

Wisconsin's
Rest Area Maintenance Program
Annual Report

Fiscal Year 2018
July 1, 2017 – June 30, 2018

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Fiscal Year 2018 Annual Report

Introduction

FY 2018 brought at least one significant change to the RAM program. In December, DSPN received notification from the Waupaca County Board that Waupaca County Industries (WCI provided the supervisors and crew for Rest Area 101) was to be disbanded. A thirty-day notice to DSPN and WisDOT informed that WCI would cease providing services at Rest Area 101 one month hence. DSPN immediately did a cursory search for a possible new service provider with no success. Finding a new work center or even private company to take over services at 101 within 30 days was simply not possible. Thus, at the beginning of calendar year 2018, Rest Area 101 was barricaded from public access and locked down. Some weeks later useful equipment with remaining worth was distributed to several other RAM program work centers. Rest Area 101 remains closed and in limbo as to its future disposition. This event leaves the RAM program with 29 operating rest areas.

In May, Black River Industries took over the opening and operations of the Rusk County wayside. The prior service provider, Chippewa River Industries decided that the site was too far away from the work center to successfully financially operate. BRI, being closer to the site, agreed to take over delivery of services.

DSPN, at the end of FY 2018, hired Joseph (Joe) Giertych as its new RAM/SWEFM Operations Director. Joe has myriads of successful experience as RAM Program Manager at Handishop Industries for many years.

RAM Program Scope

Twenty-three CRPs (Community Rehabilitation Programs) employed 342 persons with disabilities to provide care to the 30 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 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 2018 was \$6,994,329.10.

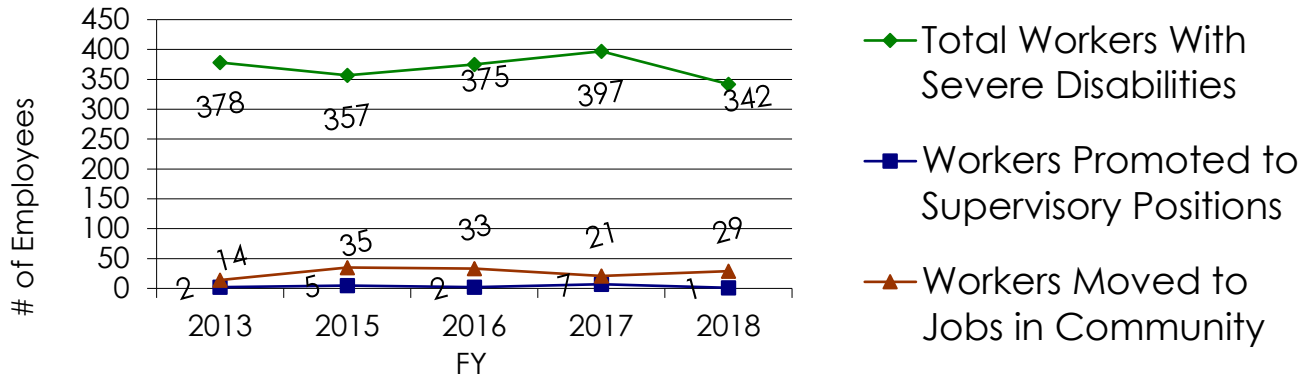
The RAM program is an actual cost reimbursement contract for CRPs. Table 1 shows a summary of RAM actual expenditures.

Table 1: FY 2018 Actual Cost Summary

Project Title	Actual cost
DSPN RAM Program Management Services	\$ 517,798.67
Custodial Care & Landscape Maintenance Services (CCLM) and Facility Repair & Emergency Costs	\$ 6,994,329.10
Facility Repair and Emergency Costs completed by CRPs (included within CCLM total above)	\$ 236,808.63
Subtotal Services and Facility Repair	\$ 7,512,127.77
Grand Total Cost of Operations	\$ 7,512,127.77

CRP Contracts

During FY 2018, the RAM Program contracts provided 149,650 hours of employment to 342 individuals with disabilities. Wages paid to workers with disabilities totaled \$1,317,822.73. The Program is used for vocational training with anticipated outcome of job placement in the community or elevated skills. Twenty-nine individuals moved on to other jobs within their community with the work experience gained by working in the RAM Program. Seven individuals with disabilities were promoted to supervisory positions within the Program.



