

# Case Study

## City of Keller

Located in North Central Texas, the City of Keller offers a country atmosphere with small city friendliness. As the City grew it realized it needed to update its systems to meet its mission of providing a well-balanced economic infrastructure.

To assist in its plan, the City reviewed systems for supporting the Community Development activities. The City had grown out of its existing systems which were only supporting permitting; they wanted to be able to link information between multiple departments including Permitting, Planning, Code Enforcement, Public Works, Economic Development and Finance.

The City of Keller was able to speak to other agencies in the Dallas/Fort Worth area and found that a number of the agencies were already using CRW's TRAKiT solution. Nika Zolghadri, Director of Community Development at the City of Keller commented on their selection of CRW. "We found that the TRAKiT solution was the best fit for our needs; the price was right and the functionality enabled access to information by all employees."

The City found that because they were able to use the system for all facets of Community Development, they were able to start a project in Planning, and the information was then carried through all stages. An immediate benefit was that all of the information is available, and there was no longer the problem of finding the right people to obtain information. The integration with the geographic information system (GIS) also provided rapid access to information.

The inspectors found that the system would provide them comprehensive Inspection Tickets with checklists, specific for each inspection; and assist them in their scheduling and workload balancing.

The City plans to extend the system in the future to provide the public with access to the information about permits and inspections. Access would be provided through the City web site, as well as through an Integrated Voice Response (IVR) system. This would enable developers to request or re-schedule an inspection and review the results of the inspections.

Because the system is so intuitive to use, formal training is short and it is extremely easy to train other people. The Observer license enables any registered city employee to access the system and obtain information about a property.

Nika Zolghadri is pleased with the system. "Our objective was to integrate the information from many departments; we now have users throughout the City offices entering data, obtaining information and generating reports from the system. We are very happy with our choice of CRW as our vendor and look forward to working with CRW to guide the future development of the system."

### **Organization**

Keller, TX  
Population of 35,951

### **Proposal Requirements**

Permitting, Planning, Development Services, Code Enforcement, Public Works

### **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**

"We found that the Trakit solution was the best fit for our needs; the price was right and the functionality enabled access to information by all employees."

### **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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