

# Wisconsin Department of Transportation

## Cleaning and Maintenance Standards

The following cleaning and maintenance standards shall be applied on a daily basis and during the quality assurance inspection process to assess the quality of cleaning and maintenance performance.

### **Entrances and Lobbies**

**Doors:** The glass shall appear free of streaks, film, fingerprints and look uniformly clean. The metal parts (frames, sills, ledges and hardware) shall appear free of dust, soil, residue and film. Doors should be in proper working order. This will also include the automatic door openers. The switches for openers shall be free of dust and soil and properly labeled if needed.

**Windows:** The glass shall appear visibly clean and free of streaks, film and finger prints. This shall include the elimination of dust and soil from the sills, ledges and frame work. Screens shall appear free of dust, soil and appear visibly clean.

**Light Fixtures:** Shall be free of dust and soil without causing damage. Light diffusers shall remain in proper position, appear streak-free and uniformly clean. Lens covers should be free of dust and insects. Lights should be in proper working order.

**Floor Mats and Carpet:** Shall be free of spots, stains, gum, dirt and debris without causing damage. They shall appear visibly and uniformly clean.

**Floors, Baseboards, Corners and Edges:** Shall be free of dust, soil, gum, stains and debris. They shall appear visibly clean, uniformly clean and disinfected. This shall include the elimination of dust streaks, lint, standing water, cleaner residue, film, dirt, salt, small stones, embedded soil, foreign objects, leaves and cigarette butts. Floor drains shall be visibly clean and in proper working order. This should include the elimination of dust, lint, dirt, standing water, cleaner residue, film and grime. Scale and corrosion build up should be eliminated if possible.

**Benches, Telephones and Vending Machines:** Shall be free of dust, dried soil and dirt without causing damage. They shall appear visibly and uniformly clean. This shall include the elimination of cleaner residue, streaks and film. If telephones and vending machines are not working properly, they should be reported to their respective authorities.

**Drinking Fountains:** Shall be free of dust, soil, Scale and water spots without causing damage. They shall appear visibly and uniformly clean. This shall include the elimination of film and cleaner residue. Bright work shall be disinfected and polished to a streak-free shine.

**Air Vents, air distribution units and exhaust vents:** Shall be free of dust and soil. They shall appear visibly and uniformly clean.

**Walls, Wall Fixtures and Signs:** Shall be free of dust, dried soil, spots, stains and graffiti without causing damage. These surfaces shall appear visibly clean, uniformly clean and disinfected. This shall include the elimination of film, streaks and cleaner residue.

**Ceiling:** (If possible to reach with standard ladders) shall be free of dust, cobwebs and stains. Ceilings shall appear visible and uniformly clean.

**Ash Trays and Sand Urns:** Shall be free of cigarette butts, dirt, trash, ashes and soil. They shall appear visibly and uniformly clean. This shall include the elimination of streaks and film.

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

**Front Counters:** Shall appear free of dust and soil without causing damage. They shall appear visibly and uniformly clean. This shall include the elimination of streaks and cleaner residue.

## **Restrooms**

**Hand Dryers:** Shall be free of dust and soil without causing damages. They shall appear visibly and uniformly clean. Stainless steel back plates should be polished-dry and streak-free. This shall include the elimination of polish residue.

**Dispensers:** Toilet Paper, Paper Towel, Soap and Seat Cover Shall be free of dust, soil and bacteria without causing damage. They shall appear visibly clean, uniformly clean, disinfected and polished-dry. This shall include the elimination of polish residue, streaks and film. Dispensers shall be refilled when required with proper expendable supply items.

**Sinks:** Shall be free of dust, bacteria, soil, cleaner residue, standing water and soap film without causing damage. They shall appear visibly clean, uniformly clean and polished-dry. This shall include the elimination of streaks, embedded soil, film and water spots.

**Mirrors:** Shall be free of dust and soil. They shall appear visibly and uniformly clean. Mirrors and the surrounding metal framework shall appear streak-free and film-free.

