

Memorandum

To: **Mayor and Council**
From: **Lt. Bob Hillis**
Date: **7/14/2026**
Re: **Code Enforcement Software Platform**

For many years, Code Enforcement has operated on a patchwork of differing paperwork, filing, and methods. When staff would turn over, it was nearly impossible to determine what actions had been previously taken with a property or to prosecute an older case. This has kept enforcement clunky, inconsistent, and inefficient. Since Code Enforcement has been placed under the purview of the Police Department, I was tasked with developing a code enforcement model that embodies consistency, transparency, productivity, and efficiency to reach the City's beautification goals.

The first obstacle is to find a reporting platform that would efficiently manage code enforcement activities. I reached out to three (3) vendors associated with the Georgia Association of Code Enforcement to search for a platform that could meet the following criteria:

- Must adapt to our current code enforcement workflow;
- Must have the ability to schedule tasks, including new complaints, inspections, and court-ordered re-inspections;
- Make court presentation possible from a laptop or tablet;
- Incoming complaints made through City Hall or the PD could be entered into the queue for investigation;
- Must be able to print warnings, notices, and citations on a mobile printer in the vehicle;
- Must be able to attach photographs directly within the platform from a tablet;
- Must have the ability to easily display a property/parcel history;
- Must have ability for solicitors and judges to have a live view of a case status;
- Must generate useful and informative monthly summaries of enforcement activity;

- Must populate current GIS/Tax Commissioner owner information directly into a new case; and
- Must have the ability to export citation data in a format that can be uploaded into the JusticeONE platform currently in use by Court Services.

Current processes involve the issuance of a warning form (printed), entry of the report into the Police Department's JusticeONE RMS platform, uploading photos taken with a mobile phone, and scanning of documents for attachment to the case. Investigating and inputting a case properly and completely takes roughly 45-70 minutes. The goal of a new platform is to cut that time to under 10 minutes. Adding the ability to schedule inspections and re-inspections saves countless hours updating spreadsheets and reviewing cases for needed revisits.

I engaged with three separate platforms: Forerunner, CloudPermit, and Comcate. All had great features and relatively consistent pricing. After seeing the list of qualifying platform characteristics, Forerunner did not submit a proposal. CloudPermit gave a great presentation but was unable to adapt to our citation process and transfer of data to Court Services. Only Comcate displayed the ability to adapt to our workflow and the other requirements. It is their proposal I am putting forth.

Another platform, iWorq, was previewed at the City of Chamblee by the City Manager and me. The platform is very impressive in the case management style but still requires a great deal of copy/paste. In addition, it lacks a citation module and requires their officers and/or court to manually enter citations. Their code enforcement manager indicated that they are looking for another platform to handle a larger workload.

I realize that having a single platform that could effectively operate planning, permitting, and code enforcement functions would be ideal, but I found that most code enforcement modules are an 'add-on' with limited capabilities in the combined platforms. Another issue is that many code enforcement platforms operate with the assumption that code citations are a civil fine (like traffic cameras, etc.). Most agencies in Georgia operate with code citations being an actual court citation (offenders get to see a judge).

As always, Code Enforcement will operate on both a proactive patrol and complaint-based model. The proposed platform will maximize patrol time by eliminating most office-based tasks. All forms and citations can be generated from a tablet in the field and printed from the vehicle's Bluetooth-enabled printer or saved for later printing in the office if necessary. The unbudgeted expenditures needed for this plan are:

- Comcate platform – requires approval of the agreement and a budget amendment. The anticipated expenditure for 2026 is \$14,588.00 which includes annual subscription and one-time implementation charges. Subsequent annual

subscriptions would be budgeted moving forward.

- Verizon - acquisition of four (3) Apple iPad Pro 13-inch (M5) 256GB tablets with data. The devices are \$1399.99 (\$4,199.97 total) and \$20.00 per month per device for unlimited data. We would also acquire tablet peripherals through another vendor.

Finance has identified that the acquisition of this platform and equipment would require the reallocation of reserve funds. I ask that funds be allocated to these line items as follows:

Fund Name & Code	Current Balance	Requested Allocation
5040.53.1120 (Computer Software)	\$ 0.00	\$ 14,588.00
5040.53.1600 (Small Equipment)	\$ 4,028.08	\$ 4,450.00

CODE ENFORCEMENT MANAGER

MANAGE ALL ASPECTS OF CODE ENFORCEMENT IN A SINGLE PLATFORM

01 Work Effectively In The Field

Field-driven software optimized for mobile devices to access and update case details onsite

02 Automate Routine Tasks

Schedule inspections, attach photos, and create notices automatically

03 Increase Visibility

Manage and report staff activity, case progression and program effectiveness with real-time reporting

A BETTER CODE ENFORCEMENT EXPERIENCE

Field-driven software lets staff create, document, and organize cases in 90 seconds or less. Agencies report doubling their case capacity and boosting their voluntary compliance numbers.

