



**City of Miami Beach - City Commission Retreat  
Miami Beach Resort & Spa  
Friday, January 11 and Saturday, January 12, 2008**

Mayor Matti H. Bower	Present
Vice-Mayor Jerry Libbin	Present
Commissioner Saul Gross	Present
Commissioner Richard L. Steinberg	Present
Commissioner Edward L. Tobin	Present
Commissioner Deede Weithorn	Present
Commissioner Jonah Wolfson	Present

City Manager Jorge M. Gonzalez	Present
City Clerk Robert E. Parcher	Present
City Attorney Jose Smith	Present

Day one of the two-day City Commission Retreat.

Dr. Rick Jensen, Ph. D., and founder of the Performance Enhancement Center facilitated the meeting.

The meeting started at approximately 9:25 a.m.

Dr. Rick Jensen, Ph. D. reviewed the ground rules such as all cell phones on vibrate and leave the room to talk.

Jorge Gonzalez, City Manager, reviewed the agenda for today.

The City Commission, Jorge Gonzalez, City Manager, and Jose Smith, City Attorney, completed and graded the DISC Classic Personal Profile System 2800.

Mr. Jensen asked the new Commission members what they heard from the residents while campaigning.

Items mentioned to the candidates while campaigning are listed and discussion was held on the following topics:

1. The Building Department and the permitting process are cumbersome; the process forces residents to work without a permit; obtaining a permit should be viewed as a value/protection for the homeowner.
2. Flooding/drainage in the City is a huge problem; perhaps there is some miscommunication between the Administration and the Commission regarding the magnitude and solutions to the flooding problem and clarification is needed.
3. Burned out street lights (carries over to all functions of the city); the rule of 15 was mentioned (if 15 people call about a problem the problem will be handled); employee cultural change is needed (attitude/motivation); remove the "not-my-job" mentality; employees need to be more customer service oriented, proactive; and take initiative/responsibility.
  - a. There needs to be a process where employees can report situation such as litter, street lights out; flooding; safety issues, etc.)
4. Regarding questions from the public, there needs to be consistency in the answers from department to department; customers feel they are getting the run-around. Customers need to have their telephone calls and emails returned in a reasonable amount of time.
5. Major concern experienced while campaigning: "who to call" in the City with a problem or question. Use MB Magazine, MBTV 77; the newspapers, and internet to get the "who to call" message to the

residents.

7. It is very important for the Administration to respond to complaints/calls for services timely. Customers get upset that no one gets back to them and this generates a call to the Mayor/Commissioner(s).
8. Leadership Academy is a fantastic program, the program should be offered in Spanish.
9. MBTV 77 should have some programs in Spanish.
10. Promote "Better Place."
11. There was discussion regarding schools in Miami Beach. It was stated that instead of putting money into schools to put the money into City after school programs; waive fees for those kids whose families cannot afford the program costs (pools, dancing programs, skating, etc).
12. Jorge Gonzalez, City Manager, announced that the compact with the Miami-Dade County Schools includes all seven (7) schools in Miami Beach receiving, over a period of time, the IB (International Baccalaureate Program).
  - a. Mayor Bower requested a presentation be made at the next Commission meeting.

The Commission held a working luncheon and Dr. Jensen and the City Commission talked about the results of the DISC Profile.

Robert Parcher, City Clerk, asked the City Commission if there was anything that could be done to make the City Commission board and committee appointments process easier. The Commission indicated that if nominations were sent to the City Clerk, the Clerk could compile a list and send the list to the Commission via email.

There was a discussion regarding changing the purpose/make-up of the GO Bond Oversight Committee; there was a request to hold-off appointments to this committee; appointments can be made on a month-by-month basis if necessary.

There was a discussion regarding the CIP process and particularly the Normandy Shores Golf Course Clubhouse. Commissioner Tobin will be the Commission liaison on this project and will work with the City Manager on this project.

There was more discussion regarding the DISC Profile Instrument.

Legacy: The Mayor and each Commissioner were asked what they want their legacy to be.

Mayor Bower stated that her passion is helping people, providing service to residents and to the businesses. She has worked on and will continue to work on education, affordable housing, and greening of the City.

Commissioner Libbin stated that he envisions his legacy to include being amongst the most ardent supporters of the Frank Gehry designed New World Symphony Concert Hall, and the new city owned park and garage. This project will transform our community and will help us achieve a status on the world stage with respect to our cultural amenities in South Florida. During his campaign in 2005, he spoke about the need to develop a world class cultural campus, which will afford us the opportunity to market Miami Beach, which is already known as the fun and sun capital of the world, as a true cultural destination. He added that he was pleased to have been able to be a part of this history in the making. He also stated that he would also like to be remembered for fighting to establish "Workforce housing" within our city for our essential service personnel, which are rapidly being priced out of homes in our city. We must find ways to provide housing for our teachers, nurses, police and firefighters if we expect to be able to maintain our present quality of life. He also hopes to be remembered for his desire to see our city become more involved in Green initiatives. He believes that the City can find a company to install solar panels on most of the larger government owned buildings with little or no capital outlay on the City's behalf. The capital cost for this would be borne by the installing company, which would borrow money to cover their costs, and would be paid back from a pledge of a revenue stream in the

future from the City when we purchase our solar generated electricity from this company. This idea along with his goal of transforming salt water into potable drinking water will create a permanent legacy for our entire community as we embrace the renewable energy in our existing environment.

