

**City of Coral Gables City Commission Meeting
Agenda Item D-1
May 31, 2022
City Commission Chambers
405 Biltmore Way, Coral Gables, FL**

City Commission

Mayor Vince Lago

Vice Mayor Michael Mena

Commissioner Rhonda Anderson

Commissioner Jorge Fors, Jr.

Commissioner Kirk Menendez

City Staff

City Manager, Peter Iglesias

City Attorney, Miriam Ramos

City Clerk, Billy Urquia

Public Speaker(s)

Harry Osle

Agenda Item D-1 [10:15 a.m.]

MAYOR’S COMMENTS

An Update regarding the Mayor’s Citizen Advisory Council
(Sponsored by Mayor Lago)

Mayor Lago: I want to jump out of order really quickly. I want to address one item and after this item we are going to take a five-minute recess. D-1, Mayor’s Comments, An Update regarding the Mayor’s Citizen Advisory Council. Very briefly, first of all, I’d like to thank this Commission for allowing me to put together the Citizen Advisory Panel. I think it’s been very fruitful in moving forward and trying to implement as much of the strategic plan, which is ratified by this Commission. I’d also like to thank all the members of the Citizen Advisory Panel who have given up, I don’t even know how many hours of their selves, of their family time or their business time to really invest in regard to this city and to deliver on the Mayor’s Citizen Advisory Council Strategic Plan. So, with us today, we have a member, who is going to give us a brief update on certain items that we are

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working on, and at the next Commission meeting, on June 28th Chelsea from my office will be providing a full update on the Strategic Plan, accomplishments, where we are falling short, what we need to work on, and also get some advice from the Commission and potentially amend certain items. The floor is yours sir. Thank you for being here.

Mr. Harry Osle: Thank you Mayor. Thank you, Mayor Lago. First and foremost, I want to thank the Citizen Advisory Council each and every member, Rudford Hamon, who had to leave a little early, Alexander Bucelo, Maria Cruz is here with us today, J.C. Diaz Padron, Mary Snow, and Mark Trowbridge. Each of us are residents of Coral Gables. We love the city, we give our time, as Mayor Lago has stated. And our objective, and I thank Mayor Lago for assigning us this task; our objective is really as the Mayor's Citizen Advisory Council, is to facilitate the Mayor's strategic priorities and plan. Being in business, the number of years I've been in business and being in technology and working with large major organizations. I will tell you that everything starts with a strategic plan. My hat's off to you Mayor for having a strategic plan that's focused on accountability and responsibility of the Mayor's office and of the Commission. So first of all, I want to thank you for that.

Mayor Lago: Thank you.

Mr. Osle: The Mayor's City Council is a seven-member council and we've met for a number of hours. We met with the City Manager, Mr. Iglesias, whose given his time as well to us. I appreciate that. And met on several, several initiatives. We are trying to find out how to drive the benefits of the Mayor's Strategic Plan as quickly as possible. In business we call that speed the benefit. So, we are trying to focus on the strategic plan and find a way to do that, and we have. We found a way in meeting with Raimundo Rodulfo, who is your head of technology, who by the way is a phenomenal person, first and foremost, and second, a tremendous technology individual. I've been in the business a long time and I see what he does, and I scratch my head and say, how does he get it all done. He's a tremendous individual, very smart and a phenomenal staff. We met with him and we've decided that the best way to, again, we met with City Manager Iglesias, we talked about underground, we spoke about the trolley, we spoke about parks, but we really dug into the strategic plan and found out what Mr. Rodulfo was trying to do in the IT Department; and our focus is around driving, and our decision is to drive technology and digital transformation as fast as possible. And by that, I mean focusing in on one of his key priorities for next year and try to bring that into this year, which is the mobile app. Everything that we've spoken about today, all the awards that we've seen, all the aspects of the citizens coming up here and showcasing their love for the city and each and every one of us has one if not two cell phones, or one if not two technical citizens around. I would tell you that concentrating on the mobile app will allow the city and all of us to have better

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information, more informed information, and it actually addresses each one of the major strategic nine points of your strategic plan, each one. So, we've looked at that and our work with Rodulfo and his team, to Raimundo and his team to find funds this year to bring that application to life soon than later. The Mayor's Citizen Advisory Board has been formed, has been informed that the application will cost anywhere between \$100 and \$150,000, and we are going to be working with the City Manager and others to find those funds in this year's budget, and bring that in sooner, so Raimundo and his team can focus on driving that technology fast, without having to go through another budget process. We will give you a more detailed plan of exactly how that's going to lay out in the next Commission meeting. With that, I'll open it up to any questions you have.

