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Wisconsin Rest Area Maintenance (RAM) Program

Contract Issues Resolution

Occasionally, Disability Service Provider Network (DSPN) staff is made aware of contract administration or performance issues such as variations from contract specifications or performance not meeting contract requirements. The following procedures are intended to ensure positive resolution of contract issues.

A. THE GUIDELINES AND PROCEDURES WERE ESTABLISHED TO ACHIEVE THE FOLLOWING OBJECTIVES:

1. Handle janitorial quality assurance issues consistently.
2. Develop an established system with a progression of clear steps and procedures for issue resolution.
3. Establish a definitive procedure for responses to all inquiries and complaints.

Wisconsin Rest Area Maintenance (RAM) Program

Contract Issues Resolution

A. INTRODUCTION

DSPN identifies areas where contractor services do not meet the contract standards or specifications. When this happens, guidelines are necessary to outline a clear, consistent course of action that should be taken by DSPN to resolve the issues. The purpose of these guidelines is to ensure timely resolution to the issues and to assure positive responses to customer service complaints.


1. Step 1: Contract service issues are identified and documented. This could include deficiencies listed on inspection reports, meeting minutes, written notes, and/or photos. Issues could include repair and/or work projects that have not been completed as promised by the Contractor.
2. Step 2: DSPN will contact the Contractor's designated project manager in person or by telephone and communicate complete information about the issue/deficiency. DSPN and Contractor will establish an agreed upon reasonable time period to bring the work to a level which meets contract standards or specifications or complete work projects. A follow-up work plan document will be sent from DSPN to the Contractor.
3. Step 3: DSPN will inspect the contract sites with the Contractor's representative at the end of the specified time period. If the issue/deficiency has been corrected or completed and meets the contract standards or specifications, the issue/deficiency will be considered resolved/corrected.
4. Step 4: If the site inspection at the end of the specified time period finds that the issue/deficiency has not been corrected, DSPN will send a letter of correspondence to the Contractor's project manager. The letter will list all of the relevant information including the issue/deficiency or list of uncompleted projects, the corrective action necessary, and a new specified time period for resolution. The letter will be copied to the Contractor's Administrator/Owner, the WisDOT RAM Program Administrator, and the WisDOT RAM Program Purchasing Agent.
5. Step 5: DSPN will inspect the contract sites with the Contractor's representative at the end of the specified time period.
 - a. If the issue/deficiency has been corrected or completed and meets the contract standards and specifications, the issue/deficiency will be considered resolved/corrected. DSPN will send a letter to the Contractor's Administrator/Owner, the WisDOT RAM Program Administrator, and the WisDOT RAM Program Purchasing Agent, indicating that the issue/deficiency has been resolved/corrected.
 - b. If the issue/deficiency has NOT been corrected or completed according to the contract standards and specifications, DSPN will provide the Contractor the option to bring the issue/deficiency before the DSPN RAM Committee, within a specified time period, as an attempt to mediate resolution.

6. Step 6: If the issue/deficiency has NOT been resolved/corrected through the RAM Committee, or the Contractor chose not to bring the issue before the RAM Committee and the issue/deficiency is NOT resolved/corrected, DSPN will send a letter of correspondence to Contractor's Administrator/Owner. The letter will indicate that DSPN plans to make a recommendation to the WisDOT RAM Program Administrator and the WisDOT RAM Program Purchasing Agent to take appropriate actions to remedy the issue/deficiency, which could include contract termination.
7. Step 7: DSPN will give all documentation to the WisDOT RAM Program Purchasing Agent. The Purchasing Agent will first attempt to resolve the problems directly with the Contractor.
 - a. If the contract is performed by a State-Use qualified work center, and both the Contractor and WisDOT cannot mutually agree on resolution or termination, the Purchasing Agent will take the termination request to the Wisconsin Department of Administration Work Center Director and the State Use Board. The State Use Board will make the final decision on termination.
 - b. If the contract is with a private company, the Purchasing Agent will terminate the contract as stipulated in the contract documents.



Developed or Revised by Disability Service Provider Network

3/19/04
Date



Approved on behalf of WisDOT by the Bureau of Highway Maintenance

3/19/04
Date

Wisconsin Rest Area Maintenance (RAM) Program

Quality Assurance Guidelines

RAM Service Providers are responsible for implementing a quality assurance program which will ensure that all contract sites maintained by the service provider reflect a level of quality that is equal to or greater than the RAM Program cleaning and maintenance standards. This quality assurance program should include the following components:

A. MANAGEMENT COMPONENTS

These items should be in place prior to contracting with WisDOT to perform custodial care and landscape maintenance at any roadside site and should be reviewed/updated as necessary.

