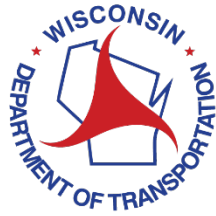
Lt. Timothy Austin
 (C) 920-960-9097
 Timothy.Austin@dot.wi.gov

Motor Carrier Investigative Unit (MCIU)
 * Hill Farms – Madison
 4822 Madison Yards Way

Sgt. Nic Betts
 (C) 608-387-1022
 Nicolas.Betts@dot.wi.gov

Sgt. Greg Venne
 (C) 715-492-0699
 Gregory.Venne@dot.wi.gov





Bureau of
Highway Maintenance

Roadside Facilities

Safety Weight Enforcement Facility Maintenance (SWEFM) Program Manual

- 3.0 | FAMIS Tutorials**
- 3.1 | How to Log Into Famis**
- 3.2 | How to Change Password/Forgot Password**
- 3.3 | How to Create a Service Request Work Order**
- 3.4 | How to Find Open Work Orders**
- 3.5 | How to Change Status and Reassign Work Orders**
- 3.6 | How to Attach a Document to a Work Order**
- 3.7 | How to Print Work Orders**
- 3.8 | How to Close Preventive Maintenance Work Orders**
- 3.9 | How to Add Labor Hours to a Work Order**
- 3.10 | How to Run Logbooks Report**
- 3.11 | How to Enter Water Meter Readings into a Work Order**
- 3.12 | How to: Process for Incident Reporting**
- 3.13 | How to Request Maps, Posters, or Other Materials**
- 3.14 | How to Complete Inspection-Generated Corrective Work Orders**
- 3.15 | How to Complete Seasonal Site Opening/Closing Work Orders**
- 3.16 | How to Complete Asset, Equipment, and Vehicle Record Form**

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 URL <https://wisdot.accruent.net/360LoginScreen.asp> highlighted in green, with a '1' next to it. 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 blue header, a 'User Name' field containing 'workcontrol.center' with a '2' next to it, a 'Password' field with a '3' next to it, and a blue 'SIGN IN' button. Below the sign-in fields are links for 'View Mobile', 'Privacy Policy', 'Forgot Password', and a 'Change Password' button with a '4' next to it. To the right is a 'Welcome to the WisDOT Facility Services Integrated Work Management System' box containing a browser compatibility warning, a notice about assistance, contact information for administrators (Krystal Sadler, Megan Egnor, Cora Torres, Josh Bruecken), a thank you message, and emergency work order instructions. At the bottom left is the 'FAMIS 360' logo, and at the bottom right is the copyright notice: 'Copyright © 2000-2025 Accruent, LLC all rights reserved.'

03.02

How to Change Password/Forgot Password

5. On the Login Screen, click “Forgot Password”
6. 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 Submit

[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

☺ Reply Reply All Forward 👤 ⋮

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', 'Watchers', 'Internal Information', and 'Other Options'. Numbered callouts (1-9) point to specific elements: 1. Logbook sidebar; 2. 'Property' field; 3. 'Floor' and 'Space' dropdowns; 4. 'Type' dropdown; 5. 'Priority' dropdown; 6. 'Describe Your Request' text area; 7. 'Who is making this request?' section; 8. 'Bureau or Region' dropdown; 9. 'OK' button.

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.

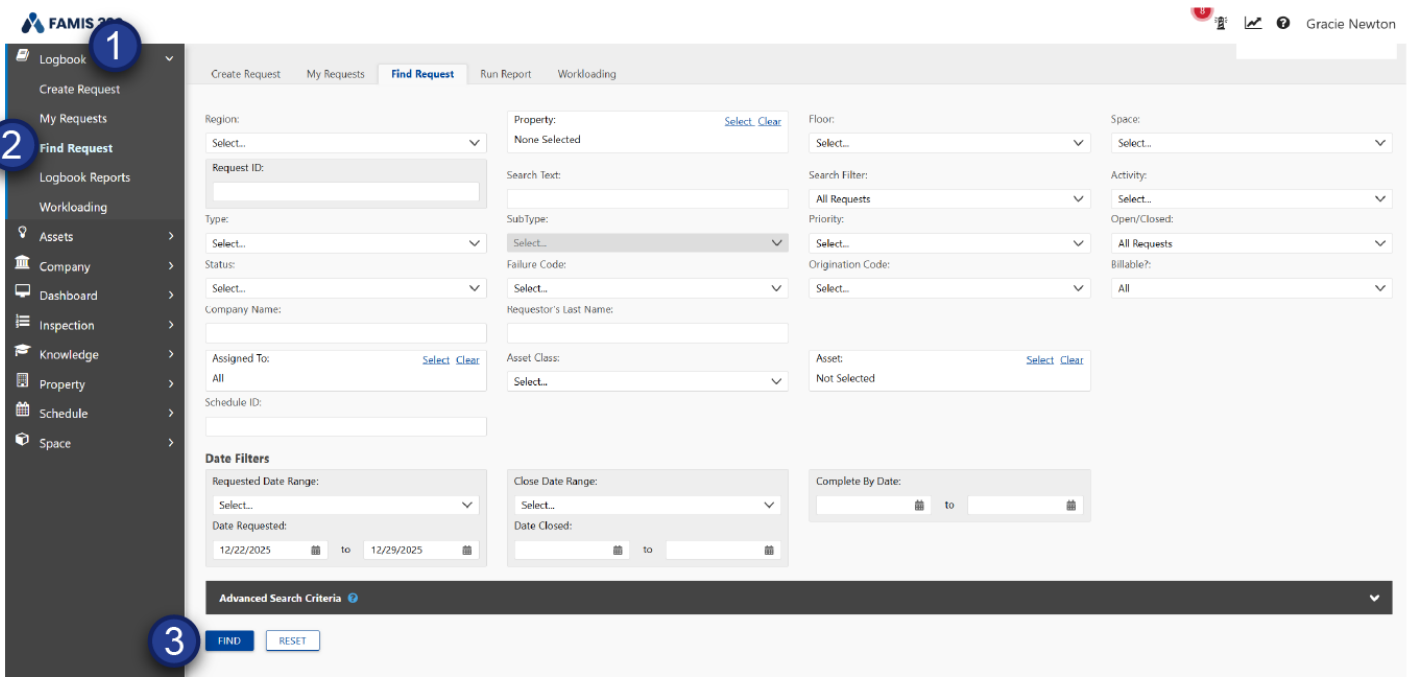
You can view any of your service request work orders at any time by clicking on your “My Requests” tab and then clicking on the “Request ID” number.

