



Pomona, CA Leverages Technology to Increase Staff Efficiency and Secure Funding

The Challenge

With 150,000 residents and covering 23 square miles, Pomona, CA is the seventh largest city in Los Angeles county. The Pomona Code Enforcement Division has nine field inspectors, three clerks, two senior inspectors and one supervisor. The division maintains all code enforcement activity, including customer and City Council requests. As the divisions' workload grew, it needed a solution that would allow officers to spend more time in the field and less time in the office doing paperwork.

Additionally, the division receives funds from HUD for Community Development Block Grant programs. It needed a way to keep track of Code Enforcement activities eligible for reimbursement through CDBG funds, and was looking for a solution that would allow it to produce reports for CDBG eligible activities in an efficient way.

The Solution

The City of Pomona selected Comcate Code Enforcement Manager in 2005. With its automated case management tools, follow-up notifications and easy access to all case details in the field, the software cut back on the amount of time officers had to spend in the office and made it much easier for them to keep track of their case load. Additionally, by using the GIS module and Comcate's time tracking and reporting features, Pomona was able to account for their CDBG eligible activities by officer and census tract, and maintain compliance with HUD standards.

The Results

The software program has allowed the Code Enforcement to better respond to citizen concerns. Inspectors have access to critical information while in the field, including permits, licenses and property ownership information. Prior code enforcement cases, including case photographs, are also available. Inspectors can search City, State and Federal codes in the field and these code sections can then be printed out and given to the violator.

After a few weeks, inspectors could provide accurate accounting of time spent in CDBG-eligible areas and supervisors could prepare detailed reports on CDBG-eligible and non-eligible activities. In 2006, Pomona and Comcate were featured on the HUD website as examples of how to properly track funding for code enforcement activities. Pomona continues to receive CDBG funds annually for code enforcement activities, and Comcate continues to support the agency in capturing and reporting on the information they need.

Testimonial

"Our staff can now read and produce detailed documents, such as case details, from their laptops. As they follow along with the case, we can add notes. Time expended on the case is recorded electronically. We are saving more money on paper and copy production than we put into setting up this program."

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