



Road Permit Application

PUBLIC USER MANUAL

October 27, 2020

Version: v2.0

Region of Waterloo

150 Frederick St., Kitchener, ON, N2G 4J3

Document contains commercially confidential and proprietary information.



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1 Introduction

The Region of Waterloo procured a Road Construction and Incident Management System in 2017. The system consists of two parts:

- + Road Permit Application
- + Road Incident Management System

The Road Permit Application allows the public to apply for road-related permits and municipal consent. The following permits are available:

- + Filming Event
- + Municipal Consent
- + Oversize Load
- + Special Event
- + Work Permit
- + Keolis Permit

The application also allows the public to apply for various informational requests that may be used in their projects. These include:

- + Current Signal Timing Requests
- + Historical Signal Timing (Legal Requests)
- + Synchro Network Requests
- + Noise Assessment Requests

The permit application is expected to improve customer service and efficiency of the permitting process. It also helps save time and paper by adopting an online and paperless procedure.

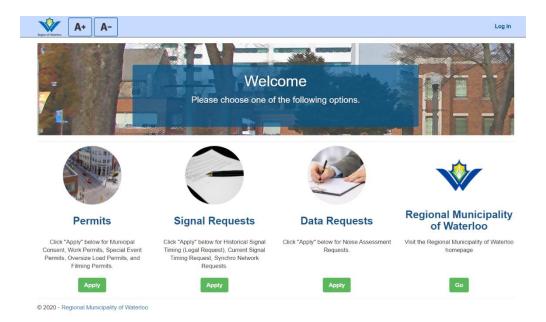
The following user manual is intended for the Public User. Staff and Administrators are to refer to their respective user manuals for the most comprehensive information.

1.1 Home Page

Applicants will start at the home screen where they are presented four main options:

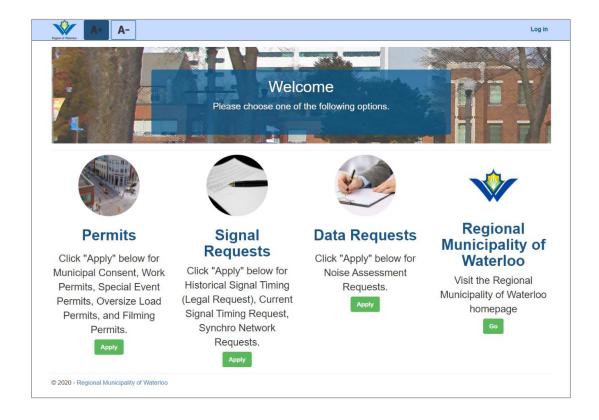
- + Permits: Users may click on Apply for Permits and Municipal Consent applications.
- + Signal Requests: Users may click **Apply** for Current Signal Timing, Historical Signal Timing (Legal), and Synchro Network Requests.
- + Data Requests: Users may click **Apply** for Noise Assessment Requests.
- + Regional Municipality of Waterloo: Applicants/visitors may visit the Waterloo website homepage for more information on the municipality



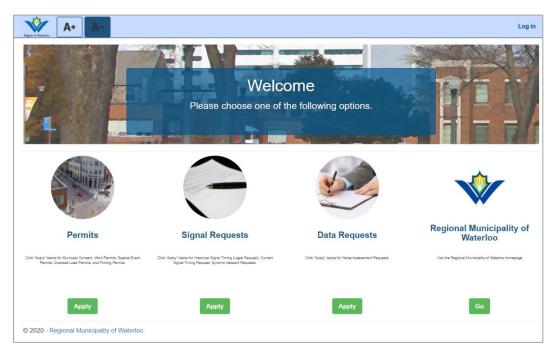


To adjust the size of the text on the page, users may go to the top left of their window.

Continuously click to increase to the desired size of text or continuously click to decrease the size. See below for the maximum and minimum size of text.





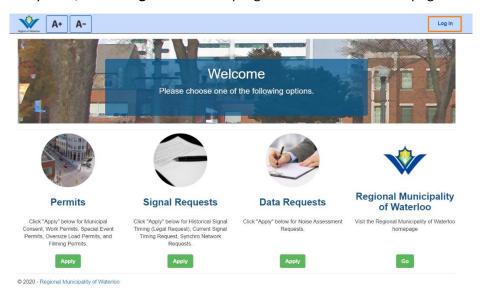


To return to this home page at any point, click _____ at the top left of the application.



1.2 User Log in/Log off

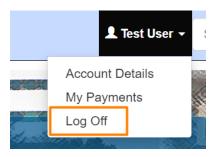
To log into the system, click "Log In" at the top right corner of the home page.





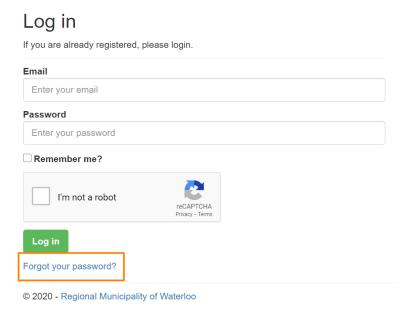
Enter your registered email and password. If you want your computer to remember your email and password for future visits, click the "Remember me?" checkbox. Tick off "I'm not a robot" in the reCAPTCHA box and click **Log in**.

To log off, click on your name at the top right corner of the page to open up a dropdown. Click **Log Off**. You will be redirected to the permit application homepage.



1.3 Forgotten Password

If you have forgotten your password to your account, click **Forgot your password?** in the Log In page.



You will be directed to the Forgot your password? page where you may enter your email. Click **Email Link**. A confirmation will appear asking you to check your email.





Forgot Password Confirmation.			
Please check your email to reset your password.			
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The system will send you an email to your registered email address. Click or copy and paste the link into your browser to reset your password. You will be redirected to the Reset Password page.



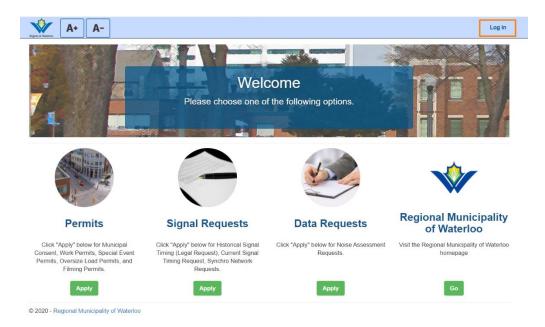
Fill out the necessary information and click **Reset**. A confirmation screen will be given. You may now log in with your email and your new password.



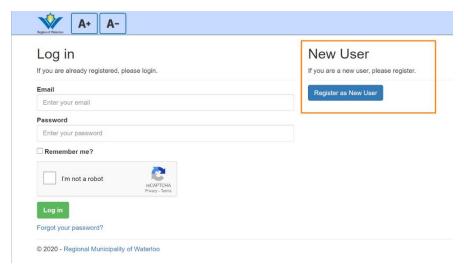
1.4 User Registration

Permit and Request applications can be submitted by registering and creating an account on the website. Maintaining an account makes it easier to fill out new applications and view applications that have already been submitted. To register for an account, click **Log in** at the top right corner of the page as shown below.





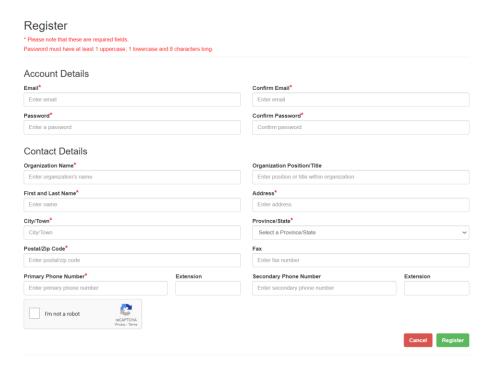
The user will be redirected to the Log in page where they may choose the "Register as New User" option.



After clicking **Register as New User**, the user will be directed to an online form where the user may fill out their Account Details and Contact Details. All mandatory fields are marked by a red asterisk (*). Click the green **Register** at the bottom of the page when all the mandatory fields are completed.



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The following message will appear, asking the user to confirm their email address:



The user must then go to their emails where they are provided with a link to confirm registration. The confirmation email may be placed in the Spam/Junk folder, so please check accordingly.

If a confirmation email is not received within 10 minutes, the user may log in with their registered email address and password from the Log In page. The following message will appear for the user to resend the confirmation email.

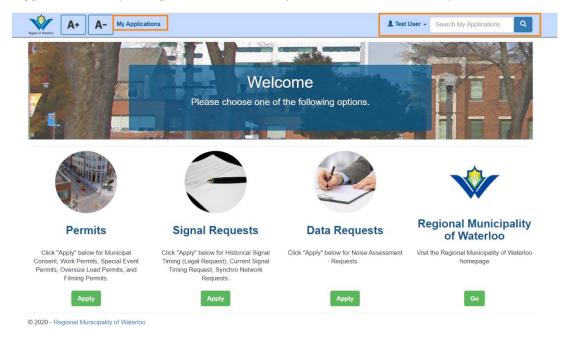


Click **Send** to resend the confirmation email.



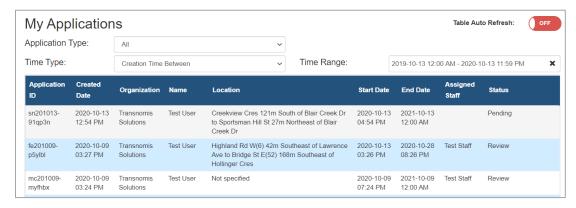
2 Secondary Home Page

Once logged in, the top navigation bar will be updated with additional options.



2.1 My Applications

Click on **My Applications**. This will lead to the My Applications page where the user may see all the applications they have applied to and the statuses of each application.



Enabling **Table Auto Refresh** (at the top right of the page) will refresh the list every 10 seconds. Click the switch to turn the feature on and off.

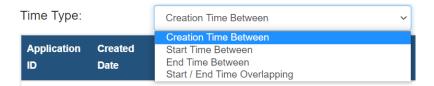
The user may sort their Applications by the three filters provided:



+ Application Type: Indicates all Application Types available. If this filter is changed, only the indicated Application Type will show in the list underneath. For example, if "Municipal Consent" is selected in this filter, only Municipal Consent permits will show in the list underneath.

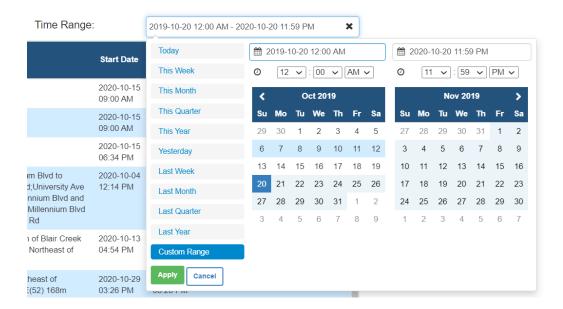


+ Time Type: This filter goes hand in hand with the Time Range filter. If this filter is changed, the Time Range will apply to the new Time Type instead. For example, if "Creation Time Between" is selected, and the time range is 2020-08-01 12:00 AM – 2020-08-31 11:59 PM, the list underneath will only list applications that were *created* in this time range. If "Start Time Between" is selected as the Time Type instead, and the time range remains the same, the list underneath will only list applications that have an indicated start time in the time range.



+ Time Range: This filter goes hand in hand with the Time Type filter. If this filter is changed, only the applications in the indicated Time Range of the selected Time Type will show in the list underneath. For example, if the time range is 2020-08-01 12:00 AM – 2020-08-31 11:59 PM, only applications in August 2020 (inclusive) will show in the list underneath.





 To set the dates/times, the user may click on the pre-made shortcuts on the left sidebar; they may click on the calendar dates to mark the start and end dates, and then indicate the times in the dropdowns above; or they may manually type in the dates and times in the text boxes above the time dropdowns. Any use of the calendar, the time dropdowns, or manually typing in dates and times, will automatically switch the shortcut to "Custom Range".

The applications in the list are separated by the following headers. Note that the headers may change depending on the filtered Application Type:

- + Application ID: Every application has an Application ID. This ID can be used to identify/search for your specific application throughout the system.
- + Created Date: The date the application was created.
- + Organization: The organization of the applicant.
- + Name: The name of the applicant.
- + Location: The location details of the application.
- + Start Date: The indicated start time of the application event.
- + End Date: The indicated end time of the application event.
- + Assigned Staff: The name of the staff handling the application.
- + Status: The status of the application.
- + Approval Date: For Noise Assessment Requests, Current Signal Timing Requests, and Synchro Network Requests. The date the application was approved.
- + MCNumber: For Municipal Consent only. This is the Applicant Municipal Consent Reference Number that can be used to find the specific application.
- + Stakeholder: For Municipal Consent only. The stakeholder company name.
- + RRNumber: For Work Permit only. The Regional Road (RR) number. This value is for Office Use Only.



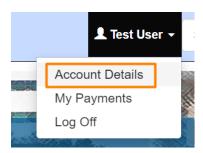
Clicking on the individual headers (except MCNumber, Stakeholder, and RRNumber) will sort the list of entries in that particular column in ascending order. Clicking on the specific header again will sort the list of entries in descending order.

2.2 User Information

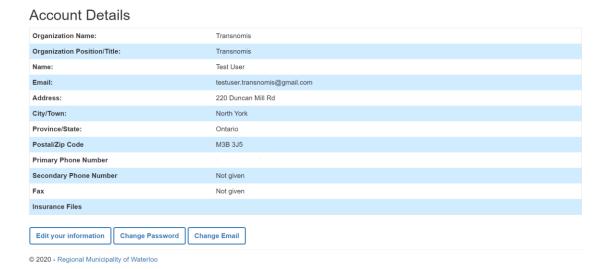
Click on your name at the top right of the page to open up a dropdown with further options.

2.2.1 Account Details

To view Account Details, click on your name at the top right of the page to open up a dropdown. Click **Account Details**.



You will be redirected to the information you inserted when you first registered.



2.2.1.1 Edit Your Information

Click Edit your information if any changes need to be made to your account.



Account Details



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You will be directed to the Edit Account Details page where you may update any account information. You may also upload insurance files that can be applied to your applications.

Edit Account Details



When you have completed your changes, click **Save Changes**. The screen will redirect back to the Account Details page with a message indicating that the information saved successfully.

User information saved successfully.

Account Details

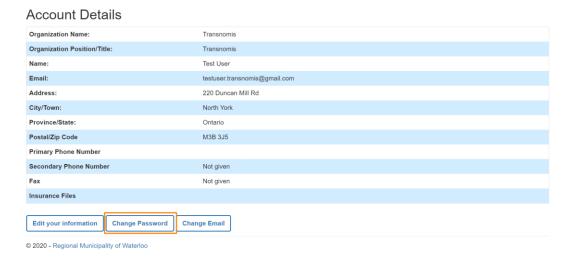
 Organization Name:
 Transnomis Solutions

 Organization Position/Title:
 Transnomis

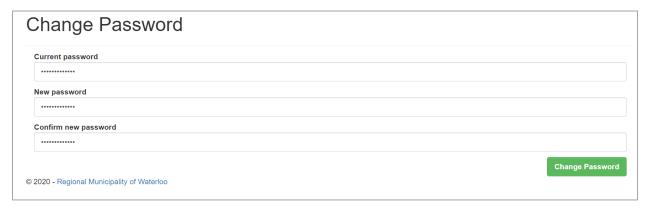


2.2.1.2 Change Password

Click Change Password to change the password to your account.



