Utility ROW Request Manual using the ROW Permitting Application Portal

Charlotte Department of Transportation’s Right of Way Section
### Version History:

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Changes</th>
<th>Author</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>06/29/2022</td>
<td>Publication</td>
<td>Javier Solis</td>
</tr>
</tbody>
</table>
I. Create New User and Log In


![ROW Permitting Application Portal](image1)

*Figure 1*

B. First time users will need to sign up and create a profile. Keep in mind that the information provided will be used to contact you for all follow up comments and/or questions with regards to your request.

C. All users, please allow emails from the following Sender: svcwamnotifier@ci.charlotte.nc.us. All communication from the portal will come from this email address.

D. Once all the fields are filled in, click “Register” for profile submittal.

![Apply for a login](image2)

*Figure 2*
II. Homepage

A. After logging in to the ROW Permitting Application Portal, users will be able to see a tabulated list of all their Incomplete, Submitted, and Closed Permits. Users can click each one of the three categories and view the tabulated list.
   1. Incomplete: The Incomplete tab will keep the list of all the permits that have not yet been submitted. They will remain here until they have been submitted or deleted.
   2. Submitted: The Submitted tab will keep the list of all the permits that have been submitted.
   3. Closed: The Closed tab will list all the permits that have been closed out by a CDOT.

B. From this page, users will be able to navigate to other links and tools provided by the portal, located along the header.

C. Clicking the bell icon reveals the Message Board, which is available for general announcements related to ROW Permitting.

D. Clicking on your username on the top right corner will reveal access into your account settings, and the option to logoff and end your session.
III. Starting a New Permit Application

A. Clicking “Create New Permit Application” will start a new permit request for the Right of Way Section to review. All available permit types offered within the City’s Rights-of-Way will be listed.

![Image of Permit Application Portal]

**Figure 5**

B. For this manual, we will focus on the Utility Right of Way Permit Application. Select “Utility Right of Way Permit” and click “Begin Application”.

C. Users will be presented with pop up text window that is needed to understand the permitting requirements during, and beyond the application process. This text is subject to change at any time.

![Image of Permit Application Help]

**Figure 6**
IV. Main Section

A. The first section will ask users to type in the name of the Project or a common name for the Permit being requested. A specific utility oriented, unique identifier will be available later in the application for the Utility Company to use.

![Figure 7](image)

B. Fill in the address to the area of interest in which the work is being performed. At this time, the portal can only take in one single point or address. For proposed utility installations that have long horizontal builds, choose either the start or ending address. For proposed utility installations with multiple point locations, choose anyone of the addresses in the build.
After filling in and selecting an address from the drop-down menu, the map to the right will zoom in and place a blue marker to indicate that this is a valid location. This is needed to help our plan reviewers select the adjacent street segments when processing the permit internally through Cityworks.
V. People Section

A. The next section will ask for the People associated to the Utility Right of Way Permit. Specifically, these are the names that will be on the printed permit and are the points of contact when construction begins. There are four slots available to fill, however only three are required at this point in the application.

B. The People associated to the permit will need their name, phone number, and email address. Here’s a list of how each one should be filled in:

1. Utility Company Contact: Use this field to fill in the Company Contact in charge of construction on site.
2. Utility Applicant: Use this field to fill in the Utility Applicant in charge of design build revisions and coordination.
3. Contractor Company #1: Use this field to fill in the Contractor Company in charge of performing the work on site.
4. Contractor Company #2: Use this field to fill in and additional Contractor or Sub-Contractor assisting the work on site (if applicable).

C. If your proposed work and permit has yet to determine a Contractor (e.g. Delayed Permit Process), fill in “N/A” as the Name, phone number, and email. Fields in red are required, and the system needs to intake a value, however once a Contractor has been determined, contact CDOT plan reviewer for the changes to make the necessary correction prior to printing the Permit.
### Application: Utility Right of Way Permit

#### Step 2 of 5

<table>
<thead>
<tr>
<th>Main</th>
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<tr>
<td>People</td>
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**Utility Company Contact**

<table>
<thead>
<tr>
<th>Name</th>
<th>Address Line1</th>
<th>City Name</th>
<th>State</th>
<th>Zip Code</th>
<th>Preferred Phone</th>
<th>Alternate Phone</th>
<th>Email</th>
<th>Comment</th>
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**Utility Applicant**

<table>
<thead>
<tr>
<th>Name</th>
<th>Address Line1</th>
<th>City Name</th>
<th>State</th>
<th>Zip Code</th>
<th>Preferred Phone</th>
<th>Alternate Phone</th>
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**Contractor Company #1 / Developer**

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<tr>
<th>Name</th>
<th>Address Line1</th>
<th>City Name</th>
<th>State</th>
<th>Zip Code</th>
<th>Preferred Phone</th>
<th>Alternate Phone</th>
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**Contractor Company #2**

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<tr>
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<th>City Name</th>
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<th>Zip Code</th>
<th>Preferred Phone</th>
<th>Alternate Phone</th>
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**Contractor Company #3**

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<tr>
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Figure 10
VI. **Certified Excavator Section**

A. The next section is for the Certified Excavator. Click on “Select Certified Excavator(s)” and search from the drop-down list then name of the qualified contractor that will be on site and responsible for the digging of street infrastructure, including road, curb & gutter, and sidewalk; made up of both asphalt and/or concrete. If your name is not on this list, you will need to contact the Street Maintenance Division to get certified and be allowed to dig (SMD Homepage).

