



CITY OF DELRAY BEACH

OFFICE OF THE CITY MANAGER

100 N.W. 1ST AVENUE • DELRAY BEACH • FLORIDA 33444 • (561) 243-7015



City Commission Information Letter

July 21, 2023

Preparation Considerations to Support City Adaptability Index Survey Administration

In response to interests offered by City Commission to participate in the City Adaptability Index survey as sponsored and supported by Columbia University, the Office of the City Manager recently hosted a meeting involving leadership from the Office of Sustainability and Resiliency, Development Services, and Public Works to discuss associated details, including an inventory overview of related efforts yielded by the City of Delray Beach to date.

As referenced in the attached electronic mail message from Sustainability and Resiliency Officer Kent Edwards, guidance to this effect involves a definition of scope, scale, and specific topics for inclusion in the survey instrument. Considerations to this effect include matters related to all eight focus areas, including economic growth, safety and security, diversity and inclusion, and efficiency and resilience involving municipal operations.

With resources from multifaceted consulting firm WGI being made available to support survey administration activities at no cost to the City of Delray Beach, arrangements are being made to provide a presentation to City Commission to suggest an approach to administer a resulting survey exercise accordingly. Such is being planned for the September 18th regular meeting.

Service Analysis Concerning Freebee Operations

After several years of contractual engagement with the Delray Beach Community Redevelopment Agency, the current fiscal year now involves the City of Delray Beach financing and supporting Freebee downtown vicinity transportation service operations. Reviews relative to both ridership and compliant experiences are a function of applicable staff roles and responsibilities.

City Commission Information Letter

July 21, 2023

Page 2

As referenced in the attached electronic mail message from Director of Public Works Missie Barletto, Freebee has completed 44,330 rides during the previous twelve months, transporting 87,865 passengers to their destinations. The average driver rating for this service is 4.91 out of a maximum of 5 points, representing a very favorable sense of appreciation and support for this service.

Interestingly, nearly 50% of riders are between the ages of 21 and 34 years of age. The average time between requests for passenger pickup and respective arrival is 15.52 minutes. However, less than 10% of rides resulted in wait times of more than 30 minutes.

As far as complaints, the City of Delray Beach has experienced a total of five during the past few months, notably, unexpected ride cancellations. The City of Delray Beach maintains a record of all complaints reported, including individual summaries of resolutions accordingly.

Expiration of Town of Gulf Stream Water Service Agreement

With the expiration of the most recent water service agreement with the Town of Gulf Stream having become effective last month, please be advised that the Department of Utilities is now being asked to outline a timeframe that will involve the City of Delray Beach no longer delivering potable water to Gulf Stream in the coming months.

As referenced in the attached letter and electronic mail message communications delivered to leadership of the Town of Gulf Stream, the City of Delray Beach has worked amicably to secure a sense of commitment and direction regarding Gulf Stream's interests in utility services accordingly. However, a brief discussion with Gulf Stream officials shortly prior to the agreement expiration revealed their plans to ultimately secure a water service agreement with another municipality.

Although the City of Delray Beach continues to remain uninformed relative to any new water service agreements that the Town of Gulf Stream may enjoy, the City of Delray Beach will soon need to make adjustments to infrastructure and water distribution functions in light of the precarious position that our organization is currently experiencing.

City Commission Information Letter

July 21, 2023

Page 3

Applicable updates for City Commission involvement will likewise be forthcoming as well.

Collaboration Involving Ruth & Norman Rales Jewish Family Services for Delray Beach Public Schools

While Education and Workforce Coordinator Janai Bowens has been engaging with leadership of the School District of Palm Beach County relative to the continuation of needs for public school students in our community, she was able to connect with representatives of the Boca Raton and Delray Beach based organization Ruth & Norman Rales Jewish Family Services to help facilitate additional support.

As referenced in the attached electronic mail message from Ms. Bowens, outcomes to this effect will involve access to financial, family, and mental health services for students and families that may require assistance accordingly.

This update is pertinent for the City of Delray Beach because respective service operations and administration will be at both Atlantic High School and Carver Community Middle School.

Calendar of Meetings, Activities, and Functions

Earlier this week, both Director of Utilities Hassan Hadjimiry and I met with recently appointed Palm Beach County Director of Public Health Jyothi Gunta to provide her with both an update and orientation relative to current progress being made by the City of Delray Beach to implement requirements of a consent order that was approved by both entities in November 2021.

This dialogue likewise yielded a very productive experience for each of us, involving details concerning backflow presentation installation and functioning activities, as well as other infrastructure improvements that will ultimately ensure

City Commission Information Letter

July 21, 2023

Page 4

long-term guidance for sustainably healthy water quality distribution functions and operations in our community and respective service area.

Enclosures:

Electronic Mail Message from Kent Edwards – Follow-Up Concerning City Adaptability Index

Electronic Mail Message and Related Background Reports from Missie Barletto – FreeBee Delray Beach

June 16, 2023 Letter to Gulf Stream Town Manager Gregory L. Dunham – Water Service Agreement

July 5, 2023 Electronic Mail Message to Gulf Stream Town Manager Gregory L. Dunham – Water Service Agreement

Electronic Mail Message from Janai Bowens – Ruth and Norman Rales Jewish Family Services Collaboration

Calendar for Business Week of July 17, 2023

CM/Documents/City Commission Information Letter 76

Terrence R. Moore

From: Edwards, Kent
Sent: Thursday, July 20, 2023 2:23 PM
To: Terrence R. Moore
Subject: City Adaptability Index Follow Up

Good afternoon Terrence, I am writing to give an update and next steps for the City Adaptability Index project.