Commissioner Wolfson stated the ethics in government is extremely important issue for him, the elderly and lower income families continues to be an issue, and there are lots of properties on Miami Beach which are depressed and need work.

Commissioner Weithorn stated that because of the mistrust of government, there needs to be a vehicle to empower the citizens, there needs to be transparency of government, tax credits, and ethics in government.

Commissioner Steinberg stated that he agrees with his fellow commission members and added that the WIFI installation is important for the residents and tourists, ethics issues are important, and to reform the campaign finance laws by removing corporate contributions and lowering the maximum campaign contribution from \$500 to \$250.

Commissioner Gross stated that the city needs to control over development and emphasize historic preservation and the unique architecture and design that make our City so special. Commissioner Gross believes that great cities are known for their great parks, so he has been working on improving South Pointe Park, the Botanical Garden, the Indian Creek Greenway and the park next to the New World Symphony building. The arts are also one of his passions, so he has been supporting the New World Symphony, the Miami City Ballet, the Wolfsonian and the South Florida Arts Center. Finally, he enjoys the role of mediator, helping to resolve difficult zoning disputes bothering residents as he has done in South Pointe, the Miami Heart and across from Beach High, to name three examples.

Commissioner Tobin stated that he wanted to see government spend money more responsibly and efficiently in all areas but specifically for construction of infrastructure drainage and capital improvement's first. With the surplus of money saved from a better approach to spending; children's education and the elderly.

Jorge Gonzalez, City Manager, stated that his vision is that the City of Miami Beach is viewed as an excellent government. He has put into place a professional and experienced staff which is responsive to the elected officials and to the public. He also stated that the Mayor and City Commission are the leaders of the City of Miami Beach and it is the Administration's job to do as directed. The Administration will always try to make the elected officials look good. He added that when the Administration makes a recommendation it will always be a professional recommendation and based on what he believes is in the best interest of the City.

Jose Smith, City Attorney, stated that he remembers when Beach High was the best school and wants to see the level of education raised. He added that he loves Miami Beach and it is an honor to work for the City of Miami Beach.

Commissioner Libbin expressed disappointment with the Green Committee in that they haven't met and the RFP for Green initiatives inventory has not been done.

Meeting adjourned at approximately 5:43 p.m.

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Saturday, January 12, 2008**

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Commissioner Richard L. Steinberg	Present
Commissioner Edward L. Tobin	Present
Commissioner Deede Weithorn	Present
Commissioner Jonah Wolfson	Present

City Manager Jorge M. Gonzalez	Present
City Clerk Robert E. Parcher	Present
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Day 2 of the two-day City Commission Retreat.

Dr. Rick Jensen, Ph. D., and founder of the Performance Enhancement Center, facilitated the meeting.

The meeting started at approximately 9:38 a.m.

Dr. Jensen facilitated a discussion on the different roles and responsibilities of the Commission and the City Manager.

Jose Smith, City Attorney, stated that the City Charter defines the role of the Commission, City Manager, and City Attorney.

Jorge Gonzalez, City Manager, stated that it is his role to make sure that the City Commission is fully informed and that each elected official receives the same information at the same time. The mechanism used is Letter-to-the-Commission (LTC's) and Department Memorandums.

There was a brief discussion regarding LTC's and the interface between the Mayor and Commissioner's office. It was stated that the process of funneling City Commission constituents' requests to the Administration through Dolores Mejia is working great.

Commissioner Libbin requested quarterly feedback on noise violations and Commissioner Gross requested to add flyer violations to the request.

