

Wisconsin's  
Rest Area Maintenance Program  
Annual Report

Fiscal Year 2020  
July 1, 2019 – June 30, 2020

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Roadside Facilities

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# Fiscal Year 2020 Rest Area Maintenance (RAM) Annual Report

## Introduction

DSPN Roadside Facilities (RF) continued providing program management services to WisDOT and RAM service providers through site inspections, conferring with site managers and program managers regarding any necessary changes in day-to-day operations, and RF assisting in prioritizing projects and necessary upgrades. Budget oversight and guidance was provided by DSPN RF as well, in addition to maintaining databases, websites and records pertinent to the RAM program.

## Program Changes

WisDOT permanently closed Rest Area 15 Bangor in LaCrosse County November 2019. Waushara Industries informed WisDOT they would be terminating their RAM contract at the end of March 2020. Northwoods, Inc. of Wisconsin was awarded the contract to maintain Wayside 69-06 Redgranite in Waushara County.

## RAM Program Scope

Twenty Service Providers employed 294 persons with disabilities to provide care to the 29 rest areas and 90 seasonal sites and park and rides.

## Annual Work Program

RAM program contracts are actual cost reimbursement contracts between Service Providers and WisDOT. All RAM service providers are certified under the State Use Program. DSPN RF assists providers in developing their annual budgets and then presents them to WisDOT for approval. The approved total budget for the RAM program for fiscal year 2020 was \$6,939,468.80.

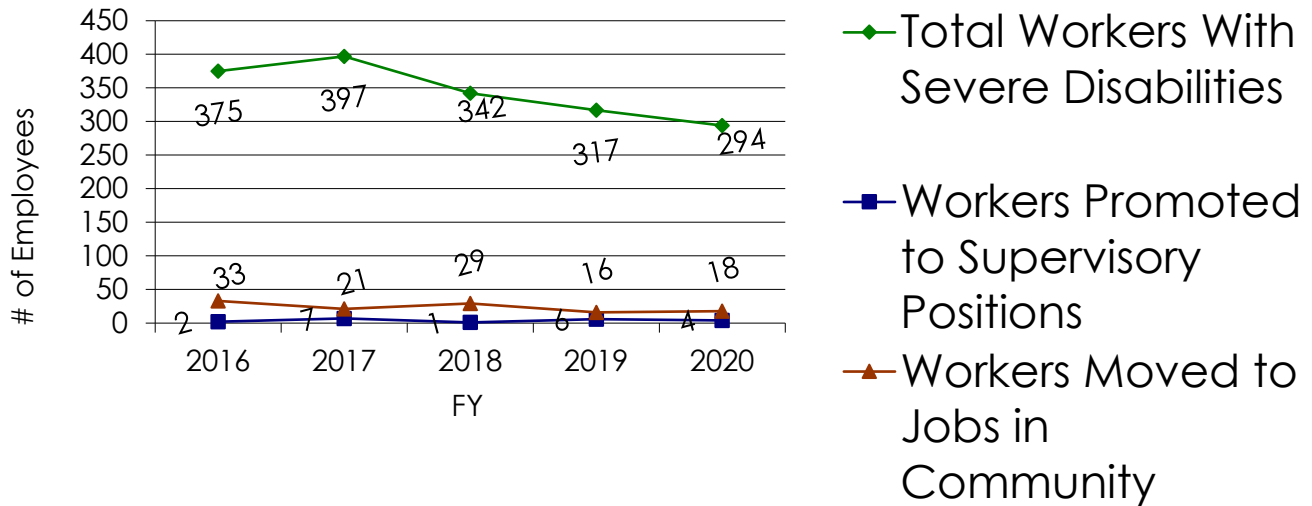
The RAM program is an actual cost reimbursement contract for CRPs. Table 1 shows a summary of RAM actual expenditures.

**Table 1: FY 2020 Actual Cost Summary**

<b>Project Title</b>	<b>Actual cost</b>
DSPN RAM Program Management Services	\$ 754,176.11
Custodial Care & Landscape Maintenance Services (CCLM) and Facility Repair & Emergency Costs	\$ 6,040,586.70
Facility Repair and Emergency Costs completed by CRPs (included within CCLM total above)	\$ 283,439.22
<b>Grand Total Cost of Operations</b>	<b>\$ 6,794,762.81</b>

## Providing Work Opportunities to Disabled

During FY 2020, the RAM Program contracts provided 225,952 hours of employment to 294 individuals with disabilities. Wages paid to workers with disabilities totaled \$1,150,440.62. The Program is used for vocational training with anticipated outcome of elevated skills and/or job placement in the community. Eighteen individuals moved on to other jobs within their community with the work experience gained by working in the RAM Program. Four individuals with disabilities were promoted to supervisory positions within the Program.



**Meetings and Training**

DSPN RF facilitates quarterly training seminars where DSPN RF and WisDOT share changes in administrative and site procedures as well as review existing procedures and guidelines. These meetings are meant to be informative and to give service providers an opportunity to network amongst their peers.

Due to concerns around COVID-19, DSPN RF began using Zoom a virtual product to conduct the quarterly meetings beginning June 2020. DSPN RF continues to use this format to provide service providers with pertinent information while keeping service providers, DSPN RF staff and WisDOT staff safe and socially distanced.

**Traffic Counts**

DSPN RF manages traffic data collected from rest areas. Over 16 million people used the facilities in FY 2020. Which is approximately 2 million less than FY 2019. This is due to highway construction, traffic counter issues, and the result of fewer travelers during the COVID-19 pandemic.

The highest daily traffic recorded for FY 2020 was 1,387 at Rest Area 12 Poynette located WB on I-90/94/39 in Columbia County. The lowest single daily traffic volume recorded for FY 2020 was 158 vehicles stopping at Rest Area 23 Superior located on USH 2 & 53 SB S of Superior in Douglas County.

**FY 2020 Year-to-Date Average Daily Traffic**

	<u>FY 2018</u>	<u>FY 2019</u>	<u>FY 2020</u>
<b>Year-Round Site Avg:</b>	682	679	593

(FY 2020 traffic numbers were down due to the COVID-19 pandemic)

**Water Usage**

DSPN RF maintains a comprehensive database of rest area water usage as part of the program management services for the RAM Program. The combined rest area average water usage per month was 61,817 gallons for FY 2020. This is less compared to FY 2019 which was 73,853 gallons.

