

Seattle Permits

— part of a multi-departmental City of Seattle series on getting a permit

RESOLVING RIGHT OF WAY PERMIT DISAGREEMENTS

Last Revised March 24, 2008

At Seattle Department of Transportation (SDOT) we are committed to continuously improving our customer service and responsiveness. The Street Use and Urban Forestry Division are charged with providing permits and the information on those permits' requirements. It is our goal to resolve complaints and concerns quickly. If you disagree with a decision regarding your permit request or project, you have the right to ask for review and reconsideration.

BACKGROUND

The regulations governing the use and improvement of the City's rights-of-way are located in Chapter 15 of the Seattle Municipal Code. It is the responsibility of the permittee to understand and follow those permitting requirements. It is the Street Use and Urban Forestry Division's responsibility to adequately explain those requirements as they are applied to the permitting process. From time to time there may be a differing of opinions as to the application of those requirements and in some cases applicants may disagree with a SDOT permit reviewer or inspector about how those requirements are being applied to a specific circumstance or how the process is being administered to a particular project.

If you are disputing the issuance of a permit and you are not the applicant, the same process will apply.

To assist in resolving disagreements, our Street Use and Urban Forestry supervisors and managers can be the first step in communicating your dissatisfaction with a decision made by the assigned staff. To begin, you should ask that the assigned staff person's supervisor review the situation (contact information is below). After appropriate review and consideration, usually within 5 working days, the unit supervisor or manager will provide you with their decision.

If there is no mutual satisfaction after these discussions, the next step would be to request a meeting to review the circumstances of your complaint with the Division Director.

Should all the attempts to resolve the dispute after meeting with the Division Director be exhausted and you are still dissatisfied with the outcome, you may request that the Director of SDOT or their designee review the disputed decision in an administrative review meeting.

It is your right to request an Administrative Review of the disputed decision at any point in this process.

STEPS FOR THE ADMINISTRATIVE REVIEW PROCESS

The Street Use and Urban Forestry Division follows the administrative review process as described in [SMC 15.04.112](#) which defines the scope and process for the review and decision reconsideration.

For an Administrative Review, you will have ten (10) days to initiate the dispute resolution process from the time of the disputed decision. This is determination made by the Street Use and Urban Forestry Division Director. You must submit, in writing, to the Director of Transportation a request for review and or reconsideration, with a copy to also be sent to the Street Use and Urban Forestry Division Director. In your letter, you should include:

- The decision for which the review or request for reconsideration is requested;
- The objections to the decision; and
- The specific alternative being proposed.

The Director will designate a review officer. The Director has the discretion to stay the decision pending the conclusion of the dispute review. The Director's decision shall be final.

Please send your letter to:

Seattle Department of Transportation
Director of Transportation

www.seattle.gov/transportation



City of Seattle
Seattle Department of Transportation
Gregory J. Nickels, Mayor Grace Crunican, Director

700 5th Avenue, Suite 2300
P.O. Box 34996
Seattle, WA 98124-4996
(206) 684-ROAD (7623)

And a copy to:

Street Use & Urban Forestry Division,
Division Director
700 Fifth Avenue, Suite 3900,
PO Box 34996
Seattle, WA 98124-4996

CONTACT INFORMATION

Street Use Operations Manager
(206) 615-0774

Right of Way Manager
(206) 684 9217

Urban Forestry Manager
(206) 684233-7829

Utility Permitting Lead
(206) 684-5193

Annual Permitting Lead
(206) 684-5267

Street Use Permitting Lead
(206) 684-5275

Street Use Inspection Supervisor
(206) 684 5271

Street Use Fax Number
(206) 684-5347

Urban Forestry Fax Number
(206) 615-0899