

TAB 9



City of Palmetto Agenda Item

Meeting Date

2/15/10

Presenter: Jim Freeman/Bill Strollo

Department: Code Enforcement

Title:

PROPOSAL TO IMPLEMENT COMCATE'S CODE ENFORCEMENT SOFTWARE

City Code Enforcement proactively initiates 80% of the cases we resolve during the year; 20% of the resolved cases are complaint driven - either from citizens or other City or County officials. On average, 160 cases per month are brought into compliance, and at any given time Code Enforcement is following-up on resolving 100 cases.

Record keeping is quite extensive and burdensome. Daily activity logs, violation follow-up forms, monthly compliance reports, Notices of Nuisance, Notices of Violation and case documentation records are all maintained by hand.

Comcate Code Enforcement Manager software will enhance our efforts to address code violations in the City - wireless access to records will be available from the field; violation notices and letters may be generated by the software; a permanent record of case activities is stored by case; automatic follow-up reminders are generated; search cases by owner or address; automatic input of parcel number, owner information, neighborhood; violations may be plotted on street or regional maps.

Whitney Ewing will require a laptop, but this will be provided by using an existing laptop within the City. Aircards will be needed to allow for mobile access. The cost is \$48.00 per month per Officer for the seven months remaining in this budget.

The budget will come from existing Code Enforcement budget in the CRA - page #182 - 690 559 3101 in the amount of \$5,603.84 (\$5,120.00 for the software and \$483.84 for 7 months of aircard usage for 2 users). These funds will be moved to 190 559 5223 as these are considered operating expenses. The IT Dept will provide the remainder of funding \$2,188.16 (\$2,000 for the software and \$188.16 for 7 months of aircard usage for 2 users) FY10 Budget pg 39 as part of the savings from the Agenda Software.

The CRA Board approved purchase of Code Enforcement Software on 2/1/10.

Budgeted Amount:	\$7,792.00 0	Budget Page No(s):	39 & 182	Available Amount:	\$7,792.00 0	Expenditure Amount:	7,792.00
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Additional Budgetary Information: Budget transfer from 190 559 3101 to 190 559 5223 - \$5,603.84

Funding Source(s):	FY10	Sufficient Funds Available:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Budget Amendment Required:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Source:	
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City Attorney Reviewed:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Advisory Board Recommendation:	<input checked="" type="checkbox"/> For <input type="checkbox"/> Against <input type="checkbox"/> N/A	Consistent With:	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
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Potential Motion/Direction Requested: Approv and authorize the Mayor to execute Comcate's Code Enforcement Manager agreement for an amount not to exceed \$7,120 and approve the additional expenditure of \$672 for software.

Staff Contact: Jim Freeman City Clerk 2/8/10

Attachments:

Comcate's Talking Points for Code Enforcement Manager

▪ Comcate background

Comcate was established in 2001. The Company designs products to meet the specific needs of public agencies. The founding team including former city managers and combined they had over a 100 years of local government experience.

▪ Significant industry recognition

Recently, the ICMA (International City/County Management Association) selected Comcate along with one of our clients to present a case study at the ICMA wireless forum.

▪ Customer quotes

- "Last year we handled over 3,100 Code Enforcement cases. We estimate savings on average 30 minutes per case, which equates to 1,500 hours or almost the equivalent of one officer's annual time." John Loomis, Code Enforcement Officer, City of Lancaster
- "Implementation of Comcate's products was easier and faster than I ever could have imagined." Pete Guisasola, Building Official, City of Rocklin

▪ Comcate's clients rely heavily on Code Enforcement Manager

Over 12,000 Code Enforcement cases were managed last year, and it is growing rapidly.

▪ Comcate's product manages all aspects of Code Enforcement

Comcate's Code Enforcement Manager web-based software simplifies the resolution of municipal code violations, provides powerful case management, improves compliance rates and can increase revenue.

▪ Easy to implement, easy to use

- Code Enforcement Manager is delivered ready to use, quickly. It is very easy to learn, most users feel very comfortable with the application after just one hour of training.
- At a click of a button, print notices, add attachments, schedule follow-up inspections, access and edit the case history.
- Assign case to officers and manage case load. At a click of a button, generate department activity report.

▪ No hardware or software to install

Comcate hosts CEM at a secure facility with robust network and power redundancies and round-the-clock system monitoring. The City does not have to purchase any new hardware or software.

