

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.



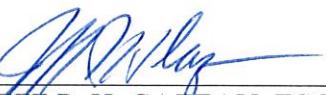
ALIX DESULME, Ed.D.
MAYOR

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.	<input checked="" type="checkbox"/> (Yes) _____ (No)
Vice-Mayor Mary Estimé-Irvin	<input checked="" type="checkbox"/> (Yes) _____ (No)
Councilman Scott Galvin	<input checked="" type="checkbox"/> (Yes) _____ (No)
Councilwoman Kassandra Timothe, MPA	<input checked="" type="checkbox"/> (Yes) _____ (No)
Councilman Pierre Frantz Charles	<input checked="" type="checkbox"/> (Yes) _____ (No)