I thought that the meeting on July 7 which you attended was a good kick off with WGI. Their explanation of the Index was consistent with the information we found online, and it's clear that a wide array of City programs and activities could provide input to the survey. The effort should incur no cost to the City, other than staff time, as WGI is developing the Index and it is a benefit to have municipalities participate in a pilot project. Though it is still in development, the format of the survey is straightforward, and it is organized around principles that are appropriate for assessing adaptability.

In the meeting I was assigned to be the liaison between WGI and City Departments, as such I reached out to some Departments, and WGI. I have a meeting set for July 25 with WGI where we will begin discussing the scope and scale of the initiative, along with potential programs or topical areas that could be assessed by the survey. In preparation for the meeting, I considered each of the 8 "Pillars" and listed some Departments whose responsibilities seem to match the Pillar. This is a work in progress, and represents some initial thoughts. It highlights though how broad the scale of the project could be.

Sustainability & Environment- OSAR, Public Works
Economic Growth- Assistant City Manager
Diversity & Inclusion- PIO, Human Resources, Others
Quality of Life- DDA, CRA, Neighborhood and Community Services
Health & Wellness- Neighborhood and Community Services, Parks & Recreation
Safety & Security- Police, Fire & Rescue, IT
Efficiency & Resilience- City Manager, All Departments
Mobility- Development Services

There are obvious benefits that could result from this project. I am also very mindful of the workload that City staff manage on a daily basis. It may be helpful to narrow the focus at least initially, to develop a clear understanding of how the survey should be completed, and the benefits to the City.

Sincerely,
Kent



John Kent Edwards
MS, MPH, LEED Green Associate
Sustainability Officer
City of Delray Beach
434 S. Swinton Ave.
Delray Beach, FL 33444
P: 561-243-7349
EdwardsJ@MyDelrayBeach.com

Terrence R. Moore

From: Barletto, Missie
Sent: Wednesday, July 19, 2023 4:51 PM
To: Terrence R. Moore
Subject: FreeBee
Attachments: FreebeeDelray.pdf; Complaint Log - 2023.docx

Good evening, Terrence,
Please find attached a copy of the ridership report for FreeBee Delray for the first year of service with the City and a copy of the complaint log for the past three months.
Thanks!
Missie

Missie Barletto | Public Works Director

☎ 561-243-7000 ext. 4104 | 📞 239-707-2371 | ✉ barlettom@mydelraybeach.com | 434 South Swinton Avenue, Delray Beach, Florida 33444

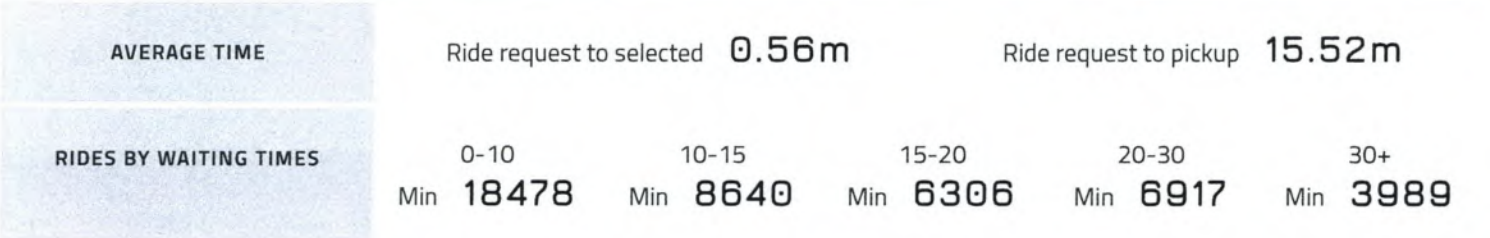


CITY OF DELRAY BEACH

PUBLIC RECORDS NOTE: Florida has a very broad public records law. Most written communications to or from local officials, employees, or the general public regarding city business are public records available to the public and media upon request. Your e-mail communications may therefore be subject to public disclosure.



Zone Summary



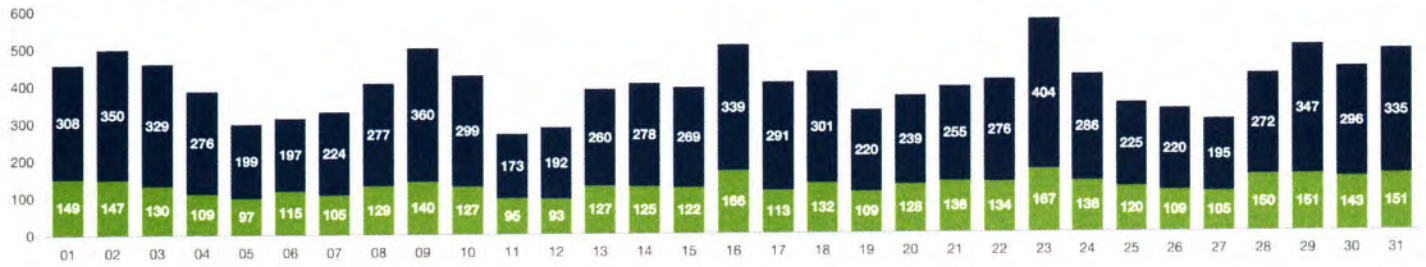
PASSENGERS AND RIDES BY MONTH (YTD)