Effective July 1, 2020 the Water Meter Reading process and workflow was moved into FAMIS, WisDOT's asset and facility management system. Each site receives a monthly Work Order where meter reading entries are logged by the assigned site personnel.

**FY 2020 Year-to-Date Average Water (in Gallons)**

	<u>FY 2018</u>	<u>FY 2019</u>	<u>FY 2020</u>
YTD Avg:	74,135	73,853	61,817

(FY 2020 traffic numbers were down due to the COVID-19 pandemic)

DSPN RF prepared an annual Rest Area Traffic and Water Usage report for WisDOT in April 2020. It provides various reports showing traffic data and water usage for a twelve-month period (December 2018 – November 2019). This report is available on the DSPN Roadside Facilities website: [roadsidefacilities.org](http://roadsidefacilities.org).

**Quality Assurance**

Standards of expected outcomes are set forth in Section 6.0-Cleaning Care and Maintenance Standards in the RAM Program Manual. Service Providers use the manual and their own written procedures and checklists to accomplish routine tasks at their given sites. DSPN RF inspectors make regular inspections of each RAM site to give feedback to managers and crews regarding their quality of work and standard compliance. DSPN RF consults with site and program managers on an ongoing basis to assure proper accepted methods and products are being utilized to produce an acceptable end result.

**Inspections:**

DSPN RF performs cleanliness and condition inspections and records them into FAMIS. These inspections are to assure that each facility meets or exceeds standards set by WisDOT. DSPN RF inspectors records, scores and makes notes of successes and deficiencies. If corrective action is needed, the inspector generates corrective work orders.

The new inspection process is done in WisDOT's FAMIS system. It includes scheduled inspection work orders that are automatically assigned to field staff. Each of these work orders include inspection forms with over 100 items that can be scored for both cleanliness standards and their condition. The FAMIS system allows for easily creating corrective work orders which assures corrective action and an assurance of follow through. The new inspection system started January 1, 2020. As a result, this year's report includes only six months' worth of data. Additionally, because of the pandemic and us not allowing field staff to visit sites for a period of just over two months, the data reflects only one or two inspections. We are including the new data in this report. Even though it does not reflect a full year's worth of inspections, it gives insight into how service providers are doing, nonetheless. And because data from the old system was reported in a much different way, it did not make sense to include it.

The overall percentage for Rest Areas, Seasonal Waysides, and Park & Rides, Welcome signs and Historical Markers is 74% with a total of 138 inspections performed.

See the Cleanliness and Condition Inspection Summary Reports on page 9.

**Public Feedback:**

Previously, DSPN RF obtained public feedback through the collection of comment cards. WisDOT hired a service called Opinionator and implemented a new format of collecting comments and other information from the public who visit the rest areas throughout the state. The Opinionator is a format that the public can scan a QR code or visit the website and provide feedback. WisDOT maintains the feedback data.

DSPN RF continues to receive comments, questions and lost and notified of lost and found items from travelers via the Roadside Facilities website.

## **Facility Repair and Upgrade Projects**

Fiscal Year 2020 minor repair projects that were billed through the work center's budget as Extra Work totaled approximately \$283,000. Notable facility minor repair projects completed in FY 2020 include:

- Barron, RA 34: Barron Plumbing and Heating replaced sump pump , \$537.00.
- Columbia, RA 11: Modahl Controls, Inc. replaced control module for air handlers due to severe storm, \$4,600.00.
- Dodge, RA 64: Comprehensive well testing and water pressure analysis, 2,539.00. Automatic Entrance repaired handicap accessible door, \$2,745.73.
- Douglas, RA 23 Superior: Anderson & Hammack replaced support post, \$8,429.50. Overhead Door Company replaced overhead door, \$1,474.00.
- Dunn, RA 61 White City Glass replaced glass in restrooms, \$1,616.42. Tru-Lock replaced handicap door opener, \$2,373.00.
- Eau Claire, Wayside 4 Caryville– Beaudette Renovations replaced roof shingles, \$575.00.
- Iron, RA 103 – ADA door operator / closer on exterior door replaced, \$1,081.66.
- Jackson, RA 53 & 54: WHV replaced primary pump to run systems. Systems were running on back-up, \$30,000.00.
- Jefferson, RA 14: Sable Mechanical rebuilt muffin monster, \$8,570.75 and replaced muffin monster controller, \$1,865.63.
- Juneau, RA 10: Terrytown Plumbing replaced well pump, \$6,995.54.
- Kenosha, RA 26 – A&R Door Service installed five heavy duty pedestrian door closers, \$3,090.00.
- LaCrosse, RA 31 – Market & Johnson refinished floors, \$9,358.00.
- Manitowoc, Laurent Home Improvement rebuilt benches and signposts, \$7,266.16. Economy Tree Service stump grinding, \$4,975.00.
- Marquette, RA 81/ & 82: Terrytown Plumbing installed new sump pump pit in basement, \$3,200.00. Fantasy Flooring replaced floor tiles in women's restroom, \$2,655.79. Martens & Sons repaired brick retaining wall brick block, \$9,425.00.
- Monroe, RA 16 Sparta: Gray Electric upgraded lighting in restrooms to LED, 2,551.00.
- Rock, RA 22 Beloit: Dvorak Landscape decorative stones and landscape fabric, \$8,000.00.
- Vilas, St. Germaine (W-31): Ken Wilson installed roofing on water shed, removed vents, vacuum vents, and skylights from bathroom roof and installed new roof on bathroom building, \$820.00.
- Walworth, RA 36: Aqua Well & Pump replaced control box in pressure tanks, \$2,127.00.

For a full listing of Minor Repairs performed during FY 2020, refer to the Extra Work report on page 12.

## **Preventative Maintenance**

The RAM Preventative Maintenance (PM) program is executed by Service Providers through FAMIS. Service Providers are assigned preventive maintenance work orders and perform maintenance procedures as required throughout the year. This assures that the assets are given due care on a regular basis.

Beginning FY 2019 preventive maintenance and vendor maintenance and repair services to properties and assets are fully recorded in FAMIS. FAMIS is a cloud-based property and asset management system. *(Accruent is the company that owns the FAMIS software. WisDOT Roadside Facilities subscribes to the system.)* Historical data, documents and records are maintained in FAMIS and accessible for program and budgetary planning purposes by WisDOT, DSPN RF and Service Providers.