The screenshot shows a service request confirmation page with the following details:

- 1. Request ID:** 283773
- 2. GENERAL INFORMATION:**
 - Request ID: 283773
 - Date: 11/25/2025 8:55 AM CST
 - Requested By: Gracie Newton
 - Phone: 414-410-2037
 - E-mail: gnewton@ksdair.com
 - Company: KAPUR, INC.
 - Bureau or Region: DTSD: Hwy Maint - Roadside Facilities
- 3. REQUEST DETAILS:**
 - Property: KAPUR, INC.
 - Floor: 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
 - Status: Open
 - Estimated Amount: \$0.00
 - Not to Exceed Amt: \$0.00
- 4. REQUEST HISTORY:**

Type	Update Date	Comments	Status	Assigned To	Updated By
Initial	11/25/2025 8:55 AM CST	Water Meter Reading, Section 3:11 - 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 interface. A blue circle with the number '2' highlights the 'General Comments' text area at the top. Another blue circle with the number '1' highlights the 'Status' dropdown menu, which currently shows 'Open'. Below the status dropdown are checkboxes for 'Notify Lead Assignee' and 'Notify Requestor'. The form also includes fields for 'Assigned To', 'Admin Report', 'Closed By', 'Billable?', 'Billing Status', 'Asset', 'Failure Code', 'Statement of Work', and 'Re-schedule for'.

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

Other visible fields include:

- 'Closed By': empty dropdown.
- 'Billable?': No.
- 'Billing Status': Not Billed.
- 'Asset': Not Selected, with 'Select' and 'Clear' links.
- 'Failure Code': empty dropdown.
- 'Statement of Work': 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 'FAMIS 360' 'Find Request' search interface. The left sidebar contains a navigation menu with 'Logbook' highlighted (1). The main search area has several fields: 'Region' (2.2 Roadside DTSD) (3), 'Property' (DTSD SAFETY REST AREA...) (4), 'Type' (Admin Work) (5), and 'SubType' (Equipment/Vehicle Inventory Collection) (6). There are also fields for 'Status', 'Company Name', 'Assigned To', 'Schedule ID', 'Date Filters' (Requested Date Range: 9/1/2025 to 12/29/2025), 'Close Date Range', 'Request ID', 'Search Text', 'Search Filter', 'Priority', 'Origination Code', 'Floor', 'Space', 'Activity', 'Open/Closed', and 'Billable?'. A 'Complete By Date' field is also present. At the bottom, there are 'FIND' and 'RESET' buttons.

Click

FIND

Open the specific work order by clicking on the ID

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



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

2. Upload file

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:

[ADD LINK](#)

No Links Found.

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

EXAMPLE:

ATTACHMENTS

FILES:

Select File:
Choose File RA 9 & 10 Equipment.xlsx Signature File [UPLOAD 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 WO's](#) | [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 WO's](#) | [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:	
		Warranty Exp:	
Asset #:	Air Handler 1	Make:	CAH010GDAC
Asset Description:		Model:	MCQUAY
Asset Safety Comments:			
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. On the left side, there is a dark sidebar with a navigation menu containing items like 'Logbook', 'Assets', 'Company', 'Dashboards', 'Inspection', 'Knowledge', 'Property', 'Schedule', and 'Space'. A blue circle with the number '1' is overlaid on the sidebar. The main form area contains several sections: 'General Comments' with a text area containing 'Work Order Closed.'; 'Assigned To' with a dropdown menu set to 'Admin, Report'; 'Status' with a dropdown menu set to 'Closed' and two checkboxes for 'Notify Lead Assignee' and 'Notify Requestor'; 'Closed By' with a dropdown menu set to 'Newton, Grace - KAPUR, INL.'; 'Billable?' and 'Billing Status' with radio buttons for 'No' and 'Not Billed'; 'Asset' with a dropdown menu set to 'Not Selected' and a 'Failure Code' dropdown; 'Statement of Work' with a text area containing 'Water Meter Reading, Section 3:11 - Testing'; and 'Re-schedule for' with a date picker, a time dropdown set to '9:00', an AM/PM dropdown set to 'AM', and a checkbox for 'Re-Notify?'. A blue circle with the number '2' is overlaid on the 'Status' dropdown. At the bottom right of the form, there is a green 'UPDATE' button and a blue circle with the number '3' overlaid on it.

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.

The screenshot shows the FAMIS 360 application interface. On the left is a navigation menu with options like Logbook, Assets, Company, Dashboard, Inspection, Knowledge, Property, Schedule, and Space. The main content area displays 'GENERAL INFORMATION' for a work order with Request ID 283772, dated 11/24/2025 1:51 PM CST, requested by Gracie Newton. In the top right corner, there are links for 'Print Work Order' and 'Work Order - Financial', with the latter being highlighted and circled with a blue '1'.

This screenshot shows the 'WORK ORDER - FINANCIAL' page. It includes a navigation bar with 'Create Request', 'My Requests', 'Find Request', 'Run Report', and 'Workloading'. The 'GENERAL INFORMATION' section shows details for Request ID 283772, Property KAPUR, INC., and Space General. Below this is a table for adding labor costs with columns for LABOR-Employee, Date, Time Started, Time Finished, Hours, Rate/Hr, Type, and M/U. Numbered callouts (2-10) point to: 2. 'ADD LABOR COSTS' button; 3. Employee selection dropdown; 4. Date selection calendar; 5. Hours input field; 6. Rate/Hr input field; 7. Type dropdown; 8. Charge To dropdown; 9. Description input field; 10. 'ADD' button. A 'TOTALS SUMMARY' section shows 'Total Costs' for Labor, Materials, and Other, all at \$0.00. At the bottom, there is a 'CLOSE WORK ORDER' section with a 'Closing Comments' text area, a checked 'Append to Statement of Work' checkbox, and a 'Failure Code' dropdown. A 'Cost Code' dropdown and an 'External WO#' field are also present. A 'Click CLOSE to close this work order:' message and a 'CLOSE' button are at the bottom 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.

