

Wisconsin's  
Rest Area Maintenance Program  
Annual Report

Fiscal Year 2019  
July 1, 2018 – June 30, 2019

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Roadside Facilities

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# Fiscal Year 2019 Rest Area Maintenance Annual Report

## Introduction

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

FY 2019 brought a change to the RAM program. On March 1<sup>st</sup>, 2019, DSPN RF and WisDOT received thirty-day notice from Easter Seals of SE Wisconsin of their plans to terminate their RAM contract. They provided the supervisors and crew at the PR-15 (Big Bend) Park & Ride located on I-43 & STH 164, PR-50 Park & Ride located on I-94 & STH 83 at Golf Road in Waukesha County and the Historical Marker located .3 miles N of STH 31 in Racine County.

DSPN RF immediately sent a simplified bid to prospective work centers. Curative Care Network was awarded the service contract for the Historical Marker in Racine County and VIP Services, Inc. was awarded the service contract for the Park & Rides in Waukesha County.

The Ixonia Seasonal Wayside located on STH 16, the east side of the Rock River Bridge in Jefferson County, was transferred from the RAM Program to the Jefferson County Parks in January 2019.

## RAM Program Scope

Twenty-two Community Rehabilitation Programs (CRPs) employed 317 persons with disabilities to provide care to the 29 year-round rest areas and 96 seasonal sites and park and rides.

## Annual Work Program

RAM program contracts are actual cost reimbursement contracts between Service Providers and WisDOT. All RAM providers are certified under the State Use Program. DSPN RF assists providers to develop their annual budgets and then presents them to WisDOT for approval. The approved total budget for the RAM program for fiscal 2019 was \$6,846,269.38.

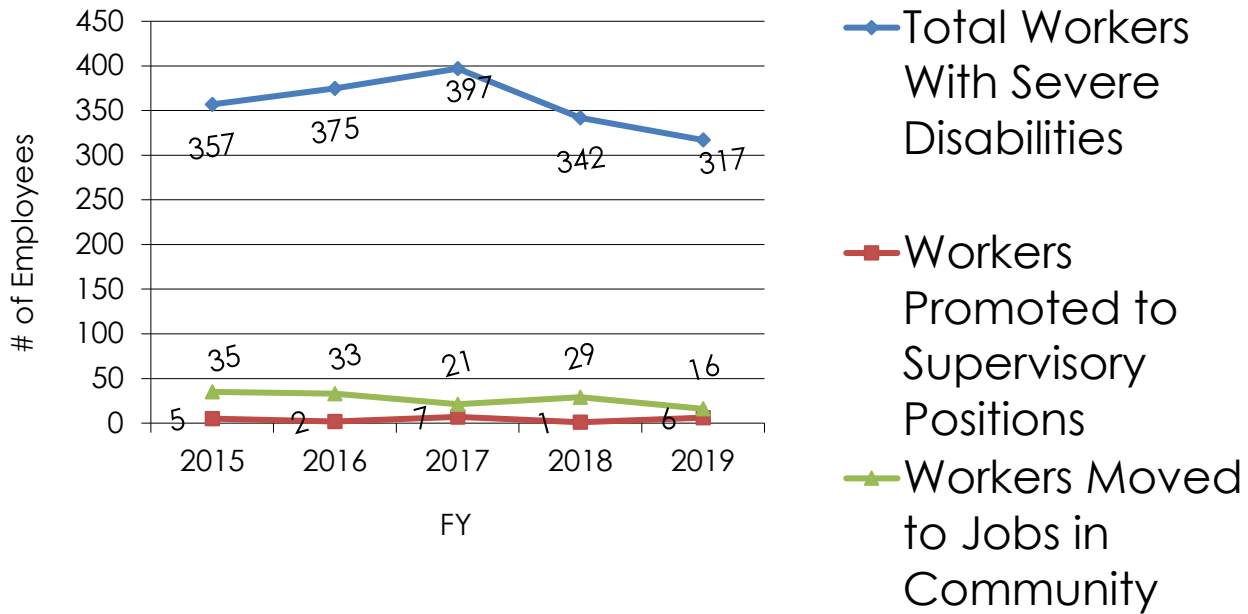
The RAM program is an actual cost reimbursement contract for CRPs. Table 1 shows a summary of RAM actual expenditures.

**Table 1: FY 2019 Actual Cost Summary**

Project Title	Actual cost
DSPN RAM Program Management Services	\$ 613,329.93
Custodial Care & Landscape Maintenance Services (CCLM) and Facility Repair & Emergency Costs	\$ 5,966,017.01
Facility Repair and Emergency Costs completed by CRPs (included within CCLM total above)	\$ 259,017.53
<b>Grand Total Cost of Operations</b>	<b>\$ 6,579,346.94</b>

**CRP Contracts**

During FY 2019, the RAM Program contracts provided 215,917 hours of employment to 317 individuals with disabilities. Wages paid to workers with disabilities totaled \$1,222,351.23. The Program is used for vocational training with anticipated outcome of job placement in the community or elevated skills. Sixteen individuals moved on to other jobs within their community with the work experience gained by working in the RAM Program. Six individuals with disabilities were promoted to supervisory positions within the Program.



