



NEWS RELEASE

York County Public Affairs

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York County Launching Enhanced Online Service Portal for Citizens, Builders, and Contractors

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Beginning Monday, May 11, builders, contractors and citizens will have access to a newly enhanced Customer Service Request Portal for use in scheduling building inspections with online credit card payment coming later this month, as well as the ability to track requests made to Waste Management, Utilities, Zoning/Code Enforcement, and other public services.

Last week, builders and contractors with current or prior permits on file with the County, received a letter announcing the new features along with instructions on requesting an account and utilizing the new online portal. Contractors and builders who did not receive a letter are asked to visit the new site on Monday and submit the registration form.

“The new system will allow for our builders and contractors to easily request an inspection, to make their payments online, and to track the status of their request in real time,” says Susan Kassel, Director of Planning & Development Services. “This portal also works on mobile devices for use by individuals at their building site, which is something the builders have been wanting for a while.”

Citizens registering with the enhanced Customer Service Request Portal will notice new features, such as tracking of service requests and a more user-friendly navigation menu. Residents requesting a service will be asked to set up an account, which will enable them to easily follow their request status. Requests/reports may be submitted anonymously if no follow up action is required.

“This new interface has been under development for several months,” says Brian Woodward, Director of Public Works. “With today’s emphasis on fewer personal interactions and processing more work online, the timing couldn’t be better for the launch of this enhanced portal.”

The Customer Service Request Portal is available on all web pages of the departments of Public Works and Planning & Development Services. Direct access is available at www.yorkcounty.gov/requests.

Builders, contractors, and citizens with questions about the enhanced Customer Service Request Portal should contact Public Works at (757) 890-3750 or via email to pwofc@yorkcounty.gov.