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Wisconsin Rest Area Maintenance (RAM) Program *Program Manual*

A. GENERAL

The Wisconsin Department of Transportation, Bureau of Highway Operations in the Division of Transportation System Development administers Wisconsin's Rest Area Maintenance Program. Disability Service Provider Network has been hired to provide the ongoing program management services. The Program annually provides custodial care and landscape maintenance services at approximately 126 Wisconsin Department of Transportation (DOT) roadside sites. A program of this size and complexity requires documentation of policies, guidelines, and procedures so that individuals with management or operational responsibility have a reference to help them better understand and accomplish their assigned duties according to DOT guidelines. This manual has been created to meet this need and to serve as a resource.

B. DISCLAIMER

The contents of this manual have been compiled by Disability Service Provider Network (DSPN). The contents of the Rest Area Maintenance (RAM) Program Manual reflect the policies, guidelines, and practices to be used by contractors providing maintenance services at roadside sites included in the RAM Program. It is impractical, if not impossible, to compile a manual of this type which addresses or anticipates all possible situations. The information contained within this manual is offered for use in delivering services and is not meant to be the basis for creating absolute requirements, or minimum standards, except where actual excerpts of state or federal law or administrative rules with the force of law apply. DSPN recognizes that the service provider must be able to exercise discretionary judgement in the use or application of this manual. The existence, distribution, application, and use of this manual does not constitute an acknowledgment or guarantee of outcome, expressed or implied, by DSPN or the maintenance service providers.

C. DISTRIBUTION

1. Assignment: Copies of this Program Manual are assigned to "organizations." Each manual is the property of that organization and not of the person receiving the manual.
2. Distribution: Each organization should distribute their copies of the Program Manual to those persons who require use of the manual because of the nature of the work performed.
3. Requests for Manuals: Requests for the Program Manual should be directed to:

Disability Service Provider Network
Rest Area Maintenance Program
16 N. Carroll Street, Suite 300
Madison, WI 53703
Email: sdavis@dspn.org

D. MANUAL CLARIFICATION

Individuals seeking clarification of the information in this manual should contact Disability Service Provider Network.

E. MANUAL UPDATES AND REVISIONS

Additional documents will be issued periodically so that the manual will remain current and useful. Each manual should be maintained by the person using it. Updates and instructions for their timely use will be furnished as they become available. A transmittal document will accompany each update and provide essential information on the attached official documents. Regular updates will be performed twice per year to keep the manual current. DSPN's RAM website will have the most current version of the Manual.

Advances in technology, changes in the state statutes or administrative rules, redefined service needs or priorities, or a general lack of precision or clarity in existing documents are acceptable reasons for Program Manual revisions. Contact the RAM Operations Director, Disability Service Provider Network (DSPN) to recommend a revision. DSPN will investigate recommendations for revision or assign them to a work group or committee for study.

Wisconsin Rest Area Maintenance (RAM) Program *Manual Definition*

A. PURPOSE

The Program Manual provides information essential for the efficient provision of quality maintenance services at Wisconsin Department of Transportation (DOT) roadside facilities. The policy statements, guidelines, technical information and operational information that the Program Manual offers will aid in clarifying duties and responsibilities, methods of operation, and DOT requirements in providing these services.

Adherence to the policies and guidelines presented herein will ensure that program responsibilities of the DOT are met. The use of standardized procedures will promote statewide uniformity and this in turn will allow for efficient and effective maintenance of Wisconsin's roadside facilities.

B. SCOPE

The Program Manual is a compilation of policies, guidelines, and procedures either written or obtained from other sources, which have been approved by DOT for use in providing maintenance services at RAM Program sites. In this capacity the manual will:

1. Provide general information about the program.
2. Provide a directory of individuals and organizations involved in the program.
3. Provide official documentation for maintenance managers to deliver standardized quality maintenance services and to document costs associated with those services.
4. Be a receptacle for the most current policies, guidelines, and procedures used to provide maintenance services at sites in the RAM Program.
5. Serve as a training and methods guide for the development of personnel.
6. Provide usable information for the maintenance of specific systems and items found at DOT roadside sites. The manual should be of value to all persons engaged or interested in maintaining DOT roadside sites.
7. Stress safe, cost effective delivery of services, which meet state and federal requirements.
8. Assist maintenance managers to provide services, which meet DOT specifications.

