

Welcome to the CRW Newsletter – your source for the latest news about CRW and the TRAKiT software suite.

CRW UPDATES

SUMMARY—2007 USER CONFERENCE

CRW hosted the 2007 User Conference at the Sheraton San Diego Hotel & Marina on November 7 – 9, and the event was a tremendous success! Attendees from 37 agencies, representing 12 states plus the Cayman Islands, were treated to a preview of the new, .NET versions of TRAKiT and eTRAKiT and the new, online help system as well as training on current software features. CRW's technology partners demonstrated the latest solutions for enterprise document management ([SIRE Technologies](#)), electronic plan review ([Avolve Software](#)), and interactive voice response ([Tele-Works](#)). These technologies integrate with TRAKiT to help agencies reduce paper use and improve efficiency and customer service.



Attendees exchanged ideas, tips, and tricks throughout the conference as well as on the Hornblower Dinner Cruise—a CRW User Conference tradition. We were especially honored to have three conference sessions presented by TRAKiT software users. Marjorie Worden demonstrated how Pasco, Washington has incorporated code enforcement liens and residential rentals into TRAKiT. Susan Olson and Luz Register of Frisco, Texas demonstrated amazing ways to integrate TRAKiT and GIS data. Gina Borchers offered money- and time-saving tips for plan review aging and using barcodes in TRAKiT.

Finally, attendees were able to provide feedback and influence future development of TRAKiT software. Based on the excellent reviews and results from this year's conference, we've already begun planning for next year. Watch our [website](#) for an announcement of the dates and location for the 2008 User Conference—coming soon!

To view presenter slides and a final conference agenda from this year, log on to the [customer support portal](#) and click *2007 User Conference*.

TRAKiT.NET ROLLOUT TIMELINE

CRW has been working on a major software release—an enhanced, .NET version of TRAKiT. At the 2007 User Conference, CRW announced a preliminary rollout timeline for TRAKiT.NET. The first client installations of TRAKiT.NET CLASSIC (a product with the same look and feel as the current TRAKiT, but programmed in the .NET architecture) will begin in January 2008. TRAKiT.NET WORKSPACE (the subsequent .NET version, with redesigned screens and interfaces) will begin rollout in mid-2008. Distribution of eTRAKiT.NET (the updated, Web-based application designed in ASP.NET) will begin in April 2008 for clients who are running the .NET version of the software.



TRAKiT TIPS & TRICKS

CHRONOLOGY COMPLETED

– finish your To Do List

Consider using the completed date field in Chronology to enhance your TRAKiT To Do List. To enable this field, select *Display a Completion Date in Chronology* screen on the General 1 tab of the General System Preferences screen. When this preference is enabled, action items with a completed date no longer appear as scheduled/due items on your To Do List, making tasks easier to track and helping you prioritize your work.

MULTIPLE PAYMENTS

– save time on money

Did you know that you can process payments for multiple records from the same screen? Click Multiple on the Fee Payment Details screen, and add records from any application. Or, use the Pay Related Records button from an AEC TRAK record to automatically display associated permits, projects, and code cases. Process all the fees from one screen, as one payment, saving time and simplifying fee collection.

DIRECT LOOKUP

– enhance your contact management

With direct lookup, you can add an AEC TRAK record as a contact in any TRAKiT record by typing the first few letters of the name and pressing TAB. Additionally, direct lookup establishes an association between the AEC TRAK record and the permit, project, or case, allowing you to take advantage of time-saving features like Pay Related Records and trust accounts. Enable direct lookup on the General 1 tab of the General System Preferences screen and enhance your contact management in TRAKiT.

For more TRAKiT tips, tutorials, and the latest Release Notes, visit our [Customer Support Portal](#).

INDUSTRY EVENTS

Come and see us at these upcoming industry conferences.

[Idaho Assoc of Building Officials](#)

Jan 21 – 23
Nampa, ID

[California Building Officials](#)

Mar 18 – 20
San Diego, CA

[EduCode](#)

Feb 25 – 27
Las Vegas, NV

[American Planning Association](#)

Apr 26 – 30
Las Vegas, NV

[Colorado ICC](#)

Mar 3 – 7
Denver, CO

[Building Official Assoc of So Carolina](#)

May 3 – 7
Ocean Beach, SC

2008 TRAINING SCHEDULE

To register for one of CRW's courses, visit our [training Web site](#).

