

GOVERNMENT OF THE DISTRICT OF COLUMBIA

DEPARTMENT OF TRANSPORTATION



d. Public Space Regulation Division (PSRD)

July 25, 2024

DDOT Releases Enhanced Construction Permit Location Search Feature in TOPS

Website Improvement Builds Upon Other Customer-Focused Changes

Washington, DC – In an ongoing effort to enhance the customer experience, the District Department of Transportation (DDOT) today launched an intuitive construction permit location search function for its customers.

The enhanced search function offers customers three options for locating construction permits in TOPS: by address, by block or by intersection. The new search feature uses Autocomplete, a technology that allows for quick information, and auto-completes word searches.

DDOT applied this tool on the “Dates & Location” page in TOPS to provide a user-friendly experience for online users by enhancing online usability, enabling customers to find verified locations from one single output box, thus saving time. With a more responsive and intuitive search interface, the tool empowers users with improved capabilities, up-to-date information, and auto-suggestions delivering a more seamless experience.

This new search function complements the existing key word search option in TOPS. Additionally, a training manual is available to assist users.

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

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