



## Loudoun County, Virginia

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## NEWS RELEASE

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### County Launches Virtual Line for Community Development In-Person Services at Government Center

Loudoun County has launched a new online system that allows people who are seeking in-person services from the county's community development departments to make an appointment or to get in a virtual line from anywhere. The new system is designed to improve the experience for the county's customers at the Government Center in Leesburg through the added convenience of the new system, which allows people to reduce or eliminate physically waiting in line for services.

The county has launched the "Qless" system for customers who plan to visit the Departments of [Building and Development](#), [Planning and Zoning](#), and Health (for [Environmental Health Services](#) and Vital Records), and the [Office of Mapping and Geographic Information](#). These departments—commonly referred to as the community development departments—provide a broad range of online and in-person services, such as permitting, review of land development plans and applications, inspections, enforcement of regulations, and data and mapping services.

Customers who are seeking in-person services from the community development departments may make an appointment online or get in the virtual line for the customer service counter located on the second floor of the Government Center, 1 Harrison St. SE, Leesburg, in one of the following ways:

- Visit [loudoun.gov/getinline](http://loudoun.gov/getinline).
- Download and use the Qless app ([iOS](#) | [Android](#)).
- Use the self-serve kiosk located in the Government Center lobby.

"This system allows our customers to make an appointment from home or see how long the wait may be before they drive to the Government Center for service," said Public Affairs Manager Emily Watkins. "The system saves our customers time by helping them to plan their visit for the fastest, most efficient service possible."

The system is easy to use and works in three simple steps:

1. The customer makes an appointment or gets in line through the Loudoun County website or mobile app from anywhere, or through the self-serve kiosk in the Government Center lobby.
2. When it is the customer's turn for service, they receive a text message summoning them to the customer service counter.
3. Once summoned, the customer picks up a pass from the information desk in the Government Center lobby that provides elevator access to the second floor.

In addition to in-person services, the community development departments offer many online services through the Loudoun County website that do not require a visit to the Government Center, as well as self-serve drop-off and pick-up services in the Government Center lobby that do not require a visit to the second-floor customer service counter.

Use of the Qless system is not necessary for visitors to the Offices of the Treasurer and Commissioner of the Revenue because their customer service counters are accessible by the public on the first floor of the Government Center.

Visitors to the offices of the Board of Supervisors, County Administrator, and County Attorney, and to the Departments of Human Resources and Finance and Budget, which are located on the upper floors of the Government Center, should make an appointment prior to arrival. Expansion of the Qless system to include use by other Government Center departments is planned in the future.

For more information about planning your visit to the Loudoun County Government Center, visit [loudoun.gov/planyourvisit](https://loudoun.gov/planyourvisit).

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