

Red information provided by Kathleen Collins, CIP Administrator

Blue information provided by Monica Cichowlas, Customer Service Center Manager

Is there a mechanism by which CPACs can find out what are the most-reported CARE issues in their planning district so they could use that information to propose CIP projects when budget time rolls around? **Defer to Monica's area.** The MyJax system can develop a CPAC report. Current reports are available at the Council District level.

Are the most-reported CARE issues reported to district City Council members and to the administration's CIP development committee on a regular basis? **The CIP committee meets annually to start the CIP budget process. Each division chief presents their project lists. I will defer to Monica's area regarding how the CARE issues are reported.** Currently, Council District 6, 8, 9 and 10 receive monthly reports, however they can be made available to all council districts upon request.

One of the commissioners said she understood that there had been a change in policy in the CARE system and that anonymous complaints are not longer permitted. Has that perceptibly changed the number of issues being reported to the CARE system since the change took place? She believes that some people are reluctant to make a complaint about someone else's property or activities because of a fear of retaliation since complaints are public record and wondered if that has caused the number of complaints to drop. **Deferring to Monica's area.** I'm working with Customer Relationship Management system team in ITD to run a fiscal year comparison report to see if the implementation of State legislation, Senate Bill 60 (SB60) impacted service request submissions. I will share the report as soon as it is complete. Background information, since October 2015 all phone calls into 630-CITY have been recorded and subject to Public Records disclosure. Prior to talking with a customer service representatives customer hear an announcement that stated "This call is recording and subject to public disclosure". The recording changed once SB60 passed. The announcement now says "This call is recorded and subject to public disclosure. Pursuant to state legislation, Senate Bill 60, a City Code Inspector may not investigate anonymous complaints. Therefore, you must provide your name and address to submit a complaint." November 30, 2021 The MyJax Customer portal was updated to require login for non-emergency issues due to SB60.

Clements, Jeff

From: Cichowlas, Monica
Sent: Wednesday, April 26, 2023 3:00 PM
To: Clements, Jeff
Cc: Collins, Kathleen; Greive, Patrick; Moore, Chiquita; Moreland, Charles; Zimmer, Rachel; Misra, Vimal; Freeman, Paul; Lathrop, Kenneth
Subject: RE: TRUE Commission follow-up CIP questions

Jeff,

Good afternoon. Below is the requested service request data.

| | FY 20 | FY 21 | FY 22 | FYTD 23 |
|---|---------|---------|---------|---------|
| Total Service Requests (doesn't include COVID, Public Buildings, Public Notices, and Public Records Requests) | 198,132 | 202,489 | 233,948 | 121,377 |

Kind regards,

Monica Cichowlas
Customer Service Manager
City of Jacksonville | Customer Service Center
214 N. Hogan Street Suite 1180
Jacksonville, FL 32202
(904) 255-7670
<https://myjax.custhelp.com/>

ONE CITY. ONE JACKSONVILLE.

Please note that under Florida's very broad public records law, communications to and from City of Jacksonville officials are subject to public disclosure.

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Good morning. My responses are in blue for the questions deferred to me.

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**FY 2024 CAPITAL IMPROVEMENT PROGRAM
EVALUATION FORM**

Project Name: Fire Station 77
 Department: Fire & Rescue
 Evaluator: Brian Burket
 Date: 2/28/2023

| Rating Criteria | Qualifying Question | Factors to Consider | Ranking | Maximum Points | Percentage Weighting | Evaluator Score | Total Score |
|---|--|--|--------------|----------------|----------------------|-----------------|-------------|
| Public Health and Safety | Does the project improve or specifically address a health, safety, environmental or other liability in Jacksonville? Does the project specifically address a legal requirement or abate a potential health or safety crisis? | Projects that do not eliminate or limit an existing hazard should receive a 0. Projects that limit an existing hazard should receive between 1-5. Projects that eliminate or prevent a health, environmental or safety hazard should receive between a 6-10 points. | 1 | 10 | 10 | 10 | 100 |
| Strategic Priorities | Does the proposed project fit into the Mayor's Major Priorities? They are Public Safety, Economic Development, Neighborhoods/Quality of Life and Youth Initiatives. | Consider the following: 0 priorities = 0 points, 1 priority = 2 points, 2 priorities = 4 points, 3 priorities = 6 points, 4 priorities = 8 points, 5 priorities = 10 points. | 1 | 10 | 10 | 10 | 100 |
| Fiscal Impact | What is the project's fiscal impact on the City's budget? Is the project a low-maintenance project? Will the General Fund have to repay any associated debt service or other operating costs related to the adoption of the project? Consider maintenance costs, contractual obligations, personnel costs, etc. | Projects that increase an operating budget should be scored between 0 - 4, projects that are budget neutral should receive a 5. Projects that decrease the operating budget should be scored between 6 - 10. | 3 | 10 | 6 | 4 | 24 |
| Economic Development | Does the project encourage redevelopment and promote revenue enhancement? Does the project facilitate sustainable job growth, rising personal income and/or a broader tax base in Jacksonville and/or Northeast Florida? | Consider if the economic impact is minimal or significant; portion of the city or county impacted, etc. | 3 | 10 | 6 | 9 | 54 |
| Community Support and Long Term Plans | Does the project help implement policies in a Strategic Plan, other adopted plan or study? Is it consistent or a part of existing strategic goals, adopted plans, studies or other long term plans? Does the project have broad and/or strong support from the community? Has the project been specifically identified by the public in previous community forums, surveys, etc.? Has the project consistently been included in previous capital improvement programs? | Consider plans such as the City's 2030 Comp Plan, Vision Plan, Studies, etc. These may vary by department so you may ask the department representatives directly about such plans. If a project is identified in more than one study or plan, more points should be awarded. | 4 | 10 | 5 | 8 | 40 |
| Relationship to Other Projects/Coordination | Does the project coordinate with existing or proposed projects? Is the project timely or provide a critical window of opportunity? Will the project be done in partnership with a non-COJ organization? | Consider if the project is timely, a continuation of a project currently underway, related to other high priority projects or policy issues, etc. | 4 | 10 | 5 | 9 | 45 |
| Service Level Impact | Does the project bring the service up to a desired level? Does the project improve the current service level? | If the project only maintains the current level of service, score between a 1-5. If project increases the quantity, quality of existing services or improves citizen access to current services, score between a 5-10. If a project does neither, project receives a 0. | 2 | 10 | 8 | 10 | 80 |
| | | | TOTAL | 70 | 50 | 60 | 8.86 |