1. A copy of the WisDOT/CRP agreed upon work specifications.
2. An annual work plan which includes the following:
 - cost analyses,
 - work specifications,
 - workloads.
3. A training program for supervisory personnel to assure that all have janitorial experience prior to placement at contract work sites.
4. A plan to make certain that employees understand and follow state and federal health and safety requirements and use standard operating procedures.
5. A commitment to visit each site at least once every three months to help set future directions and to ensure that quality goals are consistently achieved.

B. SITE SUPERVISORY/PROJECT MANAGER COMPONENTS

1. Daily or day-end site inspections
 - check quality of the work performed
 - address items that have not been completed.

(A daily report could be used as documentation.)
2. Maintain an adequate inventory of
 - cleaning materials and supplies,
 - needed equipment
3. Provide for an equipment preventative maintenance program to eliminate down time.
4. Participate in joint inspections between Work center, WisDOT, and DSPN.
5. Ensure that employees present a professional image at all work sites by wearing appropriate uniforms (as stated in the RAM Program Manual) at all times during working hours and treating all visitors with respect.

The necessary components in creating a successful Quality Assurance Program are included in this section of the RAM Program Manual. Also included are some sample forms and tips on helping you to create a Quality Program that allows your organization to **consistently** meet program requirements.

(SAMPLE)

WISCONSIN REST AREA MAINTENANCE PROGRAM

QUALITY CONTROL PLAN

Prepared By:

Community Rehabilitation Program/Contractor:

Representative Name and Title:

Contract Sites:

Quality Control (QC) Plan

_____Community Rehabilitation Program/Contractor (CRP) is committed to providing the described services at _____ with the objective of satisfying or exceeding the contract standards and work specifications and to continually strive to satisfy all of our internal and external customers. We have the full support of all of our team members including our Board of Directors, our management team, our staff, and our employees. These team members further realize that they must integrate their efforts to support the mission of the CRP. We envision that to be successful, all team members must view quality as a continuous process. This requires the involvement of all persons associated directly and indirectly so that value is added throughout the process for all of our customers. Following are the components of the Quality Control Plan:

A. MANAGEMENT'S COMMITMENT TO QUALITY PERFORMANCE

1. Assure that management is involved in the continuous quality process.
 - a. Assign one management team member to oversee the QC Plan.
 - b. Management team member will meet monthly with Project Manager or Shift Supervisors to monitor performance.
 - c. Management team member will provide feedback and input to Project Manager or Shift Supervisors to correct and/or improve performance.
 - d. Management team member will meet with the RAM Program Manager (DSPN) Representative at least annually or more frequently as needed.
 - e. Management team member will perform random visits of all contract sites at least once every 3 months to help set future directions and to ensure that quality goals are consistently achieved.

B. PROJECT MANAGER & SHIFT SUPERVISORS' ROLE

CRP will identify one Project Manager or one Shift Supervisor to implement, monitor and manage all services, policies, procedures and training on a routine basis. The Project Manager or Shift Supervisor will monitor all CRP employees for performance, conduct, training and efficiency.

1. The Project Manager or Shift Supervisor will carry out the QC Plan with support and involvement from the CRP upper management.
2. The Project Manager or Shift Supervisors will meet regularly with DSPN's representative to discuss performance, review progress and evaluate responses to discrepancies.
3. The Project Manager or Shift Supervisor will meet monthly with a CRP management team member to discuss performance progress.
4. The Project Manager or Shift Supervisors will retain copies of the following reports for a period of 6 months:
 - a. QA Inspection Reports
 - b. Documentation of follow-up and corrective actions.

C. ADMINISTRATIVE SUPPORT

Administrative support includes all personnel within the organization not directly responsible for providing services at the contract site but involved in the fulfillment of the contract requirements. All administrative personnel involved will be adequately informed and trained to assure that the contract requirements are met and they understand how their job tasks relate to the success of the service being provided.

D. ANNUAL WORK PLAN

Develop an annual work plan, including work specifications and budget, that is agreeable to both the CRP and WisDOT, prior to entering into a contractual agreement. Review the work specifications annually for recommended changes.

