

# Case Study

## City of Vallejo

The City of Vallejo, near San Francisco, California originated in 1844 and early on developed into an important naval and shipping area. In fact, Mare Island Naval Shipyard built in 1854 was the first shipyard to be established on the West coast. Although the emphasis today is no longer on shipbuilding, the area boasts a vibrant, developing community and has become a major transportation and commuter hub for the Northern Bay Area.

As the population continued to expand, the City of Vallejo began to realize that it was facing an increasing challenge to provide accurate building permit information in a timely manner to its citizens. The City realized it needed a system that would not only improve the efficiency of its operations and improve service to its citizens, but would do so rapidly and at a reasonable cost, enabling it to attain a return on its investment as soon as possible.

The City undertook a thorough search of several potential vendors and their solutions. After careful evaluation it decided on CRW's TRAKiT system. Leon McNeil, Chief Building Official at City of Vallejo commented on the choice, "We were originally using a system from another vendor. However it didn't satisfy the requirements that we had to ultimately provide a better service to our citizens, so we made the decision to find a new solution. CRW impressed us with the cost of its TRAKiT solution and the speed with which it could be implemented. We also liked the Windows interface and realized that this solution would provide us with many benefits."

Those benefits included the end of lost documents. The solution ensured all information related to the building permit could be rapidly accessed. In addition, TRAKiT identified which building inspector had completed an inspection ensuring that building inspectors became accountable for all documents they used for an inspection. Finally, and most importantly, it allowed the citizens of the City of Vallejo to be provided with information quickly and easily, reducing the number of complaints.

Today the TRAKiT system supports all the City's permit, inspection, code enforcement and planning project activities and is used on a daily basis by a substantial number of staff. The City is very happy with its choice: "We are delighted with the system and the support we have received from CRW" said Leon McNeil. He continued "We have become more efficient in our daily operations and have simultaneously improved services to our customers."

### **Organization**

Vallejo, CA  
Population of 120,708

### **Proposal Requirements**

Building Permits Management

### **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.

### **Contact Details**

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