**Toilets and Urinals:** toilet seats and urinals shall be free of dust, bacteria, soil, organic matter, cleaner residue and scale without causing damage. These Fixtures shall appear visibly clean, uniformly clean, disinfected and polished-dry. This shall include the elimination of streaks, film, and water spots.

**Partitions:** Shall be free of dust, soil, scratches, graffiti and stains without causing damage. Partitions and urinal dividers shall appear visibly clean, uniformly clean, disinfected and polished-dry. This shall include the elimination of streaks and film. Partition doors shall be in proper working order. This will include latches, coat hooks and rubber bumper stops.

**Hardware:** Shall be free of dust, soil, bacteria and scale without causing damage. Bright work shall appear visibly clean, uniformly clean, disinfected and polished to a streak-free shine. This shall include the elimination of polish residue.

**Windows:** the glass shall appear visibly clean and free of streaks, film, and fingerprints. This shall include the elimination of dust and soil from the sills, ledges and frame work. Screens shall be free of dust, soil, and appear visibly clean.

**Light fixtures:** shall be free of dust, cobwebs, and soil without causing damage. Light diffusers shall remain in proper position and appear streak-free and uniformly clean. Lens covers should be free of dust and insects. Lights should be in proper working order.

**Floors, Baseboards, Corners and Edges:** Shall be free of dust, soil, gum, stains and debris. They shall appear visibly clean, uniformly clean and disinfected. This shall include the elimination of dust streaks, lint, standing water, cleaner residue, film, dirt, salt, small stones, embedded soil, foreign objects, leaves, and cigarette butts. Floor drains shall appear visibly clean and be in proper working order. This should include the elimination of dust, lint, dirt, standing water, cleaner residue film and grime. Scale and corrosion build up should be eliminated if possible.

**Air Vents, air distribution units and exhaust vents:** Shall be free of dust and soil. They shall appear visibly and uniformly clean.

**Walls:** Shall be free of dust, dried soil, spots, stains and graffiti without causing damage. These surfaces shall appear visibly clean, uniformly clean and disinfected. This shall include the elimination of film, streaks and cleaner residue.

**Doors:** The doors (including frames, kick plates, push plates, sills, ledges and hardware) shall appear free of dust, soil, residue, film, scratches and graffiti. Doors should be in proper working order.

**Ceilings:** Shall be free of dust, stains and cobwebs. They shall appear visibly and uniformly clean.

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

**Exhaust Fans:** Shall appear free of soil, dirt and debris. Roof fans shall be in proper working order.

## **Grounds**

**Entrance Ramps, Car Parking Lots, Truck Parking Lots and Curbs:** Shall be free of dirt, soil, litter and cigarette butts. They shall appear visibly clean, uniformly clean and swept. This shall include the elimination of soda, ice cream, food, embedded soil, foreign objects and stains. (Car and truck fluid leak stains shall be cleaned and controlled to the best of the ability and capabilities of the contractor.) Spring, summer and fall: control of leaves, seeds, cones, needles, weeds, and grass clippings. Winter: snow and ice control will be performed by County Highway Department forces. Contractor may be required to perform trim work or additional clean up near parking lot and sidewalk area.

**Sign Poles, Light Poles and Flag Poles:** Shall be free of cobwebs, dust, soil and dirt. They shall appear visibly and uniformly clean. This shall include the elimination of streaks, scratches, and graffiti without causing damage. Repair maintenance may be performed per DOT request and procedures. Flag maintenance and flag flying will be per DOT request and procedure.

**Sidewalks and Other Cement Areas:** Shall be free of dirt, soil, stains, litter and cigarette butts. They shall appear visibly clean, uniformly clean and well maintained. During the Spring, Summer and Fall, these areas shall be swept. During the winter, these areas shall have the ice and snow controlled as per DOT procedure.