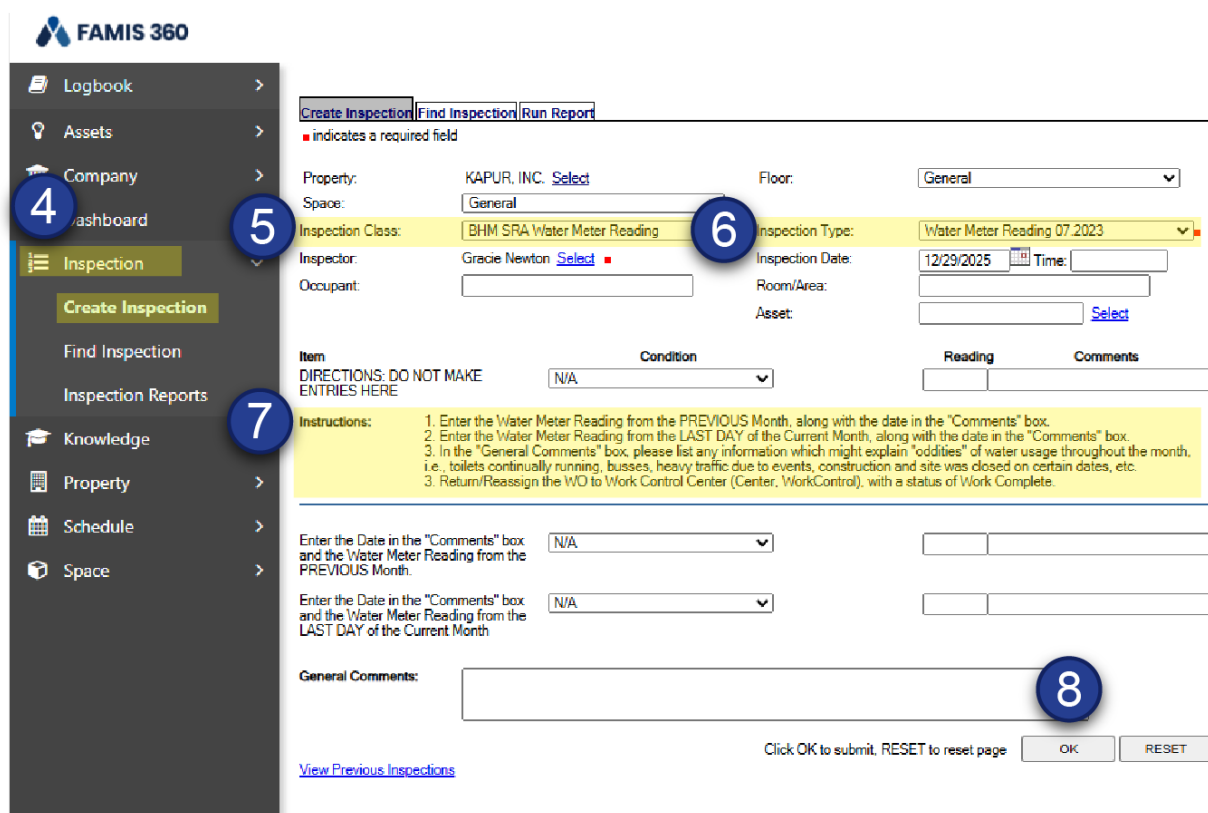
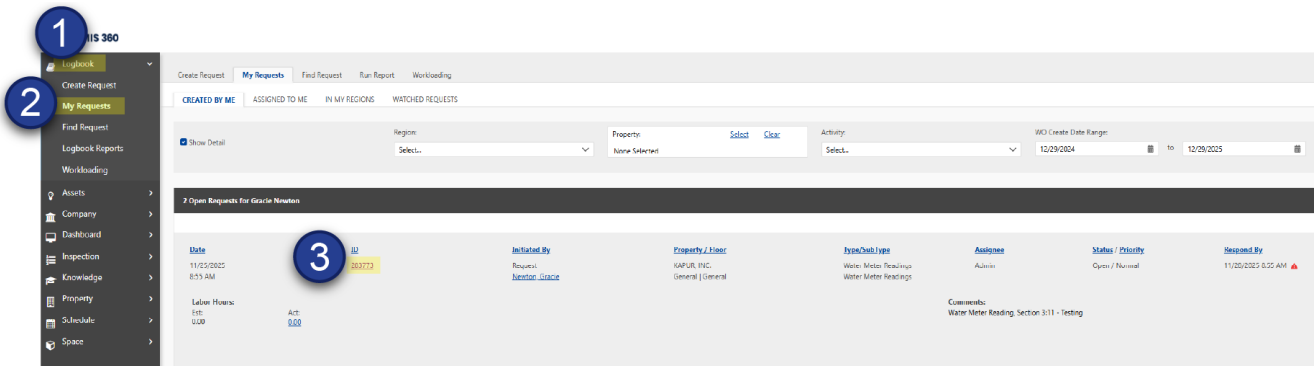
3. Enter any additional criteria you wish to use to define your report.
4. Reports are available in multiple formats (such as Excel, CSV or HTML). Select CSV if it is going to be a large amount of data (more than 5000 rows).
5. Click OK to run your report.

The screenshot shows the 'Logbook Reports' interface. On the left is a navigation menu with 'Logbook Reports' highlighted. The main area is titled 'Run Report' and contains two tabs: 'REQUEST REPORTS' and 'PERFORMANCE REPORTS'. A dropdown menu is set to 'Request Summary'. Below this is a section 'Select your report criteria:' with various filters: Region, Activity, Type, Status, Requestor Company, Assigned To, Asset Class, Date Requested, Date Closed, Initial Work Complete Date, Billable?, Include External Data?, Export Flag, Tracking Code, Property, Priority, Requestor's Last Name, Asset, Search Filter, and Complete By Date. A 'Report Type' dropdown is set to 'Excel'. At the bottom are 'Advanced Report Criteria' and 'Other Options' sections, with 'OK' and 'RESET' buttons.

