



Commercial Signs
Licensing and Permitting

Acting on Enforcement Cases in CSLAP

A CSLAP Job Aid

Roles Impacted:
Applicant/Primary Contact

Introduction

The Commercial Signs Licensing and Permitting System (CSLAP) allows users to apply for or renew permits and licenses, search records, or submit complaints. This job aid describes the process on how to take the proper actions on a enforcement case within CSLAP.

Use this job aid to perform the following steps:

All Users: Enforcement Task Actions within CSLAP

How to Act on an Enforcement Task in CSLAP

To act on an enforcement case and task within CSLAP, follow the steps below.

1. Click the CSLAP Login/Registration link from the TxDOT.gov website.



2. The Commercial Signs Licensing and Permitting homepage will appear. Select Log In to get to your CSLAP homepage.

Commercial Signs Licensing and Permitting

Welcome to TxDOT's Commercial Signs Licensing and Permitting System (CSLAP). CSLAP allows users to apply for or renew permits and licenses, search records, or submit complaints. Click the "Register New Account" button to create a new account. Click the "Log In" button to log into an existing account and access your data. Click "Complaints" to submit a complaint. Click "Search Records" to search for license, permit and complaint records.

 Log In Log into an existing account and access your data.	 Register New Account Create a new account.	 Complaints Submit a complaint	 Search Records Search for license, permit and complaint records
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3. Select the enforcement task you want to respond to. The task name will specify what type of enforcement you will be acting on.

Navigation: HOME | CREATE CASE | LICENSE | PERMIT | SUPPORT | SHOPPING CART(12) | JL | appian

Commercial Signs Licensing and Permitting

My Tasks

Task Name	Case Status	Case Status Date	Assigned By	Assignment Date	Due Date
Primary Contact - ENF-25-01753 - Permit Cancellation	Open/Pending Response	5/13/2025 9:14 AM CDT	Jacob Ledbetter	5/13/2025 10:06 AM CDT	5/27/2025 12:00 AM CDT
Primary Contact - ENF-25-01754 - Permit Application Denial	Open/Pending Response	5/13/2025 10:05 AM CDT	Jacob Ledbetter	5/13/2025 10:06 AM CDT	5/27/2025 12:00 AM CDT
Primary Contact - ENF-24-02294 - Permit Cancellation	Open/Extension Requested	5/13/2025 9:39 AM CDT	JW Ledbetter	5/13/2025 9:39 AM CDT	
CSLAP Renew License Partial Payment Task - OAL-R-24-02803	Open/Partially Paid	12/10/2024 2:21 PM CST	JW Ledbetter	12/10/2024 2:22 PM CST	

4. For a Permit Application denial, you will see the details, application case number, notice of denial, as well as any comments when the task is opened. (For other enforcement task, see step 11.)

Primary Contact - ENF-25-01754 - Permit Application Denial

Case Details

Case Summary

Case Number	ENF-25-01754	Primary Contact	Jacob Ledbetter
Case Type	Permit Application Denial	Created By	jacob.ledbetter@txdot.gov
Case Status	Pending Response	Created On	5/13/2025 9:59 AM CDT

Case Details

Parent Case Number	PMT-N-25-01685	License Record	-
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Task Details

Due Date: 5/27/2025
License Number: 6508

Organization Details

Name	Lamar Advantage Outdoor Company, L.P.
Business Type	Religious Entity
Non-Profit	No
Phone Number	(817) 640-7572
Mailing Address	615 100th St, Arlington, TX 76011 76011

Primary Contact

Name	Jacob Ledbetter
Email Address	jacobleddbetter14@yahoo.com
Phone Number	(325) 800-4556
Mailing Address	302 N West, City Name, TX, 79606

Document Type	Document	Submitted By	Uploaded Date	Actions
Original Application	2025-0513-38912-ENF-25-01754(APP)	Joshua Grossman	Mar 10, 2025	Preview
Permit Notice of Denial	2025-0513-38911-ENF-25-01754(NOD)	Jacob Ledbetter	May 13, 2025	Preview

Upload Documents

Files must be under 5 MB and one of the following file types: PDF, JPG, JPEG, PNG, XLS, XLSX, CSV, TXT, DOC, DOCX

Document Type	Document	Submitted by	Upload Date	Delete
No Items available				

[Add Document](#)

Task Requester Comments

If appealed, please provide the necessary appeal request documents.

