

Wisconsin's
Rest Area Maintenance Program
Annual Report

Fiscal Year 2017
July 1, 2016 – June 30, 2017

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Annual Report
FY 2017 (July 1, 2016 – June 30, 2017)

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Rehabilitation for Wisconsin, Inc.

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Fiscal Year 2017 Annual Report

Introduction

FY 2017 was operationally sound throughout the RAM system. The new LaCrosse rest area 31 was opened for business early in the calendar year. Service Providers at all sites continued to meet expectations in janitorial, maintenance and landscape care. RAM crews continued to work vigorously to maintain standards, providing clean and safe facilities for the comfort of travelers statewide.



RAM Program Scope

Twenty-three CRPs (Community Rehabilitation Programs) employed 397 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. RFW 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 2017 was \$6,751,512.36.

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

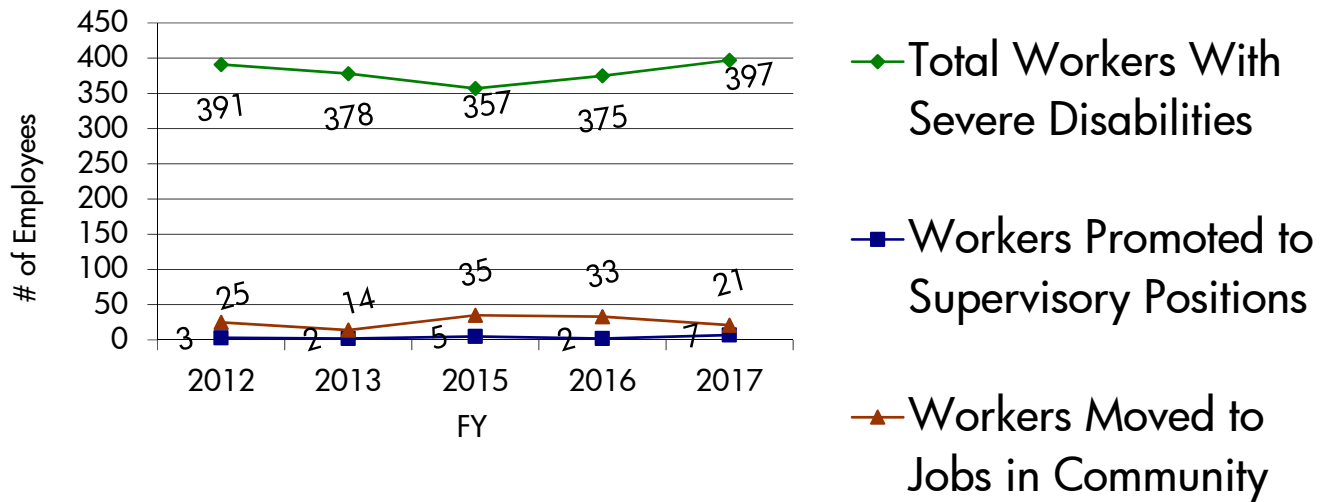
Table 1: FY 2017 Actual Cost Summary

Project Title	Actual cost
RFW RAM Program Management Services	\$ 517,892.55
Custodial Care & Landscape Maintenance Services (CCLM) and Facility Repair & Emergency Costs	\$ 6,233,619.81
Facility Repair and Emergency Costs completed by CRPs (included within CCLM total above)	\$ 188,727.12
Subtotal Services and Facility Repair	\$ 6,751,512.36
Grand Total Cost of Operations	\$ 6,751,512.36

CRP Contracts

During FY 2017, the RAM Program contracts provided 144,878 hours of employment to 397 individuals with disabilities. Wages paid to workers with disabilities totaled \$1,252,029.81. The Program is used for vocational training with anticipated outcome of job placement in the community or elevated skills. Twenty-one 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



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

Website

RFW 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 Updates

Rest areas that have waste removal companies that employ “single stream” recycling were able to reduce the number of recycling containers on those sites. Generally, recycling containers were reduced to having several single stream containers along with aluminum specific containers in order to separate out aluminum product.

Traffic Counts

RFW manages traffic data collected from year-round rest areas. Over 19 million people used the facilities in FY 2017. Which is comparable to FY 2016 which also had over 19 million people visit the rest areas.