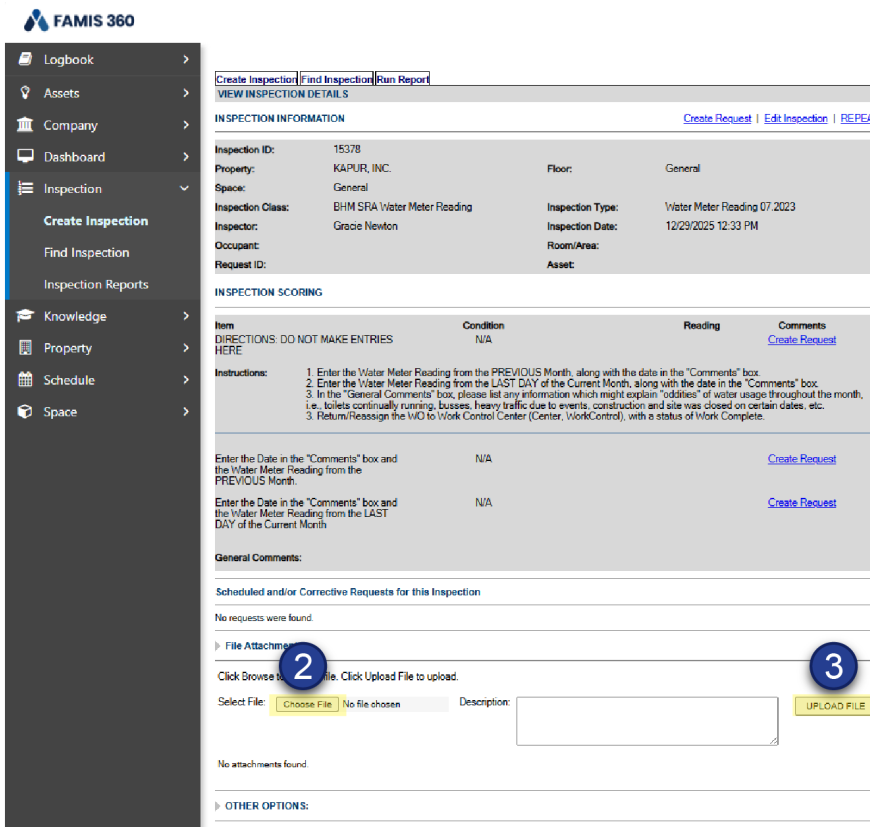
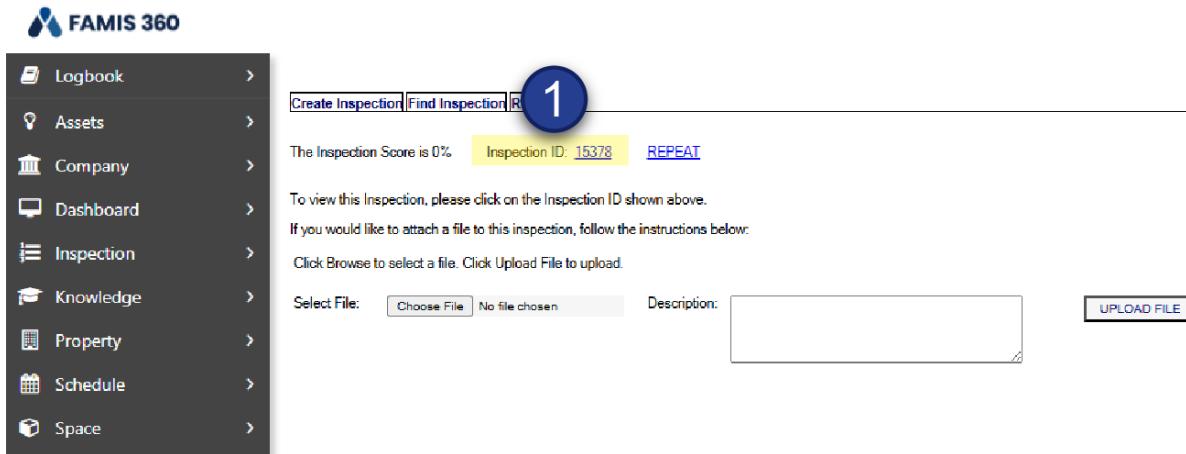
03.11 How to Enter Water Meter Readings into Work Order

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.
6. Change the **Inspection Type** to Water Meter Reading.
7. Follow **Instructions 1-4** on the screen to fill out the form.
8. 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



1. Click on the **Inspection ID** to return to the Inspection to upload your working copy.
2. After returning to the Inspection page, select **Choose File**.
3. 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.

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 xxxxxx. 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

12. Create a Work Order.
13. Go to the “Property” field and select a property.
14. Go to the “Type” field and select “Request for Maps, Posters, or Other”
15. Go to the “Sub Type” field and select Maps for Map Cases, Other, or Posters
16. Go to “Describe Your Request” and enter what item(s) you are requesting.
17. 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), and Priority (Normal). A 'FIND A CONTACT' button is located above the Property field.
- Type and Sub Type:** The Type is 'Request for Maps, Posters, or Other' and the Sub Type is 'Maps for Map Cases'. Both fields have a red asterisk indicating they are required.
- 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.
- Buttons:** 'View Procedure', 'Get Default Contact', and 'CLEAR CONTACT INFO' are located above the contact information fields. 'OK' and 'RESET' buttons are at the bottom.

Numbered callouts (1-6) highlight the following elements:

- 1: Log button in the top left navigation menu.
- 2: Request Details section header.
- 3: Type field.
- 4: Sub Type field.
- 5: Describe Your Request text area.
- 6: OK button at the bottom left.