**Program Data Summaries**

Data Summaries are attached to this report which provides detailed cost information of sites included in the program. The summaries include the FY 2020: Annual Work Program, Site Summary, Inspection Summaries and Extra Work Summary.

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FY 2020 (July 2019-June 2020) ANNUAL WORK PROGRAM BUDGET SUMMARY  
 CUSTODIAL CARE & LANDSCAPE MAINTENANCE (totals by cost center)  
 PROGRAM MANAGEMENT SERVICES (total cost)

CONTRACTOR	COST OBJECTIVE	# OF SITES	SITE NUMBER	Project Id	A	B	B - A	
					FY 2019	FY 2020	DIFFERENCE	%
					Requested Budget	Requested Budget		
					July 2017-June 2018	July 2018-June 2019		
APTIV, Inc.	LA CROSSE	2	RA-31, M	0032-02-46	\$180,725.44	\$173,129.52	(\$7,595.92)	-4.20%
ASCEND SERVICES	MANITOWOC	2	RA-51, RA-52	0036-02-47	\$271,444.18	\$278,298.39	\$6,854.21	2.53%
	MANITOWOC	5	W-4, W-10, SO-J, SO-K, SO-L	0036-02-48	\$30,392.97	\$29,302.02	(\$1,090.95)	-3.59%
BARRON COUNTY DDS	BARRON	2	RA-33, RA-34	0003-02-47	\$220,801.37	\$228,206.48	\$7,405.11	3.35%
	BARRON	1	W-1	0003-02-48	\$10,819.20	\$9,112.73	(\$1,706.47)	-15.77%
BLACK RIVER INDUSTRIES	TAYLOR	4	W-1, W-2, W-6, H-5	0060-02-48	\$29,597.38	\$47,557.75	\$17,960.37	60.68%
	RUSK	1	W-7	0054-02-48	\$26,012.12	\$28,346.18	\$2,334.06	8.97%
	CHIPPEWA (north)	4	H-5, W-8, W-13, H-16	0009-02-48	\$19,679.20	\$20,267.76	\$588.56	2.99%
CLARK CO ADS	CLARK	1	T-3	0010-02-48	\$4,730.90	\$3,629.93	(\$1,100.97)	-23.27%
CURATIVE CARE NETWORK	MILWAUKEE	10	P&R (7 lots), Intersection Areas (3)	0040-02-48	\$88,031.34	\$86,290.12	(\$1,741.22)	-1.98%
	MILWAUKEE	1	STH 794	0040-02-49	\$101,796.00	\$100,412.36	(\$1,383.64)	-1.36%
	RACINE	1	H-7	0040-02-48	\$0.00	\$13,858.09	1385809.00%	#DIV/0!
	JEFFERSON	1	W-3	0028-02-48	\$15,122.01	\$0.00	(\$15,122.01)	-100.00%
EASTER SEALS OF SE WI	WAUKESHA	2	P&R (2 lots)	0067-02-48	\$36,798.97	\$0.00	(\$36,798.97)	-100.00%
	RACINE	1	H-7					
ENDEAVORS ADULT DEVELOPMENT	POLK	3	W-1, H-4, M-B	0048-02-48	\$15,542.14	\$19,352.05	\$3,809.91	24.51%
HANDSHOP INDUSTRIES	GRANT	1	RA-106	0022-02-46	\$193,452.82	\$189,451.70	(\$4,001.12)	-2.07%
	JACKSON	2	RA-53, RA-54	0027-02-47	\$475,048.79	\$456,337.01	(\$18,711.78)	-3.94%
	JUNEAU	2	RA-9, RA-10	0029-02-47	\$466,655.19	\$428,181.55	(\$38,473.64)	-8.24%
	JUNEAU	1	W-2	0029-02-48	\$23,820.75	\$20,675.35	(\$3,145.40)	-13.20%
	MONROE	1	RA-16	0041-02-47	\$202,814.29	\$190,620.09	(\$12,194.20)	-6.01%
	LA CROSSE	1	RA-15					
	LA CROSSE	1	W-8	0041-02-48	\$20,702.64	\$20,457.90	(\$244.74)	-1.18%
HEADWATERS INC.	WOOD	1	W-4	0071-02-48	\$19,772.20	\$19,399.11	(\$373.09)	-1.89%
	FOREST	1	W-4	0043-02-48	\$93,755.02	\$78,480.41	(\$15,274.61)	-16.29%
	ONEIDA	2	W-10, W-13					
	VILAS (east)	4	W-23, W-29, W-31, H-22					
HIGHLINE CORP.	IRON	1	RA-103	0026-02-46	\$160,415.95	\$152,239.74	(\$8,176.21)	-5.10%
	IRON	3	W-5, M-A, S-7	0026-02-48	\$40,155.92	\$42,919.84	\$2,763.92	6.88%
	VILAS (west)	1	W-3					
	ASHLAND	1	W-2	0002-02-48	\$18,709.46	\$19,492.80	\$783.34	4.19%
INDIANHEAD ENTERPRISES	DUNN	3	RA-61, RA-62, P&R (1 lot)	0017-02-47	\$407,712.04	\$456,060.84	\$48,348.80	11.86%
KENOSHA ACHIEVEMENT CTR	KENOSHA	4	RA-26, M-F, M-G, H-5	0030-02-46	\$377,530.00	\$396,035.72	\$18,505.72	4.90%
LE PHILLIPS CDC	CHIPPEWA (south)	2	W-11, H-15	0018-02-48	\$47,084.16	\$45,453.50	(\$1,630.66)	-3.46%
	EAU CLAIRE	1	W-4					
	DUNN	1	W-6					
NORTHWOODS INC. OF WI	ADAMS	3	T-2, T-7, W-4	0001-02-48	\$3,321.32	\$2,422.38	(\$898.94)	-27.07%
	COLUMBIA	2	RA-11, RA-12	0011-02-47	\$618,503.54	\$626,067.01	\$7,563.47	1.22%
	DODGE	2	RA-63, RA-64	0014-02-47	\$253,791.47	\$268,871.22	\$15,079.75	5.94%
	MARQUETTE	2	RA-81, RA-82	0039-02-47	\$244,718.42	\$234,654.99	(\$10,063.43)	-4.11%
OPPORTUNITIES INC.	JEFFERSON	2	RA-13, RA-14	0028-02-47	\$365,442.81	\$365,442.80	(\$0.01)	0.00%
SUPERIOR VOCATIONS	BAYFIELD	2	W-6, W-10	0007-02-48	\$80,013.12	\$84,790.56	\$4,777.44	5.97%
	BURNETT	2	M-J, S-9					
	DOUGLAS	4	W-6, M-A, M-B					
	DOUGLAS	1	RA-23	0016-02-46	\$171,865.47	\$174,846.46	\$2,980.99	1.73%
VENTURES UNLTD	WASHBURN	5	W-4, W-7, W-10, H-8, H-9	0065-02-48	\$38,518.07	\$26,390.66	(\$12,127.41)	-31.48%
VERNON AREA REHAB. CENTER	VERNON	19	W-2, W-10, H-3, H-4, H-7, H-8, H-9, P-12, P-13, P-14, P-R, P-S, S-1, S-11, S-L, S-M, S-N, S-P, S-Q	0062-02-48	\$55,029.65	\$48,152.76	(\$6,876.89)	-12.50%
VIP SERVICES, INC.	ROCK	1	RA-17	0053-02-47	\$253,513.84	\$255,714.66	\$2,200.82	0.87%
	ROCK	1	RA-22	0053-02-46	\$329,166.42	\$330,001.24	\$834.82	0.25%
	WALWORTH	2	RA-35, RA-36	0064-02-47	\$189,873.50	\$174,974.60	(\$14,898.90)	-7.85%
	WALWORTH	2	M-B, P&R (1)	0064-02-48	\$9,523.13	\$9,833.60	\$310.47	3.26%
	WAUKESHA	2	P&R (2 lots)	0067-02-48	\$0.00	\$17,913.73	\$17,913.73	#DIV/0!
	WAUSHARA	1	W-6	0069-02-48	\$20,536.24	\$11,647.08	(\$8,889.16)	-43.29%
TOTAL # OF SITES					118			
CCLM & RECYCLING SERVICES COST TOTALS					\$6,232,939.45	\$6,185,292.69	(\$47,646.76)	-0.76%
PROGRAM MANAGEMENT FEE					\$ 613,329.93	\$ 754,176.11	\$140,846.18	22.96%
Project Id No.: 0072-01-48								
GRAND TOTAL CCLM & PROGRAM MANAGEMENT FEE					\$6,846,269.38	\$6,939,468.80	\$93,199.42	1.36%
WisDOT AVAILABLE PROGRAM FUNDS -					\$6,846,269.38			
SITE TYPE								
BL = BOAT LANDING					M = MONUMENT			
H = HISTORICAL MARKER					R = REST AREA			
P = PARKING TURNOUT					S = SCENIC OVERLOOK			
PR = PARK & RIDE					T = TABLE SITE			
L = LANDSCAPE AREA					W = SEASONAL WAYSIDE			

