

# City of Wilmington Department of Public Works



## Roadway Cut Management System Online Permitting

### User Guide

March 2009

Prepared by



**CH2MHILL**

and

**CDM**

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# 1 Introduction

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In April 2007, the City of Wilmington amended Chapter 42 of the City Code, Right-of-Way Management, and adopted the Underground Facilities Coordination Manual in an attempt to increase the service life of the City's pavement network. This amendment, enacted through Ordinance 07-002, requires all contractors and public utility agencies to obtain a Roadway Cut Permit from the Department of Public Works (DPW) in advance of performing an excavation within a City-owned street.

The overall goals of this new permitting process are:

1. To preserve the original investment of the street and roadway systems,
2. To minimize the disruption and maximize the safety to the traveling public caused by construction, and
3. To reduce future maintenance problems.

In addition to the new Roadway Cut Permit, the DPW will continue to require a Street Closing Permit for any work within the Right-of-Way that results in a lane closure or otherwise impedes traffic in any way. In the past, street closing permits were issued by the Transportation Division of the DPW. This paper-based process is no longer in use. All customers requiring a Street Closing Permit must either apply online using the permitting website or apply in person at the DPW main office:

6th Floor  
800 North French Street  
Wilmington, DE 19801

Link to Online Permitting System Website:

<http://cityroadwaypermit.wilmingtonde.gov/sites/permit/public/default.aspx>

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## 2 Permit Types and Fees

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### 2.1 Roadway Cut Permit

A Roadway Cut Permit is required any time a city-owned street is cut into, whether it is for utility maintenance, repairs, or emergencies. Specifically, it is required when the proposed cut is within the street itself (curb to curb). If a cut is in the sidewalk only, a Roadway Cut Permit is not required. However, if the cut extends from the sidewalk into the street, a Roadway Cut Permit is required.

NOTE: If approved, the Roadway Cut Permit will include approval to close the street. The applicant will NOT need to submit a separate application for a Street Closing Permit.

#### 2.1.1 Exceptions

There are several instances where a Roadway Cut Permit is not required, including when:

1. The work is on a State-maintained road (in this case a permit must be obtained from DelDOT directly)
2. The excavator is working on behalf of the DPW on City-owned utilities
3. The utility is required by the city to relocate its facilities
4. The work is part of a transportation improvement project funded by federal, state, or local governments

However, the City does require notification of these projects. For notification, please use the Notification feature that is available through this site.

#### 2.1.2 Fee Structure

There is a \$35 administration fee plus \$150 for the first 200 square yards. For excavations greater than 200 square yards, the fee will increase by \$100 for each additional 100 square yards.

INCENTIVE: If approved coring technology is used, only the \$35 administration fee applies. For more information about this technology, go to “City Approved Coring Technology” under Links.

#### 2.1.3 Emergencies

A utility may conduct an emergency excavation without first obtaining a Roadway Cut Permit if the work is necessary for the preservation of life, health, or property or for the restoration of interrupted service. In the case of an emergency, the utility must notify the City within 24 hours using the Notification feature that is available through this site. If preferred, the utility may also notify the City by calling 302-576-3071 or emailing [RCMS@WilmingtonDE.gov](mailto:RCMS@WilmingtonDE.gov). If calling outside

regular business hours, please leave a detailed message. The utility will then have 3 business days to apply for the permit that would otherwise have been necessary for the activity.

## 2.2 Street Closing Permit

A Street Closing Permit is required any time a city-owned street is partially or fully closed to pedestrian or vehicular traffic.

### 2.2.1 Exceptions

There are several instances where a Street Closing Permit is not required, including when:

1. The work is on a State-maintained road (in this case a permit must be obtained from DeIDOT directly)
2. The excavator is working for the DPW on City-owned utilities
3. The utility is required by the city to relocate its facilities
4. The work is part of a transportation improvement project funded by federal, state, or local governments

However, the City does require notification of these projects. For notification, please use the Notification feature that is available through this site.

### 2.2.2 Fee Structure

There is no fee associated with Street Closing permits at this time. The City reserves the right to begin charging a fee for these permits if deemed appropriate in the future.

### 2.2.3 Emergencies

A utility may conduct an emergency excavation without first obtaining a Street Closing Permit if the work is necessary for the preservation of life, health, or property or for the restoration of interrupted service. In the case of an emergency, the utility must notify the City within 24 hours using the Notification feature that is available through this site. If preferred, the utility may also notify the City by calling 302-576-3071 or emailing [RCMS@WilmingtonDE.gov](mailto:RCMS@WilmingtonDE.gov). If calling outside regular business hours, please leave a detailed message. The utility will then have 3 business days to apply for the permit that would otherwise have been necessary for the activity.

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# 3 Overview of Application Process

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## 3.1 Roadway Cut Permit

The roadway cut application process will consist of the following steps:

1. Sign in to your account (or request an account if you haven't already done so)
2. Complete permit application online
  - a. Enter work location
  - b. Provide details about the work
  - c. Upload supporting required documents
  - d. Save permit as "Draft."
3. Make additional edits (if necessary)
4. Submit permit application
5. Receive confirmation email that application has been submitted
6. Receive invoice via email within two business days (if application is approved)
7. Pay permit fee (in person at City cashier)
8. Receive issued permit via email (permit will be valid for 90 days from date issued)
9. Request inspection at least two business days before street restoration is scheduled
10. Complete restoration to the DPW's satisfaction (may require multiple field inspections)

## 3.2 Street Closing Permit

The street closing application process will consist of the following steps:

1. Sign in to your account (or request an account if you haven't already done so)
2. Complete permit application online
  - a. Enter work location
  - b. Provide details about the work
  - c. Upload supporting required documents
  - d. Save permit as "Draft."
3. Make additional edits (if necessary)
4. Submit permit application
5. Receive confirmation email that application has been submitted
6. Receive issued permit via email if application is approved (permit will be valid for 90 days from date issued)

### 3.3 Notify City of Work in Right-of-Way

The street closing application process will consist of the following steps:

