

Welcome to a special "green" issue of the CRW Newsletter—your source for the latest news about CRW and the TRAKiT software suite.

CRW UPDATES

GOING GREEN WITH TRAKiT

As development professionals, we are all concerned with ensuring that our communities are safe, affordable, and sustainable. Recently, the International Code Council (ICC) issued a policy statement on Green Building/Sustainable Communities. CRW recognizes that the ICC along with many organizations and community development departments are working toward green initiatives. At CRW, we are also committed to developing solutions that facilitate environmental conservation. This special issue of our electronic newsletter contains ways for your agency to "go green" with TRAKiT and our partners' technologies. Together, we can make a difference!



2008 USER CONFERENCE

CRW will be hosting a User Conference on November 12 – 14, 2008 in sunny San Diego, California. The 2008 User Conference is your chance to discover valuable tips and tricks, view the latest features, and impact future development of TRAKiT. Attendees will view demonstrations of TRAKiT.NET WORKSPACE—the next generation of screens and functions that are completely redesigned to improve navigation and usability. Breakout sessions for specific technical and functional topics will provide attendees with a better understanding of how to make TRAKiT work for your agency. Additionally, CRW's technology partners will present solutions that integrate with TRAKiT to help agencies reduce paper use and improve efficiency and customer service. The conference is also a great opportunity to meet and learn from other CRW clients. We look forward to presentations by TRAKiT users—last year's conference highlight—as well as a CRW-sponsored social event on Thursday evening. Visit our [Web site](#) for updates and registration information. Register before July 15th for a special discounted rate. We hope to see you there!



TRAKiT.NET ROLLOUT TIMELINE

CRW's major software release—an enhanced, .NET version of TRAKiT—is in progress. Several clients have begun implementing TRAKiT.NET CLASSIC, a product with the same look and feel as the current TRAKiT but programmed in the .NET architecture. TRAKiT.NET WORKSPACE, a new version with redesigned screens and interfaces, begins rollout later this year. Stay tuned to this newsletter, visit us at the User Conference, or contact [Vance Bradshaw](#) for the latest information about TRAKiT.NET.



TRAKiT TIPS & TRICKS

TRAKiT eHelp

– more help, less paper

NEW RESOURCE! TRAKiT eHelp, our new online help system, is now available. Double-click the TRAKiT version number on the main screen, visit the [Customer Support Portal](#), or press F1 in TRAKiT.NET to access the latest TRAKiT information. TRAKiT eHelp answers more of your questions using less paper.

E-Mail, File, & Attach

– paperless documentation

TRAKiT makes it easy to generate, distribute, and maintain environmentally- and budget-friendly documentation. From the Print screen in any application, select the File and the & Attach options and click Go to automatically add your letters and reports as attachments to the current record. Next, select the Email and Contacts options and click Go to electronically distribute your documents to record contacts, colleagues, or other project stakeholders, saving time, storage, and transportation costs, and reducing paper, toner, and emissions.

Permit Applications in eTRAKiT

– apply online, not in line

Allow citizens and contractors to apply and pay for permits over the Internet—with eTRAKiT! You can set up eTRAKiT to automatically assess fees and insert inspections, collect data specific to your agency, and even require certain data fields before accepting an application. Save the time, gas, and paper of in-person applications and improve your customer service with 24/7 availability through eTRAKiT.

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 19 – 21 Arlington, TX	California Chpt Amer Planning Assoc Sep 21 – 24 Hollywood, CA
Texas Assoc of Gov IT Mgrs Jun 10 – 13 San Antonio, TX	International City/County Mgmt Assoc Sep 21 – 23 Richmond, VA
Florida League of Cities Aug 14 – 16 Tampa, FL	League of California Cities Sep 25 – 26 Long Beach, CA

2008 TRAINING SCHEDULE

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

System Administrator	Report Writing	Location
Apr 14 – 15	Apr 16 – 18	Milpitas, CA
July 21 – 22	Jul 23 – 25	San Diego, CA
Aug 25 – 26	Aug 27 – 29	Seattle, WA
Sep 22 – 23	Sep 24 – 26	Dallas, TX
Oct 27 – 28	Oct 29 – 31	San Diego, CA

