



TO: MAYOR JIM GRAY  
SALLY HAMILTON, CHIEF ADMINISTRATIVE OFFICER  
URBAN COUNTY COUNCIL

FROM: PAT TATUM, CALL CENTER DIRECTOR

DATE: FEBRUARY 12, 2018

SUBJECT: SALESFORCE PHASE II

**Request**

Authorizing & directing the Mayor to use the funds in the LexCall 311 budget for increased functionality for LexCall, the addition of Code Enforcement to the Salesforce platform and the addition of the Bloomberg Citizen communication functionality. The cost of the project is \$474,347.17.

**Why are you requesting?**

With the improvement last year of moving LexCall from a native software system to a new Salesforce platform it was anticipated that the need for additional functionality would be identified necessitating additional work. These improvements have been captured & documented. It has also been identified that there is great efficiency to be achieved by adding Code Enforcement to the existing Salesforce platform. The double entry of all case information that is currently being done by the Division will be eliminated by allowing for a single point of information entry into a comprehensive data platform. A final piece of this request is for functionality to be added to greatly improve communications with our citizens by notifying those interested, of the expected resolution times for their issues and allowing them to have map visibility of current open issues.

**Are the funds budgeted?**

Yes.	1115-160302-96202	\$411,401.17
	4002-160302-96202	\$51,246.00
	4051-160302-96202	\$11,700.00



File Number: 181-18

Director/Commissioner(s):

Aldona Valicenti, CIO

Derek Paulsen, Commissioner of Planning, Preservation & Development

Dowell Hoskins-Squier, Commissioner of Environmental Quality & Public Works

