



County of Del Norte, CA Cuts Code Enforcement Paperwork by 80%, Reducing Court Preparation Time from Hours to Minutes

The Challenge

The County of Del Norte in northwestern California contains over 1200 square miles that need to be covered by a single Code Enforcement Officer. Officer David Mason had been managing his case load without software, but began to find it inadequate for daily operations. "The workload," explains Mason, "had expanded beyond the capabilities of Microsoft Excel. Cases were getting lost in the cracks." Additionally, Officer Mason's current system mandated so much paperwork that files had to be purged every three years. He needed a way to cut back on his paperwork while increasing his access to organized case data.

The Solution

In May of 2006, Del Norte partnered with Comcate and implemented its Code Enforcement Manager software. Dave worked with the company to ensure that the software was configured specifically to his needs, captured all of the code violations and generated all of the notices that he would need access to in the field.

The Results

Officer Mason's Code Enforcement operations are now 80% paperless, and he is currently working with Comcate reps to cut back on his paper use even more. He uses Comcate's reporting module to create reports for budgetary purposes, and leverages the software's advanced search functionality to create daily "to-do lists" based on criteria such as location, violation type and complaint status. He explains that preparing documents for court—a process that used to take hours—now only necessitates a couple of mouse clicks, and appreciates the ability to access all case data in the field. "What really stands out is that since implementing Comcate," reflects Mason, "is that we can spend time where it is needed most and nothing gets lost in the shuffle."



Testimonial

"With a couple of mouse clicks we can pull up historical data on properties, complainants, violators, etc. and access that information in the field—including the photographs and documents sent. We use to have time tracking sheets in each paper file, now the time is tracked in Comcate, which is more accurate and searchable for reports."

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COMCATE
Empowering Communities and
Citizens Through Technology

144 Linden Street
Oakland, CA 94607
Phone: (415) 632-1248
Fax: (415) 948-2162
Email: info@comcate.com
comcate.com