



CITY OF CLEVELAND
Mayor Justin M. Bibb

Online Instructions for Street Permits (Opening, Obstruction & Right of Way)

City of Cleveland
Division of Assessments & Licenses
601 Lakeside Avenue, Room 122
Cleveland, Ohio 44114

Phone: (216) 664-2174

Hours of Operation:
8:00 a.m. to 4:30 p.m. Weekdays

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To create an application, you must be a registered user on the City of Cleveland Permit Portal. Follow the steps for creating an online account in the Creating a New Online Account section below. If you already have an account, proceed to page 4 to the Applying for a New Permit section.

Creating a New Online Account

1. On the City of Cleveland Permits Portal home page, <https://aca-prod.accela.com/COC/Default.aspx>, select the “Register for an Account” link:
2. Review the general disclaimer information. When you have read the complete disclaimer, acknowledge that you have read and accepted the terms using the **“I have read and accepted the above terms”** checkbox.
3. Click **Continue Registration**.

The screenshot shows the City of Cleveland Citizen Access Site. At the top, there is a navigation bar with the City of Cleveland logo and several icons. Below the navigation bar, there is a search bar and a 'Register for an Account' link. A red arrow points to this link. The main content area includes a 'Welcome to the City of Cleveland Citizen Access Site' message, a 'Login' section with fields for User Name or E-mail and Password, and a 'Continue Registration' button. There are also sections for 'Announcements' and 'Search Notes & Help'.

The screenshot shows the 'Account Registration' page. It includes a 'General Disclaimer' section with a scrollable text area. Below the disclaimer, there is a checkbox labeled 'I have read and accepted the above terms.' and a 'Continue Registration' button. A red arrow points to the checkbox, and another red arrow points to the 'Continue Registration' button.

4. Enter the required Login Information.
5. Select the Add New button under Contact Information.

Home Building & Housing Assessments and Licenses Public Health Public Safety more

Advanced Search

Account Registration Step 2:
Enter/Confirm Your Account Information

* indicates a required field

Login Information

* User Name: ?

* E-mail Address:

* Password: ?

* Type Password Again:

* Enter Security Question: ?

* Answer: ?

Contact Information

Choose how to fill in your contact information.

Add New

Continue Registration >

6. Select the Contact Type (Ex. Applicant, Owner, etc.).

Select Contact Type

* Type: ? --Select--

Continue Discard Changes

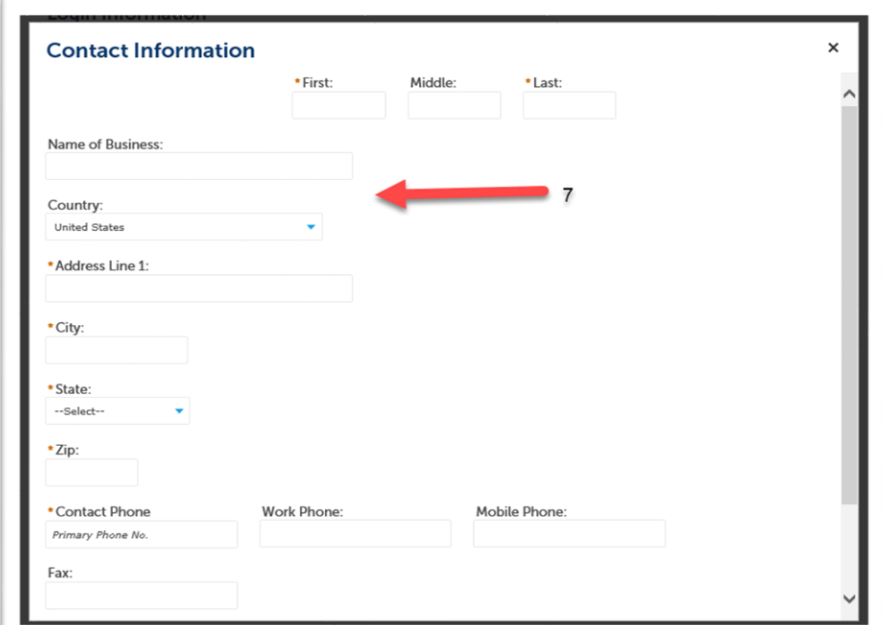
Contact Information

Choose how to fill in your contact information.