RFW Program Management

DSPN RAM 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 assisted RAM managers in prioritizing projects and necessary upgrades. Budget oversight and guidance was pursued by DSPN as well, in addition to maintaining databases and information pertinent to the RAM program.

Website

DSPN continues to provide manuals, newsletters, product recommendation, training videos, program information and reports online for both RAM Service Providers and WisDOT. The content is continuously updated and is a centralized location for information and materials needed to assist field and administrative participants in maintaining their high standards of operation.

Operational Update to Buildings and Sites Improvements

Following are significant changes to rest area physical plants and grounds:

- Ash tree removals and new sapling plantings were accomplished at rest areas in Rock, Kenosha and Walworth counties.
- Reconfiguration and equipment replacement of the HVAC system occurred at Rest Area 22 in Rock County.
- A/C replacement occurred at Rest Area 106 in Grant County.
- Curb and sidewalk section replacement was accomplished in Jackson, Barron and Iron county rest areas.
- Septic pump and field valve replacements were done at the Jackson County rest areas.
- Security camera system at LaCrosse Rest Area 31 became operational.
- New roofs were installed on rest area buildings in Jackson and Jefferson counties.
- Roof replacements to rest area building, picnic shelter, vending shelter and garage at Rest Area 103 in Iron County.

Many other minor repairs and replacements were accomplished throughout the RAM system as occurs in every fiscal year.

Traffic Counts

DSPN manages traffic data collected from year-round rest areas. Over 18 million people used the facilities in FY 2018. Which is lower to FY 2017 which had over 19 million people visit the rest areas.

The highest daily traffic recorded for FY 2018 was 1,478 at rest area 11 located EB on I-90/94/39 in Columbia County. The lowest single daily traffic volume recorded for FY 2018 was 180 vehicles stopping at rest area 101 located on USH 45 in Waupaca County.

Water Usage

DSPN 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 74,135 gallons for FY 2018.

Rock County rest area 17 has the highest rest area annual water usage recorded for FY 2018. Approximately 271,029 gallons was used.

DSPN prepared an annual Rest Area Traffic and Water Usage report for WisDOT in April 2018 which provides various reports showing traffic data and water usage for a twelve-month period (December 2016 – November 2017).

Quality Assurance

Standards of expected outcomes are set forth in the RAM Manual. Service Providers use the manual and their own written procedures and checklists to accomplish routine tasks at their given sites. DSPN inspectors make regular inspections of each RAM site to give feedback to managers and crews regarding their quality of work and standard compliance. DSPN 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.

Consultations:

DSPN RAM inspectors and the Operations Director communicate regularly with Program Managers and Site Managers to assure clear communications in establishing goals and producing outcomes expected by the traveling public and WisDOT. DSPN RAM personnel converse on site with managers as well as by phone and e-mail. DSPN RAM field and office team members are always ready to assist Service Providers in whatever way will assist them in a professional positive outcome for their staffs and sites.

Inspections:

DSPN RAM field inspections are conducted regularly by the DSPN RAM quality assurance team. The state is divided and served by one northern and one southern inspector with inspections made by the Operations Director as necessary. 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 immediately. Through the experience of the DSPN RAM inspectors, consistency in inspections is expected by service providers with clear explanations of deficiencies needing attention and correction.

DSPN analyzes and reports levels of service in order to reduce or eliminate issues in a timely manner. DSPN includes information collected through site inspections and traveler feedback. Areas of concern are detected and corrected before they become issues. DSPN performed 631 announced and random site inspections in FY 2018. Overall standards at all facilities were met at 99-100% across all inspection categories. Inspection results were summarized and reported to WisDOT on a monthly basis as a means

of quality control. See Site Summary Grand Totals Report on page 8 for the inspection summary.

Public Feedback: DSPN obtains public feedback through the collection of comment cards and via electronic resources such as the RAM website. A total of 799 comments were received during FY 2018. Travelers from forty states and six countries visited Wisconsin rest areas. Approximately sixty-three percent of the comments were from travelers residing in the Midwest. Approximately three percent of the comments were from citizens of other countries including: Austria, Canada, China, Germany, Italy, and Poland. The overall rating for FY 2018 is 1.17 based on a scale of 1 to 5, 1 being best.

Facility Repairs and Upgrades Projects

No upgrade projects were pursued in FY 2018 other than the new construction of Rest Area 31.

