



## PRESS RELEASE

**FOR IMMEDIATE RELEASE**  
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### **New Crow Wing County Land Use Permit Application Software Going Live September 28<sup>th</sup>**

The Crow Wing County Land Services Department is pleased to announce that beginning Wednesday, September 28<sup>th</sup>, 2022, a new and enhanced permit application and approval system will come online as a convenient way to apply for land-use related permits.

Once activated, access to the online permit system is as easy as following this link: <https://www.crowwing.us/217/Permit-Information>. All that is needed is an email address to log in to the system. The permitting system will also allow customers to pay required fees either with a check or credit card. Crow Wing County will still accept permit applications by visiting the Land Services Department in-person, but is encouraging the public to use the online permitting system. Just like the current online system, customers will be notified via email as the permit moves through the approval process so the customer knows where the permit is during the approval process.

Crow Wing County has offered an online option for permit applications since spring, 2013. This new permitting software being implemented is a Microsoft product called Microsoft Dynamics 365. It is a technology that will allow Crow Wing County to manage its relationships and interactions with customers, stay better connected to customers, streamline processes, and better track interactions and data points. Ultimately, the software will provide a better customer service experience while also providing enhanced tools to allow the County to make quicker, more informed decisions about their processes and interactions with customers. “The permitting software was completed with the customer in mind” stated Jason Walkowiak, IT Director with Crow Wing County. “The permitting system is user friendly and will provide a convenient and easy way to apply for permits.”

Crow Wing County requires permits for new construction, additions to existing structures and septic systems. In addition, permits are needed for most landscaping activities around lakes. Since 2020, Crow Wing County has averaged approximately 1,000 approved permits each year. Site specific performance standards to protect county lakes and streams are reviewed and approved prior to issuing a building permit. Properties that exceed 15% impervious surface coverage (hard surfaces such as driveways or roof tops) are required to submit a stormwater management plan that prevents water from a 1” rain event going directly into a lake or stream.

“We recognize that many of our customers are from the Twin Cities Metropolitan area and it’s not always convenient to come to Brainerd to apply for a permit” stated Environmental Services Supervisor Jake Frie. “This new software will make it easier for folks to get the proper permits. It

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is a continuation of our commitment to allow permit applications to be submitted 24 hours a day / 7 days a week.”

At this time, the permit system will be used for all residential and commercial land-use related permit applications. Future expansions include adding subdivisions / land splits, wetland applications, e911 sign requests, public hearing applications, and other areas of Land Services. Also, the County is planning to expand usage of Microsoft Dynamics 365 to Community Services, the Highway Department, and other areas of Crow Wing County.

The Land Services Department is committed to providing excellent customer service while helping our residents make wise decisions that protect Crow Wing County’s extraordinary natural resources. Citizens are encouraged to contact the Land Services Office at (218) 824-1010 or [landservices@crowwing.us](mailto:landservices@crowwing.us) to discuss the new online permit application system or other land use related activities.

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