

COMMITTEE MEMORANDUM

TO: Public Safety and Neighborhood Quality of Life Committee Members

FROM: Rickelle Williams, Interim City Manager

DATE: July 10, 2024

TITLE: **DISCUSS THE POTENTIAL IMPLEMENTATION OF A TEXT MESSAGING SYSTEM TO FACILITATE THE REPORTING OF CODE COMPLIANCE COMPLAINTS.**

BACKGROUND/HISTORY

At the April 3, 2024 Commission meeting, at the request of Commissioner Alex Fernandez and co-sponsor Commissioner Joseph Magazine, the Mayor and City Commission approved a referral (Item C4 T) to the Public Safety and Neighborhood Quality of Life Committee (PSNQLC) to discuss the potential implementation of a text messaging system to facilitate the reporting of Code Compliance complaints in order to accelerate the ability for issues to be promptly reported and addressed.

The referral requested that the City Administration be prepared at Committee to discuss available options for implementing a text messaging system to provide residents and other concerned persons with the ability to immediately report concerns to Code Compliance. The referral also requested that the City Administration, upon consideration of all relevant factors (including, but not limited to, feasibility, cost, and effectiveness), provide the Committee with its recommendations regarding various options, along with any specific issues or concerns relating to this initiative.

The item was deferred at the June 5, 2024 PSNQLC meeting at the request of the sponsor.

ANALYSIS

The Code Compliance Department has established multiple avenues for receiving complaints, as discussed during the Commission Meeting on May 15, 2024 (agenda item R9 R). The formal process for residents to report Code Compliance complaints to the City involves contacting the Code Compliance Department through various channels, such as by calling Code Compliance's direct number at (305) 673-7555, using the Miami Beach Gov app, or reaching dispatch after business hours at (305) 604-CITY. The City's telephone system and interactive voice response system allows residents to speak to the Code Compliance Department directly during regular business hours, or to the dispatch center after hours. These teams can appropriately route requests and request Police resources as needed.

On November 28, 2023, the Information Technology Department launched a revitalized and modern version of the City's Miami Beach Gov app (previously eGov). The release provided several enhancements and compatibility features and remains the most effective way to digitally report code compliance complaints. Using technology, Code-related items are routed directly to the Code Compliance Department where the appropriate staff can respond. The Code Compliance Department uses the city's licensing, permitting, and inspection enterprise resource planning (ERP) system to manage and enforce incidents. This system does not allow for text

messages to be automatically inserted as new cases and would require staff to manually input any text messages that are sent in.

FISCAL IMPACT STATEMENT

n/a

Does this Ordinance require a Business Impact Estimate? (FOR ORDINANCES ONLY)

The Business Impact Estimate (BIE) was published on . See BIE at:
<https://www.miamibeachfl.gov/city-hall/city-clerk/meeting-notices/>

FINANCIAL INFORMATION

n/a

CONCLUSION

Staff will be present to discuss current request volumes and provide any information on the potential implementation of a text messaging system to facilitate the reporting of Code Compliance complaints.

Applicable Area

Citywide

Is this a "Residents Right to Know" item, pursuant to City Code Section 2-17?

Yes

Is this item related to a G.O. Bond Project?

No

Was this Agenda Item initially requested by a lobbyist which, as defined in Code Sec. 2-481, includes a principal engaged in lobbying? No

If so, specify the name of lobbyist(s) and principal(s): n/a

Department

Code Compliance

Sponsor(s)

Commissioner Alex Fernandez

Co-sponsor(s)

Commissioner Joseph Magazine

Condensed Title

Potential Implementation of a Text Messaging System for Reporting Code Compliance Complaints. (Fernandez) CO