



INDIANA DEPARTMENT OF TRANSPORTATION

100 North Senate Avenue
Room N758
Indianapolis, Indiana 46204

PHONE: (855) 463-6848

Mike Braun, Governor
Lyndsay Quist, Commissioner

INDOT modernizing permitting process and system

INDIANAPOLIS, Ind. — The Indiana Department of Transportation is launching a long-term effort to modernize its full permitting process and system.

The effort is intended to support a clearer, more consistent and user-friendly experience for submitting, reviewing and managing permits, including driveway approvals, utility installation, railroad-related work, and outdoor advertising. This modernization effort also aligns with [Executive Order 25-42](#), which directs state agencies to improve permitting efficiency, transparency and responsiveness. INDOT is reviewing its current processes alongside system needs, and gathering input and identifying opportunities to improve workflows, applicant guidance, status visibility and communication throughout the permitting process. A new Salesforce-based permitting solution is planned to support this effort and is expected to be implemented by Dec. 31, 2027. The project will move through several software development phases before major changes are introduced.

No immediate action is required right now. Permit users should continue using the existing [Electronic Permitting System](#) as usual. Updates will be shared as the project progresses.

As the project advances, INDOT may seek feedback from selected external stakeholders, including frequent and specialized permit users, to help inform future processes, guidance and readiness materials.

For general questions, please email permits@indot.in.gov.