



# PLUS Release #4 Transition

Bill Hicks, P.E., Director, Land Development Services (LDS)

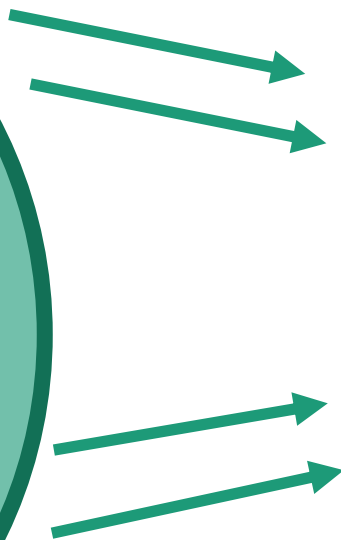
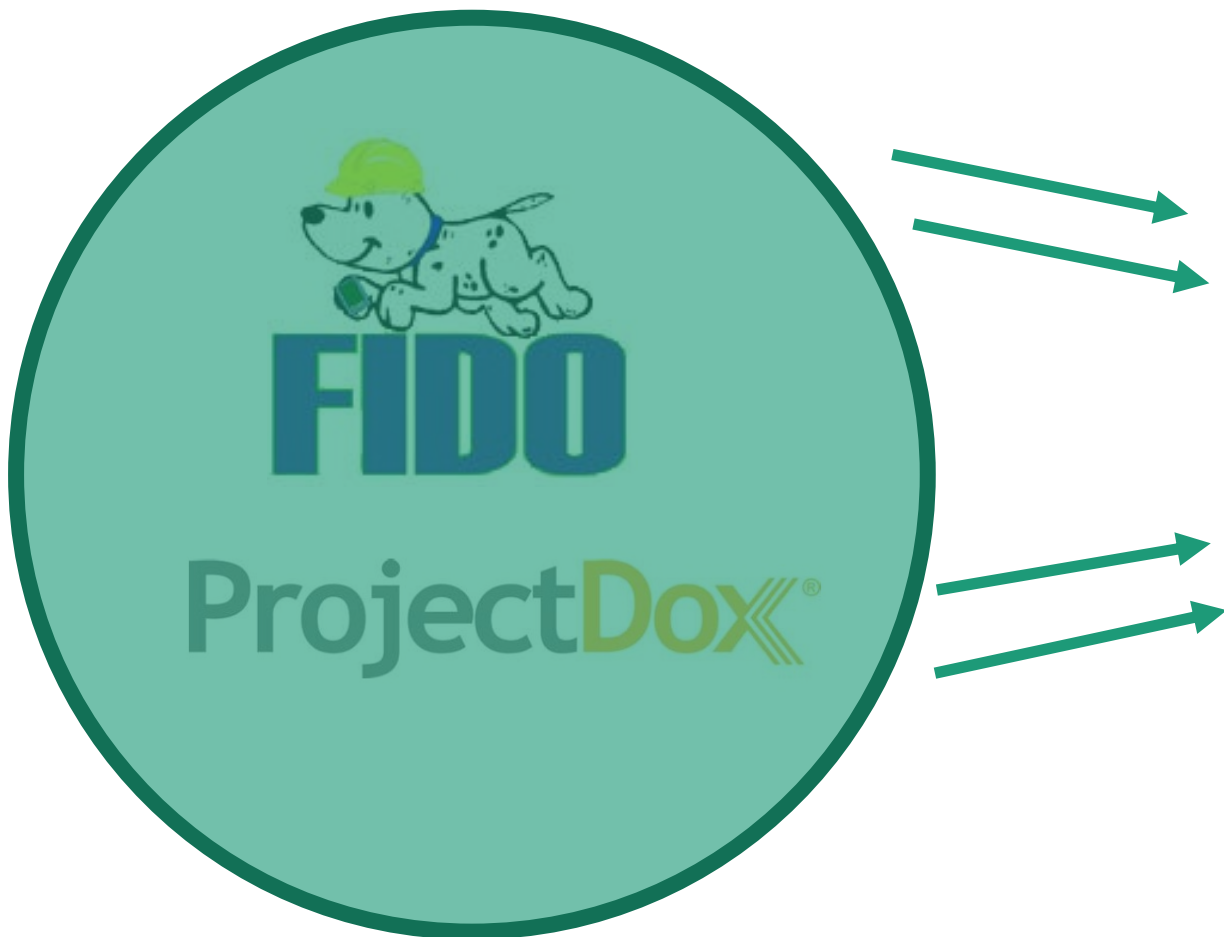
Greg Scott, Director, Department of Information Technologies