Other notable facility minor repair projects completed in FY 2017 include:

- Columbia, RA 11 well was pumped out and the pump relocated to avoid high chloride content.
- VFW installed flag poles at Dodge, RA 63 & 64 to fly POW/MIA flags at all times.
- Iron, RA 103 new water heater installed. New roofs on rest area building, picnic shelter, garage and vending shelter.
- Juneau, RA 9 & 10 and Jackson, RA 53 & 54 reviewed by consultant to upgrade septic fields and control systems in FY 2019.
- New roofs installed on Jackson, RA 53 & 54 and Jefferson, RA 13 & 14.
- Manitowoc, RA 51 & 52 Ash trees removed.
- Marquette, RA 81 & 82 new water heaters installed.
- Marquette, RA 82 new water softener installed.
- Waupaca 101 closed in December due to loss of service provider.
- Kenosha, RA 26, Rock, RA 17 & 22 and Walworth, RA 35 & 36 had new tree species planted to replace removals of ash trees due to EAB.
- Concrete repair and replacement at Iron, RA103, Barron, RA 33, and Dunn, RA 61 & 62.
- Chemical air fresheners removed from rest areas due to complaints by public regarding allergies.

For a full listing of Minor Repairs performed during FY 2018, refer to Extra Work report on page 9.

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 RAM keeps a database reflecting the PM that has been performed throughout each calendar year.

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 2018: Site Summary, Extra Work Summary and Facility Repairs Summary.

REST AREA MAINTENANCE (RAM) PROGRAM

(as prepared by RFW, Inc.)

