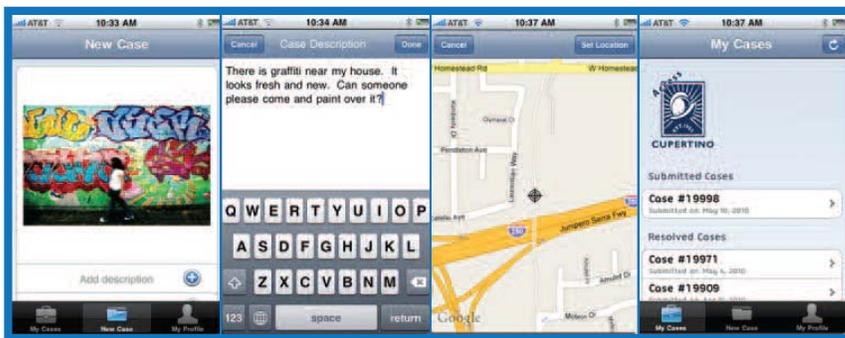


CITIZEN MOBILE ACCESS

The affordable and easy-to-use citizen software that lets Public Agencies build an interactive relationship with citizens around issues of importance to the community.

Create Request Describe request Map Issues View Status



Use your iPhone to help make your city a better place by quickly and easily communicating with City Officials.

Public Agency Management and Elected Officials benefit from a more interactive relationship around issues and services of interest to the community. Citizens contribute first-hand experience and up-to-the-minute information. They can also submit photographs or notes to illustrate a concern and the software's GIS integration adds the issue location.

Automatic routing and seamless integration with Comcate's industry leading eFeedback Manager cut costs by reducing staff time spent managing cases. Staff members resolve issues faster with automated case assignment and reminders. Management ensures better service and resource planning with reports on case management statistics. Elected Officials stay informed on issues of critical importance to citizens.

The application can be easily downloaded from the Apple App Store, Android Marketplace, or from the Public Agency's website. The citizen interface will be branded to look and feel like part of the Public Agency's website.

Comcate Citizen Mobile Access:

- Citizens use their smartphones to point, click and submit feedback
- Photos and notes to illustrate issues can be submitted with case
- Location of issue is auto-assigned with GIS integration
- Case is automatically entered into City's request management system
- Citizen can check on status of case from their smartphones
- City Council and City Management stay informed on issues
- Communication improves citizen satisfaction and engagement



"Comcate Citizen Mobile Access lets citizens contribute their first-hand experiences and feedback with up-to-the-minute information. It helps us stay informed on and be responsive to their needs."

- Steve Garrison, Chief Information Officer, City of Fairfield

More public agencies have selected Comcate's products to improve customer service and efficiency.

COMCATE
Empowering Communities and
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