The Program Manual does not offer a complete technical and administrative discussion of every type of roadside facility maintenance activity. Only activities with a high frequency of occurrence are discussed, and all information offered is meant to promote understanding as well as provide guidance.

C. USE

This manual has been prepared as a guide for all personnel involved in the maintenance of roadside facilities. The information herein applies to various types of maintenance including emergency, reactive, preventative and planned.

This manual is not designed as a book to be read. Rather, this manual is an assemblage of reference documents. Each document is designed to cover one subject.

Manual documents provide generally accepted policy and guidelines. Exceptions were expected when the document was written. When research, problem analysis or product evaluation reveals a better alternative, then an exception should be requested or documented in writing.

Updates should be issued periodically so that the manual will remain current and useful. Suggestions for additions, changes, modifications and deletions are welcome, as are references to existing errors, discrepancies and contradictions.

D. INITIAL ISSUANCE

The initial issuance of the Program Manual and/or each new document represents the best approach for that point in time. A subject cannot be studied or words reviewed forever.

Official written documents do not prevent maintenance managers from being creative or limit their professional judgement. Written policy and guidelines will promote statewide uniformity and this in turn will provide uniform maintenance of Wisconsin's roadside facilities.

E. MANUAL CONTENT

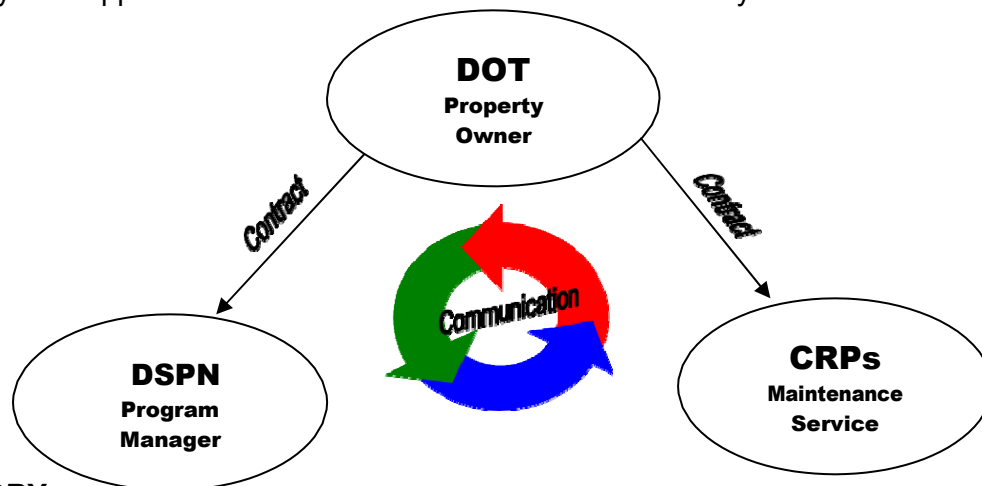
This Program Manual does not include all roadside facility maintenance subjects or areas. The documents included may have existed as informal policy or guidelines. Whether policy and guidelines should be formal or informal is a management decision by the Wisconsin Department of Transportation and Disability Service Provider Network (as Program Manager).

Wisconsin Rest Area Maintenance (RAM) Program *Introduction, History, and Scope*

A. INTRODUCTION

Wisconsin's Rest Area Maintenance (RAM) Program is a partnership between the **Wisconsin Department of Transportation, Division of Transportation System Development, Bureau of Highway Operations (DOT); Community Rehabilitation Programs (CRPs); and Disability Service Provider Network (DSPN)**, the firm which manages the program for DOT. The goals of this partnership are to provide the best maintained highway safety rest areas and roadside sites in the nation while employing Wisconsin's citizens with disabilities.

The program currently includes approximately 126 sites located in 37 counties. DOT contracts with 22 not-for-profit CRPs to provide the site maintenance services. CRPs furnish supervision, labor, equipment, and supplies. The contracts provide over 300 employment opportunities to individuals with disabilities annually.