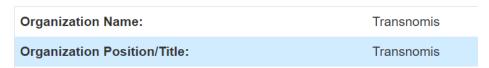
You will be directed to the Change Password page where you will be asked to insert your current password and to confirm your new password.



When you have completed your changes, click **Change Password**. You will be redirected back to your Account Details page with a message indicating that your password has been changed.

Your password has been changed.

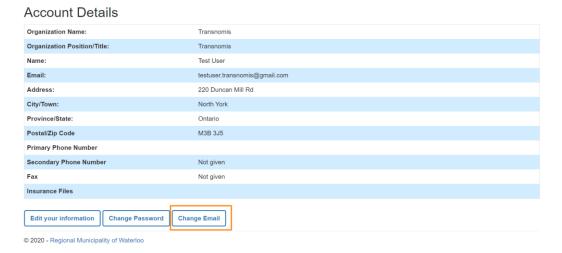
Account Details



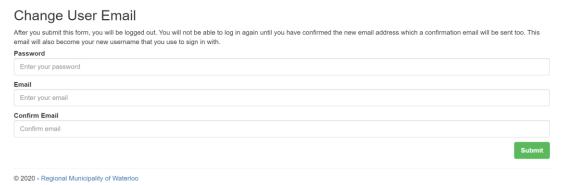


2.2.1.3 Change Email

Click **Change Email** to change the associated email of your account.



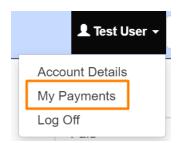
You will be directed to the Change User Email page where you will be asked to insert your current password and your new email. Please note that after submission, you will not be able to log in again until you confirm your account with your new email (similar to when you first registered).



Click **Submit** when you have completed the form.

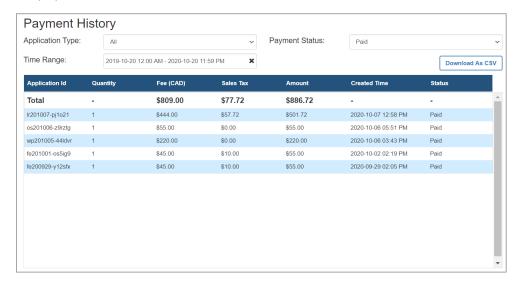
2.2.2 My Payments

To view payment history, the user may click on their name on the top right of the page where a dropdown will appear. They may then click **My Payments**.





The user will then be brought to the following screen where they may see current pending and previous payments.

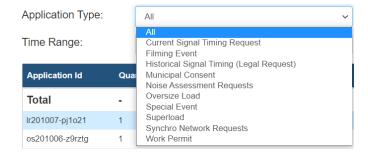


If the user makes any payments for their applications, their application will appear in the list.

- + Application ID: Every application has an Application ID. This ID can be used to identify/search for your specific application throughout the system.
- + Quantity: The quantity you applied for in this one application.
- + Fee (CAD): The fee of one application of that type (without tax). For example, if one individual Filming Event permit costs CAD \$45, Fee (CAD) in this list would list \$45.00 no matter the indicated quantity.
- + Sales Tax: The amount of tax for the one application of that type.
- + Amount: The total amount with Quantity, Fee (CAD) and Sales Tax taken into account.
- + Created Time: The date and time the application was submitted.
- + Status: The status of the application.

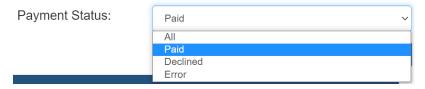
The user may sort their payment history by the three filters provided:

+ Application Type: Indicates all Application Types available. If this filter is changed, only the indicated Application Type will show in the list underneath. For example, if "Municipal Consent" is selected in this filter, only Municipal Consent permits will show in the list underneath.





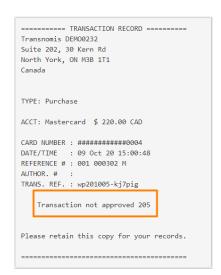
+ Payment Status: Indicates Payment Status of the application. If this filter is changed, only applications with the indicated Payment Status will show in the list underneath. For example, if "Paid" is selected in the filter, only Paid applications will show in the list underneath.



- See the list below for the different type of Payment Statuses:
 - Paid: The transaction was successful with your credit card.
 - Declined: The transaction was not successful with your credit card.
 Please contact your bank for more information. You may see the error code on your receipt for more information.

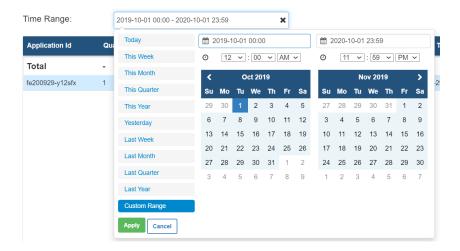
Transaction has been declined - Transaction Normal

Here is your receipt:



- Error: An error occurred with the payment system. Please try again later.
- + Time Range: Indicates Time Range of the completed application. If this filter is changed, only the applications applied in the indicated Time Range will show in the list underneath. For example, if the time range is 2020-08-01 12:00 AM 2020-08-31 11:59 PM, only permits that were applied in August 2020 (inclusive) will show in the list underneath.

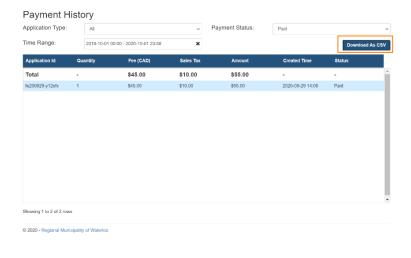




 To set the dates/times, the user may click on the pre-made shortcuts on the left sidebar; they may click on the calendar dates to mark the start and end dates, and then indicate the times in the dropdowns above; or they may manually type in the dates and times in the text boxes above the time dropdowns. Any use of the calendar, the time dropdowns, or manually typing in dates and times, will automatically switch the shortcut to "Custom Range".

2.2.2.1 Download As CSV

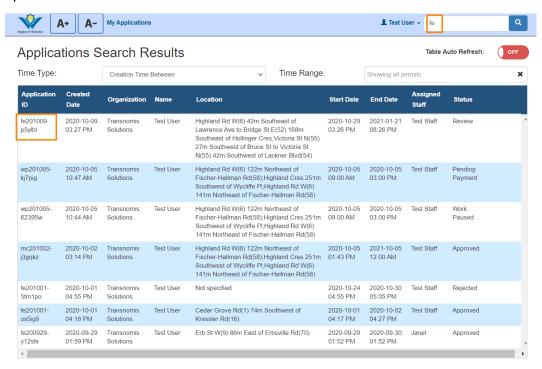
On the top right of the Payment History page, is the "Download As CSV" button. Clicking this will export all entries in CSV format, which can then be opened and manipulated in Microsoft Excel. For example, if there are 100 entries in the list, all 100 entries will export all 100 entries into the downloaded CSV file.





2.3 Search My Applications

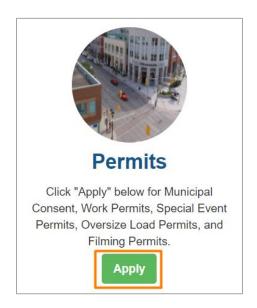
Search My Applications is located on the top right corner of the page. The user can type in any part of their application (all details in any of the search columns), and press **Enter** on their keyboard. The Application Search Results page will appear and indicate whether there were any matches.





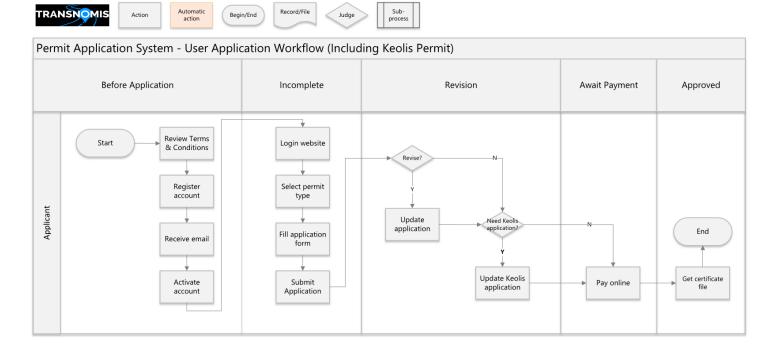
Permits

On the Second Home Page, click on Apply under the Permits category to apply for a permit.



3.1 Applying for a Permit

See the following workflow for the full Application process. The types of Permits are listed in the subsequent sections.

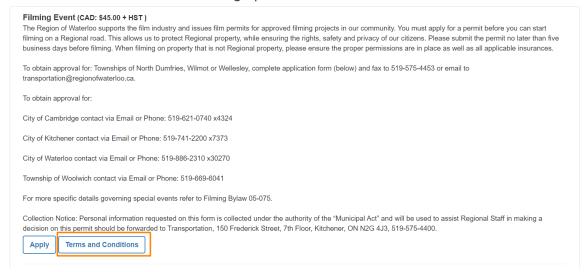




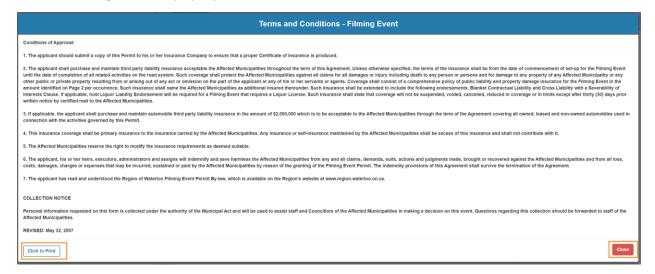
3.1.1 Filming Event

Read all of the information for the Filming Event carefully.

Please choose one of the following options

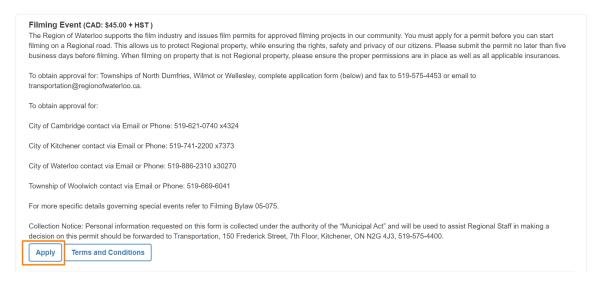


Click **Terms and Conditions** to read all the terms and conditions for a Filming Event. To print the terms and conditions for your convenience, use **Click to Print** on the bottom left of the pop-up. When you have completed reading the terms and conditions carefully, click **Close** on the bottom right of the pop-up.



When you are ready to do so, click Apply.

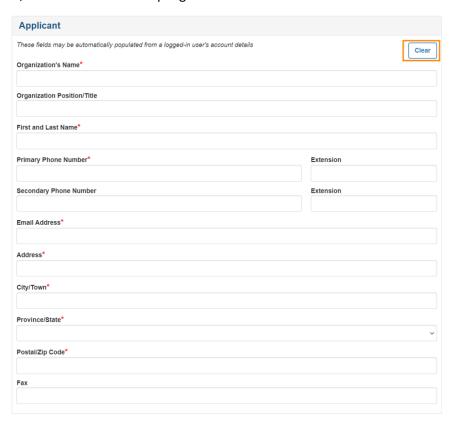
Road Permit Application Public User Manual



You will be brought to the Filming Event Application page where you may review the terms and conditions again. Please note that the following custom fields are subject to change.

3.1.1.1 Applicant Details

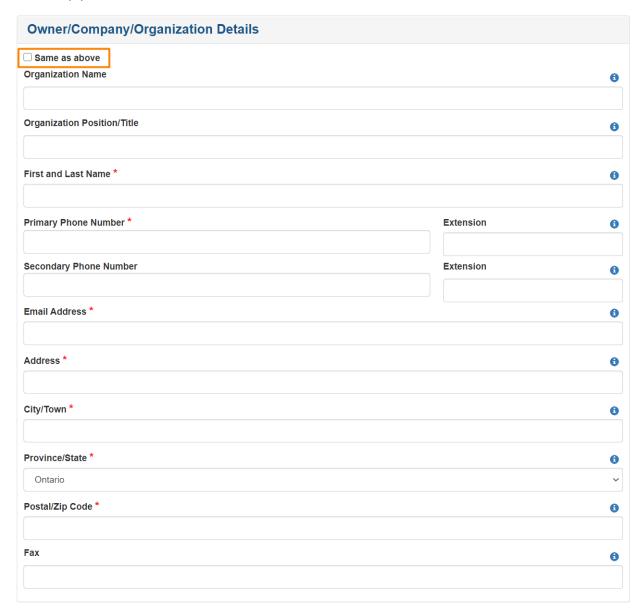
Fill in the Applicant details. All mandatory fields are marked with a red asterisk (*). If you are already logged in to your account, some of the fields may be auto-filled for you. To clear out the information, click **Clear** at the top right of the section.





3.1.1.2 Owner/Company/Organization Details

Fill in the Owner/Company/Organization details. All mandatory fields are marked with a red asterisk (*).



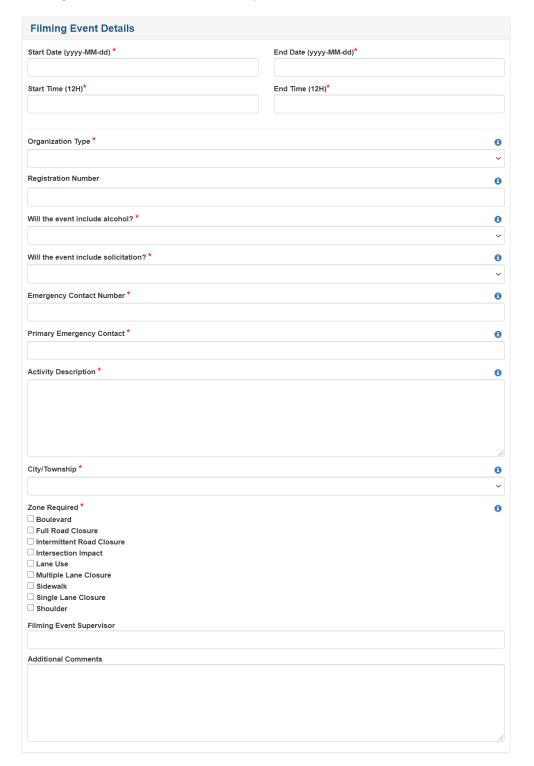
If the information is the same as your Applicant information, you may tick off the "Same as above" checkbox. The section will collapse with this checkbox marked off.

Owner/Company/Organization Details	
☑ Same as above	



3.1.1.3 Filming Event Details

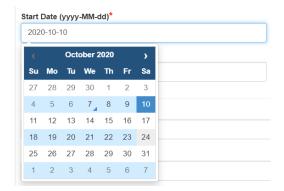
Fill in the Filming Event Details. All mandatory fields are marked with a red asterisk (*).



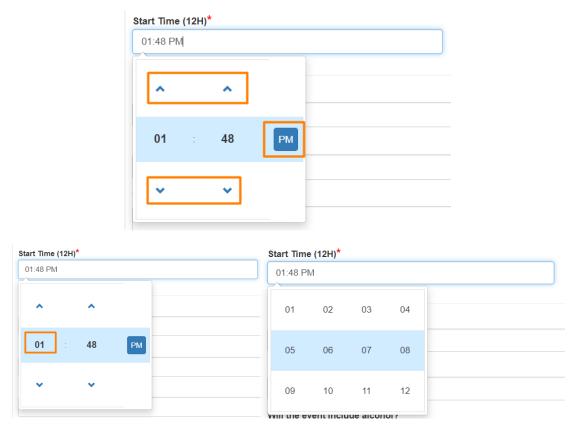


3.1.1.3.1 Start/End Dates and Start/End Times

Click on the text box under the Start/End Dates. A calendar will drop down. Select your desired dates.