**Meetings and Training**

November 2018 was the last RAM Committee meeting. In 2019, WisDOT and DSPN RF began coordinating quarterly training meetings 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.

During the latter part of FY 2019, DSPN RF Staff began traveling for the purpose of training site supervisors and program managers of year-round sites how to use the new Asset and Property Management program called FAMIS. To date, staff from all eleven Work Centers throughout the State have received training and the final two have been scheduled.

**Traffic Counts**

DSPN RF manages traffic data collected from year-round rest areas. Over 18 million people used the facilities in FY 2019. Which is status quo to FY 2018.

The highest daily traffic recorded for FY 2019 was 1,482 at rest area 12 located WB on I-90/94/39 in Columbia County. The lowest single daily traffic volume recorded for FY 2019 was 188 vehicles stopping at rest area 23 located on USH 2 & 53 SB S of Superior in Douglas County.

## 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 73,853 gallons for FY 2019.

Columbia County rest area 11 has the highest rest area annual water usage recorded for FY 2019. Approximately 213,417 gallons was used.

DSPN RF prepared an annual Rest Area Traffic and Water Usage report for WisDOT in April 2019 which provides various reports showing traffic data and water usage for a twelve-month period (December 2017 – November 2018). This report is available on the DSPN Roadside Facilities website.

## 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 field inspections are conducted regularly by the DSPN RF quality assurance team. When supervisory personnel are on site during an inspection, the inspector will share observations with supervisors as well as discuss any areas of concern and possible solutions. Inspections are reviewed by the Operations Director and then forwarded to program managers. Through the experience of the DSPN RF inspectors, consistency in inspections is expected by service providers with clear explanations of deficiencies needing attention and correction.

DSPN RF performed approximately 264 announced and random site inspections in FY 2019. See Table 2 for Overall percentages of standards met for each inspection category. See Site Summary Grand Totals Report on page 9 for the inspection summary.

<b>Table 2: FY 2019 Inspection Report Summary</b>	
<b>Overall Total % of Standards Met</b>	
<b>Inspection Category</b>	<b>Rest Areas</b>
<b>Entrances &amp; Lobbies</b>	<b>99.62%</b>
<b>Rest Rooms-Men</b>	<b>99.66%</b>
<b>Rest Rooms-Women</b>	<b>99.53%</b>
<b>Grounds</b>	<b>99.46%</b>
<b>Overall</b>	<b>99.61%</b>
<b>Inspection Category</b>	<b>Seasonal Sites</b>
<b>Rest Rooms-Men</b>	<b>96.73%</b>
<b>Rest Rooms-Women</b>	<b>98.57%</b>
<b>Well Shelter:</b>	<b>99.18%</b>
<b>Grounds</b>	<b>99.22%</b>
<b>Overall</b>	<b>98.80%</b>
<b>Inspection Category</b>	<b>Sites without Buildings</b>
<b>Overall</b>	<b>99.83%</b>

## **Public Feedback:**

DSPN RF obtains public feedback through the collection of comment cards and via electronic resources such as the Roadside Facilities website. A total of 663 comments were received during FY 2019. Travelers from thirty-six states and three countries visited Wisconsin rest areas. Approximately seventy-six percent of the comments were from travelers residing in the Midwest. Approximately two percent of the comments were from citizens of other countries including Canada, Mexico, and Poland. The overall rating for FY 2019 is 1.46 based on a scale of 1 to 5, 1 being best.

## **Facility Repairs and Upgrades Projects**

Fiscal Year 2019 minor repair projects that were billed through the work center's budget as Extra Work totaled approximately \$259,000. Notable facility minor repair projects completed in FY 2019 include:

- Knox Boxes were installed at all year-round sites.
- Barron, RA 33 & 34: Beranek Electric installed LED lighting, \$12,695.00.
- Douglas, RA 23 – Keith Booth Contracting installed wall, door and frame in former tourism area, \$4,800.00. Miller's replaced 70 sq. ft of main roof and all outbuilding roofs, \$25,283.00.
- Iron, RA 103 – Schraugnagel Glass replaced broken glass window with bronze map panels on DMV side, \$1,822.30. Highline Corporations (Non-RAM staff) stained building exterior, \$2,794.49.
- Iron, Manitowish Wayside (W-5) – Highline Corporation (Non-RAM staff) replaced doors on wayside building, \$1,224.26.
- Kenosha, RA 26 – Valiant Electric retro fitted fluorescent lights to LED, \$5,625.00.
- Manitowoc, RA 51 - LED fixtures installed throughout rest area, \$2,479.60. CertaPro Painters painted rest area per contract, \$4,787.16.
- Vernon, Genoa Wayside (W-10) – Ben Gald Construction replaced roof/trim on restroom building, interior ceiling and one picnic shelter, \$2,182.10.
- Vilas, Land O' Lakes (W-29) – Ken Wilson replaced roof on building, \$1,211.85.

For a full listing of Minor Repairs performed during FY 2019, refer to the Extra Work report on page 10.

