

# Case Study

## City of Redwood City

The Building & Inspection Division in the City of Redwood City is a busy place; they review over 2,500 projects each year and conduct 15,000 inspections, servicing a population of more than 75,000. To support this activity the department used an in-house developed system, however, this was getting more expensive to support.

John LaTorra, the Manager for Building & Inspection was aware that there were commercial programs available to provide capabilities to support the broader needs of the Finance, Fire, and Community Development Services Departments, so the City initiated a project to evaluate their needs and the solutions that were available. Two of the objectives were to enable sharing of information between departments and to empower the inspectors in the field.

The City selected the TRAKiT system from CRW Systems, Inc., plus the MobileTRAK module for providing information to the inspectors. "The main reasons we selected the CRW system was its ease of operation, and full capability off-the-shelf", says LaTorra. "We were able to easily match our processes to the system, and also add capabilities such as providing regular reports to the Bureau of Census. CRW were also able to enhance the system with the ability to track the locations of plans during the review process."

The City has moved quickly to make the information available to other departments and the public. The inspectors are provided with a choice of using PDA's or laptops that contain information about all their scheduled inspections and supporting data. The inspectors like the fact that they can attach photographs to their inspection reports. Information sharing with other departments has been greatly improved and regular users are the Code Enforcement, Building, Fire, and Planning Departments. The citizens and developers have the ability to access information about permits from the web. The City is currently extending this capability to provide an IVR (Integrated Voice Response) system to enable access over the telephone.

"The CRW system is in widespread use throughout the Community Services Department", says LaTorra. "We have greatly improved communication and service both inside our offices, and to the public, as well as being more efficient and reducing frustration."

### **Organization**

Redwood City, CA  
Population of 74,472

### **Proposal Requirements**

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

### **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**

"The main reasons we selected TRAKiT was its ease of operation, and full off-the-shelf capabilities. We were able to easily match our processes to the system, and even provide our own reports to the Bureau of Census."

### **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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