



Memorandum

To: Honorable Mayor and City Council

Date: April 06, 2020

From: Albert P. Childress, City Manager

Subject: **Weekly Council Update/March 29 - April 04, 2020**

City Manager's Office

City Manager held weekly Director Staff Meeting via Microsoft Teams along with Deputy City Manager Gallet, City Clerk Diaz and City Attorney Figueredo. The following items were discussed:

- 1) Recap of the weekend
- 2) Odor Complaints for weekend
- 3) I. T. Department – Security
- 4) Update on Passage of CARES Act
- 5) COVID 19 – Virus Update
- 6) City Council Zoning Meeting
- 7) Closure of City Hall

- City Manager held meeting with Finance Director, Matilde Menendez to discuss Overview of Financial Statements for FY 2019.
- City Manager held weekly meeting with Finance Director, Matilde Menendez.
- Deputy City Manager held weekly meeting with Public Works Director, Carlos Arroyo and Assistant Public Works Director/Chief of Engineering, Eugene J. Collings-Bonfill.
- Deputy City Manager held weekly meeting with Acting Human Resources Director, Rita Garcia.
- Deputy City Manager attended webinar by Marco Rubio/Nydia Velazquez regarding What the Stimulus Package means for small businesses and nonprofits organizations.
- City Manager and Deputy City Manager attended phone conference meeting regarding City Managers (MDCCMA) Conference Call Re: COVID-19 Updates.
- City Manager held weekly meeting with IT Director, Ms. Gladys Gonzalez and Assistant IT Director, Mr. Carlos Olivares.
- Deputy City Manager held weekly meeting with Parks & Recreation Director, Ms. Erin Weislow.
- City Manager held weekly meeting with Chief of Police, Hernan Organvidez.
- City Manager and Deputy City Manager held Skype meeting with Sam Josepher and Michelle Blackstock from Crowe regarding ongoing Internal Audit.

- Deputy City Manager held weekly meeting with Code Compliance Director, Mr. Edgard K. Estrada and Assistant Code Compliance Director, Mr. Danny Del Toro.
- Deputy City Manager held weekly meeting with Building Official/Director Rene Velazco and Assistant Building Department Director, Ms. Jane Decker.
- City Manager and Deputy City Manager attended webinar regarding The "Cares Act" - What you Need to Know.
- Deputy City Manager held weekly meeting with Planning and Zoning Director, Mr. Alexander Adams.
- City Manager and Deputy City Manager held weekly meeting with Mayor Bermudez.
- City Manager held weekly meeting with Communications & Protocol Manager, Ms. Maggie Santos.
- City Manager and Deputy City Manager along with City Attorney Figueredo and Planning & Zoning Director Alexander Adams attended video conference with Mayor Bermudez regarding Atrium project.
- City Manager and Deputy City Manager held Bond Meeting Process regarding Construction Management via video conference call with City and AECOM staff members.
- The City Manager's Office worked together with Human Resources, Code Compliance, Public Works and Police Department to provide lunch to City Employees during this week.

Building Department

- ADMIN: Director attended Directors Meeting; Continued drive-up plans drop-off and pickup by appointment only. Fees collected online. Developed Work-From-Home SOPs and Expectations.
- "WeB" Software UPDATE: Hosted GoToMeeting with Implementation Consultant to review upcoming trainings and configurations. Used Microsoft Teams for internal configuration meetings. Participated in web conference for Bluebeam Implementation project and next steps were summarized.
- HUMAN RESOURCES ACTIVITIES: Permit Clerk & Administrative Assistant positions are pending interviews. Distributed remote timesheet to team for use during April 6
- 2nd FLOOR LEADERSHIP TEAM MEETINGS: Hosted via Microsoft Teams and review processes for Week of April 6th
- Item 20-3635 Permit Fee Utilization Report: Pending comments from DCM/CM/Procurement & Bldg. Director.
- Doug Williams Group Follow-up Report - Coordinated reports with IT DBA for DWG's follow-up report and customer service outreach initiative
- Uniform Contract: PO Pending.
- STAFF ACCOMPLISHMENTS: Staff continues to support EnerGov Implementation Project. Kudos to the IT Team this week for their outstanding support in getting BD "remote ready"
- PHONES: Data available: (-)187 Inbound call count for week; Significant decrease in call volume, change to operational hours and access to Solution Center.
- INSPECTIONS: (-)98 Average Daily Inspections, (-)488 total Inspections Completed (week)
- PLANS REVIEWS: (-)171 Plan Reviews (Quantity), 9% Expedite, -1% Walk-Thru, +34% Rework, -56% Drop-off; Walk-thru's and Expedite program discontinued; emphasis on reworks and