Actions

Actions *

--- Select a Value ---

[SAVE](#) [REQUEST EXTENSION](#) [SUBMIT](#)

5. At the bottom of the screen, you will see the actions drop down. Select "No Contest" or "Appeal".

Upload Documents

Files must be under 5 MB and one of the following file types: PDF, JPG, JPEG, PNG, XLS, XLSX, CSV, TXT, DOC, DOCX

Document Type	Document	Submitted by	Upload Date	Delete
No Items available				

[Add Document](#)

Task Requester Comments

If appealed, please provide the necessary appeal request documents.

Actions

Actions *

--- Select a Value ---

--- Select a Value ---

Appeal

No Contest

[REQUEST EXTENSION](#)

6. If "No contest" is selected, you can submit the task with no further action.

7. If "Appeal" is selected, use the Upload Documents section and select "Add document".

Upload Documents

Files must be under 5 MB and one of the following file types: PDF, JPG, JPEG, PNG, XLS, XLSX, CSV, TXT, DOC, DOCX

Document Type	Document	Submitted by	Upload Date	Delete
No Items available				
Add Document				

Task Requester Comments

If appealed, please provide the necessary appeal request documents.

Actions

Actions *

Appeal

Task Response Comments

8. After you add the document, use the document drop down and select "Appeal Request" and then upload your appeal using the "upload" action or you can drag and drop the file.



Upload Documents

Files must be under 5 MB and one of the following file types: PDF, JPG, JPEG, PNG, XLS, XLSX, CSV, TXT, DOC, DOCX

Document Type	Document	Submitted by	Upload Date	Delete
Appeal Request	Test Doc PDF - 177.01 KB	jacobledbetter14@yahoo.com	5/13/2025 10:32 AM CDT	
Add Document				

Task Requester Comments

If appealed, please provide the necessary appeal request documents.

Actions

Actions *

Appeal

Task Response Comments

Please see attached appeal for request for the application.

SAVE

REQUEST EXTENSION SUBMIT

9. Any other supporting documents can be upload as the "Supporting Documents" type.

10. After you upload your documents, you may add a comment if you would like, then submit the appeal request.

Upload Documents

Files must be under 5 MB and one of the following file types: PDF, JPG, JPEG, PNG, XLS, XLSX, CSV, TXT, DOC, DOCK

Document Type	Document	Submitted by	Upload Date	Delete
Appeal Request	Test Doc PDF - 177.01 KB	jacobledbetter14@yahoo.com	5/13/2025 10:32 AM CDT	x

[Add Document](#)

Task Requester Comments

If appealed, please provide the necessary appeal request documents.

Actions

Actions *
Appeal

Task Response Comments

Please see attached appeal for request for the application.

[SAVE](#) [REQUEST EXTENSION](#) [SUBMIT](#)

11. For a Permit Cancellation, once you select the task, you will see the details, permit record/ number, notice of cancellation, as well as any comments when the task is opened.

Primary Contact - ENF-25-01753 - Permit Cancellation

Case Details

Case Summary

Case Number	ENF-25-01753	Primary Contact	Jacob Ledbetter
Case Type	Permit Cancellation	Created By	Jacob.ledbetter@txdot.gov
Case Status	Pending Response	Created On	5/13/2025 9:10 AM CDT
Record ID	PMT-24-00041		

Case Details

Parent Case Number	-	Permit Record	PMT-24-00041
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Task Details

Phone Number	(325) 800-4556	Phone Number	(325) 800-4556
Mailing Address	302 N West, City Name, TX, 79606	Mailing Address	302 N West, City Name, TX, 79606

