

Citizenserve: Online Permit Portal

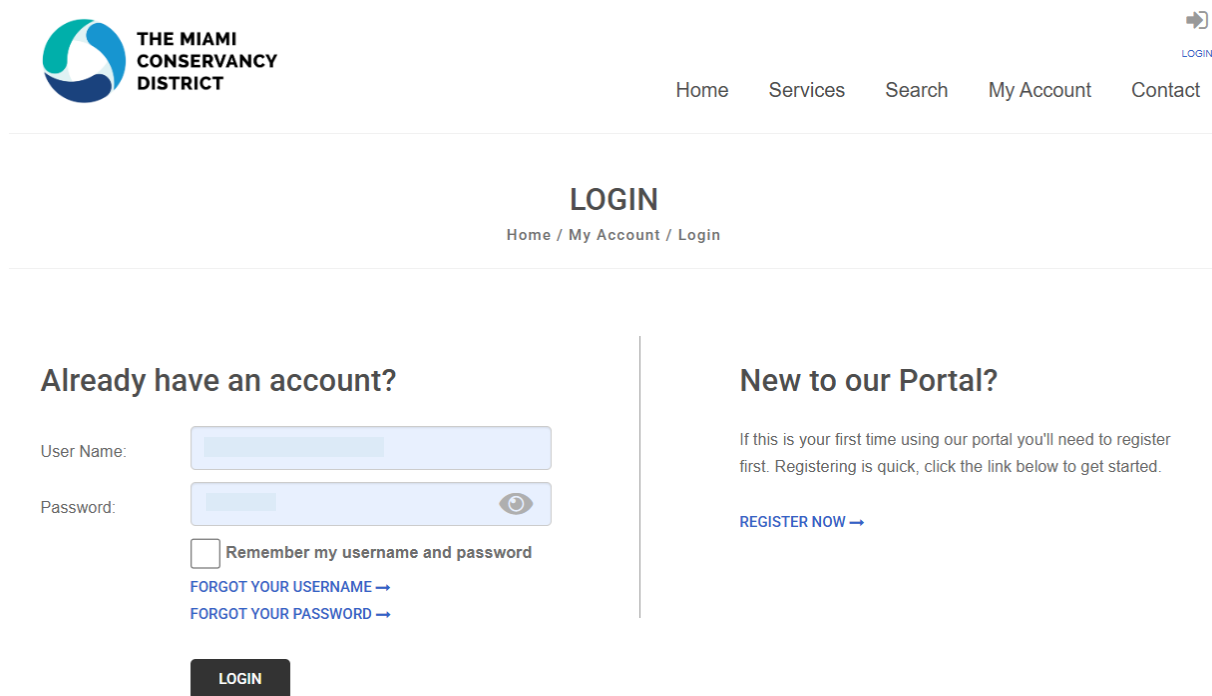
MCD's Citizenserve Portal can be found [here](#).

From the portal, applicants can fill out permit applications, view their existing permits and permit application statuses, and access permit-related resources. The following is a guide on how to navigate the portal and complete various permit-related tasks.

Register

Before applying for a permit, applicants must first create a portal account.

1. From the Homepage, select 'Login' in the top right corner. This will take you to the login page.



The screenshot shows the Citizenserve Portal login page. At the top left is the logo for 'THE MIAMI CONSERVANCY DISTRICT'. To the right of the logo is a navigation menu with links: Home, Services, Search, My Account, and Contact. In the top right corner, there is a 'LOGIN' link with an external link icon. Below the navigation menu, the page title 'LOGIN' is centered, with a breadcrumb trail 'Home / My Account / Login' underneath. The main content area is divided into two columns. The left column, titled 'Already have an account?', contains a login form with fields for 'User Name' and 'Password'. Below the password field is a checkbox labeled 'Remember my username and password'. There are two links: 'FORGOT YOUR USERNAME →' and 'FORGOT YOUR PASSWORD →'. At the bottom of this column is a black 'LOGIN' button. The right column, titled 'New to our Portal?', contains a message: 'If this is your first time using our portal you'll need to register first. Registering is quick, click the link below to get started.' Below this message is a blue link 'REGISTER NOW →'.

