

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

**CRW UPDATES**

**2007 USER CONFERENCE**

CRW will be hosting a User Conference on November 7 - 9, 2007 in San Diego, CA – where it's always sunny! Attendees can expect an in-depth preview of the new, .NET version and an overview of the latest features of TRAKiT. This conference is also a great opportunity to meet other CRW clients and learn how they've made TRAKiT work for them. Activities include a CRW-sponsored social event on Thursday evening. Sign up before July 1<sup>st</sup> for an early bird special. Watch our [website](#) for more information.



**NEW LOOK AND FEEL**

CRW has recently unveiled its new look, including our enhanced website and new TRAKiT logo. The new website, [www.crw.com](http://www.crw.com), has been streamlined to allow both prospective agencies and current clients to find the information they need with greater accuracy. Current clients also have access to our Customer Support Portal, where they can view eTraining tutorials and read about the latest features in TRAKiT.



**NEW CUSTOM REPORTS SERVICES**

Custom report writing is a powerful feature of the TRAKiT software suite and CRW offers a full spectrum of services to assist you with your reporting needs. Recently, CRW issued a new Custom Report Writing Policy to clarify our services and to announce the addition of a new service option – Individual Custom Report Assistance, which is ideal for trained report writers that need a little help, but don't need us to write a report from scratch. We invite you to explore the custom report option that best suits your needs.



**WINDOWS VISTA™ AND TRAKiT**

Windows Vista™, Microsoft's new operating system, is now available and shipping with new computers, and we have been receiving questions concerning its compatibility with TRAKiT. CRW has tested TRAKiT and has verified that it is compatible with the current release of Windows Vista. Please note that the upcoming .NET release of TRAKiT will only be compatible with Windows XP and Vista. To learn more about Windows Vista™, visit [Microsoft's website](#).



**TRAKiT TIPS & TRICKS**

**MORE INFO FIELDS**

– more versatile than ever

NEW FEATURE! You can now add More Info fields to search formats in PermitTRAK, ProjectTRAK, and CodeTRAK. Remember, More Info fields can also be included in custom reports. More Info fields are a great way to track data specific to your agency.

**FILTERS**

– find what you need

You asked for more search options in TRAKiT, and now you have it – with custom filters. From the Find screen, click Filter. Follow the steps on the screen to create a simple filter, or click Advanced to write your own SQL statement. You can search using any fields in the database, including More Info fields. Click save, and your filter will be saved in your profile. Filters can help you find what you need, when you need it.

**SELECT OTHER INSPECTIONS**

– save time every day

Do you edit or review inspections data often? Consider the benefits of the Select Other Inspections feature in the Inspections screen. Select Other Inspections allows you to view inspections data much like a report – with options for date range, status, and inspector(s). And, unlike a report, you can edit that data right away, all from the same screen. Try it, and see how Select Other Inspections can save you time.

**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.

[Building Professional Institute](#)  
May 14 - 16  
Arlington, TX

[International Code Council](#)  
Sept. 29 - Oct. 2  
Reno, NV

[Building Officials Assoc of Florida](#)  
June 3 - 5  
Caribbean Royal, FL

[International City/County Mgmt Assoc](#)  
October 7 - 10  
Pittsburgh, PA

[League of California Cities](#)  
September 6 - 7  
Sacramento, CA

**2007 TRAINING SCHEDULE**

In order to register online for one of CRW's courses, just [click here](#).

System Administrator	Report Writing	Location
May 14 - 15	May 16 - 18	Tampa, FL
July 16 - 17	Jul 18 - 20	San Diego, CA
Aug 27 - 28	Aug 29 - 31	Seattle, WA
Sep 24 - 25	Sep 26 - 28	Dallas, TX
Oct 22 - 23	Oct 24 - 26	San Diego, CA

## NEWEST CLIENTS

### TOWN OF HILLSBOROUGH, CA

Hillsborough, CA is a small, residential community in the San Francisco Bay area. The town went live with PermitTRAK on January 2007 and has had great results. In fact, they are already looking to expand the system and are working with CRW to implement more modules.



### DOUGLAS COUNTY, OR

Douglas County, OR is located among the lush forests and cascading waterfalls of the beautiful Umpqua River Valley in central Oregon. In April 2007, the county went live with PermitTRAK, ProjectTRAK, and CodeTRAK, and they are currently implementing eTRAKiT and MobileTRAK. After transitioning from a very outdated system, they are looking forward to working with TRAKiT.



### CITY OF SALINAS, CA

Salinas, CA is located on the Central California Coast and is known as the "Salad Bowl of the World," with agriculture as its main industry. Salinas went live with TRAKiT in February 2007, and staff are enjoying the ability to retrieve detailed information about building permits, planning projects, and code violations without sifting through paper files or going through several departments.



### CITY OF GALT, CA

Galt, CA is located in Northern California and is well known for the fresh fruits and vegetables, clothing, home furnishings of the lively Galt Market. Galt implemented TRAKiT in November 2006 to provide greater integration between city departments. TRAKiT's user friendly system has enabled city staff to quickly locate the status and history of any city project application, print professional reports on demand, and increase overall operational efficiency.



### CITY OF MILPITAS, CA

Milpitas, CA is an integral part of Silicon Valley and is home to some of the largest high-tech corporations, including Cisco Systems and LifeScan, Inc. Milpitas implemented TRAKiT to manage the building permit process and streamline inspection activities and went live in March 2007. Using TRAKiT, City inspectors can now remotely enter their inspection notes, schedule new inspections, and view detailed information about a permit.



### CITY OF MONTROSE, CO

Montrose, CO is located in southwestern Colorado on the Western Slope of the Rocky Mountains. It is home to the Black Canyon National Park, which offers scenic mountains, valleys, canyons, mesas, lakes, and rivers. Montrose went live with TRAKiT in December 2006, becoming the fourth CRW client in Colorado.



## PARTNER PROFILE



### TELE-WORKS

– voice of local government

Founded in 1986 to help local governments "better inform and better serve" all citizens, Tele-Works provides interactive voice response (IVR) for inbound and outbound communication. Tele-Works and CRW work together to provide our clients with a seamless IVR interface to TRAKiT.

The TRAKiT IVR system gives users convenient, real-time access to important community development, building, and land data over the telephone. Contractors and home owners can schedule or cancel an inspection and check on the status of inspections or plan reviews without making a trip to city hall or waiting for offices to open. Government inspectors can post inspection results to the TRAKiT database while at the job site. Tele-Works' IVR system also answers frequently asked questions, saving time and hassle for both citizens and staff.

Local governments strive to deliver equal opportunity access to government services for all citizens. Using TRAKiT's interface, Tele-Works' interactive voice response system improves local government responsiveness and increases citizen satisfaction by providing multiple channels of communication – landline and mobile telephone, fax, and TTY/TDD – that are available 24/7.

CRW and Tele-Works have teamed up to provide an integrated system to more than half a dozen agencies throughout the U.S. Together, CRW and Tele-Works are helping to make your agency more accessible at home, in the office, on job sites, and anywhere in between.

For more about Tele-Works, visit [www.tele-works.com](http://www.tele-works.com).

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