

SERVICE PROVIDER QUARTERLY MEETING

April 28, 2026

9 a.m. – 10:30 a.m.



Bureau of
Highway Maintenance

Roadside Facilities





INTRODUCTIONS

KAPUR TEAM

Program Management



Bill Oliva, PE

Program Manager

O: 608-740-2601

C: 608-698-2094

woliva@kapurinc.com



Darin Blang, PE

Co-Program Manager

O: 608-673-4401

C: 608-219-5683

dclang@kapurinc.com

Responsibilities:

- Overall Program Management
- Annual Work Plans/Budgets

Financial/Maintenance Projects



Niki Hans

Transportation Facilities Lead,
Financial Reporting

O: 414-410-2037

C: 262-424-2032

nhans@kapurinc.com



Susan McCann

Roadside Facilities
Support Specialist

Responsibilities:

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

FAMIS/Service Provider Training & Materials



Krystal Sadler

Transportation Facilities Lead,
Service Provider Liaison

O: 414-410-2038

C: 414-588-0571

ksadler@kapurinc.com



Patrice Smith

Roadside Facilities Support
Specialist

Responsibilities:

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

KAPUR TEAM

Facility Inspections



Cade Sorenson

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



Don Miller, PE

Inspector
608-673-4425
dmiller@kapurinc.com



Don Dietsch

Inspector
715-234-9604
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Website



Erin Zastrow

Web Designer
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Submission Emails

Invoices: bhm.financial@kapurinc.com

Facility Information: bhm.facilities@kapurinc.com



SERVICE PROVIDER INTRODUCTIONS

QUARTERLY MEETING GOALS



Provide miscellaneous updates and training to Service Providers



Offer an opportunity for Service Providers to:

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



Continue to develop partnerships between Kapur and Service Providers



AGENDA

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UPDATES

- Opening of Seasonal Sites
- Website
- Budget Process Update
- RAM/SWEFM Manual Updates
- Updated Work Specs
- Maintenance Project Updates
- Insurance Requirements
- Extreme Weather Events
- FAMIS & Asset Mgmt.
- Inspection Updates
- Service Provider Staffing

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OPEN DISCUSSION





OPENING OF SEASONAL SITES

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- Email to Service Providers in early May with more details

Tentative Opening Schedule

- Memorial Day is Monday, May 25
- Clean up and preparations – week of May 18
- Sites open on Friday, May 22





WEBSITE

WEBSITE

WISDOTROADSIDEFACILITIES.ORG

Safety and Weight Enforcement Facilities

FACILITY	LOCATION	HIGHWAY	DOCUMENTS
11	DICKEYVILLE	479 BADGER ROAD	WORK SPECIFICATION MOWING PLAN
16	MADISON	I-39/90 SB	WORK SPECIFICATION MOWING PLAN SNOW PLAN JANITORIAL MATRIX



BUDGET PROCESS UPDATES

ANNUAL WORK PLAN

January

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

February

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

March

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

April

- Kapur presented the FY 2027 budget requests to BHM April 15th.
- Between April 15th and April 24th, we asked Service Providers for updates and more details

ANNUAL WORK PLAN

May

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

June

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

July

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

August



RAM/SWEFM MANUAL UPDATES

RAM & SWEFM MANUAL UPDATES

Over CY 2026 we anticipate updates to the RAM & SWEFM Manual Chapters.

- We will be working with BHM to identify and prioritize chapters.
- Would like thoughts from Service Providers on areas that would provide better guidance & support.
- This will be ongoing, and we will keep all stakeholders informed.
- Updated chapters will be published on the website.





UPDATED WORK SPECS

UPDATES TO THE RAM & SWEFM WORK SPECIFICATIONS



Over CY 2026, we anticipate updates to the RAM (Safety Rest Areas & Secondary Sites) & SWEFM Work Specifications.

- Looking to promote consistency and updated requirements.
- Updates to mowing plans & snow removal.
- Incorporate unique features as appropriate.



We will incorporate the updated Work Specifications in the FY28 Annual Work Program.



MAINTENANCE PROJECT UPDATES

MAINTENANCE PROJECTS



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

- WisDOT must approve these projects and may fund or amend a Service Provider's contract if necessary.
- Niki maintains an updated list of projects and follows up on each project's progress and cost. This information is monitored, and updates are provided to WisDOT in monthly meetings.
- **Cut off for FY26 PO requests is May 3rd**





INSURANCE REQUIREMENTS



REMINDER

Roadside Facilities

Fiscal Year 2027 | INSURANCE COVERAGE

WisDOT would like us to remind you of the insurance requirements for the Roadside Facilities Program. There is additional information in Chapter 11.

