# ProjectDox Case study
# Boise, ID

**Boise is a vibrant community of more than 230,000 citizens. As Idaho's largest city, Boise's transition to electronic plan review over 10 years ago has supported the jurisdiction in meeting their community development goals.**

**Boise also faced an increasing demand for digitalization. Users, including both applicants and staff, expressed a desire for electronic plan review due to the limitations and inefficiencies of paper-based processes. "The users were ready to move towards delivering plans online," says Joe Bu Morrisroe, PDS Business Process Analyst, Planning and Development Services, Boise, ID.**

### Manual Processes were Antiquated

Prior to making the switch to electronic plan review, the City of Boise relied solely on paper for plan review. "It was starting to become very antiquated," Bu Morrisroe said.

After evaluating different options, the City of Boise selected ProjectDox due to its functionality, ease of use, and scalability. Ultimately, ProjectDox offered unique features that better suited the City of Boise's needs, particularly for building divisions.

### ProjectDox Streamlines Reviews Across Internal and External Stakeholders

Today, the City of Boise uses ProjectDox for building and planning purposes across multiple departments, as well as externally.

Internally, ProjectDox facilitates assignments and provides clear process outlines for reviewing teams and applicants. Applicants can easily upload documents and drawings to join the queue, enhancing clarity and efficiency for City of Boise employees.

ProjectDox has given the City of Boise a centralized place to not only handle plan review but serve as a place of record. "ProjectDox allows us to have review meetings not only face-to-face, but digitally recorded, tracked, timestamped on a case-by-case basis in a queuing system," said Bu Morrisroe.

Using ProjectDox has also allowed the City of Boise to leverage the support of third-party contractors, enabling faster reviews to improve workflow during peak periods. "We have a few firms who are contracted with the City of Boise as outside reviewers," said Bu Morrisroe. "They've started to take on some of the workload during our high times or permits that we realized could be completed significantly faster than if our own staff had to work through the entire queue," he added.

The ability to integrate external reviewers into ProjectDox was critical during COVID, as the City of Boise saw a boom in development. "We had a high demand in the middle of the pandemic, when Boise had significant construction of new homes and downtown development," said Bu Morrisroe. "Those external reviewers were able to help with some of the menial reviews, like solar applications, that really once you see one design it's pretty replicable."

**ProjectDox keeps reviews on track**
Since bringing on ProjectDox, Boise has benefited from a host of improvements.

With enhanced visibility and tracking, ProjectDox allows stakeholders to monitor progress and access documents digitally. "Everybody's looking at the same project, same documents, and making their comments, which get compiled for users before sending it back to them," said Bu Morrisroe.

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*Joe Bu Morrisroe, PDS Business Process Analyst, Planning and Development Services, Boise, ID*

ProjectDox has also significantly optimized task management, providing clearer and more detailed tracking of task progress. "We rely on ProjectDox's built-in reporting for task management," said Bu Morrisroe. "Managers can easily identify outstanding review groups for tasks."

Moreover, from a citizen experience standpoint, ProjectDox has contributed to improved clarity and communication for applicants. "Applicants can now better understand the requirements outlined in the steps and easily upload documents and drawings," added Bu Morrisroe.

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