

**RESOLUTION NO. 2023-R-19**

**A RESOLUTION OF THE MAYOR AND CITY COUNCIL  
OF THE CITY OF NORTH MIAMI, FLORIDA, DIRECTING  
THE CITY MANAGER TO PROMULGATE POLICIES AND  
REGULATIONS TO ENSURE THAT CITY EMPLOYEES  
RESPOND TO CITIZEN INQUIRIES IN A TIMELY  
MANNER; PROVIDING FOR AN EFFECTIVE DATE AND  
ALL OTHER PURPOSES.**

**WHEREAS**, the City of North Miami (“City”) is home to approximately fifty-nine thousand (59,000) residents; and

**WHEREAS**, the City is charged with providing public services to all residents including, but not limited to, water supply and distribution, street and sidewalk infrastructure maintenance and repairs, building inspections and approvals, recreational programming, public safety, housing, and social service programs, and planning and zoning initiatives; and

**WHEREAS**, citizens have expressed concerns that the current response times from City staff are lengthy and create unreasonable delays in pending projects and complaints; and

**WHEREAS**, the Mayor and City Council believe the City Manager should establish policies which ensure that all residents receive public services in an efficient and expedient manner; and

**WHEREAS**, pursuant to Section 21 of the City Charter, the City Manager is responsible for exercising control of all departments and for ensuring that legislation adopted by the City Council is enforced; and

**WHEREAS**, in support of the City Council’s Citizen Satisfaction initiative, the Mayor and City Council recommend that the City Manager establish policies and regulations intended to enable the City of North Miami to effectively address program and service delivery concerns and issues of citizens in a prompt and courteous manner; and

**WHEREAS**, the Mayor and City Council recommend that best practices be established to ensure that response times to email and telephone inquiries are addressed within a forty-eight (48) hour time period; and

**WHEREAS**, the Mayor and City Council believe that these targeted policies will assist the City in providing excellent service to the public and contribute to continuous improvement of operations; and

**WHEREAS**, the Mayor and City Council find that the promulgation of policies and regulations to ensure that citizen inquiries are addressed in a timely manner, is in the best interest of the City and its residents.


**NOW, THEREFORE, BE IT DULY RESOLVED BY THE MAYOR AND CITY COUNCIL OF THE CITY OF NORTH MIAMI, FLORIDA:**

**Section 1.**     **Recitals.** The above recitals are true and correct and incorporated herein by this reference.


**Section 2.**     **Authority of City Manager.** The City Manager is hereby authorized to effectuate and do all things necessary to establish and implement policies and regulations to ensure that citizen inquiries are addressed in a timely manner.

**Section 3.**     **Effective Date.** This Resolution shall become effective immediately upon adoption.

**PASSED AND ADOPTED** by a 5-0 vote of the Mayor and City Council of the City of North Miami, Florida, this 14th day of February, 2023.

  
ALIX DESULME, Ed.D.  
MAYOR

ATTEST:

  
\_\_\_\_\_  
VANESSA JOSEPH, ESQ.  
CITY CLERK

APPROVED AS TO FORM  
AND LEGAL SUFFICIENCY:

  
\_\_\_\_\_  
JEFF P. H. CAZEAU, ESQ.  
CITY ATTORNEY

SPONSORED BY: COUNCILMAN SCOTT GALVIN

Moved by: Timothe

Seconded by: Galvin

**Vote:**

Mayor Alix Desulme, Ed.D.

X (Yes)        (No)

Vice-Mayor Mary Estimé-Irvin

X (Yes)        (No)

Councilman Scott Galvin

X (Yes)        (No)

Councilwoman Kassandra Timothe, MPA

X (Yes)        (No)

Councilman Pierre Frantz Charles

X (Yes)        (No)