



PUBLIC COMMENTS

EMAIL SUBMISSIONS

12/16/2020

Virtual Regular Commission Meeting:

- **Item #25 CGA– Regular Item**
- **Item #27 Commissioner Good-Lakeside Key Speed**

Humps

From: Family Tewari <saraimiran1@hotmail.com>
Sent: Wednesday, December 16, 2020 11:52 AM
To: Public Comments
Cc: Graham, Marlene; Good, Tom
Subject: BA-1, 20-0899 - BOARD ANNOUNCEMENT

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BOARD ANNOUNCEMENT: COMMISSIONER THOMAS GOOD, JR. WISHES TO ANNOUNCE THE FOLLOWING APPOINTMENT TO THE DIVERSITY AND HERITAGE (D & H) ADVISORY BOARD AS A DISTRICT 1 REGULAR MEMBER: MR. RAM TEWARI.

Dear Commissioner Tom Good,
Thanks for your agenda item for my appointment to the Diversity and Heritage Advisory Board (December 16, 2020 commission meeting). I am honored that you considered me the worthy of this upgrade from an "Alternate Member" to a "Regular Member." I do appreciate your kind consideration.

So far, I have been attending as an alternate member of the D & H Advisory Board and it was nice to meet/interact and discuss with other members of the Board. Interesting discussions and suggestions to promote awareness and to celebrate the rich Heritage and the vast Diversity of the City of Pembroke Pines.

I thank the City Commission for reviving this board and appointing talented members with the diverse backgrounds. City Commission's commitment to the practical, besides being fundamentally just. So, many thanks and appreciation to you City Commission.

Regards and best wishes,
Ram Tewari

Good Morning,

In addition to speaking at tonight's meeting (separate topic) I would like this email content read into the record regarding the performance of the Calvin Giordano team running the Pembroke Pines Building department service.

I reviewed the Nov 2nd Workshop Video last night as was quite shocked to hear what appeared to be an overwhelming positive report on the job being done in the building department. I had the misfortune of interacting with the building department for a series of permits for a family room addition over the past couple of years. While the length of the project was due to some contractor issues (which dealt with change of contractors), the following issues were encountered by my contractor, my wife and myself repeatedly:

1. Papers were constantly misplaced or lost that were turned in. One example was our survey which I submitted and was reported as never being turned in which meant driving to Pompano to get a new ORIGINAL EMBOSSED copy. While I am not saying requirements changed, I am saying that what was requested did, repeatedly. After asking what was needed for the survey another request for another type of survey was requested which meant yet another trip to Pompano. I suggested (which fell on deaf ears) that some type of standard work be put in place that would result in a Permit Package when a permit application is filled that would contain ALL required forms and an outline of the process including how to get updates, schedule inspections and know a working window of time that the inspector would arrive to allow for the average working person to not constantly take unnecessary time off.
2. The Inkforce (which I am happy to hear will be replaced) system was unreliable in that what appeared on the customer portal was in total disagreement with the building department portal. Things that said were not completed in one portal were completed in the other and vice-versa.
3. The decision to take a CUSTOMER SERVICE function to a 4 day work week, while the resulting 3 day weekends were enjoyed by the employees, resulted in project delays especially when the city re-requested paper work prior to scheduling inspections. When the magical deadline on Thursday is missed, the project suffers for 4 full days (Friday thru Monday) as rescheduled inspections cannot be done until Monday and that means work on Friday, Saturday and Sunday is on hold.

The only way that we were able to make progress was to reach out to Commissioner Good and staff members that he put us in touch with such as Mr. Stamm, Mr. Piper and Mr. Kropp and I have to say to them I am grateful.

The other measure that I took that moved the ball considerably (though the average customer would not) was to show up unannounced with my contractor at Mr. Stamm's office at which time I presented proof of items that were turned in (I had resorted to photographing items as I dropped them off). Prior to the visit we were on hold pending 'missing paperwork'. Magically

everything was good to go when I left 4 hours later. It should never have taken this step if the performance was what was stated at the workshop.