![Figure 11](image11.png)

![Figure 12](image12.png)
VII. Case Data Section

A. The next section is the Case Data, and this is where you will add the details of your proposed utility installation.

B. External Project ID: Unique Name or Number identification used by the Utility Company

C. Work Type: Utility ROW Permit or Delayed ROW Permit (Charlotte Water Only)

D. Proposed Start Date: This the requested workday for construction to begin. CDOT reserves the right to modify this date until all permit criteria has been met.

E. Work Description: This is a complete description of the work you will be doing in the Right of Way. Included the materials and the quantity used, including any poles, manholes, handholes, boxes, vaults, etc.

F. Location Description: This is the description of where the work is located. For longer builds, included a list of all the street segments impacted.

G. Utility Company: From the drop-down menu, select your utility company, or the utility company you are performing the work on their behalf.
Figure 14

I. Installation Method – Choose At Least One: Trenching, Boring, Plowing, Aerial Work, or Other

J. Signal Affected? – Choose Yes or No. Will any portion of the traffic signal installation be affected, including lights, support wires, anchors, poles, wires, cables, controllers, power, etc.

K. Street Closure Required? – Choose Yes or No. If yes, a detour plan must be submitted when closing an entire street. CDOT is required to publish a proposed street closure 10 days in advance of the closure date.

L. CATS Rights of Way? – Choose Yes or No. If yes, CATS will need to be consulted during review. Rail Safety Training is required for all workers involved in the CATS ROW.

M. Metered On Street Parking Affected? – Choose Yes or No. Blocking parking meters may result in compensation being paid to the City for lost revenue. There will be a few charged for the removal and resetting of any parking meters that are directly in the construction work area.

N. Service Drops/Handholes/Vaults/Manholes? Include the total number of infrastructure proposed within the ROW.
<table>
<thead>
<tr>
<th>Question</th>
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<tbody>
<tr>
<td>P. Underground Material Being Installed – Select Values from Drop Down Menu</td>
</tr>
<tr>
<td>Q. Additional Underground Material Being Installed (1 &amp; 2) - Select Values from Drop Down Menu</td>
</tr>
<tr>
<td>R. Underground Total Length of Running Line – Insert value for total length of running line</td>
</tr>
<tr>
<td>S. Above Ground Material Being Installed – Select Values from Drop Down Menu</td>
</tr>
<tr>
<td>T. Above Ground Total Length of Running Line– Insert value for total length of running line</td>
</tr>
<tr>
<td>U. Small Wireless Facility? Choose Yes or No. Choose Yes if this proposed facility for small cell wireless antennas (commonly known as 4G &amp; 5G).</td>
</tr>
<tr>
<td>V. Number of Small Wireless Facility Poles – Insert value for proposed pole(s) facilitating small cell wireless antennas.</td>
</tr>
</tbody>
</table>
VIII. Payment Section and Submittal

A. The last section is the Payment portion of the public portal, which will reveal if there are any fees associated with the Utility ROW Permit. Submitted Permits will remain open during the duration of the approved construction dates, and after if anything was added, such as citations (There are no associated fees at this time for Utility ROW Permits, therefore click “Submit” and your application has been submitted!).

![Payment Table]

Figure 16

B. As soon as the user clicks “Submit”, users will be presented with another pop-up text window that is needed to understand the permitting requirements beyond the application process. This text is subject to change at any time. Users must accept to get the permit process in the queue, otherwise it will not be submitted.

![Terms and Conditions]

Figure 17
C. After clicking “Accept” users will be presented with a summary page of what was submitted. An Automatic Email will be sent with a reminder that your permit was submitted, including your permit number, and the next steps to send in your plans.

D. All users, please allow emails from the following Sender: svcwamnotifier@ci.charlotte.nc.us. All communication from the portal will come from this email address.

E. The summary page includes dates that are important aspects of the recently submitted permit.
   1. The “Created” date is the date that the application was entered.
   2. The “Expires” date is the date that the permit is valid for. This value can change internally by CDOT, and it will be adjusted accordingly to grant applicants how long they can work.
   3. The “Proposed Start Date” is the date granted to the applicant to begin working.
   4. Note: This Summary Configuration and the Dates illustrated in this manner is the default template for Cityworks, which manages all permitting programs in the ROW. For a better representation of Start and Stop Dates, refer to you issued Permit and/or contact the CDOT Plan Reviewer or CDOT Inspector.

Figure 18
F. Citations will be listed by going back to the Homepage and clicking on each “Submitted” Permit and scrolling to the bottom of the page.

![Payments Table]

Figure 19

G. Violations will be listed, along with the Ordinance Description and the date they were issued. Payments received will also be listed, along with their paid value. Please communicate your CDOT Inspector on the Permit for Violations Resolutions and/or Citations Explanations.

H. (Reserved for Payment Portal)