## **Preventative Maintenance**

The RAM Preventative Maintenance (PM) program is executed by Service Providers through the RAM PM Manual that each provider keeps on site. Each manual has checklists that the providers sign off on as each specific maintenance item is completed. This assures that the physical plant is given due care on a regular basis. DSPN RF keeps a database reflecting the PM that has been performed throughout each calendar year.

Beginning FY 2020 preventive maintenance and vender 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 will be 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 2019: AWP, Site Summary and Extra Work Summary.

REST AREA MAINTENANCE (RAM) PROGRAM

(as prepared by RFW, Inc.)

FY 2019 (July 2018-June 2019) ANNUAL WORK PROGRAM BUDGET SUMMARY  
 CUSTODIAL CARE & LANDSCAPE MAINTENANCE AND RECYCLING SERVICES (totals by cost center)  
 PROGRAM MANAGEMENT SERVICES (total cost)

CONTRACTOR	COST OBJECTIVE	# OF SITES	SITE NUMBER	Project Id	A	B	B - A	
					FY 2018 Requested Budget July 2017-June 2018	FY 2019 Requested Budget July 2018-June 2019	DIFFERENCE	%
APTIV, Inc.	LA CROSSE	2	RA-31, M	0032-02-46	\$203,806.02	\$180,725.44	(\$23,080.58)	-11.32%
BARRON COUNTY DDS	BARRON	2	RA-33, RA-34	0003-02-47	\$210,605.46	\$220,801.37	\$10,195.91	4.84%
	BARRON	1	W-1	0003-02-48	\$14,685.52	\$10,819.20	(\$3,866.32)	-26.33%
BLACK RIVER INDUSTRIES	TAYLOR	4	W-1, W-2, W-6, H-5	0060-02-48	\$24,126.86	\$29,597.38	\$5,470.52	22.67%
	Rusk		W-7	0054-02-48	\$18,957.37	\$26,012.12	\$7,054.75	37.21%
CHIPPEWA RIVER INDUSTRIES	CHIPPEWA (north)	4	H-5, W-8, W-13, H-16	0009-02-48	\$23,070.37	\$19,679.20	(\$3,391.17)	-14.70%
CLARK CO ADS	CLARK	1	T-3	0010-02-48	\$1,850.20	\$4,730.90	\$2,880.70	155.70%
CURATIVE CARE NETWORK	MILWAUKEE	10	P&R (7 lots), Intersection/Artes (3)	0040-02-48	\$98,101.42	\$88,031.34	(\$10,070.08)	-10.26%
	MILWAUKEE	1	5TH 794	0040-02-49	\$90,211.52	\$101,796.00	\$11,584.48	12.84%
EASTER SEALS OF SE WI	JEFFERSON	1	W-3	0028-02-48	\$23,256.79	\$15,122.01	(\$8,134.78)	-34.98%
	WAUKESHA	2	P&R (2 lots)	0067-02-48	\$47,564.17	\$36,798.97	(\$10,765.20)	-22.63%
	RACINE	1	H-7					
ENDEAVORS ADULT DEVELOPMENT CENTER	POLK	3	W-1, H-4, M-B	0048-02-48	\$31,263.26	\$15,542.14	(\$15,721.12)	-50.29%
HANDSHIP INDUSTRIES	GRANT	1	RA-106	0022-02-46	\$208,281.75	\$193,452.82	(\$14,828.93)	-7.12%
	JACKSON	2	RA-53, RA-54	0027-02-47	\$465,538.81	\$475,048.79	\$9,509.98	2.04%
	JUNEAU	2	RA-9, RA-10	0029-02-47	\$458,236.08	\$466,655.19	\$8,419.11	1.84%
	JUNEAU	1	W-2	0029-02-48	\$36,002.36	\$23,820.75	(\$12,181.61)	-33.84%
	MONROE	1	RA-16	0041-02-47	\$217,600.62	\$202,814.29	(\$14,786.33)	-6.80%
	LA CROSSE	1	RA-15					
	LA CROSSE	1	W-8	0041-02-48	\$26,696.88	\$20,702.64	(\$5,994.24)	-22.45%
	WOOD	1	W-4	0071-02-48	\$22,055.48	\$19,772.20	(\$2,283.28)	-10.35%
