

# ProjectDox® is Big in Texas!

## New Era in Service Delivery Drives Development and Economic Growth | Houston, Texas

Houston is the most populous city in the State of Texas. With Houston's broad industrial base in energy, manufacturing, aeronautics, and transportation, it also leads in health care sectors and building oilfield equipment and is second only to New York City in headquartering Fortune 500 companies. Houstonians have created a thriving and resilient economy – business creation and construction figures in Houston continue to be among the highest in the country.

The City of Houston Permitting Center has recently introduced a new era in customer service delivery with the launch of a new eServices brand. The Center's mission is to serve those who are driving Houston's economy by helping them achieve their goals. It is committed to making continuous improvements to service delivery, business processes, and information technology systems to help its customers avoid costly printing, transportation, and consultation costs associated with submitting construction plans. **ProjectDox will promote a higher level of collaboration between customers and city staff than ever before, resulting in a better overall product and service.**

According to City Council Member at-Large, David Robinson, "The concurrent review of mechanical, structural, electrical, and plumbing disciplines required for review for a building permit – that's one of the great things I think, rather than stand in line and wait for subsequent reviews in each of those disciplines, we will have concurrent electronic review."

The Public Works and Engineering Department expects a big bump in efficiency. Tim Lincoln, PE projects, "We so far this fiscal year have reviewed over 2,800 separate submittals. Each submittal has three to five sets of paper plans. Having the electronic plan review, that will be eliminated for the most part for those that use it, and you will see a great reduction in the amount of paper waste that is produced."

The Houston Permitting Center is committed to fostering community adoption of electronic plan review. Executive Director, Mark McAvoy asserts, "We will support customers through the transition to the best that we possibly can. We will provide dedicated help desk support in answering technical questions and business process-related questions. Anything at all that comes up that is an obstacle to them submitting and getting their plans reviewed we will resolve."

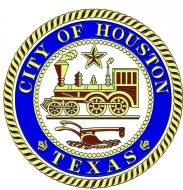
*"Electronic Plan review is going to have a big impact on the workflow, it's going to allow us to get to the next level – to the 21st century. Applicants, developers will now have the ability to work directly from their home offices or business offices rather than having to drive to the center of Houston."*

Tom Hosey, Building Official  
City of Houston

*"The customers of the Houston Permitting Center currently spend a lot of time and resources in transit of hard copy plans. For each plan review cycle, plans must be physically dropped off which incurs a delivery charge. Add on top of that the cost for reprographics and reproduction, an electronic system will completely remove both of those charges."*

Clayton Black, PE  
Senior VP, Jones & Carter, Inc.

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## Driving Development with ProjectDox®

### Excelling in Customer Service | *Austin, Texas*

Austin is the country's eleventh most populous city. It is recognized for its vibrant culture, particularly the music scene. Its official slogan, "The Live Music Capital of the World" is well-earned. The city boasts more live music venues per capita than any other U.S. city. But Austin is also a significant business hub. As home to many Fortune 500 companies representing the high-technology and pharmaceutical industries among others, Austin's population is highly educated and tech savvy. Its citizens expect electronic delivery of services and information.

The City of Austin Development Services Department has begun the rollout of ePlan Review, a highly anticipated web-based process where development plans can be submitted, paid for, reviewed and approved electronically. Using ProjectDox, Austin's citizens, the building community and city departments can submit, review and collaborate on plan documents remotely – from homes and offices. ProjectDox interfaces seamlessly to the city's permitting system running on CSDC Systems' AMANDA software.

The City of Austin has implemented ProjectDox for Land Use, Commercial and Residential Building Reviews – streamlining its plan review processes while improving overall service delivery to the city's customers.

Commenting on the city's investment in ProjectDox, Greg Guernsey, Director of the Planning and Development Review Department said, "The Austin development community is excited about this partnership! Electronic Plan Review (EPR) will improve communication and collaboration between city staff and its customers. Additionally, EPR is good for the environment because it reduces paper submittals and decreases the carbon footprint by greatly reducing the need for office visits. Our customers will be more productive because they will have the ability to conduct business from their office or home."



*Simply put, ePlan Review will save customers substantial time, money and resources.*



### ePlan Technology Trailblazers | *Denton, Texas*

Denton is a principal city in the State of Texas and the county seat of Denton County. Located on the north end of the Dallas–Fort Worth metroplex in North Texas on Interstate 35, Denton is known for its active music life; the North Texas State Fair and Rodeo, Denton Arts and Jazz Festival, and 35 Denton Music Festival attract over 300,000 people to the city each year.

With over 45,000 students enrolled at the two universities located within its city limits, Denton is often characterized as a college town. As a result of the universities' growth, educational services play a large role in the city's economy. After the construction of Dallas/Fort Worth International Airport finished in 1974, the city saw more rapid growth; as of 2011, Denton was the seventh fastest-growing city with a population over 100,000 in the country.



*Denton has used ProjectDox for over six years in their Planning and Building Departments to accelerate permit approvals, which spurs development and a strong economy in this thriving Texas city.*

### Did you know...?

#### **According to Fiatch™**

the leading source for emerging, advanced and innovative capital project delivery practices:

**Jurisdictions using ePlan technology have reduced plan review and approval times between 30–40% on average**