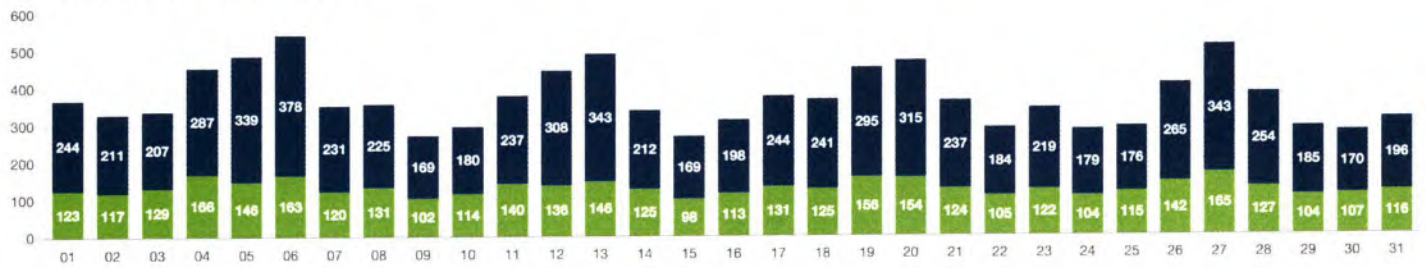
PASSENGERS AND RIDES BY WEEK (YTD)