E. EQUIPMENT AND SUPPLIES

Provide for an adequate supply of commercial grade equipment, a periodic inspection program, and a preventative maintenance program to eliminate down time. In the event of equipment down time for repairs, it may be necessary to make arrangements for loaned equipment to continue to provide the required services in a timely manner.

Maintain an adequate inventory of cleaning materials and supplies to assure timely and quality services at the contract sites. Implement an effective inventory control system which controls access to supplies and assures an adequate inventory at all times.

F. QUALITY INSPECTION AND CORRECTION

1. **QA Inspection Procedures:** The Shift Supervisor will conduct daily QA Inspections to evaluate and monitor custodial and landscape maintenance crew performance. The Project Manager and Shift Supervisors will routinely and randomly inspect so that the entire facility is evaluated once per week. The evaluation of quality levels will involve the visual inspection of building areas, fixtures, sidewalks, and grounds to determine compliance with the work specifications. This procedure will determine acceptability of cleaning and grounds keeping tasks performed and overall cleaning and grounds keeping quality levels. Unacceptable quality levels, problems, or work not completed will be defined as discrepancies. The Project Manager and Shift Supervisors will document their findings on the QA Inspection Report for weekly submittal to CRP management.
2. **QA Correction Procedures:** All discrepancies and/or requests communicated by DSPN or WisDOT will be documented. The Project Manager and Shift Supervisors will confirm the validity of discrepancies prior to corrective action.

G. CORRECTIVE ACTION PLAN

Discrepancies identified by the CRP Project Manager or Shift Supervisor, DSPN, or WisDOT will be addressed in the following manner:

1. Correct discrepancies within 72 hours or by the time period mutually agreed upon by CRP and DSPN or WisDOT.
2. Notify DSPN and CRP management that the discrepancies have been corrected.
3. Determine the cause of the discrepancies.
4. Once a discrepancy has been identified and corrected, CRP will take one or more of the following actions to prevent recurrence:
 - a. Retrain employee
 - b. Provide proper materials, supplies, or equipment
 - c. Restructure duties/assignments
 - d. Cross-train other employees
 - e. Replace employee.
5. **Follow-Up:** The Project Manager and Shift Supervisors will conduct follow-up inspections of the area where the discrepancies occurred until quality level is acceptable.
6. **Review & Analysis:** In the case of a pattern of unacceptable service or discrepancies, the Project Manager or Shift Supervisor, with support from CRP management, will identify operational, process, or system deficiencies responsible. The QC Plan will be amended and implemented to correct any deficiency identified.

H. PERSONNEL

1. Recruitment & Screening: CRP believes that aggressive recruitment and uncompromising employee screening and evaluation are the keys to a stable, productive work force. All prospective employees go through the following employment procedures prior to employment and job assignment:
 - a. Personal interviews are conducted to select the most qualified candidate for each job position.
 - b. Three references are contacted & checked.
 - c. New employee orientation is provided.
 - d. Background checks will be performed as required by company policy.

I. TRAINING PROGRAM

CRP is committed to continuous, professional training of all personnel. All new hires are trained prior to starting work assignments. New employees must attend an Orientation Program that addresses the following areas:

- Company Rules & Policies
- Health and Safety Procedures
- Custodial Care and Landscape Maintenance Procedures
- Materials, Supplies & Equipment Introduction
- Communication Channels Between Customer & Managers
- Quality Control Program & Expectations

Prior to starting and at least once per year, all employees working in this program will be trained in the following areas:

1. Health and Safety: The proper use of equipment, materials, and chemicals will be demonstrated in either a classroom setting or on the job. This instruction will include Material Safety Data Sheets (MSDS) review; procedures recommended by each product manufacturer; proper disposal of used materials; procedures for lifting heavy objects or equipment; and other safety issues. It is necessary to assure that all employees understand and follow state and federal health and safety requirements and use standard operating procedures to assure compliance.
2. Custodial Care and Landscape Maintenance Procedures: Accepted custodial care and landscape maintenance procedures will be demonstrated in either a classroom setting or on the job site. This training will include all the tasks designated in the work specifications.
3. Job Descriptions and Assignments: A job description will be issued to each employee. More than one person will be trained for each area/building enabling all areas to be covered even when employees are ill or on leave. All supervisory employees will be given a primary assignment and a secondary assignment. The secondary assignment will be for overlap and coverage in the event of staff absence .
4. CRP will assure that all employees present a professional image at all work sites by wearing clean uniforms of a type required by the contract at all times during work hours and treat all visitors with respect.
5. Each training session will be documented on a Training Sign-In Sheet with copies available for inspection by DSPN or WisDOT representatives.

