



CITY OF PROVIDENCE
MAYOR BRETT P. SMILEY

MEMORANDUM

DATE: 1/22/2024

TO: Engineering & Traffic Permit Applicants

FROM: Bryant Anderson, Deputy Chief Engineer

RE: Online Permitting Transition
Engineering & Traffic Engineering Permits

NOTICE - ONLINE PERMITTING

In accordance with the Rhode Island Statewide Permitting Initiative, the Providence Department of Public Works (DPW) is moving all its traffic and engineering permits online. Once implemented, you will no longer need or be able to submit paper application forms. All the following permits/licenses will be applied for, fees paid, and documents issued online.

- Sidewalk Contractors License
- Road Opening Permit
- Physical Alteration Permit
- Sewer Permit
- Traffic Permit (*previously Street Closing/Construction, Obstruct ROW/Sidewalk, Emergency No Parking Tow Zone*)

All applicants will need to set up an account on the online permitting system. If you have already signed up for the e-Permitting system at the State level, you may use the same account to access the Providence site.

EFFECTIVE DATE

The applications listed above will be opened on the online portal on Monday, February 12, 2024. We will accept paper applications until 4:00 pm on Thursday, February 8, 2024. To transition from paper to online, we will not be accepting applications on Friday, February 9, 2024.

BUSINESS ACCOUNT INFORMATION

DPW Engineering permits and licenses are typically issued to businesses/companies and not individuals. When setting up a user account we **STRONGLY RECOMMEND** that you set up a single account for your business and share the login information with employees that are involved in permitting. This will allow you to access all your applications in one location instead of having them spread across several individual employee accounts. It will also eliminate the need to reassign applications in the event of staffing changes.

DEPARTMENT OF PUBLIC WORKS, 700 ALLENS AVENUE, PROVIDENCE, RI 02905
PHONE (401) 680-7500 | FAX (401) 941-2567

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The system does not provide a field to enter the company name for a user account. To work around this limitation, we suggest setting up your account information as follows if you want to establish a single account for your business.

Profile Information

First Name: enter "Business Account," this will help DPW identify this as a business account.
Last Name: enter your [company/business name]
Email Address: enter the [business email address]
where notifications should be directed to
Phone Number: enter the [business phone number]
Address Information: Enter the [business mailing address]

Multiple Division/Departments

For companies that have multiple divisions or departments that apply for permits and you want to keep the applications separate between each division/department you could set up multiple accounts for the company and use the First Name field to identify the division.

For example:

First Name: "Engineering Division"
Last Name: [company name]

ACCOUNT SETUP/LOGIN

Login to an existing account or sign up for a new account by following the below steps:

1. Go to the Providence Permitting Portal at <https://providenceri.portal.opengov.com/>
2. Click "Log in" if you have an existing account, or
3. Click "Sign Up" if you need to create an account and follow the steps below.

For new accounts:

1. Click "Sign up using Secure Portal."
2. Click "Sign Up."
3. Enter an e-mail address, password and click "Sign Up."
4. Hover your mouse over the button containing the first two characters of your e-mail address in the upper right-hand corner, click "Your Profile," and click "Edit Profile."
5. Complete your profile (name, address, phone) & click "Save Changes" at the upper right.
6. See steps for existing accounts (below).

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For existing accounts:

1. Click "Login using Secure Portal."
2. Click "My Account" at the top right of the page to go to your account Dashboard, or
3. Click "City of Providence, RI" at the top left of the page to go to the City of Providence permitting home page.
4. To apply for permits, go to the permitting home page and click "Explore" under the Engineering Division (DPW) site or under the Traffic Engineering Division (DPW) site then select the desired application.

THINGS TO KNOW

- All applications will need to be submitted through the online permitting portal. Paper applications will no longer be accepted after the effective date.
- All permit and processing fees will be required to be paid online (either with a Credit Card or by E-Check/ACH direct-debit from your bank). DPW will no longer be accepting checks or invoicing applicants.
 - Credit card payments require input of the Card Number, Expiration Date, and CVC Number.
 - E-check/ACH Bank payments require that you log into your bank account with your bank account username and password. The permitting system uses Plaid to connect to your bank account. Information on Plaid can be found at www.plaid.com.
- Upon approval, Permits will be issued electronically to your account once the Permit Fee is paid. Permits will not be issued before payment is confirmed/received.
- Sidewalk Contractor Licenses should only be applied for once for each contractor/company and should be renewed for subsequent years. If a company's name changes, a new license will need to be applied for under the new name.
- Road Opening and Physical Alteration Permits will now require that a photo(s) of the final restoration be uploaded to the system and a final inspection be requested before the permit can be closed out.
- Sewer Permits will now require that a photo(s) of the installed pipe (prior to backfill) be uploaded and a pre-backfill inspection be requested before the permit can be closed out.
- DPW recommends that you keep a spreadsheet/log of all the applications that you submit including the application/permit number and other unique project information. This may help you locate specific permits under your account quicker and easier than the online search tool.
- Information, updates, and tutorials for the Statewide Permitting Initiative can be found at <http://permits.ri.gov/>.

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