

# Memorandum

**TO:** HONORABLE MAYOR  
AND CITY COUNCIL

**FROM:** Rosalynn Hughey

**SUBJECT:** LAUNCH OF SJEPLANS -  
ELECTRONIC PLAN REVIEW

**DATE:** August 31, 2020

Approved



Date

8/31/20

## INFORMATION

The Development Services Partners are pleased to announce the launch of the first phase of the new SJePlans software that enables customers to electronically submit plans. This software integrates with our recently upgraded AMANDA permitting system. Planning and Public Works staff will now be able to electronically review and share markups with customers through the SJePlans portal. The launch is part of the “Building the San Jose of Tomorrow” through transforming private development services, one of the City Manager’s eight enterprise priorities. We have been planning for and customizing SJePlans long before the COVID-19 crisis hit. With shelter-in-place, we have adapted to a semblance of digital transactions with customers, but SJePlans is a professionally-designed platform that provides for a true and smoother ePlan experience.

This initial launch of SJePlans will enable customers to submit application online for any Public Works permit (excluding parkland, transportation analysis and minor public utility permits) and for five key Planning permit applications including:

- Site Development Permit/Amendment
- Conditional Use Permit/Amendment
- Special Use Permit/Amendment
- Planned Development Permit/Amendment
- Variance/Exception

In subsequent phases, SJePlans will expand to include more Planning permit applications as well as Building and Fire permits – we are headed toward enabling a fully digitized permit application service.

This critical milestone in the Development Service Transformation Roadmap includes many benefits for permit applicants and staff. Customers will save time and money by no longer having to print large plan sets and spending time going to City Hall to submit them. They will also gain greater insights into the review process of their applications with clarity of which specific review, comment or plan mark-up needs attention. All of this information will be organized in one place.

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Development Services staff will greatly benefit from the software's workflow and organization features saving innumerable administrative processing hours from our permit application process. With a single location for applicants to submit files, plans will automatically be triaged to the appropriate reviewers eliminating the needless triaging time ensuring paper plans are in the right hands. Every project reviewer can upload their comments and markups in the software for seamless consolidation for both the lead reviewer and the customer. Each comment, on each version of the plans can be traced to the reviewer for quicker communication and identification of any issues with a permit application. Finally, staff can use the software to compare any changes on resubmittals plans with previous versions, automatically allowing the reviewers to focus on the updates and not having to re-review already approved aspects of the plans.

Avolve Software is the provider of ProjectDox, the underlying software of SJePlans. Avolve also provided the implementation service to configure the software for Public Works and Planning Permits. This software is currently used for the City's small cell permitting process and will gradually migrate to the integrated version over the next several months. The City's Development Services Transformation Team has overseen the implementation effort, helping to align interdepartmental coordination with the Information Technology Department and the City Manager's Office. Status reports on the project have been provided regularly to the Ad Hoc Committee for Housing Construction and Development Services.

Preparations for the launch have included staff testing from May through mid-July, and training throughout early August. To prepare for the significant transformation of our process, the Team scheduled 24 training sessions that spanned 120 hours for the 170 staff responsible for using the new software. A demonstration of SJePlans was held on Friday, August 14 via Zoom for nearly 200 permit customers and members of the public. Staff have also scheduled eight applicant drop-in sessions to help external users adjust to the new application submission and review process. Prospective applicants can find more information and find SJePlans resources on the City's [website \(https://bit.ly/ePlansSubmission\)](https://bit.ly/ePlansSubmission).

This launch is a major milestone in the Development Service Transformation roadmap towards an improved, digital process for our customers and staff. We are looking forward to an improved digital application experience for our customers that is integrated into our AMANDA permitting system.

/s/

ROSALYNN HUGHEY, Director  
Planning, Building and Code Enforcement

For additional information, please contact Alex Powell, Chief of Staff, Planning, Building and Code Enforcement at (408) 535-1258.