



Memorandum

Date: April 10, 2020
To: Plan Review Customers
From: Dawn B. Crim, Secretary-designee
RE: Emergency Order 22 Electronic Plan Review Requirements

Like all other state agencies and business, the Department of Safety and Professional Services is adapting to the evolving circumstances of the COVID-19 public health emergency. We are working hard to adjust our operations so that we can maintain services and continue the process-improvement initiatives we launched before this crisis hit.

However, COVID-19 has directly affected plan review. Yesterday, Governor Evers issued [Emergency Order 22](#), which requires electronic plan submission.

We had already been encouraging electronic plan submission as part of our process improvement efforts. Electronically submitted plans are far simpler for us to process, and, as a result, we can turn around those plans more quickly. Right now, it is also the safer option for our customers and staff. When our service counters closed—and they will remain closed indefinitely—many of our customers shifted to electronic plan submission to continue accessing plan review services during the COVID-19 crisis. We appreciate your flexibility. We know process changes are difficult, and we appreciate your efforts to adapt.

Governor Evers' order requires the rest of our customers to make that same transition during the public health emergency. We recognize that not everyone is prepared for this immediate change, so we have developed some resources to help you navigate electronic plan submission. There are tutorials available on our [homepage](#). If you have questions or are having trouble adjusting to our new policies and processes, please contact us via the relevant tech box email (listed below and available on our homepage). While our new policies are firmly in place, we may be able to offer suggestions or information that will help you transition to updated practices. As always, we recognize the critical role we plan in the construction industry, and we welcome your feedback as we further refine our systems to and implement additional changes to improve agency operations.

We will continue communicating directly with you via email regarding these and other process changes. We will also post relevant information on our [website](#), so please be sure to look there as well as your inbox for information that will inform your submittals to us and increase our timely review of your materials. Despite all the new operational challenges, we have been making progress in shortening plan review turnaround times. We want to maintain that momentum, and your assistance is critical.

Tech Box Email Addresses:

[Commercial Building](#)
[Fire Suppression/Fire Alarm](#)
[Plumbing](#)
[POWTS](#)
[UDC](#)