



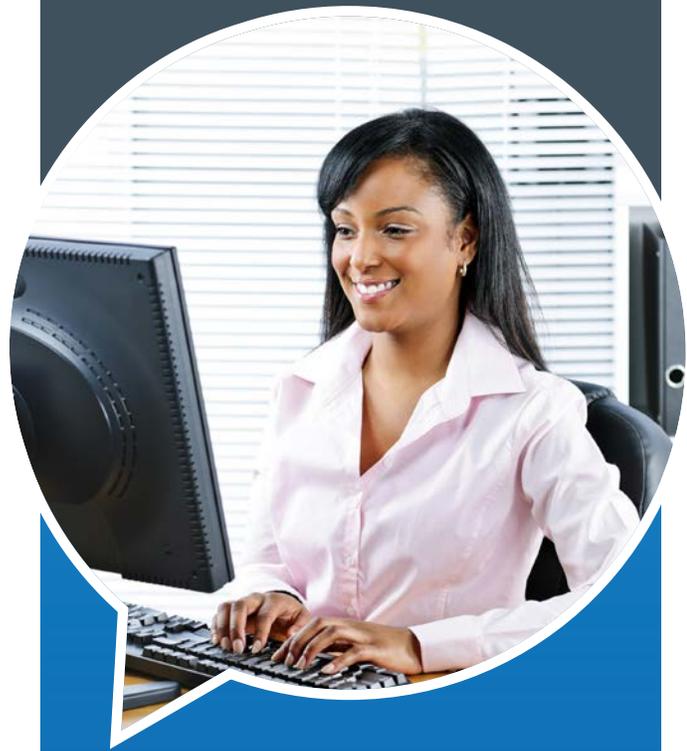
PUBLIC RECORDS REQUEST MANAGER

Comcate's Public Records Request Manager helps city clerks tasked with managing municipal public records requests with an efficient online method of assisting citizens. Improve response time, track and improve results and manage cases more efficiently within your agency.

Offering mobile and affordable solutions are two of Comcate's goals. Those goals have been met with the Public Records Request Manager. This solution not only improves the rate at which city clerks do their job, but also improves customer satisfaction with the most important aspect of any community – its citizens.

Ensure Freedom of Information Act Compliance

Don't leave your city at risk of violating the Freedom of Information Act. Comcate's Public Records Request Manager makes it easy for staff to deliver information to the public in the required amount of time. For city clerks constantly managing deadlines and empowered to deliver on public requests, Comcate's solution is the answer.



No Hardware or Software to Install

Comcate hosts your software in the cloud to ensure 24/7 web access and connectivity, with robust network and power redundancies and round-the-clock system monitoring. Your agency does not have to purchase any new hardware or software.

Comcate's Public Records Request Manager web-based software simplifies the resolution of violations and cases, provides powerful case management, and improves citizen awareness and compliance.

Easy to Implement, Easy to Use

Public Records Request Manager is customizable to meet your specific needs. It is user-friendly, intuitive and requires just one hour of training to get started.

Local Government Program Expertise

Comcate brings over 10 years of experience implementing municipal programs. Comcate expertise allows for effortless integration between the Public Records Request module, citizen engagement, and case reporting.

Comcate Empowers Citizens

One of the of the biggest benefits of Comcate's solution is the public-facing link that gives citizens the ability to easily request public records, and to follow up on status, eliminating the time-consuming and wasteful paper-based processes that bog down city clerks and frustrate citizens.

Case Management Made Easy

Regardless of how talented a city clerk's staff might be, when paired with inefficient workflow processes, case management becomes an issue. Comcate addresses this with its easy-to-use web-based request form that makes the process clear and simple. The solution also includes an efficient method for scheduling follow-up activities and document transfers that help departments improve workflow.

Improve Staff Morale

Comcate's automated citizen response templates are just one of many automated devices built into the Public Records Request Manager solution. Cases can be automatically routed to a specific team member or department, which vastly improves response time.

Robust Reporting Tools Improve Accountability

For managers who remain consistently in the dark due to a lack of reporting, Comcate's solution is a manager's best friend. Comcate's automated reporting feature sheds light on how much time is spent per public request. With more visibility into the day-to-day processes, managers are better able to address productivity and offer fact-based decisions.

At Comcate, we believe in empowering public agencies.

Founded in 2001, Comcate offers cloud-based solutions for governments and local municipalities that deliver results. Comcate solutions help agencies effectively execute crucial programs, efficiently manage their assets and improve service to local citizens through program-based offerings. Drawing on the expertise of retired city managers and Silicon Valley technologists, Comcate promotes improved productivity and cost savings for local government while enhancing community involvement for their residents.

Comcate supports the functions of local governments providing outstanding service to their communities in more than 30 states and logs 25,000 cases from clients each month. As a leading national provider of customized agency solutions, Comcate offers cloud-based citizen engagement, code enforcement, animal control, public records management, permits and more, delivering software that is affordable, easy-to-use and promotes interaction between agencies and citizens through advanced mobile technology.

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