In closing, you know that I am very supportive of our city, city commission and staff whenever possible. However, Mr. Mayor, you stated at the workshop that most of the complaints you receive or are made aware of regarding the building department are dealing with the time frame to get a permit and that most of them are from the contractors as if that minimizes the complaint. The last time I checked, the CUSTOMERS of the building department ARE THE CONTRACTORS and not just the HOMEOWNERS. I believe we have a tremendous city with much to offer, however I have served my HOA for 26 years and over the past 3 years have run into situations (including now with the mailbox project) where solid, high rated contractors tell me that they have no interest in doing business in Pembroke Pines because of the permitting process. No one is asking for a rubber stamp or to overlook code (which as Commission Castillo reminded us keeps us safe), but CUSTOMER SERVICE and AVAILABILITY needs to improve. I for one STRONGLY feel that the service needs to be put back out for competitive bidding. When a company is rewarded for poor customer service rather than held accountable they become complacent. I also suggest that a CUSTOMER SURVEY be given to each customer at the completion of any project and that a grading system be implemented regardless of who is hired to run the department (or any other city department for that matter).

Praying for safety for all and their families.

Sincerely
Stephen Card
1120 SW 87th Ave
Pembroke Pines, FL 33025

Mr. Dodge,

In response to Mr. Card's letter which he is being requested as read into the meeting, I offer the following:

We have pulled the file from Mr. Card's residential remodel and can concur with his statement in his letter noting the change in contractors. Per the file the project (#1858573-0) and throughout the process the project had three different general contractors, two different mechanical contractors and two different electrical contractors. The permit was applied for and the plans were denied by engineering (non CGA), zoning (non CGA), mechanical (CGA), electrical (CGA) and structural (CGA) issues in the plans ranging from missing information, missing smoke detectors, not meeting minimum structural requirements etc. It is important to note that engineering (City function) required the survey and elevation certificate due to the fact that the proposed structure encroached onto a Lake Maintenance Easement.

1. Complaint regarding the requirement of his surveying needing to be signed and sealed. Florida Building Code requires that the applicant submit a signed and sealed document and that the survey contains a minimum standard and information and is required by every building department. The original document that was submitted was not lost, but could not be utilized as it was not a signed and sealed document.
2. INKforce does have a public facing customer portal. This customer portal contains the same exact information as the building department portal. It is not a different system, simply a different view of the same information that the building department accesses. The system is cloud based and hosted at an offsite data vault which guarantees 99.99% uptime. The claim that the information in the customer portal differs from the system at City Hall is impossible as the two portals access the same database.
3. The decision for the City to change to a 4 day workweek was beyond the control of CGA. CGA of course abided by the City's decision and has full staff available extended hours Mon-Thursday. In addition to the City Hall hours we also work inspectors and as needed plan review and permit intake staff Fridays and weekends.

We thank Mr. Card for noting the hard work by both the City staff and CGA staff members that he has listed in his letter. Throughout each of our projects we attempt to reach out to applicants and assist them through the process. It is our duty to uphold the Florida Building Code and thus we cannot change the minimum requirements, but we do assist everyone willing to work with us through the process. During the Honeywood's mailbox cluster our Structural Chief attempted to reach out to members of Mr. Card's project team. Even after minimal success with contact the team, our staff continued to reach out to the contractor to identify ourselves as the building department and that we were reaching out to assist in the process. The Building Official and Structural Chief met with Mr. Card, Landmark Property Management representatives, HOA President, the HOA's attorney and the contractor on 11/30/2020 at the project site to assist in informing all on the mailbox permit application and plan submittal requirements as per code. It is important to note that as of December 14, we have still not received a permit application or a set of plans for the mailbox cluster project.

Finally, we would like to submit some positive feedback we have received recently regarding our staff and their customer service. The attached emails are just a sampling of the thanks and comments we receive on a weekly basis.

#25

Letter from Mr. Giordano in response to Mr. Card - CGA Item #25

Thank you,

Chris Giordano, MSC, CCM

Vice President | Government Services Department (Broward)

Item #25

Chris Giordano

From: Chris Giordano
Sent: Wednesday, March 20, 2019 2:23 PM
To: Robin Verse
Subject: FW: App# 196226

For the building dept file.

From: George Kropp
Sent: Wednesday, March 20, 2019 12:16 PM
To: Chris Giordano <CGiordano@cgasolutions.com>
Cc: Norman Bruhn <NBruhn@cgasolutions.com>; Kristina Ellis <kellis@cgasolutions.com>; mstamm@ppines.com
Subject: FW: App# 196226

FYI,
Example of teamwork across the board at the City of Pembroke Pines.