project in pipeline

- Average plan review time per plan per trade = 44 mins
- LOBBY DATA (DORALQ): Solution Center was closed to the public on March 18. DoralQ not available in 1st Floor Multipurpose Room where BD was receiving customers.
- VELARO CHAT PORTAL: 7158 Total Online Customer (Data now includes hits from city's main page where Constituent Services Rep Andrea Viejo receives customers for the online chat. 9 Total Engagements. 1.3 mins Average Handle Time
- EMOJI SURVEY RESULTS - BUILDING ONLY: No data. Solution Center closed to the public.
- Building Department Weekly Stats for week ending 04/03/2020
- PHONES: Data available: (+)208 Inbound call count for week
- INSPECTIONS: (-)87 Average Daily Inspections, (-)433 total Inspections Completed (week)
- PLANS REVIEWS: (-)112 Plan Reviews (Quantity), 13% Expedite, 0% Walk-Thru, -21% Rework, +65% Drop-off; Walk-thru's and Expedite program discontinued; emphasis on reworks and project in pipeline
- Average plan review time per plan per trade = 27 mins
- LOBBY DATA (DORALQ): Solution Center was closed to the public on March 18. DoralQ not available.
- VELARO CHAT PORTAL: 2782 Total Online Customers; 5 Total Engagements. 2.2 mins Average Handle Time
- EMOJI SURVEY RESULTS - BUILDING ONLY: No data. Solution Center closed to the public.
- ADMIN: Director attended Directors Meeting; Continued drive-up plans drop-off and pickup by appointment only. Fees collected online. Developed a Work from Home SOP in the event the entire department/city decides to modify operational procedures. Followed up with County on county-wide operational updates.
- "WeB" Software UPDATE: Weekly GoToMeeting with Implementation Consultant.
- HUMAN RESOURCES ACTIVITIES: Permit Clerk & Administrative Assistant positions are pending interviews.
- 2nd FLOOR LEADERSHIP TEAM MEETINGS: Meeting hosted using Microsoft Teams.
- Item 20-3635 Permit Fee Utilization Report: Pending response of analysis from CM/DCM/PM/Director.
- Uniform Contract: Requested revised PO from Cintas Rep.

Code Compliance

- Code Compliance Department has continued with the enforcement of the Emergency Orders enacted by the City of Doral and Miami Dade County. Also, education of the orders over the numerous phone calls received.
- Code Compliance Department has assisted with the securing and delivery of lunch to Government Center and PD building.
- Code Compliance Officers and Supervisors visited all major construction sites to ensure social distancing and other best practice guidelines are being implemented.

- Code Compliance Department visited all major grocery stores with information of their approved occupancy and informed them that they must function at 50% capacity until emergency order is lifted.

Information Technology

- Police Support:
 - Continue to support Remote users.
 - Added KACE management licenses.
 - Set up desk for profile hearings.
 - Set up date for CAD cut over.
- Systems Administration.
 - Keep the backups 100% operational.
 - Ran Windows Update manually in all PD Domain Controllers .
 - Upgrade Planning and Zone file server to Windows 2012 R2.
 - Fixed and re-run all PD full backups after the power outage.
 - Worked with security manager to configure event tracker in Office 365.
 - Changed group policy to add some sites to trusted zone.

- Assistant IT Director

Continuing installation and testing of Microsoft Teams features

Continuing deployment of network file access on iPad's

Meeting regarding Live Cam Channels best practices

CDWG/VPN meeting

Discussion with City of Miramar

Microsoft hosted webinar regarding Teams: Security and Compliance

Assisting in troubleshooting GIS/EnerGov maps

Researching other telecommuting options

- Security Manager

Analyzed 33 emails reported by City users

Deployed SOC enhancement software to our email solution

Researched and acquired video conferencing application for the Police Department

- Network Administration

Migrated Faxes from the pending departments on the City Hall to the new fax server.