2. Select 'Register Now' on the right side of the page.
3. Select 'Registration Type' from the following dropdown list:
 - a. **Public** – Organization/Government
 - b. **Private** – Business/Individual
 - c. **Other** – Any other applicant type

REGISTER

[Home](#) / [My Account](#) / Register

| indicates a required field

Registration Type:	<input type="text" value="Private"/>
Email:	<input type="text"/>
Confirm Email:	<input type="text"/>
First Name:	<input type="text"/>
Last Name:	<input type="text"/>
Home Address:	<input type="text"/>

4. Fill out all required fields.
5. Once your registration form is completed, select 'Submit'.
6. Login using the username and password created during registration. This login will be required every time you access the portal. Apply for a Permit

Apply for a Permit

1. From the MCD Portal homepage, select the 'Services' tab at the top of the webpage, then select 'Permitting'.



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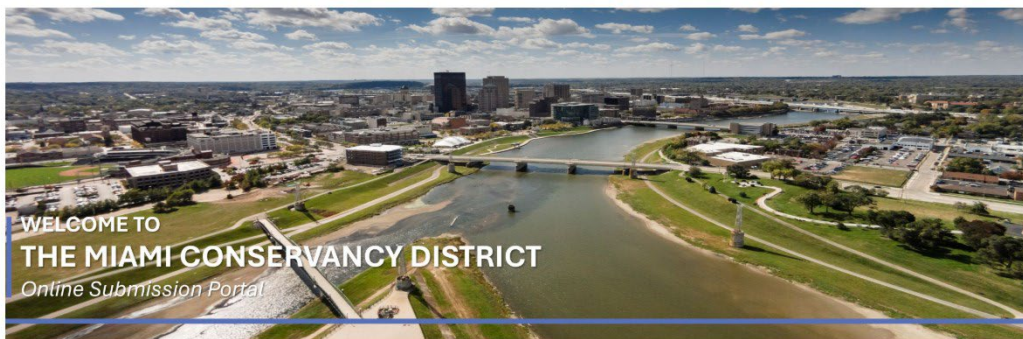
[Home](#)

[Services](#)

[Search](#)

[My Account](#)

[Contact](#)

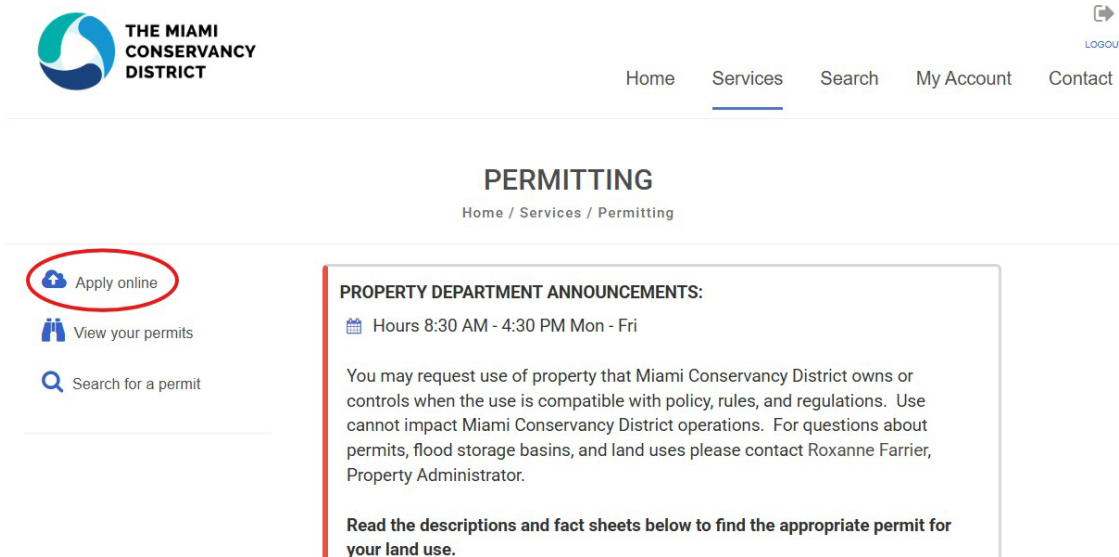


ANNOUNCEMENTS:

Thank you for using MCD's new online permit portal. You can apply for a new permit here or view your previous permits. For questions about permits, flood storage basins, and land uses please visit www.mcdwater.org/permit or contact Roxanne Farrier at rfarrier@mcdwater.org.