Click on the text box under the Start/End Times. A time picker will drop down. Select your desired times using the arrows or by clicking the number.



Alternatively, manually type in your Start and End Dates following the format provided in the brackets (e.g. fill in "2020-01-31" if the Start Date was January 31, 2020). Complete the Start and End Times similarly.



3.1.1.3.2 Mandatory Fields

Click the 10 icon beside the fields for more information.



Fill in the application as accurately as possible.

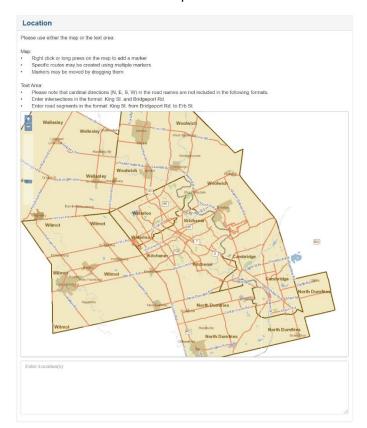
3.1.1.3.3 Zone Required

In selecting the zone required for your filming event, please ensure to check off ALL zones that apply. Click the checkboxes again to toggle the selection off if an option was selected by mistake.



3.1.1.4 Location

The location can be indicated either on the map or in the text area below the map.



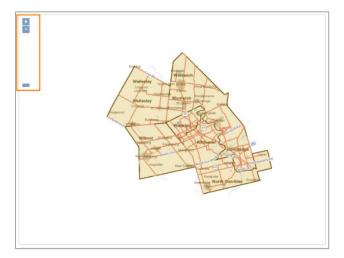


When added, individual locations are indicated by a purple circle, and road segments are indicated by a blue line.



3.1.1.4.1 Adding Location from the Map

To drag the map around, hold a left-click on the map and move your mouse. To zoom in to an area of the map, press $\stackrel{\bullet}{=}$ at the top left of the map. You may also double left-click on the map to zoom in. To zoom out of an area on the map, press $\stackrel{\bullet}{=}$. Alternatively, you may click and drag the slider up to zoom in and the slider down to zoom out.





When you have zoomed in and found your location, either right-click or hold a left-click on the map to add a marker. A small red circle with a purple border will load onto the map. You may make multiple markers to make a specific route. When you make a second marker, the map will automatically connect the two markers to make a route. Note that the text area will also autofill to the locations of your markers.

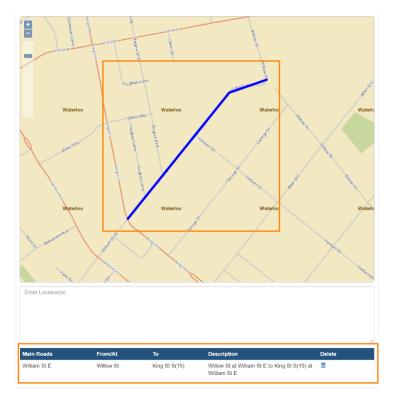


If you would like to move one of the markers, left-click the marker and drag it to the correct location. The route will automatically adjust.

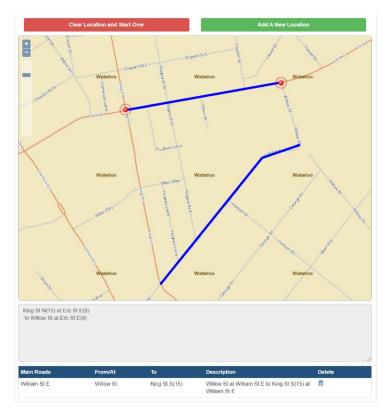
If you would like to completely start over, click Clear Location and Start Over.

Once you have completed indicating your location, click **Add A New Location**. The markers will disappear and a section will appear under the text area indicating the marked route/location.



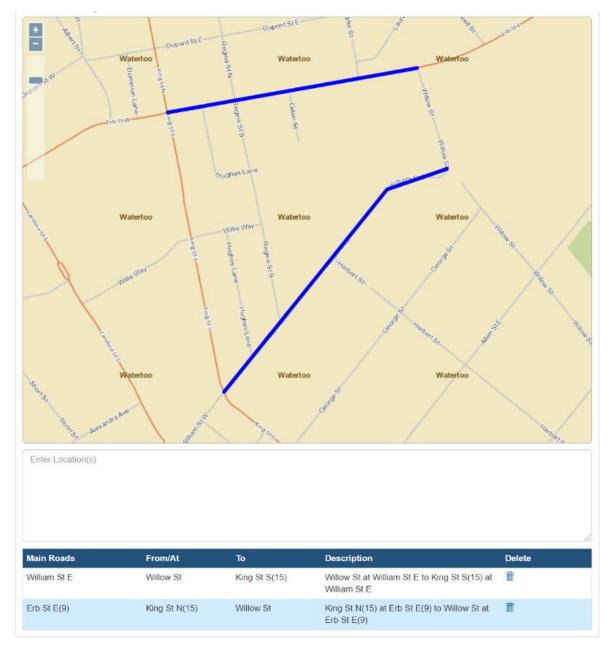


If your Filming Event requires multiple locations, you may now add a new location/route on the same map.





Both locations will appear in the table under the Text Area.



Please note that once a location is officially added, it CANNOT be edited. To reset a route, click the most beside the route you would like to remove from the list. A pop-up will appear asking you to confirm that you would like to delete the location. Click **Confirm**.

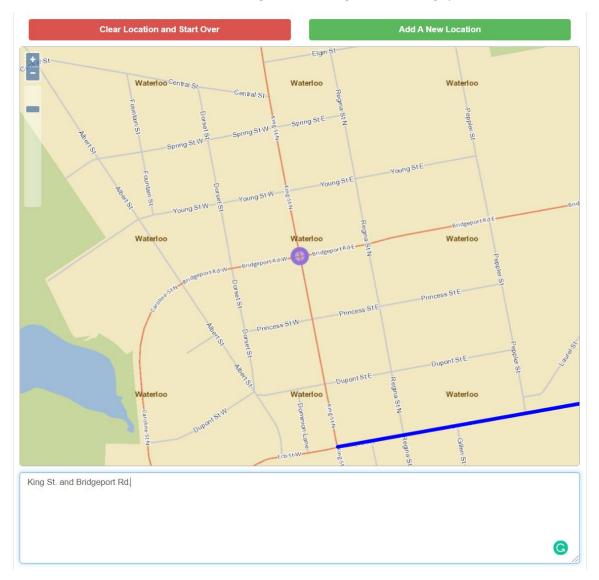


The map and the table will automatically update.



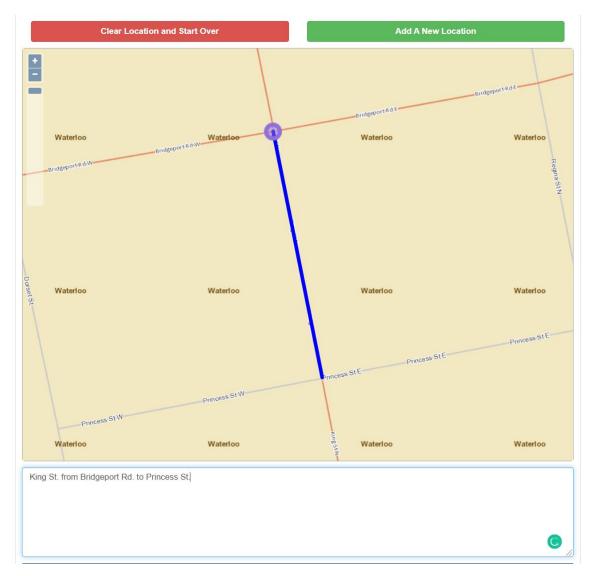
3.1.1.4.2 Adding Location using Text Area

Locations can also be typed in the Text Area if you are having a tough time finding it on the map. Note that cardinal names (N, E, S, W) in the road names are not included in the formats. Intersections are inserted in the following format: *King St. and Bridgeport Rd.*



Road segments are inserted in the following format: *King St. from Bridgeport Rd. to Princess St.* The map will automatically zoom to the location of your indicated road segment.



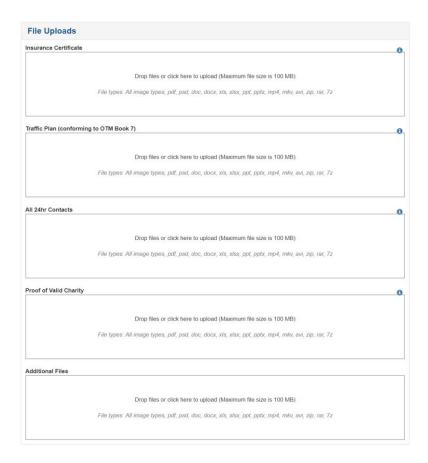


Please note that unlike the markers placed using the map, text area locations CANNOT be drag-and-dropped. Click **Add A New Location** to finish adding your location to your application.

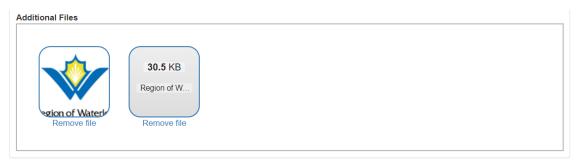
3.1.1.5 File Uploads

If you would like to include any files to accompany your application, you may do so in this section. Filming Events files may include Insurance Certificates, Traffic Plans, All 24hr Contacts, Proofs of Valid Charity, and/or any Additional Files. You may drag and drop your files from your files folder, or you may click on the box to upload your documents. Please note the different accepted file types and the maximum file size.





Once files are uploaded, icons of the files will appear.



Hover or mouse over an image file to see the image size and name. Click **Remove file** underneath the file to remove it from your application.





3.1.1.6 Saving and/or Completing the Application

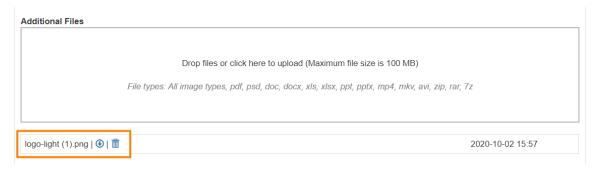
When you have finished inputting all the mandatory information, make sure to tick off the box indicating that you have read, understood, and agree with the Terms and Conditions. Click **Terms and Conditions** if you need a reminder.



If you would like to return to this specific application without submitting it just yet, click **Save Draft**. A notification box will appear at the top of the page with the application ID. It will also indicate any mandatory fields you did not complete.

Your application ID for the draft application is fe201001-5tm1po.
Will the event include alcohol? is required.
City/Township is required.

Uploaded files are now in a list format and can be either downloaded using ③ or removed using 🛅 .



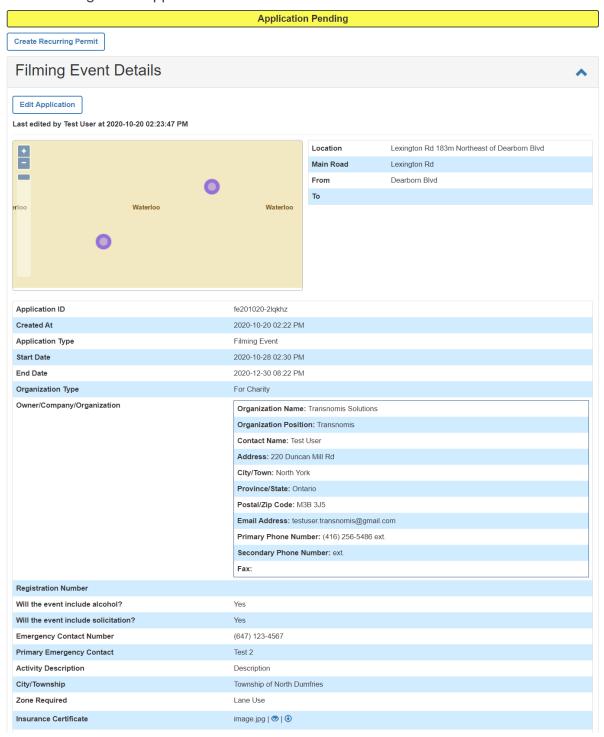
You may return to this application through **My Applications** or by searching your ID in the search bar. See Sections 2.1 and 2.3 respectively for more information.

If you would like retire this application altogether, click Cancel.

When you are ready, click **Submit** to complete your application. You will be brought to the View Filming Event Application page where you may see the status of your application as well as all the information you inputted.



View Filming Event Application





3.1.2 Municipal Consent

Read all of the information for the Municipal Consent carefully.



When you are ready to do so, click Apply.

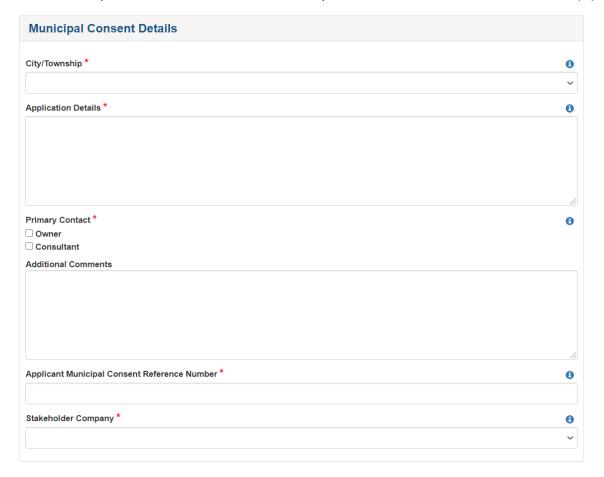
You will be brought to the Municipal Consent Application page. Please note that the following custom fields are subject to change.

3.1.2.1 Applicant Details

Fill in the Applicant details. See Section 3.1.1.1 for more details.

3.1.2.2 Municipal Consent Details

Fill in the Municipal Consent Details. All mandatory fields are marked with a red asterisk (*).





3.1.2.2.1 Mandatory Fields

Click the 1 icon beside the fields for more information.



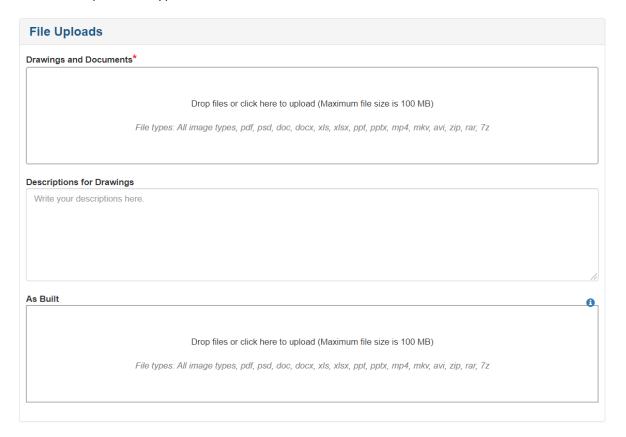
Fill in the application as accurately as possible.

3.1.2.3 Location

The location can be indicated either on the map or in the text area below the map. See Section 3.1.1.4 for more information.

3.1.2.4 File Uploads

If you would like to include any files to accompany your application, you may do so in this section. Municipal Consent files must include Drawings and Documents and may include Descriptions for the Drawings and/or any As Built files. You may drag and drop your files from your files folder, or you may click on the box to upload your documents. Please note the different accepted file types and the maximum file size.





