

Purchase and Implementation of Clariti Land Management System

CITY COUNCIL

NOVEMBER 16, 2023



2016 System:

HT135MBP

CITY OF PALM DESERT
CPD Building Permit Main Menu

Select one of the following:

1. File Maintenance Menu
2. Inquiry Menu
3. Demand Reports Menu
4. Application Processing Menu
5. Cash Adjustments & Rpts Menu
6. Period End Menu
7. Land/Parcel Management
8. Custom Options Menu - CPD
9. Field Device Menu

90. Sign off

Selection

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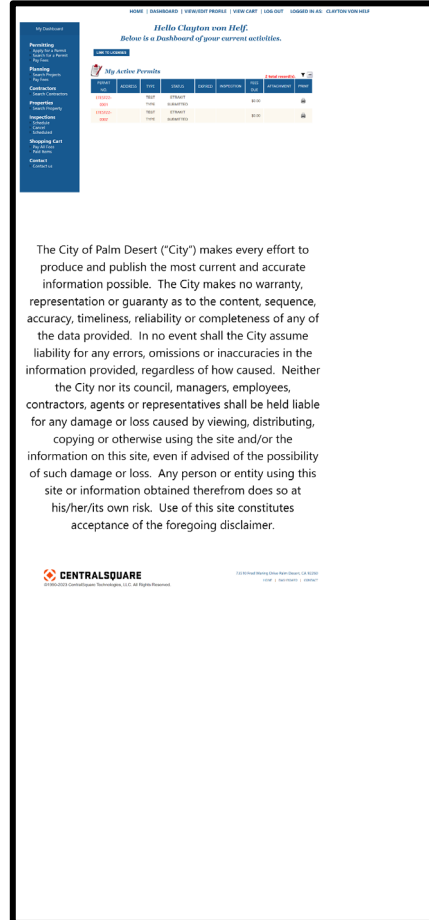
F3=Exit F5=Refresh F6=Display messages
F14=Work with submitted jobs

Version
Date installed
F9=Command line
F15=Calendar

Current Issues

Issue	Root Cause	Impact on staff
Web Portal	Built on dated, non-adaptive software, and missing basic functionality	Increases foot traffic and phone calls for simple services that should be handled online, like scheduling an inspection or applying for a permit.
GIS Integration	Very limited GIS capabilities, GIS data is only pulled into TRAKiT, no GIS data can be pulled out	The only option for GIS based analysis and reporting is a very labor-intensive manual method. No options for live dashboards, interactive maps, or geo-based analysis. No way to provide a web-based permit activity map for the public.
Report Capabilities	Reporting tool is lacking basic functionality and features.	Very difficult or impossible to build reports for performance, internal management, state reporting, budgetary trends. Highly inefficient to perform basic reporting, keeping staff from making data driven decisions.
Field Staff Usage	TRAKiT is not accessible from a mobile device in the field.	Staff must use a laptop and VPN connection for fieldwork. This is cumbersome and time consuming and limits the mobility of field staff.
Software Enhancements	Lack of development from CentralSquare for the TRAKiT application	Integrations with other systems are not possible – even other systems from CentralSquare. This often results in double entry of data into the other systems.
Customer Support	Poor customer support from CentralSquare	Issues and software bugs are not resolved in a timely manner. Poor quality control on updates and patches increases data risks for staff and creates inefficient workflows.
Automation	Software built on older architecture	Simple tasks like automated emails or routing do not exist or are very limited. This creates extra, outside of the system work that interferes with our ability to serve the customer.

Non-Responsive Web Portal



The screenshot shows a web portal dashboard for Clayton von Helf. The page includes a navigation menu on the left with options like 'Profile', 'My Action Priority', and 'Shopping Cart'. The main content area features a table titled 'My Action Priority' with columns for 'Status', 'Action', 'Priority', and 'Due Date'. Below the table is a disclaimer text and the CentralSquare logo.

Status	Action	Priority	Due Date
Open	Task	High	10/15
Open	Task	Medium	10/20
Open	Task	Low	10/25

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Clariti Solution



Robust Public Portal –
fully usable from any
device



Highly integrated with
GIS and other internal
systems



Fully functional in the
field



Unlimited automation
and customization of
the solution