

# Case Study

## City of Frisco

The City of Frisco is not only one of the fastest growing cities in the USA (among cities with a population between 10,000 and 50,000); it is also the fastest growing city in the state of Texas. The population growth rate since 1990 has been phenomenal with a 400% growth rate over 10 years. In fact the City is predicted to increase its population to 125,000 by 2009. Although this increase shows no sign of abatement, Frisco remains focused on its objectives of providing quality service related to development and code enforcement through the use of modern practices in engineering, architecture, public health and quality assurance management. It does this through its commitment to professional excellence and customer satisfaction ensuring that tasks are completed efficiently and effectively.

In order to achieve its objectives, Frisco is committed to using technology that assists it in achieving greater efficiencies to the advantage of its citizens. Nowhere is this more important than in the Building, Engineering and Planning departments. As the number of citizens moving to the area increased, Frisco realized that the solution handling its building permits was no longer adequate. The system was DOS based and it needed to move to a Windows solution with an open database that allowed more flexibility. Frisco also wanted a new solution that had the ability to integrate with other applications such as GIS.

Frisco researched a number of vendor products and finally selected CRW Systems' TRAKiT solution. Perry Harts, Director of Asset Management at The City of Frisco commented on the choice. "CRW is a Texas state qualified vendor. We were impressed with the flexibility that the TRAKiT system offers."

Frisco is using the TRAKiT system in Building Permits, Planning, Inspections, Engineering, City Secretary, Code Enforcement and Health and has reaped substantial benefits since its implementation. Its' SQL Server database allows the city to create customized reports. Its' ability to efficiently integrate relevant information has meant that communication has greatly improved between the Planning, Engineering and Building Inspection departments. The system is integrated to the ESRI GIS system and enables a linkage between inspections and neighborhood planning. Easy access to information by authorized users has meant improved service to citizens.

Frisco is impressed with the support it received throughout the implementation of the solution together with the ongoing support from CRW. "We are particularly impressed that if there is a critical problem, CRW will work with us until the problem is resolved", commented Perry Harts.

### **Organization**

Frisco, TX  
Population of 56,126

### **Proposal Requirements**

Building Permits, Planning, Inspections, Engineering, City Secretary, Code Enforcement, Health Services

### **TRAKiT Benefits**

- Easier access to data
- Shorter timelines in accessing data
- No lost documents
- Project completion dates shortened
- Lower costs
- Higher customer satisfaction

### **From the Customer**

"CRW is a Texas qualified vendor. In addition to that, the company came out well in a comparison survey by 'Smart Permitting' published by a California University."

### **About CRW**

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

### **Contact Details**

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