The highest daily traffic recorded for FY 2017 was 1,677 at rest area 12 located WB on I-90/94/39 in Columbia County. The lowest single daily traffic volume recorded for FY 2017 was 132 vehicles stopping at rest area 101 located on USH 45 in Waupaca County.



Water Usage

RFW 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 75,424 gallons for FY 2017.

Rock County rest area 11 has the highest rest area annual water usage recorded for FY 2017. Approximately 208,444 gallons was used.

RFW prepared an annual Rest Area Traffic and Water Usage report for WisDOT in March 2017 which provides various reports showing traffic data and water usage for a twelve-month period (December 2015 – November 2016).

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. RFW inspectors make regular inspections of each RAM site to give feedback to managers and crews regarding their quality of work and standard compliance. RFW 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:

RFW 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. RFW RAM personnel converse on site with managers as well as by phone and e-mail. RFW 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:

RFW RAM field inspections are conducted regularly by the RFW 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 RFW RAM inspectors, consistency in inspections is expected by service providers with clear explanations of deficiencies needing attention and correction.



RFW analyzes and reports levels of service in order to reduce or eliminate issues in a timely manner. This includes information collected through site inspections and traveler feedback. Areas of concern are detected and corrected before they become issues. RFW performed 781 announced and random site inspections in FY 2017. 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: RFW obtains public feedback through the collection of comment cards and via electronic resources such as the RAM website. A total of 793 comments were received during FY 2017. Travelers from forty-one states and seven countries visited Wisconsin rest areas. Approximately seventy-six percent of the comments were from travelers residing in the Midwest. Approximately five percent of the comments were from citizens of other countries including: Belgium, Canada, Germany, Mexico, Netherlands, Turkey, and the UK. The overall rating for FY 2017 is 1.03 based on a scale of 1

to 5, 1 being best.

Facility Repairs and Upgrades Projects

No upgrade projects were pursued in FY 2017 other than the new construction of Rest Area 31.

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

- Barron, RA 34 – Barron Plumbing rerouted pump to discharge to a larger drain pipe due to sewage pump backing up into urinal.
- Columbia, RA 11 – Webster & Son Drilling Company completed testing of well WO0011.
- Dunn, RA 61 & 62 – Halverson Brothers repaired heating system.
- Iron, RA 103 – Water heater was replaced.
- Jefferson, RA 13 – Luedtke Plumbing replaced lavatory faucet and copper pipes and fitting.
- Kenosha, RA 26 – Lee Building repaired various toilets, urinals, drinking fountains and installed new bathroom sink in staff restroom. Pavers bricks were purchased for planters.
- Manitowoc, RA 51 & 52 – Maribel Plumbing replaced toilet valves with automatic eye units. The 52 well heater was replaced
- Manitowoc, W-4 Lake Shore Wayside – Tim Nate Plumbing replaced septic pumps due to sewage backup.
- Rock, RA 22 – TDS Automatic Door installed lock and continuous hinges. Ceiling fans were added in the lobby.
- Taylor, Jump River and Gilman Waysides – Komarek Well Drilling abandoned wells.
- Vernon, Genoa Wayside – C&M Well Service abandoned well.
- Vilas, Eagle River and St. Germain Waysides – Komarek Well Drilling abandoned wells.
- Walworth, RA 36 – Quigley Smart installed garage heater.
- Waupaca, RA 101 – True North Masonry removed drinking fountain from south side of building.

For a full listing of Minor Repairs performed during FY 2017, refer to 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. RFW 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 2017: Site Summary, Extra Work Summary and Facility Repairs Summary.



REST AREA MAINTENANCE (RAM) PROGRAM

(as prepared by RFW, Inc.)