FY 2018 (July 2017-June 2018) 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 2017 Requested Budget July 2016-June 2017	FY 2018 Requested Budget July 2017-June 2018	DIFFERENCE	%
BARRON COUNTY DDS	BARRON	2	RA-33, RA-34	0003-02-47	\$202,992.06	\$210,605.46	\$7,613.40	3.75%
	BARRON	1	W-1	0003-02-48	\$14,459.94	\$14,685.52	\$225.58	1.56%
BLACK RIVER INDUSTRIES	TAYLOR	4	W-1, W-2, W-6, H-5	0060-02-48	\$24,162.54	\$24,126.86	(\$35.68)	-0.15%
CHIPPEWA RIVER INDUSTRIES	CHIPPEWA (north)	4	H-5, W-8, W-13, H-16	0009-02-48	\$17,567.05	\$23,070.37	\$5,503.32	31.33%
	RUSK	1	W-7	0054-02-48	\$14,454.67	\$18,957.37	\$4,502.70	31.15%
CLARK CO ADS	CLARK	1	T-3	0010-02-48	\$2,275.20	\$1,850.20	(\$425.00)	-18.68%
CURATIVE CARE NETWORK	MILWAUKEE	10	P&R (7 lots), Intersection Areas (3)	0040-02-48	\$84,775.91	\$98,101.42	\$13,325.51	15.72%
	MILWAUKEE	1	STH 794	0040-02-49	\$78,360.53	\$90,211.52	\$11,850.99	15.12%
EASTER SEALS OF SE WI	JEFFERSON	1	W-3	0028-02-48	\$23,256.79	\$23,256.79	\$0.00	0.00%
	WAUKESHA	2	P&R (2 lots)	0067-02-48	\$47,564.17	\$47,564.17	\$0.00	0.00%
	RACINE	1	H-7					
ENDEAVORS ADULT DEVELOPMENT CENTER	POLK	3	W-1, H-4, M-B	0048-02-48	\$30,954.02	\$31,263.26	\$309.24	1.00%
HANDISHOP INDUSTRIES	GRANT	1	RA-106	0022-02-46	\$196,617.88	\$208,281.75	\$11,663.87	5.93%
	JACKSON	2	RA-53, RA-54	0027-02-47	\$453,137.12	\$465,538.81	\$12,401.69	2.74%
	JUNEAU	2	RA-9, RA-10	0029-02-47	\$449,012.02	\$458,236.08	\$9,224.06	2.05%
	JUNEAU	1	W-2	0029-02-48	\$35,399.92	\$36,002.36	\$602.44	1.70%
	MONROE	1	RA-16	0041-02-47	\$206,142.08	\$217,600.62	\$11,458.54	5.56%
	LA CROSSE	1	RA-15					
	LA CROSSE	1	W-8	0041-02-48	\$26,924.04	\$26,696.88	(\$227.16)	-0.84%
	WOOD	1	W-4	0071-02-48	\$18,613.18	\$22,055.48	\$3,442.30	18.49%
HEADWATERS INC.	FOREST	1	W-4	0043-02-48	\$87,943.20	\$87,943.20	\$0.00	0.00%
	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	\$152,734.74	\$156,436.16	\$3,701.42	2.42%
	IRON	3	W-5, M-A, S-7	0026-02-48	\$34,055.39	\$36,077.89	\$2,022.50	5.94%
	VILAS (west)	1	W-3					
	ASHLAND	1	W-2	0002-02-48	\$12,610.11	\$14,582.61	\$1,972.50	15.64%
HOLIDAY HOUSE	MANITOWOC	2	RA-51, RA-52	0036-02-47	\$280,409.47	\$311,036.22	\$30,626.76	10.92%
	MANITOWOC	5	W-4, W-10, SO-J, SO-K, SO-L	0036-02-48	\$35,926.58	\$40,309.95	\$4,383.37	12.20%
INDIANHEAD ENTERPRISES	DUNN	3	RA-61, RA-62, P&R (1 lot)	0017-02-47	\$380,933.64	\$404,299.64	\$23,366.00	6.13%
KENOSHA ACHIEVEMENT CTR	KENOSHA	4	RA-26, M-F, M-G, H-5	0030-02-46	\$425,142.06	\$450,085.26	\$24,943.20	5.87%
LE PHILLIPS CDC	CHIPPEWA (south)	2	W-11, H-15	0018-02-48	\$36,506.20	\$36,037.45	(\$468.75)	-1.28%
	EAU CLAIRE	1	W-4					
	DUNN	1	W-6					
NORTHWOODS INC. OF WI	ADAMS	3	T-2, T-7, W-4	0001-02-48	\$20,852.42	\$3,379.90	(\$17,472.52)	-83.79%
	COLUMBIA	2	RA-11, RA-12	0011-02-47	\$667,830.55	\$616,684.90	(\$51,145.65)	-7.66%
	DODGE	2	RA-63, RA-64	0014-02-47	\$209,344.19	\$235,936.77	\$26,592.58	12.70%
	MARQUETTE	2	RA-81, RA-82	0039-02-47	\$199,302.73	\$241,328.32	\$42,025.59	21.09%
OPPORTUNITIES INC.	JEFFERSON	2	RA-13, RA-14	0028-02-47	\$371,539.00	\$371,539.00	\$0.00	0.00%
RIVERFRONT INC.	LA CROSSE	2	RA-31, M	0032-02-46	\$146,430.80	\$203,806.02	\$57,375.22	39.18%
SUPERIOR VOCATIONS	BAYFIELD	2	W-6, W-10	0007-02-48	\$73,042.57	\$67,717.72	(\$5,324.85)	-7.29%
	BURNETT	2	M-J, S-9					
	DOUGLAS	4	W-6, M-A, M-B					
	DOUGLAS	1	RA-23					
0016-02-46								
VENTURES UNLTD	WASHBURN	5	W-4, W-7, W-10, H-8, H-9	0065-02-48	\$29,841.39	\$29,952.49	\$111.10	0.37%
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	\$40,456.23	\$42,078.40	\$1,622.17	4.01%
VIP SERVICES, INC.	ROCK	1	RA-17	0053-02-47	\$260,768.48	\$260,180.28	(\$588.20)	-0.23%
	ROCK	1	RA-22	0053-02-46	\$302,979.15	\$303,493.58	\$514.43	0.17%
	WALWORTH	2	RA-35, RA-36	0064-02-47	\$206,070.96	\$205,800.60	(\$270.36)	-0.13%
	WALWORTH	2	M-B, P&R (1)	0064-02-48	\$9,447.76	\$9,334.44	(\$113.32)	-1.20%
WAUPACA COUNTY INDUSTRIES	WAUPACA	1	RA 101	0068-02-47	\$108,632.08	\$101,965.36	(\$6,666.72)	-6.14%
	WAUPACA	2	W-6, W-7	0068-02-48	\$25,689.05	\$25,690.17	\$1.12	0.00%
WAUSHARA INDUSTRIES	WAUSHARA	1	W-6	0069-02-48	\$11,808.21	\$11,808.21	\$0.00	0.00%
TOTAL # OF SITES					128			
CCLM & RECYCLING SERVICES COST TOTALS					\$6,233,562.80	\$6,476,530.43	\$242,967.62	3.90%
PROGRAM MANAGEMENT FEE Project Id No.: 0072-01-48					\$ 517,892.55	\$ 517,798.67	(\$93.88)	-0.02%
GRAND TOTAL CCLM & PROGRAM MANAGEMENT FEE					\$6,751,455.35	\$6,994,329.10	\$242,873.74	3.60%
WisDOT AVAILABLE PROGRAM FUNDS -					\$6,751,455.35			
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 Maanagment Fees</u>	<u>Project ID Total</u>
\$6,994,329.10	\$517,798.67	\$7,512,127.77