B. HISTORY

In May of 1986, the DOT contacted DSPN to discuss the idea of providing maintenance at state rest areas while employing Wisconsin's citizens with disabilities. This idea was based on other state's rest area maintenance programs, particularly Ohio's. Ohio's State Use Program included maintenance contracts for approximately 120 Department of Transportation sites at that time. DSPN staff visited Ohio to study their Rest Area Maintenance program. In the Fall of 1986, Wisconsin's DOT provided DSPN with a grant to initiate a one-year pilot project to provide custodial care and landscape maintenance services at state rest areas. DSPN developed subcontracts with CRPs to provide these services. Maintenance services began at seven rest areas on January 1, 1987 in Barron, Juneau, and Walworth Counties. The success of the pilot project led to a contract with the DOT, which extended through December 31, 1991.

In January 1992 the RAM Program structure changed. DSPN was no longer the prime contractor with subcontracts to CRPs. CRP contracts were set up directly with DOT as part of Wisconsin's State Use Program. CRP contracts are renewed annually according to State Use Program guidelines. DSPN continues to provide program management services through a contract with DOT.

In the Spring of 1992, recycling services were added to the services provided under the RAM Program. Recycling services include the collection of recyclable materials deposited

on site by customers. These materials are then marketed by CRPs at local drop off centers. DSPN began to formally participate in the repair and improvement of rest area and wayside facilities in 1995. They began planning and tracking the cost and completion of those types of projects for the DOT. DSPN and CRPs are becoming more involved in accomplishing the required facility maintenance and improvements.

The RAM Program includes 30 year-round sites (Wisconsin interstate rest areas, all season waysides) and 97 seasonal sites (seasonal waysides, historical markers, welcome signs, park & ride lots, and scenic overlooks). Sites were added to the contract each year in the following counties:

Contract started in 1987 (11 sites)

Barron County
Juneau County
Marquette County
Walworth County

Contract started in 1988 (14 sites)

Bayfield County
Columbia County *
Dodge County
Juneau County
Manitowoc County
Rusk County

Contract started in 1989 (30 sites)

Burnett County
Dunn County
Fond du Lac County *
Jefferson County
La Crosse County
Polk County
St. Croix County*
Walworth County
Washburn County

Contract started in 1990 (30 sites)

Ashland County
Chippewa County
Douglas County
Eau Claire County
Jackson County
Kenosha County
Monroe County
La Crosse County
Rock County
Trempealeau County *

Contract started in 1991 (39 sites)

Clark County
Douglas County
Iron County
Marathon County *
Milwaukee County

Oneida County
Sawyer County *
Waukesha County
Waupaca County

Contract started in 1992 (14 sites)

Chippewa County *
Iron County
Jackson County
Juneau County
Waupaca County*

Contract started in 1993 (2 sites)

Bayfield County
Grant County

Contract started in 1994 (22 sites)

Brown County *
Jefferson County
Monroe County *
La Crosse County
Taylor County
Vilas County

Contract started in 1995 (6 sites)

Lincoln County *
Milwaukee County
Racine County
Waukesha County

Contract started in 2000 (2 sites)

Langlade County *
Wood County

Contract started in 2001 (4 sites)

Portage County *
St. Croix County*
Waushara County

Contract started in 2003 (9 sites)

Forest County
Manitowoc County
Vernon County *

Contract started in 2004 (5 sites)

Adam County *
LaFayette County *

Contract started in 2009 (2 sites)

Columbia County

* Counties removed from Program. See page 4 of 5.

Following is a list of RAM Program Sites--in order by county. The list indicates the year a site was added to the program and the year a site closed or was transferred from the program.

RAM Site Information

The following list indicates when sites were added or removed from the RAM Program.