PASSENGERS AND RIDES - JULY



PASSENGERS AND RIDES - AUGUST



PASSENGERS AND RIDES - SEPTEMBER



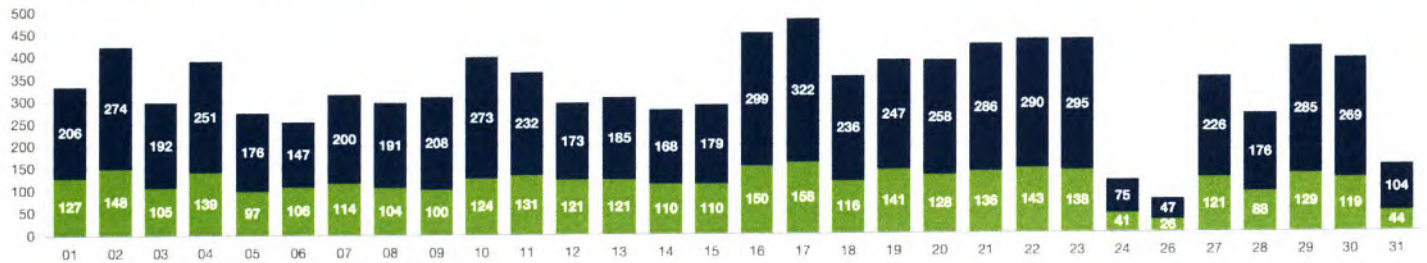
PASSENGERS AND RIDES - OCTOBER



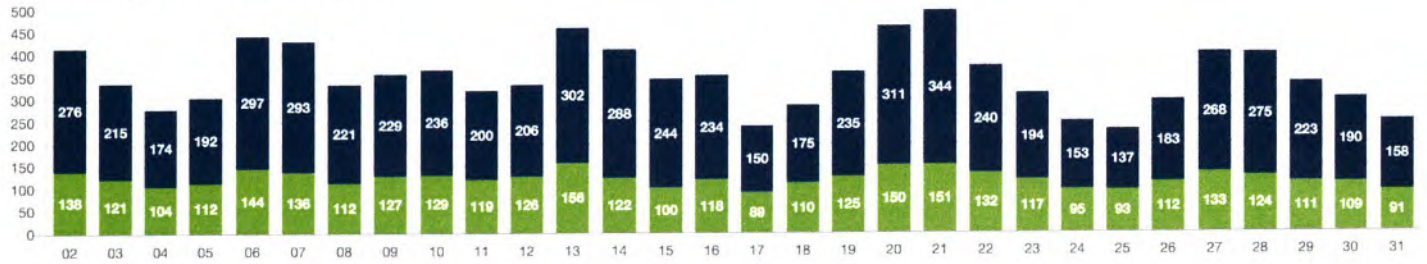
PASSENGERS AND RIDES - NOVEMBER



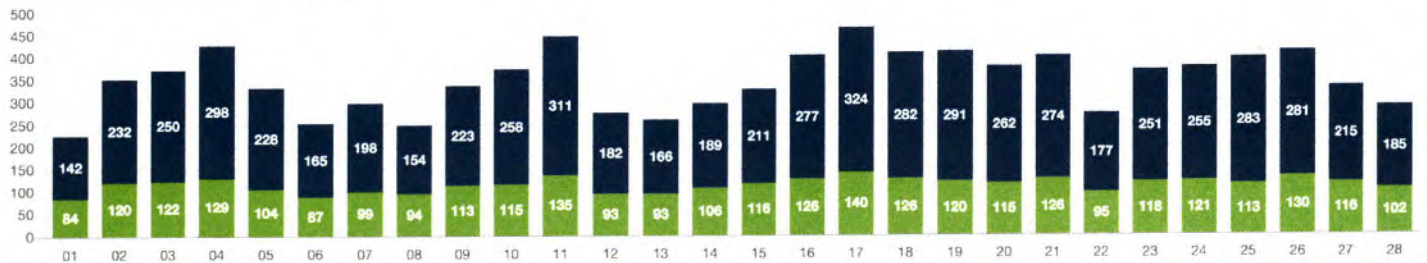
PASSENGERS AND RIDES - DECEMBER



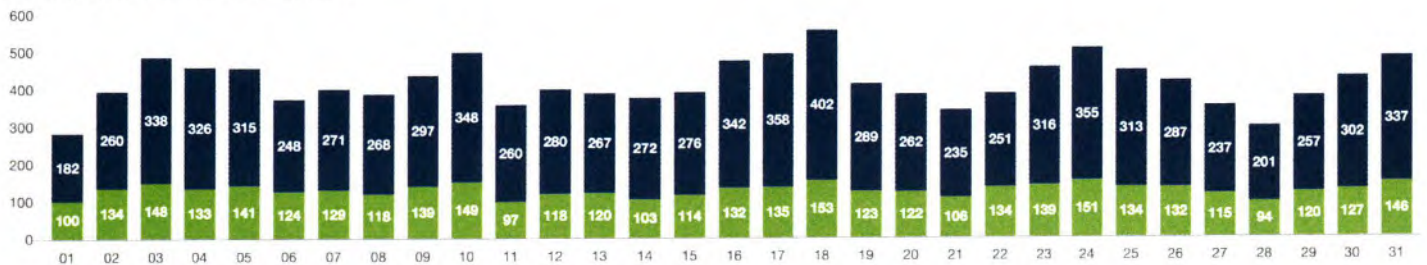
PASSENGERS AND RIDES - JANUARY



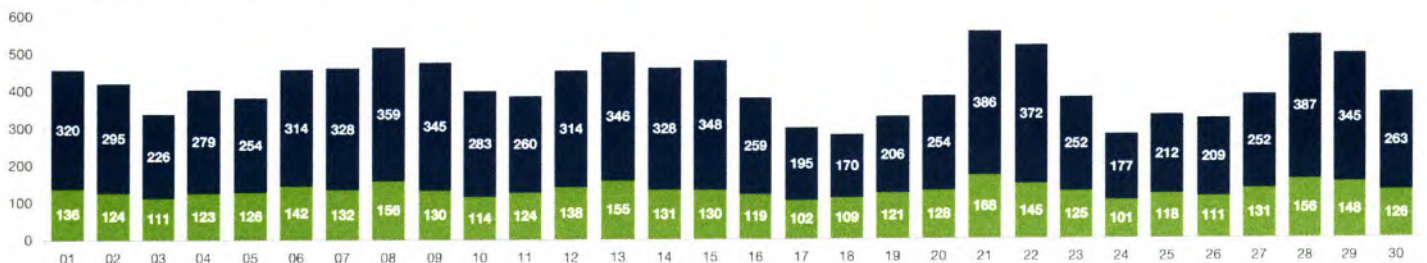
PASSENGERS AND RIDES - FEBRUARY



PASSENGERS AND RIDES - MARCH



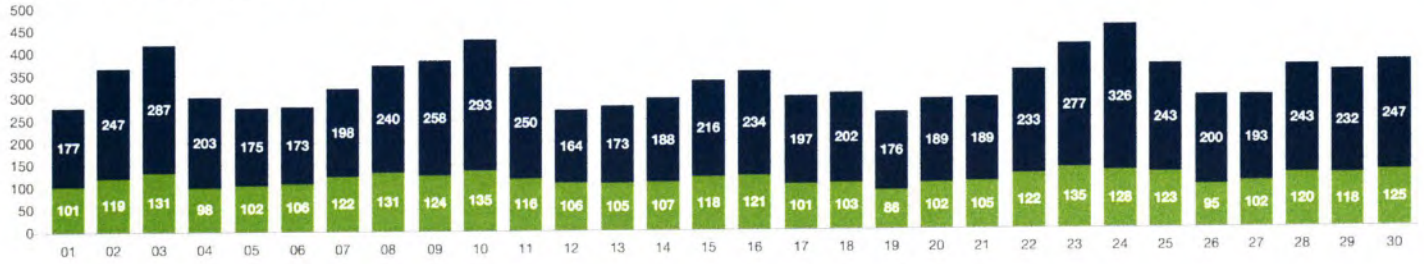
PASSENGERS AND RIDES - APRIL



PASSENGERS AND RIDES - MAY



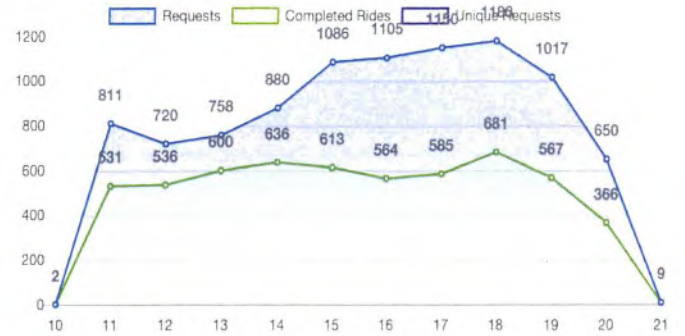
PASSENGERS AND RIDES - JUNE



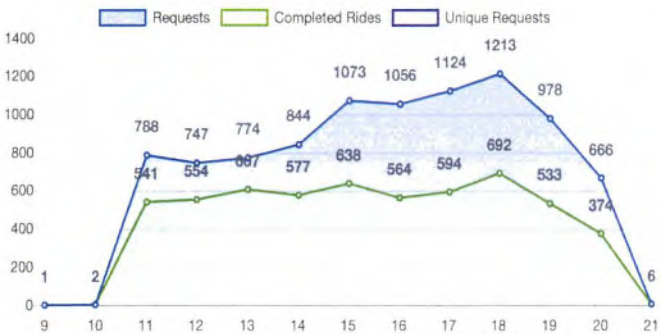
RIDE REQUEST MONDAY



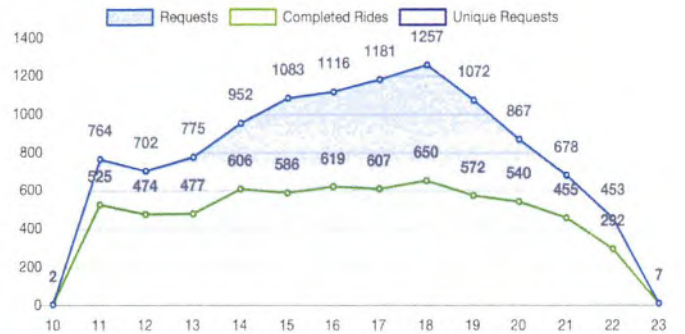
RIDE REQUEST TUESDAY



RIDE REQUEST WEDNESDAY



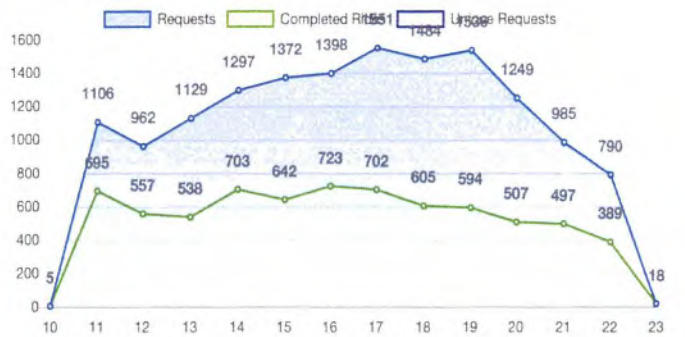
RIDE REQUEST THURSDAY



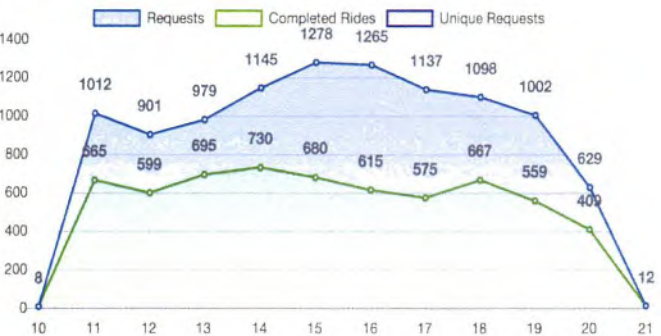
RIDE REQUEST FRIDAY



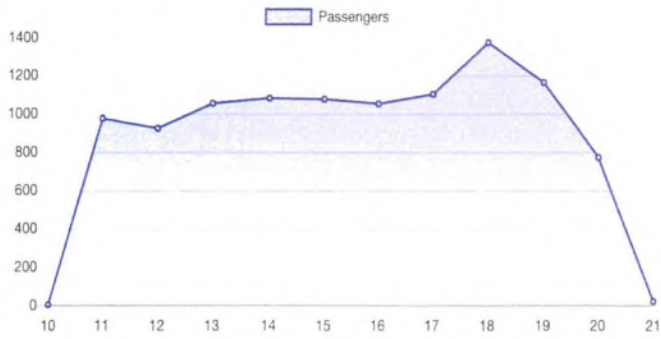
RIDE REQUEST SATURDAY



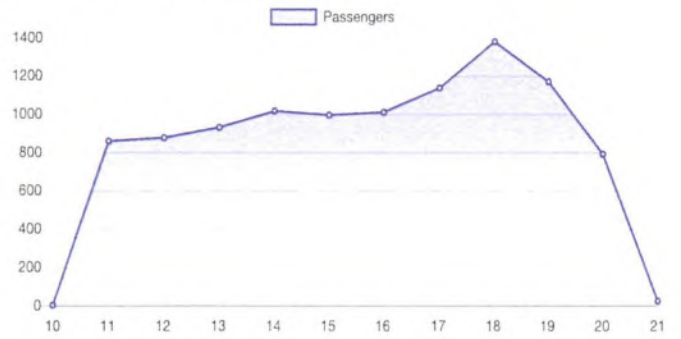
RIDE REQUEST SUNDAY



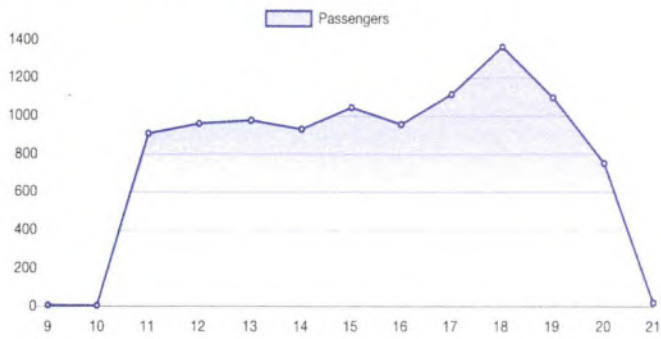
TOTAL PASSENGERS MONDAY



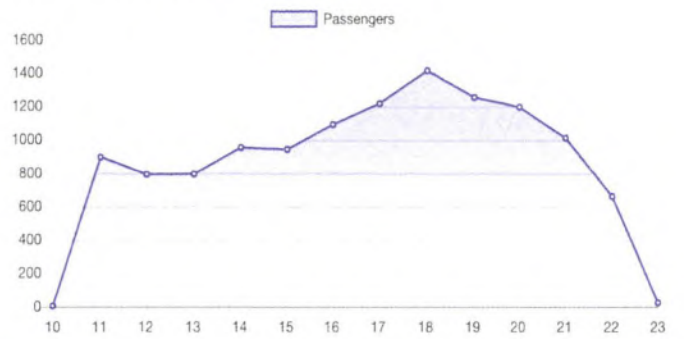
TOTAL PASSENGERS TUESDAY



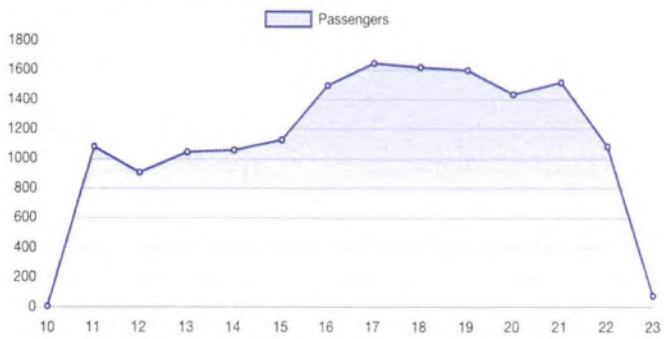
TOTAL PASSENGERS WEDNESDAY



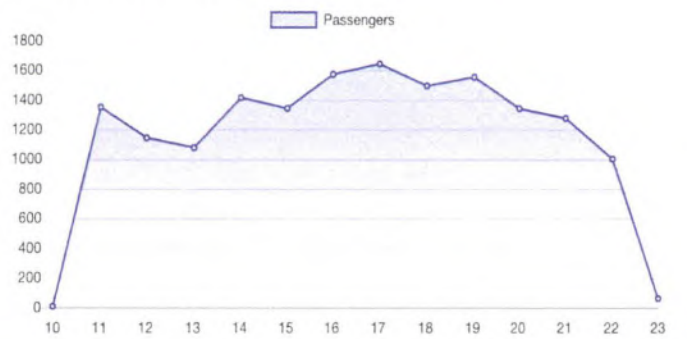
TOTAL PASSENGERS THURSDAY



TOTAL PASSENGERS FRIDAY



TOTAL PASSENGERS SATURDAY



TOTAL PASSENGERS SUNDAY



Freebee Complaint Log – 2023

DATE	MANNER OF RECEIPT	COMPLAINANT	COMPLAINT	FREEBEE NOTIFIED	OUTCOME
4/7/2023	Email	Arrington Davis, 561-706-3989, arringtondavis4@gmail.com	<p>From email: "Good afternoon My Name is Arrington Davis I am a resident of Delray Beach and a Tax payer my Family owns our home. I am contacting you because I felt discriminated against while about to get into a Freebee ride in Delray Beach outside my house on Nw 10th ave. While I was standing outside my house the