

# Case Study

## City of San Rafael

The City of San Rafael in California is focused on providing its citizens with an outstanding area in which to live and work. Its objectives include establishing partnerships with all segments of the community to encourage public involvement and creativity; assisting decision-makers and the public in forming and implementing policies that balance environmental, economic and social needs for the present and future. The Community Development Department aims to process development permits in a timely and solution-oriented manner and ensure that new construction is an asset to its surroundings; and ensure the safety and maintenance of buildings, property and neighborhoods through enforcement of codes, public education and cooperation with other City departments and public agencies.

In order to improve its service to citizens in Community Development and to keep up with growing demand in this area, San Rafael realized that it needed to streamline its processes within Planning and Building & Safety and to implement technology that enabled different departments to share data more efficiently. After researching a number of products, San Rafael selected CRW's TRAKiT solution.

One other challenge the City faced was from its own employees. How easily would they adapt to the change? TRAKiT is designed as an intuitive solution that will enable users to learn how to use it very quickly on the job. San Rafael like many other Cities found this to be true. Micah Hinkle, Assistant Planner, City of San Rafael commented, "The system is relatively intuitive. When we introduce new users to the system we describe the background business logic and then they quickly grasp how to use the software."

Raffi Boloyan, Associate Planner for the City described how the system is assisting the Planning Department. "We in the Planning Division use the program to schedule items for hearings, provide building with plan check comments and keep track of conditions of approval."

Implementation of the system has brought the benefits that San Rafael needed. Users are now able to search on an address and find all related project information very quickly. This has helped to improve the response to developers and enable the Community Development department provide a better service to its citizens. The City is now beginning to use TRAKiT as a central clearinghouse for information.

### **Organization**

San Rafael, CA  
Population of 56,605

### **Proposal Requirements**

Building Permit Management,  
Planning, & Code  
Enforcement

### **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**

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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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