▪ Flexible

The City can expand the functionality available to staff by adding additional modules such as CRM (Customer Relationship Management), GIS (Geographical Information System) and other functionality if desired.



Code Enforcement Manager Highlights

Product Features:

- Track and manage municipal code violations
- Access / edit case history
- Identify violations by parcel
- Schedule follow-up inspections with automatic reminders
- Manage attachments including photo imaging
- Utilize City's existing notices and print
- Create notice of violation, request for correction, at a click of a button
- Real-time access to case information

Departmental Activity Management:

- Assign case to officers
- Manage case load
- Generate daily activity reports
- Departmental activity reports
- CDBG compliance analysis

Ease of use:

- No Internal IT support required
- Web-based, access information from any internet connection
- On-line help pages
- Easy and fast implementation
- Free customer support

Additional Options:

- GIS functionalities
- CRM-Request Tracking Application
- Wireless capabilities



Wednesday, February 03, 2010

Mr. Bill Strollo
 Director
 Mr. Jim Freeman
 City Clerk
 516 8th Ave W
 Palmetto, FL 34221

Subject: Business Agreement to Implement Comcate's Code Enforcement Manager (CEM) with optional GIS Module

Dear Mr. Strollo and Mr. Freeman,

We are pleased to have the opportunity to implement our Code Enforcement Manager (CEM) with the City of Palmetto, Florida. Comcate developed its Code Enforcement web-based software building on the input of code enforcement officers and supervisors. CEM is designed to meet the Code Enforcement Department's unique workflow and automate many routine tasks. With CEM, daily tasks such as scheduling follow-up inspections, issuing notices of violations and administrative citations can be completed quickly and easily.

	Implementation Fee (One Time)	Annual License Fee	Total
Code Enforcement Manager	2,060	3,560	5,620
Code Enforcement Manager—GIS Module	1,000	1,500	2,500
Total	3,060	5,060	8,120
Incentive Reduction	(1,000)		(1,000)
Total Year One	2,060	5,060	7,120

The first in the county incentive will be valid if the agreement is effective before February 15, 2010. Starting in the second year, the annual license fee will include and adjustment of a maximum of 5% per year.

Included With Your Investment

- Use of CEM by **THREE** Code Enforcement officers ("Full Edit User") and **THREE** managers/supervisors ("Read-Only User"). Additional users can be accommodated by an addendum to the Agreement.
- City-specific customizations to accommodate City specific work flow of the application.
- Implementation and project management including web-based training.
- Maintenance and support during normal business hours.
- Hosting of database and SSL-encrypted application on secure server.
- Web based embedded help windows.
- Annual upgrade and enhancements as provided to all Comcate clients.

Additional terms are summarized in Addendum to Business Agreement, which is attached hereto and made part of the Agreement. To accept the Agreement, please sign below. As soon as we receive a faxed copy of the signed Agreement we will schedule the implementation kick-off phone call.

Very truly yours,

Dave Richmond
President

Agreed:

Signature	Name, Title	Date
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Addendum to Business Agreement

This Addendum to Business Agreement ("Addendum") is made as of 2/15/2010 (the "Effective Date") between Comcate, Inc. ("Comcate"), a California corporation, and Palmetto (the "City").

Method of Compensation. The City shall promptly review invoicing and notify Comcate of any objection thereto in writing within fifteen (15) business days of receipt of the invoice, and absent such objection, the invoice shall be deemed proper and acceptable, and shall be payable within thirty (30) days of receipt by the City.

Ownership of City's Data. All data and databases are owned by the City and all data, including but not limited to all notes, digital pictures, notices generated by the use of CEM shall be and remain the sole property of City. Upon termination of the Agreement, Comcate will promptly return all of City's Data in the possession of Comcate. Comcate will not use City's data without the express written consent of City.

Initial Customization, Technical Support, Web-based Training, Maintenance, Enhancements and Updates; Support Services.

- (a) Comcate will design "initial customizations" of CEM which can be accomplished through designed administrative panels, including such items as violations, municipal codes, employee accounts, logos, and the like. Initial customizations are deemed completed as of the first day CEM is accessible by the City.
- (b) Comcate will provide routine technical support training with respect to the use of CEM.
- (c) Comcate shall provide up to four (4) hours of free web-based training on use of CEM.
- (d) Comcate agrees to implement up to two (2) custom forms to be provided by the City.
- (e) Comcate will also provide whatever routine maintenance, trouble shooting and repairs as are necessary to ensure City's access to CEM and City's Data.
- (f) Except to the extent that upgrades of CEM include new modules or features not previously offered as part of CEM as of the date hereof, City is entitled to maintenance upgrades of CEM within the cost of the Agreement.
- (g) All support services shall be provided during Comcate's normal business hours telephonically, via e-mail or via modem connection. Comcate will install "help screens" within CEM to assist City utilize CEM.
- (h) In connection with the delivery of any of the services described in the Agreement, Comcate shall also be reimbursed for all actual out-of-pocket expenses, such as travel, meals, overnight delivery service, web demo costs, long distance telephone calls, copying charges, and the like.

