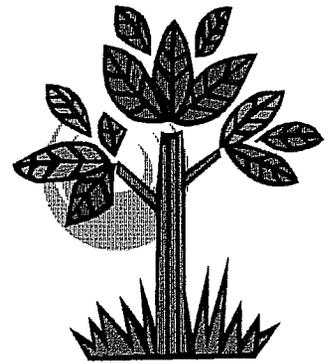


**GLEASON'S INSTANT TREE
COMPANY, INC.**



P. O. Box 90034
Sioux Falls, SD
57109-0034
Phone: 605-368-2678
Fax: 605-368-5606
gleasontrees@msn.com

TO: SOUTH DAKOTA ONE CALL NOTIFICATION BOARD

FROM: ARNOLD GLEASON, PRESIDENT

DATE: JULY 22, 2003

SUBJECT: COMPLAINT OC03-004 on June 12 at approximately 12:45

COMPLAINT OC03-007 on June 13 at approximately 2:33 pm

✓ COMPLAINT OC03-008 on June 13 at approximately 2:35 pm

With regard to the above complaint, locates had been done for the site prior to our arrival. The landscapers doing the dirt work in preparation for irrigation and sod destroyed the locates; and then, without my knowledge, they re-located my locates for placement of the trees.

In 32 years of working with and next to underground utilities, I am aware of the extreme dangers of cutting into or damaging underground utilities. I try to prevent that from happening.

And finally, one of my employees was at the receiving end of a barrage of swearing and vulgar language by the individual who was apparently on site doing the locates. In response, my employee said that it was not necessary to use that kind of language. At that point, the individual left the site.

If you have any questions, please do not hesitate to call me. Thank you for your consideration of my response to this complaint.

c: Dan Bell, Midcontinent Communications

JAN-14-2000 05:00 FROM: S D ONE CALL 605-339-0529

TO: 3685606

P: 2/2

Page 1 of 1

South Dakota One Call

From: "South Dakota One Call" <exedir@sdowecall.com>
To: <gleasontrees@msn.com>
Sent: Sunday, July 27, 2003 11:15 AM
Subject: Clarification of Complaint Response

Arnold Gleason:

I received your response on Saturday and wanted to clarify a couple of statements prior to the committee meeting to review the complaint and associated response.

Your response states 'locates had been done for the site prior to our arrival'.

- 1. Do you have the ticket number associated with these locate requests? *No*
- 2. If not, do you have the approximate date and time that you called them in? *No*

Any documentation reflecting that a previous locate request for these addresses had been called in by Gleason's Instant Tree Company would be beneficial to the committee.

Your response states 'the landscapers doing the work in preparation for irrigation and sod destroyed the locates'.

- 1. Does this statement mean the landscapers had covered or removed the marks from an earlier locate request called in by Gleason's Instant Tree Company? *No*
- 2. If yes, were any 'Respot or Remark' locate requests called in to have the site remarked prior to excavation for the tree planting.

Your response states that 'without your knowledge, they (landscapers) re-located my locates for placement of trees'.

- 1. Please explain what re-located my locates means? e.g. Did the landscapers actually tone and mark the facilities or did the landscapers call in a respot ticket for your placement? *"Relocated my locates" means moving a Gleason's Instant Tree Co flag from area originally placed when utility locates were visible.*
- Again, these questions are for clarification purposes to insure that the committee members reviewing the complaint have clear and accurate information. You may respond by email if you desire.

I would appreciate if you could clarify these items by August 1, 2003, so that I can establish a committee meeting time to obtain a proposed resolution to this complaint.

If you have any questions, please feel free to call me at 605-339-0529.

Larry Englerth
Executive Director
South Dakota One Call
605-339-0529

If you have any other questions, please call me on my mobile phone, 360-3048.

*TO: Larry Englerth
TEL/FAX: 339-0529
FROM: Arnold Gleason
DATE: 8-4-03*

7/27/2003

STATE: SD
CDC: SFC

TICKET: 031630333 SEQUENCE: 0149
MAP REF: UPDATE OF:

Transmitted Date: 06/12/2003 Time: 1209 CDT
Prepared Date: 06/12/2003 Time: 1201 CDT

RECEIVED

JUN 19 2003

LOCATION INFORMATION:

County: LINCOLN City: SIOUX FALLS
Address: 7505 PEREGRINE
Nearest Intersecting Street: 84TH S

**SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION**

City Limits Legal Given:
Twp: Rng: Sect-Qtr:
Twp: Rng: Sect-Qtr:
Explosives: N Tunnel/Bore: N Depth: 6FT R.O.W.: N
Corner Lot: Front: Rear:

Type of Work: PLANTING TREES
Extent of Work:

Location of Work:
MARK THE BACK YARD.