Documents

Document Type	Document	Submitted By	Uploaded Date	Actions
Notice of Cancellation	2025-0513-38905-PMT-24-00041(NOC)	Jacob Ledbetter	May 13, 2025	Preview

Upload Documents

Files must be under 5 MB and one of the following file types: PDF, JPG, JPEG, PNG, XLS, XLSX, CSV, TXT, DOC, DOCK

Document Type	Document	Submitted by	Upload Date	Delete
No items available				

[Add Document](#)

Task Requester Comments

Please provide proof of cure or soah request.

Actions

Actions *
--- Select a Value ---

12. At the bottom of the screen, you will see the actions drop down. Select the action you would like to take.

The screenshot shows the top navigation bar with icons for HOME, CREATE CASE, LICENSE, PERMIT, SUPPORT, and SHOPPING CART(12). The user's name 'JL' and the Appian logo are on the right. Below the navigation bar, there are two contact information sections. The first section shows 'Phone Number (325) 800-4556' and 'Mailing Address 302 N West, City Name, TX, 79606'. The second section shows 'Phone Number (325) 800-4556' and 'Mailing Address 302 N West, City Name, TX, 79606'. Below this is a 'Documents' table with columns for Document Type, Document, Submitted By, Uploaded Date, and Actions. The table contains one row: 'Notice of Cancellation', '2025-0513-38905-PMT-24-00041(NOC)', 'Jacob Ledbetter', 'May 13, 2025', and a 'Preview' link. Below the table is the 'Upload Documents' section, which includes a note about file types and a table with columns for Document Type, Document, Submitted by, Upload Date, and Delete. The table is empty with the text 'No items available' and an 'Add Document' button. Below this is the 'Task Requester Comments' section, which includes a note 'Please provide proof of cure or soah request.' and an 'Actions' dropdown menu. The dropdown menu is highlighted with a red box and shows the text '--- Select a Value ---'.

13. If "Provide Proof of Cure" or "Request SOAH" is selected, use the Upload Documents section and select "Add document".

This screenshot is similar to the previous one but shows the 'Add Document' button in the 'Upload Documents' section highlighted with a red box. The 'Actions' dropdown menu in the 'Task Requester Comments' section is also highlighted with a red box and now shows the selected option 'Provide Proof of Cure'.

14. If you selected "Proof of Cure" in the dropdown select the "Proof of Cure" document type, if you are requesting SOAH, select the "SOAH Request" document type. then upload your document using the "upload" action or you can drag and drop the file.(A comment can be added if needed before you submit the task.)

Notice of Cancellation | 2025-0513-38905-PMT-24-00041(NOC) | Jacob Ledbetter | May 13, 2025 | Preview

Upload Documents

Files must be under 5 MB and one of the following file types: PDF, JPG, JPEG, PNG, XLS, XLSX, CSV, TXT, DOC, DOCX

Document Type	Document	Submitted by	Upload Date	Delete
Proof of Cure	UPLOAD Drop file here	jacobledbetter14@yahoo.com	5/13/2025 11:35 AM CDT	
Appeal Request	UPLOAD Drop file here	jacobledbetter14@yahoo.com	5/13/2025 11:36 AM CDT	

[Add Document](#)

15. If you selected "Submitted an Amendment Application" you will need to provide a "Task Response Comment" stating the application case number that you submitted, then submit the task.

Files must be under 5 MB and one of the following file types: PDF, JPG, JPEG, PNG, XLS, XLSX, CSV, TXT, DOC, DOCX

Document Type	Document	Submitted by	Upload Date	Delete
No items available				

[Add Document](#)

Task Requester Comments

Please provide proof of cure or soah request.

Actions

Submitted an Amendment Application

Task Response Comments

Amendment application for PMT-HBA-12345 has been submitted. Amendment case number is PMT-A-25-00001.

[SAVE](#) [REQUEST EXTENSION](#) [SUBMIT](#)