



2.0 *P R O G R A M M A N A G E R*

2.0 PROGRAM MANAGER

2.1 PROGRAM MANAGEMENT INFORMATION

Wisconsin Rest Area Maintenance (RAM) Program Program Management Responsibilities

The Wisconsin Department of Transportation (WisDOT) contracts with Disability Service Provider Network (DSPN), a statewide private not-for-profit association of over fifty Community Rehabilitation Programs, to provide the program management services for Wisconsin's Rest Area Maintenance Program. DSPN is responsible for quality assurance, record keeping, training and education and other management activities to provide safe, attractive and clean roadside facilities to Wisconsin travelers. DSPN works cooperatively with the WisDOT Central Administrative Office and the WisDOT Regional Transportation Offices to perform these services.

DSPN's Responsibilities under the RAM Program include the following:

A. QUALITY ASSURANCE

DSPN ensures Quality Assurance at the roadside facilities. This is accomplished through a series of on-site consultation visits and random inspections, reference materials, on-site and classroom training activities and quality measurement tools such as: inspection reports and comment cards.

B. ANNUAL WORK PROGRAM

DSPN prepares an Annual Work Program that provides the working guidelines for the annual maintenance contracts for the RAM Program. This program outlines activities for custodial care and landscape maintenance (CCLM) activities for each site. The program also includes roadside improvement projects to be completed at facilities. Specific documents include: work specifications, budget estimates and cost analyses for each cost center in the Program.

C. ACCOUNTING AND RECORD KEEPING

DSPN monitors Program service providers invoiced costs compared to budgeted amounts. DSPN reviews each invoice in detail and identifies errors. Invoice cost figures are entered into a database to allow for comparisons of actual to budget costs, historical comparisons and program-wide trends. DSPN prepares and distributes monthly actual to budget reports to service providers and WisDOT for review.

D. CRP SUPPORT

DSPN provides the technical assistance necessary to maintain a high-quality level of standardized services statewide. DSPN works cooperatively with CRPs to resolve quality issues, develop and implement standard specifications, and research and test new maintenance techniques. DSPN develops and provides to CRPs the necessary documents, forms, reports, various resources (Program and Training manuals and website) and training to operate a RAM Program contract. This includes agreements, billing forms, inspection reports, incident reports, restroom cleaning procedures, and work specifications.

E. CONTRACT DEVELOPMENT AND COMPLIANCE

DSPN develops specifications for new sites added to the program and updates specifications for the existing contract sites. Any discrepancy between the existing work specifications and the actual work performed is noted and discussed with both WisDOT and the contracting CRP. DSPN negotiates contract terms and prepares and sends contracts to CRPs, on behalf of WisDOT, for review and signature. DSPN works with all contractors to assure compliance with the contract requirements.

F. COMMUNICATIONS AND RECOMMENDATIONS

DSPN reviews policies and provides WisDOT with recommendations to make certain that continual value is added to the Program. The policies and procedures are approved by WisDOT prior to distribution or implementation. They are included in the RAM Program Manual as formal guidelines. DSPN has developed an extensive website containing a password protected area for use by WisDOT and service providers.

