

Chapter 05 | Cleaning Care & Maintenance Standards

05.03 Cleaning Care: Grounds

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

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

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

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

Sign Poles, Light Poles, & Flag Poles

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

Historical Markers & Welcome Signs

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

Plazas, Sidewalks, & Other Cement Areas

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

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

Mowing

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

Raking

All developed areas shall be raked once in early spring, before the mowing season begins, to remove leaves, branches, and other debris that may have accumulated on the premises during the winter.

Grass areas shall be raked in the fall as needed to maintain the area in a proper and professional manner.

Trees, Plants, Bushes, Bedding & Borders

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

Picnic Tables, Benches, Cement Slabs, & Shelters

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

Grills

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

Vending Machines

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

Drinking Fountains & Jug Fillers

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

Waste Containers

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

Portable Toilets

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

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

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

Dumpster Areas

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

Bus/Information Shelters

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

Map Case

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

Building Exterior

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

Ash Trays and Sand Urns

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