

# Chapter 01 | Introduction

## 01.04 Introduction to the Ram Program Manual

There are three key documents that define the scope of the program, define WisDOT’s expectations, and provide guidelines, procedures and policy documentation:

- Contract and yearly addenda between WisDOT and each service provider
- Annual work specifications, which include work schedules
- The RAM Program Manual

Adherence to contractual agreements as well as the guidelines, procedures, and policies presented in annual work specifications and this program manual will ensure that all WisDOT roadside facilities program responsibilities are met. The use of standardized guidelines, procedures, and policies promotes statewide uniformity of cleanliness and maintenance standards, as well as promoting effective maintenance at each site.

Kapur has compiled the contents of this program manual. It is impractical, if not impossible, to compile a manual of this type that addresses or anticipates all possible situations. The information contained in this manual is provided for use in delivering services. It is not intended to establish absolute requirements or minimum standards, except where actual excerpts of state or federal law or administrative rules with the force of law are applicable. Kapur recognizes that each service provider must be able to exercise discretionary judgment in the use or application of this manual. The existence, distribution, application, and use of this manual do not constitute an acknowledgment or guarantee of outcome, expressed or implied, by Kapur or the maintenance service providers.

Every time a chapter of the RAM Program Manual is developed or revised, it is reviewed and approved by WisDOT before publication. The most recent version of each chapter of the RAM Program Manual is found on the Kapur Roadside Facilities website ([roadsidefacilities.org](http://roadsidefacilities.org)) and is available to Service Providers and WisDOT only.

### Chapter 1 Record of WisDOT Review & Approval

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Developed or revised by Kapur & Associates

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Date

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Reviewed and approved by WisDOT Bureau of Highway Maintenance

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Date