ROW Permitting Documentation 1.0

Introduction to ROW Permitting

ROW Permitting can be used to manage permit applications required to construct, operate, use, or maintain a facility within the public right-of-way.

It provides a single destination for right-of-way permit applications and supports comprehensive right-of-way permit review workflows in a community. Capturing the location of proposed work along with other permit information streamlines the permit review process and helps communicate where work is occurring in the public right-of-way. ROW Permitting is typically implemented by public works agencies and other local government organizations that want to reduce the time to apply for and receive approval for a right-of-way permit.

The ROW Permitting solution delivers a set of capabilities that help you collect and organize permit applications, coordinate the permit review process, gather feedback during permit review, and share approved permits with internal and external stakeholders.

Requirements

ROW Permitting requires the following:

• ArcGIS Online

Information products

ROW Permitting includes the following information products:

Item	Description	Minimum user type
ROW Permit	An ArcGIS Survey123 form used by contractors and property owners to apply for a permit to construct, operate, use, or maintain a facility within the right-of-way	Editor (required if form is used for internal purposes only)
ROW Permit Manager	A Crowdsource Manager app used by public works agencies to facilitate the right-of-way permit process and manage the status of a permit application	Editor
ROW Permit Review	A Crowdsource Polling app used by government agencies to review right-of-way permit applications and offer comments during the review process	Editor
ROW Permit Public Comment	A Crowdsource Polling app used by the general public and interested parties to review permit applications and comment on proposed construction activity	Not required
ROW Permit Locator	An ArcGIS Web AppBuilder app used by the general public and other interested parties to locate pending and approved right-of-way permits in their community	Not required

| ROW Permit Dashboard | An ArcGIS Dashboards app used by public works executives to monitor the status of right-of-way permits in their community | Viewer |

When you deploy this solution in your ArcGIS organization, you also get an ArcGIS Solution item that organizes the key information products and summarizes all the ArcGIS items (applications, forms, projects, maps, feature layers, feature layer views, and so on) included with the solution. The ArcGIS Solution item also illustrates any dependencies items have on each other.

Use ROW Permitting

The ROW Permitting solution delivers a set of capabilities that help you collect and organize permit applications, coordinate the permit review process, gather feedback during permit review, and share approved permits with internal and external stakeholders.

In this topic, you'll learn how to use the solution by assuming the role of a user and performing the workflows below.

> **Note:**

Use your organization's data or configured apps to follow these workflows.

Submit a permit application

First, you will assume the role of a resident in the community. You want to host a block party in your neighborhood and close the street for the weekend.

- In a browser, from the ROW Permitting solution, view the ROW Permit form.

- In the **Applicant Information** section, provide your contact information.

- Leave the **Contractor Information** section blank, as this work does not require a contractor.

- In the **Job Information** section, search for the street that you want to close, and then place the point along that street.

- For **Type**, choose **Temporary Use**.

- For **Subtypes**, check the **Neighborhood Festival** check box.

- For **Description**, provide a brief description.

- For **Site Plan \ Construction Drawings**, if applicable, upload a drawing of where the road blocks should begin and end.

- For **Proposed Start Date** and **Proposed Completion Date**, choose dates for the closure.

- For **Lane Closure Required**, choose **No**.

- Sign the form, and then click **Submit**.

Manage permit status

You will now assume the role of a supervisor in the public works department. It is your job to review and triage permit requests and ensure the permit application is reviewed by the correct people.

- In a browser, sign in to your ArcGIS organization, and then browse to the ROW Permitting solution.

- View the ROW Permit Manager app.

  All permit applications are listed in the table at the top. The table can be sorted and filtered in various ways.

- Click a permit with a status of **Submitted**.

  The permit application details open at the lower left.

- On the **Details** tab, review the permit application information, and then click the **Edit Record** button 🖉 .

- For **Status**, choose **StaffReview**.

- Click **Save**.

  The permit is now displayed in the ROW Permit Review app and can be shared with other departments or agencies to provide their feedback and approval. After all departments have approved the permit, you'll change the status in the ROW Permit Manager app to **BoardReview**.

- Click the **Edit Record** button again.

- For **Status**, choose **BoardReview**.

- Click **Save**.

  The permit is now displayed in the ROW Permit Public Comment app and can be shared with the general public for feedback. If public feedback is positive and you are ready to approve the permit, you'll change the status to **Approved**.

- Click the **Edit Record** button again.

- For **Status**, choose **Approved**.

- Click **Approved/Denied Date** and choose the current date.

- For **Approved State Date** and **Approved Completion Date**, specify values that signify the dates that the permit is valid.

- Click **Save**.

Conduct internal review

You will now assume the role of a supervisor in the public safety department. A permit application requesting a street closure has been submitted. You will review the permit details to confirm that all the necessary information is provided and that you don't have any concerns.

- In a browser, sign in to your ArcGIS organization, and then browse to the ROW Permitting solution.

- View the ROW Permit Review app.

- On the right, click a permit application in the list.

  Tip:

  If no permit applications are listed, return to the previous workflows and ensure that at least one permit application has a status of **StaffReview**.

- Review the details, and then click the **Add a comment** button.

- For **Organization**, choose **Public Works**.

- Provide your name and comments.

- For **Action Taken**, choose **Approved**.

- Click **Submit**.

Find approved and pending permits

As an engaged resident, you are interested in learning more about the active and planned work in the community.

- In a browser, from the ROW Permitting solution, view the ROW Permit Locator app.

  The app opens with the **Locate ROW Permit** widget open on the right.

- In the **Locate ROW Permit** widget, search for an address; alternatively, click the location on the map.

  Any permits that are pending or approved appear at the bottom of the widget.

- If necessary, use the slider to increase the search distance and view additional permit applications.

- Click **Pending** or **Approved**, and then explore the permits that are within the specified search distance of the address.

- At the top of the list, click the **Back** button to return to the permit list and continue exploring nearby permits.

> **Note:**
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> Pending permits have a **Comment** hyperlink that opens the ROW Permit Public Comment app. This app can be used by the general public to provide their feedback or concerns on the proposed work.

Provide public comments

Many communities have statutory public notice requirements that community members must be given the opportunity to express concerns about proposed developments and work within the public right-of-way. As a concerned resident, you will review the pending permits in the community and provide feedback instead of attending a council or commission meeting.

- In a browser, from the ROW Permitting solution, view the ROW Permit Public Comment app.

- Click a permit application in the list.

> **Tip:**
>
> If no permit applications are listed, return to the previous workflows and ensure that at least one permit application has a status of **BoardReview**.

- Review the details, and then click the **Add a comment** button.

- Provide your name, address, and comments.

- Click **Submit**.

Monitor permit applications

Finally, you will assume the role of a supervisor in the public works department. It is your job to ensure that permits are moving through the application process and being approved or denied in a timely manner.

- In a browser, sign in to your ArcGIS organization, and then browse to the ROW Permitting solution.

- View the ROW Permit Dashboard app.

- On the left, adjust the filters to refine the results.

- On the right, in the **Permits** panel, click a permit application to view a pop-up with application details; alternatively, click a permit on the map.