FY 2017 (July 2016-June 2017) 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 2016 Requested Budget	FY 2017 Requested Budget	DIFFERENCE	%
					July 2015-June 2016	July 2016-June 2017		
BARRON COUNTY DDS	BARRON	2	RA-33, RA-34	0003-02-47	\$202,900.61	\$202,992.06	\$91.45	0.05%
	BARRON	1	W-1	0003-02-48	\$14,459.86	\$14,459.94	\$0.08	0.00%
BLACK RIVER INDUSTRIES	TAYLOR	4	W-1, W-2, W-6, H-5	0060-02-48	\$26,069.42	\$24,162.54	(\$1,906.88)	-7.31%
CHIPPEWA RIVER INDUSTRIES	CHIPPEWA (north)	4	H-5, W-8, W-13, H-16	0009-02-48	\$16,010.54	\$17,567.05	\$1,556.51	9.72%
	RUSK	1	W-7	0054-02-48	\$12,849.00	\$14,454.67	\$1,605.67	12.50%
CLARK CO ADS	CLARK	1	T-3	0010-02-48	\$1,550.20	\$2,275.20	\$725.00	46.77%
CURATIVE CARE NETWORK	MILWAUKEE	10	P&R (7 lots), Intersection Areas (3)	0040-02-48	\$82,315.40	\$84,775.91	\$2,460.51	2.99%
	MILWAUKEE	1	STH 794	0040-02-49	\$74,240.72	\$78,360.53	\$4,119.81	5.55%
EASTER SEALS OF SE WI	JEFFERSON	1	W-3	0028-02-48	\$21,756.79	\$23,256.79	\$1,500.00	6.89%
	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	\$30,741.94	\$30,954.02	\$212.08	0.69%
HANDISHOP INDUSTRIES	GRANT	1	RA-106	0022-02-46	\$184,958.03	\$196,617.88	\$11,659.85	6.30%
	JACKSON	2	RA-53, RA-54	0027-02-47	\$437,896.53	\$453,137.12	\$15,240.59	3.48%
	JUNEAU	2	RA-9, RA-10	0029-02-47	\$431,515.52	\$449,012.02	\$17,496.50	4.05%
	JUNEAU	1	W-2	0029-02-48	\$26,614.64	\$35,399.92	\$8,785.28	33.01%
	MONROE	1	RA-16	0041-02-47	\$195,877.20	\$206,142.08	\$10,264.88	5.24%
	LA CROSSE	1	RA-15					
	LA CROSSE	1	W-8	0041-02-48	\$22,294.84	\$26,924.04	\$4,629.20	20.76%
	WOOD	1	W-4	0071-02-48	\$29,434.54	\$18,613.18	(\$10,821.36)	-36.76%
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	\$160,290.88	\$152,734.74	(\$7,556.14)	-4.71%
	IRON	3	W-5, M-A, S-7	0026-02-48	\$34,257.59	\$34,055.39	(\$202.20)	-0.59%
	VILAS (west)	1	W-3					
	ASHLAND	1	W-2	0002-02-48	\$12,812.31	\$12,610.11	(\$202.20)	-1.58%
HOLIDAY HOUSE	MANITOWOC	2	RA-51, RA-52	0036-02-47	\$275,542.17	\$280,409.47	\$4,867.30	1.77%
	MANITOWOC	5	W-4, W-10, SO-J, SO-K, SO-L	0036-02-48	\$36,018.23	\$35,926.58	(\$91.65)	-0.25%
INDIANHEAD ENTERPRISES	DUNN	3	RA-61, RA-62, P&R (1 lot)	0017-02-47	\$375,285.24	\$380,990.64	\$5,705.40	1.52%
KENOSHA ACHIEVEMENT CTR	KENOSHA	4	RA-26, M-F, M-G, H-5	0030-02-46	\$425,142.06	\$425,142.06	\$0.00	0.00%
LE PHILLIPS CDC	CHIPPEWA (south)	2	W-11, H-15	0018-02-48	\$36,506.20	\$36,506.20	\$0.00	0.00%
	EAU CLAIRE	1	W-4					
	DUNN	1	W-6					
NORTHWOODS INC. OF WI	ADAMS	3	T-2, T-7, W-4	0001-02-48	\$20,673.04	\$20,852.42	\$179.38	0.87%
	COLUMBIA	2	RA-11, RA-12	0011-02-47	\$673,585.36	\$667,830.55	(\$5,754.81)	-0.85%
	DODGE	2	RA-63, RA-64	0014-02-47	\$206,918.48	\$209,344.19	\$2,425.71	1.17%
	MARQUETTE	2	RA-81, RA-82	0039-02-47	\$196,153.01	\$199,302.73	\$3,149.72	1.61%
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	\$143,092.68	\$146,430.80	\$3,338.12	2.33%
SUPERIOR VOCATIONS	BAYFIELD	2	W-6, W-10	0007-02-48	\$75,177.13	\$73,042.57	(\$2,134.56)	-2.84%
	BURNETT	2	M-J, S-9					
	DOUGLAS	4	W-6, M-A, M-B					
	DOUGLAS	1	RA-23	0016-02-46	\$174,462.17	\$176,596.73	\$2,134.56	1.22%
VENTURES UNLTD	WASHBURN	5	W-4, W-7, W-10, H-8, H-9	0065-02-48	\$27,731.39	\$29,841.39	\$2,110.00	7.61%
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	\$40,456.23	\$0.00	0.00%
VIP SERVICES, INC.	ROCK	1	RA-17	0053-02-47	\$265,421.64	\$260,768.48	(\$4,653.16)	-1.75%
	ROCK	1	RA-22	0053-02-46	\$305,287.20	\$302,979.15	(\$2,308.05)	-0.76%
	WALWORTH	2	RA-35, RA-36	0064-02-47	\$199,170.96	\$206,070.96	\$6,900.00	3.46%
	WALWORTH	2	M-B, P&R (1)	0064-02-48	\$9,447.76	\$9,447.76	\$0.00	0.00%
WAUPACA COUNTY INDUSTRIES	WAUPACA	1	RA 101	0068-02-47	\$108,632.08	\$108,632.08	\$0.00	0.00%
	WAUPACA	2	W-6, W-7	0068-02-48	\$25,689.05	\$25,689.05	\$0.00	0.00%
WAUSHARA INDUSTRIES	WAUSHARA	1	W-6	0069-02-48	\$20,488.13	\$11,808.21	(\$8,679.92)	-42.37%
TOTAL # OF SITES					128			
CCLM & RECYCLING SERVICES COST TOTALS					\$6,166,773.15	\$6,233,619.81	\$66,846.66	1.08%
PROGRAM MANAGEMENT FEE Project Id No.: 0072-01-48					\$ 517,892.55	\$ 517,892.55	\$0.00	0.00%
GRAND TOTAL CCLM & PROGRAM MANAGEMENT FEE					\$6,684,665.70	\$6,751,512.36	\$66,846.66	1.00%
WisDOT AVAILABLE PROGRAM FUNDS -					\$6,684,665.70			
RAM PROGRAM (Available/Deficit)--					\$0.00	-\$6,751,512.36		
Percent Available/Deficit / Program Available Funds					0.00%	#DIV/0!		