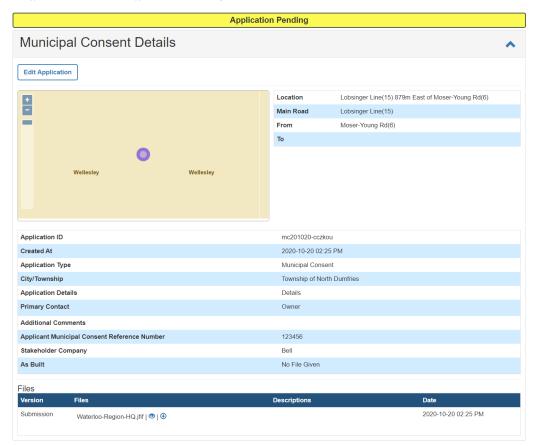
3.1.2.5 Saving and/or Completing the Application

See Section 3.1.1.6 for more information on saving and/or completing your application.

When you are ready, click **Submit** to complete your application. You will be brought to the View Municipal Consent Application page where you may see the status of your application as well as all the information you inputted.

View Municipal Consent Application

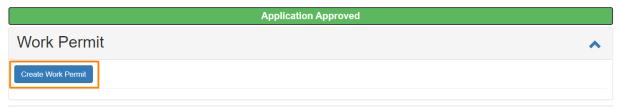
Your application has been submitted. Your application id will be emailed to your email address



3.1.2.6 Application Approved – Work Permit through Municipal Consent

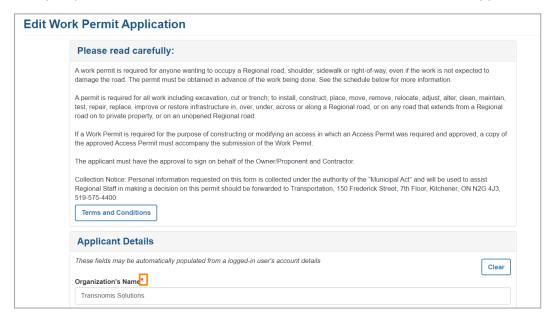
Once the application is approved and payment has been processed, a new tab titled "Work Permit" will appear on the View Application page. Click **Create Work Permit** to continue your application.

View Municipal Consent Application



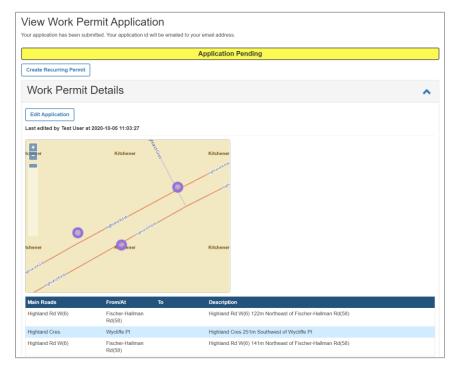


You will be brought to the "Edit Work Permit Application" page — many fields will already be auto-filled according to your municipal consent application. Read the Terms and Conditions carefully. Review all the mandatory fields (marked with a red asterisk (*)) and fill out the form as accurately as possible. See Section 3.1.3 for more details on Work Permit applications.



When you have completed filling out the information, click **Submit** at the bottom of the page.

You will then be brought to the "View Work Permit Application" page where you may review your application while it is Pending.



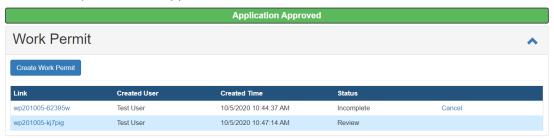


To see the associated Municipal Consent for this Work Permit, scroll down to the bottom of the View Application page to the "Related Permits" tab.



Click the Link to go back to the View Municipal Consent Application page. Your pending Work Permit will now appear under the Work Permit tab. If multiple Work Permits are needed, you may apply for another one and they will be listed out in this table.

View Municipal Consent Application

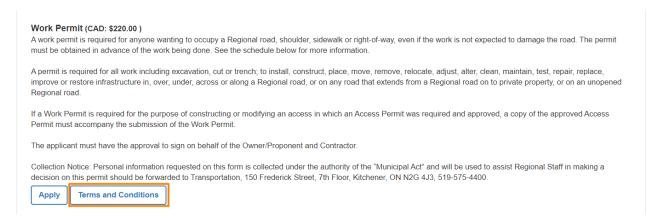


If the work location is on or near the ION Light Rail Transit Network, you will be asked to complete and submit a Keolis Permit Application. See Section 3.1.4 for more details.

3.1.3 Work Permit

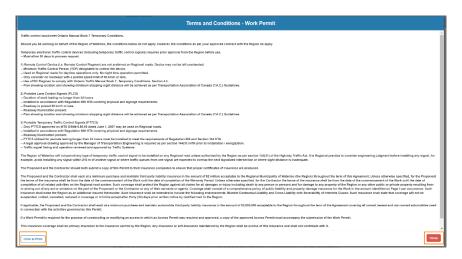
You may apply to a Work Permit on its own or through Municipal Consent. See Section 3.1.2.6 for applying for a Work Permit through Municipal Consent.

To apply to a Work Permit on its own, be sure to read all of the information carefully.

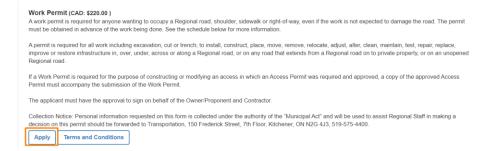


Click **Terms and Conditions** to read all the terms and conditions for a Work Permit. To print the terms and conditions for your convenience, use **Click to Print** on the bottom left of the pop-up. When you have completed reading the terms and conditions carefully, click **Close** on the bottom right of the pop-up.





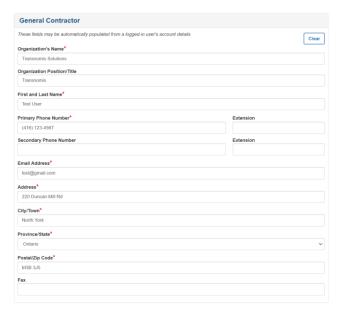
When you are ready to do so, click Apply.



You will be brought to the Work Permit Application page where you may review the terms and conditions again. Please note that the following custom fields are subject to change.

3.1.3.1 General Contractor

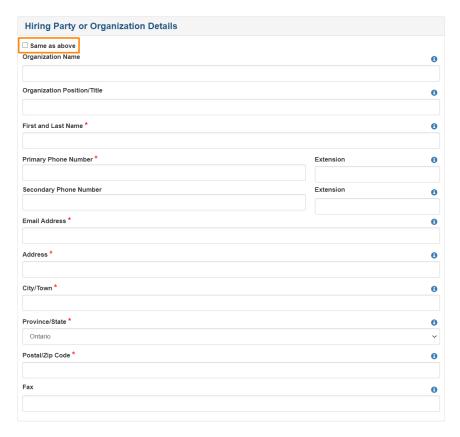
Fill in the General Contractor fields. See Section 3.1.1.1 for more details.





3.1.3.2 Hiring Party or Organization Details

Fill in the Hiring Party or Organization Details. All mandatory fields are marked with a red asterisk (*).



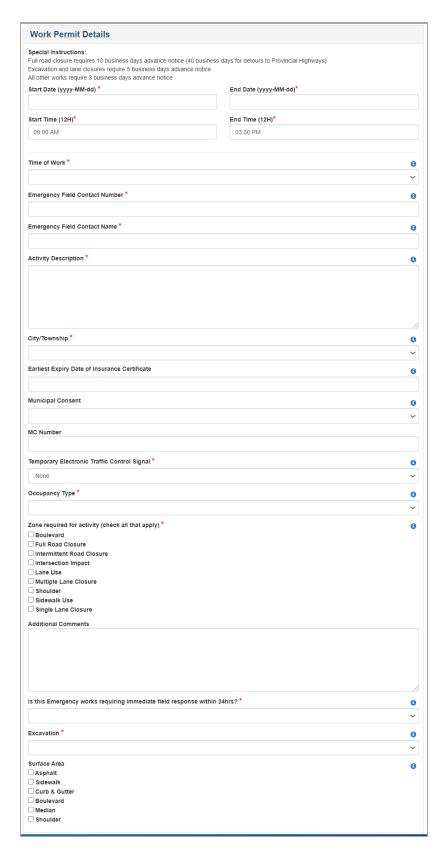
If the information is the same as your Applicant information, you may tick off the "Same as above" checkbox. The section will collapse with this checkbox marked off.



3.1.3.3 Work Permit Details

Fill in the Work Permit Details. All mandatory fields are marked with a red asterisk (*).







3.1.3.3.1 Start/End Dates and Start/End Times

See Section 3.1.1.3.1 for more details on Start/End Dates and Start/End Times.

The Start Time and End Time are defaulted to "9:00 AM" and "3:00 PM" respectively.

3.1.3.3.2 Mandatory Fields

Click the 1 icon beside the fields for more information.



Fill in the application as accurately as possible.

3.1.3.3.3 Zone Required/Surface Area

In selecting the zone(s) required for your work permit, please ensure to check off ALL zones that apply. Click the checkboxes again to toggle the selection off if an option was selected by mistake. Do the same for the Surface Area section.

3.1.3.4 Cut Details

The details of the cut to be made can be inserted here. This is an optional section.



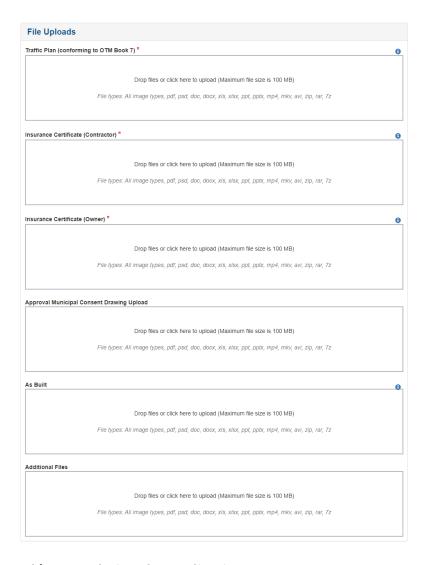
3.1.3.5 Location

The location can be indicated either on the map or in the text area below the map. See Section 3.1.1.4 for more information.

3.1.3.6 File Uploads

If you would like to include any files to accompany your application, you may do so in this section. Work Permit files must include Traffic Plan files, Insurance Certificate (Contractor) files and Insurance Certificate (Owner) files. You may also include the Approval Municipal Consent Drawing, As Built files and/or any additional files. Drag and drop your files from your files folder, or click on the box to upload your documents. Please note the different accepted file types and the maximum file size.





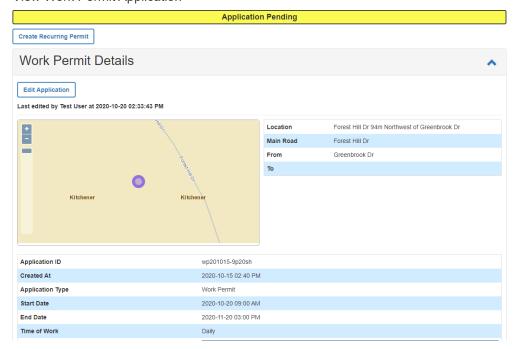
3.1.3.7 Saving and/or Completing the Application

See Section 3.1.1.6 for more information on saving and/or completing your application.

When you are ready, click **Submit** to complete your application. You will be brought to the View Work Permit Application page where you may see the status of your application as well as all the information you inputted.



View Work Permit Application



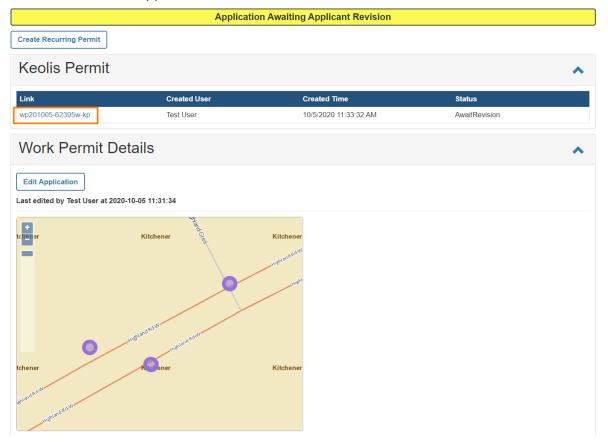
3.1.4 Keolis Permit

If the work required from your application is on or near the ION Light Rail Transit Network, you will be asked to complete and submit a Keolis Permit Application after the initial review by the Waterloo staff. Your application will not be approved unless your Keolis Permit is approved.

The "Keolis Permit" tab will appear on your View Application page with a link. Note that the Keolis Application ID is identical to the associated Application ID with the exception of the "-kp". Click on the ID.



View Work Permit Application



You will be brought to the Edit Keolis Permit Application page where instructions for Keolis are provided to you. The Keolis Permit is separated into two different parts — the Permit to Work Request Form and the Permit to Work - Job Assessment for Working Safe. Read both sections carefully to ensure that your Request is returned without delays.



Edit Keolis Permit Application

Keous

Permit to Work Request Form

Instructions: This form is to be completed by any personnel seeking to complete work on or near the ION Light Rail Transit Network. Please read the following information carefully to ensure that your Request is returned without delays.

Permit Applicant Person completing the Permit to Work Form

Permit Recipient Person managing the work described in the Permit to Work Form Permit User Person(s) participating in the work described in the Permit to Work Form Central Control Facility (CCF) Keolis Personnel responsible for the actioning and issuing of Permit to Work submissions in accordance with ION operational requirements

Step 1: Complete the PTW Form

Step 2: Complete a JAWS Form

Step 3: Submit documents to IONLRTpermits@keolis.ca

Step 4: Forms Returned to Applicant (Approved or Denied)

Recommendations: If a PTW is denied. Keolis will provide recommended amendments to the PTW Form. This is to minimize operational impact to the ION Network.

Frequently Asked Questions:

How is authorization obtained?

Permission for planned works can be obtained by completing a Permit to Work Request and sending it to the Keolis with the appropriate supporting documentation. Applications must be submitted at least 10 business days prior to the planned work date. PTW Request Forms must be submitted to IONLRTpermits@keolis.ca.

When the completed PTW Request is submitted, it will be reviewed by Keolis to identify:

- Whether the planned works can be safely undertaken with LRVs still running;
- If a local restriction on LRV running is required;
- If the safety of either the ION LRT or the applicant's staff or contractor(s) may be at risk; and
- Whether the OCS requires to be isolated and grounded.

After the review, Keolis may then:

- Seek further information in relation to the application;
- Give permission for the works by issuing a Permit to Work; or
- Refuse to allow the works.

Are there any work restrictions?

Keolis will review each PTW Request Form individually and may impose conditions/restrictions on an approved Permit To Work issued which may include but not limited to:

- Time of day in which the planned work may take place;
- Type of equipment to be used on site:
- Location of the planned work and proximity to the tracks;
- Duration of planned work;
- Scope of work authorized; or
- Safety measures imposed on site.

Is any training from Keolis required?

Prior to submitting a PTW Request, all workers must attend the ION LRT Safety Awareness Training provided by Keolis. This course is developed to provide all workers with the level of competence required to work on or near the ION LRT Network. Please note that this course does not provide instructions to workers on how to perform the planned work detailed in the PTW Form. This course will take approximately 2 hours and can be arranged by email at IONLRTpermits@keolis.ca.