The basic coverage remains as follows:

- **Commercial General Liability:** \$1M per occurrence / \$2M aggregate / \$2M products-completed
- **Business Automobile Liability:** \$1M per accident (covers owned, non-owned, and hired vehicles)
- **Workers' Compensation Statutory limits** (must comply with state laws where work is done)
- **Employers Liability:** \$500,000 policy limit
- **Excess/Umbrella Liability:** \$5,000,000 per occurrence (must sit above the policies above)

UPDATED CERTIFICATE OF INSURANCE REQUEST



The Certificate of Insurance (COI) documents for your organization should be updated as you renew your policy. This is for services provided to WisDOT, through the Custodial Care and Landscape maintenance Services of State Highway Roadside Sites contract.

- Please email the updated COI to dotcertificatesofinsurance@dot.wi.gov
- Include the following reference in the email: “Subject: WisDOT Roadside Facilities Program – “Your Organization’s Name”.
- Include the following as the Certificate Holder: State of Wisconsin, Department of Transportation, 4822 Madison Yards Way, Madison WI 53707.

CERTIFICATE HOLDER	
State of Wisconsin, Department of Transportation 4822 Madison Yards Way Madison WI 53707	
ACORD 25 (2016/03)	The ACORD name and logo are



EXTREME WEATHER EVENTS



SEVERE WEATHER EMERGENCY PROCEDURE

Purpose

- ✓ Prevent serious injuries
- ✓ Protect life during severe weather events

Communication

- Kapur will work closely with WisDOT / BHM to determine what areas are being affected
- Service Provider should monitor severe weather closely using; National Weather Service Forecasts, WisDOT Traveler information and local advisories to determine when conditions require limited operations.
- Weather advisories will also be sent to all Service Providers or in some cases, only to those affected.
- Notifications from Kapur will include details and recommended actions.

SEVERE WEATHER EMERGENCY PROCEDURE

Staffed hours/closing procedures/leaving the work site

- Service Provider Supervisory Staff determines if conditions justify leaving the property during regular staffed hours
- When leaving year-round properties:
 - Notify Kapur's Transportation Facilities Contact – this will be either Niki or Krystal
 - Notification should occur as soon as it is safe to do so





PROPERTY DAMAGE

If property damage occurs:



Ensure staff safety first;
do not enter unsafe areas



Secure the site to prevent
further damage



Document all findings

Reporting requirements

- **Notify Kapur's Transportation Facilities Lead as soon as it is safe**
- Complete DOA 6441 General Incident Report
 - Provide an incident report using the DOA 1690 Building and or Equipment loss Report and or DOA 6740 Lightning Losses Affidavit (RAM Program Manual, chapter 12)
 - Description of damage
 - Location and time discovered
 - Photos, if safe to obtain
- Kapur will coordinate next actions with WisDOT / BHM and the Service Provider



FAMIS & ASSET MGMT.



ASSET MANAGEMENT UPDATES

Process Improvement for Asset Collection

- No notable changes to the current process at this time
- Updates are expected to be finalized in the coming months

Asset Management Reminder

- Refer to the **Asset Records** and **Equipment & Vehicle Records** for assets that are actively tracked
- BHM uses this information to proactively manage aging mechanicals and other assets
- Accurate and up-to-date records are essential

ASSET FORMS

- Required for equipment **over \$1,000** (*previously \$500*)
- Please review your current assets for accuracy
- Check the asset equipment list
- If replacing an asset already on file:
Submit an **Asset Record Form**, including the old asset information

ASSET FORMS

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

When should an asset form be filled out?

- New equipment that exceeds \$1000
- Assets that are being replaced
- Assets that are being retired


Picture requirements:

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



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

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

 Bureau of Highway Maintenance
Roadside Facilities

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

Name of Person Completing: _____ Date: _____

Please check a Box Below and Follow the Comments:

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

New Record Name:

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

Purchase Information:

Purchase Date:	Purchase Amount \$
Purchase Order #:	

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

Old Record Name:

Record Name:	Serial #:
Manufacturer:	Model #:

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

Warranty Information:

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

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

FAMIS UPDATE



Work Order Assignment location has moved:

- From “Update Request” section
- To “Assignees” section

ASSIGNEES

+ Maximum number of assignees reached. Remove an assignee to add another.

Assignee	Lead Assignee
WorkControl Center	✓





INSPECTION UPDATES

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All FY26 FCA and Cleanliness inspections for SWEFs and SRAs have now been completed (With the exception of one site)



You will be assigned a few work orders in FAMIS for the lower-ranked items from the FCA inspections moving forward



Secondary site inspections will start in late May or early June



YEARLY INSPECTIONS



SWEF Safety Inspections

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



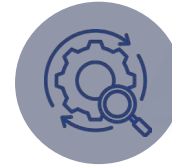
Cleanliness Inspection (SWEF & Safety Rest Areas)

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



Cleanliness Inspection (Secondary Sites)

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



FCA (Facility Condition Assessment)

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



Knox Box Inspection (SWEF and SRA only)

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



Inventory Inspection

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



SERVICE PROVIDER STAFFING

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Several Service Providers have experienced issues with finding staff

- Are you experiencing Staffing challenges?
- What are those challenges?
- Have there been State or Federal changes that have impacted ability to find/hire staff?
- Is the 75% requirement causing difficulties in finding/hiring staff?





OPEN DISCUSSION