



**OFFICE OF ECONOMIC DEVELOPMENT  
COMMITMENT TRACKING REPORT 5/8/24**

PROJECT (AS PREVIOUSLY APPROVED)	Program	CITY ORD	FUNDED (Y OR N)	SOURCE OF FUNDING	GENERAL FUND IMPACT (Y OR N)	FISCAL YEAR										
						24-25	25-26	26-27	27-28	28-29	29-30	30-31	31-32	32-33	33-34	
Allegis Group	TI	2022-449	N	General Fund	Y	\$ 112,500	\$ 150,000	\$ 150,000	\$ 112,500	\$ 75,000	\$ 37,500	\$ -	\$ -	\$ -	\$ -	
Availity	QTI	2017-290	N	General Fund	Y	\$ 36,000	\$ 19,500	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Boeing	Infrastructure Grant	2021-375	N	General Fund	Y	\$ -	\$ -	\$ 212,500	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Bonelli Enterprises	QTI	2018-662	N	General Fund	Y	\$ 15,913	\$ 21,850	\$ 28,500	\$ 23,275	\$ 16,150	\$ 10,213	\$ -	\$ -	\$ -	\$ -	
Campers Inn	QTI	2016-655	N	General Fund	Y	\$ 1,800	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Cantor Fitzgerald Securities	QTI	2020-226	N	General Fund	Y	\$ 24,000	\$ 24,000	\$ 24,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Dresser (aka GE) (Cecil)	EDME	2014-551	N	General Fund	Y	\$ 200,000	\$ 200,000	\$ 200,000	\$ 200,000	\$ 200,000	\$ 200,000	\$ 200,000	\$ 200,000	\$ -	\$ -	
Dun & Bradstreet	HQ Retention Grant	2021-346	N	General Fund	Y	\$ 600,000	\$ 600,000	\$ 600,000	\$ 600,000	\$ 600,000	\$ 600,000	\$ 600,000	\$ 600,000	\$ 600,000	\$ 600,000	
Dun & Bradstreet	EC Grant	2021-346	N	General Fund	Y	\$ 450,000	\$ 600,000	\$ 637,500	\$ 487,500	\$ 300,000	\$ 150,000	\$ -	\$ -	\$ -	\$ -	
Duval County Fair Association	Development Loan	2024-285	N	General Fund	Y	\$ 1,500,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Duval County Fair Association	Completion Grant	2024-285	N	General Fund	Y	\$ 1,500,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
FIS	QTI	2019-596	N	General Fund	Y	\$ 60,000	\$ 60,000	\$ 60,000	\$ 60,000	\$ 60,000	\$ 60,000	\$ 60,000	\$ 45,000	\$ 30,000	\$ 15,000	
Fincantieri Marine Systems	QTI	2020-241	N	General Fund	Y	\$ 35,500	\$ 61,250	\$ 72,500	\$ 57,750	\$ 39,500	\$ 13,750	\$ -	\$ -	\$ -	\$ -	
Goodrich Corp	QTI	2018-859	N	General Fund	Y	\$ 19,500	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
JU Law School	Forgivable Loan	2022-504	N	General Fund	Y	\$ 1,250,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
JU Law School	City Grant	2024-107	N	General Fund	Y	\$ 3,000,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
LaRose Industries	QTI	2018-697	N	General Fund	Y	\$ 2,100	\$ 1,050	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Paysafe	HQ Retention Grant	2022-863	N	General Fund	Y	\$ -	\$ -	\$ -	\$ -	\$ 500,000	\$ 500,000	\$ 500,000	\$ 500,000	\$ 500,000	\$ 500,000	
Paysafe	HQ Relocation Grant	2022-863	N	General Fund	Y	\$ 300,000	\$ 300,000	\$ 300,000	\$ 300,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Paysafe	EC Grant	2022-863	N	General Fund	Y	\$ 600,000	\$ 900,000	\$ 900,000	\$ 600,000	\$ 300,000	\$ -	\$ -	\$ -	\$ -	\$ -	
SoFi	QTI	2019-491	N	General Fund	Y	\$ 75,000	\$ 75,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
SS&C Technologies	QTI	2019-377	N	General Fund	Y	\$ 42,000	\$ 21,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
SunGard AvantGard, LLC 2/FIS	QTI	2015-780	N	General Fund	Y	\$ 19,950	\$ 12,825	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
UPS	QTI	2019-037	N	General Fund	Y	\$ 13,050	\$ 7,950	\$ 3,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Vestcor Comp	Development Loan	2022-784	N	General Fund	Y	\$ 5,000,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
<b>SUBTOTAL (Future General Fund appropriation required )</b>						\$ 14,857,313	\$ 3,054,425	\$ 3,188,000	\$ 2,441,025	\$ 2,090,650	\$ 1,571,463	\$ 1,360,000	\$ 1,345,000	\$ 1,130,000	\$ 1,115,000	\$ 32,152,876
<b>Pending Legislation</b>																
Phoenix Jax	Completion Grants	2024-418	N	General Fund	Y	\$ -	\$ 2,000,000	\$ 2,000,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Project Link	Training Grant	2024-419	N	General Fund	Y	\$ -	\$ -	\$ 200,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>TOTAL FUTURE FUNDING THROUGH THE GENERAL FUND</b>						\$ -	\$ 2,000,000	\$ 2,200,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 4,200,000
<b>TOTAL FUTURE FUNDING (Fully Approved plus Pending)</b>						\$ 14,857,313	\$ 5,054,425	\$ 5,388,000	\$ 2,441,025	\$ 2,090,650	\$ 1,571,463	\$ 1,360,000	\$ 1,345,000	\$ 1,130,000	\$ 1,115,000	\$ 36,352,876