The Miami Conservancy District [WEBSITE](#)

2. From the 'Permitting' page, select 'Apply online' on the side of the page.



THE MIAMI CONSERVANCY DISTRICT

Home Services Search My Account Contact

PERMITTING
Home / Services / Permitting

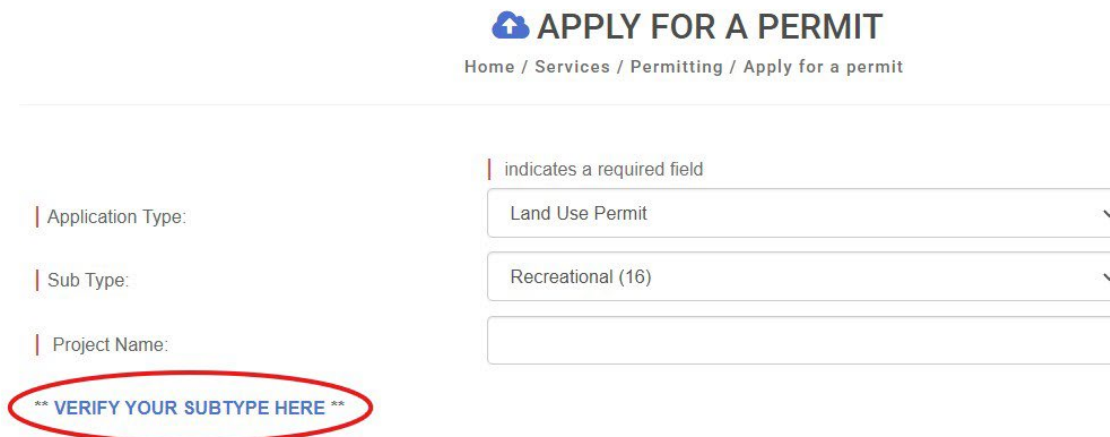
[Apply online](#)
[View your permits](#)
[Search for a permit](#)

PROPERTY DEPARTMENT ANNOUNCEMENTS:
Hours 8:30 AM - 4:30 PM Mon - Fri

You may request use of property that Miami Conservancy District owns or controls when the use is compatible with policy, rules, and regulations. Use cannot impact Miami Conservancy District operations. For questions about permits, flood storage basins, and land uses please contact Roxanne Farrier, Property Administrator.

Read the descriptions and fact sheets below to find the appropriate permit for your land use.

3. Select 'Application Type' from the dropdown menu with the following options: *Land Use Permit, Storage Basin Permit, Temporary Land Use Permit*
4. Select 'Sub Type' from the dropdown menu:
 - a. **Note:** The 'VERIFY YOUR SUBTYPE HERE' link (circled below) will appear once selecting a subtype.



APPLY FOR A PERMIT
Home / Services / Permitting / Apply for a permit

indicates a required field

Application Type: Land Use Permit

Sub Type: Recreational (16)

Project Name:

**** VERIFY YOUR SUBTYPE HERE ****

- b. Clicking on 'VERIFY YOUR SUBTYPE HERE', opens the following PDF: [MCD Permit Types and Subtypes](#)
5. After confirming your permit type/subtype, enter a 'Project Name' for the permit related to an event name, permit purpose, work to be performed, etc.
 6. If you need to add an additional contact (different than the contact added while applying for your Citizenserve account), select 'Yes' next to "Do you need to add an

additional contact for this permit?" and add all contact information to the applicable fields.

7. For the 'Property or Company address', add the address where the proposed work/permit would take place (if applicable). Something as simple as a street name or nearby landmark is helpful in the absence of a full street address.
8. Select whether this is a new permit or a renewal (i.e. you've had a permit for the same location/work before that has/is expiring).
9. Add a description of your intended land use (i.e. existing garage and fence, harvesting, festival, cut and fill, recreational vehicle). Ideally, you should provide as much detail as possible within the character limit.
10. Select 'Type of Land Use' from the dropdown that is most applicable to your proposed land use.
11. Select 'Private' or 'Public' from the dropdown for 'Category'.
12. Enter your best estimate of the 'Anticipated Work Start Date' for your permit/work/land use.
13. Select 'Yes', 'No', or 'Other' regarding whether you have Liability Insurance Available.
 - a. **A Certificate of Liability Insurance is REQUIRED** for all permit types and subtypes other than Storage Basin permits.
 - b. If you select 'No', you will not be able to submit your permit application.
 - c. If you select 'Yes', you will be given the opportunity to upload a PDF of the document with your application in the 'DOCUMENTS' section.
 - d. If you select 'Other', you are required to add a comment verifying that you have liability coverage. MCD may request additional information.
14. Upload a document that displays the location of proposed land use that includes street names or recognizable landmarks for the 'Location of Proposed Land Use' document field.
15. ***FOR STORAGE BASIN PERMITS INVOLVING PLACEMENT OF FILL:**
 - a. Enter your 'Site Information' to the best of your ability.
 - b. Enter your 'Planned Cut & Fill Quantities' for each of your project sites.