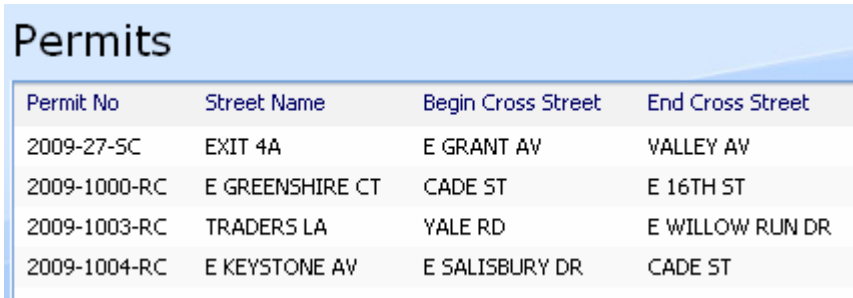
1. Sign in to your account (or request an account if you haven't already done so)
2. Complete notification online
  - a. Enter work location
  - b. Provide details about the work
  - c. Upload any supporting documents
  - d. Submit
3. Receive confirmation email that notification has been submitted

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# 4 Search for Permits

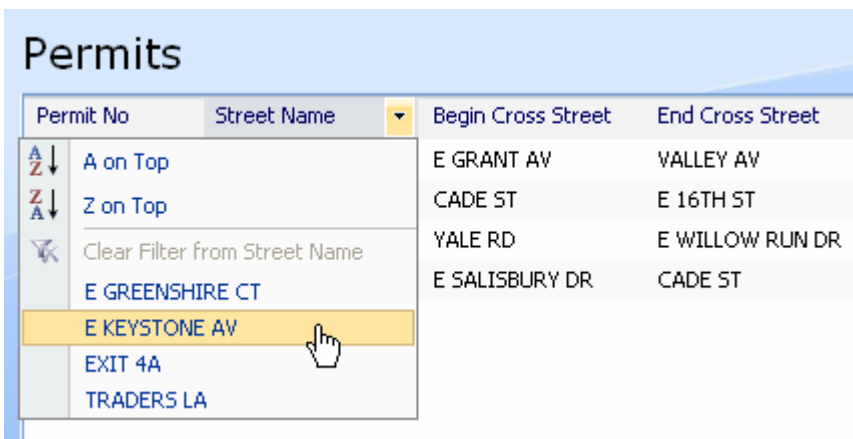
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1. On the home page, click “Search Permits” under Online Services in the Navigation bar.



Permit No	Street Name	Begin Cross Street	End Cross Street
2009-27-5C	EXIT 4A	E GRANT AV	VALLEY AV
2009-1000-RC	E GREENSHIRE CT	CADE ST	E 16TH ST
2009-1003-RC	TRADERS LA	YALE RD	E WILLOW RUN DR
2009-1004-RC	E KEYSTONE AV	E SALISBURY DR	CADE ST

2. Filter the list to show only the permits you are interested in. You can do this by clicking the drop-down arrow that appears when you hover your mouse over a field name. In the example below, click on the Street Name field and choose E Keystone Av to see only the permits on Keystone Av.



Permit No	Street Name	Begin Cross Street	End Cross Street
	A on Top	E GRANT AV	VALLEY AV
	Z on Top	CADE ST	E 16TH ST
	Clear Filter from Street Name	YALE RD	E WILLOW RUN DR
	E GREENSHIRE CT	E SALISBURY DR	CADE ST
	E KEYSTONE AV		
	EXIT 4A		
	TRADERS LA		

3. Repeat step 2 to specify additional filter criteria such as work start date, work end date, etc.

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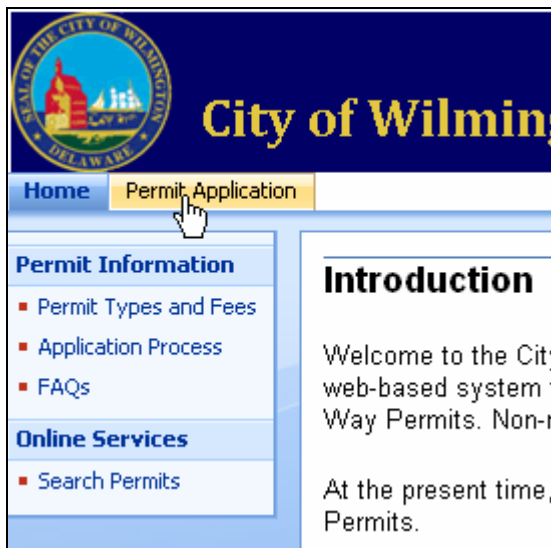
## 5 Access the Permit Application Website

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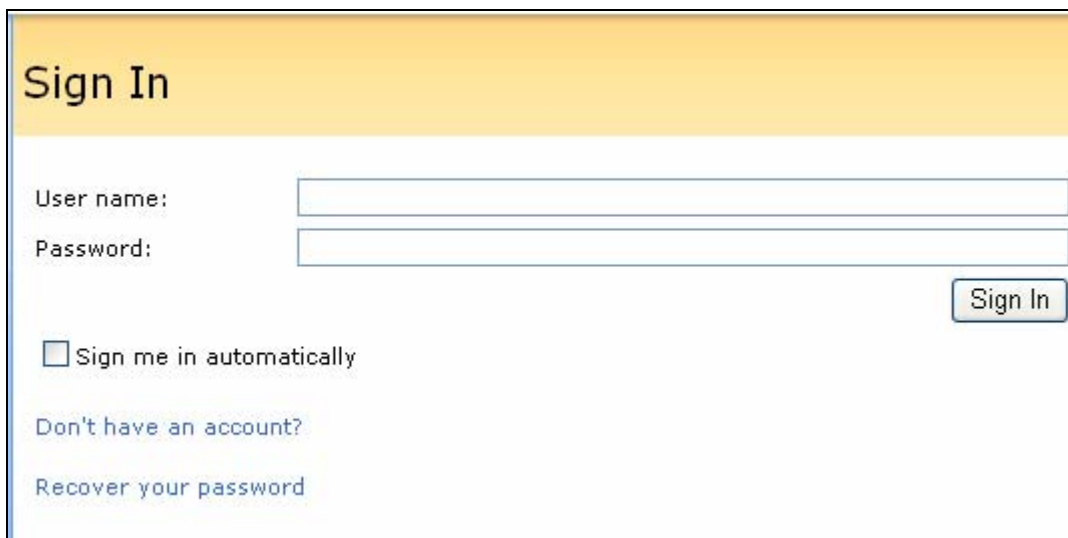
Scroll over to the upper-right corner of the website to see the “Sign In” button.



Alternatively, you can just click on the Permit Application tab to display the Sign In page.



Enter your User name and Password to gain access to the site or refer to the next section to learn how to create a new account.