George W. Kropp
Building Official (City of Pembroke Pines)



Calvin, Giordano & Associates, Inc. | 601 City Center Way | Pembroke Pines, FL 33025
Office: 954.628.3741 | Direct: 954.234.5310 | Fax: 954.435.6749
Fort Lauderdale | Miami-Dade | West Palm Beach | Clearwater/Tampa | Estero | Port St. Lucie

From: Antoinette Smith <asmith@miracleleaffl.com>
Sent: Tuesday, March 19, 2019 6:04 PM
To: George Kropp <GKropp@cgasolutions.com>; Sherrell Jones-Ruff <sjones@cgasolutions.com>; Leanne McLaughlin <LMcLaughlin@cgasolutions.com>; Jorge Urrutia <jorgeu@mtcinspectors.com>; Maria Carballosa <MCarballosa@cgasolutions.com>; Williams, Cole <cwilliams@ppines.com>; Schauer, Shari <sschauer@ppines.com>; Andre Bendavid <ABendavid@cgasolutions.com>
Subject: App# 196226

Good evening

My experience with The City of Pembroke Pines has been nothing short of amazing. I am unsure of who to send this to, but feel free to send it to the appropriate individuals.

My husband and I are starting our 1st retail store, located at 12510 Pines Boulevard in Pembroke Pines. We rented space that required interior alterations in order to meet our needs. I am a "do-it-yourself" individual and my husband and I like to follow and understand policies and procedures. Thus, I decided to oversee the application and permit filing myself, no matter how painful.

Reception Desk on 1st Floor - Our 1st encounter was with the individuals at the reception desk (an older lady and a police officer), they were the most welcoming individuals I have met at a government facility and I continued to have this experience during each visit.

4th Floor - Shari Schauer was the 2nd person I met and she was simply a pleasant and informative. I did not have everything I needed such as the lease agreement and she provided me with her contact information and went out of her way to ensure I understood what was needed and the entire process.

3rd Floor - Cole Williams met with me and help me understand things needed for zoning.

Fire Department and Building - Along the way, I talked with Andre Bendavid when I called the Building Department; as well as someone in the Fire Department. Andre and two individuals from the Fire Department (I cannot remember the Chief's name and the other guys name) stated that they would come by and give me a courtesy review. I was excited that two separate departments were willing to do this service for me. But I was thankful and blessed.

Alterations Application - I went with my GC to submit all the documents and we were helped by Maria Carballosa. Maria Carballosa was extremely friendly, knowledgeable, went the extra mile, and cheerful. All of these characteristics are important to me because cheerful and helpful customer service is not always available. Thank you Maria.

Denials, Denials, and More Denials - George Kropp must be the best Chief Building Official in the nation. Our plans had some obvious issues and I started to get frustrated. George Kropp stepped in and went the extra mile. He would answer my emails and explain the process to me, even during his weekend hours. Once I emailed him on a Sunday (feeling quite embarrassed about doing so) and he emailed me right back and told me that he would respond on Monday. I also sent him a frustrating email and he called me and reassured me of the process.

I also want to thank Jorge Urrutia, who is a very thorough and knowledgeable inspector. What I appreciate most about Jorge Urrutia is that he was willing to meet with our engineer to clear up expectations to ensure that we met the code requirements in order for our application to be completed. I have never met Jorge, but the engineer on our project stated that he's a really nice guy and he enjoyed meeting with him.

During various visits I could also tell that people are really happy in the the building department. As a matter of fact, individuals on all floors seemed to be really happy. The facility is always clean and city employees/contractors spoke to me, even in the parking lot. Everyone is smiling.

I know this thank you letter is long and I know I missed individuals, such as the kind ladies who answered the phones in various departments on various days; the lady in the building department who helped me sort my modified alteration drawings (I think her name is Michelle), and the individuals that I have never met such as the cleaning staff that made each visit a clean visit.

The process is not over, but I wanted to send my thank yous now.

God bless
Antoinette Smith

P.S. Please forgive any typos.