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PROJECT ID SUMMARY

<u>CCLM Costs</u>	<u>RFW Maanagment Fees</u>	<u>Project ID Total</u>
\$6,233,619.81	\$517,892.55	\$6,751,512.36

OVERALL ACTUAL vs BUDGET SUMMARY

<u>YTD Actual</u>	<u>YTD Budget</u>	<u>Difference</u>	<u>Percentage</u>
\$6,067,998.47	\$6,248,260.79	(\$180,262.32)	97.12%

	<u>Actual Cost</u>	<u>% of Total Cost</u>		<u>Actual Cost</u>	<u>% of Total Cost</u>
Salaries:	\$2,879,695.63	93.77%	Contractor Service Costs:	\$815,329.00	106.06%
Benefits:	\$803,954.91	93.94%	Site Liability Insurance:	\$69,661.19	150.95%
Materials and Supplies:	\$402,826.15	108.17%	Special Vendor Services:	\$398,965.00	147.42%
Equipment Costs:	\$239,711.67	143.81%	Miscellaneous Costs:	\$36,331.60	107.85%
Vehicle Costs:	\$406,247.43	77.90%			

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	\$66,196.77	91.17%
Paper/Consumables	\$165,036.93	100.84%
Building	\$88,392.29	137.98%
Grounds	\$38,148.90	130.16%
Tools	\$9,678.47	131.13%
Uniforms	\$22,105.89	94.62%
Misc.	\$13,266.90	92.30%
M/S Total:	\$402,826.15	108.10%

Special Vendor Services (Breakdown by Category)