ATTACHMENT

List of CRP Management Team

Executive Director/Administrator _____

Work Telephone Number _____

Contract Manager _____

Work Telephone Number _____

Project Manager _____

Work Telephone Number _____

Shift Supervisor _____

Work Telephone Number _____

Shift Supervisor _____

Work Telephone Number _____

Shift Supervisor _____

Work Telephone Number _____

ATTACHMENTS

(SAMPLE JOB DESCRIPTIONS)

J. JOB DESCRIPTIONS

The Project Manager will possess a minimum of two years supervisory and management experience. The Shift Supervisors will possess a minimum of one year janitorial and one year supervisory experience. The following are sample job descriptions:

Position Title: Project Manager

Reports To: Production/General Manager
Supervises: Shift Supervisors, Custodians

Basic Function:

It is the responsibility of the Project Manager to ensure that all CRP cleaning and supervisory personnel carry out duties for assigned area. Plans, organizes, and directs cleaning duties in compliance with the contracted work specifications to maintain acceptable quality levels as outlined in the contract standards.

Physical Demands:

Job requires driving, walking and standing most of the shift while making rounds of all site areas. Bending, stooping, kneeling and crouching to inspect is required. Must lift up to 50 pounds.

Major Responsibilities:

1. **Work Scheduling:** The Project Manager will be responsible for ensuring that all scheduled routine work, supplemental work, periodic work and all other service requirements are performed.
2. **Supervision:** The Project Manager will schedule and implement Shift Supervisors at each site when appropriate. Shift Supervisors are responsible for site specific requirements such as the initiation, completion and quality of service at each site (along with the Project Manager).
3. **Labor:** The Project Manager and Shift Supervisors will schedule and train all work crew members. Scheduling will include communicating all pertinent information concerning the job to crew members.
4. **Equipment, Supplies and Materials:** The Project Manager will be responsible for scheduling, purchasing and stocking all equipment and materials necessary to perform all scheduled work. The Project Manager will also be responsible for the maintenance of equipment, supplies and materials as well as coordinating their availability and transportation to the sites. The Project Manager should be knowledgeable of and experienced in using hand tools, small power tools and other equipment necessary to perform job duties.
5. **Adding New Sites:** The Project Manager is responsible for coordinating and communicating with DSPN and WisDOT when initiating a new site (i.e. keys, work hours, site familiarization, customer contacts, channels of communication, emergency phone numbers, etc.). This should be done well in advance of the first day of service to allow sufficient time for scheduling and planning.
6. **Training:** The Project Manager is responsible (along with Shift Supervisors) for training all new and existing employees on CRP cleaning methods. This training is crucial to the success of attaining high cleaning standards. Employees can perform only to the level that they have been trained to achieve. The training process is on going and must be reinforced continuously at each site by the Project Manager and Shift Supervisors. Training will

include the following:

- Proper Equipment, Supplies, Materials & Chemicals
 - Proper Cleaning Methods
 - Safety
 - Site Familiarization
 - Quality Requirements & Expectations
 - Company Policies
 - Communication Channels & Requirements
7. Quality Control: The Project Manager is responsible for the quality of services. All activities performed by the Project Manager should be done in the interest of improving the level of service quality. Periodic inspection of sites is necessary to evaluate the levels of cleanliness at each site. It is the responsibility of the Project Manager to ensure that all buildings are periodically inspected. Documentation of performance at each building is required. If and when discrepancies are discovered, the necessary adjustments regarding staffing or other areas are to be implemented immediately in compliance with the QC Plan.
8. Cost Control: The Project Manager will know the operating budget for each site and work within that budget by exercising proper training and supervision. It is the responsibility of the Project Manager to see that the budget is not exceeded. Other cost control areas requiring attention include:
- Labor Efficiency & Timeliness
 - Supply Usage
 - Equipment Maintenance
 - Chemical Usage
 - Periodic Work Scheduling
9. Inventory/Equipment Control & Disbursement: The Project Manager is responsible for the level of equipment, supplies, materials and chemicals necessary to meet all operational requirements. This includes ordering (well in advance of actual need), maintaining, stocking, and the distribution and transportation to the appropriate sites. The proper levels of the above items must also be maintained at each site or with the mobile work crews. All employees are required to be knowledgeable concerning correct maintenance, usage and reorder procedures as trained by the Project Manager and Shift Supervisors. The Project Manager will also maintain the key control plan.
10. Labor Management: It is the Project Manager's responsibility to develop effective management/labor relations. Communication flow is crucial to the success of the service contract and must be maintained continuously. The Project Manager will address labor issues directly and promptly. Labor issues consist of the following:
- Absenteeism: The Project Manager will coordinate, re-assign, and provide direct support in the case of staff shortages due to absenteeism of any kind.
 - Back-up Labor
 - Enforcement of CRP Policies & Procedures
 - Proper Tracking of Time Worked
 - Employee Complaints
 - Wage & Salary Concerns
 - Promotions
 - Performance Evaluations