Network Troubleshoot on the Police Department.

Enabled a Direct Line for the City Hall Help Desk Team.

Assisted different departments with call flow changes and forwarding requests.

Reviewed a Network Design for the Doral Cultural Center.

Troubleshoot with the Security Partner due to user's alerts.

Network Monitoring and notified the IT team as needed.

Supported the PD technicians on Network troubleshooting

- Systems Analyst

CE EnerGov SilverLight Update COMPLETED

FN CD-PLUS GL Account Link to PZ New Online Process COMPLETED

PW MUNIS Access to Approve REQ in PR Bond ACC. COMPLETED

PZ CD-PLUS Development Review Online Payment (BD Helped)COMPLETED

PZ CD-PLUS Permit Type and Item Creation COMPLETED

PZ EnerGov User Login Error COMPLETED

IT EnerGov GIS Map Display Error IN PROGRESS

IT EnerGov 500 Item Requirement Scope Revision IN PROGRESS

IT CD-PLUS Server Windows Updates IN PROGRESS

IT CH/PD/PR Access Control Upgrade Vendor Work Order Revision IN PROGRESS
IT/PW Elevator and Access Control Integration Purchase Order (Onsite Meeting) IN PROGRESS

- Deployed several laptops with teams + net motion

Setup multiple Webex meetings
Fixed 2 AV Panels with vendor at Police Training Center
Mayor's 5~ Skype/zoom calls with
Worked on final setup for brief cam
Repairs for ch/pd/glades CCTV server
Finished Onssi optimization of servers
Researched server and storage solutions for new CCTV

- GIS Administration:

Troubleshoot and meeting EnerGov with team.
Outreached ESRI tech support staff with logs issue.
Conducted Fiddler for ArcGIS web maps and services.
As per police dept's request, provided police grid and zip codes GIS shapefiles.

- Application Development:

Fixed/Tested Dynamics 365 issue of slow response.
Assisted PW with 311.
Fixed OPS reports issue (FN).
Assisted PA with website pages.
Assisted Tyler with TylerId integration.
Analyzed Tyler 311 general API.
Researched solution for Tyler GIS issue.
Assisted PZ, BD with Properties.

- Database Administrator:

- Assisting the Assistant Building Department Director to run a report for Permits Issued for February and March 2020.
- Assisting the IT Director to run a Summary Report for LPR Intersections from March 15th, 2020 to April 2nd, 10 pm to 5 am.
- Working to automate the existing Monthly LPR Intersections dashboard, the dashboard will be refresh daily and has been published in production.
- Refreshing the Internal and External Dashboards as usual in the beginning of the month, running the manual processes that together with the automated ones populate the graphs.

- Citywide Projects

2018-2019 BD - DEVELOPMENT SERVICES SOFTWARE

This week Tyler team is re-configuring the Tyler Id required for many processes;
Tyler ID is also requiring for our 3 mobile applications availability to function properly (311, iGenforce and iGinspect).

Energov Project Test plan for all departments will be completed this coming week.

Users are finalizing building processes within CSS; users have been configuring case types and performing unit testing on all templates created by each department. Next week Tyler team will be configuring missing processes and preparing environment for training to be given April 13-16 on E-review which also interfaces with Bluebeam.

Project overall is 24% completed

2019-2020 Tyler 311

We finalize first draft Test plan for Tyler 311 online and mobile application this week. We are waiting resolution issue of Tyler id to be able to continue working on the API software so we

can extract data for Dashboard and interfaces to use the latest version of Tyler 311 and mobile app for citizen use.

Project overall is 24% completed

2019-2020 Integration to Document Retention Project-Bluebeam

We updated Project Schedule for Bluebeam project with new tasks since we need to have software available for Energov e-reviews tests. We will be configuring a 30-day trial environment of Studio Prime and Revu for users this week in preparation of training requirements. Complete training and implementation of Bluebeam should start in June/July after April 22nd Council Agenda approval is obtained.

Project overall is 3% completed

2019-2020 Energov Integration to Laserfiche Project

We are waiting for a statement of work and obtaining quote with various Energov interfaces, evaluating support options and requesting a statement of work from Laserfiche company.