A screenshot of the "Sign In" page. The page has a yellow header with the text "Sign In". Below the header are two input fields: "User name:" and "Password:". To the right of the "Password:" field is a "Sign In" button. Below the input fields is a checkbox labeled "Sign me in automatically". At the bottom of the page, there are two links: "Don't have an account?" and "Recover your password".

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## 6 Register for a User Account

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First time users will need to register for a user account. On the Sign In page click on the “[Don't have an account?](#)” link. This will bring you to an account registration page where you can enter the required information.

### Create Your User ID

First Name:

Last Name:

User ID:

Password:

Re-Type Password:

Email:

Note: the permit approval process may be delayed if a valid email is not entered

### Company Information

Company:

Phone:

Address:

City:

State:  ▼

Zip:

Click on “Submit Request.” A confirmation email will be sent to the email address you provided. The DPW will review your request within 1-2 business days. You will receive another email notification once your account has been activated.

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# 7 Apply for a Roadway Cut Permit

1. Click “Apply for Roadway Cut Permit” under Online Services in the Navigation bar.
2. Read the introductory text carefully to ensure that your project requires a permit.

**Roadway Cut Permit Application**

Complete this permit application only if your project meets the following criteria:

1. It is within the Wilmington City Limits **AND**
2. It is on a City-owned street (as opposed to a State-owned street)

If you are not sure whether your project meets these criteria, please [click here](#) to view a map of the City that shows the City boundary and street ownership information.

If you have determined that your project is outside the City of Wilmington, you **DO NOT** need a Roadway Cut permit.

If you have determined that your project is on a State-owned street, you **DO NOT** need a Roadway Cut permit. However, you must notify the City of this work by completing a [project notification form](#). **You will also need to file for a permit through DeIDOT directly.**

**Enter Location Information**

Street Name

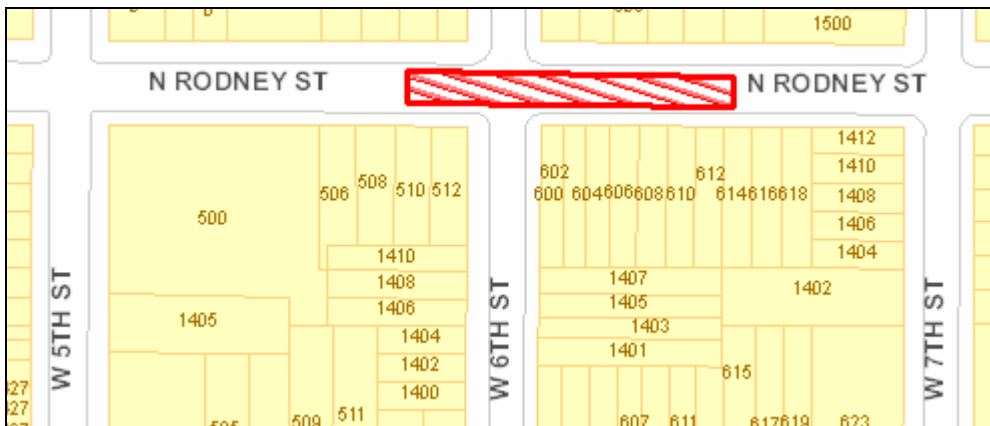
Begin Cross Street

End Cross Street

[Next >](#)

3. The location information will be entered next. The purpose of this step is to capture the location at the street block level only (You will be able to enter individual home addresses on the next screen).

All work must take place **BETWEEN** the two cross streets. For example, if your excavation is here:



You would enter:

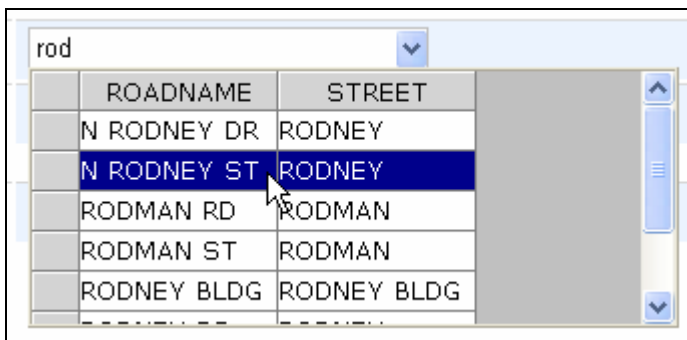
Street Name = Rodney

Begin Cross Street = 5th

End Cross Street = 7th

Even though 6<sup>th</sup> St is closer to the beginning of the excavation, you must enter 5<sup>th</sup> St so that the DPW knows that work is occurring on BOTH blocks of Rodney St.

To enter each street name, simply start typing the name and then the matching streets will be displayed. For example, for N Rodney St type in “rod” and then choose the correct street from the pop-up list. **NOTE: Do not include the street direction or street type when typing the name. You must only include the street name itself.**



You must then verify each intersection before you can continue. The system will compare the streets you entered to the City’s Geographic Information System (GIS) to determine two things: that each intersection is valid (i.e., the two streets actually do intersect) and that at least one of the intersections is within the Wilmington City Limits. If part of your project is outside the City, you will also need to obtain a permit from DeIDOT.

To verify the first intersection, click “Verify location” under Begin Cross Street. To verify the second intersection, click “Verify location” under End Cross Street.

**Enter Location Information**

**Street Name**

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**Begin Cross Street**

---

**End Cross Street**

Once both intersections have been verified, click Next > in the bottom right of the screen.

The image shows a screenshot of a web form with three dropdown menus for street addresses. The first dropdown menu is labeled 'N RODNEY ST', the second is 'W 5TH ST', and the third is 'W 7TH ST'. Each dropdown menu has a small blue arrow pointing downwards. In the bottom right corner of the form, there is a button labeled 'Next >' with a hand cursor pointing to it.

**NOTE: If your project includes excavations on two or more different streets, a separate permit is required for EACH of them.**

4. Complete all applicable fields with the appropriate information about your project. If information is missing, this could delay the approval of your permit.

**Description of each field:**

Address(es) – Enter one or more specific addresses along the street you will be working on. This field is for your own tracking purposes and is not required by the DPW. **NOTE: you do not require a separate permit for each address as long as they are all located on the same street.**

Type of Work Being Performed – Most projects will fall under one of these three types:

- New Utility Installation
- New Customer Service Line
- Utility Line Maintenance/Repair

If your project does not fit any of these descriptions, please choose “Specify your own value” and then type in a brief description in the textbox provided.