"Officers can spend more time in the field because cases are organized and manageable" - Henderson, NV

"Comcate's team understands what it takes to make a new program a success in a public agency." - Rocklin, CA

CONTACT

415-632-1248

info@comcate.com

MORE INFORMATION

www.comcate.com/code-enforcement-manager-software





Stone Mountain, GA Police Department

Code Enforcement Modernization – Justification Summary

Overview

The Stone Mountain Police Department is expanding its Code Enforcement program from a limited, part-time function into a more structured and proactive operation. This shift requires a purpose-built system that aligns with the City's criminal citation process, court workflow, and field-based enforcement model.

Currently, Code Enforcement activities are managed across multiple disconnected systems, including police records software, external data sources, and manual processes. This creates inefficiencies, limits visibility, and increases administrative burden on personnel.

Current Challenges

Based on internal review and workflow analysis:

- Case creation requires **20–45 minutes per case** due to manual entry across systems, copy/paste of ordinance and property data, and manual photo handling
- No centralized system for case timelines, court-ready documentation, or inspection scheduling
- Officers must switch between systems to gather parcel, ownership, and ordinance data and prepare physical documentation for court
- Current police RMS is not designed for code enforcement workflows
- Limited reporting capabilities for City Council and leadership
- Increased workload expected with hiring of additional code officers

Required Capabilities

To support the City's operational model, the solution must:



- Support **criminal citation workflows**, not just civil enforcement
 - Align with the City's court-mandated adjudication process
 - Enable field-based case creation and citation issuance
 - Provide real-time case timelines for courtroom presentation
 - Support data transfer options to the Justice One court system
 - Allow officers to create cases, capture photos, issue notices, and print citations in the field
 - Reduce case creation time from **20–45 minutes to under 10 minutes**
 - Provide parcel-based tracking (APN) and full property history
 - Generate monthly reporting for City Council
-

Why Comcate

Comcate's Code Enforcement Manager is uniquely aligned to Stone Mountain's operational requirements:

1. Built for Enforcement Workflows

Designed specifically for code enforcement (not adapted from RMS or permitting systems), supporting the full lifecycle: Notice of Violation, Citation, Court tracking, Re-inspections, and compliance.

2. Field-First Efficiency

Officers can open cases, capture photos, and generate notices in minutes, with options to print in-field or queue for office printing. Eliminates redundant data entry and reduces case processing time by an estimated **70–80%**.

3. Courtroom-Ready Case Management

Provides a complete digital case file including photos, activity timeline, and inspection history, enabling officers to present cases directly from a laptop in court while aligning with the City's structured adjudication process.

4. Flexible Citation & Court Data Support

Comcate supports court-related workflows through configurable citation generation, PDF and structured data export, and flexible field configuration to ensure required data (e.g., violation codes) is captured consistently.



During implementation, Comcate will work with City staff to align citation formats and define the most effective process for transferring data to Justice One. This ensures compatibility with current processes while maintaining flexibility as systems evolve.

5. Configurable for Complex Workflows

Supports distinct workflows for different violation types (e.g., grass vs. structural), aligning with the City's advanced, court-driven enforcement model.

6. Integrated Data & Parcel Tracking

GIS integration enables automatic population of property and ownership data and provides parcel-based case history tracking across departments.

Financial Consideration

- **Year 1 Investment:** Approximately \$10,000–\$15,000 (including implementation)
- **Annual Cost:** Approximately \$8,000–\$12,000

This investment supports increased efficiency, reduced administrative burden on sworn personnel, improved compliance tracking and reporting, and a scalable foundation for program growth.

Conclusion

The City of Stone Mountain requires a solution that goes beyond standard code enforcement software. Due to its unique combination of criminal enforcement, court integration, and field-based operations, the selected system must be highly configurable and purpose-built.

Comcate provides a solution that aligns directly with these requirements while enabling the City to scale its Code Enforcement program efficiently and effectively.



Sole Source Justification – Comcate Code Enforcement Manager

This letter confirms that Comcate is the sole provider of a Code Enforcement case management solution that meets the operational requirements of the City of Stone Mountain Police Department.

