

RESOLUTION No. 21-33

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, APPROVING AN AGREEMENT WITH THE DOUG WILLIAMS GROUP FOR PROCESS REVIEW ENGAGEMENT IN AN AMOUNT NOT TO EXCEED \$27,500.00 VIA A BUDGET TRANSFER FROM THE GENERAL GOVERNMENT FUND "CONTINGENT RESERVE" ACCOUNT No. 001.50005.500492, TO THE GENERAL GOVERNMENT PROFESSIONAL SERVICES ACCOUNT No. 001.50005.500310; 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 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, a 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 accordance with the proposal, attached hereto as Exhibit "A" and incorporated herein by this reference, in an amount not to exceed \$27,500.00 via transfer from the General Government Fund "Contingent Reserve" Account No. 001.50005.500492 to the General Government Professional Services Account No. 001.50005.500310 is hereby approved.

Section 3. Authorization. The City Manager is hereby authorized to negotiate and enter into an agreement on behalf of the City with the Doug Williams Group, 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 Vice Mayor Cabrera who moved its adoption.

The motion was seconded by Councilmember Puig-Corve and upon being put to a vote, the vote was as follows:

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

PASSED AND ADOPTED this 10 day of February, 2021.



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

EXHIBIT “A”

Customer Satisfaction Monitoring and Improvement System Proposal for Services – City of Doral – January 19, 2021

System Objectives

- Enable ongoing (monthly), objective (third party), statistically valid monitoring of customer's satisfaction (via brief phone survey), for the following City of Doral departments (for both permitting and inspection functions):
 - Building Department, Planning/Zoning Department, Public Works Department.
- Enable "immediate response" follow-up (within 24 hours), by an accountable manager, with any customer who provides a "very dissatisfied" rating.
- Enable documentation of the follow-up resulting from a "very dissatisfied" rating to ensure complete resolution of those service recovery incidents.
- Enable ongoing (monthly) solicitation of comments and improvement suggestions from interviewed customers, in support of continuous improvement activities, within each of the selected departments.
- Enable monthly reporting and trending of customer satisfaction metrics, to supplement activity reports, from each of the selected departments.

Engagement Deliverables (Monthly)

- Process rosters of completed permits and inspections to determine the total customer population, by department and function.
- Apply statistical sampling techniques to determine the number of completed surveys required to achieve valid representation within the customer population, by department and function.
- Deploy call rosters to tri-lingual surveyors to interview, via brief telephone interviews, randomly selected customers, for each department and function.
- Monitor call quality, completed survey quality, and immediately process any service recovery incidents for follow-up by the City of Doral.
- Complete and distribute summary reports that include customer satisfaction metrics, list of service recovery incidents reported, and customer comments and improvement suggestions. Summary reports will include "by department" metrics and comments/improvement suggestions.
- Periodically, usually on a quarterly basis, summarize the themes of the quarter's results and compare to the follow-up actions conducted by the City of Doral to ensure that any and all opportunities for performance improvement have been exploited.

Engagement Pricing and Term

- In consideration of the long term business relationship between The Doug Williams Group and The City of Doral, The Doug Williams Group will continue to extend Preferred Pricing, a 40% discount from Standard Pricing, for this engagement, as follows:
 - \$2,500 per administration professional fee for 11 administrations (reports). Total cost \$27,500.
- This engagement will begin March, 2021 (using February data) and end January, 2022 (using December data), a total of 11 administrations (reports), unless terminated by either party in accordance with the terms of the executed Service Agreement. The engagement term may be extended beyond 11 administrations (reports) upon mutual acceptance of both The City of Doral and The Doug Williams Group.
- The Doug Williams Group will extend its unique Full Satisfaction Promise; we will exceed the expectations of the City of Doral, or our services will be provided at no cost.