Site Expansion Total: 183			Site Transfers/Closures Total: 63			Current # of Program Sites: 123		
County/Site	Added / Rebuilt	Removed	County/Site	Added / Rebuilt	Removed	County/Site	Added / Rebuilt	Removed
Adams T-2 Ship Rock	2004		Kenosha H-5, M	1990		Vernon H-9		2004
Adams W-4 13 & 21	2004		Kenosha M-F	1990		Vernon W-10 Genoa Scenic Overlo		2003
Adams T-5 Rabbit Rock	2004	2008	Kenosha M-G	1990		Vernon SO-11		2004
Adams T-7 Parker Lake	2004		Kenosha Vacant Lot	1990	2012	Vernon P-12		2004
Adams W-8 Wisconsin River	2004	2010	La Crosse SO-B	1994	2006	Vernon P-13		2004
Ashland W-2 Glidden	1990		La Crosse W-8 Coon Valley	1994		Vernon P-14		2004
Barron RA 34	1987		La Crosse RA 15	1990		Vernon S-L		2004
Barron RA 33	1987		La Crosse RA 31, M	1989		Vernon S-M		2004
Barron W-1 Cameron	1988		La Crosse M-F	2001	2006	Vernon S-N		2004
Barron W-2 Turtle Lake	1988	2005	LaFayette Belmont Visitor Center	2004	2007	Vernon S-P		2004
Bayfield W-4 Iron River	1988	2005	Langlade W-2 Antigo	2000	2003	Vernon S-Q		2004
Bayfield W-6 Port Wing	1988		Lincoln W-4 8 & 51	1995	2015	Vernon P-R		2004
Bayfield W-10 Cable	1988		Manitowoc RA 52	1988		Vernon P-S		2004
Brown W-3 Brown 57	1994	2003	Manitowoc RA 51	1988		Vilas W-1 Sparkling Lake		1993 2003
Brown W-9 Sawyer NB	1994	1999	Manitowoc W-4 Lakeshore	2003		Vilas W-3 Diamond Lake		1993
Brown W-10 Brown SB	1994	1999	Manitowoc W-10 Millhome	2003		Vilas H-22 Land-o-Lakes		1993
Brown SO-M	1994	2003	Manitowoc S-J	2003		Vilas W-23 Eagle River		1993
Brown SO-N	1994	2003	Manitowoc S-K	2003		Vilas W-29 Land-o-Lakes		1993
Burnett W-6 Clam Lake	1989	2001	Manitowoc S-L	2003		Vilas W-31 St. Germain		1993
Burnett W-7 Riverside	1989	2002	Marathon W-9 Marathon SB	1991	2000	Walworth T-2 Whitewater		1989 2004
Burnett W-8 Elbow Lake	1989	2004	Marathon W-30 Marathon NB	1991	2001	Walworth T-3 Darien		1989 2002
Burnett SO-9 Viola Lake SO	1989		Marquette RA 82	1987		Walworth T-4 Elkhorn		1989 2002
Burnett M-J	1989		Marquette RA 81	1988		Walworth WWC 24		1989 2008
Chippewa H-5	1992		Marquette RA 82	1987	2005	Walworth RA 35		1989
Chippewa W-6 Hallie	1991	1998	Marquette RA 81	1988	2005	Walworth RA 36		1989
Chippewa W-8 Holcombe	1992		Milwaukee IA-1	1995		Walworth PR-10		1999 2003
Chippewa W-9 Bloomer	1992	2010	Milwaukee IA-2	1995		Walworth PR-15		1999
Chippewa W-11 Cadot	1992		Milwaukee IA-3	1995		Walworth M-A		1989
Chippewa W-13 Pierside	1992		Milwaukee PR-10 Holt Ave	1997		Walworth M-B		1989
Chippewa H-15	1992		Milwaukee PR-20A College Ave	1996		Washburn W-7 Shell Lake		1989
Chippewa H-16 Old Abe	1992		Milwaukee PR-20B	1996		Washburn H-8 Spooner		1989
Clark T-3	1991		Milwaukee PR-30 Ryan Rd	1996		Washburn H-9 Trego		1989