# MyJax CRM Upgrade



## Current State



### User Experience

- **Complex** and **difficult** to navigate for customers and employees
- Mobile app is **outdated**, received low customer ratings, and lacks intuitiveness
- **Too many** service request (SR) type choices, customers do not know what to select
- **Lacks** ability to survey customers upon completion
- Constituents do not receive email updates on **duplicated service requests**
- Long call **wait times** during high-volume call periods



### Resources

- Lacks the mechanisms to prevent **duplicate** service requests
- Requests contain **incorrect addresses** resulting in multiple customer contacts, premature request closures, and inability of field workers to locate site
- Volume, organization of knowledge base articles make **navigation challenging**
- Limited management analytics
- The complaint location data field does not retain the correct address which is **frustrating** to users and **field workers**



### Inclusivity & Accessibility

- Customers are **unable** to send text messages to the Customer Service Center
- **Limited** after-hours support via phone
- **Lacks the ability** to integrate with Alexa
- Lack of communication with service request stakeholders which leads to **higher rates of escalation**
- Lacks artificial intelligence capabilities **hindering advanced automation**

## Future State

### Optimize User Experience

- Provide a **seamless** and frictionless interaction.
- Customers and employees can easily **navigate**, engage and complete transactions.
- Easy to use, **intuitive navigation**, secure and fast performing mobile app.
- **Simplify** the process for citizens to report their concerns with **less SR types** and call wait times.
- Obtain direct **feedback** from customers via post service request closure survey.

### Maximize resources

- **Eliminating duplicate** service request results in efficient, faster resolutions and better experience.
- Data quality validation to **improve time to resolve** and collect the needed information.
- Collection and validation of location-based information and **increase service delivery efficiency**.
- **Dashboards** resulting in insight-based actions.

### Inclusivity & Accessibility

- Service more citizens through **new communication channels** (mobile app, chatbot, etc.).
- City services are more **accessible** to citizens via improved citizen mobile app with embedded **Artificial Intelligence**.
- Ability to **integrate** with Alexa.
- **Increased visibility** of progress into a service request for citizens via self-service and automated updates.

Contact Us

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# Economic Development Tracking

## Current State



### User Experience

- **Lack** of centralized method/location for tracking clients, projects, location, agreements, and corresponding deliverables.
- Data (client and project) tracking and performance tracking is largely manual which can result in **data silos**.
- **Antiquated** cumbersome process for reporting data and deliverables.
- Clients/businesses **lack** self-service capabilities and must call or email staff with questions or to request updates.



### Resources

- Analysis is **manual and time-consuming**, resulting in frustration.
- Information sharing can be **challenging** due to the current tracking mechanisms.
- Potential for **redundant effort** and reduced level of productivity with respect to projects.
- Increased need for **storage space** to accommodate data.



### Accessibility & Visibility

- **Limited** ability for clients/businesses to obtain answers after hours.
- Lacks capabilities for **automation**
- Limited **visibility** for the clients/businesses and other stakeholders as it relates to project status and available resources.

## Future State

### Optimize User Experience

- More **efficient communication** between employees and clients/businesses.
- **Centralized** location for tracking clients, projects, agreements, and corresponding deliverables.
- Easy to use, **intuitive navigation**, and secure permissions.
- **Eliminates** data silos.
- **Improved** reporting processes and enhanced productivity.

### Maximize resources

- **Eliminating the risk of redundancy** results in a more efficient use of employee time and resources.
- **Effective data governance** to improve integrity and ensure consistent information is delivered.
- **Dashboards** provide insight into key metrics and assist with analysis.
- Higher level of **productivity** resulting from enhanced efficiencies.

### Accessibility & Visibility

- **Cross-functional collaboration** for more efficient problem-solving and communication.
- **Enhanced communication** with clients/businesses (via cloud-based portal).
- **Increased visibility** for the complete life cycle of projects and agreements.

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# Key Performance Indicators

## MyJAX Upgrade



Improved Customer Mobile Application Rating



Increase Data Accuracy to Streamline Service Ticket Resolution Times



Enhance User Satisfaction and Adoption Rate

## Economic Development



Improved Lead Satisfaction with User Interface



Decreased Overall Duration



Better Data Analytics for Decision Making

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