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 Floor: Select...
Space: Select...
Inspection ID: 15379
Inspection Class: BHM (2) Secondary Sites Property Cleanli Inspection Type: Select...
Asset Class: Select... Asset: Select Clear
Inspector Last Name:
Inspection Date: 12/23/2025 to: 12/30/2025

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

▶ **File Attachments:**

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

UPDATE REQUEST

General Comments:

Assigned To: **Status:** Notify Lead Assignee Notify Requestor

Closed By:

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

Asset: [Select](#) [Clear](#) **Failure Codes:**

Statement of Work:
 From Inspection 12879 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 blue arrow labeled '1'. Below it, the 'FILES' section contains a 'Select File:' field with a 'Choose File' button labeled '2' and an 'UPLOAD FILE' button labeled '3'. The page also includes sections for REQUEST HISTORY, UPDATE REQUEST, WATCHERS, MISCELLANEOUS FIELDS, PROCEDURE, and LINKS.

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"/>

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

2

3

General Comments:

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 'From Inspection 15404 DIRECTIONS: DO NOT MAKE ENTRIES [HERE](#) - N/A'.
- 'Re-schedule for' section with a date picker, time dropdown (9:00), AM/PM dropdown, 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.

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.financial@kapurinc.com and cc Susan McCann at smccann@kapurinc.com immediately.

WisDOT/Program Administrator

Asset, Equipment, and Vehicle Record Form



Bureau of Highway Maintenance
Roadside Facilities

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

Name of Person Completing: Date:

Please check a Box Below and Follow the Comments:

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

New Record Name:

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

Purchase Information:

Purchase Date:	Purchase Amount \$
Purchase Order #:	

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

Old Record Name:

Record Name:	Serial #:
Manufacturer:	Model #:

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

Warranty Information:

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

This form is to be completed **upon purchase** of any new Asset, Equipment Piece, or Vehicle and **returned with** photos of the Record Item, photo of the Info Tag, and any Receipts, Invoices, POs, etc. immediately to bhm.financial@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.

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

Plumbing – 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



Bureau of
Highway Maintenance

Roadside Facilities

Safety Weight Enforcement Facility Maintenance (SWEFM) Program Manual

4.0 | Safety Weight Enforcement Facility Septic System and LP Tank Information

**Safety Weight Enforcement Facility
Septic System and LP Tank Information**

2/16/2018

Site	Septic System Type					LP Tank		
	Qty - Gallons - Each	Qty - tanks	System Type	Alarm System	Freq of Pump	Estimated Annual Usage (gal)	Tank/Cyl size	Owned by
11-Dickeyville	1,215	1	Septic tank & field w/ dosing chamber & force main	No Alarm	4 yrs	700	500	STATE
16-Madison	3,000	1	Holding tank	Yes	every 6 weeks	Geo Thermal Heating		
19-Beloit	3,000	3	1 - Holding tank - for unspecified bay pits. Septic tank & field (1st = 5,000, 2nd = 1,600).	Yes	Holding - Monthly Septic - 3 years	12,000	3@1000	STATE
21-Kenosha	3,000	3	Holding tanks (2 sanitary, 1 inspection trench drains)		Weekly	14,000	3@1000	STATE
22-Racine	3,000	1	Holding tank		Monthly	1,000	500	STATE
34-Wrightstown	3,000	1	Holding tank		Quarterly	Electric Heat		
35-Newton	3,000	1	Holding tank	Operational	3 - 4 time/year	300	500	STATE
41-Abrams	3,000	1	Holding tank	Alarm	Quarterly	700	500	STATE
44-Coloma	1,450	1	Septic tank & field	No Alarm	4 years	300	500	STATE
54-Sparta	4,000	2	Sewer holding tank & drain field. Two chamber septic tank.	No Alarm	1 - 2 time/month	1,200	500	STATE
61-Hudson	1,450	1	Septic tank & field w/ force main	Light, Operational??	3 yrs	Electric Heat		
63-Menomonie	3,000	1	Holding tank	Operational	Monthly	1,000	500	STATE
72-Superior	3,000	3	Septic tank & field. Two septic, One Bay.		1 - 2 time/month	1,500	500	STATE



Bureau of
Highway Maintenance

Roadside Facilities

Safety Weight Enforcement Facility Maintenance (SWEFM) Program Manual

- 5.0 | Quality Assurance**
- 5.1 | Contract Issues Resolution**
- 5.2 | Quality Assurance Guidelines**
- 5.3 | Maintenance Supply List**
- 5.4 | Traffic Safety Lights**
- 5.5 | Lost and Found**

Safety Weight Enforcement Facility Maintenance Program

Contract Issues Resolution

Occasionally, the program manager staff is made aware of contract administration or performance issues such as variations from contract specifications or performance not meeting contract requirements. The following procedures are intended to ensure positive resolution of contract issues.

The guidelines and procedures were established to achieve the following objectives:

- Handle janitorial, landscaping, and maintenance quality assurance issues consistently.
- Develop an established system with a progression of clear steps and procedures for issue resolution.
- Establish a definitive procedure for responses to all inquiries and complaints.

A. Introduction

As the program manager, Kapur identifies areas where contractor services do not meet the contract standards or specifications. When this happens, guidelines are necessary to outline a clear, consistent course of action that will be taken by the program manager 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.

1. **Step 1:** 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.
2. **Step 2:** Kapur will contact the Contractor's designated project manager in person or by telephone and communicate complete information about the issue/deficiency. Kapur and Contractor will establish an agreed upon reasonable time period to bring the work to a level which meets contract standards or specifications or complete work projects. A follow-up work plan document will be sent from Kapur to the Contractor.
3. **Step 3:** Kapur 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 or specifications, the issue/deficiency will be considered resolved/corrected.
4. **Step 4:** If the site inspection at the end of the specified time period finds that the issue/deficiency has not been corrected, Kapur will send written correspondence to the Contractor's designated project manager. The correspondence will list all of 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 correspondence will be copied to the Contractor's Director/Owner, the WisDOT Bureau of Highway Maintenance, and State Patrol SWEFM Program Administrators, and the WisDOT SWEFM Program Purchasing Agent.
5. **Step 5:** Kapur will inspect the contract sites with the Contractor's representative at the end of the specified time period.