Clark W-4 Thorp	1991	2001	Milwaukee PR-40 Loomis Road	1996		Washburn W-10 Minong		1989
Columbia RA 11	1988	2009	Milwaukee PR-50 Hales Corners	1996		Washburn W-4 Springbrook		1989
Columbia RA 12	1988	2010	Milwaukee PR-55 State Fair	1996		Waukesha T-3 Dousman (18)		1991 2002
Columbia RA 11	2009		Milwaukee PR-75 Bayshore	1996	2003	Waukesha PR-15 Big Bend		1991
Columbia RA 12	2010		Milwaukee L-82	2007		Waukesha PR-20 Mukwonago		1991 2002
Dodge RA 63	1989		Milwaukee L-83	2002		Waukesha PR-30		1997 2007
Dodge RA 64	1989		Milwaukee L-84	2002		Waukesha PR-35 Goerke's Corner		1991 2000
Douglas W-3 Brule	1991	2012	Milwaukee L-85	2002		Waukesha PR-40		1994 2004
Douglas W-6 Moose Junction	1991		Milwaukee L-86	2002		Waukesha PR-50 Golf Road		1997
Douglas RA 23	1990		Milwaukee L-87	2002		Waukesha PR-45 Meadowbrook		1991 2000
Douglas M-A	1990		Milwaukee L-88	2002		Waukesha PR-65 Hartland-Delafiel		1995 2007
Douglas M-B	1990		Monroe W-1 Angelo	1994	2010	Waupaca RA 101 Marion		1991 2018
Douglas W-7 Solon Springs	1991	1999	Monroe W-H Monroe 27	1994	2003	Waupaca W-5 Waupaca		1993 2003
Dunn T-2 Knapp	1989	2002	Monroe RA 16	1990		Waupaca W-6 Sugar Bush		1993 2018
Dunn W-3	1989	1993	Oneida W-10 Monico	1991		Waupaca W-7 Royalton		1993 2018
Dunn W-6 Red Cedar River	1989		Oneida W-13 Three Lakes	1991		Wausara W-4 Wautoma		2001 2003
Dunn RA 61	1989		Oneida W-14 Lake Tomahawk	1991	2003	Wausara W-6 Redgranite		2001
Dunn RA 62	1989		Polk W-1 Polk 8 & 35	1989		Wood W-4 Wood		2000
Dunn PR-1	1989		Polk H-4 Luck	1989				
Eau Claire SO-B	1989	2002	Polk M-B	1989				
Eau Claire W-4 Caryville	1991		Portage W-5 Boulder Jct	2001	2003			
Fond du Lac SO-9	1989	2005	Racine H-7 Red Arrow	1990				
Forest W-4 Cavour	2003		Rock RA 17	1990				
Grant RA 106	1993		Rock RA 22, M	1997				
Iron RA 103	1992		Rusk H-6	1986	2002			
Iron W-5 Manitowish Waters	1991		Rusk W-7 Ingram	1986				
Iron SO-3 Saxon	1991	2003	Rusk W-8 Ladysmith	1986	2003			
Iron SO-7	1991		Sawyer W-1 Nelson Lake	1991	2002			
Iron M-A	1991		St. Croix W-1	2001	2003			
Jackson RA 53	1999		St. Croix WWC 25	1989	2009			
Jackson RA 54	1998		Taylor W-1 Westboro	1994				
Jackson SO-M	1992	1997	Taylor W-2 Jump River	1994				
Jefferson W-3 Ixonia	1994		Taylor H-5	1994				
Jefferson W-4 Fort Atkinson	1994	2002	Taylor W-6 Gilman	1994				
Jefferson RA 13	1989/2002		Vernon S-1	2004				
Jefferson RA 14	1989/2001		Vernon W-2 Readstown	2003				
Juneau W-2 Camp Douglas	1988		Vernon H-3	2004				
Juneau W-5 Sprague	1988	2012	Vernon H-4	2004				
Juneau RA 9	1987		Vernon W-6 Viroqua	2003	2011			
Juneau RA 10	1987		Vernon H-7	2004				
Kenosha RA 26, M	1990		Vernon H-8	2004				