NEWEST CLIENTS

TOWN OF FORT MYERS BEACH, FL

Fort Myers Beach is located on Estero Island, a barrier island on the west coast of Florida. Home to approximately 6,500 residents, this quiet community offers beautiful beaches, parks, and a rich cultural history. Estero Island was once at the center of the Calusa Indian empire, and a shell mound complex known as "The Mound House" remains as a Cultural and Environmental Learning Center. Fort Myers Beach went live with TRAKiT in September 2007 to manage business licensing, code enforcement, and other departmental functions. The Town plans to go live with PermitTRAK when they take over the role of issuing building permits from Lee County.



SPOTSYLVANIA COUNTY, VA

With nearly 120,000 residents, Spotsylvania is one of Virginia's fastest-growing counties. Located along Interstate 95 midway between metropolitan Washington and Richmond, Spotsylvania is rich in civil war history and rural beauty. In the county seat of Fredericksburg, the Fredericksburg and Spotsylvania National Military Park commemorates several historic sites. The county also features one of Virginia's most popular lakes, Lake Anna, which offers 13,000 scenic acres of sailing, water-skiing, and sport fishing. Spotsylvania County went live with TRAKiT in December 2007, and they will soon be launching eTRAKiT.



CITY OF RICHMOND, CA

The city of Richmond, California is located in western Contra Costa County, which is celebrating Earth Day on April 19 with entertainment as well as education on issues ranging from environmentally friendly transportation to parks and open space. The city features 32 miles of shoreline and over 6,000 acres of regional parks as well as a variety of attractions, museums, and excellent shopping and dining in historic Point Richmond. In April 2008, Richmond began using the TRAKiT suite to manage city operations, including business licensing, planning, building regulation, wastewater, code enforcement, police, and fire. The City will soon be launching eTRAKiT for public access.



SPOTLIGHT ON...

CONGRATULATIONS JOHN LATORRA

CRW congratulates John LaTorra, Building Official of Redwood City, California, on being inducted into the California Building Officials (CALBO) Hall of Fame. CALBO is a non-profit corporation dedicated to promoting public health and safety in building construction. As an active member of CALBO for over 25 years, LaTorra has furthered his goals of improving training, education, and code standards for building professionals. With the support of CALBO, LaTorra was instrumental in the adoption of international building and fire code standards in California—which became effective on January 1, 2008—and he is currently working toward the adoption of international residential codes. LaTorra has previously been named CALBO Training Institute Educator of the Year.



At CRW, we take great pride in supporting our customers and all the essential work you do to keep our communities safe. Congratulations again to Redwood City—a CRW client since 2002—and to John LaTorra on this prestigious and well-deserved honor.

PARTNER PROFILE



**Avolve Software
– paperless plan review**

Avolve Software develops ProjectDox® software for secure, electronic plan submission, review, revision, and approval over the Internet. Avolve and CRW work together to provide local governments with an integrated solution that improves operational processes, increases efficiency, and reduces the impact on the environment.

Using ProjectDox with TRAKiT provides end-to-end electronic management of the development process. Contractors and other citizens can submit a permit application and the accompanying plans via the jurisdiction's Web site. Staff members and applicants can then electronically review, revise, and approve plans in ProjectDox's secure, Web-based collaboration environment, which controls access with agency-defined roles, permissions, and workflow rules. Both technologies provide 24/7 public Web access and automated e-mail notifications to keep everyone informed and on schedule—all without excessive paper consumption, storage costs, and the greenhouse gas emissions of transporting paper documents or making trips to city hall to schedule inspections or check the status of plan reviews.

The combination of TRAKiT's development management with ProjectDox's enhanced plan review capabilities is a user- and environmentally-friendly solution for local governments. Both CRW and Avolve are committed to promoting environmental conservation, as Avolve is currently demonstrating through its Greener Government 2008 campaign. Avolve is contributing to American Forest's Global ReLeaf® reforestation program, which plants trees to counter deforestation due to forest fires and other human causes.

For more about Avolve, visit www.avolvesoftware.com.

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