The City operates a **police-led Code Enforcement program** that includes criminal citations, court-driven workflows, and coordination with the Municipal Court system. This requires a solution that supports:

- Criminal citation and court-based case progression
- Field-based case creation, photo capture, and citation generation
- Digital case files for courtroom presentation
- Parcel-based tracking and property history
- Configurable workflows for different violation types
- Structured data capture to support court processes

Comcate's Code Enforcement Manager is purpose-built to support these requirements in a single platform. Unlike alternatives designed for civil enforcement, permitting, or general case management, Comcate provides:

- An enforcement lifecycle aligned with criminal and court processes
- Real-time field use for case creation and documentation
- Digital case files for in-court use without paper
- Configurable workflows aligned to agency needs
- Configurable data capture and export capabilities to support the City's existing court processes and requirements.

Other solutions would require customization, multiple systems, or workflow compromises to meet these needs.

In particular, alternative solutions evaluated are primarily designed for civil code enforcement or permitting workflows and do not natively support the City's criminal citation process and court-driven enforcement model.

Based on these factors, Comcate is the only vendor identified that can meet the City's requirements without additional tools, custom development, or operational inefficiencies.

Selecting a misaligned solution would increase administrative burden on sworn personnel and limit the City's ability to scale its Code Enforcement program efficiently.

For these reasons, Comcate qualifies as a sole source provider for this procurement.



TECHNOLOGY SUBSCRIPTION AND PROFESSIONAL SERVICES AGREEMENT

This Technology Subscription and Professional Services Agreement (“Agreement”) is entered into by and between **Comcate Software, Inc., a California corporation (“Comcate”)**, and **Stone Mountain, GA (“Agency”)**. This Agreement consists of Part I (Order Form – Commercial Terms), Exhibit A (Master Services Agreement), Exhibit B (Technology and Services to be Provided), and Exhibit C (Service Level Agreement).

PART I – ORDER FORM (COMMERCIAL TERMS)

1. Governing Terms

1.1 Incorporation. This Order Form (“Order”) is governed by and incorporates

Exhibit A – Master Services Agreement (“MSA”),

Exhibit B – Technology and Services to be Provided, and

Exhibit C – Service Level Agreement.

1.2 Order of Precedence. In the event of conflict, the following order of precedence shall apply:

(a) Applicable Statement(s) of Work (Category 4 only);

(b) This Order Form;

(c) Exhibit A – Master Services Agreement;

(d) Exhibit B – Technology and Services to be Provided;

(e) Exhibit C – Service Level Agreement. Capitalized terms not defined herein have the meanings outlined in the MSA.

2. Subscription Start Date

2.1 Effective Date: August 1st, 2026

2.2 Subscription Start Date. The Subscription Start Date shall be the Effective Date (date of last signature), unless otherwise specified in writing.

2.3 Initial Term. The initial Annual Subscription Term begins on the Subscription Start Date.

3. Technology Subscriptions

3.1 Category 1 – Core Applications (Annual Subscription)
CEM – Code Enforcement Management: \$8,194

3.2 Category 2 – Optional Modules (Annual Subscription)
GIS Enterprise: \$2,800

4. Services

4.1 Category 3 – One-Time Standard Services
Implementation & Configuration: \$3,594

Training (up to 8 hours): Included

Category 3 services are standard, one-time services and do not require a Statement of Work.

5. Fees and Investment Summary

5.1 Billing. Annual Subscription Fees are billed annually in advance.

5.2 Price Lock. Fees are locked for three (3) contract years and not subject to increase during that period. Beginning with the fourth (4th) renewal term, fees may be increased by up to five percent (5%) annually.

5.3 Fee Summary



Description | Fee Type | Amount
Annual Subscription Fees (CEM + GIS Enterprise) | Recurring Annual Fee | \$10,994.00
Implementation & Configuration Services | One-Time Fee | \$3,594.00
Total First-Year Investment | | \$14,588.00

6. Term and Automatic Renewal

6.1 Initial Term. The initial term of this Order is twelve (12) months beginning on the Subscription Start Date.

6.2 Renewal. Thereafter, this Order renews automatically for successive one-year terms unless terminated in accordance with Section 7 of the MSA.

6.3 Non-Appropriation. If Agency is legally prohibited from obligating funds beyond the current fiscal year and sufficient funds are not appropriated for a renewal term, Agency may terminate effective at the end of the funded term upon written notice. Agency remains liable for all amounts due through the then-current funded term. The right of non-appropriation applies only if funds are not appropriated for the Technology or substantially similar technology. Agency shall not invoke this provision if funds are appropriated for a replacement or competing product providing substantially similar functionality. Upon request, Agency shall provide written certification of non-appropriation executed by its authorized fiscal officer.