C. SCOPE

The Wisconsin Department of Transportation, Division of Transportation System Development, Bureau of Highway Operations (DOT) has determined that it is in the public interest to contract for the custodial care and landscape maintenance of state rest areas and other roadside sites. Rest area facilities are available to serve the motoring public year-round for 24 hours-per-day. Seasonal roadside sites (waysides, welcome signs, historical markers, scenic overlooks, table sites, boat landings, and park & ride lots) are available to serve the motoring public generally June through September. The RAM Program includes approximately 126 sites located in 38 counties.

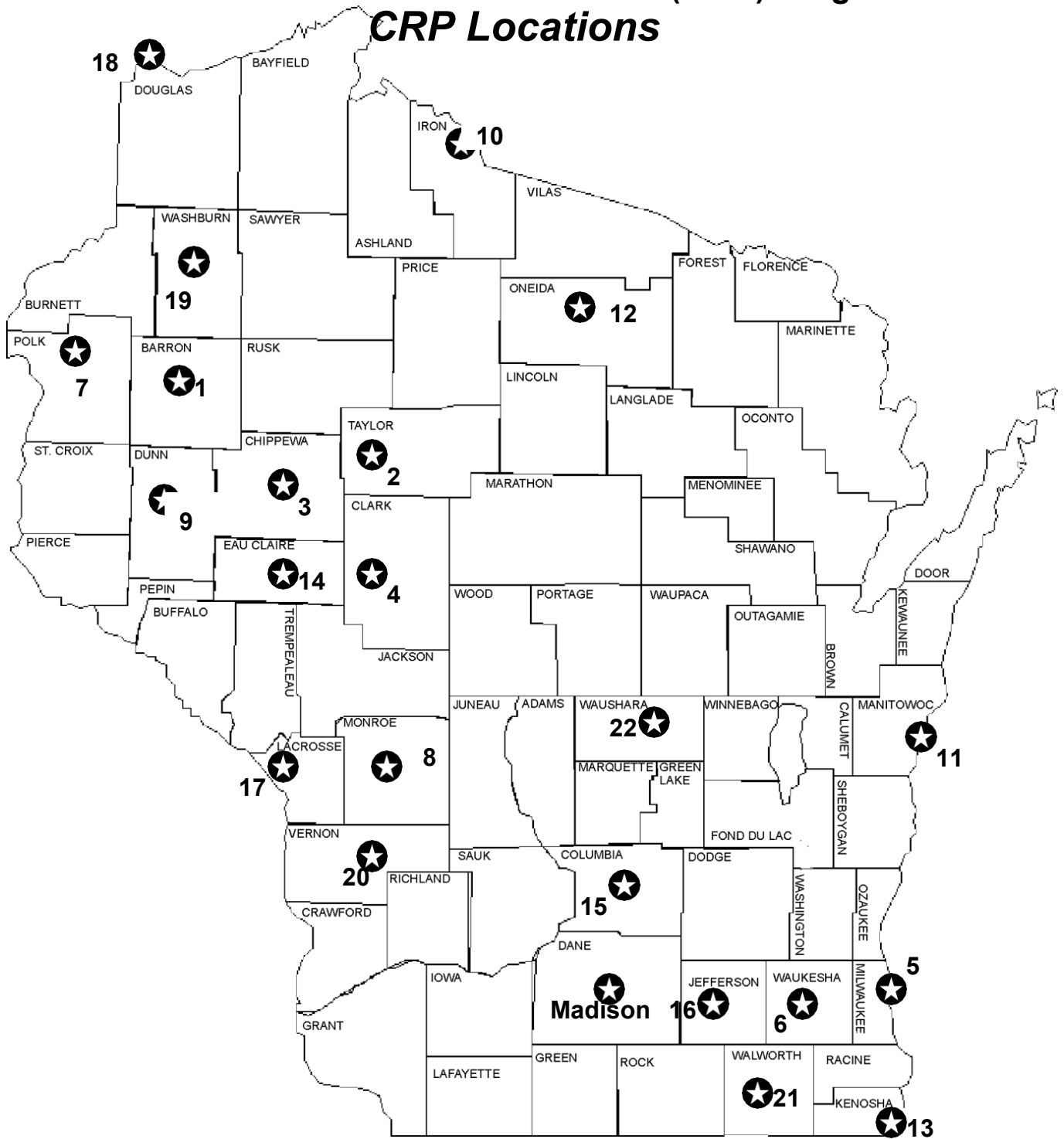
The objective of the RAM Program is to provide clean, neat, attractive facilities, which meet or exceed established standards for health and sanitation as well as to project a positive image for the State of Wisconsin. The maintenance services should be high quality, cost effective, and efficiently provided. Customer use of the facilities will vary. This variation will require flexibility and judgement in providing the maintenance services.

The DOT has designated a firm (DSPN) to administer the RAM Program. The firm is responsible for the quality assurance, record keeping, contract development, and training and education duties and will act as the Department's agent in administering these duties. Additionally, the firm is responsible for working with the other parties involved in the program such as the DOT Regional Transportation Offices, County Highway Departments, state and federal agencies, and professional craftsmen.

Community Rehabilitation Programs contract with the DOT to provide the custodial care and landscape maintenance services for the buildings, sidewalks, plaza areas, plantings, and grounds including litter and trash pickup. The area of work is generally within the developed portion of the roadside site, which requires extensive manual labor. The contracts include all labor, equipment, supplies, and supervision necessary to perform the work. The maintenance services, which require heavy equipment, have been excluded from the program and are provided under separate contract (normally with the appropriate County Highway Department).