Is this permit for emergency work that has already been completed? – If yes, you may enter Work Start/End Dates (next fields) that are in the past.

Work Start Date – The date the project is scheduled to begin. Please specify a date even if it is approximate or tentative. This will help the DPW determine if there are other projects or special events in the area that may conflict.

Work End Date – The date the project is anticipated to be completed. Once issued, the permit will be valid for 90 days. If your project is expected to take longer than 90 days, you must indicate this on your application using the “Comments/Special Instructions” field. The DPW may allow an exception to be made for your project if the reasons provided are reasonable. **NOTE: If you do not request a longer term permit in advance, you will be required to apply and pay for a new permit after the first one expires.**

Excavation Length/Width – The length/width of the excavation in feet. If you are planning to make multiple cuts, you must enter the TOTAL length and TOTAL width for all cuts so that a total excavation area can be calculated. The excavation area is directly related to your permit fee so please make sure the values entered are correct.

Will approved coring technology be used? If yes, your permit fee will be \$35 only. For more information, click “Permit Types and Fees” under Permit Information in the Navigation bar.

Will your excavation extend past the curb into the sidewalk? If yes, the DPW will notify Licenses and Inspections (L&I) when your permit is issued. You will not have to contact them yourself.

Existing Surface/Curb Materials – Choose from the drop-down lists provided.

Estimated Construction Budget – Enter the approximate cost of your project. This is used to determine the level of bonding and insurance required.

Traffic Control Plan – Most projects will use either the DelDOT Case #15B or 20. (For more information on these two cases, refer to the Underground Facilities Coordination Manual available under “Useful Links” on the homepage.) If your project requires a full road closure, please indicate this. The DPW will then notify Public Safety who will determine if a police officer is required to be onsite.

Vehicle Traffic Closing Begin/End Dates/Times – Enter the dates/times that the street will be closed to vehicular traffic. For example, if your project requires the street to be closed 24 hours a day for several days, just enter the start/end dates and leave the time fields empty. However, if the street will only be closed during working hours but will be open the rest of the day, please enter the start/end times as well (e.g., 7am – 4pm).

Pedestrian Traffic Closing Begin/End Dates/Times – Enter the dates/times that the sidewalk will be closed. For example, if your project requires the sidewalk to be closed 24 hours a day for several days, just enter the start/end dates and leave the time fields empty. However, if the sidewalk will only be closed during working hours but will be open the rest of the day, please enter the start/end times as well (e.g., 7am – 4pm).

Crane Weight, Length, Width, etc. – If your project will be utilizing a crane, enter the crane details in the fields provided.

Field Contact Name – Enter the first and last name of the supervisor expected to be onsite during the project.

Field Contact Cell Phone – Enter the cell phone number of the supervisor expected to be onsite during the project.

Email address for all permit-related communication – This person will be CC-ed on all email confirmations and notifications. If blank, only the user completing the application will be contacted.

Comments/Special Instructions – Enter any additional information that you feel is relevant. For example, if your project is expected to take longer than 90 days to complete, you must request and provide justification for a longer-term permit.

Internal Tracking Number – This field has been provided for your own tracking purposes and is not required by the DPW.

5. Now you must attach all required supporting documents including:

Proof of Insurance - Property damage liability insurance in the amount of \$1 million with the city listed as an additional insured endorsement and provide it with your application.

Proof of Bonding – Cash deposit, bond, or letter of credit in the amount of the estimated construction costs of the project.


Construction Plan – Map in a scale that clearly depicts the proposed project location along with the dimensions of the proposed excavation.

Pavement Restoration plan – Pavement restoration details. To review the City requirements, please see the Underground Facilities Coordination Manual.

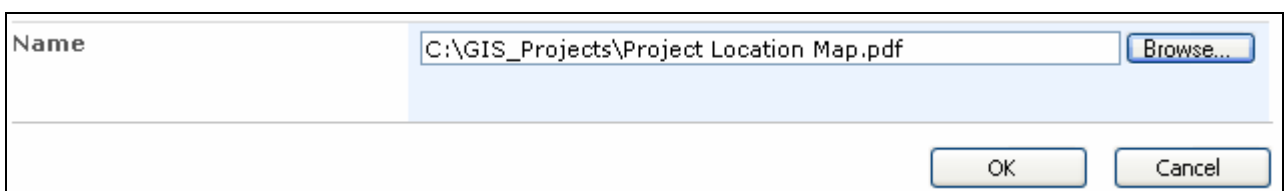
Maintenance of Traffic (MOT) Plan – Traffic control details that will be used. For most projects, the City requires the use of either DeIDOT Case 15B or 20.

Public Notification Letter – The letter that was used (or will be used) to notify affected residents of your upcoming project.

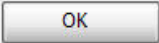
**NOTE: If you do not have all the required documents at this time, you will be able to save the application as a draft and then add the attachments before actually submitting it to the DPW. For more information, refer to the section in this guide on Editing a Permit.**


To attach the supporting documents, click “Attach File” (located at the top of the application form).  [Attach File](#)

Click the browse button to locate the file you would like to attach. Most file types are acceptable except .exe files or other commonly blocked file types.



Name	C:\GIS_Projects\Project Location Map.pdf	Browse...
		OK Cancel

Click  to attach the file. It will now be listed at the bottom of the form next to “Attachments.”

**Attachments** C:\GIS\_Projects\Project Location Map.pdf  [Delete](#)

Repeat this step for each of the remaining attachments.

**NOTE: Please try to include the “requirement” in the file name. E.g., Bond.pdf, Insurance.pdf, etc. This is greatly appreciated by the DPW as it will help to streamline the review of your application.**

6. Once all attachments have been added, click the OK button to save your application. The permit status will be “Draft.”

**NOTE: YOU ARE NOT FINISHED – YOU STILL NEED TO SUBMIT YOUR APPLICATION BEFORE IT CAN BE REVIEWED.**

7. The draft permit will now appear in the list when you click “My Permits” under Permit Status in the Navigation bar. If necessary, you can make additional edits to your application before actually submitting it to the DPW for review. For more information, refer to the section in this guide on Editing a Permit.
8. Refer to the section “Submitting a Permit Application” for information on how to submit your permit application.

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## 8 Apply for a Street Closing Permit

1. Click “Apply for Street Closing Permit” under Online Services in the Navigation bar.
2. Read the introductory text carefully to ensure that your project requires a permit.