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## PROJECT ID SUMMARY

<u>CCLM Costs</u>	<u>DSPN Maanagment Fees</u>	<u>Project ID Total</u>
\$6,040,586.70	\$754,176.11	<b>\$6,794,762.81</b>

## OVERALL ACTUAL vs BUDGET SUMMARY

<u>YTD Actual</u>	<u>YTD Budget</u>	<u>Difference</u>	<u>Percentage</u>
\$6,040,586.70	\$6,198,951.02	(\$158,364.32)	97.45%

	<u>Actual Cost</u>	<u>% of Total Cost</u>		<u>Actual Cost</u>	<u>% of Total Cost</u>
Salaries:	\$2,874,831.36	87.71%	Contractor Service Costs:	\$898,089.75	99.74%
Benefits:	\$692,104.52	88.48%	Site Liability Insurance:	\$41,730.72	95.04%
Materials and Supplies:	\$458,208.01	108.90%	Special Vendor Services:	\$493,966.77	152.93%
Equipment Costs:	\$259,123.17	250.69%	Miscellaneous Costs:	\$55,944.89	99.58%
Vehicle Costs:	\$266,587.51	93.91%			

## BREAKDOWN by CATEGORY:

The cost breakdowns in the categories below are included in the overall totals above.

<b>Materials and Supplies (Breakdown by Category)</b>			<b>Special Vendor Services (Breakdown by Category)</b>		
<u>Materials and Supplies</u>	<u>Actual Cost</u>	<u>Percent</u>	<u>Category</u>	<u>Actual Cost</u>	<u>Percent</u>
Cleaning	\$86,492.01	133.44%	Trash/Recycling	\$116,674.98	96.32%
Paper/Consumables	\$185,673.81	94.52%	HVAC	\$42,806.93	173.95%
Building	\$89,215.85	112.54%	Electrical	\$15,433.49	75.55%
Grounds	\$44,235.69	124.10%	Plumbing	\$101,485.32	228.93%
Tools	\$9,899.76	95.56%	Well	\$36,460.35	889.28%
Uniforms	\$30,322.25	133.67%	Septic	\$25,598.16	47.72%
Misc.	\$12,368.64	98.33%	Portable Toilet	\$5,689.00	227.56%
<b>M/S Total:</b>	<b>\$458,208.01</b>	<b>108.74%</b>	Fire Extinguisher	\$2,805.65	53.92%
			Landscape	\$22,907.88	206.38%
			Building	\$105,336.32	254.83%
			Other	\$18,768.69	363.45%
			<b>Total:</b>	<b>\$493,966.77</b>	<b>148.10%</b>

<b>Miscellaneous Costs (Breakdown by Category)</b>					
Communication:	\$854.06	1.52%	Phone / Pager:	\$17,732.30	31.56%
Water Testing:	\$4,194.95	7.47%	Other:	\$25,798.16	45.92%
Storage:	\$7,365.42	13.11%	<b>Total:</b>	<b>\$55,944.89</b>	

## OTHER COSTS:

### Projects Summary

Extra Work Final Cost: **\$283,439.22**

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**Cleanliness and Condition Inspection Report - Rest Areas  
FY 2020 (July 1 2019 - June 30 2020)**

**Explanation of Average Scores**  
 76% - 80% = Exceeds Standards  
 70% - 75% = Meets Standards  
 65% - 69% = Does Not Meet Standards