Acknowledgments.

- (a) City expressly acknowledges that City is solely responsible for any use of the CEM, and such use will be entirely at City's own risk. City agrees that the CEM shall not be used for or in connection with any illegal purpose (including but not limited to intellectual property infringement, fraud or defamation).
- (b) Comcate acknowledges that it will "host" the CEM and agrees that it will backup data and take appropriate measures to protect and store City's Data.
- (c) Comcate acknowledges that it shall maintain access rights to City's Data and shall secure such data and Comcate warrants the CEM can be accessed by Microsoft Internet Explorer 6.0 and above. The Word merge functionality will be supported on Microsoft Word 2000 and above.

Term: Right of Cancellation.

The Initial Use Term of the Agreement shall commence on the Effective date hereof and continue for 365 days. Thereafter, unless City notifies Comcate in writing at least 90 days in advance of each scheduled expiration date that City elects not to renew, the Agreement shall automatically renew for a period of 365 days.

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Exhibit A

GIS, Address Verification Technical Overview

The Software available for use by the Client will include the following features:

- Verification and geocoding of case address
- Access to Comcate's custom GIS UI (map, tools, legend, queries) in the GIS tab in Comcate's UI to allow for query of Comcate's cases in a GIS format

The Software shall be provided in accordance with the specifications set forth below:

1. Data Storage

- Case information will be on the Comcate server. This includes XY coordinates and any layer information (e.g. District or Neighborhood) that is returned by the GIS server.
- GIS information (shape files or map services) will be stored on either the Client's ArcIMS servers OR on Comcate's ArcIMS servers.

2. Address Verification

- Comcate's Address Verification Function will query the ArcIMS shape files (typically street center line, APN layer and other layers described above).
- If the City is hosting the ArcIMS server, the City will give direct access to the server database to Consultant.
- Process is expected to take 1 to 1 ½ seconds, but is not guaranteed. Consultant and Client to use their best efforts to optimize the time for verification.
- Each address verification will generate one query to the ArcIMS server.

3. GIS Mapping Process

- If the City is hosting the ArcIMS server, the City will give direct access to the ArcIMS server database to Consultant (Map Services).

4. GIS UI

- Comcate will include a GIS tab, to display GIS UI
- See Exhibit B for additional query details

5. Data To Be Provided By Client

The following is a list of the minimum data and services that Client needs to provide access to Consultant at the initiation of project work.

