

PIERCE COUNTY DEPARTMENT OF PUBLIC WORKS & UTILITIES
Wastewater Collection Division
10311 Chambers Creek Road West
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(253)565-3440

MEMORANDUM

Date: August 31, 2005

To: Robin Ordonez, P.E. – Wastewater Utility Engineering Manager
Arnie Sheppard, P.E. – Construction Project Supervisor
Kip Julin, - Strategic Planning and Asset Manager

Cc: Tim Ramsaur, P.E. – Wastewater Utility Manager
Steven Chanfrau, P.E. – Development Engineering Supervisor

From: William Murphy, Collection System Manager

Subject: Memorandum of Understanding
CCTV Inspection – Level of Service

The Collection Maintenance Section continues to be committed in providing a high level of customer service. Recently we enlisted the help of the contracting community to assist us in determining what “**Level of Service**” they felt would be appropriate as it relates to televised sewer inspection requests. Based upon their responses, we have determined a level of service for this program to be as follows:

All televised sewer inspection requests will commence within **5** working days from receipt of the inspection requests.

Requests will only be entered into our scheduling queue conditional upon the following:

- Request placed by only Pierce County Inspector
- Requests must be physically accompanied by a complete set of approved plans.
- SWLE number
- Customer Number – R-XXXXX
- Contractor Contact Information
- Assigned Pierce County Manhole numbers by Development Engineering, Administrative Services to add to assets into Hansen Database)

PC Inspectors will be “ASSISTING” the department in meeting our newly established “LEVEL OF SERVICE” by:

- Monitoring the various stages of completion of each of their projects in order to minimize overbooking of televised sewer inspection requests. Overbooking will occur when the amount of requests will exceed our televised sewer inspection rate of approximately 20 runs per day subject to the availability of both CCTV trucks.
- Encouraging Contractor(s) to request inspections after a reasonable amount of sewer line has been installed (approximately 10 runs). Discussion at Pre-Construction meeting.
- Emphasizing the importance of providing a **Clean System (rock and debris free)** prior to requesting CCTV inspection. Discussion at Pre-Construction meeting.
- Access to manholes must be drivable in order to allow the CCTV truck close proximity (within

5 feet).