Add New

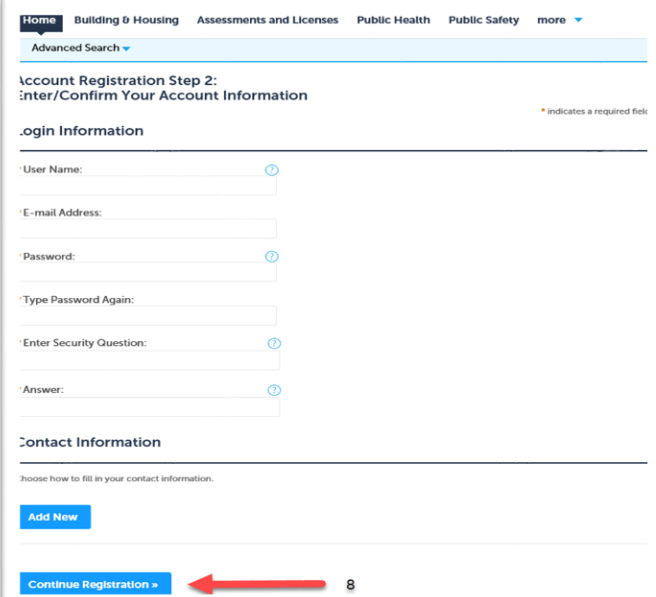
****This section was intentionally left blank****

7. Entered the required Contact Information for the Contact Type.



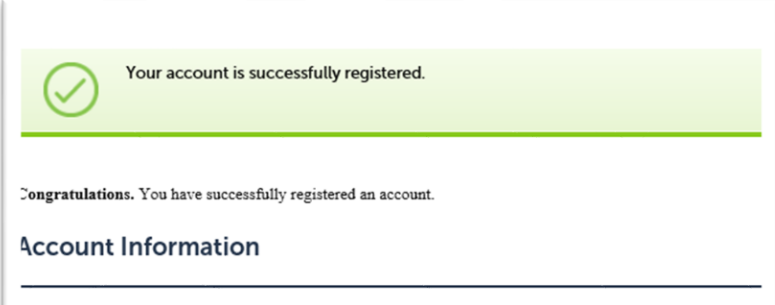
The image shows a 'Contact Information' form with the following fields: First, Middle, Last (all marked with an asterisk as required); Name of Business; Country (a dropdown menu currently showing 'United States'); Address Line 1; City; State (a dropdown menu currently showing '--Select--'); Zip; Contact Phone (with a sub-label 'Primary Phone No.'), Work Phone, and Mobile Phone (all marked with an asterisk as required); and Fax. A red arrow points to the Country dropdown menu, and the number '7' is next to it.

8. Select Continue Registration to complete the registration process.



The image shows the 'Account Registration Step 2: Inter/Confirm Your Account Information' page. It includes a navigation bar with links to Home, Building & Housing, Assessments and Licenses, Public Health, Public Safety, and more. Below the navigation bar is an 'Advanced Search' dropdown. The main content area is titled 'Account Registration Step 2: Inter/Confirm Your Account Information' and includes a note that an asterisk indicates a required field. The 'Login Information' section contains fields for User Name, E-mail Address, Password, Type Password Again, Enter Security Question, and Answer, each with a question mark icon. The 'Contact Information' section includes an 'Add New' button and a 'Continue Registration' button. A red arrow points to the 'Continue Registration' button, and the number '8' is next to it.

9. Registration Completed.



The image shows a 'Registration Completed' screen. It features a green checkmark icon and the text 'Your account is successfully registered.' Below this is a green horizontal bar. Underneath the bar, the text reads 'Congratulations. You have successfully registered an account.' and 'Account Information' is displayed in a larger font.

Apply for a new Street Opening – Sidewalk Obstruction – Working in Right of Way Permit

1. Log into the City of Cleveland Permits Portal: <https://aca-prod.accela.com/COC/Default.aspx>
2. Click on the **Public Service** link.
3. Click **Create an Application**.
4. Review the general disclaimer information. When you have read the complete disclaimer, acknowledge that you have read and accepted the terms using the “**I have read and accepted the above terms**” checkbox.
5. Click **Continue Application**.

Home Building & Housing Assessments and Licenses Public Health **Public Service**

Create an Application Search Public Service Permits

Online Application 3 2

Welcome to Agency's Online Permitting System. Using this system you can submit and update information, pay fees, schedule inspections, track the status of your application, and print your final record all from the convenience of your home or office, 24 hours a day.

Please "Allow Pop-ups from This Site" before proceeding. You must accept the General Disclaimer below before beginning your application.