Other Considerations

All personnel working on or near to the ION LRT must wear the minimum PPE as approved by Keolis and as appropriate to the nature of the planned work. This can be identified by the documented Job Assessment for Working Safely Form completed by the relevant party as part of this PTW process. All workers must wear high visibility vests/jackets in order to identify themselves on the ION LRT Network and carry their certificate of participation issued upon completing the ION LRT Safety Awareness Training.

Complete Parts A-B thoroughly and submit to Waterloo Permit System 10 days prior to the planned work date.



Permit to Work Job Assessment for Working Safe

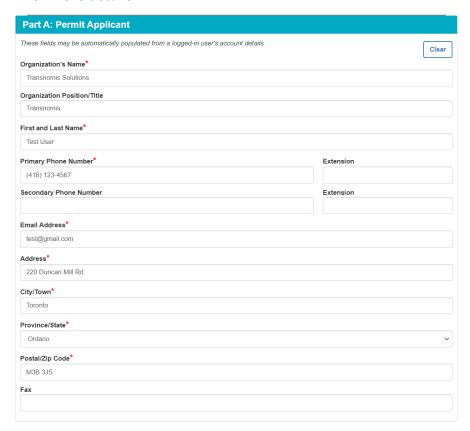
This form is to be completed by any individual seeking to complete work on or near the ION Light Rail Transit Network, in conjunction with the Permit to Work Request Form. When filling out this form, provide as much detail as possible to avoid unnecessary delays in processing. Complete Parts B only.



Certain fields are auto-filled for you with the information from your original application. Please review the auto-filled information and fill in any missing information. All mandatory fields are marked with a red asterisk (*). Please note that the following custom fields are subject to change.

3.1.4.1 Permit Applicant

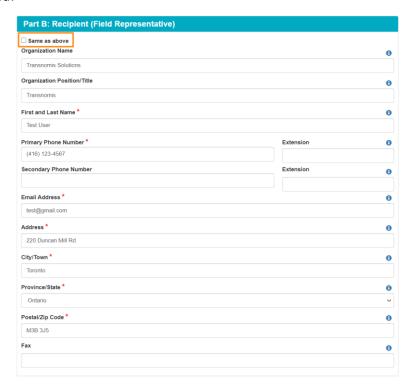
This is the person completing the Permit to Work Form. These fields are auto-filled for you with the information from your original application. Review and fill in details as needed. See Section 3.1.1.1 for more details.





3.1.4.2 Recipient (Field Representative)

This is the person managing the work described in the Permit to Work Form. These fields are auto-filled for you with the information from your original application. Check off the "Same as above" checkbox if the Permit Applicant and Recipient are the same person. Review and fill in details as needed.



3.1.4.3 Permit Information

These fields are auto-filled for you with the information from your original application. Review and fill in details as needed. See Section 3.1.1.3 for more details.



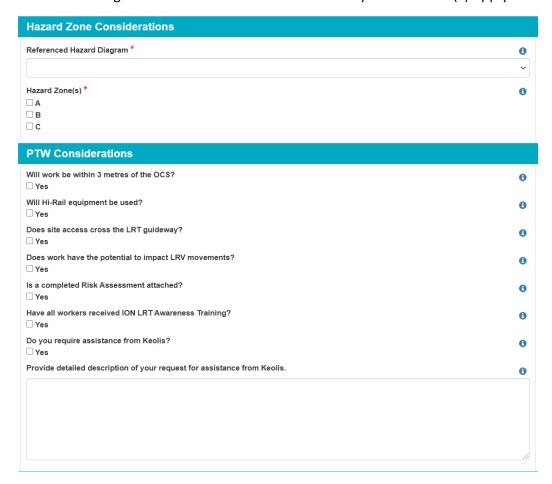


3.1.4.4 Considerations (Hazard Zone and PTW)

Click the 1 icon beside the fields for more information.



Hazard Zone Considerations are mandatory fields. Click the dropdown to choose the Referenced Hazard Diagram. Click the checkboxes to as many Hazard Zone(s) apply.



3.1.4.5 Risk Categories and Control Measures

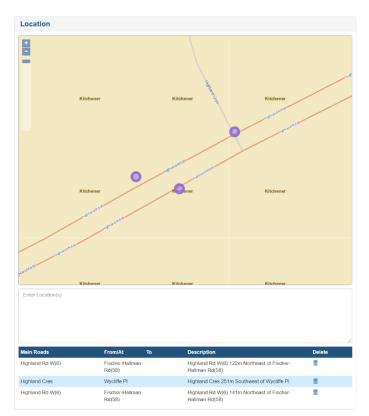
Refer to the Permit to Work - Job Assessment for Working Safe table (See Section 3.1.4) to complete this section. Select the appropriate risk category in the dropdowns for each item and then give a description of the measures used to mitigate these risks in the text boxes below. Fill in the information as accurately as possible.





3.1.4.6 Location

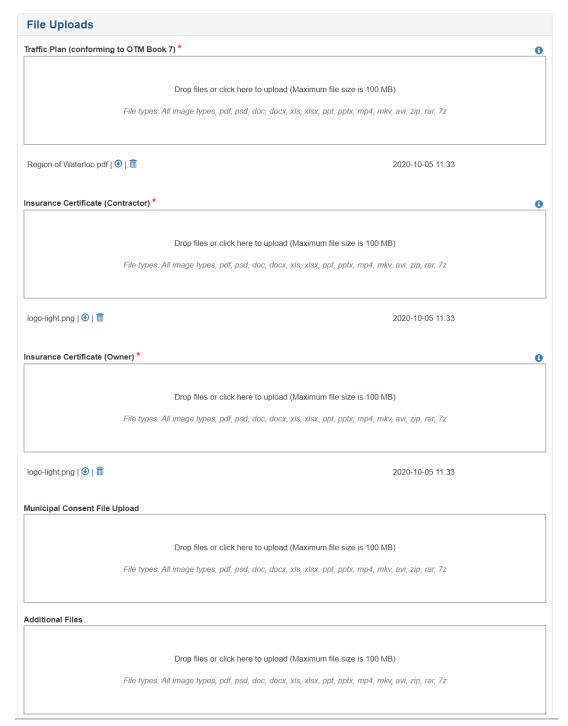
These fields are auto-filled for you with the information from your original application. Review and fill in details as needed. See Section 3.1.1.4 for more details.





3.1.4.7 File Uploads

These fields are auto-filled for you with the information from your original application. Review and upload/remove files as needed. See Section 3.1.2.4 for more details.





3.1.4.8 Completing the Application

When you are ready, click **Submit** at the bottom of the page to complete your application. You will be brought to the View Keolis Permit Application page where you may see the status of your application as well as all the information you inputted.

View Keolis Permit Application

Application Revised By Applicant

Keolis

Permit to Work Request Form

		I seeking to complete work on or near the ION Light Rail Transit nsure that your Request is returned without delays.	
Roles:			
Permit Applicant	Person completing	Person completing the Permit to Work Form	
Permit Recipient	Person managing	Person managing the work described in the Permit to Work Form	
Permit User	Person(s) participa	Person(s) participating in the work described in the Permit to Work Form	
Central Control Facility (CCF)	Keolis Personnel responsible for the actioning and issuing of Permit to Work submissions in accordance with ION operational requirements		
Process:			
Step 1: Complete the PTW Form Step 2: Complete a JAWS Form Step 3: Submit documents to IONLRTpermits@keolis.ca Step 4: Forms Returned to Applicant (Approved or Denied)		Recommendations: If a PTW is denied, Keolis will provide recommended amendments to the PTW Form. This is to minimize operational impact to the ION Network.	
Frequently Asked Questions:			
	n. Applications must I st be submitted to IONL		
Whether the planned works can be If a local restriction on LRV running If the safety of either the ION LRT of Whether the OCS requires to be iso After the review, Keolis may then: Seek further information in relation Give permission for the works by is	safely undertaken with is required; or the applicant's staff o olated and grounded. to the application;	LRVs still running; r contractor(s) may be at risk; and	

Are there any work restrictions?

Refuse to allow the works.

Keolis will review each PTW Request Form individually and may impose conditions/restrictions on an approved Permit To Work issued which may include but not limited to

- Time of day in which the planned work may take place;
- Type of equipment to be used on site;
- Location of the planned work and proximity to the tracks;
- Duration of planned work;
- Scope of work authorized; or
- Safety measures imposed on site.

Is any training from Keolis required?

Prior to submitting a PTW Request, all workers must attend the ION LRT Safety Awareness Training provided by Keolis. This course is developed to provide all workers with the level of competence required to work on or near the ION LRT Network. Please note that this course does not provide instructions to workers on how to perform the planned work detailed in the PTW Form. This course will take approximately 2 hours and can be arranged by email at IONLRTpermits@keolis.ca.

Other Considerations

All personnel working on or near to the ION LRT must wear the minimum PPE as approved by Keolis and as appropriate to the nature of the planned work. This can be identified by the documented Job Assessment for Working Safely Form completed by the relevant party as part of this PTW process. All workers must wear high visibility vests/jackets in order to identify themselves on the ION LRT Network and carry their certificate of participation issued upon completing the ION LRT Safety Awareness Training.

At the bottom of the page is the "Related Permits" tab where you may go back to view your original application.

The View Application page will also indicate the Status of your Keolis permit.

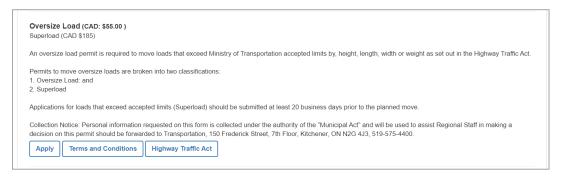


View Work Permit Application

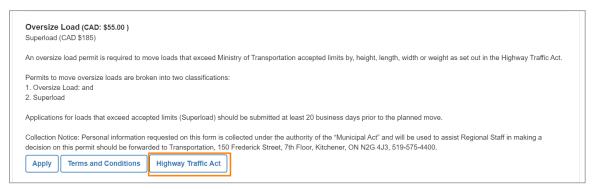


3.1.5 Oversize Load

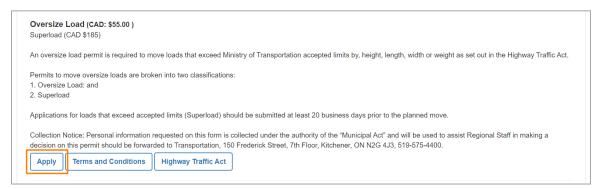
To apply for an Oversize Load Permit, be sure to read all of the information carefully.



Click **Highway Traffic Act** to read a guide to oversize/overweight vehicles and loads in Ontario provided by the Ontario Ministry of Transportation.

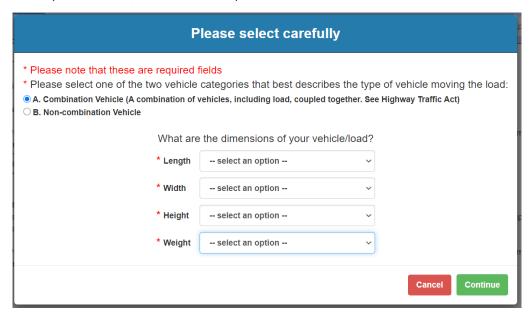


When you are ready to do so, click Apply.





A pop-up will appear requiring you to select one of the two vehicle categories. Review the Highway Traffic Act if you are unsure. Select the appropriate vehicle category and select the dimensions of your vehicle/load in the dropdowns available.



Depending on your category and the dimensions of your vehicle/load, a pop-up will appear indicating that you fit under one of the following:

- + No Oversize Permit Required
- + Oversize Load Permit Required
- + Superload Permit Required

3.1.5.1 No Oversize Permit Required

If no oversize permit is required for the dimensions of your vehicle/load, a pop-up will appear indicating that you do not need to submit any further requests. You will be provided a ticket that you will require in your vehicle when moving your load. Click **Click to Print** to access your ticket on a different tab in your browser.



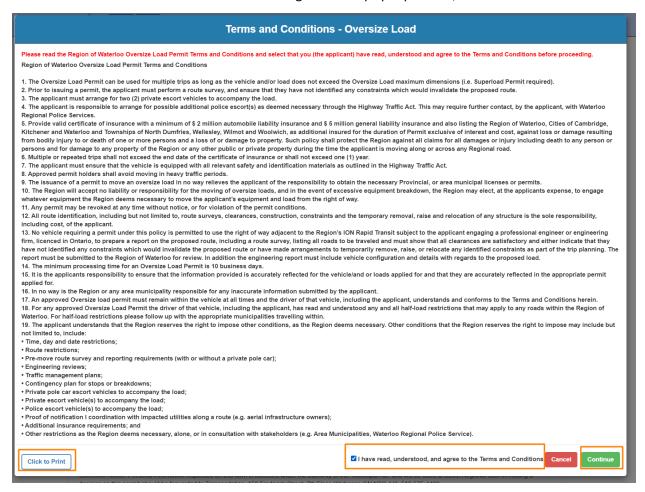
3.1.5.2 Oversize Load Permit Required

If an Oversize Load Permit is required for the dimensions of your vehicle/load, a pop-up will appear indicating for you to continue to that application. Click **Continue**.





A **Terms and Conditions** will pop up. To print the terms and conditions for your convenience, use **Click to Print** on the bottom left of the pop-up. When you have completed reading the terms and conditions carefully, tick off the "I have read, understood, and agree to the Terms and Conditions" checkbox on the bottom right of the pop-up. Then, click **Continue**.



A pop-up titled "Certificate of Insurance" will appear. All Oversize Load Permit Applications must be accompanied by a completed and signed copy of the Region of Waterloo Standard Certificate of Insurance. Your permit will not be approved without one.

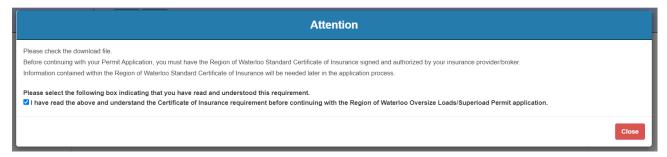
3.1.5.2.1 Missing Certificate of Insurance

If you do not currently have one, download the template and the Terms and Conditions provided and forward both to your insurance provider/broker for completion and signature.





A pop-up will appear asking you to confirm that you know the requirements for an Oversize Load Permit. Tick off the checkbox and click **Close**. Please return when you have the Certificate ready for your application.



3.1.5.2.2 Completed Certificate of Insurance

If you already have a Certificate of Insurance, tick off the "I have obtained a signed Region of Waterloo Standard Certificate of Insurance" checkbox. Click **Continue**.

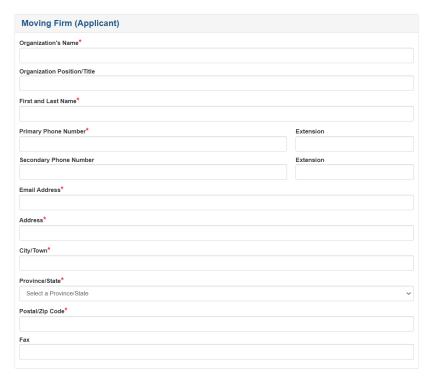


You will be brought to the Oversize Load Application page. Please note that the following custom fields are subject to change.



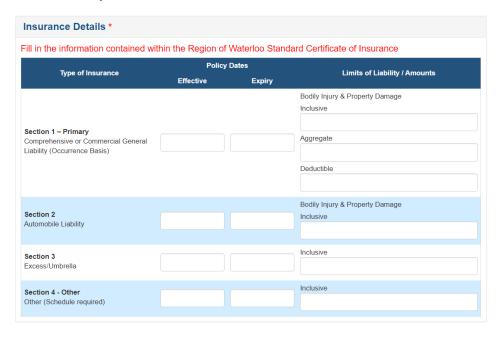
3.1.5.2.2.1 Moving Firm (Applicant)

Fill in the Moving Firm (Applicant) fields. All mandatory fields are marked with a red asterisk (*).



