

Case Study

City of San Juan Capistrano

Located in the lush Capistrano Valley of Southern California, San Juan Capistrano is perhaps best known for the beautiful and historic Mission San Juan Capistrano, which was founded in 1776 by Father Junipero Serra. This lively, suburban community boasts a variety of arts and cultural centers, fine dining, and specialty shops. The city is also famous for the Swallows of Capistrano, who arrive every spring to nest and have their young before migrating south for the winter.

The City of San Juan Capistrano, CA went live with TRAKiT in May 2007 and immediately began reaping the benefits of the new system. According to City Building and Code Enforcement Services Manager Bret Caulder, workers saw a reduction in their workload after only weeks of using TRAKiT. "Users are enjoying the fully-automated permitting system as well as the variety of reports," said Caulder.

San Juan Capistrano selected the TRAKiT software suite, developed by CRW Systems, Inc., to manage all city operations, including finance, water quality management plans, and permitting. It replaced a system with limited ability to support growth and customization. The City chose the BusinessTRAK, PermitTRAK, ProjectTRAK, and CodeTRAK applications as well as MobileTRAK, an interface for laptops and handheld mobile devices, and eTRAKiT, a Web interface, for their data management.

Implementing TRAKiT, which began in January 2007, included transferring historical data into the new system as well as training system administrators and users. "We really appreciated all the support [CRW] provided during the transition. The transition was smooth, and everyone was able to go about business as usual on go-live day," said Caulder.

CRW Project Manager Celine Chun assisted with the transition and training. "This implementation was exciting because [the City] chose to integrate all departments into TRAKiT, including unconventional uses like water quality and parking permits," said Chun. "I'm so glad they're happy with the system," Chun added, "as a Project Manager, that is the best news I can hear."

Organization

San Juan Capistrano, CA
Population of 34,796

Proposal Requirements

Permitting, Planning, Inspections, Engineering, Code Enforcement, Business Licenses

TRAKiT Benefits

- Easier access to data
- Reduction in workload
- Full automation and customization
- Supports growth
- Variety of reports

From the Customer

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About CRW

CRW Systems, based in San Diego, CA, is a leader in the development of integrated software solutions for local government municipalities. CRW's main product, TRAKiT, is designed to automate permitting, inspections, code enforcement, planning & zoning activities, GIS, licensing, and other land management functions.

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