HEADWATERS INC.	FOREST	1	W-4	0043-02-48	\$87,943.20	\$93,755.02	\$5,811.82	6.61%
	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	\$156,436.16	\$160,415.95	\$3,979.79	2.54%
	IRON	3	W-5, M-A, S-7	0026-02-48	\$36,077.89	\$40,155.92	\$4,078.03	11.30%
	VILAS (west)	1	W-3					
HOLIDAY HOUSE	ASHLAND	1	W-2	0002-02-48	\$14,582.61	\$18,709.46	\$4,126.85	28.30%
	MANITOWOC	2	RA-51, RA-52	0036-02-47	\$311,036.22	\$271,444.18	(\$39,592.04)	-12.73%
	MANITOWOC	5	W-4, W-10, SO-J, SO-K, SO-L	0036-02-48	\$40,309.95	\$30,392.97	(\$9,916.99)	-24.60%
INDIANHEAD ENTERPRISES	DUNN	3	RA-61, RA-62, P&R (1 lot)	0017-02-47	\$404,299.64	\$407,712.04	\$3,412.40	0.84%
KENOSHA ACHIEVEMENT CTR	KENOSHA	4	RA-26, M-F, M-G, H-5	0030-02-46	\$450,085.26	\$377,530.00	(\$72,555.26)	-16.12%
LE PHILLIPS CDC	CHIPPEWA (south)	2	W-11, H-15	0018-02-48	\$36,037.45	\$47,084.16	\$11,046.71	30.65%
	EAU CLAIRE	1	W-4					
	DUNN	1	W-6					
NORTHWOODS INC. OF WI	ADAMS	3	T-2, T-7, W-4	0001-02-48	\$3,379.90	\$3,321.32	(\$58.58)	-1.73%
	COLUMBIA	2	RA-11, RA-12	0011-02-47	\$616,684.90	\$618,503.54	\$1,818.64	0.29%
	DODGE	2	RA-63, RA-64	0014-02-47	\$235,936.77	\$253,791.47	\$17,854.70	7.57%
	MARQUETTE	2	RA-81, RA-82	0039-02-47	\$241,328.32	\$244,718.42	\$3,390.10	1.40%
OPPORTUNITIES INC.	JEFFERSON	2	RA-13, RA-14	0028-02-47	\$371,539.00	\$365,442.81	(\$6,096.19)	-1.64%
SUPERIOR VOCATIONS	BAYFIELD	2	W-6, W-10	0007-02-48	\$67,717.72	\$80,013.12	\$12,295.40	18.16%
	BURNETT	2	M-J, S-9					
	DOUGLAS	4	W-6, M-A, M-B					
	DOUGLAS	1	RA-23	0016-02-46	\$190,920.96	\$171,865.47	(\$19,055.49)	-9.98%
VENTURES UNLTD	WASHBURN	5	W-4, W-7, W-10, H-8, H-9	0065-02-48	\$29,952.49	\$38,518.07	\$8,565.58	28.60%
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	\$42,078.40	\$55,029.65	\$12,951.25	30.78%
VIP SERVICES, INC.	ROCK	1	RA-17	0053-02-47	\$260,180.28	\$253,513.84	(\$6,666.44)	-2.56%
	ROCK	1	RA-22	0053-02-46	\$303,493.58	\$329,166.42	\$25,672.84	8.46%
	WALWORTH	2	RA-35, RA-36	0064-02-47	\$205,800.60	\$189,873.50	(\$15,927.10)	-7.74%
	WALWORTH	2	M-B, P&R (1)	0064-02-48	\$9,334.44	\$9,523.13	\$188.69	2.02%
WAUPACA COUNTY INDUSTRIES	WAUPACA	1	RA 101	0068-02-47	\$101,965.36		(\$101,965.36)	-100.00%
	WAUPACA	2	W-6, W-7	0068-02-48	\$25,690.17		(\$25,690.17)	-100.00%
WAUSHARA INDUSTRIES	WAUSHARA	1	W-6	0069-02-48	\$11,808.21	\$20,536.24	\$8,728.03	73.91%
TOTAL # OF SITES					125			
CCLM & RECYCLING SERVICES COST TOTALS					\$6,476,530.43	\$6,232,939.46	(\$243,590.97)	-3.76%
PROGRAM MANAGEMENT FEE Project Id No.: 0072-01-48					\$ 517,798.67	\$ 613,329.93	\$95,531.26	18.45%
GRAND TOTAL CCLM & PROGRAM MANAGEMENT FEE					\$6,994,329.10	\$6,846,269.39	(\$148,059.71)	-2.12%
WisDOT AVAILABLE PROGRAM FUNDS -					\$6,994,329.10			
SITE TYPE KEY: 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>RFW Management Fees</u>	<u>Project ID Total</u>
\$5,966,017.01	\$613,329.93	<b>\$6,579,346.94</b>