<u>Category</u>	<u>Actual Cost</u>	<u>Percent</u>
Trash/Recycling	\$123,979.66	112.78%
HVAC	\$49,285.48	263.49%
Electrical	\$24,606.97	234.96%
Plumbing	\$65,602.09	151.73%
Well	\$27,671.60	1349.83%
Septic	\$48,529.20	109.85%
Portable Toilet	\$2,950.32	91.20%
Fire Extinguisher	\$2,221.33	68.01%
Landscape	\$13,773.65	94.66%
Building	\$33,650.95	986.83%
Other	\$6,693.75	40.06%
Total:	\$398,965.00	147.91%

Miscellaneous Costs (Breakdown by Category)

Communication:	\$3,062.48	9.09%	Phone / Pager:	\$20,766.47	61.65%
Water Testing:	\$1,857.42	5.51%	Other:	\$2,357.82	7.00%
Storage:	\$8,287.41	24.60%	Total:	\$36,331.60	

OTHER COSTS:

Projects Summary

Extra Work Final Cost: **\$188,727.12**

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	175		
WASTEWATER	M= 16	S= 17	V= 63
INFO BOARDS	LB= 41	SB= 18	WM= 20 SH= 5
EXHAUST FANS	171		
LIGHTING	208		
TELEPHONES	177		
FLAG POLES	49		
LAWCON	176		

INSPECTION SUMMARY BY FY

Rest Area Summary		Seasonal Site Summary		Park and Rides / Monuments / Historical Markers Summary	
Inspections Completed:	352	Inspections Completed:	156	Inspections Completed:	273
Exterior, Entrances and Lobby:	99.85%	Rest Rooms - Men:	98.72%	Overall:	99.94%
Rest Rooms - Men:	99.67%	Rest Rooms - Women:	99.68%		
Rest Rooms - Women:	99.91%	Well Shelter:	99.49%		
Ground:	99.89%	Grounds:	99.16%		
Rest Areas Overall:	99.85%	Overall Site:	99.42%		

TRAFFIC / WATER SUMMARY by FY

Annual Average Daily Traffic				Year-to Date Average Water (in Gallons)			
	FY 2015	FY 2016	FY 2017		FY 2015	FY 2016	FY 2017
Year Round Sites Avg AADT:	656	713	705	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: 793	Overall: 1.03		Restrooms:	714	90.04%	Picnic Area:	72	9.08%	
Parking Lot:	1.04	Restrooms:	1.06	Weather	132	16.65%	Pet Walk:	47	5.93%
Lobby:	1.03	Picnic Facilities:	1.04	Vending:	124	15.64%	Phone:	1	.13%
Grounds:	1.03	Sidewalks:	1.04		8				

Extra Work Projects Completed by CRP

FY 2017 (July 1, 2016 - June 30, 2017)

Report by: Rehabilitation for Wisconsin, Inc.

Note: The costs noted in this report are considered extra work costs above the scope of the work center contract. All costs are included within the year-to-date actual costs listed in the "Actual to Budget by Work Center" report.

			Month Ending	Project Description	Project Cost
Barron County Developmental Services, Inc.	Barron	r-33/34-c	8/31/16	RA 34: Jesse Jones Construction repaired transfer switch and generator switch.	\$699.05
			9/30/16	RA 33: Peterson Management replaced bearings and primed pump.	\$3,144.00
			12/31/16	RA 34: Barron Plbg & Htg rerouted pump to discharge to a larger drain pipe due to sewage pump backing up into urinal.	\$656.00
			3/31/17	RA 33/34: Rice Lake Glass & Door troubleshoot hall - door closers (6).	\$1,666.00
			6/30/17	RA 33/34: Rice Lake Glass & Door Co repaired handicap door operator.	\$634.00
			County Total		
CRP Total:					\$6,799.05

Handishop Industries	Jackson	r-53/54-c	7/31/16	RA 53/54: Danmark Plumbing replaced water line, pipes and valves due to a water leak.	\$1,458.47
			8/31/16	RA 53: Danmark Plumbing replaced water lines to sink.	\$972.47
			9/30/16	RA 53: Heating & Cooling Specialists replaced air conditioning unit, \$4,778.00. RA 54: WHV, Inc. replaced hot water circulating pump, \$2,427.92. RA 53/54: Danmark Plumbing replaced pipe on heating line and hook up circulating lines, \$937.06.	\$8,142.98
			11/30/16	RA 53/54: Lee Door & Hardware repaired door deadbolts, jamb switch and rekeyed door.	\$1,440.00
			12/31/16	RA 53: Hawk Isand excavated landscape removing boulder and trees.	\$6,380.00
			1/31/17	RA 53/54: Danmark Plumbing repaired leak in lines and installed new faucet on EB rest area.	\$1,555.41
			2/28/17	RA 53/54: Squires Electric repaired ballast and beaker, \$989.00. Lee Door repaired door and operator, \$958.00. RA 54: Danmark Plumbing repaired water bubbler, \$1,053.01.	\$3,000.01

