



DEVELOPMENT SERVICES
ENGINEERING DIVISION
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FIBER INFRASTRUCTURE INSTALLATION POLICY

Effective Date: September 8, 2025

Department: Development Services

Authority: City Ordinance Chapter 96 - Use of Public Right-of-Way

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1. PURPOSE

This policy establishes guidelines and specific requirements for telecommunications providers and their contractors installing fiber optic infrastructure within City of Rio Rancho right-of-way and Public Utility Easements (PUE). These requirements supplement Chapter 96 of the Rio Rancho Municipal Code and are designed to ensure public safety, minimize disruption, and protect city infrastructure.

2. SCOPE

This policy applies to all fiber optic infrastructure installation including underground cables, conduits, pedestals, cabinets, splice boxes, and related telecommunications equipment within city right-of-way and Public Utility Easements (PUE).

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3. PRE-CONSTRUCTION REQUIREMENTS

Permitting Requirements

- **All work in right-of-way requires permits** per Chapter 96 - no work shall commence without valid permits
- Each contractor must obtain their own permit with required licensing, insurance, and bonding
- **No subcontractors may work under another entity's permit** - each must have individual permits
- **Permit Quantity Limitation:** The city reserves the right to limit permit quantity per contractor to ensure restoration keeps up with damage being done
- Permits may be submitted by an overarching entity only with written approval from the specific contractor performing the work
- **Moratorium roads require variance** to cut as outlined in Section 4

Pre-Approval Process

- All permit applications must be submitted to Development Services Engineering for pre-approval prior to submission to ROW permits for processing
- Permit information (such as start dates) may be updated during the ROW permit processing stage
- Allow adequate time for Engineering review before planned work commencement

Documentation Requirements

- **Survey123 Setup:** The city will work with major fiber companies to establish Survey123 tracking systems for project documentation. Companies with existing tracking departments may propose alternative systems subject to city approval
- Bore waste disposal location must be identified and provided with permit application
- **Zone/Phase Mapping:** Provide zone map clearly identifying work areas using company's naming conventions (zones, phases, etc.)
- **Contact List:** Maintain current contact list and update city when changes occur

City Resource Coordination Requirements

- **Vision View Map:** Companies must review city's Vision View Map system for water/sewer line information and road reconstruction schedules
- **Recent/Upcoming Road Reconstruction:** Check the Recent and Upcoming Road Reconstruction map when submitting permits to identify areas about to be restored and attempt to get ahead of new pavement
- **HOA Coordination:** Use city's HOA Directory and Vision View Map HOA layer for neighborhood notification requirements
- **Developer Coordination:** Reach out to developers on city contact list regarding coordination with current and future developments

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Public Notification Requirements

Timing: All notifications must be completed **2 weeks prior** to work commencement:

- Mail notifications to affected residents
- Door hanger distribution in work areas (follow-up notifications a few days before work begins recommended)
- Homeowners Association (HOA) coordination and notification
- **Yard Sign Notices:** Place yard signs in work areas to notify the public and identify which company is performing the work

Documentation: The city reserves the right to request documentation of outreach efforts.

Website Coordination: Companies must coordinate with the city to establish a dedicated webpage on the city's website for public concerns and project information. Specific webpage requirements will be developed collaboratively.

4. CONSTRUCTION REQUIREMENTS

Work Authorization

- Contractors are responsible for ensuring work does not begin until Traffic Control (TC) is properly in place
- Fiber infrastructure should be placed within designated Public Utility Easements (PUE) where available, or receive prior approval from the city for placement in the right-of-way per Chapter 96
- Work shall not extend onto private property without written permission from property owner
- Right-of-way crossings must be at 90-degree angles to roadway centerline

Vehicle and Permit Requirements

Vehicle Identification: All vehicles conducting fiber infrastructure work must display:

- Company name and contact information
- 24-hour monitored phone number
- Signage must be clearly visible and professionally produced

Permit Documentation: Current permit must be available on-site for inspection upon request

Traffic Control Plan Compliance

- Work must follow approved Traffic Control Plan (TCP)
- **Deviations from approved TCP:** Immediately notify city of any deviation and reason for change (typically safety concerns identified in field)
- Permanent changes to TCP require formal plan adjustment submission
- Contact city immediately for any concerns with permitted work area

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Infrastructure Placement

- **No permanent infrastructure may be placed in buffer zones** without advance city approval
- Permanent infrastructure (pedestals, cabinets, underground equipment, etc.) requires:
 - Written justification for placement request
 - Site layout drawings with highlighted placement areas
 - Advance approval from city
- **Unauthorized infrastructure placement will be relocated at contractor expense**

Road Crossings Under Moratorium - Coordination Requirements

When crossing a road that's under moratorium (less than 5 years old per Chapter 96), fiber companies must coordinate with other telecommunications providers to minimize future road cuts.

