



FREDERICK COUNTY GOVERNMENT

OFFICE OF THE COUNTY EXECUTIVE

Jan H. Gardner
County Executive

News Release

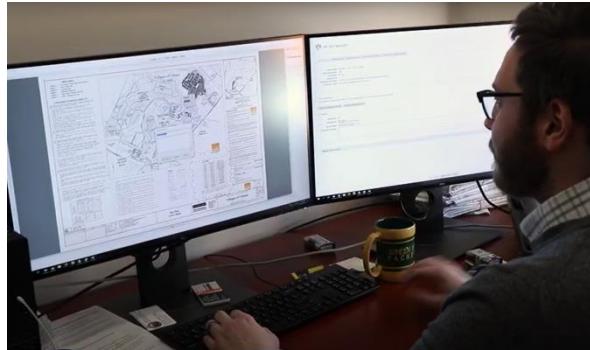
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Permitting, Inspection Portal Earns High Marks

Surveys Show Popularity, Provide Feedback to Shape Upgrades

FREDERICK, Md. – An online portal for permits and inspections applications allowed Frederick County's economy to grow during the past two years. A recent survey of portal users gave the land management system positive scores for its ease of use and overall performance. The system, which won an International Customer Service Excellence Award in 2020, earned high marks in a survey conducted this year by the Division of Planning and Permitting.



“I am proud to say that Frederick County is a great place to do business,” County Executive Jan Gardner said. “Even during a pandemic, we experienced growth, with more than 100 businesses launching, locating, or expanding in our community. At the heart of any thriving economy is a professional and efficient Permitting Department. It’s a big task, and one that Frederick County has done exceptionally well in recent years.”

Permits are an important tool for local government to ensure that work is done safely to protect the health, welfare and safety of the community. Thousands of people have accounts on Frederick County’s portal. They include engineers, surveyors, contractors, and property owners. The portal accepts electronic applications for planning, building permits, trade licenses, and more. People can also request services, look up public records, make payments, and view inspectors’ reports on the portal. More than 70% of the portal’s users were satisfied or very satisfied with the system, which launched in December of 2019. Only 12% of respondents expressed dissatisfaction.

The Division of Planning and Permitting compiled comments from the survey to identify areas for improvement. Upgrades to the land management system soon will be phased in, starting this fall. Training for portal users will be held each Thursday at 10 a.m., with the first session scheduled for September 8. To register or learn more, visit www.FrederickCountyMD.gov/Planning.

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Frederick County: Rich History, Bright Future

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