

GOVERNMENT OF THE DISTRICT OF COLUMBIA

DEPARTMENT OF TRANSPORTATION



d. Public Space Regulation Division (PSRD)

August 4, 2026

DDOT Unveils Enhanced TOPS Homepage

New online permitting features will improve user experience

Washington, DC – The District Department of Transportation (DDOT) today launched several significant updates to the home page of the [Transportation Online Permitting System \(TOPS\)](#), designed to improve navigation and user communication. The key enhancements include the following:

- A responsive layout for all screen sizes,
- More prominent placement of press releases and maintenance notices,
- A front-page button to subscribe for TOPS announcements, and
- Language-access redirect page for non-English speakers.

These improvements build upon earlier branding updates and minor modifications in August 2022 and mark a major step forward in user experiences.

“The TOPS enhancements represent our ongoing commitment to making public space permitting more accessible and user-friendly for everyone in the District,” said DDOT’s Public Space Regulation Division (PSRD) Associate Director Tiffany Tenbrook. “By listening to our customers and continuously improving our platform, we’re ensuring that DDOT remains responsive to the needs of the community.”

The current changes will be more apparent and are expected to have a positive impact on DDOT’s customers seeking public space permits. These upgrades are limited to the main TOPS landing page, with plans to update additional pages later.

For more than two decades, users have applied, and paid for their public space permits, and Emergency No Parking signs online, with only minor interface changes during that time. TOPS is an effective one-stop shop for users, and for processing public space permit applications. The page continues to evolve as improvements are ongoing to refresh its appearance, usability and technical functionality.

DDOT continues to enhance TOPS and will introduce additional modifications soon.

For more information about this notice, please direct your questions to DDOT’s Public Space Regulation Division, Customer Relations and Experience Branch at (202) 442-4670 or send an email to crb.services@dc.gov.