Name of Property	Number of Times Inspected	Average Score
Rest Area 09 Lyndon Station	2	72%
Rest Area 10 Mauston	2	71%
Rest Area 103 Hurley	2	75%
Rest Area 106 Dickeyville	2	74%
Rest Area 11 Portage	1	74%
Rest Area 12 Poynette	1	74%
Rest Area 13 Lake Mills	1	74%
Rest Area 14 Johnson Creek	1	73%
Rest Area 16 Sparta	2	73%
Rest Area 17 Janesville	2	71%
Rest Area 22 Beloit	2	74%
Rest Area 23 Superior	2	75%
Rest Area 26 Kenosha	2	76%
Rest Area 31 La Crosse	2	74%
Rest Area 33 New Auburn	3	75%
Rest Area 34 Chetek	3	74%
Rest Area 35 Elkhorn	1	72%
Rest Area 36 East Troy	1	72%
Rest Area 51 Maribel	1	73%
Rest Area 52 Denmark	1	75%
Rest Area 53 Milston	2	72%
Rest Area 54 Black River Falls	2	73%
Rest Area 61 Menomonie EB	2	75%
Rest Area 62 Menomonie WB	2	75%
Rest Area 63 Lomira	2	75%
Rest Area 64 Theresa	2	75%
Rest Area 81 Coloma	1	75%
Rest Area 82 Westfield	1	76%
<b>Grand Total</b>	<b>48</b>	<b>74%</b>

**Cleanliness and Condition Inspection Report - Seasonal Waysides  
September 1 2019 - August 31 2020**

**Explanation of Average Scores**  
 76% - 80% = Exceeds Standards  
 70% - 75% = Meets Standards  
 65% - 69% = Does Not Meet Standards

Name of Property	Number of Times Inspected	Average Score
WAYSIDE 01-04 COTTONVILLE	1	*69%
WAYSIDE 02-02 GLIDDEN	1	75%
WAYSIDE 03-01 CAMERON	1	*68%
WAYSIDE 04-06 PORT WING	1	70%
WAYSIDE 04-10 CABLE	1	73%
WAYSIDE 09-08 LAKE HOLCOMBE	1	70%
WAYSIDE 09-11 CADOTT	1	75%
WAYSIDE 09-13 CORNELL	1	70%
WAYSIDE 16-06 MOOSE JUNCTION	1	73%
WAYSIDE 17-06 SAND CREEK	1	73%
WAYSIDE 18-04 EAU CLAIRE	1	75%
WAYSIDE 21-04 CAVOUR	1	73%
WAYSIDE 23-05 MANITOWISH	1	73%
WAYSIDE 29-02 CAMP DOUGLAS	1	71%
WAYSIDE 32-08 SHELBY	1	71%
WAYSIDE 36-10 MILLHOME	1	73%
WAYSIDE 43-10 MONICO	1	72%
WAYSIDE 43-13 THREE LAKES	1	75%
WAYSIDE 48-01 ST CROIX FALLS	1	*67%
WAYSIDE 54-07 INGRAM	1	75%
WAYSIDE 60-01 WESTBORO	1	75%
WAYSIDE 60-02 JUMP RIVER	1	73%
WAYSIDE 60-06 GILMAN	1	75%
WAYSIDE 62-02 READSTOWN	1	72%
WAYSIDE 62-10 GENOA	1	75%
WAYSIDE 63-03 DIAMOND LAKE	1	73%
WAYSIDE 63-21 ST GERMAIN	1	73%
WAYSIDE 63-23 EAGLE RIVER	1	73%
WAYSIDE 63-29 LAND O' LAKES	1	75%
WAYSIDE 65-04 SPRINGBROOK	1	70%
WAYSIDE 65-07 BARRONETT	1	73%
WAYSIDE 65-10 MINONG	1	*69%
WAYSIDE 69-06 REDGRANITE	1	75%
WAYSIDE 71-04 MARSHFIELD	1	75%
<b>Grand Total</b>	<b>34</b>	<b>73%</b>

\* Note: Corrective Work orders generated – issues have been resolved.

**Cleanliness and Cleanliness Inspection Report - Park & Rides, Welcome Signs, Historical Markers**  
**September 1 2019 - August 31 2020**

**Explanation of Average Scores**

76% - 80% = Exceeds Standards  
 70% - 75% = Meets Standards  
 65% - 69% = Does Not Meet Standards

Name of Property	Number of Times Inspected	Average Score
HISTORICAL MARKER 09-05 OLD ABE & WAR EAGLE & NSP WILDFLOWER	1	75%
HISTORICAL MARKER 09-15 NATION'S 1ST COOP GENERATING STATION	1	75%
HISTORICAL MARKER 09-16 COBBAN BRIDGE	1	75%
HISTORICAL MARKER 32ND DIVISION MEMORIAL HIGHWAY	1	75%
HISTORICAL MARKER 48-04 DANISH DAIRY CO-OP	1	75%
HISTORICAL MARKER 60-05 RISTIC ROAD	1	75%
HISTORICAL MARKER 62-03 NATIONS FIRST WATERSHED PROJECT	1	79%
HISTORICAL MARKER 62-04 BATTLE OF BAD AXE & BLACK HAWK TRAIL	1	72%
HISTORICAL MARKER 62-07 DAMS ON MISSISSIPPI & ACROSSE BOILING WATER REACTOR	1	70%
HISTORICAL MARKER 62-08 ADMIRAL MARC A MITSCHER US NAVY	1	75%
HISTORICAL MARKER 62-09 GOVERNOR RUSK	1	75%
HISTORICAL MARKER 63-22 WI RIVER HEADWATERS & 32ND DIV MEMORIAL HWY	1	71%
HISTORICAL MARKER 65-08 YELLOW RIVER	1	* 68%
HISTORICAL MARKER 65-09 NAMEKAGON RIVER	1	75%
LANDSCAPED AREA 40-01 MILWAUKEE (FOREST AVE)	1	75%
LANDSCAPED AREA 40-03 MILWAUKEE (HAMPTON AVE)	1	75%
LANDSCAPED AREA 4-02 MILWAUKEE (VILLARD AVE)	1	75%
LANDSCAPED AREA 40-794 MILWAUKEE	2	73%
PARK & RIDE 17-01 ELK MOUND	1	75%
PARK & RIDE 40-10B MILWAUKEE	1	75%
PARK & RIDE 40-20A MILWAUKEE (COLLEGE AVE NE)	1	74%
PARK & RIDE 40-20B MILWAUKEE (COLLEGE AVE SW)	1	75%
PARK & RIDE 40-30 MILWAUKEE (RYAN RD)	1	75%
PARK & RIDE 40-40 MILWAUKEE (LOOMIS RD)	1	75%
PARK & RIDE 40-50 MILWAUKEE (HALES CORNERS)	1	75%
PARK & RIDE 40-55 MILWAUKEE (STATE FAIR)	1	75%
PARK & RIDE 64-15 GENOA CITY	1	75%
PARK & RIDE 67-15 BIG BEND	1	71%
PARK & RIDE 67-50 NAGAWAUKEE	1	* 67%
PARKING TURNOUT 62-12 WES PRAIRIE E	1	75%
PARKING TURNOUT 62-12 WES PRAIRIE W	1	75%
PARKING TURNOUT 62-14 BAD AXE RIVER BRIDGE	1	75%
PARKING TURNOUT 62-R VICTORY/DESOTO	1	75%
PARKING TURNOUT 62-S GENOA	1	75%
SCENIC OVERLOOK 62-Q STODDARD	1	75%
SCENIC OVERLOOK 07-09 HERTEL	1	71%
SCENIC OVERLOOK 26-07 APOSTLE ISLANDS	1	71%
SCENIC OVERLOOK 62-01 STODDARD	1	75%
SCENIC OVERLOOK 62-11 DE SOTO	1	75%
SCENIC OVERLOOK 62-L PLEASANT VALLEY	1	75%
SCENIC OVERLOOK 62-M PLEASANT VALLEY	1	75%
SCENIC OVERLOOK 62-N PLEASANT VALLEY	1	75%
SCENIC OVERLOOK 62-P PLEASANT VALLEY	1	75%
TABLE SITE 01-02 SHIP ROCK	1	72%
TABLE SITE 01-07 PARKER LAKE	1	* 69%
TABLE SITE 10-03 GREENWOOD	1	72%
WELCOM SIGN 48-B ST CROIX FALLS	1	75%
WELCOME SIGN & HIST MARKER 30-05 32ND DIV MEMORIAL HWY	1	75%
WELCOME SIGN 07-J GRANTSBURG	1	75%
WELCOME SIGN 16-A DULUTH	1	75%
WELCOME SIGN 16-B SUPERIOR	1	75%
WELCOME SIGN 26-A HURLEY	1	75%
WELCOME SIGN 30-F PIKEVILLE	1	75%
WELCOME SIGN 30-G PLEASANT PRARIE	1	75%
WELCOME SIGN 64-B WALWORTH	1	75%
<b>Grand Total</b>	<b>56</b>	<b>74%</b>