driver approached my yard and I was about to cancel the ride before he pulls up and I politely tell him sir I'm going to cancel the ride. And then he's says I hate when you people call for a ride and cancel you know we block you if you do that and then Drives off abruptly I cancel the ride. Furthermore I then I found out my street was no longer a route to pick up which was insane. I felt like that was discrimination and unfair, because my intent was not to disrespect or disturb the Ride System an emergency happened and I was no longer needing the service. The Drivers Name was Paul. He was very rude and nasty to me while I gave nothing but respect to him. Please contact me as soon as possible I</p>	Y	<p>The complainant was notified that the matter was being addressed by Freebee.</p> <p>Freebee Managing Partner, Jason Spiegel, advised via email: "although he (the driver) was definitely frustrated with the cancellation, he stated that he never said anything of the sort regarding blocking the passenger from requesting again. This driver has been spoken to regarding the alleged incident and was provided coaching on how to handle the situation better in the future without being frustrated." Additionally, it was confirmed that the rider (Mr. Davis) was not blocked from the app.</p>

			don't want this to happen to anyone else."		
5/25/23	Email	Reynol Garcia, 561-702-3501, garciareynol29@icloud.com	<p>From email: "Hi my name is reynol Garcia I get on Freebee all the time to work but it's starting to be income for the us who have to work cause the drivers complain a lot about picking us up I just got picked up today and was told that it's to much getting us and that it's a problem this has happen to me to many times I am fed up"</p> <p>Upon callback, complainant further advised that the drivers seem frustrated about taking the caller to/from work because they would rather take riders who give tips.