11. Communication with Customer & Account Follow Up: The Project Manager is responsible for responding to customer complaints, requests for additional service and any necessary communication needs of our customers. The quick response to customer needs defines the CRP's mission to serve. The Project Manager must respond and follow through on all commitments of promised service, may it be one-time jobs, or ongoing contracts.

Position Title: Shift Supervisor

Reports To: Project Manager
Supervises: Custodian

Basic Function:

Directly supervise, plan and organize cleaning activities at an assigned site or several sites. Ensure that cleaning duties conform to contract work specifications, QC Plan, and customer satisfaction requirements.

Physical Demands:

Job requires driving, walking and standing during most of shift while making rounds of all site areas. Bending, stooping, kneeling and crouching to inspect is required. Must lift up to 50 pounds.

Major Responsibilities:

- Supervise the work of custodians at specific sites.
- Inspect assigned sites to ensure that work performed satisfies the quality requirements of the customer. Document inspections and follow up to correct discrepancies. Provide inspection and correction information to Project Manager.
- Assist the Project Manager in adhering to and improving work schedules.
- Train and orient new custodians on specific sites.
- Communicate with Project Manager daily and through written reports.
- Maintain communication and relationship with the customer from a quality control and customer satisfaction perspective.
- Resolve day-to-day operational problems and respond to customer requests. Document these items for Project Manager review.
- Coordinate, re-assign and provide direct support, if needed, in case of staff shortages due to absenteeism of any kind.
- Evaluate custodian performance. Document and communicate with custodians on performance and disciplinary problems.
- Perform other duties as assigned by Project Manager.
- Should be knowledgeable of and experienced in using hand tools, small power tools and other equipment necessary to perform job duties.

Maintenance Supply List

Equipment, tools, materials and supplies to be provided by the contractor may include the following, unless provided by the Department:

Equipment and tools

Curb sweeper	Safety glasses (where appropriate)
Fertilizer spreader	Snow removal equipment
Flashing yellow light (vehicle)	Snow shovel
Garden rake	Spade
Hard hats (where appropriate)	String trimmer
Ice chopper	Limb saw
Ladder	Trash Carts
Lawn mowing equipment	Uniforms
Leaf blower/vacs	Vehicles
Leaf rake	Salt Spreader
Pruning tool	Weed eater

Cleaning Supplies

Air mover	Mop handles
Bowl cleaner and bowl swabs	Neutralizer Bloodborne Pathogen Clean-Up Kits (2)
Brooms, push and hand	Orbital scrubber
Brushes, paint	Paint and Stain
Brushes, scrub	Plunger
Chemical dispenser system	Putty knives
Chemical Floor cleaner	Sanitizing cleaner (hydrogen peroxide)
Concrete heavy duty cleaner	Scouring pads
Deicing salt	Shop vacuum
Disposable gloves	Sponges
Drain cleaner and opener	Sponges
Dust pan	Spray bottles
Filters for air circulation system	Squeegee replacement blades
First Aid kits	Toilet bowl brushes
Floor Machines (Battery Powered)	Toilet tissue
Floor squeegees	Touchless cleaning system
Forms for reports	Vacuums
Germicidal detergent	Vault Odor control
Glass cleaner	Waste receptacle liners
Graffiti remover	Weed control herbicides
Liquid detergent and degreaser	Wet floor caution signs
Liquid or Foam soap	Window squeegees
Metal polish	Work gloves
Micro Fiber cleaning cloths	
Micro Fiber mop heads	
Mop buckets	

The Contractor shall provide items not specifically listed above but deemed necessary.