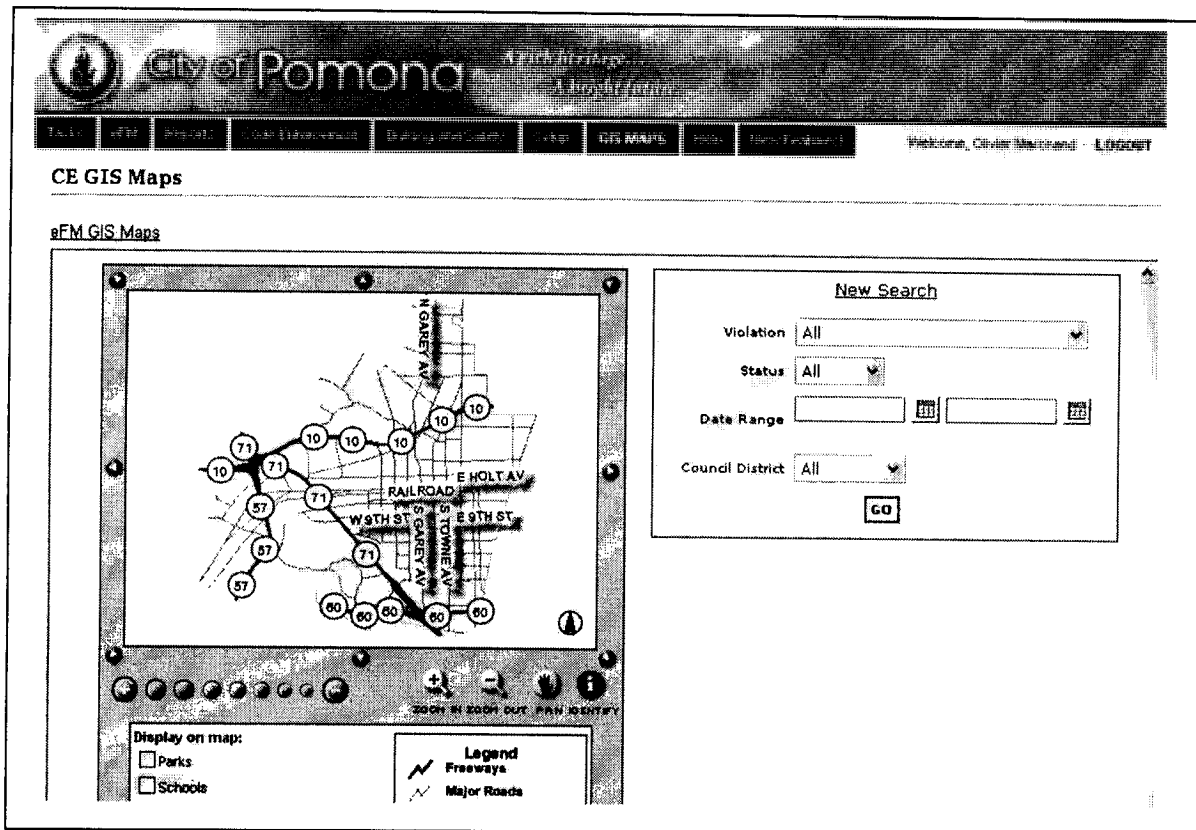
- Access to Map Services on the City's server OR City parcel and address data
- City to provide data in a format that supports the schema in Exhibit C
- (If applicable) Open port to consultant's server's IP so that access can be gained to City's ArcIMS server.
- GIS layers (up to 12) to be viewed in the maps such as zoning, utilities, traffic counts, and redevelopment project/incentive areas. These should cover only the project area geography.

6. Service Availability

- If the direct connection option is used, GIS functionality will be dependent on City's ArcIMS server availability.
- City will give mutually agreeable notice to any changes in the GIS tables (such as deleting or renaming a field).

EXHIBIT B

For illustration purposes only



Base Query Tools

- A map. Minimal layers may include:
 - Street centerline
 - Parcel
 - City BoundariesOther layers may be added (landmarks, Districts, Neighborhoods)
- Zoom In, Zoom Out, Pan and Scale functions: from + (closest) to – (furthest)
- A legend
- A City-wide view
- A list of available layers, with check boxes to show/hide them

Case Display

Query criteria to search for cases in the system and display them on a map.

When running the query, dots will be displayed on the map, but also a simple tabular report on the right-hand side. This report will show the Case ID as a hyperlink. User can drill down on the case ID and see the information carried.

EXHIBIT C
GIS Data Requirements

- Fields needed in City's data for Comcate's Address Verification Function to work:

- Street number
- Street direction (N, S, ...)
- Street name
- Street type (ST, BLD,...)
- City name
- City ZIP


Comments: it is important that the address information is in separate fields. If parcel owner data is included, it should be in the same format as above. Consultant and Client will use their best efforts to optimize the address verification.

- Verifying the address means:
 - Comcate's Address Verification Function will try to find matches for every component of the address (using the point file of addresses), and apply a global score to the address (0 to 100%). If the score is high enough (customizable by Comcate), the address will be considered as verified and may be slightly modified to match the best score. If the score is not high enough, the address will not be modified.
 - The function will return the score. This score will be used by Comcate to flag the address ("verified" or "not verified").
 - The function will return the address with the highest probability (either verified and maybe slightly modified, or not verified and with no modification), along with layer data based on data provided (e.g. Districts, Neighborhoods, Census Tracts)