Sec. 122.603. Capital Improvement Plan and Capital Improvement Plan Budget; Contents.

- (a) *Capital Improvement Plan.* The overall Capital Improvement Plan is formulated to reflect City's capital priorities and needs for the ensuing five-year period, by first addressing legal requirements and life safety hazards, and thereafter taking into consideration the City's goals and policies including those set forth in the Comprehensive Plan and the debt affordability targets established by the City, urgency of a project, the City's ability to administer a project, the involvement of outside agencies, and the potential for future project funding.

The Capital Improvement Plan shall include a brief summary of each project with sufficient detail to define the basic scope of the project, and show the proposed level of funding and the timing thereof for the various stages of each project, including the date of inception of the project. Each project shall include the projected comprehensive budget necessary to complete the project in its entirety, all prior funds appropriated by the City or otherwise received for or contributed to the project and anticipated funding by source from all anticipated sources on a project-by-project basis. For each project included in the CIP, the funding source and amount of funding for the anticipated post-construction operation costs shall also be included. In accordance with F.S. § 129.02(4), each project upon submission shall reflect a priority to the City in conjunction with legal requirements, life safety hazards, the City's goals, policies, urgency of the project, the City's ability to administer the project, the involvement of outside agencies and the potential for future funding. Years two through five of the plan may be subject to change as emergencies arise or projects are delayed by circumstances beyond the City's control. However, if any project is removed from the CIP or delayed from the CIP or the scope or budget of such project substantially changed, the CIP shall include an explanation for the removal, delay or substantial change of the project. The annual focus primarily will be on the fifth year of the plan as new projects are added.

- (b) *Capital Improvement Plan Budget.* The Capital Improvement Plan Budget is the first year of the Capital Improvement Plan. The Capital Improvement Plan Budget shall be adopted annually as a separate budget or a separate section within the annual budget to be known as the "Capital Improvement Plan Budget" separate and apart from the operating budget of the City or any other budget required by law. Capital Improvement Projects included in the budget shall list the total anticipated cost to purchase or construct the project, prior year appropriations and revenue received from any other source, all anticipated future sources of revenue to fund each capital improvement project, the estimated cost, the funding source and amount of funding for the anticipated post-construction operation costs, and the priority of the project pursuant to F.S. § 129.02(4).

(Ord. 2006-185-E, § 2; Ord. 2015-429-E , § 1)

Sec. 122.604. Preparation and submission of the Capital Improvement Plan Budget and Capital Improvement Plan.

On or before January 15 of each year, the Department of Finance and Administration, the Department of Planning and Development and the Department of Public Works shall meet with all departments, agencies and commissions of the City to develop a proposed Capital Improvement Plan Budget for the succeeding fiscal year and a proposed Capital Improvement Plan. Input from each of the six Citizen Planning Advisory Committees (CPACs) shall be requested and considered when developing the proposed Capital Improvement Plan. The proposed Capital Improvement Plan shall include a priority system developed by the Department of Finance and Administration. The Mayor shall submit the proposed Capital Improvement Plan Budget and the proposed Capital Improvement Plan to the City Council in conjunction with the submission of the annual budget.

(Ord. 2006-185-E, § 2; Ord. 2015-429-E , § 1; Ord. 2016-140-E , § 16; Ord. 2020-417-E , § 1; Ord. 2021-381-E , § 2)

Editor's note(s)—Ordinance 2007-839-E, § 18, authorized updated department/division names pursuant to reorganization.

Sec. 122.605. Review, amendment, adoption and appropriation by City Council.

