

RESOLUTION NO. _____

A RESOLUTION OF THE MAYOR AND CITY COMMISSION OF THE CITY OF MIAMI BEACH, FLORIDA, ACCEPTING THE RECOMMENDATION OF THE PUBLIC SAFETY AND NEIGHBORHOOD QUALITY OF LIFE COMMITTEE, AT ITS MARCH 12, 2025 MEETING, TO IMPLEMENT A TEXT MESSAGING SYSTEM TO REPORT COMPLAINTS TO CODE COMPLIANCE, ALONG WITH A MARKETING COMPONENT TO PROVIDE THE PUBLIC WITH NOTICE AND AWARENESS REGARDING THE IMPLEMENTATION OF THIS NEW TEXT MESSAGE REPORTING SYSTEM.

WHEREAS, at the April 3, 2024 City Commission meeting, the City Commission referred an item by Commissioner Alex Fernandez, co-sponsored by Commissioner Joseph Magazine and Commissioner Laura Dominguez (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 complaints to Code Compliance in order to accelerate the ability for issues to be promptly reported and addressed; and

WHEREAS, the Code Compliance Department has established multiple avenues for receiving complaints, as discussed during the City Commission meeting on May 15, 2024 (item R5 R); and

WHEREAS, the formal process for residents to report complaints to Code Compliance involves contacting the Code Compliance Department through various channels, such as by calling Code Compliance Department's direct number at (305) 673-7555, using the Miami Beach Gov app, or reaching Parking Dispatch after business hours at (305) 604-CITY (2489); and

WHEREAS, the City's telephone system and interactive voice response feature allows residents to speak to the Code Compliance Department directly during regular business hours, or to the Parking Dispatch center after hours; and

WHEREAS, the Information Technology Department developed a text messaging system that will be implemented in April 2025, providing City residents (and visitors) with a new method for reporting complaints to Code Compliance through a designated number; and

WHEREAS, the City anticipates having additional tools available in the future, which will enable more streamlined collaboration across various departments (including the Parking, Building, and Public Works Departments) to enhance communication and response efforts from the City; and

WHEREAS, this approach will allow for the efficient integration of text message reporting into the City's existing processes; and

WHEREAS, the Code Compliance Department will work with the Office of Marketing and Communications on a messaging campaign to provide for public awareness regarding the availability of a new method for reporting complaints to the Code Compliance

Department.

NOW, THEREFORE, BE IT RESOLVED BY THE MAYOR AND CITY COMMISSION OF THE CITY OF MIAMI BEACH, FLORIDA, that the Mayor and City Commission hereby accept the recommendation of the Public Safety and Neighborhood Quality of Life Committee, at its March 12, 2025 meeting, to implement a text messaging system to report complaints to code compliance, along with a marketing component to provide the public with notice and awareness regarding the implementation of this new text message reporting system.

PASSED AND ADOPTED this _____ day of _____ 2025.

Steven Meiner, Mayor

ATTEST:

Rafael E. Granado, City Clerk

(Sponsored by Commissioner Alex J. Fernandez)
(Co-Sponsored by Commissioner Joseph Magazine)
(Co-Sponsored by Commissioner Laura Dominguez)

APPROVED AS TO
FORM & LANGUAGE
& FOR EXECUTION

 for 3/18/25
City Attorney *JK* Date