



ProjectDox Case Study Washington Suburban Sanitary Commission

Washington Suburban Sanitary Commission (WSSC) achieved a remarkable transformation in their plan review process by implementing ProjectDox, accelerating review cycles and revolutionizing both internal and external collaboration. WSSC slashed plan review time by 75% post implementation.

Siloed, Paper-Based Reviews

One of the nation's largest water and wastewater infrastructure networks, WSSC, manages nearly 5,600 miles of freshwater pipeline and 5,400 miles of sewer pipeline, servicing more than 1.9 million citizens.

This massive system requires constant development oversight, with WSSC's Development Services Group reviewing 3,500 water and sewer plan submittals and processing approximately 34,000 permit transactions annually.

The sheer volume of these reviews demanded an efficient process, but WSSC's traditional approach was falling short. Prior to implementing ProjectDox, WSSC struggled with a fragmented, paper-based system that created significant bottlenecks.

Department reviews operated in silos, with little visibility between teams working on the same projects.

The result was a cumbersome process that stretched review cycles to eight weeks or longer and created frustration for both staff and applicants.

Each submission required multiple printed copies that generated substantial costs in paper, printing, storage, and transportation.

Applicants faced particular challenges navigating this opaque system. With no easy way to track their submission status, they were often left in the dark about review progress or the required changes.

The need to physically transport plans to WSSC facilities added further delays and expenses. As development demands increased, WSSC recognized that this inefficient process was unsustainable — they needed a comprehensive electronic plan review solution that could accelerate reviews, eliminate paper waste, and provide transparency throughout the process.

For an agency with 95 years of history and employees with 30+ years of tenure, adopting new technology represented a significant cultural shift. WSSC knew they needed a solution that would not only address their technical requirements but also support a smooth transition for their established workforce and customer base.

Centralized Document Management with ProjectDox

Before implementing ProjectDox, WSSC invested considerable time analyzing both internal and external challenges they would face during the transition.



They recognized that one of the biggest hurdles, especially with such a long-tenured staff, would be helping both staff and applicants learn new technology and method of doing their jobs.

WSSC understood that success would hinge on users being flexible and open to adopting new business processes, which meant the solution had to be intuitive and user-friendly.

WSSC implemented Avolve's ProjectDox solution with a thoughtful, comprehensive approach to change management. They established clear expectations from the beginning, developed tailored training programs for different user groups, and created a culture of continuous and open communication.

This foundation ensured both internal and external stakeholders understood the benefits and process changes electronic plan review would bring.

To enforce the transition, WSSC set a firm "paper cut-off date" after a six-month voluntary electronic submittal period. This decisive policy was critical in driving adoption while still giving users adequate time to adapt.

Meanwhile, WSSC's teams worked diligently to create streamlined business processes and standardized operating procedures that leveraged ProjectDox's capabilities.

"Gone are the days when one has to pick up a telephone and call to ask, 'Where is my plan in the process?'"

Jerry, N. Johnson, CEO, WSSC

By focusing equally on technology implementation and user adoption, WSSC achieved high levels of internal user and customer acceptance rates, setting the stage for their dramatic improvements in review efficiency.

ProjectDox Accelerated Permit Approvals by 75%, Reduced rejection rates by 82%

Implementing ProjectDox transformed WSSC's operations across multiple departments and dimensions, delivering substantial, quantifiable improvements throughout their plan review process.

Review times plummeted from 8 weeks to just 2-3 weeks, representing a 75% reduction that significantly accelerated permit approvals and development timelines.

Equally impressive was the remarkable improvement in submission quality — after 18 months of using ProjectDox, WSSC's rejection rate dropped from 85% to less than 15%.

The collaboration and transparency ProjectDox conferred revolutionized communication between WSSC's internal departments and external applicants.

Color-coded review comments and concurrent review capabilities eliminated information silos and ensured all stakeholders worked from the same set of documents, enhancing transparency and giving applicants unprecedented visibility into the review process.

Alongside process improvements, ProjectDox delivered significant sustainability benefits that aligned with WSSC's environmental stewardship goals.

For every 100 site utility plans submitted, the organization saved approximately 80,000 drawing sheets — equivalent to 5 tons of paper, or 13 trees.

This dramatic reduction in paper consumption not only supported sustainability initiatives but also eliminated the costs and logistics associated with printing, delivering, and storing physical plans.

The system's intuitive interface ensured all project-related information lives electronically in one place to simplify the review process for everyone involved. This ease of use is complemented by the platform's accessibility — users can view and collaborate on projects from anywhere with internet access, supporting flexible work arrangements and eliminating unnecessary trips to WSSC facilities.

Through this combination of collaboration tools, environmental benefits, simplified workflows, and anytime-anywhere access, ProjectDox delivered a complete transformation of WSSC's plan review capabilities.

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