</p>	Y	<p>The complainant was notified that the matter was being addressed by Freebee.</p> <p>Freebee Managing Partner was notified and advised that they spoke with the driver. The driver advised that he did not mention to the complainant that there was an issue with picking him up. Freebee advised that the complainant has app history for canceling rides however if there are issues with operations or riders, staff should report it to management and not the rider directly.</p>
5/28/2023	Voicemail	561-789-9285	Summary: complaint that the service was not working well because after the ride had not been confirmed after 15-minutes, the rider called the 800-number for an update and was advised wait times were currently 1-1.5 hours.	Y	Freebee Managing Partner confirmed that because of the holiday (Memorial Day was the following day), it was not unusual for wait times to be so high.
7/15/2023	Voicemail	Reynol Garcia, 561-702-3501	Summary: complainant claims he and his coworker requested rides at the same time. When the driver arrived, the complainant's ride was cancelled because there was only one seat available and this seat was given to the complainant's coworker. The complainant claims the driver	Y	<p>The complainant was notified that the matter was being addressed by Freebee.</p> <p>Freebee Managing Partner advised that since this is a repeat complaint, the Customer Service Coordinator will reach out to the</p>

			mentioned preference for riders who give tips.		complainant directly then investigate the incident with the driver before reporting back.
7/17/2023	Email	Victor Malvarez, vicmal60@gmail.com	From email that was sent to DDA then forwarded: "You really need to find drivers who don't drop rides. For the past week I've had drivers over and over again either drop the ride or not show up AT. ALL. This does not look good for a city that has so much to offer the community."		The complaint was emailed and asked to contact me for more information.



