

RESOLUTION No. 22-184

A RESOLUTION OF THE MAYOR AND THE CITY COUNCIL OF THE CITY OF DORAL, FLORIDA, PURSUANT TO SECTION 2-323(2) OF THE CITY'S CODE OF ORDINANCES, AMENDING THE AGREEMENT WITH THE DOUG WILLIAMS GROUP FOR PROCESS REVIEW ENGAGEMENT IN AN AMOUNT NOT TO EXCEED BUDGETED FUNDS; AUTHORIZING THE CITY MANAGER TO EXECUTE THE AGREEMENT; PROVIDING FOR IMPLEMENTATION; AND PROVIDING FOR AN EFFECTIVE DATE

WHEREAS, the City of Doral (the "City") seeks to engage a professional consultant to conduct a follow-up of implementations made to the permitting process for the Public Works, Planning and Zoning and Building Departments; and

WHEREAS, the City has already retained the services of the Doug Williams Group to conduct a study of the permitting procedures by the Building Department; and

WHEREAS, the City had retained the services of the Doug Williams Group to expand the study to include the permitting procedures for the Public Works and Planning and Zoning Department; and

WHEREAS, on June 12, 2019 the Doug Williams Group submitted their final report to the Mayor and City Councilmembers; and

WHEREAS, the Mayor and City Councilmembers voted to approve the final report from the Doug Williams Group and after 180 days conduct a further review to determine if implementations that were enacted were still ongoing; and

WHEREAS, the Mayor and City Councilmembers voted to engage the Doug Williams Group for a three-month period to review customer satisfaction in plans review and inspection processes; and

WHEREAS, the initial Customer Service Satisfaction Survey was well-received by the participants and where it was determined that the Building Department was maintaining a positive engagement with the community; and

WHEREAS, ongoing performance feedback is a strategic objective previously defined in Strategic Planning sessions.

NOW, THEREFORE, BE IT RESOLVED BY THE MAYOR AND THE CITY COUNCIL OF THE CITY OF DORAL, FLORIDA, AS FOLLOWS:

Section 1. Recitals. The above recitals are confirmed, adopted, and incorporated herein and made a part hereof by this reference.

Section 2. Approval. Pursuant to Section 2-323(2) of the City Code of Ordinances, an amendment to the Professional Service Agreement with the Doug Williams Group for the provision of an ongoing (monthly) customer satisfaction measurement system for both resident and non-resident issued permits and approved inspections for the Public Works, Planning and Zoning and Building Departments, in an amount not to exceed budgeted funds is approved. Provided services are to be funded from Professional Services Account 109.70005.500310.

Section 3. Authorization. The City Manager is hereby authorized to amend the agreement on behalf of the City with the Doug Williams Group for the additional services provided, subject to approval as to form and legal sufficiency by the City Attorney, and to expend budgeted funds in furtherance hereof.

Section 4. Implementation. The City Manager is hereby authorized to take such actions as may be necessary to implement the provisions of this resolution.

Section 5. Effective Date. This Resolution shall become effective immediately upon its adoption.

The foregoing Resolution was offered by Councilmember Puig-Corve who moved its adoption. The motion was seconded by Vice Mayor Cabral and upon being put to a vote, the vote was as follows:

Mayor Juan Carlos Bermudez	Yes
Vice Mayor Digna Cabral	Yes
Councilman Pete Cabrera	Yes
Councilwoman Claudia Mariaca	Yes
Councilman Oscar Puig-Corve	Yes

PASSED AND ADOPTED this 5 day of October, 2022.



JUAN CARLOS BERMUDEZ, MAYOR

ATTEST:



CONNIE DIAZ, MMC
CITY CLERK

APPROVED AS TO FORM AND LEGAL SUFFICIENCY
FOR THE USE AND RELIANCE OF THE CITY OF DORAL ONLY:



LUIS FIGUEREDO, ESQ.
CITY ATTORNEY