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Harford's Glassman Administration Launches Online Permit Center

BEL AIR, Md., (March 24, 2016) - The real-time status of permits, plans, and inspections in Harford County can now be viewed online at the Glassman administration's new "ePERMIT CENTER". This online service launched Wednesday provides citizens with 24/7 access to information from the convenience of their home, office, or mobile device.

The ePERMIT CENTER lets users search for residential, commercial, and other types of permits with a permit number or property address and track a permit's lifespan from issuance to completion. Users can also check on the daily schedule and status of county inspections, and search the status of plans submitted to the Dept. of Planning & Zoning for proposed developments. The new online capabilities complement the full services of the county's redesigned Permit Center which opened in September on the first floor of the county administrative office building at 220 S. Main St. in Bel Air.

"A primary goal of my administration has been to streamline government and make use of modern technology to improve customer service," said County Executive Barry Glassman. "Building on the success of our Permit Center, I am pleased that we can now begin offering services online, freeing citizens from having to come to our offices and allowing us to serve more customers in less time."

Additional services coming soon to the ePERMIT CENTER will allow electricians, plumbers, and other trade professionals to apply for and manage their trade permits, trade licenses, and registrations online. Citizens online will soon be able to schedule inspections and apply for and renew dog licenses.

The ePERMIT CENTER is accessible via a button on the homepage of the county website www.harfordcountymd.gov or by going directly to <http://epermitcenter.harfordcountymd.gov>

The new online services for citizens were made possible following a behind-the-scenes transition to a Web-based processing system called EnerGov. Previously, Harford County had eight different processing systems that couldn't talk to each other, so employees trying to move things along had to scan, email, and sometimes hand deliver paper to one another. EnerGov unified those systems into one and made it accessible online to all the various departments involved in permitting, licenses, and inspections. This more efficient process mirrors the physical consolidation of employees into one open workspace in the county's Permit Center.

"Whether customers visit our Permit Center in Bel Air or access our new online ePERMIT CENTER, we want them to get what they need as quickly and effortlessly as possible," said Paul Lawder, director of the county Dept. of Inspections, Licenses and Permits. "Either way, we're open for business and we're here to help."

For more information or questions about the Permit Center or ePERMIT CENTER, please call 410-638-3122.

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