- a. 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 written correspondence to the Contractor's Director/Owner, the WisDOT Bureau of Highway Maintenance, and State Patrol SWEFM Program Administrators, and the WisDOT SWEFM Program Purchasing Agent, indicating that the issue/deficiency has been resolved/corrected.
 - b. If the issue/deficiency has NOT been corrected or completed according to the contract standards and specifications, Kapur will provide the Contractor the option to bring the issue/deficiency before the RAM Committee, within a specified time period, as an attempt to mediate resolution.
6. **Step 6:** If the issue/deficiency has NOT been resolved/corrected through the RAM Committee, or the Contractor chose not to bring the issue before the RAM Committee and the issue/deficiency is NOT resolved/corrected, Kapur will send correspondence to Contractor's Director/Owner. The correspondence will indicate that Kapur plans to make a recommendation to the WisDOT Bureau of Highway Maintenance, and State Patrol SWEFM Program Administrators and the WisDOT SWEFM Program Purchasing Agent to take appropriate actions to remedy the issue/deficiency, which could include contract termination.
7. **Step 7:** Kapur will provide all documentation to the WisDOT SWEFM Program Purchasing Agent. The Purchasing Agent will first attempt to resolve the problems directly with the Contractor.
- a. 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 State Use Program Director and the State Use Board. The State Use Board will make the final decision on termination.
 - b. If the contract is with a private company, the Purchasing Agent will terminate the contract as stipulated in the contract documents.

Safety Weight Enforcement Facility Maintenance Program

Quality Assurance Guidelines

SWEFM 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 SWEFM Program cleaning and maintenance standards. These items should be in place prior to contracting with WisDOT and State Patrol to perform custodial care and landscape maintenance at any SWEFM site and should be reviewed/updated as necessary.

The quality assurance program should include the following components:

A. Management Components

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

B. Site Supervisory/Program Manager Components

1. Post cleaning site inspections:
 - check quality of the work performed
 - address items that have not been completed

(A daily report could be used as documentation.)
2. Maintain an adequate inventory of:
 - cleaning materials and supplies
 - needed equipment
3. Provide for an equipment preventative maintenance program to eliminate down time.
4. Participate in joint inspections between Service Provider, WisDOT, and Program Manager.
5. Ensure that employees present a professional image at all work sites by wearing appropriate uniforms at all times during working hours and treat visitors/occupants with respect.

The necessary components in creating a successful Quality Assurance Program are listed above and will help you to create a Quality Assurance Program that allows your organization to **consistently** meet program requirements.

Maintenance Supply List

Equipment, tools, materials and supplies to be provided by the contractor may include the following, unless provided by the Department:

Equipment and Tools

Curb sweeper
Fertilizer spreader
Garden rake
Lawn mowing equipment
Leaf rake
Snow removal equipment
Snow shovel
Spade
String Trimmer
Vehicles
Ladder
Ice chopper
Uniforms
Weed eater
Flashing yellow light
Pruning tool
Safety glasses (where appropriate)
Hard hats (where appropriate)
Limb saw
Trash cart

Cleaning Supplies

All-purpose cleaner
Bowl cleaner and bowl swabs
Brooms, push and hand
Brushes, paint
Brushes, scrub
Cleanser
Dustpan
First Aid Kits
Floor dry
Floor squeegees
Germicidal detergent
Glass cleaner
Microfiber cleaning clothes
Mop buckets
Mop handles
Mop heads
Odor control

Plunger
Press
Scouring pads
Shop Vacuum
Sponges
Squeegee replacement blades
Touchless cleaning system
Wet floor caution signs
Window squeegees
Floor cleaner
Stainless steel cleaner
Sponges
Toilet tissue
Toilet bowl brushes
Liquid detergent and degreaser
Liquid soap
Work gloves
Putty knives
Wiping rags
Drain cleaner and opener
Concrete heavy-duty cleaner
Vacuum
Forms for reports
Filters for air circulation system
Waste receptacle liners
Metal polish
Weed control herbicides
Paint and stain
Floor machines
De-icing salt
Fertilizer
Spray bottles
Mark remover
Orbital floor scrubber
Rubber gloves

The contractor shall provide items not specifically listed above but deemed necessary.

Safety Weight Enforcement Facility Maintenance Program

Traffic Safety Lights

Traffic safety lighting for vehicles used by the Contractor to work within the highway right-of-way. U-turns shall follow the following minimum standards. (As stated in WisDOT's State Highway Maintenance Manual Policy.

A. All Directional Light

Equipment operating on State Highway right-of-way must have an all-directional light with the following minimum lighting specifications for standard identification.

1. Amber in color and visible from all directions.
2. 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.
3. Minimum light intensity:
 - Revolving type, two bulbs, 35,000 c.p. (candle power) each
 - Strobes, 500,000 c.p.

Safety Weight Enforcement Facility Maintenance Program

Lost and Found Articles

A. Statement

These procedures are to be followed when articles from the public are lost and found by the maintenance crew at Wisconsin Department of Transportation, Division of State Patrol, Safety Weight Enforcement Facilities (SWEF). These procedures pertain to all facilities maintained through the SWEFM Program.

B. Responsibilities

1. Wisconsin Department of Transportation, Division of State Patrol (WisDOT) – Approve policy and procedures for processing lost and found articles.
2. Kapur – Distribute policies and procedures and ensure that they are followed as best as possible. Assist the traveling public with finding lost articles by contacting maintenance service providers at the described or named site(s).
3. SWEFM Maintenance Service Provider – Process lost and found articles according to WisDOT policies and procedures.

C. General Procedure

1. When State Patrol personnel is on-site:
 - a. Turn article over to State Patrol personnel on site.
 - b. Provide location of where article was found, date and time.
2. When State Patrol personnel is NOT on-site:
 - a. Document date, time and location of article found.
 - b. Place article in a secure location (not the SWEF buildings)
 - c. Maintenance Service Provider supervisor shall contact the DSP Inspector Sergeant to arrange a time for exchange of the article.



