



# Collier County Government

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Growth Management Community Development Department  
Operations Support & Regulatory Management Division  
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July 1, 2023

## FOR IMMEDIATE RELEASE

### **Public Portal Update: Changes Planned to Improve User Experience**

On July 7, 2023, the Growth Management Community Development (GMCD) Department will implement a new feature on the Public Portal. The department's goal is to improve the user experience with the following changes to contact information requirements.

#### New Requirements

When electronically applying for a building permit, applicants must select the licensed qualifier after the contractor is selected at the "Contacts" step. The Public Portal will display a list of the available qualifiers and the applicant must pick one before moving forward.

- I. Select the contractor.
- II. Select the licensed qualifier.
- III. If the licensed qualifier isn't listed:
  - A. Verify the correct contractor was selected; and/or
  - B. The contractor license record is missing qualifier information.
    1. Contact Contractor Licensing at (239) 252-2400 to resolve.

If the "Applicant" does not see the correct qualifier listed, either the wrong contractor is selected, or the contractor license record is missing the qualifier information. If the qualifier information is missing, the contractor will need to contact the Contractor Licensing Section to have their license updated. Self-Issuing permits require adding a contractor and qualifier.

#### Contacts

For general questions, please contact GMCD customer service at (239) 252-2400.

For training questions, please contact Management Analyst Dianna Perryman at (239) 252-2965 or by email at [GMDTraining@colliercountyfl.gov](mailto:GMDTraining@colliercountyfl.gov).

#### Training Guide

For information on training please visit:

[www.colliercountyfl.gov/government/growth-management/divisions/operations-regulatory-management/e-permitting](http://www.colliercountyfl.gov/government/growth-management/divisions/operations-regulatory-management/e-permitting)

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