3.1.5.2.2.2 Insurance Details

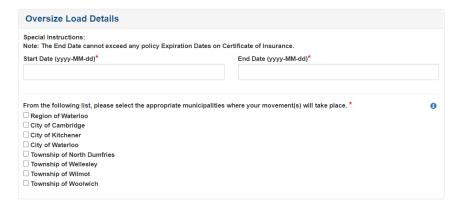
Fill in the Insurance Details contained within your Certificate of Insurance. Please note that this section is mandatory.





3.1.5.2.2.3 Oversize Load Details

Fill in the Oversize Load Details. All mandatory fields are marked with a red asterisk (*).



3.1.5.2.2.3.1 Start/End Dates

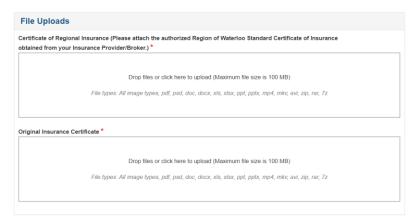
See Section 3.1.1.3.1 for more details on Start/End Dates and Start/End Times.

3.1.5.2.2.3.2 Appropriate Municipalities

In selecting the appropriate municipalities where your movement(s) will take place, please ensure to check off ALL municipalities that apply. Click the checkboxes again to toggle the selection off if an option was selected by mistake.

3.1.5.2.2.4 File Uploads

Please upload your Certificate of Regional Insurance and your Original Insurance Certificate. Drag and drop your files from your files folder, or click on the box to upload your documents. Please note the different accepted file types and the maximum file size.

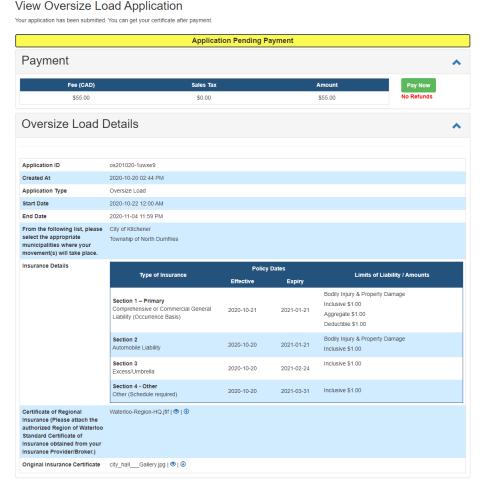


3.1.5.2.2.5 Saving and/or Completing the Application

See Section 3.1.1.6 for more information on saving and/or completing your application.



When you are ready, click **Submit** to complete your application. You will be brought to the View Oversize Load Application page where you may pay for your permit as well as view all the information you inputted.



See Section 3.3 for more information on processing your permit payment.

See Section 3.5 for more information in accessing your Permit Certificate.

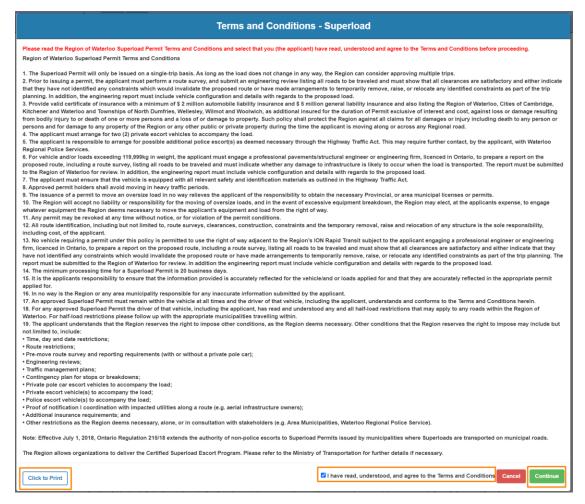
3.1.5.3 Superload Permit Required

If a Superload Permit is required for the dimensions of your vehicle/load, a pop-up will appear indicating for you to continue to that application. Click **Continue**.





A **Terms and Conditions** will pop up. To print the terms and conditions for your convenience, use **Click to Print** on the bottom left of the pop-up. When you have completed reading the terms and conditions carefully, tick off the "I have read, understood, and agree to the Terms and Conditions" checkbox on the bottom right of the pop-up. Then, click **Continue**.



A pop-up titled "Certificate of Insurance" will appear. All Superload Permit Applications must be accompanied by a completed and signed copy of the Region of Waterloo Standard Certificate of Insurance. Your permit will not be approved without one.

3.1.5.3.1 Missing Certificate of Insurance

See Section 3.1.5.2.1 for more information.

3.1.5.3.2 Completed Certificate of Insurance

If you already have a Certificate of Insurance, tick off the "I have obtained a signed Region of Waterloo Standard Certificate of Insurance" checkbox. Click **Continue**.

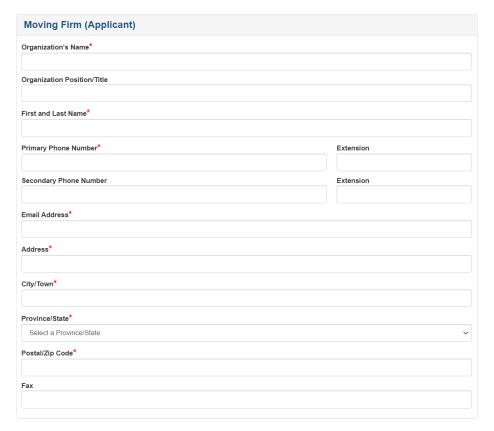


The Region of Waterloo Standard Certificate of Insurance template must be populated and signed by your insurance provider/broker. A permit to move Oversize Loads/Superloads will not be approved by the Region of Waterloo unless a completed and signed copy of the Region of Waterloo Standard Certificate of Insurance is attached to your application. The Region shall be under no duty to either ascertain the existence of or to examine such Certificate of Insurance or policies of insurance or to advise the Insured of their insurer in the event that such insurance coverage is not adequate or in compliance with the requirements set out in the Permit. The Insured and/or their Broker is responsible for ensuring such compliance and to ensure adequate coverage is in place for their operations. Please download the Region of Waterloo Standard Certificate of Insurance Template, the Terms and Conditions, and forward to your insurance provider/broker for completion and signature. Click Here to Download To continue with the Region of Waterloo Oversize Loads/Superloads Permit application process, a Region of Waterloo Standard Certificate of Insurance Template must be authorized by your Insurance Provider/Broker. In Insurance Template must be authorized by your Insurance Provider/Broker. Cancel Continue Continue Cancel Continue Continue Cancel Continue Continue Cancel Continue Cancel Continue Cancel Continue Continue Cancel Cancel Continue Cancel Cancel

You will be brought to the Superload Application page. Please note that the following custom fields are subject to change.

3.1.5.3.2.1 Moving Firm (Applicant)

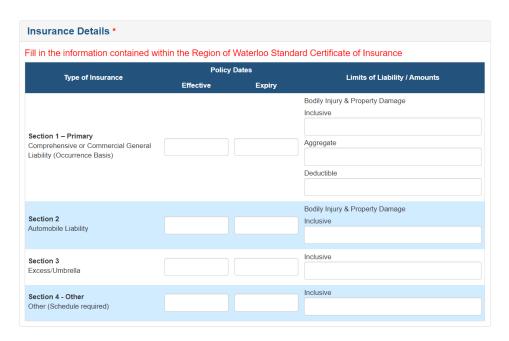
Fill in the Moving Firm (Applicant) fields. All mandatory fields are marked with a red asterisk (*).



3.1.5.3.2.2 Insurance Details

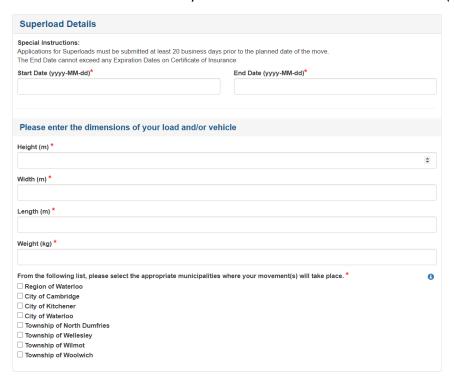
Fill in the Insurance Details contained within your Certificate of Insurance. Please note that this section is mandatory.





3.1.5.3.2.3 Superload Details

Fill in the Superload Details. All mandatory fields are marked with a red asterisk (*).



3.1.5.3.2.3.1 Start/End Dates

See Section 3.1.1.3.1 for more details on Start/End Dates and Start/End Times.



3.1.5.3.2.3.2 Dimensions of Load/Vehicle

Manually type in the exact dimensions of your load and/or vehicle. Alternatively, you may click on the small arrows on the right side of the textbox to choose your numbers. Please note that the arrows cannot do any decimal numbers.

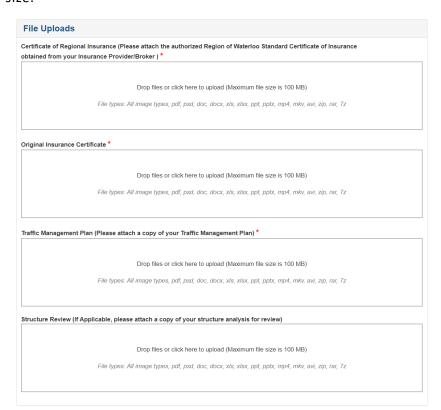


3.1.5.3.2.3.3 Appropriate Municipalities

In selecting the appropriate municipalities where your movement(s) will take place, please ensure to check off ALL municipalities that apply. Click the checkboxes again to toggle the selection off if an option was selected by mistake.

3.1.5.3.2.4 File Uploads

Please upload your Certificate of Regional Insurance, your Original Insurance Certificate, and a copy of your Traffic Management Plan. If applicable, you may also attach a copy of your structure analysis for review. Drag and drop your files from your files folder, or click on the box to upload your documents. Please note the different accepted file types and the maximum file size.



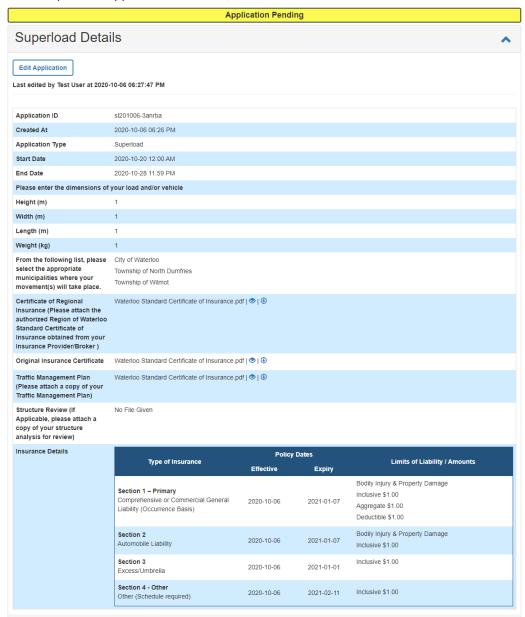


3.1.5.3.2.5 Saving and/or Completing the Application

See Section 3.1.1.6 for more information on saving and/or completing your application.

When you are ready, click **Submit** to complete your application. You will be brought to the View Superload Application page where you may see the status of your application as well as all the information you inputted.

View Superload Application

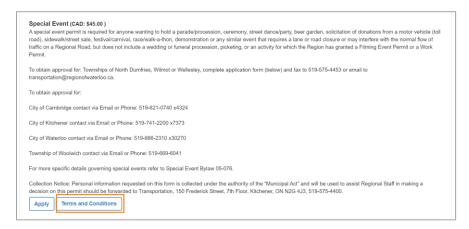


See Section 3.2 for more information on Application Pending.

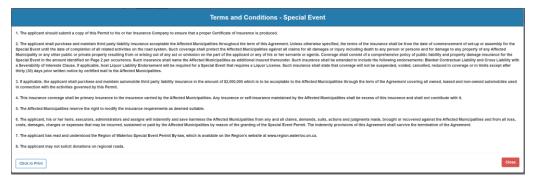


3.1.6 Special Event

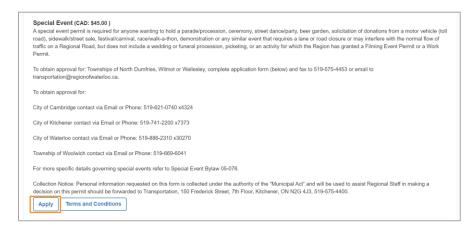
To apply for a Special Event Permit, be sure to read all of the information carefully.



Click **Terms and Conditions** to read all the terms and conditions for a Special Event. To print the terms and conditions for your convenience, use **Click to Print** on the bottom left of the pop-up. When you have completed reading the terms and conditions carefully, click **Close** on the bottom right of the pop-up.



When you are ready to do so, click Apply.

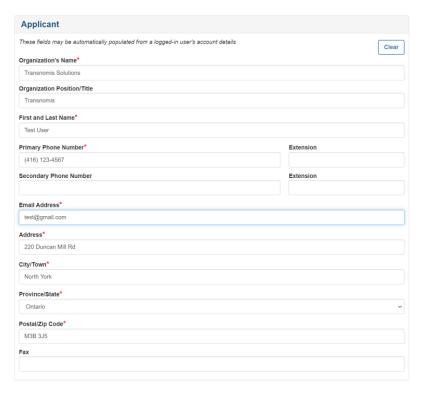


You will be brought to the Special Event Application page where you may review the terms and conditions again. Please note that the following custom fields are subject to change.



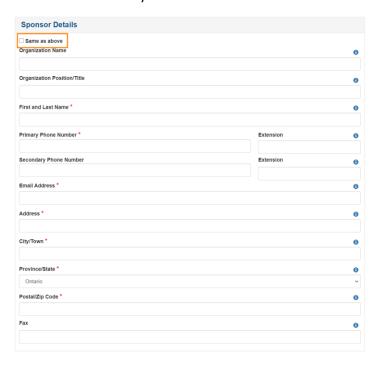
3.1.6.1 Applicant

Fill in the Applicant fields. See Section 3.1.1.1 for more details.



3.1.6.2 Sponsor Details

Fill in the Sponsor Details. All mandatory fields are marked with a red asterisk (*).



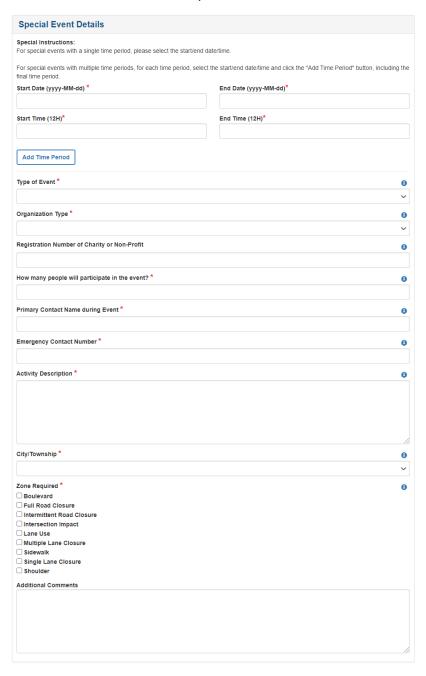


If the information is the same as your Applicant information, you may tick off the "Same as above" checkbox. The section will collapse with this checkbox marked off.