OVERALL ACTUAL vs BUDGET SUMMARY

<u>YTD Actual</u>	<u>YTD Budget</u>	<u>Difference</u>	<u>Percentage</u>
\$6,404,888.08	\$6,424,655.92	(\$19,767.84)	99.69%

	<u>Actual Cost</u>	<u>% of Total Cost</u>		<u>Actual Cost</u>	<u>% of Total Cost</u>
Salaries:	\$2,807,532.49	89.29%	Contractor Service Costs:	\$835,675.78	97.89%
Benefits:	\$702,856.90	76.36%	Site Liability Insurance:	\$65,922.54	117.88%
Materials and Supplies:	\$413,997.27	103.30%	Special Vendor Services:	\$428,259.27	131.98%
Equipment Costs:	\$305,153.34	158.28%	Miscellaneous Costs:	\$39,985.37	96.47%
Vehicle Costs:	\$802,834.85	148.18%			

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	\$72,366.99	112.10%
Paper/Consumables	\$179,307.58	93.36%
Building	\$80,346.93	128.93%
Grounds	\$44,019.19	106.77%
Tools	\$8,131.73	97.51%
Uniforms	\$19,819.82	91.52%
Misc.	\$10,005.03	106.49%
M/S Total:	\$413,997.27	103.29%

Special Vendor Services (Breakdown by Category)

<u>Category</u>	<u>Actual Cost</u>	<u>Percent</u>
Trash/Recycling	\$123,525.57	100.40%
HVAC	\$41,494.07	164.79%
Electrical	\$31,643.06	217.55%
Plumbing	\$55,927.21	149.98%
Well	\$33,312.66	3543.90%
Septic	\$47,295.86	103.32%
Portable Toilet	\$4,144.96	186.71%
Fire Extinguisher	\$1,967.08	54.66%
Landscape	\$17,787.85	359.35%
Building	\$50,921.22	83.52%
Other	\$20,239.73	254.67%
Total:	\$428,259.27	131.19%

Miscellaneous Costs (Breakdown by Category)

Communication:	\$815.18	1.97%	Phone / Pager:	\$19,544.67	47.15%
Water Testing:	\$4,153.91	10.02%	Other:	\$7,835.64	18.90%
Storage:	\$7,635.97	18.42%	Total:	\$39,985.37	

OTHER COSTS:

Projects Summary

Extra Work Final Cost: \$236,808.63

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)	30
Seasonal Waysides (W)	65
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
	309

SITE FEATURES SUMMARY

SIZE ACRES	1,542.00		
STANDARD TABLES	583		
HDCP TABLES	157		
FIRE GRILLS	182		
WASTE RECP	662		
RECYCLE BINS	864		
CAR PARKING	9,426		
TRUCK PARKING	938		
WATER SUPPLY	M= 9	W= 72	
ELECTRIC FOUNTAINS	174		
WASTEWATER	M= 16	S= 17	V= 62
INFO BOARDS	LB= 41	SB= 18	WM= 20 SH= 5
EXHAUST FANS	171		
LIGHTING	208		
TELEPHONES	177		
FLAG POLES	49		
LAWCON	175		

INSPECTION SUMMARY BY FY

Rest Area Summary		Seasonal Site Summary		Park and Rides / Monuments / Historical Markers Summary	
Inspections Completed:	286	Inspections Completed:	143	Inspections Completed:	202
Exterior, Entrances and Lobby:	99.81%	Rest Rooms - Men:	98.25%	Overall:	100.00%
Rest Rooms - Men:	99.97%	Rest Rooms - Women:	99.16%		
Rest Rooms - Women:	100.00%	Well Shelter:	99.72%		
Ground:	99.88%	Grounds:	99.52%		
Rest Areas Overall:	99.92%	Overall Site:	99.34%		

