

1 Introduced by the Council President at the request of the Mayor:

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4 **ORDINANCE 2024-394**

5 AN ORDINANCE APPROPRIATING \$1,054,030.28 FROM
6 LONG TERM DEBT PROCEEDS TO BE DESIGNATED FOR THE
7 PURPOSE OF ADDING A SALESFORCE PUBLIC SECTOR
8 PLATFORM FOR 311 CRM AND CASE MANAGEMENT, AS
9 INITIATED BY B.T. 24-098; PROVIDING FOR
10 OVERSIGHT BY THE INFORMATION TECHNOLOGIES
11 DIVISION OF THE FINANCE & ADMINISTRATION
12 DEPARTMENT; PROVIDING AN EFFECTIVE DATE.

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14 **BE IT ORDAINED** by the Council of the City of Jacksonville:

15 **Section 1. Appropriation.** For the 2023-2024 fiscal year,
16 within the City's budget, there are hereby appropriated the indicated
17 sum(s) from the account(s) listed in subsection (a) to the account(s)
18 listed in subsection (b):

19 (B.T. 24-098, attached hereto as **Exhibit 1** and incorporated herein
20 by this reference)

21 (a) Appropriated from:

22 See B.T. 24-098 \$1,054,030.28

23 (b) Appropriated to:

24 See B.T. 24-098 \$1,054,030.28

25 (c) Explanation of Appropriation

26 The funding above is an appropriation of funds from a long
27 term debt proceeds account designated for the purpose of
28 adding a Salesforce Public Sector Platform for 311 CRM and
29 Case Management (the "Project").

30 **Section 2. Purpose.** The purpose of the appropriation in
31 Section 1 above is to provide funding in connection with the

1 configuration of the Project. The Project will enhance customer
2 relationship management and case management for both City employees
3 and the community of Jacksonville.

4 **Section 3. Oversight.** The Information Technologies
5 Division of the Finance and Administration Department shall oversee
6 the project described herein.

7 **Section 4. Effective Date.** This Ordinance shall become
8 effective upon signature by the Mayor or upon becoming effective
9 without the Mayor's signature.

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11 Form Approved:

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13 /s/ Dylan Reingold

14 Office of General Counsel

15 Legislation Prepared By: Dylan Reingold

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