Bureau of
Highway Maintenance

Roadside Facilities

Safety Weight Enforcement Facility Maintenance (SWEFM) Program Manual

6.0 | Cleaning and Maintenance Standards

Wisconsin Department of Transportation

Cleaning and Maintenance Standards

The following cleaning and maintenance standards shall be applied on a daily basis and during the quality assurance inspection process to assess the quality of cleaning and maintenance performance.

Entrances and Lobbies

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 and properly labeled if needed.

Windows: The glass shall appear visibly clean and free of streaks, film and finger prints. This shall include the elimination of dust and soil from the sills, ledges and frame work. 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.

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

Floors, 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, leaves and cigarette butts. Floor drains shall be visibly clean and in proper working order. This should include the elimination of dust, lint, dirt, standing water, cleaner residue, film and grime. Scale and corrosion build up should be eliminated if possible.

Benches, Telephones and Vending Machines: Shall be free of dust, dried soil and dirt without causing damage. They shall appear visibly and uniformly clean. This shall include the elimination of cleaner residue, streaks and film. If telephones and vending machines are not working properly, they should be reported to their respective authorities.

Drinking Fountains: 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 and exhaust vents: Shall be free of dust and soil. They shall appear visibly and uniformly clean.

Walls, Wall Fixtures and Signs: 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.

Ceiling: (If possible to reach with standard ladders) shall be free of dust, cobwebs and stains. Ceilings shall appear visible and uniformly 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.

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.

Front 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.

Restrooms

Hand Dryers: Shall be free of dust and soil without causing damages. They shall appear visibly and uniformly clean. 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, soil and bacteria 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.

Sinks: Shall be free of dust, bacteria, soil, cleaner residue, standing water and soap film without causing damage. They shall appear visibly clean, uniformly clean 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 the surrounding metal framework shall appear streak-free and film-free.

Toilets and Urinals: toilet seats and urinals shall be free of dust, bacteria, 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, bacteria 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 and free of streaks, film, and fingerprints. This shall include the elimination of dust and soil from the sills, ledges and frame work. Screens shall be free of dust, soil, and appear visibly clean.

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

Floors, 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, leaves, and cigarette butts. 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 grime. Scale and corrosion build up should be eliminated if possible.

Air Vents, air distribution units and exhaust vents: Shall be free of dust and soil. They shall appear visibly and uniformly clean.

Walls: 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.

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

Ceilings: Shall be free of dust, stains and cobwebs. They shall appear visibly 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 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.

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

Grounds

Entrance Ramps, Car Parking Lots, Truck Parking Lots and Curbs: Shall be free of dirt, soil, litter and cigarette butts. They shall appear visibly clean, uniformly clean and swept. This shall include the elimination of soda, ice cream, food, embedded soil, foreign objects and stains. (Car and truck fluid leak stains shall be cleaned and controlled to the best of the ability and capabilities of the contractor.) 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. Contractor may be required to perform trim work or additional clean up near parking lot and sidewalk area.

Sign Poles, Light Poles and 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 DOT request and procedures. Flag maintenance and flag flying will be per DOT request and procedure.

Sidewalks and 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. During the winter, these areas shall have the ice and snow controlled as per DOT procedure.

Grass: All grass areas, as determined by preset DOT limits, shall appear maintained in a proper and professional manner. Grass areas shall be free of litter and debris. Grass areas shall be mowed to a height between two (2) and four (4) inches above the surface of the soil. Grass clippings shall be

removed from sidewalks. Grass adjacent to buildings, utilities appurtenances, or fences, uncut by larger mowers, shall be cut by smaller mowers. This does not constitute trimming.

Trim grass of improved areas: Each time the grass of an area is mowed all grass shall be trimmed even with the edges of all curbs, sidewalks and driveways. Grass, brush, weeds, and other vegetation growing beside walls, fences, guy wires, around poles, shrubs, tree trunks, foundations, garbage can pads, fire hydrants, plant beds, or any object within the designated areas shall be cut to a height consistent with the adjoining turf area. Edges shall be trimmed with a vertical cutter to remove grass growing over paved or cultivated areas. Weeds shall be removed from paved or sidewalk cracks or joints.

Raking: Rake up sticks, branches and other miscellaneous debris.

Trees, Plants, Bushes, Bedding and 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 be repaired, replaced or stained as needed.

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

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 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, bacteria, 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 and Other Outdoor Fixtures: Shall be free of dirt and soil. They shall appear visibly clean.

Dumpster Areas/Shelters: Shall be free of dirt, soil, organic material, trash and litter. They shall appear visibly clean. This shall include the elimination of streaks, food stuff and the presence of an offensive odor emitting from the area.

Outside of Buildings, Rain Gutters, Posts, Eaves and Privacy Shelters: Shall be free of dirt, soil, cobwebs, and graffiti. They shall appear visibly clean.

Storage Rooms, Maintenance Rooms, Janitorial Rooms, Mechanical Rooms, Basements, Break Rooms, Traps and Truck Bays

Floors and Stairs: 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 and soil. 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.

Hazmat Shower and Eyewash: Shall be free of dust and soil. Shall appear visibly and uniformly clean. Brightwork shall be clean, descaled and polished.

Ceiling Fans, Air Handling Units, Heaters and Ductwork: Shall be free of grime and soil. Shall appear visibly and uniformly clean.

Brake Testing Units and Garage Door Control Panels: Shall be free of dust and soil. Shall appear visibly and uniformly clean.

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.



Bureau of
Highway Maintenance

Roadside Facilities

Safety Weight Enforcement Facility Maintenance (SWEFM) Program Manual

7.0 | Invoicing Procedures

7.1 | SWEF Administrative Procedures & Guidelines

7.2 | Professional Service Costs Guidelines

Safety Weight Enforcement Facility Maintenance Program

7.1 Administrative Procedures & Guidelines

A. General

These guidelines cover the procedures and documentation used by service providers (Contractor) to invoice the Wisconsin Department of Transportation, Division of Business Management, and Bureau of Business Services for services provided at Safety Weight Enforcement Facility (SWEF) sites. Such services include janitorial and landscape maintenance as well as minor repair projects.