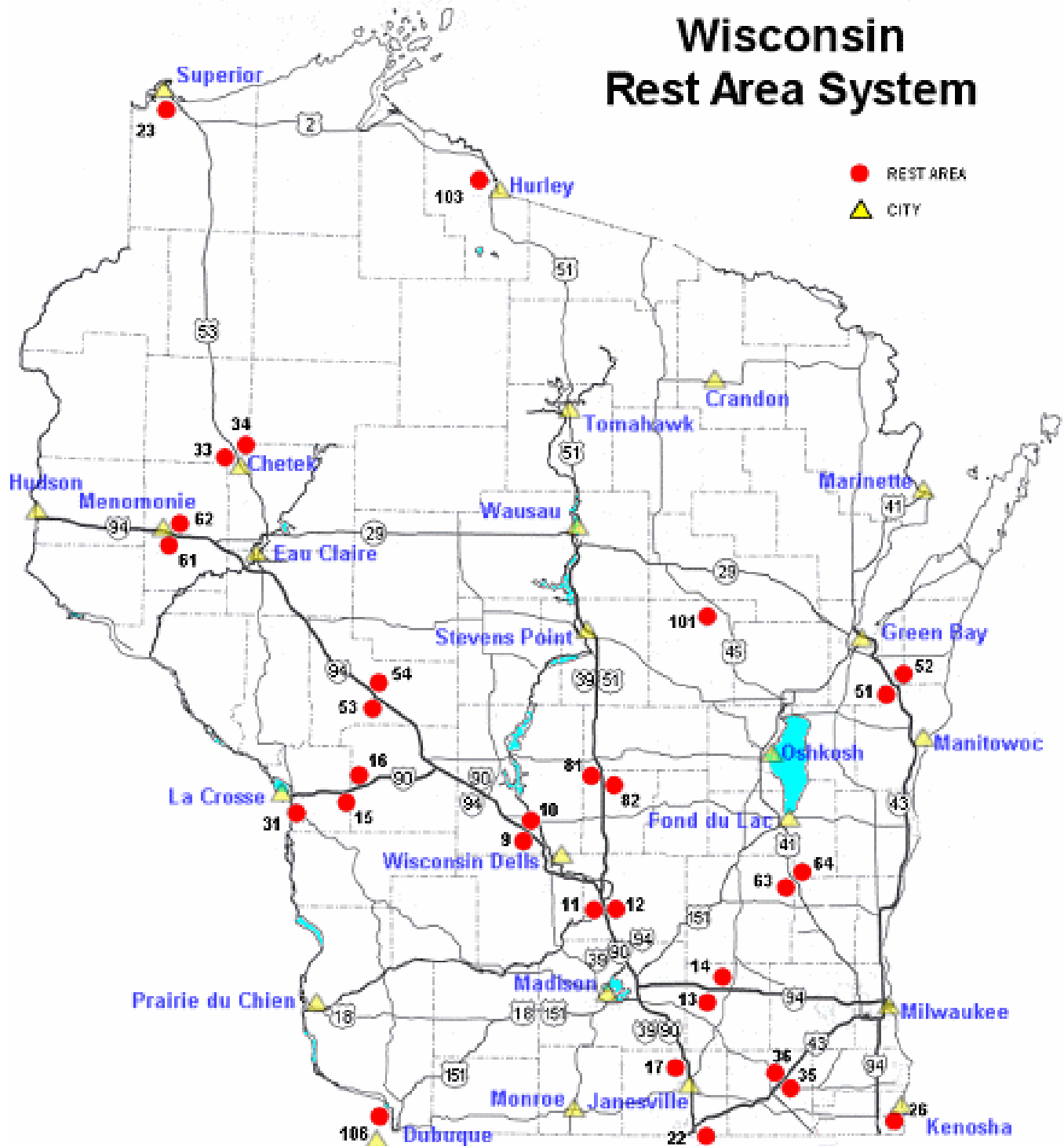
The CRP contract may include special services and repairs of a technical nature such as plumbing, heating, ventilation, electrical systems, water, septic services and minor building repairs. The CRP will set up and manage staff and/or subcontractor to perform these special services. The objective is to provide an acceptable physical environment for the Department to accomplish its mission of providing a safe, comfortable and fully operational roadside facility for the traveling public.