Site Information

SITE #	LATITUDE	LONGITUDE	PARCEL NUMBER	BASIN
				<div> <div>▼</div> <div>🗑️</div> </div>

[Add Row](#)


Planned Cut & Fill Quantities - Please submit in CUBIC YARDS

SITE NUMBER	CUT	FILL (SOIL)	FILL (WATER)	FILL (STRUCTURE)	TOTAL	
						<div><div></div><div>Add Row</div></div>

- i. To add multiple sites, select 'Add Row'. Each site should have its own row.
- c. **Upload one of the following for Storage Basin permits involving Placement of Fill, depending on the subtype:**
 - i. **INDIVIDUAL** – Upload a map/maps of ALL work sites (primary work area, borrow area, disposal area) that include the following: work locations, aerial imagery, road names, address/parcel, property ownership and property lines, existing elevations (contour/spot elevations), proposed elevations, existing buildings with length, width, and height, proposed buildings with length, width, and height, and work limits (project footprint)
 - ii. **GENERAL** – Upload a map showing the primary work area(s).
16. Select whether you have plans available, and upload PDFs of your plans if so.
17. Upload any additional documents that you think could be useful or applicable to your permit application.
18. Read the terms and conditions associated with your permit application by clicking on the 'Terms & Conditions' link, then check that you acknowledge said terms and conditions.
19. Add your signature by clicking on the 'Sign Here' box and signing.
20. Enter your name and title (i.e. Property Owner, City Manager, Chief Engineer).
21. Select 'Submit' to submit your permit application. Select 'Save for Later' to save your progress and return to finish your application at another time.

View Your Permits

1. Login
2. Under the 'Services' tab, select 'Permitting'.
3. On the left of this page, select 'View your permits'.



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PERMITTING

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PROPERTY DEPARTMENT ANNOUNCEMENTS:

 Hours 8:30 AM - 4:30 PM Mon - Fri


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4. Here, you can click on a permit from the list for more specifics, but the 'Application Date', 'Status', 'Work Description', and 'Balance Due' are also already visible on this list.



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 **VIEW MY PERMITS**

Home / Services / Permitting / View my permits


Permit#	Address	Application Date	Status	Work Description	Balance Due
TLU25-000017		08/08/2025	Under Review	Cat Mural	0.00
SB25-000009		08/07/2025	Under Review	Koi Pond	0.00
TLU25-000015		08/07/2025	Under Review	Wedding	0.00


5. Once you click on a permit, there are three tabs to view: 'Permit', 'Reviews', and 'Documents'. There will also be a button the left to 'Upload documents'. Selecting this allows you to update any documents to your permit file and notify MCD that you have done so.




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 **VIEW PERMIT**

Home / Services / Permitting / View Permit

 Upload documents

Permit # SB25-000009
Project #: 25-000042
Status: Under Review
Address: 
Description: Koi Pond

Permit

Reviews

Documents

Permit #:
Permit Type:
Sub Type:
Issue Date:
Expiration Date:
** **VERIFY YOUR SUBTYPE HERE** **
Any real property, easements, land, structures, infrastructure, and facilities that are owned or

a. 'Permit' Tab

- a. This tab allows you to view your permit application.

Permit

Reviews

Documents

Permit #:

TLU25-000010

Permit Type:

Temporary Land Use Permit

Sub Type:

Event/Recreational (56)

Issue Date:

07/15/2025

Expiration Date:

08/01/2025

**** VERIFY YOUR SUBTYPE HERE ****

Any real property, easements, land, structures, infrastructure, and facilities that are owned or controlled by MCD or any MCD subdistrict shall be called 'MCD property'.

CONTACTS

Do you need to add an additional contact for this permit?:

No

GENERAL INFORMATION

b. 'Reviews' Tab

- a. This tab allows you to view the review tasks required for your permit approval, start and completion dates, and the status of each task.
- b. If there are comments for you to view regarding a review task, there will be a link under the 'Status' column that says 'VIEW COMMENTS'. Clicking on this link allows you to view MCD's comments.

Task	Department	Start	Completion	Status
Application Intake Review	Miami Conservancy	08/07/25	08/08/2025	Task Completed VIEW COMMENTS →
Mapping	Miami Conservancy	08/08/25	08/08/2025	Task Completed
Mapping	Miami Conservancy	08/08/25	08/08/2025	Task Completed
Chief Engineer Initial Review	Miami Conservancy	08/08/25		

c. 'Documents' Tab

- a. This tab allows you to view all documents associated with your permit, including exhibits, letters, correspondence, etc.
- b. To view a document, click on the link underneath the 'File Name' column.
- c. This is also where you will find your final issued permit and exhibits once you have received the notification email that your permit is ready for download.

