

Case Study

City of Escondido

The City of Escondido, near San Diego, California has always been at the forefront in providing quality services to its community while simultaneously providing a working environment that gives employees the empowerment and integrity to operate efficiently and effectively.

Recently the City's Building Permits department realized it was facing a problem that was literally increasing in size every day. The generation of paper documents was getting out of hand. Staff were drowning in a sea of paper, permits and logbooks and Dan Fagan, Building Official at the City of Escondido realized that something needed to be done and done soon to put a stop to the paper shuffling, to improve the City's processes and to increase business efficiency with the ultimate goal of improving services to its citizens.

The City reviewed solutions from a number of vendors and finally decided on CRW's TRAKiT system for a number of reasons. "We really liked TRAKiT because it is simple to use" comments Dan Fagan, Building Official at the City of Escondido. He continued "The user friendly interface focused on the area in which we specifically needed help – that of building permits - without lots of unnecessary extras. In addition, it was reassuring to know that CRW, being a local company, was close by if the need for help arose."

The TRAKiT solution was implemented within a short space of time and employees began using it immediately. They encountered no problems and adapted to the new system very quickly because they were able to access information much more easily. They were also able to access documents much faster than with the previous old paper permits system.

The City of Escondido is realizing all the benefits promised by the TRAKiT system. It is now much easier and quicker to access relevant information and documents are now no longer lost or mislaid. As a result business process efficiencies have increased enabling the City to live up to its values and mission statement – that of providing the highest quality of service in a professional manner using a fiscally responsible approach.

Dan Fagan is very happy with TRAKiT and the support given to the City by CRW Systems. "Whenever we have needed assistance from CRW they have been there for us," he commented. "They listen to our requests and are in regular communication with us about updates and enhancements to the software. We are looking forward to a long business relationship with them."

Organization

Escondido, CA
Population of 137,093

Proposal Requirements

Building Permit Management

TRAKiT Benefits

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

From the Customer

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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.

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