Extra Work Projects Completed by CRP

FY 2017 (July 1, 2016 - June 30, 2017)

Report by: Rehabilitation for Wisconsin, Inc.

Note: The costs noted in this report are considered extra work costs above the scope of the work center contract. All costs are included within the year-to-date actual costs listed in the "Actual to Budget by Work Center" report.

Handishop Industries	Jackson	r-53/54-c	6/30/17	RA 53: Lee Door repaired storage room door, family restroom door and replaced office door.	\$1,819.00
	County Total				\$24,768.34
	Juneau	r-09/10-c	10/31/16	RA 9: Millers Septic Service pumped/cleaned septic tanks.	\$1,680.00
			11/30/16	RA 9/10: Gray Electric performed electric repairs to lobby and exterior lighting.	\$1,622.00
			12/31/16	RA 9: Millers Septic was called for (3) three emergency septic pumpings.	\$1,620.00
			2/28/17	RA 9: Emergency pumping of septic tank by Miller Septic.	\$1,330.00
			5/31/17	RA 9/10: BW Construction replaced fascia on building.	\$1,400.00
			County Total		
	LaCrosse	w-mon&la-c	10/31/16	W-8: BW Construction replaced roof.	\$1,300.00
			County Total		
	Wood	w-wood-c	10/31/16	W-4: BW Construction replaced roof on restroom building.	\$1,200.00
			County Total		
CRP Total:					\$34,920.34

Highline Corporation	Iron	asw-103-c	12/31/16	RA 103: Snow removal hours for DMV.	\$100.45
			1/31/17	RA 103: Snow removal for DMV for the month of January.	\$212.29
			2/28/17	RA 103: Installed new water heater, \$659.25. Snow removal for DMV, \$192.20.	\$851.45
			3/31/17	RA 103: Monthly snow removal for DMV.	\$180.81
			6/30/17	RA 103: Seven (7) new keys for DMV / RAM areas.	\$125.50
			County Total		
CRP Total:					\$1,470.50

Extra Work Projects Completed by CRP

FY 2017 (July 1, 2016 - June 30, 2017)

Report by: Rehabilitation for Wisconsin, Inc.

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Holiday House of Manitowoc, Inc.	Manitowoc	r-51/52-c	8/31/16	RA 51: Maribel Heating replaced fan motor on a/c, \$1,199.40. RA 52: LaForce replaced door closure, \$387.00.	\$1,586.40	
			9/30/16	RA 51: Maribel Heating installed new a/c unit, \$4,079.16. RA 51/52: Maribel Heating & Plumbing installed electric eyes on all toilets and urinals, \$11,200.	\$15,523.14	
			11/30/16	RA 51/52: Maribel Heating and Plumbing installed updated toilet flush valves with auto eye units.	\$3,987.67	
			12/31/16	RA 51: Maribel Heating & Plumbing removed and installed updated toilet flush valves w/ auto eye units.	\$2,446.13	
			1/31/17	RA 51: Maribel Heating & Plumbing replaced toilet valves with auto eye unit.	\$1,587.67	
			2/28/17	RA 52: Maribel Heating & Plumbing replaced well heater, \$579.40. Chmpion Pump & Water Services replaced well pipe that rusted through with PVC pipe, \$1,149.25.	\$1,728.65	
			3/31/17	RA 51: Maribel Plumbing replaced recirculating pump for water lines.	\$828.38	
			w-manitowoc-c	7/31/16	W-4 (LakeShore): Tim Nate Plumbing replaced septic pumps due to sewage backup, \$705.30. Repairs to urinal and lavatory in men's restroom, \$655.30.	\$1,360.60
				8/31/16	W-10 (Millhome): Nichols electric replaced fan motor.	\$682.25
				County Total		\$29,730.89
CRP Total: \$29,730.89						

