



CUSTOMER PROFILE

CUSTOMER	Town of Waxhaw, North Carolina
POPULATION	7,400
THE CHALLENGE	Starting a new Planning and Community Development department
THE SOLUTION	BasicGov web-based software for Permits and Inspections Improving a new Planning and Community Development Department

In January 2008, Waxhaw started a new Building Inspections Department. This function was moved from the county level in order to be more responsive to Waxhaw citizens while ensuring quality building construction for new developments and historic restorations.

Greg Mahar, the Director of Planning and Community Development for Waxhaw, sought software that would better enable his team to manage planning and community development in a more effective manner. After extensive research, Greg chose BasicGov web-based software because of its affordability and reliability.

Greg and Waxhaw's Planning and Community Development Department use BasicGov Permits and Inspection software to:

- Process permits requests and schedule inspections;
- Track how much time staff are spending on each process; and,
- Track overall activity for budget and revenue reports.

Greg's staff originally set a response time goal of two business days, but now with BasicGov and his team's expertise they are responding to citizens' requests the same day or next business day.

Waxhaw has pre-approved a 2,000 unit housing development to be completed over the next few years. This large project will significantly increase the workload of Waxhaw's Planning and Community Development Department. With confidence, Greg has added two additional BasicGov software modules to keep up with the demands of the growing town: Code Enforcement and Planning.

Learn more about BasicGov at www.basicgov.com.



"BasicGov software allows me to track response times to see where we need to change our processes or add more staff to keep up with the work involved in managing community development and planning in a growing town."

"We just hired a new Code Enforcement Officer and are going to link our BasicGov Code Enforcement software system with our GIS system to share reports and maps with our Police Officers to improve our response times."

*Greg Mahar,
Director of Planning and Community
Development, Town of Waxhaw, NC*