General Disclaimer
While the Agency attempts to keep its Web information accurate and timely, the Agency neither warrants nor makes representations as to the functionality or condition of this Web site, its suitability for use, freedom from interruptions or from computer virus, or non-infringement of proprietary rights. Web materials have been compiled from a variety of sources and are subject to change without notice from the Agency as a result of updates and corrections.

☒ I have read and accepted the above terms.

Continue Application > 5

6. The application page will launch. You will first be prompted to enter Applicant Information. Select the dropdown to choose Applicant Designation.
7. To select your personal information from your Permits Portal account, use the **Select from Account** button. If you are entering a new contact use the **Add New** button to complete the contact information.

Step 1: Applicant Information > Contact Information
This permit is for applications for a street opening, street obstruction, small cell, street closing, or emergency permit.

Applicant Designation

Applicant Information

* Applicant Designation: --Select-- Company Contractor Other Owner 6

Applicant

To add new contacts, click the Select from Account or Add New button. To edit a contact, click the Edit link.

Select from Account **Add New** 7

****This section was intentionally left blank****

8. If you want to adjust the contact information added, select the *Edit* button.
9. Or you can select *Remove* to start over.

NOTE:

- Any field with the red asterisks (*) is a required field

Applicant

To add new contacts, click the Select from Account

✓ **Contact added successfully.**

Warren Harper
whh@byrnesoftware.com
Home phone:122-345-9834
Mobile Phone:
Work Phone:
Fax:

[Edit](#) [Remove](#)

10. You can add as many Contractors as necessary for the Project by choosing to **Select from Account** or **Add New**.

Contact List

Add as many Contractors as necessary for the project.

[Select from Account](#) [Add New](#)

Showing 0-0 of 0

Full Name	Business Name	Contact Type	Work Phone	Fax	E-mail	Action
No records found.						

11. Next, provide the **Contract Registration Number** and Select **Continue Application**.

Contract Information

CONTRACT INFORMATION

Contract Registration Number:

[Continue Application »](#)

12. In the Permit Information section of the application, you will be asked Permit Questions to indicate the reason for the Permit. Select the radio dial to answer “yes” or “no” to the questions.

Permit Questions

PERMIT QUESTIONS

• Is this an EMERGENCY where safety and health are at risk within the right of way?: ☐ Yes ☒ No

Are you blocking or closing the street or sidewalk including vehicles, equipment, dumpsters, etc.?: ☐ Yes ☒ No

Is this an event, film or party happening within the right of way?: ☐ Yes ☒ No

Are you excavating, digging, and/or penetrating the surface within the right of way?: ☐ Yes ☐ No

Are you placing a pole with a small cell, 5 (6, 7, 8) G, canister, equipment, and or antenna on the pole – within the right of way?: ☐ Yes ☒ No

13. For Example, you are required to answer “Is this an EMERGENCY where safety and health are at risk within the right of way?” If yes, you will be prompted to **Check all reasons that apply**.

14. When you have completed the Permit questions select **Continue Application**.

PERMIT QUESTIONS

What is your emergency (check all that apply): 13

* Is this an EMERGENCY where safety and health are at risk within the right of way?: ☒ Yes ☐ No

Gas leak or no gas to property owner: ☐

Water main break or no water to property: ☐

Sewer collapse or break: ☐

Pavement sink hole or collapse: ☐

Public structure/infrastructure hit or collapsed: ☒

Structural failure of bridge member: ☐

Mechanical or electrical failure: ☐

Roof or canopy collapse or failure: ☐

Vault top collapse: ☐

Broken utility pole or wires down: ☒

Material and/or debris falling into harms way: ☐

Structure has been hit by a vehicle (utility pole, hydrant, signals, etc.): ☐

Other: ☐

Continue Application » 14

15. Next, you will be asked questions about the Obstruction. Select the radio dial to indicate if you will dig in the street or sidewalk. You will be required to answer additional questions based on where you will dig. Once you have completed all required information, select Continue Application.

Step 2: Application Information > Obstruction

* indicates a required field.

Obstruction Opening or Excavation

OBSTRUCTION OPENING EXCAVATION 15

Will you dig in the street?: * ☒ Yes ☐ No 15

Which lanes?: *

What is the size of the opening (Sq Ft): *

What is the size of the opening (Sq Ft): *

What kind of street will you be obstructing?: *

Will you dig in the sidewalk?: * ☒ Yes ☐ No

What kind of street will you be obstructing?: *

Intersection
Segment or Leg (intersection to intersection)

Continue Application » **Save and resume later**

****This section was intentionally left blank****

16. You will need to provide Site Information.

*** Note This Application is only for Cleveland Proper Addresses.**

17. You will be asked if “Area within city tree canopy impacted?” Select Yes, if you are cutting down tree branches or removing any roots.