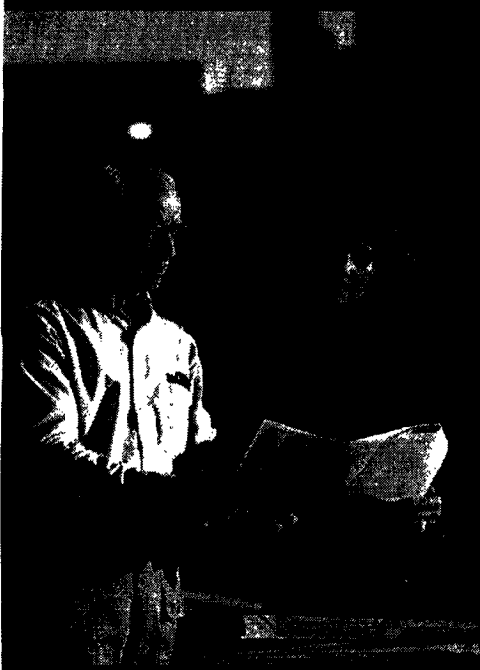


Code Enforcement Manager

Software Designed by Code Enforcement Officers, Supervisors and Department Heads

- 
- A black and white photograph of a person sitting in the driver's seat of a vehicle, using a laptop computer. The person is wearing a dark jacket and a cap. The laptop screen displays a software interface with various fields and text. The background shows the interior of the vehicle and a window looking out onto a street.
- **IMPROVED STAFF EFFICIENCY**
 - **AUTOMATED CASE MANAGEMENT**
 - **INCREASED REVENUE**
 - **IMPROVED COMPLIANCE**

Actual officer accessing Code Enforcement Manager in the field.
Learn more at www.comcate.com



"Less than a month after implementation, Code Enforcement Manager software had paid for itself through the Court's approval of requested fines."

— City of Morrow

Comcate's easy to use Code Enforcement Manager (CEM) is a web-based solution that simplifies the resolution of municipal code violations. CEM puts powerful case management tools in the hands of field staff and administrators, improves compliance rates and can increase revenue generated through its automated case tracking functionality.

CEM can be used by itself or along with eFeedbackManager (eFM), Comcate's complete customer request tracking software. Together, eFM and CEM create one source of information for all customer requests and code complaints.

Why Comcate CEM?

Customizable: Total customization allows the CEM system to match exactly the needs of the city.

Saves Time: Easy for staff to learn and use. Creates letters, violation notices, and citations with a click of a button.

Wireless Access: Available in the field through any wireless connection and a web browser.

Improves Workflow: CEM routes and assigns cases to officers based on availability, expertise, or other specified criteria.

Improves Service: Nothing falls through the cracks. Communications and actions are kept on schedule. Managers can monitor department workload and case progress, ensuring that service goals are met.

Generates Additional Revenue: Automated tracking and reporting on CDBG eligible cases improves reimbursement rates.

Saves Money: Comprehensive notation and documentation reduces costly appeals.

Reliable Uptime: Comcate hosts CEM at a secure facility with robust network and power redundancies and round-the-clock system monitoring. The city does not have to purchase any new hardware or software.

CEM Software Designed by Code Enforcement Officers, Supervisors and D

Code Enforcement Summary Report

CE Case Totals

Total	Closed Cases	Open Cases
33	9	24

CE Cases By Employee

Employee	Total	Closed Cases	Open Cases
John Smith	1	1	0
Irma Phibs	1	0	1
Phil Ricks	1	0	1
Paula Heltz	1	0	1
Johnny Downs	3	1	2
Calder Datka	1	0	1
Jane Kay	3	2	1
Oliver Marchand	11	5	6
Paul Gilley	2	0	2
James Lou	1	0	1
Dariene Rodriguez	2	0	2
Lucy Lee	1	0	1
James Philips	1	0	1
Luis Alvarez	1	0	1
Bill Johnston	1	0	1
John Graham	2	0	2
Grand Total	33	9	24

REQUEST FOR CORRECTION

Code Enforcement Name: File Number: 05-128

Advanced Search: Location of Violation: 325 S OAREY AVE
 Address: Pomona, CA 91768
 APN: 031190401

Case Name: Daily Site Sheet
 On Property Owner: JIMMY GREEN
 3776 Lee Oak Drive
 Fontana, CA 91732

Responsible: JIMMY GREEN
 228 S Oarey Ave
 Fontana, CA 91732

Field Inspection Re-inspection

AN INSPECTION OF THE ABOVE ADDRESS WAS CONDUCTED AND THE VIOLATION REVEALED THAT THOSE ITEMS INDICATED BELOW DO NOT CONFORM TO CITY CODES AND REQUIRE CORRECTIVE ACTION.

Municipal Code	Description	Action required
P2D Section 800 A (2)	Woods or dead, diseased, damaged, or overgrown vegetation of any type including trees, shrubs, hedges, grass, and ground covers is prohibited.	Remove woods or dead, diseased, damaged, or overgrown vegetation of any type. Trim any overgrown vegetation, including trees, shrubs, hedges, grass, and ground cover.

