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CLEANING STANDARDS

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Wisconsin Roadside Facilities Program

Cleaning Care: Entrances & Lobbies **For Rest Areas, Waysides and Other Roadside Sites**

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.

1. **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.
2. **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 appear free of dust, soil and appear visibly clean.
3. **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.
4. **Floor Mats and Carpet:** Shall be free of spots, stains, gum, dirt and debris without causing damage. They shall appear visibly and uniformly clean.
5. **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.
6. **Map Cases and Display Cases:** Glass and metal surfaces shall appear streak-free, film-free and uniformly clean. This shall include the elimination of dust and soil from sills, ledges and frames. Hinges and locks should be in proper working order so that doors close and lock properly.
7. **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.
8. **Drinking Fountains and Jug Fillers:** 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.

9. Air Vents, Air Distribution Units and Exhaust Vents: Shall be free of dust and soil. They shall appear visibly and uniformly clean.
10. 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.
11. Ceiling: (If possible, to reach with standard ladders) Shall be free of dust, cobwebs and stains. Ceilings shall appear visible and uniformly clean.
12. 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.
13. 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.
14. Tourist 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.

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Restrooms

For Rest Areas, Waysides and Other Roadside Sites

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.

1. 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.
2. Diaper Changing Areas: Stations, Tables and Ledges 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 streaks and film. Liner dispensers shall be refilled when required with proper expendable supply item.
 - a. 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.
 - b. Mirrors: Shall be free of dust and soil. They shall appear visibly and uniformly clean. Mirrors and surrounding metal framework shall appear streak-free and film-free.
 - c. Toilets and Urinals: Toilets, 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.
 - d. 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.
 - e. 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.
 - f. 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.

- g. 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.
- h. 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.
- i. 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.
- j. Air Vents, air distribution units and exhaust vents: Shall be free of dust and soil. They shall appear visibly and uniformly clean.
- k. 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.
- l. 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.
- m. Ceilings: Shall be free of dust, stains and cobwebs. They shall appear visibly and uniformly clean.
- n. Ash Trays: 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.
- o. 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.
- p. *Vaults: Shall be properly maintained per DOT guidelines. Vaults shall be pumped when vault level reaches the appropriate height. Vaults shall be treated with DOT approved chemicals to aid break down and control odor. Vaults shall appear maintained in a proper manner. This shall include the elimination of the presence of an offensive odor emitting from the vault (to the best ability and capabilities of the contractor). Vaults shall be pumped and shut down for winter as per DOT request and procedure.
- q. *Roof Fans: Shall appear free of soil, dirt and debris. Roof fans shall be in proper working order.

* Seasonal waysides only.

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Grounds

For Rest Areas, Waysides and Other Roadside Sites

1. 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.
2. 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.
3. Historical Markers and Welcome Signs: Shall be free of dust, dirt, cobwebs and debris. Markers shall appear visibly clean. Landscape maintenance around marker shall be performed if applicable.
4. Plazas, 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.
5. Payphones: Shall be free of dust and soil. They shall appear visibly and uniformly clean and polished-dry. If the telephones are not working properly, they should be reported to the telephone company. Glass shall appear visibly clean and free of streaks, film and fingerprints. Booths shall appear visibly clean, uniformly clean and swept.
6. During the mowing season, lawn within the site proper shall be maintained to a maximum height of 5 inches, minimum height of 3 inches. Review the mowing plans annually. Adjust areas to be mowed in the early spring if necessary. Mowing season shall end when grass stops growing. Refer to RAM Program Manual Section 7.0 for complete Landscaping guidelines.
7. Raking: All grass areas shall be raked once in early spring, before the mowing season begins, to remove leaves, branches and other debris that may have accumulated on the premises during the winter. Grass areas shall be raked in the fall as needed to maintain the area in a proper and professional manner.
8. 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.
9. Picnic Tables, Cement Slabs and Shelters: Shall be free of dirt, litter, debris, soil and graffiti. They shall appear visibly clean and swept. Picnic table board shall be replaced if they are broken or cracked. Inspect supporting structure for signs of rust, failing

welds, etc. Replace, repair as necessary. Shelter roof shall be free of dirt, soil, nests, bird droppings and cobwebs.