- (a) In conjunction with its review of the annual budgets for the City and independent agencies, the City Council shall
 - (1) Review the proposed Capital Improvement Plan and the proposed Capital Improvement Plan Budget;
 - (2) Amend the proposed Capital Improvement Plan Budget and the Proposed Capital Improvement Plan in the best interest of the community;
 - (3) Adopt the Capital Improvement Plan Budget and the Capital Improvement Program Plan, as may be amended, by no later than September 30 of each year; and
 - (4) Make an appropriation to fully fund each Capital Improvement Project included within the first year of the Capital Improvement Plan.
- (b) Funds shall not be expended on a Capital Improvement Project (as defined by Section 122.602(a)), which may have been line-item approved in a Capital Improvement Plan without specific reference to precise locations of work, narrowly defined project costs, or narrowly defined work descriptions, unless and until such expenditures and an amendment to the Capital Improvement Plan identifying precise locations of work, narrowly defined project costs, and narrowly defined work descriptions are separately approved by City Council.
- (c) The City Council may amend the Capital Improvement Plan and any appropriations made pursuant to Section 122.605(a)(4) during the then current fiscal year, but only upon an enactment by City Council specifically identifying the reasons that deferral of such amendment until the immediately following annual budget review will be detrimental to the best interest of the community. Enactment of an ordinance approving a proposed CIP amendment during the fiscal year shall require approval by a two-thirds majority of the Council Members present. Any amendment to the CIP must include all information required with respect to a project that is required for inclusion in the annual CIP.

(Ord. 2006-185-E, § 2; Ord. 2011-438-E, § 1; Ord. 2012-198-E, § 1; Ord. 2015-429-E, § 1)

Sec. 122.606. Amendment by independent agency.

The governing body of an independent agency of the City may amend, during the then current fiscal year, that portion of the Capital Improvement Plan and any appropriations made pursuant to Section 122.605(a)(4) as it relates to that independent agency, but only upon a finding by such governing body that deferral of such amendment until the immediately following fiscal year will be detrimental to the best interest of the community. Any amendment made pursuant to this Section 122.606 shall become effective only upon:

- (1) Review by the Department of Finance and Administration, the Department of Planning and Development and the Department of Public Works; and
- (2) Approval by City Council.

No amendment shall be implemented until it has become effective.

(Ord. 2006-185-E, § 2; Ord. 2015-429-E, § 1; Ord. 2016-140-E, § 16)

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Sec. 122.607. Progress and Closure of Capital Improvement Projects.

- (a) On or before June 1 of each year, the Finance and Administration Department, shall provide to the City Council a progress report identifying the current status, any delays or issues that have arisen, and anticipated completion date for each Capital Improvement Project funded in the current Capital Improvement Plan Budget, and all previously funded projects including those funded in whole or in part by grants that have not been completed. Additionally such report shall include the cash transfer report showing all cash transferred from one approved project to another approved project. Such report shall be delivered to the Council Auditor and presented to the Finance Committee at its regular meeting.
- (b) On or before January 31 of each year, the Department of Finance and Administration, as well as all other Departments identified as the using or responsible entities with respect to any previously funded Capital Improvement Project, shall deliver to the Council Auditor, all City Council members, and present to the Finance Committee at its first regular meeting in February, a list of all Capital Improvement Projects completed within the preceding calendar year and ready for closure. The Finance Committee shall immediately thereafter introduce legislation closing all completed projects and directing that remaining funds, if any, be returned to account of origin or otherwise appropriated as determined by Council.

(Ord. 2015-429-E , § 1; Ord. 2016-140-E , § 16)

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INFORMATION TECHNOLOGIES DIVISION

EMPLOYEE COMPUTER ACCESS INVENTORY

- Paul Freeman, Enterprise Applications Manager of ITD, and Diane Moser, Director of Employee Services, provided an update on the on-going employee computer rights inventory process.
- The purpose of the inventory is to develop a database of every ITD-supported computer application to which every City employee has access. It is *not* intended to inventory applications such as spreadsheets or databases developed independently by departments or divisions for their own internal management or recordkeeping purposes, at least until the inventory of ITD-supported apps is completed.
- Ultimately the inventory will lead to the development of a web-based application that will track and manage all employee computer access rights.
- The inventory is being piloted using the Employee Services Department as the test department, in part because it is a relatively small department and in part because the employees of the department have access to a large number of applications, both within City government and with outside vendors and data suppliers.
- Employee Services has 42 employees and thus far the inventory has produced a spreadsheet with 254 rows (employee names, duplicated for each application to which they have access) and 25 columns (individual data points such as the application name, application purpose, internal vs. external system, vendor name, vendor contact information, third party host, login information, etc.).
- Employee Services users access apps such as Ascension St. Vincent's to view employee physical exam records; the US Department of Transportation's Drug and Alcohol Compliance Database to screen job applicants with commercial drivers licenses; Florida Blue, which manages the City's self-insured health insurance program; the National Student Clearinghouse to verify job applicants' college degrees, and many others.
- The inventory is intentionally being done slowly so as to ensure a high degree of accuracy for the ultimate usability of the end product. Spreadsheets will be produced for each division that will eventually be uploaded to an ITD-developed application to track and manage all apps access.
- When the Employee Services inventory is complete the process will move on to the Administration and Finance Department, beginning with the Treasury Division.