

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

**CRW UPDATES**

**SUMMARY—2008 USER CONFERENCE**

CRW welcomed attendees from 35 agencies, representing 13 states plus the Cayman Islands, to the 2008 User Conference at the Sheraton San Diego Hotel & Marina on November 12 – 14. One of the highlights was the unveiling of the TRAKiT Enterprise interface, which incorporates user feedback from previous conferences, client requests, and CRW's design team ideas. Attendees enjoyed in-depth demonstrations of new features such as tabs for multiple records, a customizable WorkSpace, and an improved GIS screen. The Conference also featured break-out sessions such as Advanced User Functions, Report Writing, and Fee Administration. Attendees were able to participate in sessions presented by some of CRW's technology partners, including [Avolve Software](#) (electronic plan review), [Tele-Works](#) (interactive voice response), and [OptaSoft](#) (code compliance analysis).

The User Conference provided opportunities for peer networking, including the Hornblower Dinner Cruise—a User Conference tradition. We were also fortunate to have four sessions presented by TRAKiT users. Kevin Moses discussed how TRAKiT has improved customer service in Richmond, California. Luz Register shared code from custom reports she developed for departments throughout Frisco, Texas. John Huntley discussed how Marana, Arizona revolutionized their reporting by cleaning up data and developing standard processes. Raffi Bolyan demonstrated how San Rafael, California tracks commercial fire inspections in BusinessTRAK.

Finally, attendees learned how upgrade to TRAKiT.NET. As always, attendees provided feedback on future TRAKiT developments. Based on the excellent reviews, we're expecting to see lots of Enterprise users next year! Watch our Web site for the dates and location for the 2009 User Conference. View this year's slides and agenda on the [Customer Support Portal](#).

**TRAKiT.NET UPDATE**

TRAKiT.NET upgrades are in progress, and four clients have already gone live: Pasco, WA (5/08), American Canyon, CA (10/08), Windsor, CA (12/08) and Colleyville, TX (Enterprise 12/08). Clients may implement Classic (same look as the current TRAKiT) or Enterprise (redesigned interface), which requires additional training. Contact [Celine Reitz](#), Project Manager, to obtain the system requirements. Once these requirements are met, clients may be added to the schedule. Current openings begin in February 2009; however clients with customizations may experience longer implementation times.



**TRAKiT TIPS & TRICKS**

**DESIGN QUERIES**  
– map your results

Map your search results using the Design Query button in LandTRAK! Create a filter and assign a symbol and color. When you execute the filter, results are indicated on your map by the symbol and color. You can then click Print Data to generate reports and documentation based on your search results. Save commonly used filters for convenient access to the data you need.

**INSPECTIONS MORE INFO**  
– more accurate results

CRW knows that some inspections require more than a pass/fail result for accurate evaluation and reporting. That's why TRAKiT offers More Info screens for inspections. Screens for each inspection type can be designed to capture individual inspection specifics, build checklists, and speed up data entry in the field. More Info screens provide specific information for future inspectors that can also be used in reports and documents.

**DUPLICATE PERMITS**  
– save time and effort

Did you know that you can create a duplicate permit from the New tab in PermitTRAK? Duplicate records work well with the Model prefix—for floor plans that have been reviewed and approved, and the contractor intends to build more than one. Use the Model prefix to create and track the basic information, plan reviews, and approvals for the first permit, and then create duplicates of the model permit for each subsequent permit with the same floor plan.

**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.

|  |   |
|--|---|
| <a href="#">Idaho Assoc of Building Officials</a><br>Jan 27 – 29<br>Post Falls, ID | <a href="#">Building Professional Institute</a><br>May 18 – 22<br>Arlington, TX |
| <a href="#">Colorado ICC</a><br>Mar 2 – 4<br>Denver, CO                            | <a href="#">League of California Cities</a><br>Sep 17 – 18<br>San Jose, CA      |
| <a href="#">American Planning Association</a><br>Apr 24 – 28<br>Minneapolis, MN    | <a href="#">ICC</a><br>Nov 1 – 4<br>Baltimore, MD                               |

**2009 TRAINING SCHEDULE**

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

| System Administrator | Report Writing | Location      |
|----------------------|----------------|---------------|
| Jan 26 – 27          | Jan 28 – 30    | San Diego, CA |
| Mar 30 – 31          | Apr 1 – 3      | Tampa, FL     |
| Apr 27 – 28          | Apr 29 – May 1 | Milpitas, CA  |
| Jun 22 – 23          | Jun 24 – 26    | San Diego, CA |
| Aug 24 – 25          | Aug 26 – 28    | Seattle, WA   |
| Sep 21 – 22          | Sep 23 – 25    | Dallas, TX    |
| Oct 26 – 27          | Oct 28 – 30    | San Diego, CA |

## NEWEST CLIENTS

### TOWN OF ATHERTON, CA

The Town of Atherton, California is located on the peninsula nestled between the San Francisco Bay and the Pacific Ocean. Beautiful foliage, elegant gardens, and heritage trees dominate this quiet community of approximately 2,500 households. Atherton went live with TRAKiT in May 2008 to manage permitting, code cases, public works projects, inspections, and planning.



