

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

CRW UPDATES

TRAKiT WEBINAR

CRW is now providing a bi-weekly Webinar!

The Webinar is an overview presented by us to show you new and unique features of our new TRAKiT.NET Enterprise application. Attendees are invited to gain a high-level understanding of our solution. This Webinar is scheduled for about 1 hour on a bi-weekly basis.

Attendees questions will be addressed throughout the presentation. CRW is happy to provide additional individual demonstrations to those who are interested in a more in-depth demonstration of TRAKiT.

Upcoming Webinar Schedule:

- Thursday, December 17 at 8AM PST
- Thursday, January 14 at 8AM PST
- Thursday, January 28 at 8AM PST
- Thursday, February 11 at 8AM PST
- Thursday, February 25 at 8AM PST
- Thursday, March 11 at 8AM PST

To register for one of our Webinars, visit the [Webinar Registration Link](#) on our Web site.



TRAKiT.NET UPDATE

Thirty four clients have already gone live with TRAKiT.NET. Clients who have upgraded recently include: Littleton, CO (5/09), Rockwall, TX (6/09), Tracy, CA (6/09), Champaign, IL (6/09), Richmond, CA (6/09), Prescott, AZ (7/09), Weatherford, TX (8/09), Auburn, WA (8/09), Mercer Island, WA (9/09), Irving, TX (9/09), Marana, AZ (10/09), Blaine, MN (10/09), Novato, CA (10/09), Denton, TX (11/09), Tuolumne County, CA (11/09), Coronado, CA (11/09), and Deltona, FL (12/09). Contact [Scott Talbert](#), VP of Client Services, to obtain the system requirements, necessary training, and maintenance contract information. Due to the high demand for .NET, current openings begin in May 2010; however clients with customizations may experience longer implementation timelines.



TRAKiT TIPS & TRICKS

NEW Features – Only in Enterprise!

Multiple Conditions

Track multiple conditions to approval. Users can select specific conditions to insert throughout the life of the project and the text will be automatically incorporated from existing wording, allowing for easy mail-merge.

Inspection Capping

The Inspections Capping Feature is new to the Inspections Calendar. It provides access to quick and easy inspection capping which can be based on specific inspectors and/or default inspectors by record type. Assign the maximum amount of inspections that can be performed by a specific user for each day of the month using this feature. The Calendar also ties in with MS Outlook calendaring functions to manage appointments and activities.

Bond Information

The Bond Information Panel is new to PermitTRAK and ProjectTRAK. Bonds can now be assigned to a Permit or Project record in TRAKiT. These bonds can be applied towards an associated record and released at the completion of the project.

Inspections Sequencing

Inspections can be given a number so that they are set to occur in a specific order. When a user tries to schedule or result an inspection that is not set as the next inspection scheduled to occur in the sequence they will be prompted that the inspection can not occur yet.

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.

[Florida Local Government IS Assoc](#)
Feb 3 – 4
Orlando, FL

[American Planning Association](#)
April 10 – 13
New Orleans, LA

[Colorado ICC](#)
Feb 28 – 29
Denver, CO

[Building Officials Assoc of Florida](#)
June 6 – 9
Tampa Bay, FL

[CALBO](#)
Feb 22 – 26
Anaheim, CA

2010 TRAINING SCHEDULE

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

System Administrator	Report Writing	Location
Jan 25 – 26	Jan 27 – 29	San Diego, CA
Mar 29 – 30	Mar 31 – April 2	Tampa, FL
April 26 – 27	April 28 – 30	San Francisco, CA
June 21 – 22	June 23 – 25	San Diego, CA

NEWEST CLIENTS

TOWN OF WOODSIDE, CA

The Town of Woodside, California is located midway between San Jose and San Francisco, just north of Silicon Valley. Woodside is home to a number of open space preserves, where both horseback riding and bicycling are part of the local culture. Woodside is among the wealthiest small towns in the United States with many famous residents. It is also home to the famous Buck's of Woodside restaurant, which is well known among Silicon Valley entrepreneurs as the location where many Venture Capital investment deals have been signed. Woodside went live with TRAKiT in April 2009 to manage permitting, planning, business licenses, inspections and code enforcement.