Indianhead Enterprises, Inc.	Dunn	r-61/62-c	7/31/16	RA 61: Halverson Bros replaced air conditioning.	\$2,850.00
			9/30/16	RA 61/62: Ex-Mark Engine Repairs replaced the head on the engine of the Zero-Turn mower.	\$508.98
			10/31/16	Purchased pressure washers and tools perform cleaning as requested.	\$402.91
			11/30/16	RA 61/62: Halverson Brothers replaced gas regulators on LP tanks, (RA 61, \$446.13 and RA 62, \$494.04).	\$940.17
			12/31/16	RA 61: Halverson Bros completed Phase 1 of heating system repair (circulation pumps installed).	\$3,686.00

Extra Work Projects Completed by CRP

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Indianhead Enterprises, Inc.	Dunn	r-61/62-c	1/31/17	RA 62: Halverson Bros Stage 2 - installed two Taco pumps on heating system, \$3,680.00. RA 61: Halverson Bros jet 80 ft to clean sewer line, \$1,595.00.	\$5,281.00
			3/31/17	RA 61: Halverson installed zone valves for heating system.	\$4,044.00
			4/30/17	RA 62: Halverson Bros replaced zone valves stage four of heating system.	\$4,044.00
			6/30/17	RA 61: GRD Masonry repaired propane unit that was damaged by a semi.	\$2,125.00
			County Total		\$23,882.06

CRP Total: \$23,882.06

Kenosha Achievement Center Inc.	Kenosha	r-26-c	7/31/16	RA 26: A&R Door replaced air compressor for handicap assist door.	\$640.00
			8/31/16	RA 26: Lee Building repaired various toilets, urinals, drinking fountains and installed new bathroom sink in staff restroom. Purchased 160 paver bricks for planters, \$67.20.	\$2,939.70
			11/30/16	RA 26: A&R Door Service, Inc repaired handicap door.	\$290.00
			1/31/17	RA 26: Valiant Electric replaced heating elements in (2) heaters, \$989.55. Valiant Electric replaced (2) sidewalk lights, \$477.58.	\$1,467.13
			6/30/17	RA 26: Southport Heating replaced a/c unit in back office, \$620.00. Tapco repaired camera, \$2,860.00.	\$3,480.00
			County Total		\$8,816.83

CRP Total: \$8,816.83

Northwoods Inc of Wisconsin	Adams	w-adams-c	6/30/17	RA 11/12: Severe weather knocked out 3-phase equipment operation and damaged some equipment. Invoiced on Adams cost center.	\$484.81
		County Total		\$484.81	

Extra Work Projects Completed by CRP

FY 2017 (July 1, 2016 - June 30, 2017)

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Northwoods Inc of Wisconsin	Columbia	r-11/12n-c	7/31/16	Dodge Extra Work invoiced on Columbia invoice. RA 63: Terrytown Plumbing installed pressure tanks, \$6,640.00. RA 64: Terrytown Plumbing installed valves and removed sand filter in septic, \$2,450.00.	\$9,090.00
			12/31/16	RA 82: Martens & Sons replaced concrete pad, \$1,250.00 and post for handicap door, \$575.00. Billed to Columbia cost center.	\$1,825.00
			1/31/17	RA 11: Portage Glass Company replaced door hinge on autodoor - car side.	\$846.36
			2/28/17	RA 11: Terrytown Plumbing replaced urinal, \$692.57. RA 11/12: Action Electric installed four (4) new UPS stations, \$262.50.	\$955.07
			3/31/17	RA 11: Automatic Entrances replaced transmitter on handicap door closers, \$266.00. Terrytown Plumbing replaced urinal, \$692.57. RA 12: Liberty Flag repaired halyard assembly flag pole due to wind damage, \$878.85.	\$1,837.42
			4/30/17	RA 82: Terrytown Plumbing replaced water softener at RA 82 in Marquette County. Billed on Columbia cost center.	\$3,975.00
			5/31/17	RA 64: Village of Lomira installed new septic flow meter. Billed to Columbia cost center.	\$7,408.08
			6/30/17	RA 11: Webster & Sons Drilling Co completed testing of well WO0011, \$1,312.50. Terrytown Plumbing replaced heat pump motor, \$1,595.00.	\$2,907.50
			County Total		\$28,844.43
		Dodge	r-63/64n-c	7/31/16	RA 63: Terrytown Plumbing repaired pressure tanks and replaced control box, \$875.00. RA 64: Terrytown Plumbing installed a new electric water heater, \$625.33.
			8/31/16	RA 64: Aher-Gross repaired toilet floor mounts.	\$540.11
			10/31/16	RA 63/64: Ziegelbauer HVAC repaired gas valve, \$1,261.19. RA 64: Ahern Gross replaced toilet in Men's ADA stall, \$697.24.	\$1,958.43
			3/31/17	RA 63: Village of Lomira installed new part in sewage lift station.	\$552.05
			5/31/17	RA 63/64: Liberty Flag repaired flag poles.	\$487.70
			6/30/17	RA 64: Automatic Entrances repaired circuit board on the handicap door opener.	\$823.75
		County Total			\$5,862.37