TRAFFIC / WATER SUMMARY by FY

Annual Average Daily Traffic				Year-to Date Average Water (in Gallons)			
	FY 2016	FY 2017	FY 2018		FY 2015	FY 2016	FY 2017
Year Round Sites Avg AADT:	713	705	682	YTD Avg:	63,779	66,243	75,424

COMMENT CARD SUMMARY by FY

Service Averages:	(Rated on a 5 point scale with 1 being the best)		Total times Accessories used / percent:						
Total Cards Received: 799	Overall: 1.17		Restrooms:	656	82.10%	Picnic Area:	69	8.64%	
Sidewalks:	1.18	Picnic Facilities:	1.15	Vending:	141	17.65%	Pet Walk:	56	7.01%
Restroom:	1.16	Lobby:	1.14	Monitor:	124	14.52%			
Parking:	1.15	Grounds:	1.12						

Barron Maintenance Service Provider: ***Barron County Developmental Services, Inc.***

RA 33 & 34	RA 33: Jesse Jones Construction repaired a/c.	\$1,200.00
RA 33 & 34	RA 34: Jesse Jones repaired generator transfer switch.	\$922.18
RA 33 & 34	RA 33: Zimmerman Concrete repaired picnic table.	\$725.44
RA 33 & 34	RA 34: Removed defective control board and rebuilt senior swing control board on handicap door.	\$610.00
RA 33 & 34	RA 33: Petersen Management repaired broken fitting inside building.	\$375.00
Actual Costs for 0003-02-47		<u>\$3,832.62</u>

Chippewa N Maintenance Service Provider: ***Chippewa River Industries***

H-5, H-16, W-8, W-13	W-8 (Holcombe)/W-13 (Pierside): S&L Exteriors installed metal roofs on restroom buildings.	\$2,875.00
Actual Costs for 0009-02-48		<u>\$2,875.00</u>

Chippewa S(1) & Eau Claire (2) & Dunn (3) Maintenance Service Provider: ***L.E. Phillips Career Development Center***

(1) W-9,W-11,H-15 (2) W-4 (3) W-6	W-6 (Red Cedar): Beaudette Renovation replaced roof and rotted boards on building.	\$975.00
Actual Costs for 0018-02-48		<u>\$975.00</u>

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

RA 11 & 12	RA 11: Monona Plumbing replaced water heater, \$7,729.63. Action Electric installed new well pump controller, \$287.85.	\$8,017.48
RA 11 & 12	RA 11/12: Monona Plumbing tested and rebuilt RP valves, \$1,197.10. RA 11: Brad Webster & Sons Drilling replaced well pump moter servicing Well #3, replaced pump controller on Well #3 and #4, and reconstructed well, \$26,232.00.	\$27,429.10
RA 11 & 12	RA 11/12: Action Electric replaced existing ceiling mounted can entry lights with LED, \$1,547.00 for each site.	\$3,094.00
RA 11 & 12	RA 11/12: Action Electric replaced high lobby can lights.	\$1,219.92
RA 11 & 12	RA 11: Monona Plbg upon starting new well, toilet flush valves and urinal flush valves were not working. All had to be rebuilt and replace water heater.	\$9,130.61

Wisconsin's Rest Area Maintenance Program FY 2018 (July 1, 2017 - June 30, 2018)

Extra Work Costs by WisDOT Project ID Report by: Disability Service Provider Network, Inc.

RA 11 & 12	RA 11: LW Allen emergency repair to sewage pump, \$5,913.80. RA 11/12: Action Electric replaced exterior can lights with LED, \$4,448.00. Naasco replaced entrance grid inserts, \$12,668.00.	\$23,029.80
		Actual Costs for 0011-02-47 \$71,920.91

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

RA 63 & 64	RA 63/64: Automatic Entrances repaired handicap door.	\$1,423.83
RA 63 & 64	RA 63: Aherns Groos replaced drain pipes and sink traps in two sinks in men's restroom.	\$604.99
RA 63 & 64	RA 63/64: Lee Door & Hardware replaced door seals and weather stripping on all entry doors.	\$1,620.00
RA 63 & 64	RA 64: Ziegelbauer installed new Armstrong furnace.	\$2,890.00
		Actual Costs for 0014-02-47 \$6,538.82

Douglas Maintenance Service Provider: **Superior Vocations Center, Inc.**

RA 23	RA 23: Purchased h/c water fountain, \$668.99. Tower Plumbing installed new water fountain, \$571.39.	\$1,240.38
RA 23	RA 23: Gutter Guy installed gutters.	\$946.00
		Actual Costs for 0016-02-46 \$2,186.38