7. Data Ownership

All data submitted to or generated through use of the Technology ("Agency Data") remains the sole property of Agency, as further described in the MSA.

8. Signatures

STONE MOUNTAIN, GA

By: _____

Name: Jelani Linder

Title: Mayor

Date: _____

COMCATE SOFTWARE, INC.

By: _____

Name: Dave Richmond

Title: President

Date: _____

EXHIBIT A

MASTER SERVICES AGREEMENT

1. Purpose and Scope

1.1 Scope. This MSA governs Agency's access to and use of Comcate's hosted, web-based software applications and related services (collectively, the "Technology") as described in the applicable Order Form.

2. License Grant and Restrictions

2.1 License. Comcate grants Agency a non-exclusive, non-transferable, revocable right to access and use the Technology during the applicable Order Form term solely for Agency's internal governmental operations.

2.2 Restrictions. Agency shall not: (a) Sublicense or transfer access; (b) Reverse engineer, decompile, or attempt to derive source code; (c) Permit access by unauthorized users; (d) Use the Technology in violation of applicable law.

3. Data Ownership, Privacy, and Security

3.1 Ownership. Agency retains all right, title, and interest in Agency Data.

3.2 Permitted Use. Comcate may access and use Agency Data solely as reasonably necessary to provide, maintain, support, and improve the Technology and as otherwise permitted by this Agreement or applicable law.

3.3 Aggregated Data. Comcate may create anonymized and aggregated data derived from Agency Data for analytics, benchmarking, and product improvement, provided no identifiable Agency Data is disclosed.

3.4 Security. Comcate shall maintain a commercially reasonable information security program designed to protect Agency Data.

3.5 Security Incident Notification. Comcate shall notify Agency without undue delay and no later than seventy-two (72) hours after confirming a security incident involving Agency Data.



3.6 Data Return. Upon termination, Agency may export Agency Data for thirty (30) days, after which Comcate may delete Agency Data in accordance with its retention practices, except as required by law.

4. Support and Service Availability

Support services are provided as described in the Order Form and Exhibit C. Any service levels are commercial objectives only unless expressly stated otherwise in Exhibit C.

5. Fees and Payment

5.1 Payment Obligation. Agency shall pay all fees specified in the Order Form.

5.2 Payment Terms. Invoices are payable within thirty (30) days of receipt unless otherwise required by law.

5.3 Suspension. Comcate may suspend access for non-payment thirty (30) days after written notice of delinquency if Agency fails to cure within that period, to the extent permitted by applicable law.

6. Confidential Information

Each party shall protect the other party's confidential information using reasonable care and shall not disclose such information except as permitted by this Agreement or required by law. This section is subject to applicable public records and transparency laws.

7. Term and Termination

7.1 Term. This MSA remains in effect until all Order Forms are terminated.

7.2 Termination for Convenience at Renewal. Agency may terminate an Order Form without cause by providing written notice at least sixty (60) days prior to expiration of the then-current term.

7.3 Termination for Cause. Either party may terminate for material breach if the breach is not cured within thirty (30) days after written notice.

7.4 Effect of Termination. Termination does not relieve Agency of payment obligations accrued prior to termination. Provisions intended to survive shall survive termination.

9450 SW Gemini Dr PMB 61173
Beaverton, Oregon 97008-7105 US



8. Warranties and Disclaimers

EXCEPT AS EXPRESSLY PROVIDED HEREIN, THE TECHNOLOGY IS PROVIDED “AS IS.” COMCATE DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT, TO THE MAXIMUM EXTENT PERMITTED BY LAW.

9. Indemnification

9.1 Agency Indemnification. Agency shall defend and indemnify Comcate from third-party claims arising from Agency misuse, violation of law, or breach of this Agreement.

9.2 Comcate Intellectual Property Indemnification. Comcate shall defend and indemnify Agency against third-party claims alleging that the Technology infringes a valid United States patent, copyright, or trademark, excluding claims arising from Agency modifications, third-party integrations not provided by Comcate, Agency misuse, or Agency governmental actions.

9.3 IP Remedy. If infringement is alleged, Comcate may (a) procure continued use rights, (b) modify or replace the Technology, or (c) terminate the affected Order and refund prepaid unused fees. This is Agency’s exclusive remedy for IP claims.

9.4 Control of Defense. Comcate shall control the defense and settlement of indemnified claims, provided Agency gives prompt notice and reasonable cooperation and no settlement admits Agency liability or imposes obligations without Agency consent.

