

Case Study: City of Oceanside

LicenseTrack™ --Business Licensing with Occupancy Tax Management



Case Summary

The **City of Oceanside**, California is a full-service city of approximately 42 square miles with a population of approximately 173,303. Famous for its connection to the Marine Corps but also known as a bedroom community. Camp Pendleton is home to 33,000 Marines and 3,000 Navy personnel and employs about 4,000 civilians. It pumps over \$2 billion annually into local economy.

Oceanside enjoys a diverse economic portfolio and offers a number of business advantages. To encourage new investment in the City, an incentive plan for new commercial, industrial and office construction is available and the property tax is one of the lowest in the county. Oceanside has a large sporting and recreational goods manufacturing sector as well as a large number of biotech and medtech companies. Agriculture is also important to Oceanside's economy. San Diego County is a major agricultural producer and the warm climate of Oceanside makes it ideal for the growing of tomatoes, avocados, citrus fruit, nursery stock, and flowers.

Many new housing projects have gone up and some with striking views of the Pacific. In fact 75 percent of Oceanside housing is less than 35 years old.

The City is located 83 miles south of metropolitan Los Angeles & 35 miles north of San Diego. Incorporated in 1888 and noted for the fifth most desirable climate in the world and the second most desirable climate in the nation attracts many tourists.

The city has standardized on Microsoft® technology including Windows®, SQL Server and Office. PSI software incorporates Microsoft® standards to ensure reliable, robust & progressively improving software.

The **City of Oceanside** staff has successfully utilized Progressive Solutions®'s **LicenseTrack™** business licensing application for over 15 years. Nevertheless, staff was aware that additional automation and efficiency opportunities were available for the asking.

Oceanside imposes a transient occupancy tax which is collected by their many hotels & motels and tendered to the city. The sheer number of tax payers made it desirable to streamline management of this tax function and simultaneously reduce staffing requirements.

After exploring what other cities used and reviewing PSI's offering, city staff were convinced that Progressive Solutions®'s **Occupancy Tax Management Module** would save them both time and money.

Staff may instantly identify outstanding tax periods and follow up appropriately either with phone calls or form letters. Calculation of penalties, interest and administrative fees is 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. Upgrades and minimal report customizations are included in the annual support fee so that ad hoc requirements do not require additional midyear budgeting.

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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