3.1.6.3 Special Event Details

Fill in the Special Event Details. All mandatory fields are marked with a red asterisk (*).



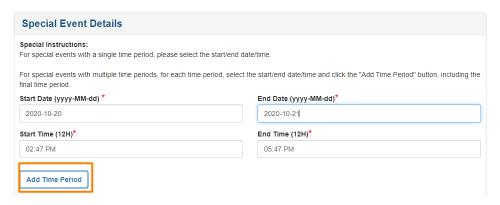


3.1.6.3.1 Start/End Dates and Start/End Times

See Section 3.1.1.3.1 for more details on Start/End Dates and Start/End Times.

3.1.6.3.2 Time Periods

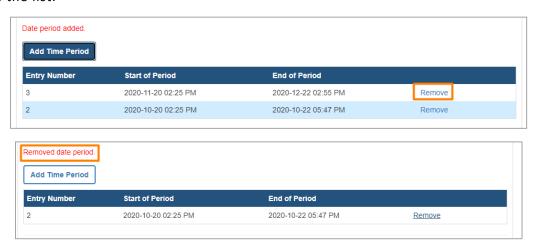
If your special event has multiple time periods, input the start/end times and then click **Add Time Period**.



A message indicating that the date period was added will appear along with a table listing all your entries. Make sure you include the final time period and that it appears in the table.



If you make a mistake in any of your time periods, click **Remove** beside your entry to remove it from the list.



Please note that if you save a draft of/complete your application with only one Time Period entered, the table indicating the multiple Time Period entries will **not** appear in the subsequent versions of your application.



3.1.6.3.3 Mandatory Fields

Click the 1 icon beside the fields for more information.



Fill in the application as accurately as possible.

3.1.6.3.4 Zone Required

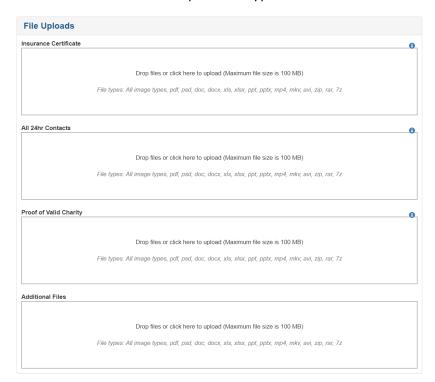
In selecting the zone(s) required for your Special Event, please ensure to check off ALL zones that apply. Click the checkboxes again to toggle the selection off if an option was selected by mistake.

3.1.6.4 Location

The location can be indicated either on the map or in the text area below the map. See Section 3.1.1.4 for more information.

3.1.6.5 File Uploads

If you would like to include any files to accompany your application, you may do so in this section. Drag and drop your files from your files folder, or click on the box to upload your documents. Please note the different accepted file types and the maximum file size.





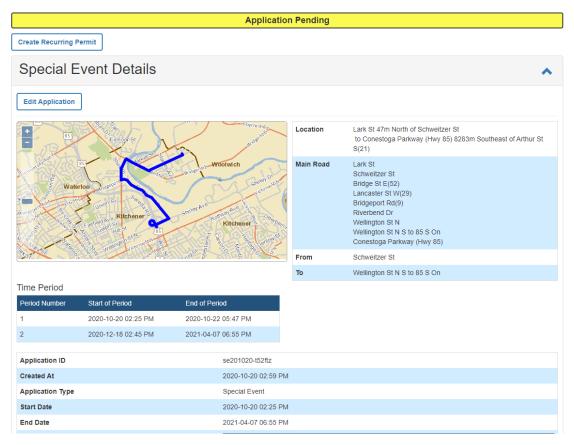
3.1.6.6 Saving and/or Completing the Application

See Section 3.1.1.6 for more information on saving and/or completing your application.

When you are ready, click **Submit** to complete your application. You will be brought to the View Special Event Application page where you may see the status of your application as well as all the information you inputted.

View Special Event Application

Your application has been submitted. Your application id will be emailed to your email address.



3.2 Application Pending

3.2.1 View and Download Files

If you uploaded any files during your application process, they may be found under the Files section in the View Application page.

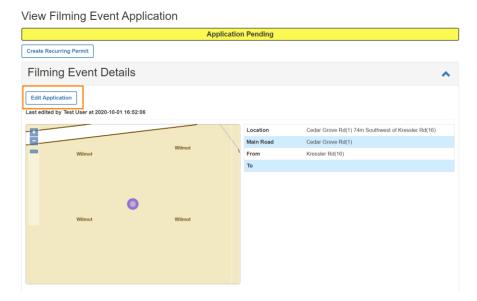
Click 💿 to view the file in your window. Click 🕙 to download the file.



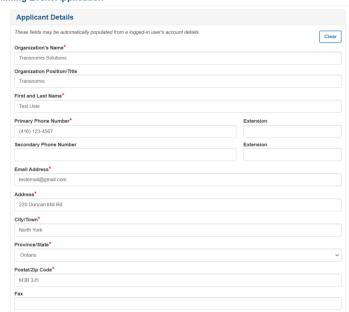


3.2.2 Edit Application

While the application is pending, you may still make edits to your application if necessary. Click **Edit** Application.



You will be brought to a similar page as when you were creating your application.



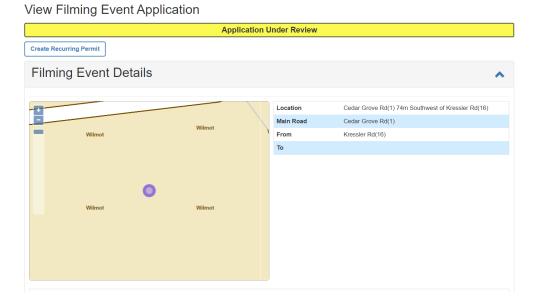
Edit Filming Event Application

When you have completed making your changes, click **Submit** at the bottom of the page to submit your edits.



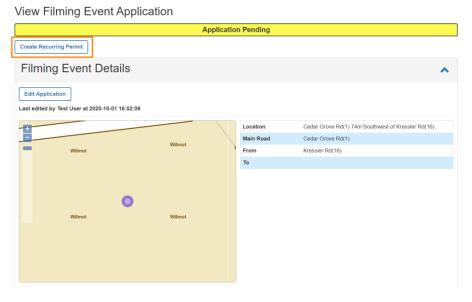


Please note that once a staff member from the Region of Waterloo opens your application, you will no longer be able to make any edits. The status will update to "Application Under Review" and **Edit Application** will no longer be available.



3.2.3 Create Recurring Permit

If you would like to use the same information from this pending application in another application, you may click **Create Recurring Permit** found on the top left corner of the page. This will create a brand-new application of the same type, but with all the information from the previous application auto-filled into all the fields. Please note that this new application will have its own Application ID and is not associated with the one already pending.



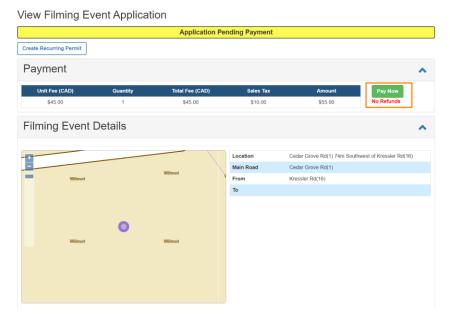
This may also be done after the application is approved.



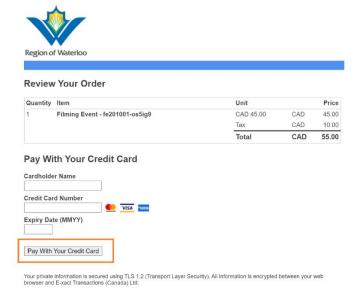
3.3 Application Pending Payment

If your application requires a payment, the status of your application will change to "Application Pending Payment" with the Payment tab now available on your View Application page. See Section 2.2.2 for more information on the Payment columns.

Click **Pay Now** to complete your payment. Please note that no refunds are available once the payment is processed.

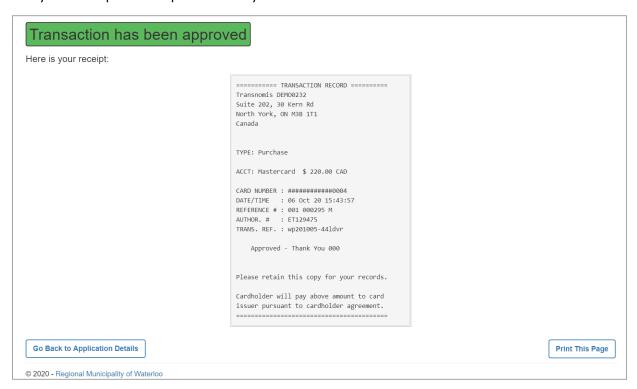


You will be redirected to the Permit Payment page where you may review your order. Insert your credit card information (Mastercard, VISA, or American Express) and click **Pay With Your Credit Card** to complete the transaction.

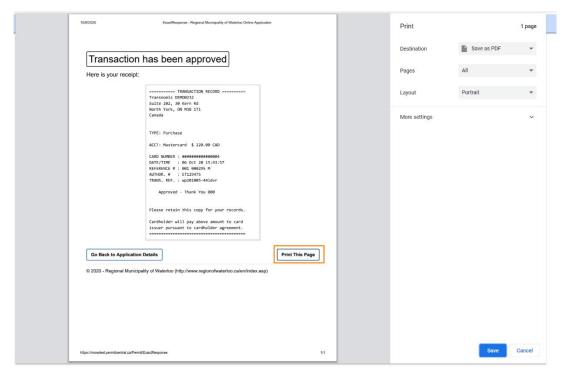




If the transaction is approved, a message will appear in green on the top left of the screen and your receipt will be provided to you.



Click Print This Page to activate the browser's print function for a record of this receipt.



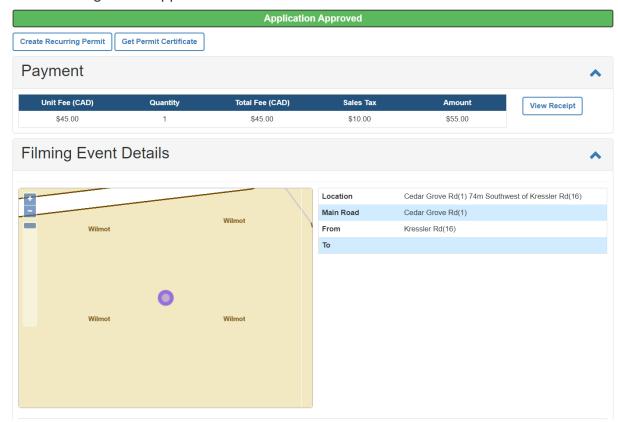


Click Go Back to Application Details to return to the View Application page.



When you return to the View Application page, your application status will be changed to a green "Application Approved"

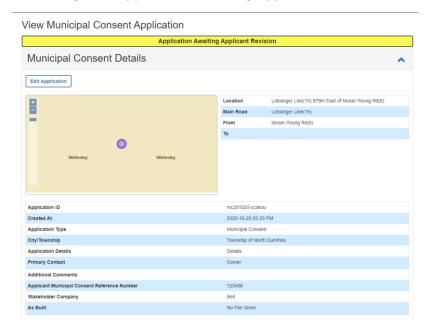
View Filming Event Application





3.4 Application Awaiting Applicant Revision

If your status requires more information or is lacking information, you will be sent a notification from Waterloo Staff indicating details on what needs to be updated. The status of your application will change to "Application Awaiting Applicant Revision".



To make the necessary changes, click **Edit Application**. See Section 3.2.2 for more information.

3.4.1 Files (Municipal Consent Only)

When files are needed/uploaded for a Municipal Consent permit (see Section 3.1.2), you may see different text under the "Version" heading.



- + Submission: These files are the original files submitted by the user for the application.
- + RedLine: These files are added by the staff member after their review.
- + Revision: These files are added by the user during the Application Revision stage.

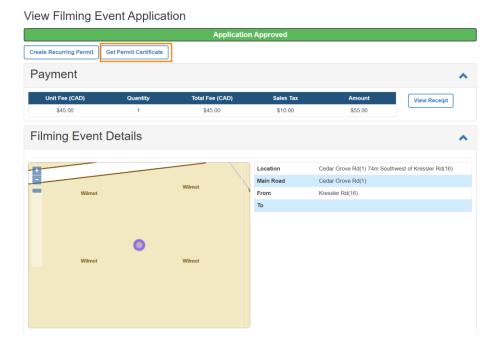
Applicants must submit a new drawing if revisions are required.



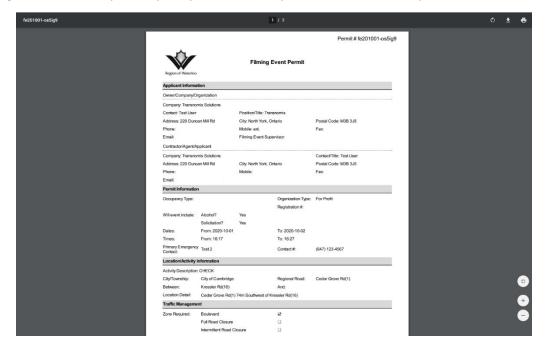
3.5 Application Approved

3.5.1 Permit Certificate

When your application is approved, you will now have access to your permit certificate. To get your certificate, click **Get Permit Certificate** at the top left of the page under the "Approved" message.



The page will redirect you to your permit which you can now save or print as a PDF file.





3.5.2 View Receipt

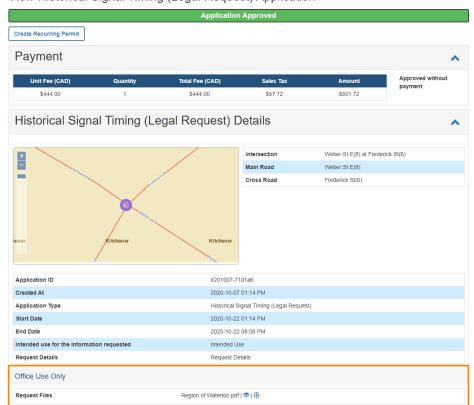
If a payment was made for this application, under the Payment tab of the page, you may click **View Receipt** to see a copy of your receipt.



You will be redirected to the Transaction Approved page where you may print and/or save your receipt as a PDF. See Section 3.3 for more details.

3.5.3 Request/Assessment Files

Once your application is approved, files that you have requested will appear under the Office Use Only section. You may then view and/or download your files. See Section 4 and Section 5 for more information on Requests.





3.6 Application Rejected

If your application did not fulfill the requirements as needed, your application will be "Rejected". Staff may also revoke an approved application, at which point your application status will update to "Revoked".

View Municipal Consent Application





4 Signal Requests

On the Second Home Page, click on **Apply** under the Signal Requests category to apply for a Signal Request.

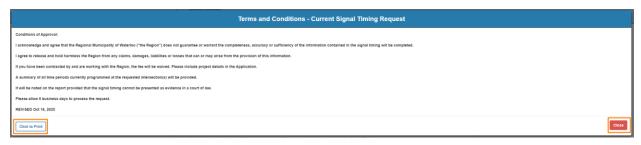


4.1 Current Signal Timing Request

Read all of the information for the Current Signal Timing Request carefully.



Click **Terms and Conditions** to read all the terms and conditions for a Current Signal Timing Request. To print the terms and conditions for your convenience, use **Click to Print** on the bottom left of the pop-up. When you have completed reading the terms and conditions carefully, click **Close** on the bottom right of the pop-up.





