

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

**CRW UPDATES**

**2009 USER MEETINGS**

For the past few years, CRW has enjoyed hosting our annual User Conference in San Diego, CA. This year, however, we know that the current economic slump makes it difficult for many of you to travel. That's why we're happy to announce a replacement format that we call, "We'll come to you!"



CRW will host six smaller user meetings throughout the country in locations that are central to our clients. Each of these user meetings will be one day in length only. Most of our clients will be able to access one of these meetings with minimal travel. Registration will include only a nominal fee to cover lunch, refreshments and materials. Our goal is to lower your travel costs, while still providing a great opportunity to learn about TRAKiT and network with your peers.

Our preliminary schedule is as follows:

- November 2 in San Diego, CA
- November 4 in Seattle, WA
- November 6 in San Francisco, CA
- November 9 in Dallas/Fort Worth, TX
- November 13 in Denver, CO
- November 17 in Orlando, FL

These regional meetings will be held this year only, and our annual conference will return again next year. Watch our Web site for details of the 2010 User Conference, scheduled for November 10 – 12, 2010 in Downtown San Diego, CA. We hope to see you soon!

**TRAKiT.NET UPDATE**

Ten clients have already gone live with TRAKiT.NET. Clients who have upgraded recently include: Yuba County, CA (1/09), Keller, TX (1/09), Poway, CA (1/09), North Augusta, SC (3/09), San Juan Capistrano, CA (3/09), and Daytona Beach, FL (4/09). Contact [Scott Talbert](#), Director 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 August 2009; however clients with customizations may experience longer implementation times.



**TRAKiT TIPS & TRICKS**

**NEW Features – Only in Enterprise!**

**WorkSpace**

WorkSpace incorporates all of your assigned tasks into one convenient location. All users are able to customize the WorkSpace to view the information they need the most. Inspectors who work in multiple departments can view information from one screen instead of each module. WorkSpace provides tools ranging from charts, to document shortcuts, e-mail, reports, personal tasks, and calendar items.

**Inspections Calendar**

The Inspections Calendar provides access to quick and easy inspection scheduling for the day, week, and month. Use the calendar to compare inspector's schedules side-by-side and rearrange schedules as necessary. The Calendar also ties in with MS Outlook calendaring functions to manage appointments and activities.

**Right-Click Functions**

Right-click functions are now available to help you access information quickly and easily. Action buttons appear in the right-click menu based on the TRAKiT function you are using. Additionally, you can hide sidebar menus and still have access to all functionality with the right-click menu.

**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="#">Building Officials Association of Florida</a> May 17 – 21 Daytona, FL	<a href="#">Building Professional Institute</a> May 18 – 21 Arlington, TX
<a href="#">Florida Local Government IS Association</a> July 14 – 16 St. Augustine, FL	<a href="#">League of California Cities</a> Sep 17 – 18 San Jose, CA
<a href="#">International City/County Mgmt Association</a> Sep 13 – 15 Montreal, Quebec, Canada	<a href="#">ICC</a> Nov 1 – 4 Baltimore, MD

**2009 TRAINING SCHEDULE**

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

System Administrator	Report Writing	Location
Jun 22 – 23	Jun 24 – 26	San Diego, CA
Aug 24 – 25	Aug 26 – 28	Seattle, WA
Sep 21 – 22	Sep 23 – 25	Colleyville, TX
Oct 26 – 27	Oct 28 – 30	San Diego, CA

## NEWEST CLIENTS

### CITY OF POWAY, CA

The City of Poway, California is located just 10 minutes north of CRW's corporate office. Known as "The City in the Country," Poway is proud that over half of its 39.4 square-mile area is dedicated open space. The community offers a diverse range of housing options, an outstanding school district, a thriving business park with over 19,000 jobs, a broad range of dining and shopping opportunities, and over 50 community events each year. Poway went live with LicenseTRAK in January 2009 to automate their business licensing. Over the course of this project, several dynamic features have been added to eTRAKIT.NET for licensing renewal, online payments, and user information updates.