Mayor Lago: Before we get into the questions. I just want to say thank you, working with the Manager's team to drive this home. Obviously, this is critically important to the strategic plan and this Commission. As we are all aware, funding right now is very tight. We are dealing with issues, obviously remnants of Covid, obviously the overruns in regard to construction projects are a monumental hurdle, but this is a priority, and I think that we can, hopefully with a little bit of belt-tightening, find different opportunities. I know that we've been having discussions with the Clerk and seeing how we can engage with the Clerk to essentially find other solutions in regard to potentially the adoption of Raimundo's baby, which is the app. I think it's going to be something that's going to be very well received and it's going to be another opportunity for us to set ourselves apart, because this is something that I want to make sure, just like we mentioned about Police and Fire how we are head and shoulders. This city is head and shoulders of any other city in Miami-Dade County in regard to technology. The proof is in, not only the awards that we've won, but also, if we really take a closer look in regard to what we are offering as a city to the business community, people who are coming here to visit, and the residents, we are head and shoulders. We can go over that in more detail in the strategic plan on June 28th when we have kind of an update in regard to where we are. What I wanted to do today, and I'm happy that the council wanted to come here was, they wanted to put an effort to obviously, always respect the Sunshine, was to have a conversation and put it on your radar that this is something that the council would like to do. They would love for you, I know that everyone is very busy, if you get a chance to visit one of these meetings. Please make sure you tell us who's going to be there, so that if there is more than one of us there, we can Sunshine it. I try to attend probably every other meeting, because this is an opportunity to always remind the council of our gratitude for their service, and also to listen to what they see as priorities. This is made up of residents of the community who are unpaid and have an interest in a strategic plan and pushing the city forward. So, this is something that again, I think is important and the council has outlined it as their number one objective to deliver for this year, and I'd love for you to work with the Manager and our budget team in a very

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tough budget cycle, very tough budget cycle, to see how we can allocate the funds to address this. Questions.

Vice Mayor Mena: Look, I think it's obviously fantastic what you guys are working on, and we just need to now figure out a way to find the budget dollars, it is a difficult year, but if it's a priority and I think we all agree that our technology infrastructure is a priority, then we've got to find a way to make it happen.

Mr. Osle: In my experience there are projects that are done that are watershed events. This is one of them. And the reason I bring that up is because, the funding although it's a tight budget year, we've heard that several times, between \$100 and \$150,000 is not a lot of money to drive something that has a tremendous amount of impact. So, if you think about SMS texting, which is the texting that we do every day, and you proactively from the city's perspective are driving texting out to the citizens, whether they want it or not. Think of the Geico app, or think of New York City's app, which is well renown. These apps allow you to communicate in a way with the citizens of varying ages, varying backgrounds, allows you to communicate with your citizens in a way that's very, very quick, very fast, very informative, and you can turn it off if you don't like it. We sit here as citizens and residents of Coral Gables and we get these magazines which are beautiful, but those magazines can be on the phone itself, environmentally, much better for the environment. For those of you who want to receive those magazines, you can continue to do so, but think of everything that we do here, think of everything that you heard this morning, all that aspects of what's open, what's not, the aspects of what the Commission is working on and their focus on, that information can be driven through this technology, and for me, if I were to be allowed to, I would say, that spend between \$100 and \$150,000 will have a tremendous impact on the citizens of Coral Gables.

Vice Mayor Mena: I would say also, it's just inherent in technology that when you invest in technology there is obviously some amount of upfront investment required, but in the long term, the efficiencies that you create and the service that you provide it just reaps tremendous rewards and its going to effectively pay for itself over time, because moving away from sort of antiquated systems and paper and everything, those are things that are time suck for staff and for employees and freeing up that time for them to be able to do other things effectively it pays for itself over time. So, to me, that's inherent in technology and I agree with you that the sum of money, you know, its nothing to sneeze at, but also with a city with a set budget the size of ours, is something that we should be able to make happen.

Mr. Osle: We asked Raimundo several times and that is the budget figure he was looking for.