**Grass:** All grass areas, as determined by preset DOT limits, shall appear maintained in a proper and professional manner. Grass areas shall be free of litter and debris. Grass areas shall be mowed to a height between two (2) and four (4) inches above the surface of the soil. Grass clippings shall be

removed from sidewalks. Grass adjacent to buildings, utilities appurtenances, or fences, uncut by larger mowers, shall be cut by smaller mowers. This does not constitute trimming.

**Trim grass of improved areas:** Each time the grass of an area is mowed all grass shall be trimmed even with the edges of all curbs, sidewalks and driveways. Grass, brush, weeds, and other vegetation growing beside walls, fences, guy wires, around poles, shrubs, tree trunks, foundations, garbage can pads, fire hydrants, plant beds, or any object within the designated areas shall be cut to a height consistent with the adjoining turf area. Edges shall be trimmed with a vertical cutter to remove grass growing over paved or cultivated areas. Weeds shall be removed from paved or sidewalk cracks or joints.

**Raking:** Rake up sticks, branches and other miscellaneous debris.

**Trees, Plants, Bushes, Bedding and Borders:** Shall be free of litter and debris. They shall appear maintained in a proper and professional manner. This shall include weeding and trimming as needed. Bedding and borders shall be repaired, replaced or stained as needed.

**Vending Machines:** Shall be free of dust, dried soil, litter, and dirt without causing damage. They shall appear visibly and uniformly clean. This shall include the elimination of cleaner residue, streaks and film.

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

**Portable Toilets:** Shall be free of dust, bacteria, soil, organic material, cleaner residue and scale without causing damage. They shall appear visibly clean, uniformly clean, disinfected and polished-dry. This shall include the elimination of streaks, film and water spots.

**Dispensers:** shall appear visibly clean and refilled when required with the proper expendable supply item.

**Well Caps, Telephone Boxes, Utility Boxes and Other Outdoor Fixtures:** Shall be free of dirt and soil. They shall appear visibly clean.

**Dumpster Areas/Shelters:** Shall be free of dirt, soil, organic material, trash and litter. They shall appear visibly clean. This shall include the elimination of streaks, food stuff and the presence of an offensive odor emitting from the area.

**Outside of Buildings, Rain Gutters, Posts, Eaves and Privacy Shelters:** Shall be free of dirt, soil, cobwebs, and graffiti. They shall appear visibly clean.

## **Storage Rooms, Maintenance Rooms, Janitorial Rooms, Mechanical Rooms, Basements, Break Rooms, Traps and Truck Bays**

**Floors and Stairs:** Shall be free of dust, dried-soil, gum, spots, stains and debris. Floors shall appear visibly and uniformly smooth and clean. This shall include the elimination of dust streaks, lint, standing water, cleaner residue and film.

**Walls:** Shall be free of dust and soil. They shall appear visibly and uniformly clean. This shall include the elimination of film, streaks and cleaner residue.

**Utility Sinks:** Shall be free of dust, soil, cleaner residue and soap film. Utility sinks shall appear visibly and uniformly clean. This shall include the elimination of streaks, embedded soil, film and water spots. Bright work shall be cleaned, descaled and polished.

**Hazmat Shower and Eyewash:** Shall be free of dust and soil. Shall appear visibly and uniformly clean. Brightwork shall be clean, descaled and polished.

**Ceiling Fans, Air Handling Units, Heaters and Ductwork:** Shall be free of grime and soil. Shall appear visibly and uniformly clean.

**Brake Testing Units and Garage Door Control Panels:** Shall be free of dust and soil. Shall appear visibly and uniformly clean.

**Shelves:** Shall be free of dust and soil. They shall appear visibly and uniformly clean. Supplies and equipment shall be stocked, labeled and organized neatly on the shelves.

**Janitor Carts:** Shall be free of dust and soil. They shall appear visibly and uniformly clean. Supplies and equipment stored on janitor carts shall also be free of dust and soil, labeled and organized neatly.