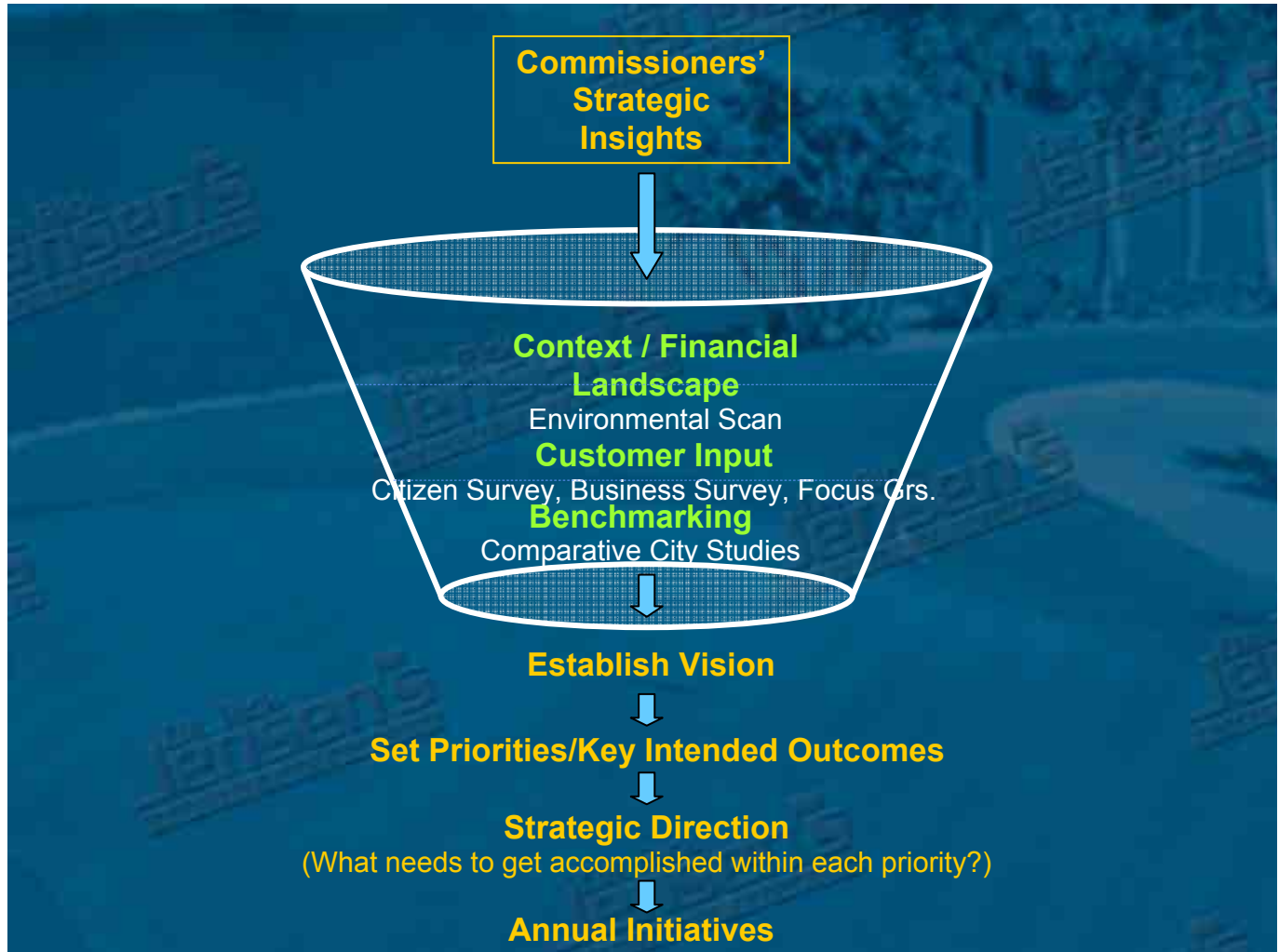
Although there was a discussion on day 1 of the Retreat, Commissioner Tobin again brought up the subject of the flooding on Purdy Avenue and expressed his confusion because the Administration has stated that the flooding has been fixed. He requested clarification.

During the luncheon Dr. Jensen reviewed the following:

How does the Commission make decisions?

How should the Commission receive and use essential data and information to make effective decisions?

How should budgetary allocations be made so that they align with city-wide priorities? (See diagram).



Mr. Arnel Santens, General Manager, Miami Beach Resort and Spa, explained that the Resort and Spa is one of many entities owned by a corporation. He reviewed the customer service standards and how customer service data is captured, entered and reported. Mr. Santens explained that the corporation does performance comparisons on a companywide basis and also the different areas of operations within each hotel.

Jorge Gonzalez, City Manager, briefly explained the Active Strategy program being used by the City.

There was a discussion regarding the removal of board and/or committee members. Jose Smith, City Attorney, stated that he would review and get back to the Commission. There was also a brief discussion regarding the abusive behavior of some of the land use boards.

There was a brief discussion regarding mass transit and the City of Miami Beach.

Jorge Gonzalez, City Manager, urged the Commission to develop relationships with their counterparts at the County, League of Cities and the State.

Dr. Jensen reviewed the attributes of highly effective boards:

1. Good communications
2. Valuing differences
3. Leveraging strengths
4. Action oriented
5. A clear and common vision

There was a discussion regarding CIP which included forming a “swat team” to reformat the GO Bond Oversight Committee in terms of purpose and membership. Commissioner Tobin asked to be the City’s liaison on the Normandy Golf Clubhouse construction project and to work with the City Manager. Because of the importance of the CIP program, the City Manager was asked to make sure that there is a smooth transition upon the director’s retirement. Any replacement person must be a high-level construction manager.

The meeting adjourned at approximately 3:45 p.m.

Handout or Reference Materials:

- 1) Meeting Notice
- 2) Miami Herald article regarding the Commission Retreat
- 3) Copy of the DISC Classic Personal Profile System 2800 Instrument
- 4) LTC #004-2008;
  - ❖ Copy of the Agenda; Document titled “The Retreat As Management Tool”
  - ❖ “10 Habits of Highly Effective Councils”
  - ❖ Lynchburg City Council Means, and
  - ❖ City of Palo Alto – Proposed Council Protocol

**End of Report**