\* Note: Corrective Work orders generated – issues have been resolved.

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## Extra Work Costs by WisDOT Project ID

Report by: Disability Service Provider Network, Inc.

<b>Barron</b>		Maintenance Service Provider: <b><i>Barron County Developmental Services, Inc.</i></b>
RA 33 & 34	RA 33: Jesse Jones Construction inspected failed generator.	\$529.07
RA 33 & 34	RA 34: Barron Plumbing & Heating replaced sump pump, \$537.00. Care Sanitation cleared plugged manhole upstream from the septic, \$266.00.	\$803.00
RA 33 & 34	RA 34: Zimmerman Concrete repaired picnic table and replaced posts and anchors on the HM.	\$2,500.00
RA 33 & 34	RA 33: Jesse Jones Construction diagnosed basement light issue.	\$226.50
		Actual Costs for 0003-02-47
		\$4,058.57

<b>Chippewa S(1) &amp; Eau Claire (2) &amp; Dunn (3)</b>		Maintenance Service Provider: <b><i>L.E. Phillips Career Development Center</i></b>
(1) W-9,W-11,H-15 (2) W-4 (3) W-6	W-4 (Caryville)f: Beaudette Renovations replaced roof shingles.	\$575.00
		Actual Costs for 0018-02-48
		\$575.00

<b>Columbia</b>		Maintenance Service Provider: <b><i>Northwoods Inc of Wisconsin</i></b>
RA 11 & 12	RA 11: Modahl Controls, Inc replaced control module for air handlers due to severe storm.	\$4,600.00
		Actual Costs for 0011-02-47
		\$4,600.00

<b>Dodge</b>		Maintenance Service Provider: <b><i>Northwoods Inc of Wisconsin</i></b>
RA 63 & 64	RA 64: Comprehensive well testing and water pressure analysis.	\$2,539.00
RA 63 & 64	RA 64: Ziegelbauer, Inc installed new furnace.	\$3,170.00
RA 63 & 64	RA 64: Automatic Entrances Technology replaced door circuit board.	\$904.56
RA 63 & 64	RA 64: Pit Stop set up portable toilets for well project, \$981.20. Automatic Entrances repaired h/c accessible door, \$2,745.73.	\$3,726.93
		Actual Costs for 0014-02-47
		\$10,340.49

<b>Douglas</b>		Maintenance Service Provider: <b><i>Superior Vocations Center, Inc.</i></b>
RA 23	RA 23: Mr. Biffy provided portable toilet services March 23-27 due to COVID-19.	\$1,965.00
RA 23	RA 23: Young Plbg installed eye wash station, \$1,535.00. Anderson & Hammack replaced support post, \$8,429.50. Overhead Door Co replaced overhead door, \$1,474.00.	\$11,438.50

Extra Work Costs by WisDOT Project ID

Report by: Disability Service Provider Network, Inc.

Actual Costs for 0016-02-46 \$13,403.50

**Dunn**

Maintenance Service Provider: **Indianhead Enterprises, Inc.**

RA 61 & 62	RA 61/62: Tru Lock rekeyed buildings due to Tourism losing keys.	\$748.40
RA 61 & 62	RA 61: TruLock installed pass code door lock for Tourism use of breakroom.	\$966.00
RA 61 & 62	RA 61/62: Purchased recycling badges from Wausau Tiles to streamline recycling.	\$902.55
RA 61 & 62	RA 61/62: Global Industries replaced mirrors in the men's restrooms.	\$674.78
RA 61 & 62	RA 61/62: White City Glass of Menomonie replaced restroom mirrors, \$1,150.35. Crew replaced tile surrounding mirrors, \$670.00.	\$1,820.35
RA 61 & 62	RA 61: White City Glass replaced glass in restrooms per FAMIS, \$1,616.42. J&K Window Tinting tinted the windows that were replaced, \$250.00. RA 62: Tru-Lock replaced handicap door opener, \$2,373.00. RA 61/62: Tru-Lock replaced key cylinders for bldg. entrance, \$1,119.55.	\$5,358.97
RA 61 & 62	RA 61/62: RTS Roofing replaced plastic drain and clamp rings.	\$594.66