Wisconsin Rest Area Maintenance (RAM) Program Uniform Guidelines

A. GENERAL

These guidelines cover the appropriate attire required for persons performing custodial care, landscape maintenance and facility and maintenance services at Wisconsin Department of Transportation roadside facilities in the RAM/SWEFM Program. These guidelines will be updated periodically as needed.

B. PRESCRIBED OUTER-WEAR

The roadside facility uniform will be as follows:

TROUSERS and SHORTS:

Trousers and shorts will be bought locally or online directly by the service provider. Approved trousers and shorts will be KHAKI IN COLOR ONLY. Approved trousers and shorts will be of COTTON OR COTTON/POLY BLEND MATERIAL ONLY. Service providers may look for the best purchase price from a number of sources. Either local discount stores or online sources.

CAPS

Baseball style hats, if desired, as they are optional, will be KHAKI IN COLOR ONLY (no trim color of any sort is approved on hats). Service providers may make economic use of local or on-line sales to positively affect their uniform purchasing power. Hats will not have logos.

LONG SLEEVED TEE SHIRTS

If desired in cooler weather, long sleeve tee shirts may be worn UNDER the polo shirt for additional warmth. Long sleeve tee shirts will be KHAKI IN COLOR ONLY. Long sleeve tee shirts may be purchased locally or online.

SHIRTS, JACKETS, PARKAS AND COLD WEATHER HATS:

These uniform items will be ordered from REFLECTIVE APPAREL FACTORY or listed alternative merchant. See the item number and price list on page 5.3 for specific ordering information. To view uniform items go to <http://hi-vizsafetywear.com/>

LOGOS and TITLES

The new roadside facility logos will always be installed on the left breast side of the shirt, jacket or parka. Where appropriate, a title may be printed over the right breast side of the shirt, jacket or parka. The title may be either MANAGER or SUPERVISOR. This inclusion must be requested at time of uniform order.

IMPORTANT: When ordering from REFLECTIVE APPAREL FACTORY, ordering must be done with a credit card or a direct billing account with the appropriate information filed with Reflective Apparel Factory. Call the toll-free number at 1-866-998-2649, extension 109. State that you are ordering uniforms with the DSPN logo and font style.

C. DRESS CODE

Additionally, the following rules, which take into account considerations of presentation, safety, and ethics, shall be observed while work is performed at WisDOT roadside facilities:

1. All regular employees and trainees shall wear the prescribed outer-wear. If the prescribed outer-wear cannot be provided to the employee or trainee prior to assignment to the roadside facility work crew, a temporary identifier or tag shall be worn so that it is visible to the public. Prescribed outer-wear shall be provided as soon as possible.

2. All clothing worn by trainees and employees shall be clean with a tidy appearance.
3. Shirt tails are to be tucked in. Loose hanging shirt tails are neither safe nor presentable.
4. No hats or T-shirts with other language or pictures on them are to be worn at any time by an employee or trainee at the WisDOT roadside facility, or at any time when wearing the prescribed outer-wear or other crew member identifier.
5. Appropriate shoes must be worn at all times. Sandals are not permitted.
6. It is not recommended to purchase polo shirts with reflective striping. Reflective striping is ONLY effective in the dark. During dark, a safety vest, jacket or coat with reflective striping worn over the shirt is recommended.



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9/23/13

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9/23/13

Date

ROADSIDE FACILITIES STAFF UNIFORM ORDER GUIDE

ORDER FROM REFLECTIVE APPAREL FACTORY, 1-866-998-2649 Extension 109.

When ordering, state that you are ordering the DSPN logo and font style on the shirt or jacket. Logo will be over the left breast, title will be over the right breast if the title is desired.