Permit	Reviews	Documents	
Date	Type	File Name	Description
08/26/25	Online Document Upload	UPDATED NUMBER S.pdf	New numbers.
08/08/25	Online Document Upload VIEW COMMENTS →	PLANNED CUT AND FILL.pdf	Here are my planned Cut & Fill numbers. Please let me know if this is sufficient.

Plan Review Comments / Resubmittal

- MCD sends this email to permit applicants if additional information/documents (a 'resubmittal') are required before your permit can continue being processed and issued.
- To review the comments and resubmit plans, follow the steps below:
 1. Login to the MCD portal.
 2. Under the 'Services' tab at the top of the page, select 'Permitting' from the dropdown.
 3. Select 'View Your Permits' on the left side of the page and select the permit you want to review.
 4. Go to the 'Reviews' tab, select 'VIEW COMMENTS' from the applicable 'status'.

Permit	Reviews	Documents	
Date	Type	File Name	Description
08/26/25	Online Document Upload	UPDATED NUMBER S.pdf	New numbers.
08/08/25	Online Document Upload	PLANNED CUT AND FILL.pdf	Here are my planned Cut & Fill numbers. Please let me know if this is sufficient.
	VIEW COMMENTS →		

5. Once you have read the review comments, select 'Resubmit Plans' on the left side of the page.

 **REVIEW COMMENTS**

Home / Services / Permitting / View Permit / Reviews / Review Comments

 Resubmit Plans

File #: 25-000042
 Permit #: SB25-000009
 Address: Dayton OH 45402
 Work Description: Koi Pond
 Task: Application Intake Review
 Status: Task Completed

Comments

Plans

Miami Conservancy:

- Could you please upload a document listing the fill numbers? It was not listed on your initial permit application because you applied for the wrong type of permit. Thank you!

6. Select 'Select Files' and upload the required comments/documents.
 - a. ***Note: To resubmit plans, you MUST upload a document.** If you have been asked to provide more information or answer questions, please create a word document with the required information and upload it as a PDF.
 - b. A description of the document being uploaded is also required in order to resubmit plans. Once you have selected the document to upload, the description box will appear for comments to be added.

RESUBMIT PLANS

[Home](#) / [Services](#) / [Permitting](#) / [View permits](#) / [Resubmit Plans](#)



Use the select file button below to select the documents you would like to upload, you can select more than one file, but each file should be no larger than 25MB.

File Name:

UPDATED NUMBERS.pdf

Description:

As requested, I have updated the cut & fill numbers.

SELECT FILES

SUBMIT

7. Once all information has been filled out, select 'Submit'. This will complete your resubmittal and notify MCD.

Payments

- Once MCD is ready for your permit fee payment, you will receive an email with the subject 'Ready for Payment – Grantee Draft'.
- **MCD does not accept online payments currently.** We accept cash or check payments, which can be mailed or delivered in person to our Headquarters building:
Miami Conservancy District
38 East Monument Avenue
Dayton, OH 45402
- Once we have received your permit fee, we will update the payment information in Citizenserve and proceed with processing your permit.

Download Your Permit

- Once your permit has been approved, you will receive an email with the subject 'Grantee Permit Ready for Download'.
- To view your final permit, complete the following steps:
 1. Login to the MCD portal.
 2. Under the 'Services' tab at the top of the page, select 'Permitting' from the dropdown.
 3. Select 'View Your Permits' on the left side of the page and select the permit you want to view/download.

4. Under the 'Documents' tab, find the file named 'LU Permit', 'TLU Permit', or 'SB Permit'. This will open up a PDF of your permit that can then be printed, downloaded, etc.

Permit

Reviews

Documents

Date	Type	File Name	Description
07/15/25	Email	Caretaker Final Permit.htm	Caretaker Final Permit
07/15/25	Email	Grantee Permit Ready for Download.htm	Grantee Permit Ready for Download
07/15/25	Merge document	TLU Permit.pdf	TLU Permit - TLU25-000010

5. The permit exhibits, which are a part of the final permit, will be attached to the 'Grantee Permit Ready for Download' email and can be downloaded, saved, etc.
 - a. ***Note: The permit exhibits are part of the final permit and MUST be included.**