System Administrator	Report Writing	Location
Jan 28 – 29	Jan 30 – Feb 1	San Diego, CA
Mar 24 – 25	Mar 26 – 28	Tampa, FL
Apr 14 – 15	Apr 16 – 18	Milpitas, CA
Jul 21 – 22	Jul 23 – 25	San Diego, CA
Aug 25 – 26	Aug 27 – 29	Seattle, WA

NEWEST CLIENTS

CITY OF SAN JUAN CAPISTRANO, CA

Located in the lush Capistrano Valley of Southern California, the City of San Juan Capistrano is perhaps best known for the beautiful and historic Mission San Juan Capistrano. San Juan Capistrano is using TRAKiT to manage key city operations, including finance, water quality management plans, and permitting. The City went live with BusinessTRAK, PermitTRAK, ProjectTRAK, and CodeTRAK in May, 2007, and they are currently implementing MobileTRAK and eTRAKiT.



CITY OF SARATOGA, CA

The City of Saratoga is located in Santa Clara County, California at the entrance to a historic pass of the Santa Cruz Mountains. Saratoga is known for its excellent schools, beautiful parks, and a historic downtown district, and it was included in Money Magazine's 2005 survey of the best places to live in the United States. In June 2007, the City went live with ProjectTRAK, PermitTRAK, CodeTRAK, BusinessTRAK, and TimeTRAK, and they are currently implementing eTRAKiT.



KOOTENAI COUNTY, ID

Kootenai County, Idaho is renowned for its scenic mountains, pristine lakes, and lush forests. The County seat is located on the majestic shores of Lake Coeur d'Alene. Kootenai County's Building and Planning Department is using TRAKiT to manage their building development processes. In July 2007, the County went live with PermitTRAK, ProjectTRAK, CodeTRAK, LandTRAK, AEC TRAK, and MobileTRAK, and they will soon be launching eTRAKiT.



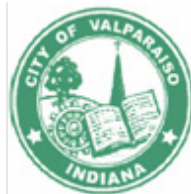
TOWN OF BLACKSBURG, VA

The Town of Blacksburg, Virginia is surrounded by the picturesque Blue Ridge and Allegheny Mountains. Established in 1798, Blacksburg is Virginia's largest town and the proud home of Virginia Tech, the largest university in the state. In June 2007, the Town of Blacksburg went live with TRAKiT to manage their permitting processes.



CITY OF VALPARAISO, IN

Located in northwest Indiana just 55 miles from Chicago, the City of Valparaiso is home to approximately 30,000 residents. Every year, the city hosts the Valparaiso Popcorn Festival, which honors Valparaiso's native Orville Redenbacher and features racing events, a balloon launch, and a popcorn parade. In September 2007, the City went live with PermitTRAK, ProjectTRAK, CodeTRAK, LandTRAK, AEC TRAK, and MobileTRAK.



PARTNER PROFILE



SIRE TECHNOLOGIES – enterprise document management

Since 1983, SIRE Technologies, Inc. has been helping state and local governments achieve excellence through award-winning document management and agenda automation solutions. SIRE's comprehensive suite of solutions includes electronic document and records management, agenda and minutes automation, voting, streaming video, and disaster recovery.

CRW and SIRE work together to provide enterprise-wide solutions that are specifically tailored to the needs of state and local governments. TRAKiT manages building and development processes that require external documentation, such as plan reviews, and generates internal documentation, such as inspection cards and notification letters. The documentation associated with projects, permits, and other activities can be stored and managed electronically with SIRE's state-of-the-art software and accessed directly through TRAKiT. Other departments, such as the attorney or city manager, can also access this documentation using SIRE's enterprise document management solutions.

SIRE's industry leading solutions integrate seamlessly with TRAKiT to provide streamlined storage and workflow management. Both technologies also offer search-enabled, Web applications for public access. Together, CRW and SIRE are helping state and local governments improve access to information for staff members and citizens.

For more information about SIRE Technologies, visit www.siretechnologies.com.

HOLIDAY—SPECIAL EDITION

This year, our holiday message to you is especially heartfelt. With the San Diego wildfires hitting close to home, we at CRW are reminded of how much we have to be thankful for. So, from all of us at CRW,

Best wishes for a safe and happy holiday season and a healthy and prosperous new year!



Please note that our offices will be closed Dec 24, 2007 thru Jan 1, 2008 in observance of the holidays. We will resume normal business hours on Jan 2, 2008. Should you need any assistance, please call 858-451-3030 ext 115 and leave a detailed message. We will be checking this voicemail periodically throughout the week and will return your call as soon as possible.

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