Adam Kelly, PLUS Manager, LDS

Presented To Land Use Policy Committee

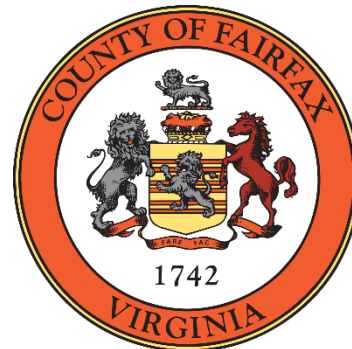
October 4, 2022

# Permitting and Land Use System (PLUS), Release 4



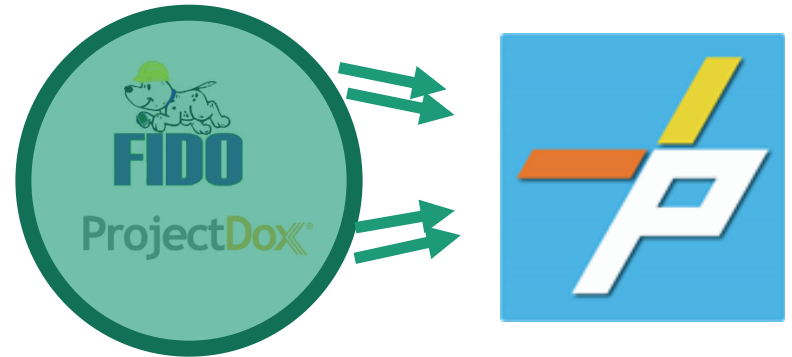
# Goal for Transition to PLUS Release 4

*Successful transition with limited impacts to customers*



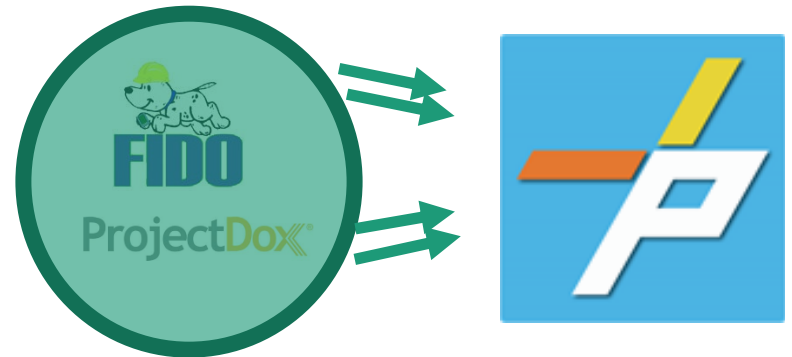
# Stage 1 – Pre-Load of Approved Projects

- Document Migration for Approved Projects includes:
  - Project Site Plans
  - Architectural Drawings
  - Geotechnical Studies
  - Water Quality Impact Assessments
- Ongoing since mid-August



# Stage 2 – Data Conversion for Records

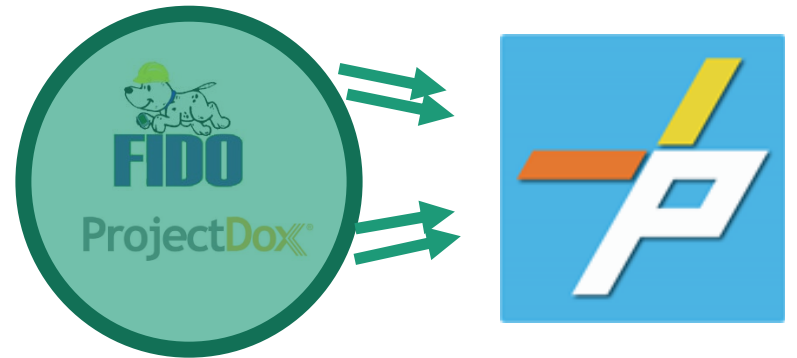
- Data Conversion for All Records - Approved & In-Progress
  - FIDO – Permits & Building Inspections
  - PAWS – Site/Land Disturbance Records
  - Project Dox – Plans & Drawings
  - SI2K – Site Inspection
- Requires systems to be static -
  - System Shutdown - Friday evening October 21<sup>st</sup> to Monday morning October 31<sup>st</sup>
  - FIDO/PAWS read-only
  - Project Dox inaccessible to public and staff



# Stage 3 – In-progress Document Migration

- Document Migration for In-Progress Documents from Project Dox

- Project Site Plans
- Architectural Drawings
- Geotechnical Studies
- Water Quality Impact Assessments



- Cannot begin until PLUS R4 Launches
- Have prioritized migration (1) Due Date, (2) Residential, (3) Commercial
- Complicated reformatting of documents
- Automated process will take 23 days

# How will these stages affect customers?



- Stage 1 – No Impact to customers
- Stage 2 – Five business day outage (10/21 thru 10/31) to submit plans or to receive official plan review/inspection results
  - Limited, prescheduled building inspections to keep construction moving
  - Continued pre-construction meetings, plan submission meetings, customer support
- Stage 3 – In-progress document migration – customers will fall into two groups:
  - Customers arrive at the PLUS website and PLUS functionality works
  - Customers arrive at the PLUS website and find project records but associated documents have not been migrated yet
    - For these cases, customers can request manual migration of documents with an anticipated turnaround time of up to one business day
    - PLUS webpage will guide customers to make this request

# How are we preparing our customers?

- Lots of outreach: BOS newsletters, letters to industry, webpage notices, meetings with industry groups
- Training through
  - Webinar Wednesday
  - Specific Training Events
  - YouTube Channel
  - In-Person as well as Virtual Group and Individual Sessions
- Customer Experience Team
  - Ready to Support at 703.222.0801





# Discussion?