### Street Closing Permit Application

Complete this permit application only if your project is within the Wilmington City Limits.

If you are not sure, please [click here](#) to view a map that shows the City boundary.

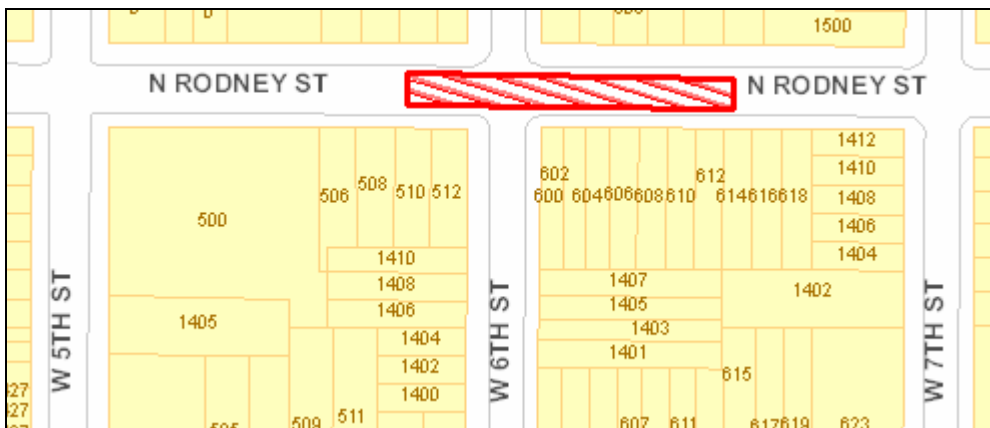
If you have determined that your project is outside the City of Wilmington, you **DO NOT** need a Street Closing permit.

#### Enter Location Information

Street Name	<input type="text"/>
Begin Cross Street	<input type="text"/>
<input type="button" value="Verify location"/>	
End Cross Street	<input type="text"/>
<input type="button" value="Verify location"/>	

3. The location information will be entered next. The purpose of this step is to capture the location at the street block level only (You will be able to enter individual home addresses on the next screen).

All work must take place **BETWEEN** the two cross streets. For example, if your excavation is here:



You would enter:

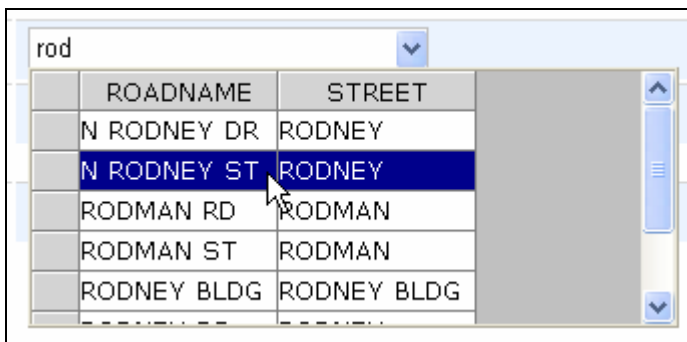
Street Name = Rodney

Begin Cross Street = 5th

End Cross Street = 7th

Even though 6<sup>th</sup> St is closer to the beginning of the excavation, you must enter 5<sup>th</sup> St so that the DPW knows that work is occurring on BOTH blocks of Rodney St.

To enter each street name, simply start typing the name and then the matching streets will be displayed. For example, for N Rodney St type in “rod” and then choose the correct street from the pop-up list. **NOTE: Do not include the street direction or street type when typing the name. You must only include the street name itself.**



You must then verify each intersection before you can continue. The system will compare the streets you entered to the City’s Geographic Information System (GIS) to determine two things: that each intersection is valid (i.e., the two streets actually do intersect) and that at least one of the intersections is within the Wilmington City Limits. If part of your project is outside the City, you will also need to obtain a permit from DeIDOT.

To verify the first intersection, click “Verify location” under Begin Cross Street. To verify the second intersection, click “Verify location” under End Cross Street.

**Enter Location Information**

**Street Name**

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**Begin Cross Street**

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**End Cross Street**

Once both intersections have been verified, click Next > in the bottom right of the screen.

The screenshot shows a web form with three dropdown menus for street addresses. The first menu is labeled 'N RODNEY ST', the second 'W 5TH ST', and the third 'W 7TH ST'. Each menu has a small blue downward arrow on the right side. In the bottom right corner of the form, there is a button labeled 'Next >' with a hand cursor pointing to it.

**NOTE: If your project includes excavations on two or more different streets, a separate permit is required for EACH of them.**

4. Complete all applicable fields with the appropriate information about your project. If information is missing, this could delay the approval of your permit.

**Description of each field:**

Address(es) – Enter one or more specific addresses along the street you will be working on. This field is for your own tracking purposes and is not required by the DPW. **NOTE: you do not require a separate permit for each address as long as they are all located on the same street.**

Is this permit for emergency work that has already been completed? – If yes, you may enter Work Start/End Dates (next fields) that are in the past.

Work Start Date – The date the project is scheduled to begin. Please specify a date even if it is approximate or tentative. This will help the DPW determine if there are other projects or special events in the area that may conflict.

Work End Date – The date the project is anticipated to be completed. Once issued, the permit will be valid for 90 days. If your project is expected to take longer than 90 days, you must indicate this on your application using the “Comments/Special Instructions” field. The DPW may allow an exception to be made for your project if the reasons provided are reasonable. **NOTE: If you do not request a longer term permit in advance, you will be required to apply and pay for a new permit after the first one expires.**

Road Closure Purpose – Most projects will fall under one of these four types:

- Overhead Utility Work
- Sidewalk Work
- Temporary Dumpster
- Boring Under Street

If your project does not fit any of these descriptions, please choose “Specify your own value” and then type in a brief description in the textbox provided.

**NOTE: If “Sidewalk Work” is specified, the DPW will notify Licenses and Inspections (L&I) when your permit is issued. You will not have to contact them yourself.**

Traffic Control Plan – Most projects will use either the DelDOT Case #15B or 20. (For more information on these two cases, refer to the Underground Facilities Coordination Manual available under “Useful Links” on the homepage.) If your project requires a full road closure, please indicate this. The DPW will then notify Public Safety who will determine if a police officer is required to be onsite.