### STATE OF IDAHO

Home to nearly 1.5 million residents, the State of Idaho has more than famous potatoes. The beautiful landscape offers opportunities to white water raft the Salmon River, hike the Frank Church River of No Return Wilderness Area, and climb the granite spires of the City of Rocks. The State of Idaho Division of Building Safety went live with TRAKIT, eTRAKIT, and MobileTRAK in February 2009 to manage Web-based permitting, licensing, inspections, and plan reviews for inspectors, contractors, and the general public throughout the state.



### CITY OF COLLEYVILLE, TX

Situated in the heart of the Dallas/Fort Worth area, Colleyville, Texas offers its 21,700 residents big city amenities and sophistication coupled with the laid-back, friendly atmosphere of a small town. Colleyville Center boasts an array of artistic programs, while the city's extensive trail system is a beacon for those that like to hike or bike. The City went live with TRAKIT.NET Enterprise, eTRAKIT.NET, and MobileTRAK in December 2008 to manage planning, permitting, code enforcement, business licenses, inspections, and citizen response.



### CITY OF NOVATO, CA

Located 29 miles north of San Francisco, the City of Novato, California is home to Smith and Hawken, the Nation's premiere retailer for gardening enthusiasts. The City's 50,000 residents enjoy 27 parks and nearly 3,500 acres of county-maintained open space preserves. Novato went live with TRAKIT and MobileTRAK in October 2008 to manage planning, permits, code enforcement, and inspections. The City plans to implement eTRAKIT in the near future.



### TOWN OF CASTLE ROCK, CO

Named after a small, prominent butte just north of the town, Castle Rock, Colorado is home to 46,000 people who love the small-town atmosphere, low crime rate, abundant parks, and clean air. Located midway between Denver and Colorado Springs, Castle Rock encompasses 33 square miles of the East Plum Creek Valley at the base of the Rocky Mountains. The city's climate is among the nation's best, with more than 300 days of sunshine per year. Castle Rock went live with TRAKIT, eTRAKIT, and MobileTRAK in August 2008.



### MESA COUNTY, CO

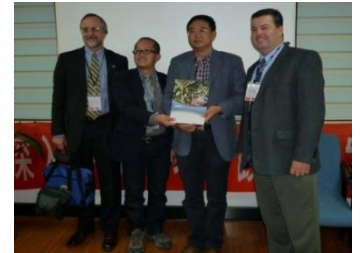
Over 130,000 people reside in Mesa County, Colorado. Also known as the Grand Valley, it is home to the largest flat-topped mountain in the world and Grand Mesa National Forest. Mesa County is noted for its wide variety of agricultural produce. The County went live with TRAKIT, eTRAKIT, and MobileTRAK in July 2008 to manage planning, permitting, code enforcement, business licenses, citizen response, and inspections.



## SPOTLIGHT ON...

### CRW in China

Members of two CRW client sites from the San Francisco Bay Area recently traveled to Beijing and Chinese interior provinces to participate in earthquake disaster reconstruction advisory works. John Mullins, Building Official for the City of Hillsborough, CA, and Kenneth Huo, Building Inspector/Plan Checker from the Town of Atherton, CA, had various meetings and seminars with the building and construction bureau officials in Lanzhou, China. Mullins and Huo took this opportunity to advise the Chinese government about TRAKIT's ability to efficiently manage the building permit process and community development activities.



### San Clemente Scores High Marks

The City of San Clemente, CA, a long-time CRW client, recently received their grade from the Insurance Services Office (ISO). The ISO performs a Building Code Effectiveness Grading Schedule (BCEGS) review of every municipality every five years. San Clemente received a three for residential and a two for commercial, with one being the highest out of 10. According to Mike Jorgensen, San Clemente Building Official, very few building departments achieve such high scores. Gina Borchers, San Clemente Administrative Assistant, added, "TRAKIT was utilized throughout this process to provide the necessary documentation. We're thrilled to release this information to our residents."



## 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:  
Julie Fry, Marketing  
Coordinator  
E: [julie@crw.com](mailto:julie@crw.com)  
P: (858) 451-3030 x121