# MEDIA RELEASE

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### Burlington Launching Online Application Portal for Permits and Licenses

BURLINGTON, NC—On August 11, 2020, the City of Burlington launched BurlingtonSmart, a cloud-based technology portal to track inspection permits, engineering permits, planning and zoning applications, and beer and wine licenses.  BurlingtonSmart is a one-stop destination to apply for permits and licenses, submit digital plans and architectural drawings, pay fees, and request inspections. Users will receive real-time notifications via email as steps of the process are completed.

The system can be accessed through BurlingtonNC.gov/BurlingtonSmart. While applications can still be submitted at the City's Municipal Building at 425 South Lexington Avenue, applicants must use the on-site BurlingtonSmart computer terminal to do so. City Staff is prepared to assist residents through the process both in person and over the phone. During COVID-19, there are safety measures in place to be performed by City Staff. Terminals will be wiped down after each use and dividers have been installed between terminals to maintain social distancing.

"If you want to build a deck in your back yard, you can go to BurlingtonSmart, submit your application and your digital plans, pay your fees, and schedule the required inspections all on the BurlingtonSmart platform." says Jay Mebane, City of Burlington Director of Inspections. "We believe BurlingtonSmart will make the process easier for everyone from homeowners to contractors to our staff"

"You will not need to visit the Municipal Building to submit plans for a new sign or a fence or for rezoning. You can submit everything from the comfort of your own home or office" says Planning Manager Conrad Olmedo "It will also be more efficient and streamlined for us internally, freeing up staff to provide our residents with a better customer service experience."

BurlingtonSmart is powered by Dude Solutions' SmartGov Community Development software. The software is designed to improve back-office efficiency while improving the user-experience for residents and businesses on the theory that a simplified process leads to happier residents and thriving communities.

"Though there will be an adjustment period over the next few months, BurlingtonSmart will make the permit and licensing process faster and more transparent for our residents" says Andrew Shore, the City's GIS Administrator who is helming the transition.

To learn more go to BurlingtonNC.gov/BurlingtonSmart or call 336-222-5103 or email sgsupport@burlingtonnc.gov.

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Our Mission:
"The City of Burlington is dedicated to providing high quality municipal services within our diverse community in a friendly, professional and efficient manner in order to promote the safety, health, and quality of life of residents and employees."

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