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

RA 61 & 62	RA 61: Winona Heating & Plumbing repaired boiler and heating / cooling system due to control system issues.	\$1,934.59
RA 61 & 62	RA 61: Clare's tested and replaced backflow..	\$700.00
RA 61 & 62	RA 61/62: Hovlands Heating & A/C repaired boilers.	\$2,398.50
RA 61 & 62	RA 61/62: Quilling Electric Replaced eight (8) hand dryers, \$4,120.00. Quilling Electric replaced lights to LED, \$2,701.22.	\$6,821.22
RA 61 & 62	RA 61: WHV, Inc repaired boiler.	\$814.50
RA 61 & 62	RA 61/62: TL Sinz piped hot and cold water to washer to get it up to code, \$1,268.00. Piltz Glass repaired weather stripping on doors, \$1,200.00.	\$2,468.00
RA 61 & 62	RA 61: TruLock replaced electric door opener, installed Gyro Tech power door operator on h/c door.	\$2,348.00
		Actual Costs for 0017-02-47 \$17,484.81

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Forest (1), Oneida (2) & Vilas E (4) Maintenance Service Provider: **Headwaters, Inc.**

(1) W-4; (3) W-10,W-13 (Three Lakes): Ken Wilson installed metal roof on building.	\$1,646.27
13, (4) W-23,W-29,W-31,H-22	
Actual Costs for 0043-02-48	\$1,646.27

Grant Maintenance Service Provider: **Handishop Industries**

RA 106	RA 106: Opening Specialists installed weather stripping.	\$530.84
RA 106	RA 106: Staab Construction repaired lift station for the septic system.	\$4,950.00
	Actual Costs for 0022-02-46	\$5,480.84

Iron Maintenance Service Provider: **Highline Corporation**

RA 103	RA 103: DMV Area - demolish countertop, \$850.00; install carpet, \$500.40; electrical work, \$582.51; window tinting three windows, \$620.00.	\$2,552.91
RA 103	RA 103: Georannoni Electrical rewired building for LED, \$2,750.00. Windows tinted for DMV, \$178.69.	\$2,928.69
RA 103	RA 103: Rewire exterior sidewalk lights/flag pole lights for LED.	\$2,350.00
RA 103	RA 103: CBN Secure Technologies, Inc installed security camera on DMV side.	\$280.00
	Actual Costs for 0026-02-46	\$8,111.60

Jackson Maintenance Service Provider: **Handishop Industries**

RA 53 & 54	RA 53: Danmark Plumbing repaired well, water leak and excavated.	\$1,935.52
RA 53 & 54	RA 54: Danmark Plumbing repaired outside hydrant.	\$271.86
RA 53 & 54	RA 53/54: Lee Door repaired door.	\$891.00
RA 53 & 54	RA 54: Don's Plumbing replaced boiler, \$7,682.00. RA 53/54: Grays Electric replaced four (4) HPS lights with LEDs, \$790.00.	\$8,472.00
RA 53 & 54	RA 53: Danmark Plumbing replaced well pipe that was leaking.	\$740.63
RA 53 & 54	RA 53/54: Danmark Plbg steamed out gas tank regulators, \$605.00. Lee Door repaired doors, \$930.00. InOut Renovations replaced remaining tiles/drywall when new sinks were installed, \$5,150.00.	\$6,685.00
RA 53 & 54	RA 53/54: Petersen Management pulled septic tank to repair.	\$801.40

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RA 53 & 54	RA 53/54: Danmark Plumbing installed new rusco filter, \$926.12. Inside Out Renovations replaced broken wall and floor tiles, \$1,155.00. Flow-Rite emptied and powerwashed septic tanks, \$11,000.00. Lee Door & Hardware installed weatherstripping, \$1,515.00 (cost not included on May invoice in error - ref. CM# 201808).	\$14,596.12
RA 53 & 54	RA 54: Heating & Cooling Specialists installed one trane XR 13 central air conditioner.	\$4,214.00
		Actual Costs for 0027-02-47
		\$38,607.53

