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## **ICMA Cites Access Cupertino as Citizen Engagement Leader in Case Study**

### **Cupertino Extends Constituent Management System to Accept Cases Submitted via iPhone**

The International City/County Management Association is respected worldwide as a thought leadership organization for local government management. When the ICMA sought to document a case study in excellence of implementation in Citizen Engagement, it selected the City of Cupertino, the home of innovative consumer technology and technologically sophisticated citizens. The City of Cupertino has used Comcate eFeedback Manager citizen request management software since 2003.

The City of Cupertino decided to use Comcate Citizen Mobile Access to help them build a more interactive relationship with citizens around those issues and services of interest to the community. Citizens using iPhones are now able to point, click and submit their feedback on issues or send information on problems, real-time when they are out in the community. The cases are entered into the City's request management system based on Comcate eFeedback Manager software which automatically assigns, tracks and reports on cases to ensure citizen satisfaction.

See the ICMA case study at <http://icma.org/Documents/Document/Document/301484> .

For more information on Comcate software, please email [info@comcate.com](mailto:info@comcate.com) .