



Enhanced Driveway Permitting Process

CHALLENGE

The Abilene District lacked a standardized system for managing driveway access permits. This resulted in inconsistencies in:

- Permitting processes
- Identification of non-permitted driveways
- Permitting requirement

Additionally, the district sought to implement an online permitting system that was easier to access and more user-friendly.

SOLUTION

The project team opted for a phased approach:

Phase 1: Research and Benchmarking

- A national review identified best practices for driveway permitting processes.
- TxDOT's Houston District and the Iowa Department of Transportation served as models for the development of a software application.

Phase 2: Documenting Current State

- A site visit documented the current permitting process through illustrations.
- This phase also captured stakeholder input on desired improvements and current challenges.

Phase 3: Online Permitting System Development

- A storyboard (Figure 1) was created to illustrate the online permitting process and a staged implementation plan was developed.
- Work to build the online driveway permitting system was completed.

Collaboration to Ensure Successful Implementation:

- To further develop the driveway permitting online process, input from TxDOT's Information Technology Division ensured that the software met technical requirements.
- Collaboration within TxDOT produced helpful training guides and information for the public.
- Pre-launch user testing will provide feedback for design improvements.

TxDOT GOALS



Deliver the right projects



Focus on the customer



Foster stewardship



Optimize system performance



Preserve our assets



Promote safety



Value our employees



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PROACTIVE APPROACH

A phased approach allowed the district to more quickly develop and implement:

- Customer experience improvements in the short term.
- A standardized process to significantly improve efficiency and transparency in the driveway permitting process.

BENEFITS

This innovation creates a clear, unified driveway permitting process that ensures consistency and reduces the need for exceptions. Other important benefits include improved efficiency, an online driveway permitting system that enhances the customer experience, and easy-to-access information that helps the public understand the process. The project helped initiate development of an enterprise-level driveway permitting system at TxDOT.

KEY TASKS

- Review state DOT driveway permitting processes to identify national best practices.
- Meet in person to understand the current process, identify challenges, and gather wish list items to improve the driveway permitting process and develop an online system.
- Use feedback gathered at the in-person meetings and national best practices to “storyboard” the online driveway permitting process (Figure 1).
- Develop a phased approach for implementation.

DATA SOURCES

No additional or special data sources were needed beyond those already available at TxDOT. Identifying and utilizing those data sources was a critical component of this project.

Resources

[Abilene District \(txdot.gov\)](http://txdot.gov)

[FHWA Corridor Access Management](#)

[Houston District Cloud-based Driveway Access Permit \(DAP\) System \(txdot.gov\)](#)

[Houston District Driveway Access Permit \(DAP\) Application Checklist \(txdot.gov\)](#)

Contact

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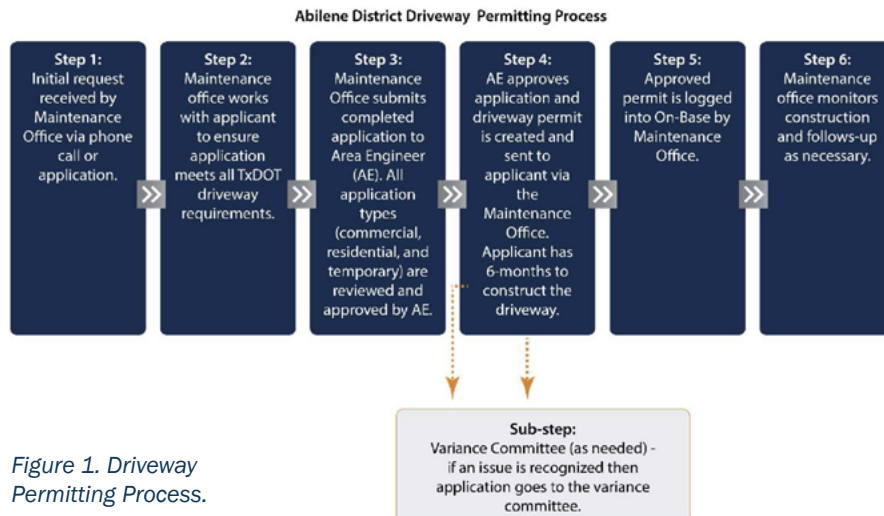


Figure 1. Driveway Permitting Process.