



# ProjectDox<sup>®</sup> Case study

## 30+ Florida Jurisdictions

**Avolve Software invented the electronic plan review space in 2005 and since then jurisdictions across the State of Florida have transformed their plan review and permitting processes with Avolve as their technology partner. Proven integration options and best-in-class enterprise workflows make Avolve the regional standard for electronic plan review.**

### **Accelerating permits and driving development**

Avolve integrates with numerous Permitting and LMS Providers in the State, including Tyler Munis & Energov, Accela, Infor Hansen & IPS, CentralSquare TrakIT & Naviline to name a few.

Avolve Florida customers include Seminole, Marion, Orange, Lee and Leon Counties; Orlando, Miami, Gainesville, Tamarac, Davie, Boca, Wellington, Venice, Ocala, Ormond Beach, Delray Beach, Pompano Beach, West Palm Beach, Royal Palm Beach, Winter Haven, Margate, St. Petersburg, Lakeland and more...

### **Leon County | Trailblazing technology**

Leon County is home to the Tallahassee Metropolitan Area. Tallahassee is home to two of Florida's major public universities, Florida State University and Florida A&M University and is the State Capital.

### **Leon was one of the first counties in Florida to go digital with plan review in their Planning Department in 2006.**

At the beginning of 2014, the Leon County Building Plans Review and Inspections Division initiated ProjectDox to allow the electronic review of all permit applications and plans for new single-family dwellings, allowing the applicant one of three different ways to submit permit applications for electronic review and permitting.

Subsequently used in both the Building and Planning Departments, ProjectDox works with the county's Accela Automation permitting system to expedite permit issuance.

### **Orlando | Online fast with best-in-class**

"The City of Orlando completed their implementation of ProjectDox in 2016. Using the ProjectDox Best-in-Class Workflow for Planning, **the City brought the electronic plan review solution live in under six weeks.**

The City Planning Division inspires and facilitates the development of a diverse and sustainable community to make Orlando more livable for its citizens, businesses and visitors.

The local development community could not have been more excited to go digital with the process. You spend a lot of time waiting in the queue," said Orlando architect Eric Morgan, **"I think it means that we're coming into the 21st century."**

The City subsequently implemented the ProjectDox Best-in-Class Workflow for Building as the next phase. ProjectDox is integrated to the City's permitting and management software, Infor Public Sector (IPS), creating a seamless permitting and plan review process that enables thriving development in this constantly growing center for commerce and tourism.

**"ePlan helps address some of the biggest lags in a paper-based process – document delivery, reconciliation and routing."**

### **Boca Raton | Applicant ease and customer service excellence**

Boca Raton is the southernmost city in Palm Beach County, with a population of around 90,000. The city initially implemented ProjectDox in their Building Department in 2011 and has since brought the solution to their Planning and Zoning Division as well.

**"The move to bring the Planning and Zoning Division online is part of a broader effort to increase efficiency, collaboration and document management among city departments, and to support a green initiative,"** said Sherilee Fairweather, the city's Business System Analyst who managed the project.

According to Jim Bell, Acting Development Services Deputy Director, "There can be as many as 20 people reviewing documents, asking for clarification, making changes and comments.

"You can imagine how important communication is, and how one missing or incomplete document, or a delay by one agency or department can really prolong the review." The procedure for electronic plan review and routing will save customers time and money, while improving the overall efficiency of the process. The plan review process includes internal and external agencies.

City departments including municipal services, fire, police and utilities each review the plans, and outside agencies including, AT & T, the Lake Worth Drainage District and even the Boca Raton Airport Authority also review the plans.

"For residents, architects, land use attorneys and developers, the move to ProjectDox, the new electronic plan review and routing software system, will not only save trips to City Hall, but will enhance communication with the many agencies involved in the review process.

By uploading all application documents to the new system, the process can be electronically managed and monitored, will improve accountability and provide transparency for all parties involved.

## Miami | Enterprise efficiency

The City of Miami is a marquis Avolve enterprise customer and initially implemented ProjectDox Best-in-class Building workflow in 2018 as part of Mayor Suarez's digital government initiative.

A national success story for enterprise efficiency and outstanding customer experience, Miami then immediately followed by bringing Avolve's Best-in-class Planning workflow online to power the surging redevelopment underway in this coastal city.

Miami continues to experience exponential growth and processed more than 35,000 projects through ProjectDox in 2021 and has cumulatively processed over 2 million project files through the system.

Thanks to transformative and progressive leadership, the City has since implemented additional workflows to meet the needs of other departments including Fire, and Public Works.

**There are today over 25,000 active ProjectDox users throughout the City's various enterprise operations.**

**"From an administrative perspective, it's probably one of the best things we've ever done to manage workflow and compliance with regulations. Our ProjectDox implementation has been a model for others in our region."**

Sherilee Fairweather, Business System Analyst  
– Boca Raton

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