Commissioner Menendez: I think it's a brilliant idea, and I agree in the grand scheme of things \$100,000-\$150,000 is money, but money well spent and its an investment in our community that pays for itself down the road. I think the key for me personally is that we as a City Commission are always looking for ways to bring us together as one community, and this is a step forward that perhaps can accelerate that process and communicate and loop together and technology I think is the way to go.

City Manager Iglesias: If I can say, where we're at in the next six months, we have our 427 Building that is coming up. We are finishing up Infor, we move in late July, beginning of August we'll have electronic plan review. We will have our Enterprise Program, InterGov, which we are currently wrapping up now, and Development Services will be paperless at that point. Also, we are now working on our final Enterprise Program which is Infor, which is for Finance and HR, that program is also scheduled to be finished this year by December. In addition to that, on the 28th meeting we will have a presentation by IT on our dashboard, which is absolutely phenomenal, and on our new website, which is world class, is a Tesla website which is used by Tesla and Nasa right now. So, in addition to that, IT has over 40 scheduled projects, so the idea is that by the first quarter of next year we will be paperless, and so, there is a lot of effort being placed right now on those initiatives. So, I just wanted the Commission to know that IT is working really at a phenomenal rate.

Mayor Lago: And if I may, go ahead Commissioner, please.

Commissioner Anderson: One of the big questions I get routinely is, where do I find something on the website? So, I applaud you for doing this. I don't know if further brainstorming maybe with some young folks that are much more computer savvy than any of us here are, would help develop the app. They are very proud at that age and want to show their skillset that might be able to help us get this launch a little quicker. And we can dream big, and we can do things well, so I'm happy that you've taken the lead on this.

Mr. Osle: Well, I appreciate those words. You are absolutely right, there are a lot of people who want this accomplished. My daughter and son-in-law just moved in, got married last year, moved in here into Coral Gables; and I would tell you, I ran the idea by them, they said this will put the city at head and shoulders above others. Bigger cities have this, but not anywhere given the size of our city. So, Mayor, I applaud you again for allowing us to do this, and spending time and thank you for allowing me to speak to you today.

Mayor Lago: Listen, it's a pleasure to have you and I appreciate your commitment. You have a big business to run, and I know that you do this out of the love for your city.

Mr. Osle: Yes.

Mayor Lago: I just want to commend the Manager, again, like always. He works tirelessly on behalf of the city. He gives, like I said before, he gives his employees a lot of runway; a lot of runway and Raimundo is an example of that, our Police Chief, our Fire Chief, our Finance Director, our Historic Preservation Officer, everybody here has a lot of runway to do their job. He doesn't breathe down anybody's neck. He gives everybody the responsibility and the tools they need to do their job, and this is an example of something which I think is going to pay significant dividends. I think that if we come together for the next few months, I think we can, we have a lot on our plate, a lot on our plate, dealing with a lot of financial issues, good things, good things, we are getting a lot of projects finished and obviously coming out of Covid and these cost overruns in regard to construction are unexpected. We couldn't have budgeted for these, but we are going to get through. I feel comfortable because Peter's at the helm and if anybody knows construction, even better than I do, is this gentleman, but we are going to get through these tough moments. I would love for the Commission to speak with the Manager, obviously continue to push this priority forward. I know the Clerk has said he will work with the Manager, like he always does to help us with a little bit of a funding revenue in regard to this issue, because I think it bodes well and is in line with his strategic plan in regard to the Clerk's office. So, this is something that I'd like to see implemented in the next few months, and if we have to tighten our belts a little bit tighter, once we know what the Clerk can put forward, I'll find the money, if I have to, and I know the Manager will too. So, I want to say thank you again. I welcome the members of the Commission to join the Manager and myself and anyone else that would like to come to the Mayor's Council, its well worth it. Its an opportunity to speak freely, talk about new ideas, see how we can push this city forward, and we put together a Strategic Master Plan when everybody thought it was probably not the brightest idea. They said, you are actually going to put matrix in place to be judged over two years, you're crazy. Said, well that's the way we do it in the private sector, and that's the way that I want to do it here. I want to be judged after a year and then after two years, see where we're at. I think that's not only about pushing the Commission forward, I think that's about pushing the city forward, and having the leadership in place to say, look, these are important items to the Commission, and we need to get these done. So, thank you again for being here. I appreciate it, and I look forward to the implementation of the app, and along with the Strategic Master Plan update, which is coming on June 28th.

Mr. Osle: Thank you so much.

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Mayor Lago: Thank you sir.