Wisconsin Rest Area Maintenance (RAM) Program CRP Locations



- | | |
|---|--|
| <ol style="list-style-type: none"> 1. Barron County DDS, Barron 2. Black River Industries, Medford 3. Chippewa River Industries, Chippewa Falls 4. Clark County Adult Development Services, Greenwood 5. Curative Care Network, West Allis 6. Easter Seals of Southeast Wisconsin, Waukesha 7. Endeavors Adult Development Center, Balsam Lake 8. Handishop Industries, Tomah 9. Headwaters, Inc., Rhinelander 10. Highline Corporation, Hurley 11. Holiday House of Manitowoc, Inc., Manitowoc 12. Indianhead Enterprises, Inc., Menomonie | <ol style="list-style-type: none"> 13. Kenosha Achievement Center Inc., Kenosha 14. L.E. Phillips Career Development Center, Eau Claire 15. Northwoods Inc of Wisconsin, Portage 16. Opportunities Inc., Fort Atkinson 17. Riverfront, Inc., La Crosse 18. Superior Vocations Center, Inc., Superior 19. Ventures Unlimited, Inc., Shell Lake 20. Vernon Area Rehabilitation Center (VARC), Viroqua 21. VIP Services, Inc., Elkhorn 22. Waushara Industries, Wautoma |
|---|--|

Wisconsin's Rest Area Site Locations

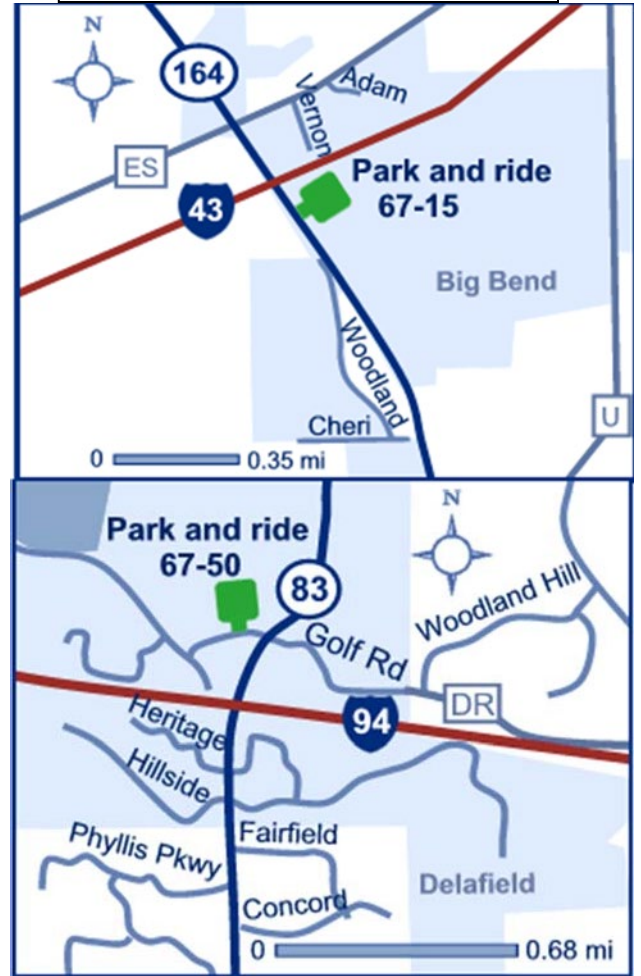


Wisconsin Rest Area Maintenance (RAM) Program Park & Ride Lots

Milwaukee



Waukesha



Dunn



Walworth



Disability Service Provider Network Rest Area Maintenance Committee

The DSPN Rest Area Maintenance (RAM) Committee was established in May 1997 as an ad-hoc committee of the DSPN Board of Directors. The RAM Committee is an advisory group to the DSPN Board and staff on issues of importance to DSPN, the Wisconsin Department of Transportation, and Community Rehabilitation Programs relative to the Rest Area Maintenance (RAM) Program.

The duties of the RAM Committee include:

- A. Advising DSPN staff on potential improvements to existing policy and/or the need for new policy.
- B. Providing counsel to DSPN staff when resolving program conflicts.
- C. Reporting RAM Program activities to DSPN.
- D. Advising DSPN staff on issues relative to the RAM Program.

The following individuals are members of the Committee. Please feel free to contact them regarding RAM Program issues:

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Tomah, WI 54660
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