The City of Columbia's Building & Site Development Division has been working with the software vendor Tyler/Energov to implement their "eReviews" system for electronic review of permits and construction documents. The Planning Division has been using a similar process for planning cases; now B.S.D. is also "going live" with eReviews for permits and associated plan review on October 1, 2019.

The City of Columbia is one of only a few "early adopters" of Evergov's latest eReviews platform, which is unique in that it incorporates Bluebeam Studio Sessions and Revu software into the review process.

On October 1, the Citizen Self Service portal (CSS) will be available to permit applicants.   This web portal allows applicants such as design professionals and contractors to apply for permits online, from anywhere with an internet connection, 24 hours a day, 7 days a week. This process replaces traveling to City Hall, filling out permit applications, and submitting multiple sets of paper plan sets and other documents. Applicants simply set up a CSS account with their contact information, confirm their email address, then they will be ready to apply online. Instructions for using the eReviews system will be available in separate documents, such as for setting up a CSS account, and for the permit application/document upload process.

Initially, applicants will have the option to use paper or electronic submittals. The current system involving paper plans and applications will still be accepted for a transition period after the go-live date. After this transition period has elapsed, all permit applications will need to be submitted electronically through the CSS portal. Applicants who submit with paper, either dropped off at the service counter or received by mail/courier, will still be required to follow our previous procedures and use the same forms, submit the same number of plan sets, etc. After the review, a comment letter will be generated and emailed to the applicant, as before.

After October 1, BSD staff will receive and process electronic permit applications and document submittals, and coordinate with other City reviewing departments. Energov is used to perform the administrative functions (e.g. changing review status to Approved or Requires Resubmit) and Bluebeam Studio Sessions and Revu software are used to review PDF documents and make comments by placing markups on the PDFs. The marked-up PDFs will be returned to the applicant. No comment letter will be generated for electronic submittals. Instead, the applicant will view review comments by obtaining the PDFs from the permit case on CSS, and opening these files with their PDF software. (See later discussion about Bluebeam Revu software.) These documents will include construction drawings that contain comment markups, along with an itemized list of the markups which will serve as review comments.

All electronic submittals must be applied for through the CSS portal. <u>Submittals will not be accepted by Email or file sharing.</u> Electronic files may be brought in person to the 3rd Floor Service Counter at City Hall (701 E. Broadway) on a portable USB drive, and an application can be completed in CSS using the computer station at the counter. There, City staff will be available to assist the applicant with setting up a CSS account and applying for a permit through CSS. <u>For this reason, applicants who wish to submit electronic documents in person will need to send a knowledgeable person to City Hall who will be able to answer the questions necessary to set up a CSS account and apply for permits</u>. This information includes the applicant's complete contact information and email, the address or location of work, and specific knowledge of the project and permit being applied for.

City staff will also be available to assist applicants over the telephone with setting up a CSS account and applying for permits. Please call 573-874-7474.

To reiterate, **electronic documents will not be accepted unless they are submitted through the CSS portal.** We are confident that once applicants learn to use CSS themselves, they will easily be able to apply from the convenience of their home or office.

All electronic documents will need to be submitted in PDF format. PDF document standards are available in a separate document. The City of Columbia will be using Bluebeam Revu software to view, review and markup PDF documents. This software contains excellent document markup functionality and is specifically intended for the design and construction sectors.   While any PDF program (e.g. Adobe) will work, and markups will be able to be seen, the City encourages applicants use Bluebeam Revu for PDFs. A free 30-day trial of Revu is available from Bluebeam, which reverts to a "View Mode" when the trial expires, that can be used indefinitely. Many applicants may also find the full version of Revu to be worth the cost. Bluebeam's website is: https://www.bluebeam.com/

We would ask for your patience and understanding as the City of Columbia implements this new process. We know there will be bumps along the road during the transition, but we also foresee a greatly improved plan review and permit application process once we get past this difficult transition. We thank you in advance for your help.