Testimonial

"Comcate designed the program with our specific needs in mind," says Fred Lopez, Code Enforcement Supervisor for the City of Lake Elsinore, "and the system has delivered as promised and more."

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Lake Elsinore, CA uses Comcate to Streamline Abandoned Vehicle Tracking

The Challenge

The Southern California city of Lake Elsinore is home to 55,000 residents and its Code Enforcement Department has five officers. The city has participated in the Riverside County Abandoned Vehicle Service Authority since June 1994. This program uses one-dollar annual registration fees imposed on Riverside County residents to reiumburse local government agencies for a portion of their cost incurred as a result of the abatement, removal and disposal of abandoned, wrecked, dismantled or inoperative vehicles or parts.

In order to receive funds from the county, Lake Elsinore needed an effective way to manage, track and report on all Code Enforcement activities related to the abatement of abandoned vehicles. The Code Enforcement division was looking for a solution with which it could generate detailed reports and case information on a quarterly basis for monetary reimbursement, as well as supporting documentation for audit purposes. Without software, this was becoming an increasingly difficult task.

The Solution

In late 2013, Lake Elsinore partnered with Comcate and began to implement its Code Enforcement Manager. Using Comcate's highly configurable software and reporting features, Lake Elsinore implemented case management tool that could track multiple vehicles on a single property, while easily capturing all of the activities for which they could be reiumbursed each month. Additionally, Lake Elsinore's implementation supported all other Code Enforcement activities, and allowed officers to track cases in foreclosed districts, create notices easily and stay on top of follow-up activities in an automated way.

The Results

Lake Elsinore has been live on Comcate since mid-January, and logs roughly 100 cases per month. They use the system to produce quarterly reimbursement reports to send to the county, and have leveraged an integration with DataTicket to easily process citation fees and fines. They keep track of foreclosed properties, track officer activity, and find tremendous benefit in being able to track property history while out in the field. "Comcate designed the program with our specific needs in mind," says Fred Lopez, Code Enforcement Supervisor for the City of Lake Elsinore, "and the system has delivered as promised and more."