Project overall is 7%

- Intersection LPR's & CCTV
- Remote Maintenance and monitoring of License Plate Readers to include field repairs.
- Remote Maintenance and monitoring of Traffic surveillance cameras to include field repairs.
- Continue working with Miami-Dade PW and HP Electrical engineer on the design/permit of Site I, Site 26 ,and Site 30 LPR camera installation.
- Continued coordinating with vendor the completion of the preventive maintenance to the uninterrupted power supply (UPS) unit at PD (main).
- Reviewed IT infrastructure plans for Doral Cultural Arts Center.
- Began working with Eugene (PW AD) on IT room design for Meadows Park.

• Website Projects

• FPL 2 LPR Poles:

Engineer continues to answer MDC comments delivered for Site 26 and 30, Horsepower delivered to City of Doral permits and these were approved by City Manager.

Project is 19 % completed.

• WCCD 37122- New Smart City Certification Project

Answering comments of the first review, WCCD is requesting more documentation, we are sending emails and calling all respondents to provide additional information requested this week.

Project is 81% completed

Parks and Recreation

- Director had their weekly meeting with Deputy City Manager
- Assistant Director phone conference with awarded vendor of Parking lot resealing project at Veteran's park and Trails and Tails park
- Assistant Director had phone conference with Fleet Manager to discuss Department Vehicles for Budget FY 20-21.
- Performed monthly maintenance on Indoor playroom at Doral Legacy Park
- Director and Assistant Director attended weekly Bond Meeting
- Staff called Special Needs participants and parents & Silver Club members to check on them and see if they needed assistance
- Performed annual maintenance on wood gym floor and dance room floor at Doral Legacy Park
- Began resurfacing project for Morgan Levy Park tennis and basketball courts

Planning and Zoning

Planning and Zoning:

- 70 Permits reviewed for the week of March 27th to April 2nd, 2020
- 7 Inspection performed for the week of March 27th to April 2nd, 2020
- 1 New BTR/CU for the week of March 23rd to March 27th, 2020
- Part of the staff worked remotely from home and reported daily to Planning and Zoning Director via email/phone.

Economic Development:

- Met with SBDC, SBA, Beacon Council, Enterprise Florida, USDOT, and other Cities and Agencies and coordinated with Public Affairs and business organizations to present current emergency business assistance information to Doral businesses.
- Reviewed 26 Florida Bridge Loan Applications as part of Miami Dade County Bridge Loan Committee administered by the Florida SBDC.
- Collaborated with Public Affairs to survey hotels, local manufacturers and potential suppliers of emergency equipment, and promote Doral restaurant to-go and delivery offers.
- Continued to administer all city grants programs to provide relief to businesses, HOAs, non-profits and schools.
- Coordinated and promoted "CARES Act" webinar.
- Wrote article for Doral Family Journal.

Police Department

Arrests

- Felonies: 6
- Misdemeanors: 6
- Traffic:
- Warrants: 7
- DUI:

Traffic Citations

- Hazardous Moving Violations: 5
- Non-Hazardous Moving Violations: 19

Notable Arrests & Incidents

Battery

Patrol units were summoned to the Intercontinental Hotel located in the 2600 Block of NW 87 Avenue regarding a hotel employee that was physically assaulted by a guest. The victim is a massage therapist employed by the hotel. She was performing a therapeutic massage on the subject who was a guest at the hotel. The subject became upset because he felt that the massage was not being done the correct way and responded by striking the therapist several times in one of her shoulders. The therapist immediately concluded the massage and summoned police. Upon arrival the officers conducted their investigation and arrested the subject who was subsequently transported to TGK.

Robbery by Sudden Snatching

Grand Theft

Battery

Doral Police was summoned to the parking lot of the ALOFT Hotel located in the 3200 Block of NW 107 Avenue regarding a disturbance. Upon arrival a male victim advised that he was seated in his parked vehicle along with a woman he is seeing. The victim advised that his estranged wife showed up and parked her vehicle directly behind his and blocked him. According to the victim, his wife started banging on the vehicle window and shouting at him. When he rolled down the window the wife struck him in the face causing him to lose grip on his cellphone and drop it. The wife took picked up the cellphone and left the scene. The victim advised that a few hours later he noticed that \$4,000 had been removed from his bank account via the Zelle application.