Person must be taken by 03-04-2008. This request is not a citation or fine, however the City reserves the right to take action if corrections are not made.

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CEM Key Features:

Daily Activity

- Automatic follow-up reminders.
- Generate city's notices at a click of a button.
- Find cases by address or owner through advanced search functionality.
- Identify municipal codes automatically.
- Quickly print future (daily, weekly, monthly) follow-up inspections.

Improved Compliance

- Issue detailed violation notifications with photo attachment.
- Log complete history of case activity and related communications.
- Communicate requirements and timelines clearly and accurately.

Reporting

- Extensive standard and customizable reports.
- Sort by case assignment, progress and resolution by officer, violation and dates.
- Department workload and staff performance monitoring.
- CDBG compliance analysis.
- Export reports to Microsoft Excel.

GIS Integration (Optional)

- Automatic address verification.
- Automatic input of parcel number, owner information, neighborhood and other location information.
- GIS layers of violations on street or regional maps.



"Comcate's team understands what it takes to make the implementation of a new program a success in a public agency. Starting with the initial kick-off meeting, Comcate training and support facilitated a successful implementation in the city."

— City of Rocklin

COMCATE

Powering the Gov to Citizen Communication Link

"Even for a small city like the City of Rushville, Comcate's team put forth a lot of effort to lead a successful implementation of the application for the City. Comcate's Code Enforcement Manager has been a great tool for us this year!"

— City of Rushville

"Comcate software has significantly increased our organization's efficiency, effectiveness and productivity. It is very user friendly and exceptionally easy to use. Our entire staff was fully trained in just hours."

— City of St. George

"Comcate managed the entire implementation process and even migrated our legacy data over. The transition was very easy!"

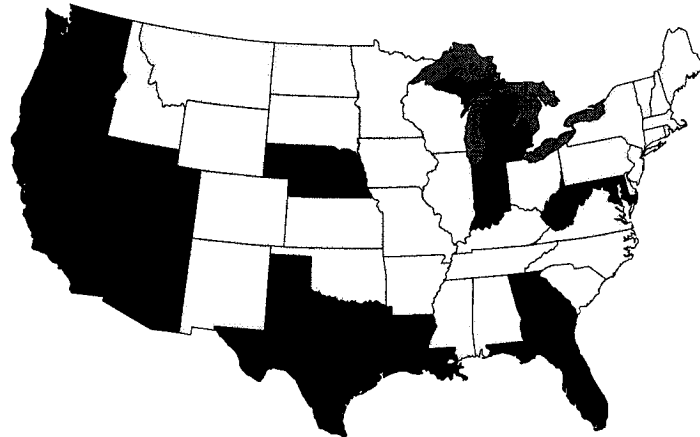
— City of Marco Island

Contact Us

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Comcate Clients (Blue States)



Over 100 Agreements with Public Agencies — Sample Client List

Alameda, CA	Rocklin, CA	Kearney, NE
Beverly Hills, CA	Yuba City, CA	Cascade Locks, OR
Burlingame, CA	Green Cove Springs, FL	Wichita Falls, TX
Laguna Niguel, CA	Marco Island, FL	St. George, UT
Lancaster, CA	Morrow, GA	Spokane, WA
Pomona, CA	Rushville, IN	

Selected Counties

Sonoma County, CA	Del Norte County, CA
Orange County, CA	Clayton County, GA

Designed for Local Government

• Integrated

CEM integrates with existing software and programs in the city. No need to lose or duplicate data. Our software streamlines what you already have.

• Effortless Implementation

Our implementation team works closely with the city to customize CEM and integrate its features into daily operations. Expert trainers deliver comprehensive and interactive training.

• Best Practices

Our customers benefit from Comcate's experience customizing CEM software specifically for local government. Our design and implementation teams possess hands-on expertise and knowledge of industry best practices.

• No-Hassle Technology

Comcate supports, maintains, and updates the CEM application at the source in our secure data warehouse. No new hardware or software for the city to purchase. Comcate's technical staff ensures CEM is available 24 hours a day, 7 days a week.

About Us

Comcate is a leading provider of web-based software for local government agencies throughout the US. With over 100 agreements with public agencies and an exclusive focus on the local government sector, we build software to solve local agencies' citizen communication and management problems. Comcate is headquartered in San Francisco, CA and was founded in 2001.