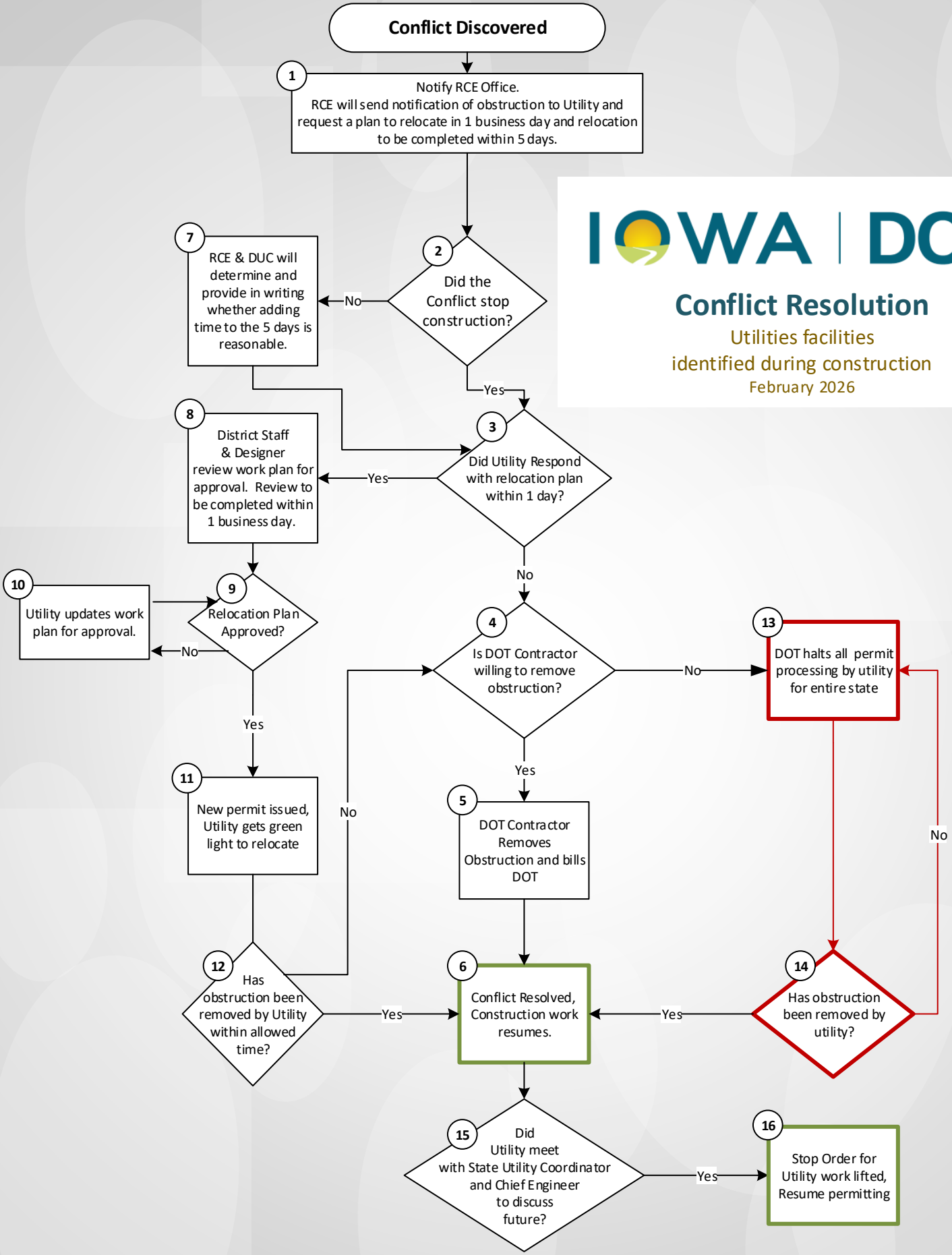
V 2.0

Conflict Resolution

Utilities facilities identified during construction

February 2026



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Flowchart Narrative

This narrative explains each of the steps displayed on the **Conflict Resolution Process** Flowchart. The paragraphs are numbered to correspond to the numbers shown in each process or decision step in the chart.

This chart is to be used where utility facility conflict arises during the construction phase of the project and interferes with the progress of the DOT contractor. The majority of utility facility relocations should have been completed prior to construction under a DOT utility permit for adjustments within public rights-of-way and the work guaranteed with a surety bond covering the duration of the construction project. Relocations outside the public rights-of-way do not require a utility permit but are most often part of a utility reimbursement agreement which includes a work plan with an agreed upon schedule. It is understood that some utility facility relocations require coordination with construction activities and may not be complete prior to construction.