18. After completing all applicable information, select **Continue Application**.

19. In the next section, you will be asked to provide the Description of Work. You can select the radio dial next to all that apply in this section. You **must choose at least one** selection.

20. You are required to answer questions about Meter Heads. However, if not applicable you can enter zero.

21. If there is another type of obstruction not listed, you can choose “Yes” to provide an explanation of the “Other” type.

22. Once you have completed the description of work, Click **Continue Application**.

The image shows a two-part form interface. The top part is titled 'SITE INFORMATION' and contains various input fields for job details. The bottom part is titled 'Description of Work' and contains multiple-choice questions and text input areas for describing the work. Red arrows with numbers 16 through 22 point to specific elements in the form.

SITE INFORMATION

Work order number: 1234

Descriptive scope of job site: Provide Description of work

16 This application is only for Cleveland Proper Addresses.

Job Site Start Location Address or Street Intersection: 1201 Lakeside Ave

Job Site Start Location State: OH

Job Site Start Location City: Cleveland

Job Site Start Location Zip Code: 44114

Job Site End Location City: Cleveland

Job Site End Location Zip Code: 44114

Restoration work?: Yes No

Proposed End Date of Work: 11/16/2021

Start Time A.M./P.M.: A.M.

End Time A.M./P.M.: P.M.

Sidewalk area including tree lawn: Yes No

Above ground work: Yes No

Proposed Start Date of Work: 11/09/2021

Proposed Start Time of Work: 8:00

Proposed End Time of Work: 4:00

Pavement area: Yes No

Below ground work: Yes No

17 Area within city tree canopy impacted?: Yes No

18 Continue Application »

Save and resume later

Description of Work

19 DESCRIPTION OF WORK

Select all that apply in this section, but at least one selection must be selected.

Utility Installation - Above Ground Work: Yes No

Utility Installation - Below Ground Work: Yes No

Sidewalks - Removal: Yes No

Sidewalks - Restoration: Yes No

Pavement - Replacement: Yes No

Pavement - Restoration: Yes No

Driveway Apron - Removal: Yes No

Driveway Apron - New: Yes No

Tree Lawn - Above Ground Facility: Yes No

Obstruction - Double Parking Meter Heads: 0

Obstruction - Other Explanation:

Obstruction - Single Parking Meter Heads: 0

Obstruction - Other: Yes No

20

21

22 Continue Application »

Save and resume later

23. Next you will need to attach Documents.

***Drawings are required prior to submitting this application. Larger projects may require plans and specifications to be uploaded at the time of review. For a Small Cell application, a Cover Sheet, Overall Site Plan, Immediate Site Plan, Streetscape Section, and Fall Zone Compliance Plan & Documentation are required. For a Street Closing application a Detailed Traffic Plan is required.**

24. To attach Documents, you can select documents that already exist on your personal account by choosing **Select from Account** or you can choose new documents by selecting **Add**.

Attachment

The maximum file size allowed is 50 MB.
htm;htm;mht;mhtml are disallowed file types to upload.
This application type requires you to submit the following types of documents. Subject to the collected information, you may be required to submit additional documents prior to approval.
Drawings

Name	Type	Size	Latest Update	Action
No records found.				

24

Select from Account **Add**

25. Select **Add** again to select a document from your device. Choose the Type of document from the dropdown. You can also provide a description of the document.

26. You can also save the document to your personal account by selecting from the **Also Attach To** dropdown and choosing your contact.

27. Select Save. You can add additional documents if needed or select Continue Application.

***Type:**
--Select-- **25**

File:
Site Plan.docx
100%

Description:

spell check

Also Attach To
--Select-- **26**

Save **Select from Account** **Add** **Remove All**

Continue Application > **27**

28. The Review page will appear and allow you to click the Edit button to update any responses to the inputs. When all information is completed click the certification checkbox **“By checking this box, I agree to the above certification”**. This acts as an electronic signature.
29. Click Continue Application
30. You can access the record at any time on the Permits Portal to view the progress of your Permit.

1 Select item to pay	2 Payment information	3 Receipt/Record issuance
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Step 3: Receipt/Record issuance

Receipt



Your application(s) has been successfully submitted.
Please print your record(s) and retain a copy for your records.