## OVERALL ACTUAL vs BUDGET SUMMARY

<u>YTD Actual</u>	<u>YTD Budget</u>	<u>Difference</u>	<u>Percentage</u>
\$5,966,017.01	\$6,278,208.72	(\$312,191.71)	95.03%

	<u>Actual Cost</u>	<u>% of Total Cost</u>		<u>Actual Cost</u>	<u>% of Total Cost</u>
Salaries:	\$2,870,392.21	87.31%	Contractor Service Costs:	\$782,965.04	99.11%
Benefits:	\$734,407.31	89.03%	Site Liability Insurance:	\$21,536.59	45.26%
Materials and Supplies:	\$392,281.44	95.84%	Special Vendor Services:	\$454,062.20	144.83%
Equipment Costs:	\$321,579.78	125.17%	Miscellaneous Costs:	\$46,825.92	106.59%
Vehicle Costs:	\$335,986.51	126.37%			

## BREAKDOWN by CATEGORY:

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

### Materials and Supplies (Breakdown by Category)

<u>Materials and Supplies</u>	<u>Actual Cost</u>	<u>Percent</u>
Cleaning	\$67,524.77	97.24%
Paper/Consumables	\$156,958.70	75.87%
Building	\$83,690.62	109.73%
Grounds	\$43,012.17	145.09%
Tools	\$8,739.15	133.44%
Uniforms	\$19,645.03	91.04%
Misc.	\$12,711.00	84.23%
<b>M/S Total:</b>	<b>\$392,281.44</b>	<b>93.16%</b>

### Special Vendor Services (Breakdown by Category)

<u>Category</u>	<u>Actual Cost</u>	<u>Percent</u>
Trash/Recycling	\$112,845.50	90.31%
HVAC	\$46,225.07	184.53%
Electrical	\$50,260.27	414.11%
Plumbing	\$66,379.66	169.62%
Well	\$9,347.58	505.27%
Septic	\$41,090.78	81.45%
Portable Toilet	\$6,227.56	322.67%
Fire Extinguisher	\$1,717.91	29.64%
Landscape	\$37,852.09	442.17%
Building	\$77,861.15	210.10%
Other	\$4,254.63	74.66%
<b>Total:</b>	<b>\$454,062.20</b>	<b>145.24%</b>

### Miscellaneous Costs (Breakdown by Category)

Communication:	\$524.61	1.19%	Phone / Pager:	\$18,280.34	41.61%
Water Testing:	\$3,461.72	7.88%	Other:	\$17,605.50	40.08%
Storage:	\$6,953.75	15.83%	<b>Total:</b>	<b>\$46,825.92</b>	

## OTHER COSTS:

### Projects Summary

Extra Work Final Cost: **\$259,017.53**

## SITE STATISTICS

### PRIMARY SITE TYPE SUMMARY

Note: Each site is counted only once below--the primary site type is used to calculate the total number of WisDOT properties.

Primary Site Type	Total
Rest Areas (R)	29
Seasonal Waysides (W)	62
Scenic Overlooks (S)	29
Historical Markers (H)	56
Table Sites (T)	11
Parking Turnouts (P)	30
Boat Landings (BL)	2
Welcome Signs (M)	18
Park & Ride Lots (PR)	65
Landscaped Areas (L)	4
	<b>305</b>

### SITE FEATURES SUMMARY

SIZE ACRES	1,513.00		
STANDARD TABLES	565		
HDCP TABLES	153		
FIRE GRILLS	176		
WASTE RECP	641		
RECYCLE BINS	840		
CAR PARKING	9,327		
TRUCK PARKING	917		
WATER SUPPLY	M= 8	W= 71	
ELECTRIC FOUNTAINS	170		
WASTEWATER	M= 15	S= 17	V= 59
INFO BOARDS	LB= 40	SB= 17	WM= 20 SH= 5
EXHAUST FANS	167		
LIGHTING	204		
TELEPHONES	173		
FLAG POLES	48		
LAWCON	171		

## INSPECTION SUMMARY by FY

Rest Area Summary		Seasonal Site Summary		Park and Rides / Monuments / Historical Markers Summary	
Inspections Completed:	123	Inspections Completed:	49	Inspections Completed:	92
Exterior, Entrances and Lobby:	99.62%	Rest Rooms - Men:	96.73%	<b>Overall:</b>	<b>99.83%</b>
Rest Rooms - Men:	99.66%	Rest Rooms - Women:	98.57%		
Rest Rooms - Women:	99.53%	Well Shelter:	99.18%		
Ground:	99.46%	Grounds:	99.22%		
<b>Rest Areas Overall:</b>	<b>99.61%</b>	<b>Overall Site:</b>	<b>98.80%</b>		

## TRAFFIC / WATER SUMMARY by FY

	Annual Average Daily Traffic			Year-to Date Average Water (in Gallons)			
	FY 2017	FY 2018	FY 2019	FY 2017	FY 2018	FY 2019	
Year-Round Sites Avg AADT:	705	682	679	YTD Avg:	75,424	74,135	73,853

## COMMENT CARD SUMMARY by FY

Service Averages:	(Rated on a 5 point scale with 1 being the best)		Total times Accessories used / percent:						
<b>Total Cards Received:</b> <b>663</b>	<b>Overall: 1.46</b>		Restrooms:	410	61.84%	Picnic Area:	46	6.94%	
Restrooms:	1.50	Picnic Facilities:	1.42	Vending:	118	17.80%	Pet Walk:	36	5.43%
Lobby:	1.47	Sidewalks:	1.42	Weather:	32	4.83%			