Vehicle Traffic Closing Begin/End Dates/Times – Enter the dates/times that the street will be closed to vehicular traffic. For example, if your project requires the street to be closed 24 hours a day for several days, just enter the start/end dates and leave the time fields empty. However, if the street will only be closed during working hours but will be open the rest of the day, please enter the start/end times as well (e.g., 7am – 4pm).

Pedestrian Traffic Closing Begin/End Dates/Times – Enter the dates/times that the sidewalk will be closed. For example, if your project requires the sidewalk to be closed 24 hours a day for several days, just enter the start/end dates and leave the time fields empty. However, if the sidewalk will only be closed during working hours but will be open the rest of the day, please enter the start/end times as well (e.g., 7am – 4pm).

Crane Weight, Length, Width, etc. – If your project will be utilizing a crane, enter the crane details in the fields provided.

Field Contact Name – Enter the first and last name of the supervisor expected to be onsite during the project.

Field Contact Cell Phone – Enter the cell phone number of the supervisor expected to be onsite during the project.

Email address for all permit-related communication – This person will be CC-ed on all email confirmations and notifications. If blank, only the user completing the application will be contacted.

Comments/Special Instructions – Enter any additional information that you feel is relevant. For example, if your project is expected to take longer than 90 days to complete, you must request and provide justification for a longer-term permit.


Internal Tracking Number – This field has been provided for your own tracking purposes and is not required by the DPW.

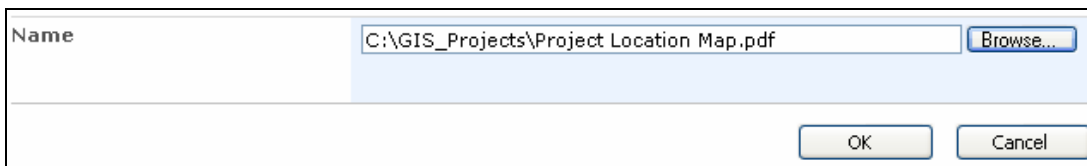
5. Now you must attach all required supporting documents including:

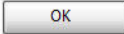
Maintenance of Traffic (MOT) Plan – Traffic control details that will be used. For most projects, the City requires the use of either DeIDOT Case 15B or 20.

Public Notification Letter – The letter that was used (or will be used) to notify affected residents of your upcoming project.


**NOTE: If you do not have all the required documents at this time, you will be able to save the application as a draft and then add the attachments before actually submitting it to the DPW. For more information, refer to the section in this guide on Editing a Permit.**

To attach the supporting documents, click “Attach File” (located at the top of the application form).  [Attach File](#). Click the browse button to locate the file you would like to attach. Most file types are acceptable except .exe files or other commonly blocked file types.



Click  to attach the file. It will now be listed at the bottom of the form next to “Attachments.”

**Attachments**

C:\GIS\_Projects\Project Location Map.pdf  Delete

Repeat this step for each of the remaining attachments.

**NOTE: Please try to include the “requirement” in the file name (Example: MOT.pdf, Public.pdf, etc). This is greatly appreciated by the DPW as it will help streamline the review of the permit application.**

6. Once all attachments have been added, click the OK button to save your application. The permit status will be “Draft.”

**NOTE: YOU ARE NOT FINISHED – YOU STILL NEED TO SUBMIT YOUR APPLICATION BEFORE IT CAN BE REVIEWED.**

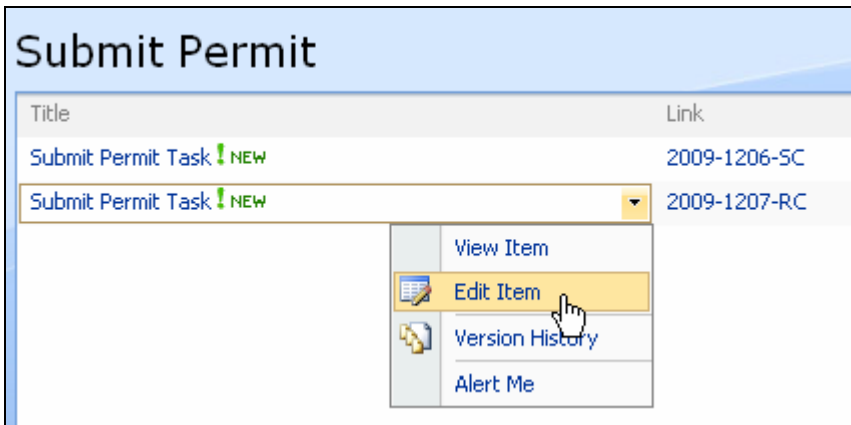
7. The draft permit will now appear in the list when you click “My Permits” under Permit Status in the Navigation bar. If necessary, you can make additional edits to your application before actually submitting it to the DPW for review. For more information, refer to the section in this guide on Editing a Permit.
8. Refer to the section “Submitting a Permit Application” for information on how to submit your permit application.

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# 9 Submit Permit Application

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1. Click “Submit My Permit Application” under Online Services in the Navigation bar. This will bring up a list of existing permit drafts you have created.
2. Click on the drop down arrow that appears when hovering over the task next to the appropriate permit number. Then choose “Edit Item” from the context menu that is displayed.



3. Carefully read the disclaimer before clicking the Submit Application button.

<b>Title:</b>	Submit Permit Task
<b>Description:</b>	By clicking the Submit Application button below, I rules and regulations associated with this permit.
<b>Related list item:</b>	2009-1206-SC
<input type="button" value="Submit Application"/> <input type="button" value="Cancel"/>	

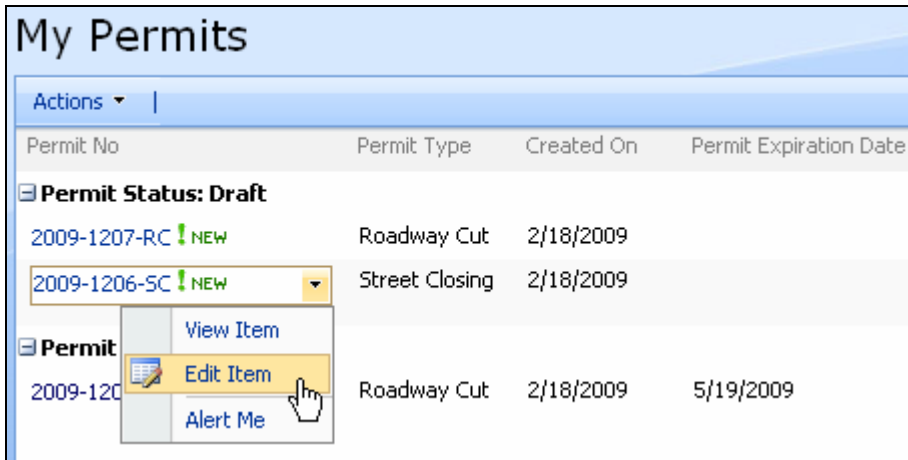
4. You will receive an email notification that the permit has been submitted. Another email will be sent to you after the permit has been reviewed.