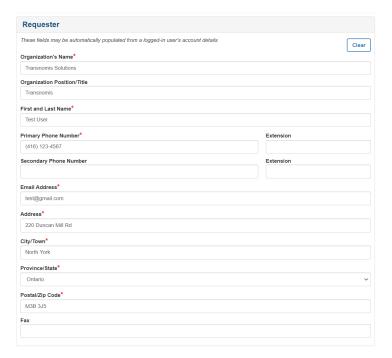
When you are ready to do so, click Apply.



You will be brought to the Current Signal Timing Request Application page where you may review the terms and conditions again. Please note that the following custom fields are subject to change.

4.1.1.1 Requester

Fill in the Requester fields. See Section 3.1.1.1 for more details.



4.1.1.2 Current Signal Timing Request Details

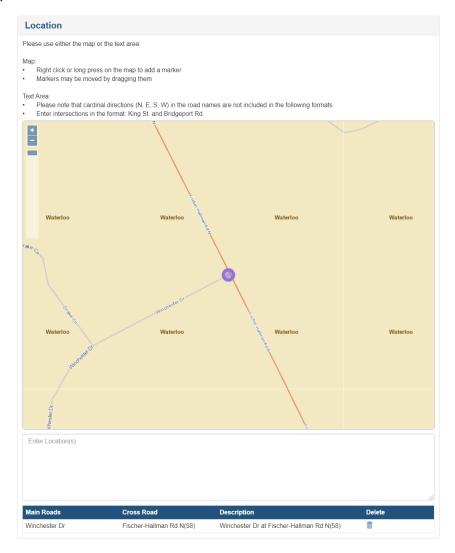
Fill in the Current Signal Timing Request Details. All mandatory fields are marked with a red asterisk (*).





4.1.1.3 Location

The location can be indicated either on the map or in the text area below the map. Please note that only intersections are available for Current Signal Timing Requests; road segments will not apply. See Section 3.1.1.4 for more information.



4.1.1.4 File Uploads

If you would like to include any files to accompany your application, you may do so in this section. Drag and drop your files from your files folder, or click on the box to upload your documents. Please note the different accepted file types and the maximum file size.





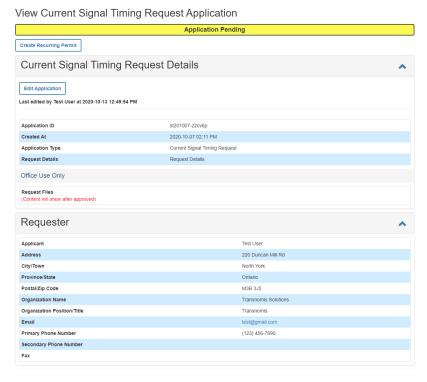
4.1.1.5 Saving and/or Completing the Application

See Section 3.1.1.6 for more information on saving and/or completing your application.

When you are ready, click **Submit** to complete your application. Make sure to tick off the box indicating that you have read, understood, and agree with the Terms and Conditions. Click **Terms and Conditions** if you need a reminder.



You will be brought to the View Current Signal Timing Request Application page where you may see the status of your application as well as all the information you inputted.



Request Files are available under the Office Use Only section. If the application is approved, the files you requested will appear here.

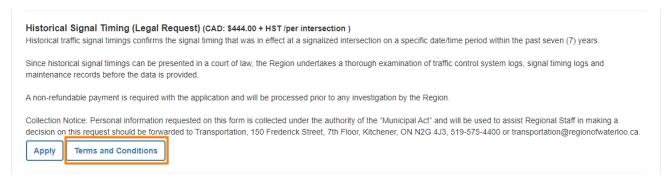


See Section 3.2, 3.3, and 3.5 for more details on the statuses of your Application.



4.2 Historical Signal Timing (Legal Requests)

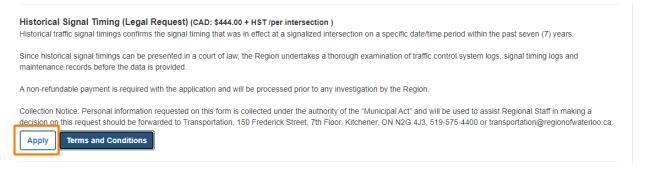
Read all of the information for the Historical Signal Timing (Legal Request) carefully.



Click **Terms and Conditions** to read all the terms and conditions for a Historical Signal Timing (Legal Request). To print the terms and conditions for your convenience, use **Click to Print** on the bottom left of the pop-up. When you have completed reading the terms and conditions carefully, click **Close** on the bottom right of the pop-up.



When you are ready to do so, click Apply.

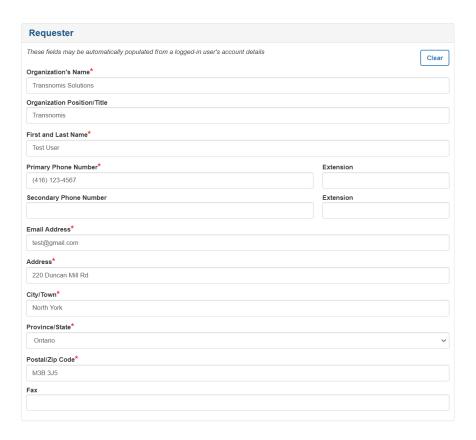


You will be brought to the Historical Signal Timing (Legal Request) Application page where you may review the terms and conditions again. Please note that the following custom fields are subject to change.

4.2.1.1 Requester

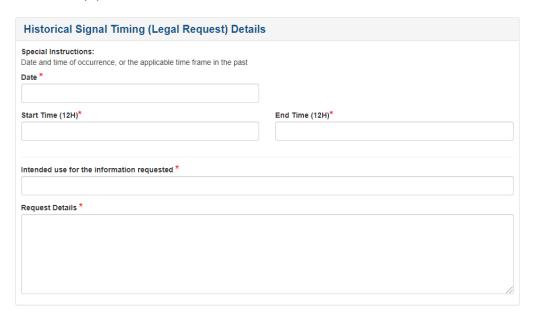
Fill in the Requester fields. See Section 3.1.1.1 for more details.





4.2.1.2 Historical Signal Timing (Legal Request) Details

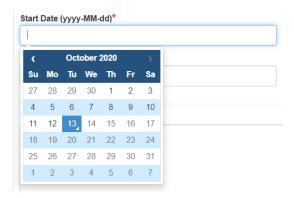
Fill in the Historical Signal Timing (Legal Request) Details. All mandatory fields are marked with a red asterisk (*).





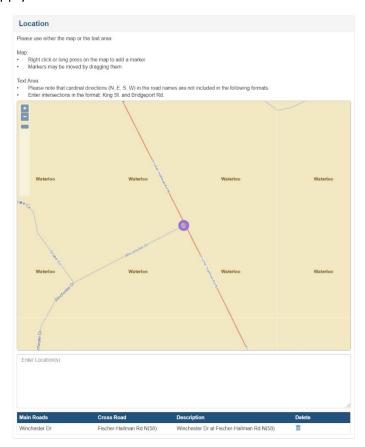
4.2.1.2.1 Start Date and Start/End Times

You may only apply for Historical Signal Timing (Legal Requests) dated in the past. The Start Date calendar will not allow you to select a date past the current date. The unavailable dates will be greyed out. See Section 3.1.1.3.1 for more details on Start/End Dates and Start/End Times.



4.2.1.3 Location

The location can be indicated either on the map or in the text area below the map. Please note that only intersections are available for Historical Signal Timing (Legal Requests); road segments will not apply. See Section 3.1.1.4 for more information.





4.2.1.4 File Uploads

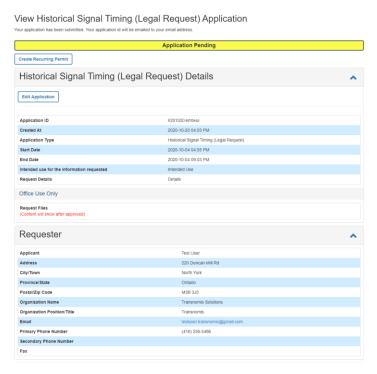
If you would like to include any files to accompany your application, you may do so in this section. Drag and drop your files from your files folder, or click on the box to upload your documents. Please note the different accepted file types and the maximum file size.



4.2.1.5 Saving and/or Completing the Application

See Section 3.1.1.6 for more information on saving and/or completing your application.

When you are ready, click **Submit** to complete your application. You will be brought to the View Historical Signal Timing (Legal Request) Application page where you may see the status of your application as well as all the information you inputted.



Request Files are available under the Office Use Only section. If the application is approved, the files you requested will appear here.

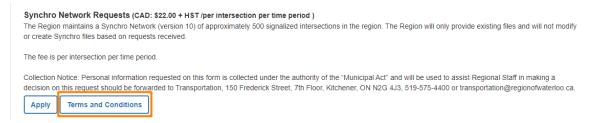


See Section 3.2, 3.3, and 3.5 for more details on the statuses of your Application.

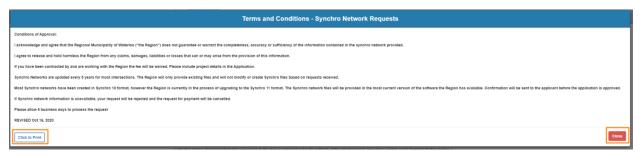


4.3 Synchro Network Requests

Read all of the information for the Synchro Network Requests carefully.



Click **Terms and Conditions** to read all the terms and conditions for a Synchro Network Request. To print the terms and conditions for your convenience, use **Click to Print** on the bottom left of the pop-up. When you have completed reading the terms and conditions carefully, click **Close** on the bottom right of the pop-up.



When you are ready to do so, click Apply.

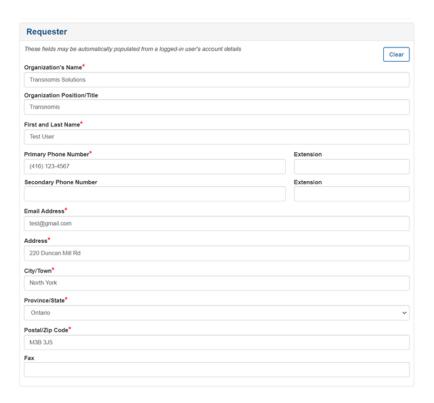


You will be brought to the Synchro Network Requests Application page where you may review the terms and conditions again. Please note that the following custom fields are subject to change.

4.3.1.1 Requester

Fill in the Requester fields. See Section 3.1.1.1 for more details.





4.3.1.2 Synchro Network Requests Details

Fill in the Synchro Network Requests Details. All mandatory fields are marked with a red asterisk (*).



Check off the Timing Period(s) you would like to request.

4.3.1.3 Location

The location can be indicated either on the map or in the text area below the map. See Section 3.1.1.4 for more information.

4.3.1.4 File Uploads

If you would like to include any files to accompany your application, you may do so in this section. Drag and drop your files from your files folder, or click on the box to upload your documents. Please note the different accepted file types and the maximum file size.

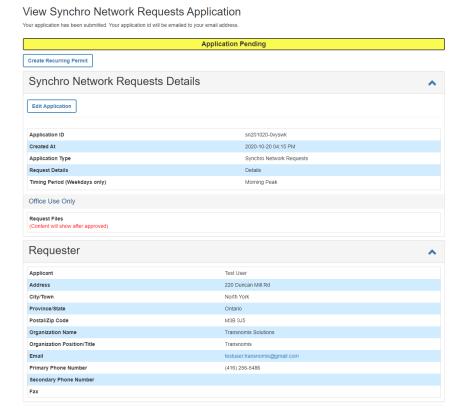




4.3.1.5 Saving and/or Completing the Application

See Section 3.1.1.6 for more information on saving and/or completing your application.

When you are ready, click **Submit** to complete your application. You will be brought to the View Synchro Network Requests Application page where you may see the status of your application as well as all the information you inputted.



Request Files are available under the Office Use Only section. If the application is approved, the files you requested will appear here.

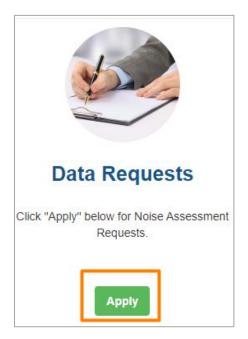


See Section 3.2, 3.3, and 3.5 for more details on the statuses of your Application.



5 Data Requests

On the Second Home Page, click on **Apply** under the Data Requests category to apply for a Data Request.

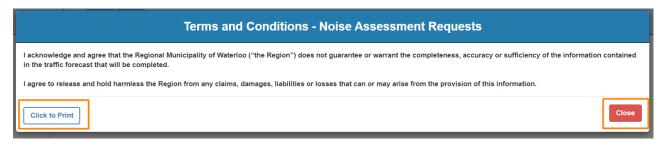


5.1 Noise Assessment Requests

Read all of the information in the Noise Assessment Requests carefully.



Click **Terms and Conditions** to read all the terms and conditions for a Noise Assessment Request. To print the terms and conditions for your convenience, use **Click to Print** on the bottom left of the pop-up. When you have completed reading the terms and conditions carefully, click **Close** on the bottom right of the pop-up.





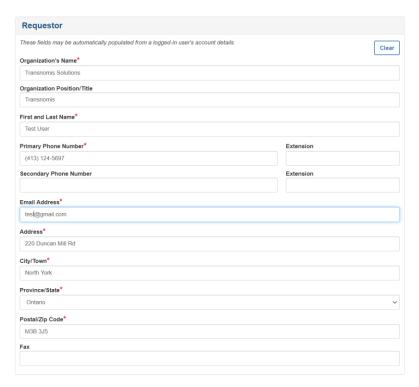
When you are ready to do so, click Apply.



You will be brought to the Noise Assessment Requests Application page where you may review the terms and conditions again. Please note that the following custom fields are subject to change.

5.1.1.1 Requester

Fill in the Requester fields. See Section 3.1.1.1 for more details.



5.1.1.2 Noise Assessment Requests Details

Fill in the Noise Assessment Requests Details. All mandatory fields are marked with a red asterisk (*).





5.1.1.2.1 Mandatory Fields

Click the 1 icon beside the fields for more information.



Fill in the application as accurately as possible.

5.1.1.3 Location

The location can be indicated either on the map or in the text area below the map. See Section 3.1.1.4 for more information.

5.1.1.4 File Uploads

If you would like to include any files to accompany your application, you may do so in this section. Drag and drop your files from your files folder, or click on the box to upload your documents. Please note the different accepted file types and the maximum file size.



5.1.1.5 Saving and/or Completing the Application

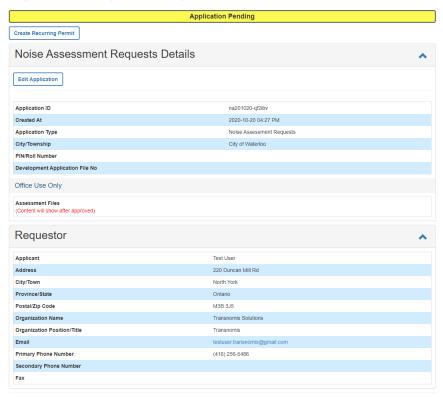
See Section 3.1.1.6 for more information on saving and/or completing your application.

When you are ready, click **Submit** to complete your application. You will be brought to the View Noise Assessment Requests Application page where you may see the status of your application as well as all the information you inputted.



View Noise Assessment Requests Application

Your application has been submitted. Your application id will be emailed to your email address



Assessment Files are available under the Office Use Only section. If the application is approved, the files you requested will appear here.



See Section 3.2, 3.3, and 3.5 for more details on the statuses of your Application.