<b>Barron</b>	Maintenance Service Provider: <b><i>Barron County Developmental Services, Inc.</i></b>	
RA 33 & 34	RA 33: Pertersen Management restarted computer and prime dose pump.	\$285.00
RA 33 & 34	RA 34: Jesse Jones Construction repair generator.	\$204.14
RA 33 & 34	RA 34: Jesse Jones Construction repaired float in sewer pump, \$287.99. Kitchen & Floor Décor replaced loose tiles, \$605.00.	\$892.99
RA 33 & 34	RA 34: Jesse Jones Construction replaced battery in generator.	\$453.33
RA 33 & 34	RA 33/34: Barron Plbg and Heating replaced water heater at RA 34 due to leaking (under warranty) and mixing valves at RA 33.	\$1,294.00
RA 33 & 34	RA 33/34: Beranek Electric to begin installation of new LED lighting, 50% down payment.	\$6,347.50
RA 33 & 34	RA 33/34: Beranek Electric to begin installation of new LED lighting, remaining balance.	\$6,347.50
		<hr/> Actual Costs for 0003-02-47 \$15,824.46 <hr/>

<b>Chippewa N</b>	Maintenance Service Provider: <b><i>Chippewa River Industries</i></b>	
H-5, H-16, W-8, W-13	W-5: CRI replaced post on the Old Abe sign.	\$541.86
		<hr/> Actual Costs for 0009-02-48 \$541.86 <hr/>

<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-6 (Red Cedar): Eau Claire Tree Service removed four (4) dead trees near the building, \$2,250.00. W-4: Allan Schofield replaced two (2) doors on the building, \$450.00.	\$2,700.00
		<hr/> Actual Costs for 0018-02-48 \$2,700.00 <hr/>

<b>Columbia</b>	Maintenance Service Provider: <b><i>Northwoods Inc of Wisconsin</i></b>	
RA 11 & 12	RA 11/12: LW Allen repaired lift station which shut down.	\$2,221.76
RA 11 & 12	Dennis Wolfe - Purchase concrete drill bits, bolts and anchors for installation of KnoxBoxes.	\$219.23
RA 11 & 12	RA 11/12: Action Electric replaced in ground flag lights with LEDs.	\$1,695.82
RA 11 & 12	RA 12: Monona Plbg repaired leak in ceiling.	\$853.76
RA 11 & 12	RA 11: Monona Plbg & Heating replaced water valves on water heater.	\$1,050.68
RA 11 & 12	RA 11/12: Terrytown Plumbing installed three water heaters, 1 at RA 11 and 2 at RA 12.	\$16,985.00
		<hr/> Actual Costs for 0011-02-47 \$23,026.25 <hr/>

<b>Dodge</b>	Maintenance Service Provider: <b>Northwoods Inc of Wisconsin</b>	
RA 63 & 64	RA 63: Badger Soft Water water softener repairs.	\$966.25
RA 63 & 64	RA 64: Universal Property Enhancement removed dead sugar maple tree about 12' from east side of the building.	\$485.00
RA 63 & 64	RA 63: Slesar Glass Shop replaced two (2) fogged glass windows, \$1,125.68. RA 64: Terrytown Plumbing replaced two (2) pressure tanks, \$4,908.00. Ziegelbauer HVAC replaced furnace, \$1,880.00.	\$7,913.68
RA 63 & 64	RA 64: Automatic Entrances replaced circuit board in h/c door.	\$1,167.97
	Actual Costs for 0014-02-47	\$10,532.90

<b>Douglas</b>	Maintenance Service Provider: <b>Superior Vocations Center, Inc.</b>	
RA 23	RA 23: Door Service Superior repaired door lock and closer.	\$875.25
RA 23	RA 23: Bensen Electric Company replaced lights and fan, and flag pole lines.	\$755.11
RA 23	RA 23: Northern Lakes Tree Service grinded ten stumps, \$525.00. Down payment to Keith Booth Contracting for installing wall, door and frame at tourism area, \$2,800.00.	\$3,325.00
RA 23	RA 23: Remaining balance for Keith Booth Contracting for installing wall, door and frame at tourism area, \$2,000.00.	\$2,000.00
RA 23	RA 23: Duluth/Superior Concrete Svcs removed sod, compacted sand and gravel, \$2,830.00. Coil's Flags, Flagpoles installed flagpole, \$8,395.00. Miller's replaced 70 sq. ft main roof and all outbuilding roofs, \$25,283.00. Bensen Electric replaced ballast and LED, \$4,490.00. Let it Rain Gutters installed 118ft gutter and 30ft downspout, \$1,325.00. Keith Booth replaced garage siding (garage door side) \$850.00. Yung Plumbing installed new water heater, \$1,030.23.	\$44,203.23
	Actual Costs for 0016-02-46	\$51,158.59

<b>Dunn</b>	Maintenance Service Provider: <b>Indianhead Enterprises, Inc.</b>	
RA 61 & 62	RA 62: Cedar Falls Heating & AC repaired main air conditioning system.	\$1,516.73
RA 61 & 62	RA 61: Halverson Bros, Inc replaced seal on TACO pump.	\$1,121.00
RA 61 & 62	RA 61/62: Quilling Electric replaced eight (8) ceiling fans, \$2,995.00. RA 62: Tru-Lock replaced handicap door opener, \$2,348.00.	\$5,343.00
	Actual Costs for 0017-02-47	\$7,980.73

<b>Forest (1), Oneida (2) &amp; Vilas E (4)</b>	Maintenance Service Provider: <b>Headwaters, Inc.</b>	
(1) W-4; (3) W-10,W-13, (4) W-23,W-29,W-31,H-22	Land O Lakes: Ken Wilson replaced roof.	\$1,211.85