G. MISCELLANEOUS MANAGEMENT ACTIVITIES:

1. **Americans with Disabilities Act (ADA) Compliance:**
DSPN works with WisDOT to continue to identify potential and reasonable changes to remove architectural and communication barriers for individuals with disabilities at roadside facilities. DSPN assists CRPs and WisDOT in modifying the roadside sites. This assistance includes helping CRPs identify necessary modifications to be made, locating sources of ADA acceptable parts, and coordinating communication between CRPs, WisDOT regional offices, WisDOT central office, and other vendors regarding compliance.
2. **Annual Statewide WisDOT Site Inventory:**
Since 2006, a site inventory is performed for all WisDOT owned sites. All sites are inventoried as directed by WisDOT. The sites review is conducted to determine any changes in site features and amenities. DSPN staff provides WisDOT with property condition assessment information. The information is retained in a database for ease of data access and reporting.
3. **Equipment Management:**
DSPN performs annual equipment inventories to assist in the development of the annual work program and ascertain appropriate equipment usage and care. This also ensures that the equipment is retained in the Program for its proper life expectancy, as described in the RAM Program Manual. DSPN maintains a complete database of equipment purchased within the Program. Equipment Reimbursement schedules are compiled for acquisitions over \$5,000. DSPN ensures that the correct monthly reimbursement amount is included on service providers' regular invoices to make certain that reimbursement is completed as scheduled.
4. **Liaison with the Wisconsin Department of Tourism:**
DSPN meets periodically with WisDOT and the Wisconsin Department of Tourism to discuss and resolve issues concerning RAM Program sites.
5. **Newspaper Racks:**
DSPN monitors placement and servicing of newspaper racks. DSPN works with CRP program managers and site supervisors to ensure that vendors are meeting WisDOT's news rack policy requirements.
6. **Recycling Services:**
DSPN maintains an inventory of signs and tags for the recycling bins. These are sent to CRPs upon request. DSPN Quality Representatives check for proper signage and maintenance of bins during visits to RAM Program sites.
7. **Rest Area Maintenance Committee:**
DSPN personnel coordinate and arrange regular meetings of volunteer service provider management staff for the purpose of discussion and implementation of methods and procedures pertinent to roadside facilities operations.

8. **Tourism Literature Racks Maintained by Private Companies:**
Local Convention Visitors Bureaus (CVBs) occupy tourism space in Rest Areas 61 & 62 in Dunn County, Rest Area 26 located in Kenosha County, Rest Area 31 located in LaCrosse County and Rest Area 22 in Rock County. *Ad-Lit* distributes literature at Rest Areas 11 & 12 located in Columbia County and Rest Areas 9 & 10 located in Juneau County.
9. **Traffic Counts and Water Use Data:**
DSPN began tracking rest area traffic counts and water use data in January 1997. Traffic count reports are electronically sent to DSPN from WisDOT for processing. Summary reports are generated and used to evaluate maintenance budgets and hours of site coverage. Water meter readings are sent to DSPN from site personnel at the year-round roadside facilities and are entered into a computerized database and then filed. Reports are generated with total gallons of water used at each rest area site. A Water and Traffic report is submitted to WisDOT at the end of each calendar year.
10. **Vending Machines at Rest Areas:**
DSPN acts as liaison with the Wisconsin Department of Vocational Rehabilitation (DVR) regarding on-site issues such as refunds, vandalism, clean up problems, etc. DSPN passes along visitor requests for refunds or additional products to DVR, which are received via comment cards or e-mail.
11. **Well Water Testing:**
DSPN coordinates efforts between WisDOT, the Wisconsin Department of Natural Resources (DNR), and CRPs to test and maintain water quality. DSPN serves as a resource for well water testing and chlorinating procedures, reports well abandonment to DNR, and maintains a listing of local DNR officials for reference.
14. **Capital Improvements and Specifications:**
DSPN identifies capital improvements (replacements, repairs, additions) deemed necessary and/or desirable for the safety and comfort of roadside facilities visitors or the enhanced operation of the physical plant. Improvements to building or grounds are specifically identified and presented to WisDOT for approval. DSPN writes the draft specifications for the approved projects or consults with third parties as designated by WisDOT to produce specifications. DSPN may identify possible vendors and manage the bidding process for any given project as directed by WisDOT. All information is provided to WisDOT for final approvals and contract.
15. **Preventative Maintenance:**
DSPN produces Preventative Maintenance (PM) manuals for rest areas and oversees their proper usage and execution of PM actions prescribed by the manuals. DSPN collects and issues monthly PM guidelines annually and keeps an extensive database of physical plant equipment components and PM actions executed.
16. **Utilities:**
DSPN requests LP vendor information from WisDOT every two years and notifies RAM Service Providers of updates.