Contractor's invoices shall be sent to the program administrator for payment approval within 20 days after the end of the month of service. Payment shall be made directly to the Contractor by WISDOT within thirty (30) days of submittal in accordance with state law. The program administrator shall be responsible for reviewing the invoices, assisting service providers with making any appropriate revisions, and approving payment. The program administrator may send out credit memos requesting adjustments to the next month's invoice. These guidelines will be updated periodically as needed.

B. Invoice Timelines

Contractor shall submit one invoice per month listing actual costs associated with each cost objective and project. The WisDOT requires invoices to be submitted no later than twenty (20) days after the month of service has ended.

C. WisDOT Invoicing Address

All complete invoice documentation must be sent to:

WisDOT; DTSD; Bureau of Highway Maintenance / Department of Business Management
C/O Niki Hans, Transportation Facilities Lead, Financial Reporting
nhans@kapurinc.com

Bill to Address to Include on the Invoice:

WisDOT DTSD Bureau of Highway Maintenance
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.*

D. Documentation

The program administrator will provide the Contractor with a master copy of the monthly invoice workbook at the beginning of every fiscal year.

Documentation will include:

1. Three Part Contractor's Invoice

Three Part Contractor's Invoice must contain the following information:

- a. Contractor's Name, Address, and Telephone Number

- b. Invoice Number
 - c. Date of Invoice
 - d. Time Period Covered
 - e. State Purchase Order Number - All Three-Part Contractor's Invoices submitted to the WisDOT must list the Contractor's purchase order number for the contract period. A WisDOT purchase order is issued and sent to each Contractor upon WisDOT approval of the Annual Work Program budgets.
 - f. The WisDOT's Invoicing Address
 - g. Separate Listing of Each Cost Objective for Each Project - Sites should be grouped by cost objective as specified in the contract. Each line on the invoice should include the county where the sites are located, the type of service provided, and the month of service.
2. Invoice Supporting Documentation: Separate "Invoice Supporting Documentation" should be submitted for each cost objective within each project.
- a. **Janitorial Services**
 - Quantity of janitorial cleanings performed during the month; Listing of janitorial service dates;
 - Janitorial service cost per cleaning;
 - Month total janitorial services
 - b. **Lawn Mowing Services**
 - Quantity of mowings performed during the month Listing of mowing service dates;
 - Mowing service cost per mowing;
 - Month total mowing services
 - c. **Tree & Shrub Trimming And Landscape Maintenance**
 - Quantity of trimming and landscape maintenance hours performed during the month
 - Include the landscaping and tree trimming services and hours performed on the landscaping & minor repair log
 - Hourly rate
 - Total trimming and landscape maintenance services Materials and supplies total, submit copies of actual invoices
 - Grand total of tree & shrub trimming and landscape maintenance services and materials and supplies
 - d. **Snow and Ice Removal Services (if applicable to contract)**
 - Quantity of snow and ice removal hours during Regular hours Regular hourly rate
 - Total Regular rate snow and ice removal
 - Quantity of snow and ice removal hours during on-call hours On-call hourly rate
 - Total on-call rate snow and ice removal
 - Snow Equipment Maintenance Costs (gas, oil, repairs, etc.)
 - Submit copies of actual invoices
 - Grand total snow and ice removal services

e. Minor Repairs

- Quantity of minor repair hours performed during the month
- Include the minor repair and professional services and hours performed on the landscaping & minor repair log
- When the Contractor oversees any professional service work, the Contractor will be paid the minor repair hourly rate for the time spent at the site. Contractor may charge travel time if contractor's only purpose to visit site is for professional service oversight.
- Hourly rate
- Total minor repair
- Minor repairs - materials and supplies total, submit copies of actual invoices
Professional services - attach a copy of actual paid vendor invoice(s).
- Professional services can be obtained by the service provider for any projects not exceeding \$2000. Please contact the program administrator office about projects that will exceed \$2000.
- Grand total of minor repairs and materials and supplies

f. Extra Work: any extra work performed to the facility will have a pre-approved work order including description of work to be performed, estimate of hours, labor cost and material costs.

- Quantity of extra work hours performed during the month
- Include the minor repair and professional services and hours performed on the landscaping & minor repair log
- Hourly rate Total extra work
- Extra work - materials and supplies total, submit copies of actual invoices Grand total of extra work and materials and supplies

g. Overall Total

7.2. Professional Service Costs

1. Some types of tasks requested or needed are based on the skills that the individual work crew may have. The work crews will have to decide which tasks are beyond their capabilities. The tasks beyond the work crew's capabilities will be performed by a professional crafts person. The service provider can engage Professional craftspeople directly for projects costing \$2000 or less. For projects over \$2000, the service provider should contact Program Administrator.
2. Professional Services could include HVAC, electrical, plumbing, water, septic/holding tank pumping, and other repairs/services beyond the service provider's capabilities.
3. A copy of all vendor invoices should be attached to the invoice in which they are paid. Service provider hours spent overseeing professional services should be indicated on the Landscaping and Minor Repairs Log as part of the invoice supporting documentation.

4. Extra Work: Project work orders are created and maintained in FAMIS. Include the minor repair and professional services and hours performed on the landscaping & minor repair log. Complete the Extra Work Form and provide the FAMIS work order # for extra work costs included on your invoice. The Extra Work form is located in the invoicing workbook.

Section 07 Record of WisDOT Review and Approval:

Thomas Q. D. Winter

02-26-26

Reviewed and Approved by WisDOT Bureau of Highway Maintenance

Date



Bureau of
Highway Maintenance

Roadside Facilities

Safety Weight Enforcement Facility Maintenance (SWEFM) Program Manual

- 8.0 | Invoicing Worksheets and Forms**
- 8.1 | Master SWEF Invoicing Workbook**
- 8.2 | Asset Equipment Vehicle Record Form**
- 8.3 | Asset Record Life Expectancy Schedule**
- 8.4 | LP Vendors RF**
- 8.4 | LP Gas Meter Readings**