

Case Study

Douglas County

Douglas County, Oregon is located among the lush forests and cascading waterfalls of the beautiful Umpqua River Valley in central Oregon. Named for U.S. Senator Steven A. Douglas, a Democratic candidate for the Presidency against Abraham Lincoln in 1860, the county extends from the Pacific Ocean to 9,182 foot Mount Thielsen in the Cascade Mountains. It contains nearly 2.8 million acres of commercial forest lands and more than 50 parks. Over 100,000 people reside in the 12 incorporated cities of Douglas County, including over 20,000 in Roseburg, which is the home of the county seat.

Douglas County's Building and Planning departments had outgrown their data management system, and when they went looking for a replacement to the strained system, they found their answer with CRW's TRAKiT software suite. "We wanted the best of breed, and we looked at about six to eight demos of other systems," said Tom Fallon, Douglas County Project Manager, "We were able to make [TRAKiT] meet the needs of both departments."

The County wanted the benefits offered by the TRAKiT system, including the variety of inspection reports and the ability to access inspection data in the field, without losing the tight integration offered by their old system. To address the County's needs, CRW developed an automated, custom script that downloads data directly from the County Assessor's office into LandTRAK every night.

In April 2007, the County went live with PermitTRAK, ProjectTRAK, and CodeTRAK. Currently, they are in the final stages of implementing MobileTRAK, an interface for mobile devices, and eTRAKiT, a Web interface. They plan to have 12 mobile devices with full access to the TRAKiT system out in the field, allowing them to perform what Fallon refers to as "real-time inspections." The technical team at CRW is helping to make Douglas County's plan a reality.

"We've received really great service from CRW—all the way from project management to technical support," said Fallon. For Vance Bradshaw, CRW Vice President of Operations, the feeling was mutual, "Douglas County's Community Development and IT departments were like one team; it was amazing." Bradshaw added, "We really enjoyed partnering with the County through the implementation phase, and we look forward to working with them long into the future."

Organization

Douglas County, OR
Population of 105,117

Proposal Requirements

Building Permits, Planning

TRAKiT Benefits

- Easier access to data
- Reduction in workload
- Field access for real-time inspections
- Tight integration with County Assessor's GIS data
- Variety of reports

From the Customer

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About CRW

CRW Systems, based in San Diego, CA, is a leader in the development of integrated software solutions for local government municipalities. CRW's main product, TRAKiT, is designed to automate permitting, inspections, code enforcement, planning & zoning activities, GIS, licensing, and other land management functions.

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