ProjectDox Case study
New Braunfels, TX

New Braunfels, a thriving city in Texas with a population of more than 100,000 citizens, has experienced rapid growth over the past decade. With high permit volumes and a commitment to transition to digital processes, the City sought an electronic plan review solution to better manage its review and permitting workflows.

Before making the switch to ProjectDox in 2023, New Braunfels relied on a patchwork solution of manual processes and ad-hoc digital tools for its plan review workflows. Reviewers struggled with large PDF files, slow software, and cumbersome communication methods, which led to inefficiencies, delays, and frustration.

Unwieldy Systems Created Untenable Challenges

New Braunfels' commercial plan reviewers, especially, suffered from a lack of efficient processes. "Plan reviewers were looking at a 500-page set of full-size plans for a hospital, having to go through the plan set and effectively communicate the code issues they identified.

They'd be trying to load page after page, waiting for the circle of death to go away," explained Kevin 'KC' Collins, Building Official at New Braunfels, Texas. "Just handling the file in that way has you wishing you could go back to paper."

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Aside from the laborious review process, the lack of robust reporting capabilities made it difficult to track workload, monitor turnaround times, and allocate resources effectively. "We really needed better analytics. I needed to be able to just go in, look at the report, snip it, and send it to a Councilman when he has a question."

As the City's growth continued, these challenges became increasingly untenable, prompting the search for a comprehensive electronic plan review solution.

ProjectDox Streamlines Collaboration

ProjectDox offered a comprehensive solution to New Braunfels' plan review challenges. Its integration capabilities with the City's existing permitting database ensured seamless data flow and enhanced efficiency.

The software's intuitive interface and built-in communication tools have streamlined collaboration between reviewers and applicants, reducing confusion and improving feedback clarity.

A favorite feature of ProjectDox for Collins is the integrated markup tools and memo capabilities that have combined the benefits of traditional redlining with modern digital communication, enhancing the review process.

"ProjectDox integrates the best of the old school world of redlining with the ability to communicate those changes. You can do a markup and locate it exactly on the page, and you can also have words telling the person what you mean and what section of the code that you're referring to," said Collins.

ProjectDox Brings Workload Efficiency with Reporting Capabilities

Since the implementation of ProjectDox in August 2023, New Braunfels has experienced significant improvements in its plan review workflows. "I am already seeing benefits. It clearly helps reduce the time it takes to do reviews, along with improvements in communication."

Commercial plan reviewers, in particular, have lauded the software for its ability to handle large-scale projects efficiently, transforming daunting tasks into manageable processes.

"They're really happy with the product. Their work basically goes from what seems like an a Herculean task to something that is doable for them," said Collins.

With expanded usage to include residential new builds, alterations, additions, pools, and manufactured homes, ProjectDox has become an indispensable tool for the City's permitting division.

Implementing ProjectDox has facilitated better reporting and data analysis to empower decision-makers with actionable insights. "We face regular questions from outside folks about what's going on with permitting, whether it be the Council, Mayor, Chamber of Commerce, or economic development, etc.," explained Collins.

"I don't have time to deep dive every time there's a question, and I now don't need to because ProjectDox has built-in reporting capabilities," he added. "That's another thing we'd liked about ProjectDox during the selection process — the out-of-box reporting is good."

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ProjectDox reporting capability has supported better decision making across workload distribution, turnaround times, and resource allocation. With clear, concise reports at their fingertips, New Braunfels' community development team can support the City leadership in informed decisions and justify resource allocations more effectively.

"Reporting helps justify resources," said Collins. "If I'm seeing major fluctuations or a rising trend in workload, then I could take that to the budget meetings to say, 'look, I need a team member here because these challenges are going to continue to increase, which will lead to delayed turnaround times.'"

> **"ProjectDox checked all the boxes for what we felt were important, like built-in communications, push notification back and forth to the customer, ease of use for reviewers, along with other features that make review quicker, faster, easier."**
>
> *Kevin 'KC' Collins, Building Official, New Braunfels, Texas*

New Braunfels Couldn't Be Happier with ProjectDox

New Braunfels' adoption of ProjectDox has marked a significant milestone in its journey toward modernizing permitting processes.

By leveraging innovative technology and robust features, the city has overcome burdensome plan review challenges, positioning itself for continued growth and efficiency. As additional permit types are integrated into the system, New Braunfels anticipates further improvements in productivity, communication, and data-driven decision-making.

"I've seen a lot of systems, and I know what a lot of the problems are. I'm confident we're on track to building a great solution, so I really appreciate that from Avolve," said Collins.

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