

Case Study: City of Fresno

LicenseTrack™ --Business Licensing with Web Renewals,
Applications and Revenue Recovery

PaymentCentral™ – Cashiering • **PetTrack™** – Pet licensing, field enforcement



Case Summary:

The City of Fresno is in Central California. As of 2013, the city's population was 509,000 making it the fifth largest city in California, as well as the largest inland city in California, and the 34th largest in the nation.

Fresno is in the center of the San Joaquin Valley and is the largest city in the Central Valley. It is approximately 200 miles north of Los Angeles. Metropolitan Fresno has a population of 1,107,416.

The name Fresno is the Spanish language word for the ash tree. An ash leaf is featured on the city's flag.

Downtown

While many of the buildings have been remodeled, many are under threat of being demolished to be replaced with newer structures. Recently added new structures such as Grizzlies Stadium, now Chukchansi Park and the Federal Courthouse, and plans to eventually erect new high-rise buildings, threaten the unique and increasingly rare twentieth century architecture.

Fresno serves as the economic hub of Fresno County and California's San Joaquin Valley. The unincorporated area and rural cities surrounding Fresno remain predominantly tied to large-scale agricultural production. Sony Music Distribution/Sony Computer Entertainment is in Fresno, CA. The **City of Fresno** staff has successfully utilized Progressive Solutions' **LicenseTrack™** business licensing application since June of 2008. They are also hosting **Web Renewals** in addition to using our **PaymentCentral™** cashiering program, and our **PetTrack™** software.

Their prior HTE system was obsolete, required expensive upgrades and substantial staff resources for beta testing. The sheer number of tax payers made it desirable to streamline management of this tax function and simultaneously reduce staff burden.

After reviewing PSI's system, and reviewing over a decade of highest ratings by independent surveys, city staff was convinced that Progressive Solutions' **LicenseTrack™** was the obvious choice.

Staff can now readily identify accounts with outstanding tax periods and follow up appropriately automated form letters. Calculation of penalties, interest, and administrative fees are performed automatically upon the click of button.

LicenseTrack™, the business licensing system from **Progressive Solutions®** has enabled the city to obtain answers and make operating changes without programming or additional cost. Most upgrades and minimal report customizations are included in the annual support fee so that ad hoc requirements do not typically require additional midyear budgeting. Their Web Renewals, Web Applications and automated Revenue Enhancement rounded out the ensemble, bringing Fresno into the 21st century!

About Progressive Solutions®

Progressive Solutions®, developer of the **QuickServe Suite™**, brings heightened security, efficiency and convenience to users. Progressive Solutions® has incorporated next generation hardware and software technology enabling market-ready governmental enterprise solutions. Based in Brea, CA, the company distributes their product through an extensive network of VAR and reseller channels and has entered into strategic partnerships.

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