

Case Study

City of Prescott

The City of Prescott, based in the mountains of north central Arizona, is the county seat of Yavapai County. Cattle ranching and mining comprised the early economy but in July of 1900 a raging fire destroyed a substantial area of Prescott's commercial district. The City began to rebuild immediately building make-shift shelters to get businesses back on their feet. Later on, following the fire, most buildings in the downtown area were reconstructed of brick, providing Prescott with today's architectural heritage.

Prescott places great emphasis on historic preservation, with over 500 buildings on the National Register of Historic Places. More new buildings have been built since 1975 as the City has experienced steady growth in its population, commerce and industry.

With its emphasis on the preservation of historical buildings and with increasing numbers of people moving into the area, the City was becoming increasingly aware that the permit system used by its Building Permits department was becoming outgrown and it was becoming more and more difficult to support the system. The City chose CRW System's TRAKiT solution as the new way forward. Dave Fizzell, Building Official at The City of Prescott explained the choice; "We looked at a number of systems and, primarily based on value for money, we decided on CRW. However another factor in our choice was that other systems seemed to come from an Engineering Department focus whereas CRW was Building Permit focused."

Prescott is reaping the benefits of TRAKiT. Information is no longer lost or mislaid and users have much faster access to documents than they did in the past. The utilities and maintenance tools make the system easier to administer and support. Communication has improved with the Finance Department - users in the Building Permits Department are now able to rapidly answer questions from the Finance Department such as the number of permits issued, size of projects etc.

Prescott is pleased with CRW's TRAKiT solution and the ongoing maintenance and support it has received from CRW. As Dave Fizzell says "CRW's customer service is excellent, we can talk to one of the support team whenever we need or we can use email to help solve any problems."

For the future, Prescott plans to introduce the system into the Zoning and Planning department. Also, to provide access to the information through an Interactive Voice Response (IVR) system, and over the web using CRW's Internet interface, eTRAKiT.

Organization

Prescott, AZ
Population of 38,576

Proposal Requirements

Building Permits Management

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 looked at a number of systems and, primarily based on value for money, we decided on CRW. However another factor in our choice was that other systems seemed to come from an Engineering Department focus whereas CRW was Building Permit focused."

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

CRW Systems, Inc.
16980 Via Tazon, Suite 320
San Diego, CA 92127
P: 858.451.3030
F: 858.451.3870
marketing@crw.com
<http://www.crw.com>