Actual Costs for 0017-02-47 \$11,065.71

**Forest (1),  
Oneida (2) &  
Vilas E (4)**

Maintenance Service Provider: **Headwaters, Inc.**

(1) W-4; (3) W-10,W-13, (4) W-23,W-29,W-31,H-22	W-31 (St. Germaine): Ken Wilson installed roofing on water shed, removed vents, vacuum vents and skylights from bathroom roof and installed new roof on bathroom building.	\$820.00
(1) W-4; (3) W-10,W-13, (4) W-23,W-29,W-31,H-22	W-23 (Eagle River): Lumber Jack's removed trees as marked.	\$400.00

Actual Costs for 0043-02-48 \$1,220.00

**Grant**

Maintenance Service Provider: **Handishop Industries**

RA 106	RA 106: Carey's Seamless Gutters replaced 6" gutter, Bay Miltre (4 exterior, 2 interior), and downspout.	\$1,422.50
RA 106	RA 106: Pure Country replaced well pump, \$7,871.78. Zephyr installed mirrors in men's restroom per FAMIS #15663, \$558.82.	\$8,430.60
RA 106	RA 106: Friesens Plbg & Htg replaced water meter in the basement. FAMIS #116381	\$1,044.50
RA 106	RA 106: Straightway Painting painted restrooms. FAMIS WO #105665	\$1,320.00

Actual Costs for 0022-02-46 \$12,217.60

**Iron** Maintenance Service Provider: **Highline Corporation**

RA 103	RA 103: Replaced ADA door opener/closer on exterior door.	\$1,081.66
	Actual Costs for 0026-02-46	\$1,081.66

**Jackson** Maintenance Service Provider: **Handishop Industries**

RA 53 & 54	RA 53/54: Tomah Glass Co installed mirrors.	\$704.00
RA 53 & 54	RA 53/54: Tomah Glass Co installed two stainless theft proof frames glazed with 1/4" clear mirror.	\$800.00
RA 53 & 54	RA 53/54: WHV replaced primary pump to run systems. System was running on back-up pump.	\$30,000.00
RA 53 & 54	RA 53/54: Due to COVID-19 purchase extra toilet paper dispensers, \$56.44; purchased extra toilet paper, \$1,419.48.	\$1,475.92
RA 53 & 54	RA 53: Greg Kayala Plumbing installed new water heater.	\$1,169.75
RA 53 & 54	RA 53/54: Lee Door repaired auto door operator.	\$450.00
	Actual Costs for 0027-02-47	\$34,599.67

**Jefferson** Maintenance Service Provider: **Opportunities Inc.**

RA 13 & 14	RA 13: Guthrie & Frey, Inc repaired pressure tank and control box.	\$1,828.50
RA 13 & 14	RA 14: Sabel Mechanical rebuilt muffin monster.	\$8,570.75
RA 13 & 14	RA 14: Luedtke Plumbing installed a new electric water heater.	\$8,000.00
RA 13 & 14	RA 13: Culligan repaired water softener.	\$1,288.99
RA 13 & 14	RA 13/14: OTW Corp evaluated water systems.	\$1,000.00
RA 13 & 14	RA 13: Sabel Mechanical replaced muffin monster controller.	\$1,865.63
RA 13 & 14	RA 13: Repaired leaks in refrigeration piping.	\$1,675.32
	Actual Costs for 0028-02-47	\$24,229.19

**Juneau** Maintenance Service Provider: **Handishop Industries**

RA 9 & 10	RA 10: Don' Plumbing replaced drinking fountain and chiller.	\$2,958.00
RA 9 & 10	RA 9/10: Greg Kayala installed a new water heater, \$1,038.00. K&B Flooring repaired damaged floor tiles, \$500.00.	\$1,538.00
RA 9 & 10	RA 9: Gray Electric after hour service due to no power at the rest area, \$407.50. Greg Kayala replaced hot water mixing pump, \$769. 10. RA 9/10: Lee Door repaired auto door opener women's r/r, \$441.60.	\$1,618.20
RA 9 & 10	RA 9/10: Lee Door & Hardware re-key exterior locks, \$782.67. Lee Door & Hardware repaired auto door openers for restrooms, \$2,992.00. RA 9: Liberty Flags installed pole accessories, \$999.00. Greg Kayala	\$9,305.52

Extra Work Costs by WisDOT Project ID

Report by: Disability Service Provider Network, Inc.

	replaced two water heaters, \$2,127.85. RA 10: Roh Construction re-screw metal roof on shed, \$2,404.00.	
RA 9 & 10	RA 10: Greg Kayala Plbg replaced water heater, FAMIS #114406, \$1,162.55. RA 10: Heating & Cooling Spec replaced furnace, FAMIS #109054, \$2,940.00. RA 9 Heating & Cooling Spec replaced furnace, FAMIS #109058, \$2,940.00.	\$7,042.55
RA 9 & 10	RA 10 Terrytown Plbg replaced well pump FAMIS #139432, \$6,995.54. Best Kept Portables service due to well replacement, \$414.00. RA 9/10 Tomah Glass & Door replaced 21 mirrors and a door panel due to graffiti FAMIS #11409, \$2,376.76. Due to COVID-19 purchase extra toilet paper dispensers, \$70.55; purchased extra toilet paper, \$1,419.48.	\$11,276.33
RA 9 & 10	RA 9/10: Lee Door repaired auto operator at RA 9, \$337.00. Replaced locks and door closers at both rest areas, \$725.00.	\$1,062.00
RA 9 & 10	RA 9: Heating & Cooling replaced exhaust fans for restrooms.	\$3,768.00
Actual Costs for 0029-02-47		\$38,568.60

**Kenosha** Maintenance Service Provider: *Kenosha Achievement Center Inc.*

RA 26, M-F, M-G, H-5, Vacant Lot	RA 26: Kenosha Plumbing installed two (2) faucets in men's restroom (west).	\$1,950.66
RA 26, M-F, M-G, H-5, Vacant Lot	RA 26: A&R Door Svc installed five heavy duty pedestrian door closers.	\$3,090.00
RA 26, M-F, M-G, H-5, Vacant Lot	RA 26: Kenosha Plumbing installed optimal ETF-660 faucet in the men's restroom (east side).	\$1,063.58
RA 26, M-F, M-G, H-5, Vacant Lot	RA 26: Misurelli Sorensen installed inducer motor assembly on Rezner furnace above women's chase.	\$650.00
RA 26, M-F, M-G, H-5, Vacant Lot	RA 26: Valiant Electric replaced (4) pendant lights.	\$1,053.00
RA 26, M-F, M-G, H-5, Vacant Lot	RA 26: Valiant Electric performed electrical work needed for installation of pond fountain.	\$555.00
Actual Costs for 0030-02-46		\$8,362.24