CITY OF DELRAY BEACH

OFFICE OF THE CITY MANAGER

100 N.W. 1ST AVENUE • DELRAY BEACH • FLORIDA 33444 • (561) 243-7015



June 16, 2023

Mr. Gregory L. Dunham, Manager
Town of Gulf Stream
100 Sea Road
Gulf Stream, FL 33483

Re: Water Service Agreement Between City of Delray Beach and Town of Gulf Stream

Dear Mr. Dunham:

I hope this letter finds you in good health and high spirits. I am writing to bring to your attention an important matter concerning the Water Service Agreement between the City of Delray Beach ("City") and Town of Gulf Stream ("Town").

During our meeting June 8, 2023, we reminded both you and Mr. Nazzaro that the current Water Service Agreement between the City and the Town is set to expire on June 17, 2023. Furthermore, you informed us that the Town is currently considering a new Water Service Agreement with the City of Boynton Beach.

Recognizing the urgency and complexity involved in negotiating a new agreement, I would offer a three (3) month temporary extension of the current Water Service Agreement. This temporary extension would allow for a continuation of water service to the Town's residents while the necessary discussions and negotiations take place between the Town and the City of Boynton Beach.

I am requesting that you review this matter with utmost urgency and initiate the necessary steps to secure a temporary extension of the current Water Service Agreement by July 1, 2023. Arrangements to this effect will therefore enable my office and that of Director of Utilities Hassan Hadjimiry, the ability to formally offer a recommendation as outlined to the Delray Beach City Commission via its July 11, 2023 regular meeting. This extension would likewise provide the Town and its residents and stakeholders with reassurance that their basic water needs will be met until a new long-term agreement is achieved via external partnerships your office deems appropriate.

Water Service Agreement Between City of Delray Beach and Town of Gulf Stream
June 16, 2023
Page 2

Thank you for your attention regarding this matter. I trust in your leadership and commitment to serving the residents and stakeholders of Gulf Stream. Should you require any further information or assistance regarding this request, please do not hesitate to contact me.

I look forward to a positive resolution accordingly.

Sincerely,



Terrence R. Moore, ICMA-CM
City Manager

cc: Lynn Gelin, City Attorney
Hassan Hadjimiry, P.E., Utilities Director
Trey Nazzaro, Gulf Stream Assistant Town Attorney
Honorable Delray Beach Mayor and City Commission

Catalano, Marie

From: Catalano, Marie on behalf of Terrence R. Moore
Sent: Wednesday, July 5, 2023 10:47 AM
To: gdunham@gulf-stream.org
Cc: Trey Nazzaro; Gelin, Lynn; Hadjimiry, Hassan; Catalano, Marie
Subject: Water Service Agreement between the City of Delray Beach and the Town of Gulf Stream

Follow Up Flag: Follow up
Flag Status: Flagged

Good Morning Mr. Dunham:

I am writing to express our deep concern and disappointment regarding the lack of response to our previous letter dated June 16, 2023. In that letter, we duly recorded the expiration of the water agreement (June 17, 2023), which, as of the current date, remains unresolved.

The expired water agreement poses serious implications to the Town of Gulf Stream community, impacting your ability to access a vital resource for your residents and stakeholders. As responsible stewards of the public interest, we expect the Town of Gulf Stream to fulfill its obligations and address this matter with urgency.

We kindly request your immediate response to provide clarity on the status of the water agreement and the Town of Gulf Stream's plans moving forward.

Thank you for your prompt attention to this pressing issue. We trust that you will take the necessary steps to rectify the situation and ensure the continued provision of water services to your community.

Terrence R. Moore, ICMA-CM
City Manager
Delray Beach, Florida

PUBLIC RECORDS NOTE: Florida has a very broad public records law. Most written communications to or from local officials, employees, or the general public regarding city business are public records available to the public and media upon request. Your e-mail communications may therefore be subject to public disclosure.

Terrence R. Moore

From: Bowens, Janai
Sent: Wednesday, July 19, 2023 3:07 PM
To: Terrence R. Moore
Cc: Catalano, Marie
Subject: City Commission Information Letter

To: Mr. Terrence Moore, ICMA-CM, City Manager
From: Janai Bowens, MBA M.Ed, Education and Workforce Coordinator
Date: Wednesday, July 19th, 2023
Subject: Ruth and Norman Rales Jewish Family Services Collaboration

We are excited to collaborate with the Ruth and Norman Rales Jewish Family Services (JFS) to provide the Delray Beach community with access to wrap-around services that support healthy and productive families of all ages and beliefs. School leaders, families and students in Delray Beach have expressed the need for accessible mental health and family-centered services. Ruth and Norman Rales Jewish Family Services (JFS) has committed to establishing a presence at Atlantic High School and Carver Community Middle School to provide opportunities for families in Delray Beach to receive a range of services based on needs and eligibility. Students and families will have access to resources that help with food and financial assistance, counseling and mental health services, career and employment services and family services.

Currently, JFS has an established presence in Delray Beach through the Shirley and Barton Weisman Delray Community Center and mental health clinicians at the Milagros Center. They are excited about expanding their presence to Delray Beach families through a collaboration with the City of Delray Beach and Delray Beach Public Schools. We look forward to sustaining this collaborative partnership to meet the needs of the students and families that we serve.

