## Henderson, NV Communicates with Citizens Effectively with Comcate's Building and Fire Inspections Manager

The City of Henderson, NV is home to more than 250,000 residents and, after Las Vegas, is the second largest city in the state. The city has been a longtime client of Comcate's and originally started using it's CRM/311 solution in 2009. It also utilizes Comcate's software to manage programs like Building and Fire Safety, Code Enforcement and Emergency Management.

### The Challenge

In 2009, the Community Development and Services Department began to look for a solution with which they could manage inspections specifically for Building and Fire safety. Previously, inspectors had used a phone-in and paper method. "A customer would call or send in a written complaint and it would be handed to the inspector/code enforcement officer that was to handle it," explains Jerry Trotter, Technical Analyst and administrator of the Building and Safety program in Henderson. Frequently, the citizens who complained were the neighbors of violators. "They would see us come out of a property after an inspection," says Trotter but because it could take months to get compliance, and neighbor complainants often did not provide their contact information upon calling in, it was hard for officers to follow-up or communicate with complainants after inspecting a property. Citizens felt frustrated because they had no way to know whether inspectors were following-up on their requests.

### The Solution

The Building and Fire division needed a solution that would enable them to effectively communicate with requestors to let them know their progress on requests. It needed to ensure citizens that the city was addressing their concerns, and that it had a vested interest in maintaining a safe and healthy community. At the same time, the city was implementing a city-wide CRM/311 solution provided by Comcate. The Community Development and Services Department worked with Comcate to integrate the city's citizen engagement software with a module in which they could internally manage Building and Fire Inspection cases. Doing so allowed the department to move away from using a paper method to manage cases, while allowing it to efficiently communicate with citizens about the status of their requests. The department used Comcate's highly customizable interface to ensure that the case management software was configured specifically for building and fire safety requests, and captured Henderson's specific notices, inspection checklists and violation types.

### The Results

The Building and Fire Safety division now uses Comcate to manage Building and Fire cases on a daily basis. The solution automatically routes the appropriate customer requests to the Building and Fire case management module, allowing the agency to cut back on its paper usage by nearly 90%. Most importantly, Comcate's Building and Fire program allows the department to track the progress of a case, and to communicate that progress with citizens. "Now our citizens know that we are addressing things and not just letting them slide," explains Trotter. "This has dissipated the frustration on the part of those interested in keeping the City and their own neighborhoods clean and up to code." Citizen satisfaction, a metric that the city tracks and measures frequently, has increased dramatically, and Henderson's inspectors feel as if they are doing a better job at ensuring their neighborhoods are safe, clean and healthy.

## Testimonial

*"Comcate has been very responsive to our requests. This is probably the LARGEST factor in OUR satisfaction. We have a good working relationship with them and we are regularly revising and updating the software. They have recognized that the updates we have requested could and probably will be wanted by other clients.Their customer service is excellent!"*

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