

16. DISCUSS THE POTENTIAL IMPLEMENTATION OF A TEXT MESSAGING SYSTEM  
TO FACILTATE THE REPORTING OF CODE COMPLIANCE COMPLAINTS  
Applicable Area:

# MIAMI BEACH

## COMMISSION MEMORANDUM

TO: Honorable Mayor and Members of the City Commission  
FROM: Commissioner Alex Fernandez  
DATE: April 3, 2024

SUBJECT: REFERRAL TO THE PUBLIC SAFETY AND NEIGHBORHOOD QUALITY OF LIFE COMMITTEE TO DISCUSS THE POTENTIAL IMPLEMENTATION OF A TEXT MESSAGING SYSTEM TO FACILITATE THE REPORTING OF CODE COMPLIANCE COMPLAINTS.

**BACKGROUND/HISTORY**

Was 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 name of lobbyist(s) and principal(s): N/A

**ANALYSIS**

Please place on the April 3, 2024 agenda a referral to the Public Safety and Neighborhood Quality of Life Committee 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 these issues to be promptly reported and addressed.

As a densely populated urban area that hosts thousands of visitors each day, the City must often respond quickly to Code Compliance complaints regarding various matters ranging from excessive noise to sanitation issues and short-term rentals. In order to facilitate the ability for these important quality of life issues to be promptly reported and remediated by City Staff, I would like to explore the possibility of implementing a text messaging system (i.e., WhatsApp) that any person with a cellphone could quickly and easily utilize to report an observable Code Compliance complaint.

Accordingly, I would request that the City Administration be prepared at Committee to discuss the available options for implementing a text messaging system to provide residents and other concerned persons with the ability to immediately report observed Code Compliance complaints. I would further request 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 the various options, along with any specific issues or concerns relating to this initiative.

**SUPPORTING SURVEY DATA**

N/A

**FINANCIAL INFORMATION**

The Fiscal Impact to be determined at Committee.

**Is this a "Residents Right to Know" item, pursuant to City Code Section 2-14?**

No

**Does this item utilize G.O. Bond Funds?**

No

**Legislative Tracking**

Commissioner Alex Fernandez

**Sponsor**

Co-sponsored by Commissioner Joseph Magazine