Jefferson		Maintenance Service Provider: Opportunities Inc.
RA 13 & 14	RA 13: JF Ahern Co. repaired 2nd stage condensor unit, \$1,498.84. Ready Electric replaced two light fixtures with LEDs, \$847.00. RA 14: Sabel Mechanical troubleshoot muffin monster, \$374.00.	\$2,719.84
RA 13 & 14	RA 13: JF Ahern replaced HVAC thermostat and wireless sensor, \$773.00. Beaver Tree removed dead sugar maple tree, \$800.00.	\$1,573.00
RA 13 & 14	RA 13: Purchased LED bulbs.	\$1,083.68
RA 13 & 14	RA 14: Ahern repaired furnace. Replaced the JCI twinning control.	\$1,021.40
RA 13 & 14	RA 13: Ahern repaired furnace - replaced induced draft assembly and ignitor.	\$806.19
		Actual Costs for 0028-02-47
		\$7,204.11

Juneau		Maintenance Service Provider: Handishop Industries
RA 9 & 10	RA 10: BTU Management replaced a/c compressor.	\$2,394.45
RA 9 & 10	RA 10: Don's Plumbing repaired broken pipe (to toilet).	\$300.06
RA 9 & 10	RA 9/10: Purchased Hydrotek H-5000 E-LR faucet.	\$938.57
RA 9 & 10	RA 9: BTU Management replaced furnace blower, heat exchanger, transformer and other repairs.	\$1,290.24
RA 9 & 10	RA 9/10: Lee Door installed weather stripping.	\$2,485.00
RA 9 & 10	RA 9/10: Don's Plumbing leaking water service, \$1,094.91. RA 10: Lee Door replaced door frame and hardware in small storage building, \$1,725.00.	\$2,819.91
		Actual Costs for 0029-02-47
		\$10,228.23

Kenosha		Maintenance Service Provider: Kenosha Achievement Center Inc.
RA 26, M-F, M-G, H-5, Vacant Lot	RA 26: Valiant Electric replaced wall heater in staff restroom.	\$490.00
RA 26, M-F, M-G, H-5, Vacant Lot	RA 26: Al Misurelli installed new a/c unit, \$2,685.00. Valiant Electric replaced flood lights with LED, \$1,220.00.	\$3,905.00

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RA 26, M-F, M-G, H-5, Vacant Lot	RA 26: Valiant Electric replaced wiremold in (4) restrooms.	\$1,450.00
		Actual Costs for 0030-02-46
		\$5,845.00

La Crosse	Maintenance Service Provider: APTIV, Inc.	
RA 31, M-F	RA 31: B&B Electric repaired camera system.	\$1,139.48
RA 31, M-F	RA 31: CTW Corporation investigate coliform issues, \$3,001.00. Advanced Plumbing Systems flushed valves and cholirinated as needed due to bad water well samples, \$3,733.88.	\$6,734.88
		Actual Costs for 0032-02-46
		\$7,874.36

Manitowoc	Maintenance Service Provider: Ascend Services, Inc.	
RA 51 & 52	RA 51/52: Economy Tree Service removed tree stumps.	\$1,350.00
RA 51 & 52	RA 51: LaForce repaired door frame, \$1,274.00. Maribel Htg & Plbg replaced defective sump pump, \$1,136.58.	\$2,410.58
RA 51 & 52	RA 52: FlyMeFlag repaired flag poles.	\$1,326.00
RA 51 & 52	RA 51/52: LaForce repaired doors - entrances to men's car side restrooms.	\$1,384.00
RA 51 & 52	RA 51/52: Nichols Electric replaced all flourescent lamps and ballasts with LEDs.	\$4,486.00
		Actual Costs for 0036-02-47
		\$10,956.58

Marquette	Maintenance Service Provider: Northwoods Inc of Wisconsin	
RA 81 & 82	RA 81: Country Plumber jet septic.	\$335.00
RA 81 & 82	RA 81: Terrytown Plumbing repaired water heater, then replaced it.	\$1,371.00
RA 81 & 82	RA 81/82: Lee Door & Hardware replaced door seals and weather stripping on all entry doors. Invoiced on Dodge County cost center.	\$3,273.00
RA 81 & 82	RA 81: Terrytown Plbg replaced water softener.	\$2,995.00
RA 81 & 82	RA 81/82: Liberty Flag installed new flagpole, \$9,975.00. RA 81: Fanatsy Flooring, Inc. replaced floor tiles in women's restroom, \$3,952.65.	\$13,927.65
		Actual Costs for 0039-02-47
		\$21,901.65

FY 2018 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
Waupaca County Industries, Manawa
Waushara Industries, Wautoma



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