

Code Enforcement Manager

Software Designed by Code Enforcement Officers, Supervisors and Department Heads

- IMPROVED STAFF EFFICIENCY
- AUTOMATED CASE MANAGEMENT
- INCREASED REVENUE
- IMPROVED COMPLIANCE

Actual officer accessing Code Enforcement Manager in the field.
Learn more at www.comcate.com



Comcate's easy to use Code Enforcement Manager (CEM) is a web-based solution that simplifies the resolution of municipal code violations. CEM puts powerful case management tools in the hands of field staff and administrators, improves compliance rates and can increase revenue generated through its automated case tracking functionality.

CEM can be used by itself or along with eFeedbackManager (eFM), Comcate's complete customer request tracking software. Together, eFM and CEM create one source of information for all customer requests and code complaints.

Why Comcate CEM?

Customizable: Total customization allows the CEM system to match exactly the needs of the city.

Saves Time: Easy for staff to learn and use. Creates letters, violation notices, and citations with a click of a button.

Wireless Access: Available in the field through any wireless connection and a web browser.

Improves Workflow: CEM routes and assigns cases to officers based on availability, expertise, or other specified criteria.

Improves Service: Nothing falls through the cracks. Communications and actions are kept on schedule. Managers can monitor department workload and case progress, ensuring that service goals are met.

Generates Additional Revenue: Automated tracking and reporting on CDBG eligible cases improves reimbursement rates.

Saves Money: Comprehensive notation and documentation reduces costly appeals.

Reliable Uptime: Comcate hosts CEM at a secure facility with robust network and power redundancies and round-the-clock system monitoring. The city does not have to purchase any new hardware or software.

"Less than a month after implementation, Code Enforcement Manager software had paid for itself through the Court's approval of requested fines."

— City of Morrow

"Comcate managed the entire implementation process and even migrated our legacy data over. The transition was very easy!"

— City of Marco Island

CEM Software Designed by Code Enforcement Officers, Supervisors and Department Heads

Code Enforcement Summary Report

CE Case Totals

Total	Closed Cases	Open Cases	
Total	33	9	24

CE Cases By Employee

Employee	Total	Closed Cases	Open Cases
John Smith	1	1	0
Irma Phibs	1	0	1
Phil Ricks	1	0	1
Paula Haltez	1	0	1
Johnny Downs	3	1	2
Calder Datka	1	0	1
Jane Kay	3	2	1
Olivier Marchand	11	5	6
Paul Gilley	2	0	2
James Lou	1	0	1
Darlene Rodriguez	2	0	2
Lucy Lee	1	0	1
James Philips	1	0	1
Luis Alvarez	1	0	1
Bill Johnston	1	0	1
John Graham	2	0	2
Grand Total	33	9	24

REQUEST FOR CORRECTION

File Number: 05-128

Location of violation: 225 S OAREY AVE, Pomona, CA 91768

APN: 8341004041

Property Owner: FRANK GREEN, 3775 Live Oak Drive, Pomona, CA 91768

Resident: ANN VYLER, 225 S. Oarey Ave., Pomona, CA 91768

Inspection Type: First Inspection Re-Inspection

AN INSPECTION OF THE ABOVE ADDRESS WAS CONDUCTED AND THE INSPECTION REVEALED THAT THOSE ITEMS INDICATED BELOW DO NOT CONFORM TO CITY CODE(S) AND REQUIRE CORRECTIVE ACTION.

Municipal Code	Description	Action required
PZ0 Section .800 A (2)	Weeds or dead, diseased, damaged, or overgrown vegetation of any type including trees, shrubs, hedges, grass, and ground covers is prohibited.	Remove weeds or dead, diseased, damaged, or overgrown vegetation of any type. Trim any overgrown vegetation, including trees, shrubs, hedges, grass, and ground cover.

Action must be taken by 03/04/2005. This request is not a citation or ticket, however the City reserves the right to take lateral action if corrections are not made.

LANCASTER, California GOVERNMENT SERVICES

Code Enforcement

Search For CE Case Number:

CE Cases: Home

Field	Report	Case #	Status	Violation(s)	Owner/Occupant	Location	Assigned To	Open Date	Follow Up
Notice Mailed	05-271		Notice Mailed	- Veh/Inop/yard/driveway	JOSEPH GREEN	465 W Ave.	Olivier Marchand	02/17/2005	02/25/2005
Notice Mailed	05-270		Notice Mailed	- Signs - Commercial Zone - ROW/Encroach	Phil Johnston - House of Trees	225 S. H. St.	Bill Green	02/17/2005	02/25/2005
Notice Mailed	05-268		Notice Mailed	- Signs - Commercial Zone	John Smith	227 S. Garey Ave.	Olivier Marchand	02/17/2005	02/25/2005
Notice Mailed	05-267		Notice Mailed	- T.C. Front Yard	...	3775 Live Oak Dr.	Kay Harris	02/17/2005	02/17/2005
Inspection	05-265		Inspection	- ITD-Yard	Bill Johns	44843	Ben Casnocha	02/17/2005	02/26/2005

CEM Key Features:

Daily Activity

- Automatic follow-up reminders.
- Generate city's notices at a click of a button.
- Find cases by address or owner through advanced search functionality.
- Identify municipal codes automatically.
- Quickly print future (daily, weekly, monthly) follow-up inspections.

