Cape Coral Engages Citizens and Manages Public Records Requests with Comcate's eFeedback Manager

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Cape Coral, FL found more efficient and less costly ways to manage public records requests throughout their agency with Comcate's eFeedback Manager.

Business Challenge

Like most public agencies, Cape Coral, Florida's City Clerk's office manages public records requests. Up until last year, they had been managing these requests using Excel and Sharepoint, but the volume of requests was becoming intractable. With 600 to 700 requests per month, the agency needed a more robust solution to keep track of and follow up on requests. Additionally, their current system did not have the storage capacity that they needed. The City wanted to be able to store requests with documents and attachments for up to two years, but ensuring that the system could accommodate this required too much time and maintenance.

Solution

In 2012, Cape Coral began to research cloud based software solutions to manage public records requests. They sought a solution that would allow them to better manage requests, while allowing them to track response time metrics and givie citizens access to submit requests directly via the internet. Scott Craig, Business Systems Analyst for Cape Coral, reached out to a neighboring agency that used Comcate's solution and learned how Comcate's software had helped this agency streamline their daily operations and decrease their response times to citizen requests. After surveying various other request management options, Craig decided on Comcate's eFeedback Manager because of its great value, its ease of use, and its excellent security credentials (a primary concern for a public records program).

Results

Cape Coral still manages about 600 to 700 public records requests per month, but they feel much better equipped to manage this case load. With Comcate's auto-assignment rules, specific requests get assigned to the appropriate departments and staff members without any intermediary steps. City management can easily view reports on department activity, requests by type (e.g. building documents, reports, e-mails, etc.), response times and customer interactions. Staff can search for requests by a variety of criteria, receive e-mails on open requests, collaborate with other employees, and attach files to cases without having to worry about storage space.

Most importantly, Cape Coral worked with Comcate to create a user-friendly portal through which citizens can submit public records requests. Requests submitted through the public portal are automatically routed to the proper staff person without any initial work on the agency's part. This has reduced the number of requests that agency staff have to manually log from phone and e-mail by 30%, estimates Craig and saves the agency time and money. Finally, Craig is excited to see the utilization of Comcate growing throughout the agency and sees tremendous potential in the partnership between his agency and the company.

For more information about Comcate, please contact:

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