

Utility Request Ticket #22407108- Comments by City of Spokane

On 9-14-2023 Our utility Locator went to the intersection of N Monroe Street & W Knox.

Upon arrival he did not see any white paint at the intersection where it stated to mark E for 240 Feet.

He then read the part where it stated to "Head S 154 feet on Monroe to the alley and marked OK with arrows going both ways thinking it was to the curb line for the instruction stating" Head W for 111 feet to the beginning of the route". He did not see the white locate marks in Monroe. Not registering or remembering the first part to "mark E 240 feet following the route". Which as written would refer to locating E for 240 feet on Knox from the intersection.

9-30-2023 Our radio dispatch received a call at 9:30am from a gentleman about this locate request. He said that he was at the alley south of Knox on the east side of Monroe and there were no water marks for the water main on of Monroe Street.

He also stated that they would be boring under Monroe on Monday and was concerned that the water main had not been marked. Our Radio dispatcher stated that the area had been marked OK per the interpretation of the instructions and it was unclear about crossing Monroe with the excavation. He asked the caller to re-submit the locate request and that we would get the correct area located. The caller stated that he would re-submit the locate. At this time it is my belief that it was not clear to the M&L foreperson that we were going to dispatch someone to do the locate. Our radio dispatcher immediately called our locator and apprised him of the situation. He stopped the locate that he was doing and immediately headed to Monroe and Knox to locate the area. When he arrived there the area had not been refreshed with white paint and the other utilities had also not been refreshed at that time. He spoke with the M&L foreperson to get clarification. He then set out to research our records of the installation of our 18" water main as it had been installed a few years prior with the 16" water main being left in place. The locator made calls to get clarification of the installation. He then moved down the block to locate valves, air valves and blow off valves to assist with locating our infrastructure. When he returned a bit later the entire area had the utility locates paint marks refreshed along with white paint for the locate area.

I believe it is the time in which our locator was researching our infrastructure that the call between Scott's office and our Radio dispatch occurred. After the call they submitted the emergency request and refreshed the utility marks. I state this because I want to make it clear that although the communications were relayed to me by not only my staff but Scott as well, as having elevated emotions and a lack of understanding between the individuals on the phone we were responding to the concerns that we had not located the correct area.

Scott Hattenburg had reached out to me and left a message saying he wanted to discuss his concerns about the incident.

When reviewing the incident with my team, I identified that our process is to ask for the resubmittal of utility locates when the address or intersection is incorrect. In this instance the instructions were miss understood and this could have been resolved without a resubmittal of the locate request. We have since clarified the process.

From: Hiperweb No-Reply <noreply@hiperweb.com>
Sent: Tuesday, September 13, 2022 12:46 PM
To: One Call DL
Cc: ihayesWWM@gmail.com; Hayes, Ivie
Subject: 2 FULL BUSINESS DAYS 22407108

[CAUTION - EXTERNAL EMAIL - Verify Sender]

WA811 LOCATE REQUEST FROM ULOCO

Washington Ticket #: 22407108 2 FULL BUSINESS DAYS
Send To: SPOKAN02 Seq: 26

Transmit Date: 9/13/22 12:42
Original Call Date: 9/13/22 12:48 Ticket Origin: ULOCO Interface
Work to Begin Date: 9/19/22 7:00

CALLER INFORMATION

Company: M&L CONSTRUCTION INC Type:
Contact Name: STEPHANIE HATTENBURG Phone: (509)991-4129
Alt. Contact: Alt Phone:
Best Time: Fax Phone:
Address: 4111 DALKE AVE; SPOKANE, WA 99217-6520
Caller Email: stephanie@mlconstruction.com

DIG SITE INFORMATION

Type of Work: INSTALL 6 CONDUITS
Work being Done for: BAKER CONSTRUCTION

DIG SITE LOCATION

County: SPOKANE State: WA
Place: SPOKANE
Address: 2017 Street: N MONROE ST
Nearest Intersecting Street: W KNOX AVE

Location of Work: MARK 50 FEET EITHER SIDE OF THE ROUTE MARKED IN WHITE PAINT. MARK FOLLOWING THE ROUTE E FOR 240 FEET.
FROM THE INTERSECTION OF N MONROE ST AND W KNOX AVE, HEAD SOUTH ON N MONROE ST FOR 154 FT, HEAD W FOR 111 FEET TO THE BEGINNING OF THE ROUTE.