Number	Title	Narrative	CC List
1	Notify RCE Office	The DOT contractor will verbally notify the RCE upon the discovery of any utility facility conflict. If the project inspector is onsite, notification can also be made to the inspector, who can also call it in. If the utility facility conflict stops project progress, written notification (email or traditional) including type of utility facility, name of utility company if known, time of discovery, exact location, impact to construction progress. The RCE will verify with the DUC whether the relocation should already be complete in accordance with the utility company's work plan. If the relocation should have been completed already, the RCE will call the utility company contact and request a schedule to relocate within 1 day with the physical adjustment or relocation to be completed within 5 days. The phone call will be followed up with written notification of obstruction to utility company. Proceed to box 2.	A
2	Did the utility facility conflict stop construction?	If the DOT contractor cannot continue due to the utility facility conflict, or will come to a point when the utility facility conflict stops the work, proceed to box 3. Otherwise, proceed to box 8.	
3	Plan in 1 day?	Did the utility company provide a reasonable relocation plan/work plan within 1 day? If yes, proceed to box 8. If no, proceed to box 4.	
4	Is DOT contractor willing to remove obstruction?	RCE to ask DOT contractor in writing if they are willing and able to safely remove obstruction. If yes, proceed to box 6. If no, proceed to box 13.	ABC
5	DOT contractor removes obstruction and bills DOT	The DOT should have had all obstructions removed before construction. The DOT is at fault for not knowing what utility facilities were in the way, therefore, the DOT should cover the cost of removal. The DOT should then proceed with bonding process, or if previously unknown, track down the utility company for reimbursement after removal.	
6	Conflict Resolved	Construction work resumes. The utility facility may or may not be in service. RCE sends notice to utility company that construction has	AB

		resumed.	
7	RCE & DUC will determine schedule	If discovery of the utility facility conflict does not result in a stoppage of work for the DOT contractor, the RCE and DUC will determine whether the 5 days to removal of obstruction is reasonable. The DUC will provide a written (email is acceptable documentation) determination whether the five day timeframe will be relaxed. The utility company is still required to provide a response within 1 day. Proceed to box 3.	AB
8	Work Plan Review	District staff and designer will review the utility company's work plan. At a minimum, the RCE, DUC, EOT and will review. The area engineer may review if requested. Proceed to box 9. the designer should check to see if a design change to DOT plans would be possible to avoid the conflict. A written response from the utility company (email is acceptable) is required within one business day of receipt, in addition to any verbal communications. If not approved, notice will provide exact requirements to become approved.	AB
9	Relocation Plan Approved?	If yes, updated utility company work plans will be sent from RCE to any other utility companies working in the area, in addition to the DOT contractor and follow the typical As- Built process. Proceed to box 11. If no, proceed to box 10.	
10	Utility company updates work plan	Utility company updates their work plan. The five-day requirement to remove the obstruction does not pause. Proceed to box 9.	
11	New utility permit issued	Utility company gets approval to relocate. Utility company sends written notification upon removal of obstruction. Proceed to box 12.	AB
12	Obstruction Removed?	Has the obstruction been removed by utility company within the allowed time (5 days unless determined otherwise in box 7). Newly relocated utility facility does not need to be in place or live at this time. If yes, proceed to box 6. If no, proceed to box 4.	
13	DOT halts all permit processing by utility company for entire state.	DUC sends notice of noncompliance to utility company stopping all in-process and future utility permits for this company for the entire state. Proceed to Box 14	ABCD
14	Has obstruction been removed by utility company?	If yes, proceed to box 6, 15, and 16. Permit stoppage continues if no.	
15	Did utility company meet with Utility Program Director and Chief Engineer?	If yes, continue to box 16. Permit stoppage continues if no.	
16	Stop Order for utility company work lifted, resume utility permitting	Once a satisfactory path forward is agreed upon by utility company, Utility Program Director, and Chief Engineer, the DUC will send notice to utility company, resuming utility permitting statewide.	ABCD

CC Lists

February 11, 2026

This table provides a list of the people to CC (Carbon Copy).

List	People to Include
A	RCE, DUC, inspectors, affected contractor, utility, EOT on permit
B	Area Engineer, DE, ADE, DCE
C	Utility Program Director, Chief Engineer, Transportation Development Division Deputy Director
D	All DCEs, ADEs, DUCs, and EOTs Statewide

DOT means Iowa Department of Transportation
RCE means DOT Resident Construction Engineer
DUC means DOT District Utility Coordinator
DE means DOT District Engineer
ADE means DOT Assistant District Engineer
EOT means DOT Engineering Operations Technician