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Actual Costs for 0043-02-48 **\$1,211.85**

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**Grant** Maintenance Service Provider: **Handishop Industries**

RA 106	RA 106: Friesen's Plumbing repaired septic.	\$2,150.00
RA 106	RA 106: Toad'l Landscaping added black dirt, seed, fertilizer, and straw mulch to septic field, areas where trees were removed and where ruts were made near the garage.	\$1,600.00

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Actual Costs for 0022-02-46 **\$3,750.00**

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

RA 103	RA 103: Extra keys for Knox Box from Northern Lock & Key.	\$88.50
RA 103	RA 103: Schraugnagel Glass replaced broken glass window on DMV side. Glass replaced with bronze map panels, \$1,822.30. Highline Corporation (non-RAM) staff stained building exterior, \$2,794. 49.	\$4,605.79

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Actual Costs for 0026-02-46 **\$4,694.29**

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**Iron (1), Vilas W (2)** Maintenance Service Provider: **Highline Corporation**

(1) W-5, M-A, S-7; (2) W-3;	W-5 (Manitowish): Highline Corporation (non-RAM) staff replaced doors on wayside building.	\$1,224.26
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Actual Costs for 0026-02-48 **\$1,224.26**

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

RA 53 & 54	RA 53/54: Danmark Plumbing installed a new electric water heater and thermostat, \$1,736.18. Petersen Management replaced load pump, \$4,923.00. Lee Door installed weatherstripping (May cost but not billed), \$1,515.00.	\$8,174.18
RA 53 & 54	RA 54: Grant Electric installed a GFCI outlet in the basement and extended outlet past stairs.	\$305.00
RA 53 & 54	RA 53/54: Winona Heating and Plumbing repaired circulating pump; - registering no pressure.	\$1,486.02
RA 53 & 54	RA 54: Winona Plumbing & Heating serviced pump that was kicking out overload, \$2,772.06. RA 9/10: Flow-Rite pump and back flush septic, \$3,300.00. RA 53: Roh Construction constructed platform and railing in attic, \$379.00.	\$6,451.06
RA 53 & 54	RA 53/54: WHV installed new boilers.	\$15,250.00

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Actual Costs for 0027-02-47 **\$31,666.26**

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

RA 13 & 14	RA 14: Current Electric replaced heater for wells.	\$507.00
RA 13 & 14	Luedke Plumbing fix/adjusted plumbing to replace toilet.	\$657.45
RA 13 & 14	RA 13: Sabel Mechanical trouble shoot issue with pumps, clean pumps and repaired muffin monster, \$1,333.25. RA 13/14: Ashburn's Buckets & Brush painted steel trusses and overhangs, \$3,743.50.	\$5,076.75
Actual Costs for 0028-02-47		\$6,241.20

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

W-2	W-2 (Camp Douglas): Don's Plumbing repaired a water pipe.	\$321.36
RA 9 & 10	RA 10: Don's Plumbing repaired leaking pipe under sink in men's restroom.	\$813.03
RA 9 & 10	RA 9/10: Miller's Septic pumped and cleaned large septic tanks, \$1,280.00. RA 10: Castle Rock Sanitation serviced portable toilets, \$4,860.00.	\$6,140.00
RA 9 & 10	RA 10: Heating & Cooling installed one train high efficiency gas furnace, \$2,860.00. Gray Electric repaired heater in employee r/r and replaced electric heater in the breakroom, \$682.00. Don's Plumbing installed new water heater, \$612.42. Lee Door & Hardware replaced LCN auto opener cylinder, \$1,378.08.	\$5,532.50
RA 9 & 10	RA 9: Gray Electric replaced hanging heater, \$572.70. Lee Door & Hardware replaced LCN auto opener cylinder, \$1,378.08.	\$1,950.78
RA 9 & 10	RA 10: Don's Plumbing repaired drinking fountain supply water leaking.	\$1,702.27
RA 9 & 10	RA 9/10: Don's Plumbing replaced two drinking fountains, \$3,818.00. LSI provided natural mulch for both rest areas, \$3,520.00.	\$7,338.00
Actual Costs for 0029-02-48		\$23,797.94

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

RA 26, M-F, M-G, H-5, Vacant Lot	RA 26: Valiant Electric replaced hand dryers.	\$500.00
RA 26, M-F, M-G, H-5, Vacant Lot	RA 26: Valiant Electric replaced hand dryer.	\$500.00
RA 26, M-F, M-G, H-5, Vacant Lot	RA 26: Ability Glass repaired damaged mirrors in men's (east) restroom.	\$1,645.00
RA 26, M-F, M-G, H-5, Vacant Lot	RA 26: Replaced radiator on John Deere X-728 tractor.	\$839.15
RA 26, M-F, M-G, H-5, Vacant Lot	RA 26: Valiant Electric retro fitted fluorescent lights to both garages to LED, \$1,450.00 and replaced all light fixtures in both women's r/r to LED, \$3,380.00. Omni Technologies replaced three (3) non-working cameras, \$1,980.66. Kenosha Plbg replaced 40-gal water heater in women's chase, \$956.95.	\$7,767.61
RA 26, M-F, M-G, H-5, Vacant Lot	RA 26: Valliant Electric retro fit lights in chase to LED (north and south), \$795.00. Automatic Entrances installed Magic access assist doors for women's restroom. (both doors), \$4,490.00.	\$5,285.00
RA 26, M-F, M-G, H-	RA 26: Flag Center repaired and performed maintenance on three (3)	\$2,005.50

5, Vacant Lot

flagpoles.

