

City of Markham ON Continues Permitting During COVID19

With Avolve's Online Software

Shelter at Home mandate required The City of Markham Ontario to implement a telework policy in a 24 hour period. Thanks to online software, the Building Department executed a seamless transition while exceeding previous year performance numbers that occurred when the team was working from their city office.



“ Jurisdictions using ProjectDox have been resilient and able to remain operational under recent pandemic restrictions. ”

The City of Markham ON experienced zero process downtime as their staff transitioned to a work at home model over a weekend due to the electronic plan review solution they had in place.



The Markham Building Department's 19 plan reviewers are also showing higher productivity in the new work from home online review environment, processing 200 permits from March 16 - April 9.

With the advent of COVID19, jurisdictions have been forced to close the doors of public facilities. This has left many Building Departments with projects in flight at a standstill. Like every other organization, the City of Markham received almost no warning - 24 hours - that it would have to transition its entire workforce to remote work. This raised the essential question in Markham: can the building department continue business as usual, with all of its employees working from home? As the City of Markham Building Department evaluated its preparedness for work from home, it realized that its earlier adoption of ProjectDox electronic plan review software would contribute greatly to the department's flexibility and resilience in the face of COVID19.

An Emergency Business Continuity Plan was quickly created to maintain all essential legislated departmental services and 31 union employees were set up to work remotely. The online process is allowing building permits to continue, queuing projects for fast economic ramp up when restrictions are lifted.

For those jurisdictions that have implemented ProjectDox electronic plan review software - it's business as usual, with staff members and constituents able to stay safe and do their jobs from home. ProjectDox allows applicants to submit plans - and jurisdictions to review, access and manage building plans and trade permits electronically no matter the challenge, or where you work.

“ We had no downtime at all. We left our offices on Friday and commenced work at home the following Monday with no interruption to our process. ”

Stephanie DiPerna, Manager of Plans Review, City of Markham ON