Improved Compliance

- Issue detailed violation notifications with photo attachment.
- Log complete history of case activity and related communications.
- Communicate requirements and timelines clearly and accurately.

Reporting

- Extensive standard and customizable reports.
- Sort by case assignment, progress and resolution by officer, violation and dates.
- Department workload and staff performance monitoring.
- CDBG compliance analysis.
- Export reports to Microsoft Excel.

GIS Integration (Optional)

- Automatic address verification.
- Automatic input of parcel number, owner information, neighborhood and other location information.
- GIS layers of violations on street or regional maps.



"Comcate's team understands what it takes to make the implementation of a new program a success in a public agency. Starting with the initial kick-off meeting, Comcate training and support facilitated a successful implementation in the city."

— City of Rocklin

"Even for a small city like the City of Rushville, Comcate's team put forth a lot of effort to lead a successful implementation of the application for the City. Comcate's Code Enforcement Manager has been a great tool for us this year!"

— City of Rushville

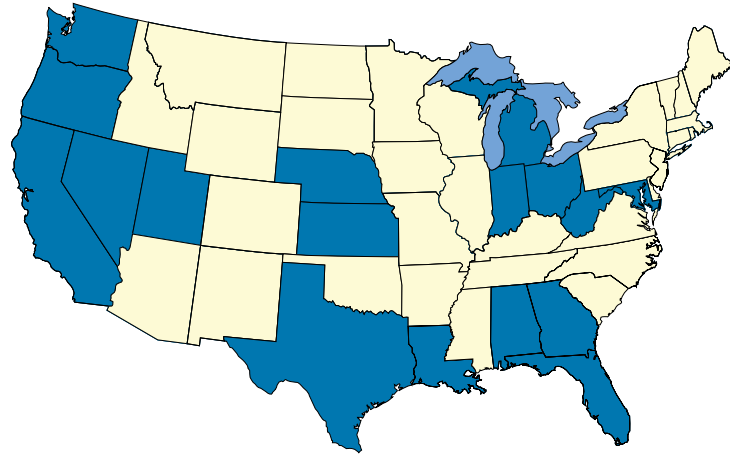
"Comcate software has significantly increased our organization's efficiency, effectiveness and productivity. It is very user friendly and exceptionally easy to use. Our entire staff was fully trained in just hours."

— City of St. George

Contact Us

Comcate, Inc.
41 Sutter Street, Suite 1848
San Francisco, CA 94104
T: (415) 249-4904
F: (415) 948-2162
info@comcate.com
www.comcate.com

Comcate Clients (Blue States)



Over 150 Agreements with Public Agencies — Sample Client List

Alameda, CA	Rocklin, CA	Kearney, NE
Beverly Hills, CA	Yuba City, CA	Cascade Locks, OR
Burlingame, CA	Green Cove Springs, FL	Wichita Falls, TX
Laguna Niguel, CA	Marco Island, FL	St. George, UT
Lancaster, CA	Morrow, GA	Spokane, WA
Pomona, CA	Rushville, IN	

Selected Counties

Sonoma County, CA	Del Norte County, CA
Orange County, CA	Clayton County, GA

Designed for Local Government

• Integrated

CEM integrates with existing software and programs in the city. No need to lose or duplicate data. Our software streamlines what you already have.

• Effortless Implementation

Our implementation team works closely with the city to customize CEM and integrate its features into daily operations. Expert trainers deliver comprehensive and interactive training.

• Best Practices

Our customers benefit from Comcate's experience customizing CEM software specifically for local government. Our design and implementation teams possess hands-on expertise and knowledge of industry best practices.

• No-Hassle Technology

Comcate supports, maintains, and updates the CEM application at the source in our secure data warehouse. No new hardware or software for the city to purchase. Comcate's technical staff ensures CEM is available 24 hours a day, 7 days a week.

About Us

Comcate is a leading provider of web-based software for local government agencies throughout the US. With over 150 agreements with public agencies and an exclusive focus on the local government sector, we build software to solve local agencies' citizen communication and management problems. Comcate is headquartered in San Francisco, CA and was founded in 2001.