9.5 Limitation. Indemnification obligations are subject to Section 10.

10. Limitation of Liability

IN NO EVENT SHALL COMCATE BE LIABLE FOR INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, EXEMPLARY, OR PUNITIVE DAMAGES. COMCATE’S TOTAL LIABILITY SHALL NOT EXCEED THE FEES PAID BY AGENCY DURING THE TWELVE (12) MONTHS PRECEDING THE EVENT GIVING RISE TO THE CLAIM.

11. Force Majeure



Neither party shall be liable for delays or failures caused by events beyond its reasonable control.

12. Assignment

Comcate may assign this Agreement in connection with a merger, acquisition, corporate reorganization, or sale of substantially all assets.

13. Public Records

This Agreement may be subject to public records laws.

14. Governing Law

This Agreement shall be governed by the laws of the State of California. Venue lies in Alameda County, California.

15. Insurance

Comcate shall maintain commercially reasonable insurance coverage including Commercial General Liability (\$1,000,000 per occurrence / \$2,000,000 aggregate), Technology Errors and Omissions or Cyber Liability (\$2,000,000), Workers' Compensation as required by law, and Employer's Liability (\$1,000,000).

16. Cooperative Purchasing

Other governmental entities may procure under similar terms.

17. Statements of Work

Statements of Work apply only to Category 4 Professional Services.

18. Notices

9450 SW Gemini Dr PMB 61173
Beaverton, Oregon 97008-7105 US



Comcate Software, Inc., 9450 SW Gemini Dr PMB 61173, Beaverton, Oregon 97008-7105 USA.

19. Severability

If any provision is held unenforceable, the remaining provisions remain in effect.

20. Other Government/Publicly Funded Agencies

If mutually agreeable to all parties, the issuance of any resultant contract/purchase order referencing these specifications and modified by mutual agreement between all parties may be extended to other government or publicly funded agencies. It shall be understood that all terms and conditions as specified herein shall apply.

20. Entire Agreement

This Agreement constitutes the entire agreement between the parties.

EXHIBIT B

TECHNOLOGY AND SERVICES TO BE PROVIDED

1. Category 1 – Core Applications

CEM – Code Enforcement Manager

- 4 Full-Edit Licenses for Code Enforcement Manager
- 5 Read-Only Licenses for Code Enforcement Manager
- Unlimited Customer Support
- Software enhancements and maintenance
- Full implementation support including project management, training, and configurations

2. Category 2 – Optional Modules

GIS Enterprise

- GIS server data to provide map-based visualization, address verification for cases, and property owner information.

3. Category 3 – One-Time Standard Services

Implementation & Configuration: \$3,594

Includes project management, system configuration, training (up to 8 hours), and standard implementation support.

4. Category 4 – Professional Services

Not applicable to this Agreement. Any future professional services will require a separately executed Statement of Work.

EXHIBIT C

SERVICE LEVEL AGREEMENT

1. Ongoing Support and Services

Comcate views every client relationship as a long-term partnership. During implementation, Agency will be introduced to members of Comcate's experienced in-house customer support staff.

Customer service technicians operate during normal business hours from 8:00 a.m. to 5:00 p.m. Pacific Time, Monday through Friday, excluding recognized holidays.

Comcate is available during business hours via email and telephone and is committed to responding to all client-reported issues within four (4) to six (6) business hours.

2. Service Availability Commitment

Comcate shall make arrangements for the Technology to be accessible by Agency staff and public users ninety-nine and eight-tenths percent (99.8%) of the time, not counting scheduled maintenance.

3. Hosting Infrastructure

The Technology is hosted in Amazon Web Services ("AWS") infrastructure, including AWS GovCloud (US) environments where applicable to support public sector requirements.

AWS GovCloud (US) environments are located within the United States and are designed to support regulated and government workloads.

The application leverages AWS capabilities including availability zones, infrastructure redundancy, and automated backup processes designed to promote system resilience.

4. Support Services Included

Support includes:

- Trouble-shooting at Comcate's facilities
- Establishment of an FAQ for customers
- Online help windows including a comprehensive Customer Knowledge Base



5. Scheduled Maintenance

Scheduled maintenance may occur outside normal business hours. Comcate will use commercially reasonable efforts to provide advance notice when practicable.

Emergency maintenance may be performed when necessary to maintain system integrity or security.

6. Exclusions

Availability does not include downtime caused by:

- (a) Scheduled or emergency maintenance;
- (b) Force majeure events;
- (c) AWS infrastructure outages beyond Comcate's reasonable control;
- (d) Agency systems or third-party integrations not provided by Comcate;
- (e) Internet service provider failures outside Comcate's infrastructure.