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# 10 Edit Permit Application

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1. Click “My Permits” under Permit Status in the Navigation bar. This will bring up a list of all your permits grouped by Permit Status.
2. Click on one of the permits and then choose “Edit Item” from the context menu that is displayed.

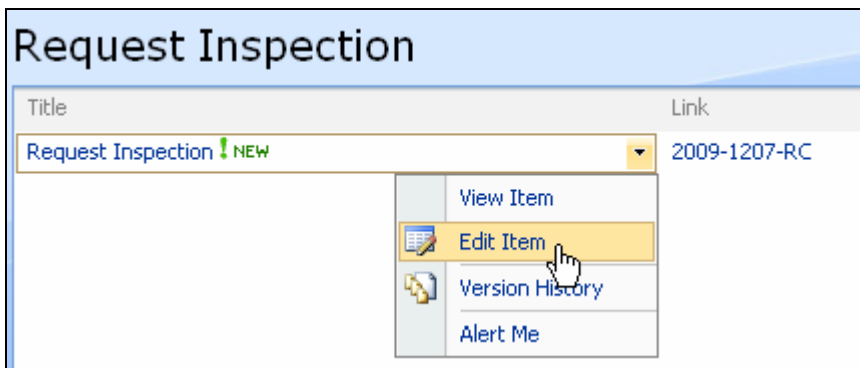


3. Update the appropriate fields and/or attach and required supporting documents.
4. Click the OK button to save your changes.
5. If you were editing a draft permit, you will still need to submit your application. Refer to the section “Submitting a Permit Application” for information on how to submit your permit application.
6. If you were editing a submitted permit at the request of the DPW (i.e., your initial application was incomplete) you will NOT need to re-submit.

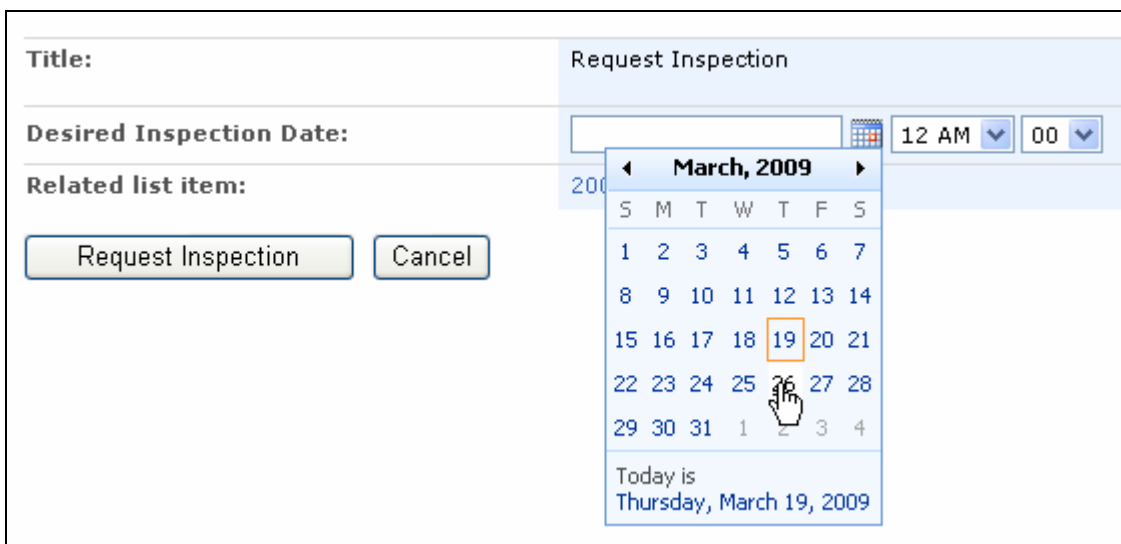
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# 11 Request Inspection

1. After your permit has been issued and at least two business days before your work is scheduled to begin, you must notify the DPW so that a field inspector can be scheduled.
2. Click “Request Inspection” under Online Services in the Navigation bar. This will bring up a list of issued permits that are available for scheduling.
3. Click the task next to the appropriate permit number that you wish to request an inspection for. Choose “Edit Item” from the context menu that is displayed.



4. Click on the calendar icon next to “Desired Inspection Date” to select the date you require the inspection on. Then use the drop-down lists to choose your desired time. As long as you provide sufficient notice (i.e., two business days), you can assume that your “desired” date will be granted. If there is a problem with the date/time you select, the DPW will contact you.



5. Click the Request Inspection button to complete the task.

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# 12 Notify City of Work in Right-of-Way

1. Click “Notify City of Work in Right-of-Way” under Online Services in the Navigation bar.
2. Read the introductory text carefully to ensure that you are completing the correct form.

**Notify City of Work in Right-of-Way**

There are several instances when you must provide notification to the City using this form:

- 1. You have completed an excavation or road closure in order to address an emergency and must notify the City within 24 hours.** You must then submit the appropriate permit application within 3 business days.
- 2. Your project is within the Wilmington City Limits but is located on a State-owned street.** In this case, a permit is not required but prior notification is. **You will also need to file for a permit through DelDOT directly.**
- 3. You are a contractor working for the DPW on City-owned utilities.** In this case, a permit is not required but prior notification is. This will allow the DPW to track all street work within one system to ensure that projects do not conflict with each other and that citizens are not impacted by multiple excavations of the same street.
- 4. You are required by the City to relocate your facilities.** In this case, a permit is not required but prior notification is. This will allow the DPW to track all street work within one system to ensure that projects do not conflict with each other and that citizens are not impacted by multiple excavations of the same street.
- 5. Your project is part of a transportation improvement project funded by federal, state, or local governments.** In this case, a permit is not required but prior notification is. This will allow the DPW to track all street work within one system to ensure that projects do not conflict with each other and that citizens are not impacted by multiple excavations of the same street.