Extra Work Projects Completed by CRP

FY 2017 (July 1, 2016 - June 30, 2017)

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Northwoods Inc of Wisconsin	Marquette	r-81/82n-c	10/31/16	RA 81/82: Midstate Trucking delivered 8 cu yards of black dirt (storm damage).	\$205.00
			6/30/17	RA 11/12: Action Electric wired for lighting near air handlers, Billed to Marquette cost center, \$858.79. RA 82: Terrytown installed water filtering system, \$2,810.00 and replaced four water pressure tanks with three new units, \$4,990.00.	\$8,658.79
	County Total				\$8,863.79
	CRP Total:				\$44,055.40

Opportunities Inc.	Jefferson	r-13/14-c	7/31/16	RA 13: Luedtke Plumbing replaced lav faucet and copper pipes and fittings.	\$1,162.30
			8/31/16	RA 13: Illingworth-Kilgust repaired well pump.	\$1,414.88
			1/31/17	RA 13/14: Ashburn's Bucket & Brush LLC painted ceilings in all restrooms.	\$4,600.25
	County Total				\$7,177.43
CRP Total:				\$7,177.43	

VIP Services, Inc.	Rock	r-22-c	2/28/17	RA 22: Flag Center replaced 30 FT flag pole.	\$606.00
			6/30/17	RA 22: Carroll Electric installed three (3) ceiling fans.	\$7,500.00
	County Total				\$8,106.00
	Walworth	r-35/36-c	11/30/16	RA 36: Huemann Well Svc and Fahey repaired well, \$11,738.00. Ackman Glass Co. installed tempered bronze/clear insulated glass, 50x62, \$864.00.	\$12,602.00
12/31/16			RA 36: Huemann Well & Pump Services replaced 3" dresser coupling on well due to leaking.	\$980.00	
2/28/17			RA 35: Sabel Mechanical repaired septic system.	\$830.25	

Extra Work Projects Completed by CRP

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VIP Services, Inc.	Walworth	r-35/36-c	4/30/17	RA 35: Quigley Smart replaced HVAC motor, blower, wheel and assembly.	\$2,500.00
			County Total		\$16,912.25
			CRP Total:		\$25,018.25

Waupaca County Industries, Inc.	Waupaca	asw-101-c	4/30/17	RA 101: Purchased tops for trash/recycle containers.	\$1,488.64
			6/30/17	RA 101: Krueger's Electric replaced all light fixtures with LEDs, \$4,152.82. Fran's Painting painted building interior, \$495.00.	\$4,647.82
		w-waupac-c	9/30/16	Royalton and Sugar Bush Waysides: Jr's Lock and Key replaced building locks at both waysides.	\$719.91
			County Total		\$6,856.37
			CRP Total:		\$6,856.37

Extra Work Grand Total: \$188,727.12

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FY 2017 RAM Service Providers

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

Holiday House of Manitowoc, Inc., Manitowoc

Indianhead Enterprises, Menomonie

Kenosha Achievement Center, Kenosha

L.E. Phillips Career Development, Eau Claire

Northwoods Inc. of Wisconsin, Portage

Opportunities, Inc., Fort Atkinson

Riverfront, Inc., LaCrosse

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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