Actual Costs for 0030-02-46

\$18,542.26

**La Crosse**

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

RA 31, M-F	RA 31: Advanced Plumbing Services replaced faucet sloan sensor valve.	\$561.70
RA 31, M-F	RA 31: LaCrosse Glass Co replaced exterior door glass and interior window, \$211.46. Service Master refinished lobby floors and floors in two offices and breakroom, \$1,000.00.	\$1,211.46
RA 31, M-F	RA 31: B&B Electric repaired damage to electrical system due to lightning strike.	\$1,000.00
RA 31, M-F	RA 31: B&B Electric repaired damage to electrical system caused by lightning strike.	\$1,000.00

Actual Costs for 0032-02-46

\$3,773.16

**Manitowoc**

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

RA 51 & 52	RA 52: Maribel Heating & Plumbing replaced defective urinal flush sensor, \$598.92 and replaced capacitor and condenser fan motor, \$546.48.	\$1,145.40
W-4, W-10, S-J, S-K, S-L	W-4 (Lake Shore): Tim Nate Plumbing repaired drinking fountain.	\$1,065.00
RA 51 & 52	RA 51: Maribel Heating & Plbg repaired faucet, \$3,557.16. RA 51/52: Green Bay Glass reset glass panes in vestibule and caulked to prevent glass from slipping, \$301.90.	\$3,859.06
RA 51 & 52	RA 52: Entrance Technologies assessed one (1) door.	\$371.00
RA 51 & 52	RA 51: Entrance Technologies replaced (west) door operator.	\$2,262.00
RA 51 & 52	RA 51: Maribel Heating & Plumbing replaced main drain lines due to leaking.	\$1,979.72
RA 51 & 52	RA 51/52: Quality Aire cleaned air duct and restoration of duct work associated with the furnaces utilizing mechanical brush systems and air brushes.	\$4,915.00
RA 51 & 52	RA 51/52: Backus Electric installed new LED fixtures throughout rest area, \$2,479.60. CertaPro Painters painted rest areas per contract, \$4,787.16.	\$7,266.76

Actual Costs for 0036-02-47

\$22,863.94

**Marquette**

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

RA 81 & 82	RA 82: Terrytown Plumbing installed two (2) water fountains.	\$2,536.00
RA 81 & 82	RA 81/82: Martens and Sons, LLC replaced thermostats and properly located remote temperature sensors.	\$1,677.50
RA 81 & 82	RA 81/82: World Class Flags installed flag poles.	\$4,480.00
RA 81 & 82	RA 81/82: Liberty Flag installed flag poles, \$2,240.00 per site.	\$4,480.00

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Actual Costs for 0039-02-47 \$13,173.50

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

RA 15 & 16 RA 16: Don's Plumbing repaired leaking electric water heater. \$1,064.73  
RA 15 & 16 RA 16: Lee Door & Hardware replaced lock cylinders. \$340.00  
Actual Costs for 0041-02-47 \$1,404.73

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

RA 22 RA 22: Purchased guards to install on the new a/c units. \$2,530.86  
Actual Costs for 0053-02-46 \$2,530.86

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**Vernon** Maintenance Service Provider: **Vernon Area Rehabilitation Center**

W-2, W-6, W-10, H-3, H-4, H-7, H-8, H-9, P-12, P-13, P- W-10 (Genoa): Ben Gald Construction replaced restroom building roof/trim and interior ceiling and roof/trim of one picnic shelter. \$2,182.10  
Actual Costs for 0062-02-48 \$2,182.10

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

RA 35 & 36 RA 35/36: Aqua Well & Pump replaced well pump, \$6,000. Site staff hours, salary, fringe benefits and purchase of four (4) 119 gal pressure tanks (\$1,839.96), \$2,196.39. \$8,196.39  
RA 35 & 36 RA 35/36: Pieper Power separated interior lighting to breaker only control. \$2,000.00  
Actual Costs for 0064-02-47 \$10,196.39

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**Facility Repair and Emergency Costs by CRP as Extra Work Costs: \$259,017.53**

## **FY 2019 RAM Service Providers**

APTIV (Riverfront), Inc., LaCrosse

Ascend Services (Holiday House of Manitowoc, Inc.), Manitowoc

Barron County Developmental Services, Barron

Black River Industries, Medford

Chippewa River Industries, Chippewa Falls

Clark County Adult Development Services, Greenwood

Curative Care Network, West Allis

Easter Seals Southeast Wisconsin, Inc., Waukesha

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

Waushara Industries, Wautoma



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