



e-PlanREVIEW[®] and goPost[™] Public Portal Multi-Jurisdiction Reviewer Case Study

TRANSTECH ENGINEERS, INC.

ABOUT TRANSTECH

Transtech Engineers, Inc. is a full-service multi-disciplinary consulting firm providing building- and engineering-related municipal services to public agencies since 1989. For over 30 years, Transtech has specialized in municipal consulting services for multiple City Departments. Transtech currently serves as a municipal contract service provider to over 50 public agencies providing various services in Building & Safety, Engineering, Construction/Program Management, Civil, Design, Inspection, Plan Review, Transportation Engineering, and more. In its Building and Safety service capacity, Transtech provides Permit Technician, Inspection, Plan Review, and Building Official services. In this capacity, it provides and serves as the plan reviewer for multiple agencies' Building and Safety Departments.

SITUATION

Transtech regularly works in a mixed City Staff and consultant environment inside City Hall. Early in the Covid-19 pandemic, Transtech experienced how the pandemic impacted City Services and its daily interactions with their communities.

At the onset of the Covid-19 pandemic, Transtech recognized that some City services would no longer be able to operate as they once did, especially during City Hall closures – specifically, “in-person” services. Providing counter-related assistance became challenging at best and in many cases, impossible. This meant that the issuance of permits and plan checking, would have to be re-imagined. Transtech advocated to its client cities to utilize virtual solutions, however, some agencies were apprehensive about going fully virtual and wanted to still allow in-person hard copy submittals. This meant that applicants physically had to come to their respective City Halls to submit their plans, and Transtech team members had to physically accept the plans and ship or carry them out for plan review. Many of the public agencies Transtech served used traditional paper plan sets and their own internal public agency processes of logging/tracking of plans.

SOLUTION

Transtech engaged with its client municipalities to transform “in-person” services to a fully integrated virtual experience to continue to provide these services in a new, service-friendly format adhering to current public health guidelines. The solution was to introduce e-PlanREVIEW, goPost Public Portal, and goPost’s portlets to its client cities. Utilizing the many “virtual” aspects of these platforms allowed client public agencies to be able to continue providing the necessary plan review services to their communities.

The pandemic provided an opportunity to “test” the virtual platform fully and successfully integrate e-PlanREVIEW and goPost Public Portal for each municipality by adding access to a dedicated portlet for each of the clients. This allowed applicants to upload their plans into the portal for electronic plan check submittals. These portals are easily accessed through the City websites with direct online login credentials to upload plans that automatically get transmitted and matched with the appropriate plan checker based on the type of plan check needed.

“Implementation of e-PlanREVIEW, goPost Public Portal, and goPost’s portlets have allowed us to transition several of our client municipalities from “in-person” services to a fully integrated virtual experience, while continuing to provide the necessary plan review services to our communities in a service-friendly format adhering to current public health guidelines.”

**– Ayla Jefferson, CBO and Dennis Tarango, CBO
Directors of Building and Safety
and Engineering Plan Check
Transtech Engineers, Inc.**

Even before the pandemic occurred, Transtech management understood that the process of intake and review with paper plans could be improved by moving to electronic options. The company researched the leading solutions and saw the best fit for its requirements with e-PlanREVIEW®, goPost Public Portal, and goPost's portlet abilities to automate intake and reviews. The cloud-based solutions were built to improve productivity and create an optimal experience for review staff and applicants alike. goPost offers the unique ability to provide separate portlets for Transtech's clients. The portlets are accessed by applicants directly through the website for the city in which they are submitting plans. From the applicants' perspective, the portlet is part of the City's services. Functionally, plans submitted through the portlet route directly to Transtech staff.

Transtech recognized that the Permit Counters were inundated with incoming submittals and wanted to find a solution to balance and increase the efficiency process of receiving the plans. While reimagining its improved processes, Transtech created an intake department that could ease the burden for each City. Its newly formed intake department, along with e-PlanSoft's PDF Scout™ Inspector Tool allows Transtech to verify completeness, as well as ensure plans are suitable and comply with file standards. Transtech also developed procedures to keep the City informed of the status of each submittal, and when adjustments are needed, Transtech contacts the applicant directly.

RESULTS

Transtech's foresight in selecting cloud-based e-PlanREVIEW and goPost positioned the company to quickly pivot operations and maintain business continuity for itself and its customers through the pandemic-driven distancing and City Hall closure requirements. It was able to go live with the solutions on the first Monday following office closures in March 2020 the Friday before. Transtech acted quickly to communicate its transition from in-person to online services, with no interruptions to services.

The company has leveraged goPost's portlets, so applicants submit plans from their City's website directly into goPost. The online submittals account for several days of saved time per project. Upon submittal, PDF Scout Inspector Tool vets all documents to ensure file requirements are met. If submittals do not fall within the set standards, Scout rejects the submittal immediately and provides information to the applicant regarding the issues to be resolved. Scout's immediate feedback saves even more time, since any needed adjustments to the files are discovered right away, rather than sitting idle in queue before the issue is identified.

Transtech's goPost and portlets have allowed Transtech to expand its client base and has assisted in facilitating the company to expand its intake. While most of Transtech's customers and applicants have transitioned fully to the electronic model, a few operate with a hybrid model in which they can still offer paper submittal as an option to their applicants. Transtech fully accommodates all of its customer's needs, and works with each city to provide guidance and assistance as needed to make the shift to electronic reviews.

Once submitted and accepted, goPost and e-PlanREVIEW allows Transtech to understand the status of projects faster and easier. Everything is logged, so when a project is received and progresses through the review cycle, it is automatically recorded, giving project participants a full view of the status at every stage. This transparency

allows review staff to open up a given project and have access to the full story. e-PlanREVIEW also stores documents, so when applicants need to resubmit, they only need to upload those sheets that have been changed. The full process has become significantly more convenient for applicants and managerial review staff alike.

Ultimately, goPost and its portlets and e-PlanREVIEW have allowed Transtech to offer virtual solutions to its process to optimize efficiency and create a better experience for applicants and reviewers. Using the cloud-based solutions, staff were able to continue working at full capacity and productivity, even during office closures and distancing mandates.

KEY BENEFITS

- ✓ Online plan submittals and document delivery
- ✓ Remote collaboration and communications
- ✓ Transparency and easily accessible project tracking

CHALLENGES

- ✓ Social distancing requirements
- ✓ Multiple client submittals
- ✓ Submittal and document delivery

SOLUTIONS

- ✓ Online submittals
- ✓ Configurable client portlets
- ✓ Cloud-based plan review platform

KEY RESULTS

- ✓ Bolstered efficiency
- ✓ Expedited plan checking processing times
- ✓ Minimized hard copy transmittals
- ✓ Eliminated idle time in transmission deliveries

FOR MORE INFORMATION



or to request a demo, visit www.eplansoft.com/request-a-demo