

NOTICE
Rollout of Lee County Software Upgrade

Lee County will roll out our new Permitting Software on Monday, June 11, called Accela, which is used by the departments of Community Development, DOT, Natural Resources Well Permitting and Utilities. As part of the upgrade the current Tidemark software will be removed from service Friday, June 8. Extended wait times in Community Development's lobby are anticipated from Friday, June 8, into the week of June 11. Unless you have some sort of critical permitting or development application timeline, you may want to consider delaying your visit to these county offices to a later date. We will also stop intake of new applications electronically starting this Wednesday, June 6, to ensure the new submittals are processed before the changeover. In addition, all on-line payments and inspection scheduling will be **unavailable** from 4:30 p.m. June 7 to 7:30 a.m. June 11. Extra staff will be available the week of June 11 to assist in answering questions and registering new users.

This upgrade is necessary to maintain the high level of service the public is accustomed to, and ultimately it will result in an increase in service available to the public.

The new web-based software will consolidate county services to a single portal: eConnect. This portal will combine the county's online plan review service, ePlan, with the online permitting option, eConnect. The public will have the ability to make application and upload documents and/or plans in a single portal in a single session. Accela will require all contractors to register and create a new login to use the system to its full potential.

Due to circumstances beyond the county's control, a few services may be temporarily condensed. For example, contractors attaching to permits may only have the ability to attach by the automated phone system.

County staff is working diligently to try to ensure this transition is as smooth as possible and ask that you have patience as we work through the rollout process. If you have any special permitting needs during this limited time frame, please contact Lee Werst at 239-533-8136 or 239-851-7709.