**Manitowoc** Maintenance Service Provider: *Ascend Services, Inc.*

RA 51 & 52	RA 51/52: Raise Rite raised recycle bin pads, \$1,760.00. Laurent Home Improvement rebuilt benches and signposts, \$7266. 16. Economy Tree Svc stump grinding, \$4,975.00.	\$14,001.16
RA 51 & 52	RA 51/52: Entrance Technologies replaced the door operator at SB and reset the door operator at NB.	\$2,340.00
RA 51 & 52	RA 51/52: Maribel Heating/Plumbing replaced water heaters w/ 40-gal, LP Gas, \$2,791.14. RA 52: Sewer gas smell: Maribel capped cracked vent piping in attic, drains, and re-routed as needed. Installed Studor vent on floor drain, \$604.49.	\$3,395.63
RA 51 & 52	RA 51/52: Culligan installed water filters, \$18,760.30. LaForce installed continuous hinges on exterior vestibule doors, \$4,027.00. Tri City Glass & Door replaced insulated units in existing HM frame (partial payment), \$6,000.00. Replaced fogged insulated units in HM frames and doors (full payment), \$1,550.00.	\$30,337.30

Wisconsin's Rest Area Maintenance Program

FY 2020 (July 1, 2019 - June 30, 2020)

Extra Work Costs by WisDOT Project ID

Report by: Disability Service Provider Network, Inc.

Actual Costs for 0036-02-47 \$50,074.09

**Marquette** Maintenance Service Provider: *Northwoods Inc of Wisconsin*

RA 81 & 82	RA 82: Portage Glass installed four exterior display boards.	\$3,211.00
RA 81 & 82	RA 82: Terrytown Plumbing replaced all closet drain seals, \$3,450.00 and flush valves on plumbing fixtures, \$4,500.00.	\$7,950.00
RA 81 & 82	RA 81: Terrytown Plumbing installed a new sump pit in basement.	\$3,200.00
RA 81 & 82	RA 81: Fantasy Flooring replaced floor tiles in women's restroom.	\$2,655.79
RA 81 & 82	RA 82: Martens & Sons repaired brick retaining wall brick block. Mat'ls, \$6,500.00 and Labor, \$2,925.00.	\$9,425.00
Actual Costs for 0039-02-47		\$26,441.79

**Monroe/LaCrosse** Maintenance Service Provider: *Handishop Industries*

RA 15 & 16	RA 16: Direct World Dryer installed hand dryers, \$1,128.00. Alphabet Signs replaced map cases, \$933.71.	\$2,061.71
RA 15 & 16	RA 16: Gray Electric replaced four (4) hand dryers per WisDOT, \$1,141.00. Gray Electric upgraded lighting in men's and women's restrooms to LED per WisDOT, \$2,551.00. Professional Painting Company painted men's and women's restrooms, \$3,997.50.	\$7,689.50
RA 15 & 16	RA 16: Heating & Cooling Specialists installed furnace, FAMIS #116342, \$3,948.00; and installed ADP garage heater, FAMIS #116344, \$1,940.00. Roh Construction installed top supports that were needed for post replacement project on toilet bldg., \$642.00.	\$6,530.00
RA 15 & 16	RA 16: Best Kept Portables provided service while the building was being painted and lights installed, \$570.55. Due to COVID-19 purchase extra toilet paper dispensers, \$56.44; purchased extra toilet paper, \$1,419.48; laminated sheets for posters, \$23.28.	\$2,069.75
RA 15 & 16	RA 16: Greg Kayala replaced pressure tank and sloan valve on h/c stall. FAMIS WO #114433.	\$1,252.65
RA 15 & 16	RA 16: Lee Door & Hardware repaired door (top pivot hinge).	\$322.00
RA 15 & 16	RA 16: Roh Construction patched roof following a windstorm.	\$366.00
Actual Costs for 0041-02-47		\$20,291.61

**Rock** Maintenance Service Provider: *VIP Services, Inc.*

RA 17	RA 17: Janesville Door replaced garage door and electric door opener.	\$1,269.00
RA 22	RA 22: Dvorak Landscape decorative stone and landscape fabric.	\$8,000.00
Actual Costs for 0053-02-47		\$9,269.00

**Walworth** Maintenance Service Provider: *VIP Services, Inc.*

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Wisconsin's Rest Area Maintenance Program

FY 2020 (July 1, 2019 - June 30, 2020)

Extra Work Costs by WisDOT Project ID

Report by: Disability Service Provider Network, Inc.

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RA 35 & 36	RA 36: Aqua Well & Pump replaced control box in pressure tanks.	\$2,127.50
RA 35 & 36	RA 36: Janesville Door Company installed garage door and opener.	\$1,555.00
		<hr/>
		Actual Costs for 0064-02-47
		\$3,682.50

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**Wood**

Maintenance Service Provider: *Handishop Industries*

W-4		\$9,358.00
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		Actual Costs for 0071-02-48
		\$9,358.00

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**Facility Repair and Emergency Costs by CRP as Extra Work Costs: \$283,439.22**

## **FY 2020 RAM Service Providers**

APTIV, Inc., LaCrosse

Ascend Services, Inc., Manitowoc

Barron County Developmental Services, Inc., Barron

Black River Industries, Medford

Chippewa River Industries, Chippewa Falls

Clark County Adult Development Services, Greenwood

Curative Care Network, West Allis

Endeavors Adult Development Center, Balsam Lake

Handishop Industries, Inc., Tomah

Headwaters, Inc., Rhinelander

Highline Corporation, Hurley

Indianhead Enterprises, Menomonie

Kenosha Achievement Center, Kenosha

L.E. Phillips Career Development, Eau Claire

Northwoods Inc. of Wisconsin, Portage

Opportunities, Inc., Fort Atkinson

Superior Vocations Center, Inc., Superior

Ventures Unlimited, Inc., Shell Lake

Vernon Area Rehabilitation Center, Viroqua

VIP Services, Inc., Elkhorn



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