10. Grills: Shall be free of dirt, soil, litter and ashes. They shall appear visibly clean and in proper working order.
11. Benches and 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. If vending machines are not working, they should be reported to their respective authorities.
12. Water Pumps: Shall be free of dust, soil, scale and water spots without causing damage. Pumps shall appear visibly and uniformly clean. This shall include the elimination of film and cleaner residue. Pump handles should be taken off through the winter.
13. Outside Drinking Fountains and Jug Fillers: 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. Water should be turned off through the winter as directed by DOT.
14. Waste Containers (Indoor & Outdoor): Contents shall be removed from waste containers and can liners replaced, as required. Inside and outside of the container and container lid 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.
15. Comment Card Boxes: Shall appear visibly and uniformly clean. This shall include the elimination of dust, dirt and soil. Boxes shall be supplied with the proper materials.
16. 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.
17. Well Caps, Telephone Boxes, Utility Boxes and Other Outdoor Fixtures: Shall be free of dirt and soil. They shall appear visibly clean.
18. 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.
19. Bus Shelters: Shall be free of dirt, litter, debris, soil and graffiti. They shall appear visibly and uniformly clean. Information shelters should include the elimination of cobwebs, nests and bird droppings. Shelter windows shall appear free of streaks, soil, film and fingerprints.
20. Information Shelters: Shall be free of dirt, litter, debris, soil and graffiti. They shall appear visibly and uniformly clean. Information shelters should include the elimination of cobwebs, nests and bird droppings. Shelter windows shall appear free of streaks, soil, film and fingerprints.
21. Map Case: Glass shall appear streak-free and film free. Wood sills, ledges and frames shall be free of dirt and soil. Hinges and locks should be in proper working order so that

doors close and lock properly.

22. Well Shelter: Shall be free of dirt, litter, debris, soil and graffiti. They shall appear visibly and uniformly clean. This should include the elimination of cobwebs, nests and bird droppings.
23. Outside of Buildings, Rain Gutters, Posts, Eaves and Privacy Shelters: Shall be free of dirt, soil, cobwebs, and graffiti. They shall appear visibly clean.

Wisconsin Roadside Facilities Program

Storage Rooms, Maintenance Rooms, Janitorial Rooms, Mechanical Rooms, Basements, Break Rooms, Traps and Garages for Rest Areas

1. Floors: 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.
2. 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.
3. 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.
4. 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.
5. 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.

Wisconsin Roadside Facilities Program

General

For Rest Areas, Waysides and Other Roadside Sites

All mechanical systems (including HVAC, electrical, plumbing, wastewater, and water supply) shall be properly maintained including the implementation of a preventative maintenance program. Repairs shall be performed to keep the facility open and operating according to the Department's objective of providing a clean, safe, comfortable facility to the public.

Each rest area staff shall perform and record specific maintenance work as directed in the "Preventative Maintenance and Equipment Repair Records" manual. All significant maintenance work should be recorded in the appropriate section of this manual. Monthly facility maintenance checklists and septic checklists shall be initialed and dated as proof of performance by rest area staff.

Wisconsin Roadside Facilities Program

Restroom Closure Guideline **For Rest Areas, Waysides and Other Roadside Sites**

It is the intent of the Department that restrooms remain open to the public at all hours with the exception of cleaning time, performance of maintenance that does not allow for a restroom to be open to the public or a hazardous circumstance that compromises public safety. At all other times, restrooms are to remain open to the use of the public no matter what time of day. It may be considered a breach of contract for any restroom to remain closed to the public without the aforementioned exceptions or other exception specifically approved by DSPN and/or WisDOT.

Rest areas with only one restroom per gender must allow public use of restrooms during cleaning as is reasonably possible by suspending cleaning operations when necessary to allow persons to use the rest room facilities, or, where authorized, offer port-a-potties as an alternative during the cleaning process.

Wisconsin Roadside Facilities Program

Cleaning Chemicals SOP

As a general guideline, service providers should use a hydrogen peroxide-based sanitizer for cleaning five days per week and a hospital grade quaternary disinfectant two days per week for all sink, counter, toilet, urinal and partition surfaces as well as restroom doors and door handles. **All cleaning products MUST be fragrance free / odorless.**

A schedule should be set for chemical use, i.e., sanitizer used on Friday and Saturday and Monday through Wednesday, a disinfectant used on Sunday and Thursday.

Supervisors must always be alert to the need of using disinfectant on sanitizer days when necessary due to obvious bodily fluid or waste contamination or similar occurrence.