Detectives located the subject at her residence in Unincorporated Miami Dade County and brought her to the station for questioning. After waiving her Miranda Rights the subject admitted to the incident and advised she took the money because she needed to make repairs to her house. She was arrested and transported to TGK.

Public Information Office

- The PIO handled inquiries from the media on matters involving the Doral Police Department.
- The PIO granted interviews to WLRN (Public Radio) and CNN concerning the Doral Police Department's preparedness for situation caused by the COVID-19.
- The PIO conducted roll call training with all personnel and discussed proper relations with the general public when dealing with inquiries and requests for specific information on public safety issues.
- The PIO managed the department's Twitter and Instagram accounts on a daily basis and posted on matters of public safety and community affairs that may be of interest to our community.
- As chairperson of the Awards Committee, the PIO reviews and maintains all commendations and nominations of departmental employees for future consideration.
- The PIO compiled the statistical data and arrest reports, and prepared the Weekly Highlights Summary which is sent to the City Manager's Office.
- The PIO handled other tasks assigned by the Chief's Office.

Office of Emergency Management

- Continued outreach on COVID-19 prevention and mitigation on website and social media platforms including information provided by the CDC, the Florida Department of Health, Miami-Dade County, and the City's Public Affairs Office.
- Assisted City Hall with dissemination of information to the public by Mayor Bermudez on COVID-19 actions using Doral Alerts.
- Assisted the City Manager with dissemination of internal information to City of Doral employees regarding COVID-19.

- Provided COVID-19 Task Force weekly briefing summary.
- Filed daily situation reports on the City's COVID-19 protective measures with the County's EOC Municipal Branch.
- Provided Finance Department with information on FEMA and State Public Assistance Webinars.

****POLICE**

Emergency Management (Continued)

- Continued acquiring personal protective equipment including the first installment of N95 masks for police officers.
- Submitted Request with the Florida Department of Health for POD.
- Assisted Public Affairs with Miami-Dade County and Doral COVID-19 cases information.
- Assisted Satellite cities with their resource's requests and mission tasks on WebEOC.
- Continued sharing information with Hands on Doral members to assist the City in informing the public on COVID-19 preventive actions.

Public Works

- Assisted setting up, breaking down, and cleaning daily lunch provided to employees.
- USSI conducted disinfecting and sanitation services on Saturday March 28 and on Wednesday April 1.
- Set up and break down daily permit drive thru services at Government Center.
- On April 2nd the HR Director's office will be painted and cleaned to be ready for April 6, 2020.
- ITB 2018-13 "Canal Bank Stabilization Year 5B": Construction phase of this project is now complete and pending permit project closeout. Final project plans were submitted on Wednesday, January 29th to the Department of Environmental Resources Management (DERM) for final review and approval. The City of Doral was pending 20% of funds from the \$1,000,000 LAP Grant awarded to this project which would be released with project closeout. Caltran is preparing the close out projects and the deadline to submit is May 28th.
- ITB 2019-36 "Year 7 of the Canal Bank Stabilization Program": The construction is ongoing. The contractor is working along NW 25th Street between NW 97th Avenue and NW 92nd Avenue installing the geo-web cells and the installation of fencing. The segment along NW 25th Street is 85% complete. The second segment will be along NW 54th Street between NW 102nd Avenue and NW 97th Avenue. The City of Doral is preparing the 2nd reimbursement for this project in the amount of \$339,3250.88. Total grant amount awarded is \$950,000.
- ITB 2019-30 "Sub Basin A-4 Stormwater Improvements": On February 18, 2020 the construction began of stormwater improvements along NW 84th Avenue between NW 25th Street & NW 12th Street. The awarded contractor, Maggoc, Inc., continues to install the additional drainage and continue on to the next phase. This project has 7 phases and the contractor began phase 3 the week of April 30th. Phase 3 is along the southbound lanes of NW 84th Avenue nears Sam's Club.
- The City received the 2019 Tree City USA recognition for the 12th Year in a row. A press release will be drafted and provided to Public Affairs for release next week.

Transportation:

- Participated in a Skype meeting East-West SMART Plan Corridor Project Advisory Group (PAG) Meeting.
- Participated in a phone conference with Miami-Dade County Traffic Engineering and Miami-Dade Public Schools for the proposed Dr. Toni Bilbao K-8 Preparatory Center.