

Case Study

City of Hemet

The City of Hemet, CA first became registered as a City in the early 1900's. It has been growing steadily since then but began to change dramatically in the early 1960's with the development of Sierra Dawn, the country's first "mobile home subdivision" in which individual lots were sold. Other retirement housing developments followed and although today's City of Hemet retains much of its retirement orientation, it has also become home to significant numbers of younger families who provide services to the senior population or who are simply moving from the more urban areas of Southern California. The population for the city is now greater than 62,000. Hemet has also long been known as a prime agricultural and major trading area.

The City, like many other similar local government municipalities, was facing a Y2K compliancy problem with the incumbent legacy system used by the Building Permits Department. In order to overcome this it made the decision to purchase a new solution for the Department. Diligent research led the City to CRW's TRAKiT solution which it regarded as the best in terms of both cost and ease of implementation.

The new solution has been a hit with users in the Building Permits Department. Having been used to a DOS operating system, the users quickly adapted to the TRAKiT Windows interface and now all inspectors regularly use the system. The Department is reaping further benefits too. All inspection information is now held electronically on the system rather than being held on paper in numerous locations. Consequently the risk of loss of information is drastically reduced and information can be accessed rapidly and much more easily.

Organization

Hemet, CA
Population of 67,044

Proposal Requirements

Building Permit, Planning &
Code Compliance Management

TRAKiT Benefits

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

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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