Remarks: AREA MARKED IN WHITE PAINT
Type of Excavator: CONTRACTOR
Directional Drilling: YES
Type(s) of Excavation Equipment: DIRECTIONAL DRILLING; VACUUM EQUIPMENT

Excavation Coordinates: 47.6764281,-117.426153;47.6764213,-117.4259502;47.6761474,-117.4259702;47.6761866,-117.4271466;47.6761934,-117.4273494;47.6764673,-117.4273294

Water Utility Locate Requests

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Request Ticket Number

Ex. 1234567

TICKET NUMBER: 22407108

Utility Locate Resolution Details

Ticket Number: 22407108

Priority: 2 FULL BUSINESS DAYS

Location: 2017 N MONROE ST

Status: CLOSED

Located On: 9/14/2022

Located By: NORTHSIDE - CHEVALIER

Locator's Remarks: AREA CLEAR

Added By: NT AUTHORITYIUSR 9/13/2022 11:49:09 PM

Modified By:

Closed By: NT AUTHORITYIUSR 9/14/2022 4:13:27 PM

[Update This Ticket](#) | [Delete This Ticket](#)

From: Hiperweb No-Reply <noreply@hiperweb.com>
Sent: Friday, September 30, 2022 10:38 AM
To: One Call DL
Cc: ihayesWWM@gmail.com; Hayes, Ivie
Subject: ++EMERGENCY++ 22434909

Categories: Red category

[CAUTION - EXTERNAL EMAIL - Verify Sender]

WA811 LOCATE REQUEST FROM ULOCO

Washington Ticket #: 22434909 ++EMERGENCY++
Send To: SPOKAN02 Seq: 16

Transmit Date: 9/30/22 10:34\
Original Call Date: 9/30/22 10:31 Ticket Origin: ULOCO Interface
Work to Begin Date: 10/3/22 9:00

CALLER INFORMATION

Company: M&L CONSTRUCTION INC. Type:
Contact Name: SCOT HATTENBURG Phone: (509)991-4129
Alt. Contact: CARDEL Alt Phone: (509)818-6455
Best Time: Fax Phone:
Address: 4103 DALKE AV 4111 E DALKEE AVE; SPOKANE, WA 99217
Caller Email: locates@MLNORTHWEST.COM

DIG SITE INFORMATION

Type of Work: EMERGENCY - INSTALL POWER
Work being Done for: PROP OWNER

DIG SITE LOCATION

County: SPOKANE State: WA
Place: SPOKANE
Address: 2010 Street: N MONROE
Nearest Intersecting Street: W KNOX AVE

Location of Work: MARK THE ALLEYWAY BETWEEN KNOX AND SHANNON CROSSING MONROE AT THE ABV
ADD.

Remarks: AREA MARKED IN WHITE PAINT.
++CUSTOMER REQUESTS MARKS BY 10/03/22 BY 09:00AM++
++EMER SCRIPT WAS READ!!++
++BEST INFO++

Type of Excavator: CONTRACTOR

Directional Drilling: MAYBE

Type(s) of Excavation Equipment:

Water Utility Locate Requests

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Request Ticket Number

Ex. 1234567

TICKET NUMBER: 22434909

Utility Locate Resolution Details

Ticket Number: 22434909
Priority: EMERGENCY
Location: 2010 N MONROE

Status: CLOSED
Located On: 9/30/2022
Located By: NORTHSIDE - CHEVALIER
Locator's Remarks: MARKED MAIN

Added By: NT AUTHORITY\USR 9/30/2022 6:00:50 PM

Modified By: NT AUTHORITY\USR 9/30/2022 6:00:50 PM

Closed By: NT AUTHORITY\USR 9/30/2022 6:00:50 PM

[Update This Ticket](#) | [Delete This Ticket](#)

I then reached out to Scott Hattenburg to discuss his concerns. It was beneficial to get an understanding of the situation from his point of view. During this discussing it was my understanding that we both felt there was a misunderstanding of the request for the additional locate request submittal. My locator did not call for clarification of the instructions on the initial locate which was a concern of Scott's as well. It was also discussed that both sides were communicating with elevated emotions, and it did not promote a good environment for clear understanding. Our radio room personnel had been insistent on getting a new utility request which upset Scott. Scott stated to me that he felt our staff just did not want to do the locate on a Friday and he was worried about having to reschedule the project, creating issues with the street obstruction already being approved for Monday. We also discussed the availability of 811 law training, and both felt that it was a good idea due to the high turn over in our fields and an influx of new employees.

After our conversation I was confident that Scott understood our employees were not trying to be confrontational or trying to get out of going back to complete the utility locate and the situation had been resolved to both our satisfactions. We both agreed that the conversation had occurred with elevated emotions. I let him know that I planned on setting up an 811 training that would be beneficial for all involved. He stated that he understood that our employees thought that they were following the process as they had understood it to be.

The City of Spokane team revisited the situation after my conversation with Scott and we clarified the process so that it was better understood by the team members.

Tonya Reiss
City of Spokane Superintendent (Interim)
509-625-7851
treiss@spokane.org