Town of Woodside

SUMMIT COUNTY, CO

Located approximately 65 miles west of Denver in the central Rocky Mountain Region of the state, known as "Colorado's Playground," Summit County is named for the many mountain summits in the county. The area is home to 4 major ski areas and 2 reservoirs providing the opportunity for numerous outdoor activities including skiing, hiking, biking, camping, fishing, boating and river rafting. Summit County went live with TRAKiT and eTRAKiT in August 2009 to manage permitting, planning, inspections and code enforcement.



CITY OF SANTA CRUZ, CA

The County Seat Santa Cruz, is situated in the northern part of Monterey Bay about 74 miles south of San Francisco and 30 miles from San Jose. Hawaiian royalty first introduced surfing to the mainland in Santa Cruz – locals and visitors have been riding the waves ever since. The pedestrian-friendly, tree-lined streets are filled with vibrant shops and galleries, outdoor bistros and sidewalk musicians. The City went live with TRAKiT and eTRAKiT in August 2009 to manage planning, permitting, code enforcement, inspections, and citizen response.



CITY OF CAPE CORAL, FL

Cape Coral is a vibrant and friendly community with all the beauty that you expect from Southwest Florida. With over 400 miles of canals - boating, fishing, and water sports are a significant enhancement to our quality of life. With golf courses, tennis courts, boat ramps, athletic parks, natural preserves, and more, the quality of life in Cape Coral is second to none. Cape Coral went live with TRAKiT, TRAKiT Sync and eTRAKiT in September 2009 to manage planning, permits, code enforcement, and inspections.



CITY OF OCEANSIDE, CA

Oceanside is a beachfront community of over 170,000 located in northern San Diego County between San Diego and Los Angeles. The City serves as a major transportation link serving both metropolitan areas; however, the City's greatest pride is beautiful beaches, beautiful surf and the best vacation weather anywhere in the world. Oceanside went live with TRAKiT and eTRAKiT in October 2009.



CITY OF NORWALK, CT

The farming of oysters has long been important to Norwalk, which was once nicknamed "Oyster Town." Norwalk is Connecticut's largest oyster producer and home to the nation's largest oyster company, Hillard Bloom Shellfish. A coastal city, Norwalk is home to a great many water sports including recreational boating, fishing, sailing, windsurfing, and kayaking. The City went live with TRAKiT and TRAKiT Sync in November 2009 to manage planning, permitting and inspections.



SPOTLIGHT ON...

2009 USER MEETINGS – CRW Doubles Attendance!

For the past few years, CRW has enjoyed hosting our annual User Conference in San Diego, CA. This year, however, we chose a replacement format that we called, "We'll come to you!" This format generated double the client attendance from last year's conference.

CRW hosted six smaller user meetings throughout the country in locations that are central to our clients; each was only one day in length. Our goal was to lower your travel costs, while still providing a great opportunity to learn about TRAKiT and network with your peers.

Watch our Web site for details of the 2010 User Conference.

Clients Share TRAKiT Tips

Pat Stockton – Senior IS Technician, Butte County, CA
"Maximizing Resources with IVR Integration"

Luz Register – Application Systems Analyst I, Frisco, TX
"Database Dictionary and Table Relationships"

Kenneth Huo – Atherton, CA
"TRAKiT in China – One City One World"

Lauri Jackson/Lauren Prentice – Permit Tech/Associate Planner, Walla Walla County, WA
"Enhancing Internal Processes with TRAKiT"

Rich Ferris – Asst. Director of IS, Summit County, CO
"Improving Business Process Using CRW's TRAKiT .NET"

Michael Hampton – Planning, Rockwall, TX
"TRAKiT .NET Migration"

Special Thanks To Our Partners

Avolve Software makers of ProjectDox
TeleWorks IVR Solutions

HOLIDAY GREETINGS

CRW gives thanks for 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 – 27 and Dec 31 – Jan 3 in observance of the holidays. We will resume normal business hours on Jan 4, 2010. Should you need any assistance, please call 858-451-3030 ext 114 or 118 and leave a detailed message.

CONTACT

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