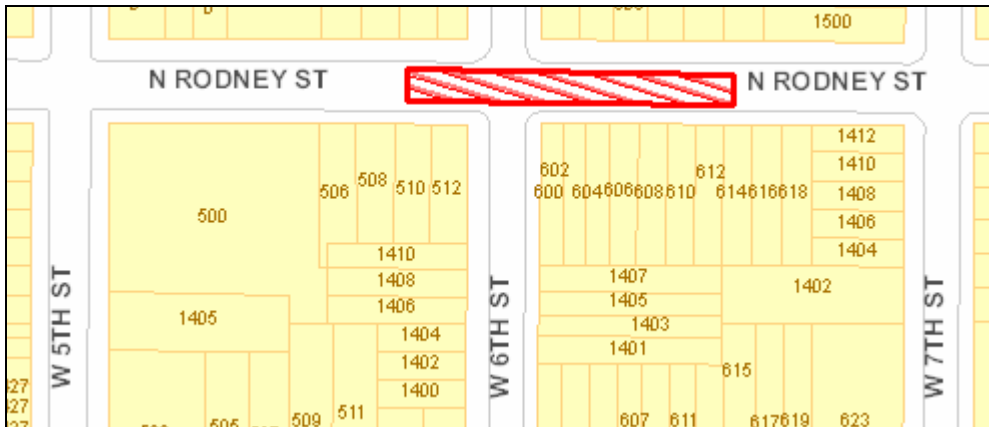
**Enter Location Information**

Street Name	<input type="text"/>
Begin Cross Street	<input type="text"/>
<input type="button" value="Verify location"/>	
End Cross Street	<input type="text"/>
<input type="button" value="Verify location"/>	

[Next >](#)

3. The location information will be entered next. The purpose of this step is to capture the location at the street block level only (You will be able to enter individual home addresses on the next screen).

All work must take place BETWEEN the two cross streets. For example, if your excavation is here:



You would enter:

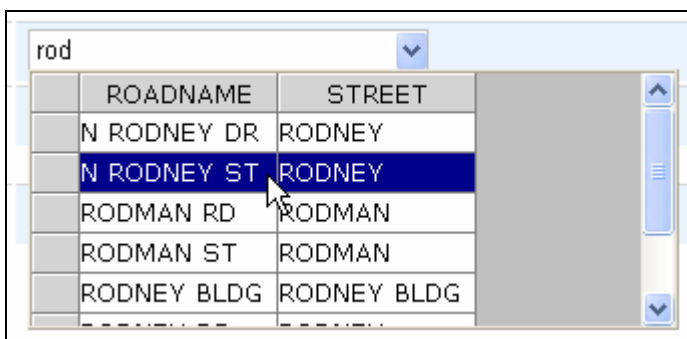
Street Name = Rodney

Begin Cross Street = 5th

End Cross Street = 7th

Even though 6<sup>th</sup> St is closer to the beginning of the excavation, you must enter 5<sup>th</sup> St so that the DPW knows that work is occurring on BOTH blocks of Rodney St.

To enter each street name, simply start typing the name and then the matching streets will be displayed. For example, for N Rodney St type in “rod” and then choose the correct street from the pop-up list. **NOTE: Do not include the street direction or street type when typing the name. You must only include the street name itself.**




You must then verify each intersection before you can continue. The system will compare the streets you entered to the City’s Geographic Information System (GIS) to determine two things: that each intersection is valid (i.e., the two streets actually do intersect) and that at least one of the intersections is within the Wilmington City Limits.

To verify the first intersection, click “Verify location” under Begin Cross Street. To verify the second intersection, click “Verify location” under End Cross Street.

Enter Location Information	
Street Name	
Begin Cross Street	
<input type="button" value="Verify location"/>	
End Cross Street	
<input type="button" value="Verify location"/>	

Once both intersections have been verified, click Next > in the bottom right of the screen.

N RODNEY ST	▼
W 5TH ST	▼
W 7TH ST	▼
<a href="#">Next &gt;</a> 	

- Complete all applicable fields with the appropriate information about your project.

#### **Description of each field:**

Is this notification for emergency work that has already been completed? – Choose yes or no.

If so, does the work require a permit – If yes, you must follow up this notification with an actual permit application within three business days.

Contract or Project No. – The most appropriate number for identifying the project if the DPW has questions about it.

Project Description – Enter details of the work such as what it entails, who it is for, when it will occur, etc.

Qualifying Permit Exception – Most projects will fall under one of these three exceptions:

- Work is for the City of Wilmington
- Utility is required by City to relocate lines
- Work is part of government-funded transportation improvement project

If your project does not fit any of these descriptions but you know that a permit is not required, please choose “Specify your own value” and then type in a brief description in the textbox provided.


Expected Completion Date – The date the project is anticipated to be completed.

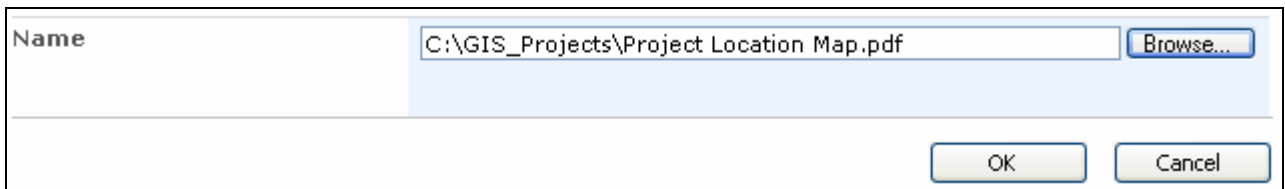
Field Contact Name – Enter the first and last name of the supervisor expected to be onsite during the project.

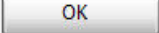
Field Contact Cell Phone – Enter the cell phone number of the supervisor expected to be onsite during the project.

Internal Tracking Number – This field has been provided for your own tracking purposes and is not required by the DPW.

- There are not any required documents for notifications but if you do want to attach a file that you feel is relevant, please do so.

To attach the supporting documents, click “Attach File” (located at the top of the notification form).  [Attach File](#). Click the browse button to locate the file you would like to attach. Most file types are acceptable except .exe files or other commonly blocked file types.



Click  to attach the file. It will now be listed at the bottom of the form next to “Attachments.”

**Attachments** C:\GIS\_Projects\Project Location Map.pdf  [Delete](#)

Repeat this step for each of the remaining attachments.

- Once all attachments have been added, click the OK button to send your notification. You will receive a confirmation email shortly.

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