Variance Request Required: All moratorium road crossings require a variance request following Chapter 96 procedures with proper justification including:

- Identification of redesign efforts to minimize damage to moratorium roads
- Demonstration of efforts to reduce damage to existing roadway
- Prediction of number of potholes expected
- Assessment of existing road conditions including any cracks or damages where potholes could occur, or existing valves and manhole collars that can be removed

Mandatory Coordination Process:

- Contact all active fiber companies in Rio Rancho to determine interest in shared crossing infrastructure
- Provide 2-week notification period for other companies to respond
- Document all coordination efforts and responses

Coordination Outcomes:

- **If other companies decline participation:** Obtain written confirmation of non-interest from each company contacted
- **If other companies express interest:** Work collaboratively to:
 - Determine infrastructure requirements for all parties
 - Review and allocate costs fairly among participants
 - Install additional conduit capacity during single crossing event
 - Establish access agreements for future use
- **If coordination efforts fail:** Companies must exhaust all reasonable attempts to coordinate together. The city may request verification of these coordination efforts before approving individual crossing permits

Intent: Minimize future road cuts by consolidating multiple providers' infrastructure needs into single crossing events, reducing long-term impacts to city roadways and traffic.

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Field Operations Standards

- **Construction Equipment Storage:** Construction equipment (backhoes, excavators, etc.) storage in right-of-way is prohibited without approval
- **Marker Ball Protection:** Do not remove utility marker balls when pulled up during work; if removed, marker balls shall be replaced
- **Professional Conduct:** Maintain proper field etiquette when interacting with public and city personnel
- **Steel Plate Requirements:** Areas must be restored the same day - steel plates are required when same-day restoration is not possible

Bore Waste Management Requirements

- **New Contractors:** Identify bore waste drying locations when new subcontractors begin work
- **Location Updates:** Notify city of any changes in bore waste disposal sites

Complaint Management Requirements

- **Citizen Complaint Plan:** Provide detailed plan for handling citizen complaints including:
 - Website and phone number for citizen contact
 - Commitment statement regarding complaint handling procedures
 - Response time commitments

Monthly Coordination Requirements

- **Monthly Updates:** Review city's Public Works monthly email updates for potential project conflicts
 - **Contact List Updates:** Provide updated contact lists with appropriate contact groups when changes occur
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5. DOCUMENTATION AND REPORTING

Daily Reporting Requirements

- **Daily Street Sheet:** Provide daily report to city of all streets where work is being performed

Survey123 Requirements

Photo Documentation (minimum requirements):

- Photo after pothole excavation or any damage to existing infrastructure including sidewalk and driveways
- Photo of completed restoration work
- Final restoration photo showing completed work area
- Photos must clearly show work area and restoration quality

Incident Reporting

- **Utility Hits:** Notify emergency contacts and prioritize safety first
- **Follow PRC requirements** and notify proper authorities in case of emergency
- **City Notification:** Contact city within **2 hours** of any utility hit or damage incident with text chain
- Follow all safety protocols and emergency procedures
- **Bi-weekly Hit Tracker:** Submit comprehensive utility hit tracking report every two weeks covering both private and public infrastructure damage

Permit Tracking Requirements

Submit comprehensive permit tracking spreadsheet including:

- City permit numbers
- Contractor information
- Project dates (submitted, approved, started, completed)
- Current status of all permits
- **Prioritized Permit List:** While not required, providing a prioritized list significantly helps city staff process urgent requests efficiently

Coordination and Communication

- **Bi-weekly Meetings:** It is recommended that companies schedule bi-weekly meetings with the city to:
 - Provide agenda prior to the meeting
 - Keep all parties informed of project progress
 - Address issues as they arise
 - Provide direct communication avenue with city staff
 - Review hit tracker data and damage trends

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Permit Tracking and Completion

- Fiber companies are responsible for tracking all permits (past and present)
 - Companies must self-identify when restoration work is complete to their understanding
 - Update tracking system and notify city for verification inspection
 - Provide close out package to include the permit #, map, and pictures/documentation of all completed restoration
 - City will verify completion before permit closure
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6. RESTORATION STANDARDS

Restoration Notification Requirements

- **Advance notice per Chapter 96 timeframes** required for all restoration work including:
 - Concrete restoration
 - Asphalt restoration
 - Any permanent repair work

General Requirements

- All restoration work must comply with Chapter 96 requirements
- Follow City Standard Detail PP-01 for pothole restoration
- **Pothole Backfill:** Use flowable fill only for pothole restoration
- All work areas must be restored to pre-construction condition or better and must be replaced like for like

Material and Testing Requirements

- **City Approved Materials:** All restoration materials must be city-approved mixes/materials
- **No Cold Patch:** Cold patch materials are prohibited for restoration work
- **Testing Requirements:** All restoration materials must undergo testing to verify compliance with city standards

Quality Assurance

- Restoration work subject to city inspection and approval
 - Work must meet all applicable city standards and specifications
 - Warranty period as specified in Chapter 96
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7. ENFORCEMENT

Compliance Monitoring

- Regular inspections will be conducted to ensure policy compliance
- Non-compliance may result in work stoppage or permit suspension
- Violations subject to fines and penalties per Chapter 96

Authority

- This policy is enforced under authority of Chapter 96
- City reserves right to modify requirements based on field conditions and public safety needs

Document Prepared By:

Date: July 18, 2025

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