



# City of La Quinta

TO: The Honorable Mayor and Members of the City Council

FROM: Les Johnson, Community Development Director  
Chris Escobedo, Assistant to City Manager

DATE: March 17, 2015

SUBJECT: DEPARTMENT REPORT – TRAKIT SOFTWARE IMPLEMENTATION  
AND CHANGES IN BUSINESS PROCESS

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As reported to City Council in February, staff is implementing the new permit software system known as TRAKiT, which is a critical component of the City's Customer Center. The TRAKiT software applications include: eMarkup, eTRAKiT, GeoTRAK, LicenseTRAK and CodeTRAK. This software automates development/building permits, code compliance, citizen issues, and business/occupational license functions.

On March 23, all permit transactions will "Go Live," which includes providing garage sale permits electronically versus requiring residents to obtain them at City Hall. In order to support this automated approach, staff is evaluating a series of key business process changes that include:

- Retaining a firm to collect debts versus utilizing Finance and Code Enforcement staff to perform this function;
- Contracting with Riverside County Department of Animal Services to process animal licenses with residents versus having the City perform this function; animal license applications and renewal would be offered online and through a kiosk in the Customer Center (this item requires Council action);
- Processing facility rental applications at the Wellness Center; and

- Selling bus passes at the Wellness Center or through the Chamber of Commerce.

These aforementioned changes would free up City staff resources, reduce reliance upon temporary contract resources, and deliver services in a streamlined manner.

Since February, three development projects have been reviewed electronically and two consultants are currently working with the Community Development Department staff to review items in eMarkup. Cinemark Theatre is the first project that will have building inspection services available online. Next month, staff will provide another update on these activities.