Ord. 551-2025
Executive Summary | Department of Innovation and Technology
_____

The Integrated Development Cluster is responsible for growing our city, increasing property values, and revitalizing neighborhoods, but we are operating with spreadsheets, Word documents, and disconnected systems.

As a result, our development processes are inefficient, uncoordinated, and difficult to track externally. Projects that should take weeks drag on for months or years, disrupting momentum and investment.

After extensive evaluation, Salesforce is the only technology that meets our needs and integrates with existing city systems.

Salesforce would provide the ability to track:

- Grants, loans, and incentives
- Business growth, retention, and expansion
- Land bank transactions
- Real Estate Development Projects

PLUS, full integration with Accela for all permitting, design review, and planning commission so that projects can be comprehensively tracked – inside City Hall, at City Council, and with the public - from initial discussions to incentive closing to ribbon cutting.

The total cost of Salesforce would be $1.5M over the course of 3 years, which includes the full cost of implementation and the yearly run rate.