APPROVED ITEMS AND PRODUCT IDENTIFICATION

Polo Shirt: VEA-302-NT (Lime)

Polo Shirt with reflective trim: VEA-302-CT (Lime)

Jacket: VEA-411 (Lime)

Parka: VEA-433

Windbreaker: VEA-401 (Lime)

Stocking Cap: VEA-808 (Lime)

Safety Vest: VEA-501 ANSI2

Hooded, Zippered Sweatshirt: VEA-60 (Lime)

Sweatshirt: VEA-602 (Lime)

*** CHECK CURRENT PRICING WITH EACH ORDER ***

*** TO VIEW PRODUCTS, GO TO www.reflectiveapparel.com **** ADDITIONAL

CLOTHING SOURCES:

Polo Shirts:

- Hi-Viz safetywear.com – Jerzees Safety Polo Shirt (Safety Green)
- N & N Designs – (608) 752-7372 Polo Shirt (Safety Green)

Note: When ordering, request the “Roadside Facilities” Logo on the left breast of the shirt.

Long Sleeve Khaki T-Shirts:

www.jiffyshirts.com

Hats: (Baseball style)

www.WholesaleHats.com

Wisconsin Rest Area Maintenance (RAM) Program

Signage Guidelines

Unless of an emergency situation, no hand-written signs shall be placed anywhere on a roadside facility site. At a minimum, necessary signage shall be computer generated. Site managers should consult with DSPN prior to putting up any signs other than replacement of known existing signs.

DAILY SITE QUALITY ASSURANCE

SUPERVISOR'S CHECK LIST

Inspected By:

Site # _____

Date: _____

LOBBY

- _____ Clear Cobwebs
- _____ Dust/Clean Baseboards
- _____ Clean Drinking Fountain
- _____ Clean Phones
- _____ Clean Windows & Window Sills
- _____ Clean Entrance Doors
- _____ Dust Vending Machines
- _____ Sweep Under Vending Machines
- _____ Sweep/Mop Floors

RESTROOMS

- _____ Clear Cobwebs
- _____ Wipe Walls/Partitions
- _____ Clean Mirrors
- _____ Fill Dispensers
- _____ Clean Sinks
- _____ Clean Toilets/Urinals
- _____ Polish Fixtures
- _____ Sweep/Mop Floors

GROUNDS

- _____ Pick Up Litter
- _____ Empty Trash/Recyclable
- _____ Empty Ash Trays
- _____ Mow
- _____ Sweep Sidewalks

Supervisor Daily Site Quality Assurance Checklist

Site Number: _____

Week of: _____

Each shift supervisor shall Initial each task to signify task is completed to specification.

	Monday	Tuesday	Wednesday	Thursday	Friday	1st shift Saturday	2nd shift Sunday
LOBBY							
Clear Cobwebs	/	/	/	/	/	/	/
Dust/Clean Baseboards	/	/	/	/	/	/	/
Clean Drinking Fountain	/	/	/	/	/	/	/
Clean Phones	/	/	/	/	/	/	/
Clean Windows & Sills	/	/	/	/	/	/	/
Clean Entrance Doors	/	/	/	/	/	/	/
Dust Vending Machines	/	/	/	/	/	/	/
Sweep Under Vending Machines	/	/	/	/	/	/	/
Sweep/Mop Floors	/	/	/	/	/	/	/
RESTROOMS							
Clear Cobwebs	/	/	/	/	/	/	/
Wipe Walls/Partitions	/	/	/	/	/	/	/
Clean Mirrors	/	/	/	/	/	/	/
Fill Dispensers	/	/	/	/	/	/	/
Clean Sinks	/	/	/	/	/	/	/
Clean Toilets/Urinals	/	/	/	/	/	/	/
Polish Fixtures	/	/	/	/	/	/	/
Sweep/Mop Floors	/	/	/	/	/	/	/
Empty Waste Receptacles	/	/	/	/	/	/	/
GROUNDS							
Pick up Litter	/	/	/	/	/	/	/
Empty Trash/Recyclable containers	/	/	/	/	/	/	/
Empty Ash Urns	/	/	/	/	/	/	/
Mow	/	/	/	/	/	/	/
Sweep/blow Sidewalks	/	/	/	/	/	/	/

Wisconsin Rest Area Maintenance (RAM) Program

Employee Breaks

Site supervisors and shift leaders please assure the following guidelines are being followed when crew members are on break:

- Crew members should take breaks in the staff area provided or at a picnic table (or in vehicle if appropriate).
- Crew members should smoke only at a picnic table or outside of a staff access door only. Never near or in front of the public entrances to buildings.
- Crew members should not take breaks or loiter in lobbies or restrooms.

Please assure that all crew leaders and crews follow these guidelines consistently. It is important to the Program to display professionalism for the public and WisDOT perception of our operations.