



City of La Quinta

MEETING DATE: October 7, 2014

AGENDA CATEGORY:

ITEM TITLE: AUTHORIZE OVERNIGHT TRAVEL FOR ONE STAFF MEMBER TO ATTEND THE 2014 CRW SYSTEMS ANNUAL USER CONFERENCE ON OCTOBER 22-24, 2014, IN SAN DIEGO, CALIFORNIA

BUSINESS SESSION:

CONSENT CALENDAR: 5

STUDY SESSION:

PUBLIC HEARING:

RECOMMENDED ACTION:

Authorize overnight travel for the Permit Operations Supervisor to attend the 2014 CRW Systems Annual User Conference from October 22 through October 24, 2014, held in San Diego, California.

EXECUTIVE SUMMARY:

- CRW Systems is the software company selected by the City to establish a permit tracking software system, TRAKiT9, which was launched June 30, 2014.
- The conference offers tools and information on the most current technological advances of the TRAKiT development tracking software.
- The Permit Operations Supervisor will have an opportunity to establish contacts and stay abreast of technological improvements.

FISCAL IMPACT:

Estimated expenses are \$1,200, which includes travel, lodging, parking and meals. Funds are available in the Community Development Department's budget under the Travel, Training, and Meetings account.

BACKGROUND/ANALYSIS:

The CRW Systems conference curriculum this year will include:

- Enhancements and functionality of eTRAKiT, which is the online citizen and contractor module of the software.

- Managing attachments effectively – easier information retrieval process via full-text search capabilities within attached documents.
- Electronic plan review – advantages of electronic plan review, time efficiency, eco-friendly cost-saving measure, and program customization.
- Business licensing online – finding better ways to manage applications, reviews, and fee collections.

The information from this conference will provide staff with the ability to better communicate with residents and demonstrate the new features that have been added to streamline processes with customers.

ALTERNATIVES:

The City Council may choose to not authorize the travel and corresponding \$1,200 expenditure. However, as Council has determined that staff training is vital to the effective management of the City, staff does not recommend an alternative.

Report prepared by: Monika Radeva, Executive Assistant

Report approved for submission by: Les Johnson, Community Development
Director