

Case Study: City of San Bernardino & Progressive Solutions® Revenue Recovery



Case Summary

The City of San Bernardino is the largest city within the largest county in California, and home to 185,400 residents. City staff processes business registration returns in excess of \$5.3 million & TLT of \$2.9 million dollars annually.

Located at the foot of the beautiful San Bernardino Mountains at the edge of the San Bernardino National Forest, the City of San Bernardino serves as county seat for 1,110,500 county residents.

Whether you like the crisp, mile-high mountain air or the warm, dry desert climate, you'll find it in the San Bernardino area. The famous San Gabriel and San Bernardino Mountains are close by, with their beautiful lakes, trees, streams and resorts. They give the region a reputation for skiing; ice skating and other winter sports. During the rest of the year, there's plenty of fishing, sailing, water skiing, hiking and boating.

Located centrally in Southern California, San Bernardino is about a 1 hour drive from beaches, the desert, the mountains, and downtown Los Angeles.

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.

San Bernardino business registration staff had been restricted by limited home grown software for over 15 years. With a staff of over 10 members, handling approximately 15,000 active accounts, staff needed to spend less time on license processing and more time on increasing revenues to the city by increasing the number of licensed businesses and recovering previously undiscovered revenue. After carefully and critically reviewing several systems, city staff concluded that only **Progressive's LicenseTrack™** offered the features crucial to their business registration & revenue recovery enterprise.

In 2003, **Progressive Solutions®** was asked to partner with the city to replace their existing system and bring registration operations up to date with current technology. The goal was to efficiently track and issue business registrations and to implement revenue recovery procedures. According to Business Revenue Inspector, Michael Stanley: "Over the years, I regularly observed that **Progressive** was the only company constantly leading in licensing automation and innovation. The **Progressive** system enables non technical users to pose virtually any questions to the system and easily retrieve answers."

According to Cindy Buechter, the Business Registration Supervisor: "The data migration was the most painless ever witnessed by city staff with live operations & within 60 days from sign up. Ad hoc letter writing for collection efforts are simple and effortless."

PSI audit staff reviewed occupancy tax & business registration payments and **identified over \$240,000 in revenue owed to the city within the first 3 months** of program implementation. The integrated and automated AB990, AB63 & Audit processes have assisted the city to identify numerous non compliant (unlicensed) businesses and ensure proper reporting. **Progressive Solutions®** has truly provided the means to enforce compliance & to monitor the results of staff effort.

With state of the art software and the revenue enhancement functionality, revenue **increased 10.7%** from fiscal year 2003-2004. In the first 6 months of fiscal year 2005 revenue was **up 15%** over the same 6 month period from the 2004 fiscal year." One key to success was implementation of **Progressive's** systematic procedures for sending automated letters and strategic follow-up.

On 10/26/2005, The California Municipal Revenue & Taxation Association awarded their **Lighthouse Award for Excellence** to the **City of San Bernardino** for the City's revenue improvement project at the annual conference in Garden Grove. With minimal costs, the city achieved a substantial increase in revenue streams.

About Progressive Solutions®

Progressive Solutions®, developer of **CaShierCentral**, **LicenseTrack™** & **RevenueTrack™**, brings heightened security, efficiency and convenience to city staff. **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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