### WALLA WALLA COUNTY, WA

Walla Walla County, Washington—currently home to over 55,000 residents—was one of the first areas in the region between the Rockies and the Cascades to be permanently settled. Providing a stunning backdrop, the Blue Mountains frame a valley that is home to more than 90 wineries and as many vineyards. Walla Walla went live with TRAKiT in May of 2008 to manage planning, permits, inspection scheduling and code cases. They plan to implement eTRAKiT in the next few months.



### CITY OF ANN ARBOR, MI

More than 114,000 residents live within the 27 square miles of the City of Ann Arbor, Michigan. With a bustling downtown and charming tree-lined neighborhoods, Ann Arbor regularly receives national attention as one of the best places to live in the United States. Ann Arbor went live with TRAKiT, eTRAKiT, and an IVR system in May 2008 to manage various processes, including Building Regulations, Planning, Engineering, Project Management, Code Enforcement, Customer Services, and Rental Housing.



### CITY OF ANNAPOLIS, MD

Annapolis, Maryland is best known for the Chesapeake Bay, the U.S. Naval Academy, and tasty steamed crabs and crab cakes. America's Sailing Capital offers the perfect balance of small town charm and big world sophistication. Annapolis went live with TRAKiT, eTRAKiT, and MobileTRAK in June 2008 to manage planning, code enforcement, permitting, inspections, and citizen request information.



### CITY OF NORTH AUGUSTA, SC

North Augusta is located in Aiken County in the southwestern portion of South Carolina—67 miles west of Columbia, the state capitol. Known as South Carolina's Riverfront, the city is home to over 20,000 residents. North Augusta went live with TRAKiT in July 2008 to manage planning, code enforcement, permitting, inspections, business licensing, and citizen response.



## SPOTLIGHT ON...



### CONGRATULATIONS

#### Ray Lahaye

CRW congratulates Ray Lahaye, Building Official of Payson, Arizona, on being awarded the 2007 – 2008 Brent Snyder Award for excellence in furthering Code Education. This inaugural award honors the memory of Brent Snyder, an educator and code professional who was known and respected throughout the country. The award is given by the Arizona Building Officials (AZBO), which represents the three International Code Council Chapters and provides educational institutes for professionals in Arizona.

Lahaye has been a code official for over twenty years and the Building Official in Payson since 1993. He believes in providing high quality and reasonably priced education for professionals throughout the state, and he coordinates the spring and fall institutes as the Education Chair for AZBO. Lahaye has been a two time recipient of the Don Cunningham award for Educational Excellence (2003, 2004) and a recipient of the Pat Trueblood award for Arizona Building Official of the Year (2006)—both named for founding members of AZBO.

CRW is proud to support Ray Lahaye and Payson, Arizona—a CRW client since 1996.

### CRW CLIENTS Top Digital Cities



In the eighth annual Digital Cities Survey, five CRW clients were named in the top ten of their population categories. For cities with 30,000 - 74,999 people, Lynchburg, Virginia has ranked number one since 2003, Blacksburg, Virginia took fourth for its fifth top ten finish, and Annapolis, Maryland ranked sixth. Ann Arbor, Michigan ranked seventh in the 75,000 – 124,999 category. In the 125,000-249,999 category, Irving, Texas has finished sixth since 2004. (Read [more...](#))

Congratulations to all of our clients who were named among the leading Digital Cities in 2008. CRW is honored to be a part of your digital team!

## CONTACT

CRW Systems, Inc.  
16980 Via Tazon, Ste 320  
San Diego, CA 92127  
P: (858) 451-3030  
F: (858) 451-3870  
W: [www.crw.com](http://www.crw.com)

Editorial Contact:  
Rachel Sienko  
E: [rachel@crw.com](mailto:rachel@crw.com)  
P: (858) 451-3030 x123

## HOLIDAY GREETINGS

At this time of year, we are reminded of how much we have to be thankful for. CRW owes the success of TRAKiT to our continued relationships with our clients and their support.

*Best wishes for Happy Holidays and a prosperous New Year from all of us at CRW!*

Please note that our offices will be closed Dec 24 – 28 and Dec 31 – Jan 4 in

observance of the holidays. We will resume normal business hours on Jan 5, 2009. Should you need any assistance, please call 858-451-3030 ext 115 and leave a detailed message.

