



Testimonial

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Pine, PA uses Comcate to Get More Done in the Field, Leaving More Time for Plan Review and Other Critical Work in the Office

The Township of Pine is located in Allegheny County in Northern, PA. It covers 12 square miles and is home to 12,000 residents. The Department of Building and Zoning consists of seven officers responsible for permit reviews, issuances and inspections.

The Challenge

Pine's Department of Building and Zoning found that its inspectors were not using their time as effectively as they could. Because officers were having to travel back to the office to log case information, they were spending less time than they needed conducting inspections in the field. Additionally, because their office time had to be spent managing case information, the department had little time for plan reviews and other important projects.

Additionally, accessing files and case history had become increasingly difficult due to a lack of storage space in the office. With paper case files, the department had trouble finding materials they needed quickly. The agency was looking for a software solution that would allow them to reduce their paper usage and transfer all of their record keeping to an online format.

The Solution

In 2013, the Township of Pine began the process of surveying various land management solutions. According to Larry Kurpakus, Director of Code Administration and Land Development, the products they looked at were either too basic, or contained more than they needed, and none were flexible enough for their needs. Comcate, however, with its highly configurable interface and ease-of-use, addressed all of Pine's Permitting concerns while allowing them to track property history, owner information and violations on a property.

Comcate's implementation team worked with the City of Pine to ensure that the

system captured all of the information they would need for their 11 different types of permits. They configured reports for each permit type, automated the permit generation process and set up a fee tracking program so that staff could easily capture permitting fees for each project. Additionally, Comcate configured the system so that it contained inspection checklists that officers could schedule, fill out, re-schedule and print in the field.

The Results

The Township of Pine has been live on Comcate's software since November of 2013. According to Kurpakus, Pine's "inspectors have become more efficient since they now have the ability to access all the project information, and history of the property in the field from an iPad." Additionally, "all the data entry for inspections and permitting can also be done by the inspector at time of inspection. Data entry and project research time that needed to be done in the office can now be used for plan reviews or other critical work."

Pine inspectors can now run reports on permitting types at the click of a button, and their officers use Comcate's follow-up lists to easily keep track of scheduled inspections. By moving away from using paper files, Pine has significantly reduced the amount of time they spend looking for archived materials when working on a project. Comcate helped to transform Pine's old, paper based and labor intensive operational model to a more streamlined and effective workflow, allowing officers to be more efficient and generate more revenue for their department.

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