Start Date: 06/16/2003 Time: 1200 CDT Dur: 07 DAYS
Best Time to Call: 0800 - 0800 Meeting Required: N
Work Being Done For: PINACLE VENTURE

Remarks:
EXPIRATION DATE 07-JUL-03

EXCAVATOR INFORMATION:

Company: GLEASON TREE COMPANY
Address: 27226 471ST AVE
City: HARRISBURG, SD 57032
Phone: 605-368-2678 Fax: 605-368-5606
Contact: ARNOLD GLEASON Phone: 605-368-2678
Alt Contact: ARNOLD GLEASON Phone: 605-360-3048

OPERATORS NOTIFIED:

ATT=/AT&T / DAT=/PRAIRIEWAVE / LCR=/LINCOLN RRL WTR/
MOB=/MEC-SIOUX FALLS/ NN1=/N NATURAL GAS / NSP=/XCEL ENERGY /
SFA=/SIOUX FALLS WTR/ SFC=/MCC SIOUX FALLS/ UWS=/US WEST-ULS /

TECH COMMENTS:

*already done
#184
6-13-2*

SUBSURFACE UTILITY ENGINEERING (SUE)

Attached is some information I obtained at a Presentation and Booth visit during the Damage Prevention Conference in San Diego. The firm that made the presentation and had the booth is providing these services in South Dakota.

Dave Hausmann will provide a overview and answer question on the current deployment of SUE in by the SDDOT.

Phil Meis



UTILITY MAPPING SERVICES, INC.
*SUBSURFACE UTILITY ENGINEERING, GEOPHYSICAL, &
DATA MANAGEMENT SERVICES*

MONTANA – 406.933.5300
UTAH – 801.209.2032
IDAHO – 208.528.6152

UMS COMPANY BACKGROUND AND PHILOSOPHY

Utility Mapping Services, Inc. (UMS) is a private engineering / geophysics firm that specializes in subsurface utility engineering (SUE) for civil design projects. The firm's principals, Philip J. Meis, P.E., and Nicholas Josten, are seasoned professionals, each with 20 years experience in civil engineering and geophysical investigations. UMS approaches SUE as a rigorous engineering discipline with the intent of focusing resources and effort to specifically facilitate the objectives of the designer. We understand the design process, schedule, and budget constraints for transportation projects and customize the scope of work for each SUE campaign to be optimally cost effective while providing invaluable cost saving data. Our data management techniques are the most sophisticated in the SUE profession. Using relational databases we enable the designer to leverage the full value from SUE investigation by providing exacting data queries and formatted reports. UMS professionals will manage the SUE data for the designer and as needed, provide recommendations for resolving utility conflicts, coordinate the resolution process, and track the progress of the relocations. Our goal is to give the designer relief from the headaches and costs (e.g., construction downtime, utility damage, and emergency relocations) due to buried surprises. We take responsibility for providing accurate utility information by placing our P.E. seal on submittals. UMS principals have been providing formal SUE services as defined by FHWA guidelines since 1996.

UMS SUE CAPABILITIES

UMS provides SUE services for local public and private entities, state transportation departments, the U.S. Department of Energy, and airports throughout the country. Our SUE program is flexible and efficient, and dedicated to accurately mapping buried and aboveground utilities for design and construction use. Our SUE team is thoroughly familiar with transportation design procedures and our engineers typically participate in progress meetings from the preliminary through final design stages.

The UMS team provides the following:

- Licensed professional engineers with transportation design experience and specializing in subsurface utility engineering, including complete utility coordination services.
- Professional geophysicists trained in the theory, use, limitations, and pitfalls of electromagnetic (EM) induction sensors, magnetic gradiometers, ground penetrating radar (GPR), and acoustic detection methods.
- SUE field technicians trained in records research, documentation, and field investigative procedures.
- Global Positioning System (GPS), MicroStation Computer Aided Design (CAD), relational database and Geographic Information System (GIS) specialists.
- Vacuum excavation methods to safely expose buried utilities at critical locations.

UMS provides MicroStation digital utility reference files prepared in accordance with DOT CAD standards.

The goal of UMS's SUE program is to provide designers with utility plans, survey coordinate data, and utility specifications necessary to facilitate designs, protect existing utilities, and eliminate buried surprises.

Fulmer *Barton* *Meeting* ← *Dave Housman* 605-773-6593
STATE DOT