Janai Bowens, MBA M.Ed
Education and Workforce Coordinator
City of Delray Beach
100 NW 1st Avenue
Delray Beach, Florida 33444
561-243-7231 – office
bowensj@mydelraybeach.com



July 17, 2023 - July 23, 2023

July 2023						August 2023							
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
						1			1	2	3	4	5
2	3	4	5	6	7	8	6	7	8	9	10	11	12
9	10	11	12	13	14	15	13	14	15	16	17	18	19
16	17	18	19	20	21	22	20	21	22	23	24	25	26
23	24	25	26	27	28	29	27	28	29	30	31		
30	31												

Monday, July 17

- ← Chief Tomey/Conference in Naples →
- 12:00am D. D'Andrea - Out →
- 7:30am - 8:30am Begin CIL (CM Office) ↻
- 8:30am - 8:40am New employee orientation (First Floor Conference Room) - Bast, Dot ↻
- 9:00am - 9:30am Direction Concerning Annual Report from the Office of the City Manager (CM Office) - Terrence R. Moore
- 10:00am - 11:00am Mayor mtg w/CM Moore Re: Agenda & Updates (City Manager's Office) - Rangel, Delores ↻
- 11:30am - 12:00pm State of Florida Building Permits And Implementation Utilizing Reporting Requirements (CM Conference)
- 12:30pm - 2:00pm Various (Various)
- 3:00pm - 4:00pm Cross Connection Control Program (800 Clematis St. Suite 1151, WPB) - Terrence R. Moore

Wednesday, July 19

- ← 12:00am Chief Tomey/Conference in Naples
- ← D. D'Andrea - Out →
- H. Dunkley - Out
- 7:30am - 8:30am Kiwanis Club of Delray (Delray Beach Golf Club (2200 Highland Ave, Delray Beach, FL 33445)) ↻
- 7:45am - 8:15am Biometric Screening (Community Center 50 NW 1st Avenue)
- 8:30am - 9:00am Sam Metott Bi-Weekly Meeting (Office of the City
- 9:30am - 10:30am Compile Information Letter Report
- 10:30am - 11:30am Meeting w/ Procurement Consultant (First
- 12:15pm - 12:45pm Guidepoint Local Governments/County
- 2:00pm - 2:30pm Jay Stacy Bi-Weekly Meeting (City Manager
- 3:00pm - 4:00pm Compile Information Letter Report - Operational
- 4:00pm - 4:30pm Cancel: Chief Tomey Bi-Weekly Meeting (City

Friday, July 21

- ← 12:00am D. D'Andrea - Out
- 7:30am - 9:00am Finalize CIL (CM Office) ↻
- 9:00am - 10:00am Comm. Boylston mtg w/CM Moore Re: Bi-Weekly Updates (City Manager's Office) - Rangel, Delores ↻
- 10:00am - 11:00am Retirement Ceremony - Battalion Chief (Ols School Square Fieldhouse - 50 N. Swinton Ave)
- 11:00am - 12:00pm Follow-Up Regarding Palm Trail Neighborhood Plan (CM Office) - Terrence R. Moore
- 12:00pm - 2:00pm Various (Various)
- 3:00pm - 4:00pm Guidance and Support to Augment Citywide Weed and Vegetation Maintenance (CM Office) - Terrence R. Moore

Tuesday, July 18

- ← Chief Tomey/Conference in Naples →
- ← D. D'Andrea - Out →
- 9:00am - 10:00am Compile Information Letter Report - Town of Gulf Stream Water Service Agreement (CM Office) - Terrence R. Moore
- 10:00am - 10:30am Biweekly Meeting Gina Carter (CM Office) - Terrence R. Moore ↻
- 11:00am - 11:30am DJAHA Conference Call (CM Office)
- 1:30pm - 2:30pm Compile Information Letter Report - Preparation Considerations to Support City Adaptability Index Survey
- 3:00pm - 8:00pm July 18th Commission Meetings - Viewing of Presentations (Microsoft Teams Meeting) - Harris, Patrice
- 3:00pm - 4:00pm Workshop Meeting - Terrence R. Moore
- 4:00pm - 7:00pm Regular Commission Meeting (Commission Chambers)

Thursday, July 20

- ← D. D'Andrea - Out →
- 10:00am - 12:00pm SAVE THE DATE- QUARTERLY SERVICE AWARDS-July 20, 2023 -10:00AMwa (Commission Chambers) - King,
- 10:00am - 10:30am Sammie Walthour - Bi-weekly Meeting with ACM Jeff Oris (City Manager's Office) - Walthour, Sammie ↻
- 11:30am - 12:00pm JANAI BOWENS - BI-WEEKLY MEETING (CM OFFICE) - Oris, Jeff ↻
- 12:30pm - 1:30pm ECONOMIC DEVELOPMENT MGR. INTERVIEW (CMO CONFERENCE ROOM)
- 2:00pm - 2:30pm Katerri Johnson Bi-Weekly Meeting (Office of the City Manager) - Vega, Brenda ↻
- 3:00pm - 4:30pm Various (Various) ↻
- 3:30pm - 4:30pm Monthly Meeting with Renee Jadusingh (CM
- 4:00pm - 5:00pm Follow-Up Direction Concerning Yvonne Odom
- 5:30pm - 6:30pm Compile and Deliver (CM Office) - Terrence R.

Saturday, July 22

- 10:00am - 11:00am Delray Beach Tennis Center (Hard Court #1) ↻
- 11:00am - 1:00pm Various, CIL Notes, etc. (CM Office) ↻

Sunday, July 23