



ONLINE RIGHT OF WAY PERMITS

Beginning Monday, March 16, 2020, The City of Carmel will begin accepting Right of Way permits through our new online permitting system. Please visit <https://cw.carmel.in.gov/PublicAccess/> to access the permit portal ([Firefox](#) or [Chrome](#) browser recommended). **We will no longer accept applications sent via email.** Applicants must set up an account prior to submitting any permits. A valid email address is required. Once signed up, use the account to submit permit applications, upload related documents such as construction plans, monitor the status of pending permits, download approved permits, and see results of applicable inspections. In addition to Right of Way permits, the portal allows submission of various other types of permits that may be required for a specific project, such as building and storm water permits.

Below are basic instructions for submitting Right of Way permits via the public permitting portal.

- Log in to your account at <https://cw.carmel.in.gov/PublicAccess/> and click the “Create Application” button at the top of the page.
- On the applications panel, select “Engineering” to view available Engineering Dept. applications. Select “Right of Way” to highlight the application type, now select the “Begin Application” button at the bottom right.
- **Step 1-Main:** Enter a brief description of the project (e.g., driveway replacement or bore new service line) and input the address of the project location. When typing in the address field, the system will search our address database and suggest the closest match for selection. Applicants can also enter street intersections in the address field (e.g., S Rangeline & 116th Street).
- **Step 2-People:** The “Applicant” section should be the point of contact during the permitting process for any questions and/or additional documents needed to process the permit. The “Project Contact/Builder” section should be the information for an on-site contact during the project. Both roles can be the same person, but at least one must be the bond holder. These fields can be auto-populated with the account holder’s information by selecting the “use my info” button at the top of each people roll section.
- **Step 3-Contractor:** This step is to verify an existing License and Permit bond on file for either the applicant or Project Contact/Builder from step 2. Click “Select Contractor(s)” to bring up the search field. Enter the bond holder name in the search or scroll through the list to select it. **Make sure the bond selected shows the type as “ROW”.** Some contractors, such as plumbers, may have multiple types of bonds on file depending on the type of work. If the search produces no results or the bond shows as expired, a valid bond must be provided before approval of the permit.
- **Step 4-Data Group:** Please answer each question as it applies to the project. Failure to do so may cause delays with processing the permit.
- **Step 5-Rel Docs:** Documents related to the permit, such as plot plans or maintenance of traffic plans, should be uploaded here. Once uploaded, hit the “Submit” button. (30 MB limit)
- Check the status of pending permits in the “Workflow” panel. Email notifications will go out to the applicant to request any additional information and to notify of permit approval.
- Once notified of permit approval, log in to the public access portal and download the permit from the related documents panel. Contractors are required to have a copy of the approved permit on all jobsites.
- Currently, there is no application fee for Right of Way permits. In the near future, the City will charge a \$50 dollar application fee, payable via credit/debit card or e-check through the permit portal. Any fees shown as due in the portal will be waived until our fee processing goes live.