25

Chris Giordano

From: Chris Giordano
Sent: Wednesday, December 19, 2018 1:26 PM
To: Robin Verse; Dennis Giordano
Subject: FW: Chapel Grove Bldg 19 units 27-31 CO

FYI

Thank you,

Chris Giordano, MSC, CCM

Vice President | Government Services Department (Broward)



Calvin, Giordano & Associates, Inc. | 1800 Eller Drive | Suite 600 | Fort Lauderdale, FL 33316

Office: 954.921.7781 | Direct: 954.266.6475 | Fax: 954.921.8807

Fort Lauderdale | Miami-Dade | West Palm Beach | Clearwater/Tampa | Estero | Port St. Lucie



From: George Kropp
Sent: Wednesday, December 19, 2018 1:16 PM
To: Norman Bruhn <NBruhn@cgasolutions.com>
Cc: Chris Giordano <CGiordano@cgasolutions.com>
Subject: FW: Chapel Grove Bldg 19 units 27-31 CO

Good Afternoon,

FYI

George W. Kropp
Building Official (City of Pembroke Pines)



Calvin, Giordano & Associates, Inc. | 601 City Center Way | Pembroke Pines, FL 33025

Office: 954.628.3741 | Direct: 954.234.5310 | Fax: 954.435.6749

Fort Lauderdale | Miami-Dade | West Palm Beach | Clearwater/Tampa | Estero | Port St. Lucie

From: Gary Clement <gclement@labelandcompany.com>
Sent: Wednesday, December 19, 2018 1:13 PM
To: Jessica Delguidice <JDelguidice@cgasolutions.com>; George Kropp <GKropp@cgasolutions.com>; Roman Sanchez <RSanchez@cgasolutions.com>; Sherrell Jones-Ruff <sjones@cgasolutions.com>
Subject: Chapel Grove Bldg 19 units 27-31 CO

To all,

I just want all of you to know how much we appreciate the level of understanding and cooperation you have afforded us. All of you in the Building Department have always gone above and beyond and again we thank you.

The six families that have waited months due to FPL delays will be very appreciative of this news and has made their holiday season even more special.

25

CGC 060906



January 12, 2018

E. Eugene Adach
Chief Building Official
601 SW City Center Blvd
Pembroke Pines, FL 33025
Sent Via e-mail at EAdach@cgasolutions.com

Re: DaVita Pembroke Pines Dialysis
10970 Pines Blvd
Pembroke Pines, FL 33025
Permit # 1745883-0

To Mr. Adach:

As the General Contractor of choice for DaVita Healthcare in Florida, we provide construction services throughout the State of Florida from Jacksonville to Key West and we have the opportunity to interact with many different Building departments. With that being said, I just want to thank you and your staff for its support, cooperation and positive involvement while we built out over 10,000 sq. ft. of medical space for our client in your municipality. Your staff was always available, friendly and supportive. We were on time, on schedule and within budget which is so important in this business climate. Special thanks to you staff at the front counter and of course Leanne McLaughlin and George De Sharnas.

We look forward to working in your jurisdiction again.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'John M. Arasi', is written over a horizontal line.

John M. Arasi, President
Sharp General Contractors, Inc.

Cc: Chris Giordano, Calvin, Giordano & Associates, Inc.

#26



OFFICE (954) 772-2066 WWW.GILHYATT.COM
CERTIFIED GENERAL CONTRACTOR CGC033970

November 17th, 2017

Calvin, Giordano & Associates, Inc.
1800 Eller Drive
Suite 600
Fort Lauderdale, FL 33316

Re: Letters of Appreciation – McDonald's MRP Remodel, Permit #1744217-0

To Whom It May Concern:

Enclosed are letters that were sent to the Mayor and City Manager, recognizing staff members at the Pembroke Pines Building department that went above and beyond to assist us in the McDonald's MRP remodel, located at 12480 S. Pines Boulevard. We could not have done it without them and wanted to express our appreciation. Since the staff members are employed by Calvin, Giordano & Associates, we wanted their supervisors to know what a wonderful job they are doing! If someone would kindly distribute the enclosed, it would be greatly appreciated.

Sincerely,

Gil Hyatt Construction



"Providing Quality and Consistency for Over 30 Years"
1082 NE 45 ST., FORT LAUDERDALE, FL 33334

Item 27

Graham, Marlene

From: Regina Fenderson <rfrere63@yahoo.com>
Sent: Tuesday, December 15, 2020 3:54 PM
To: Public Comments
Subject: Speed bump

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Sent from Yahoo Mail on Androidyes i would like a speed bump on 12 street.

Graham, Marlene

From: chrisgt12@yahoo.com
Sent: Monday, December 14, 2020 11:16 PM
To: Public Comments
Cc: Good, Tom
Subject: Petition for the installation of speed humps in Lakeside Key

I would like to thank the commissioner for taking the time to hear our petition for the installation of speed humps in our community of Lakeside Key. I live on a block that has many families with young children as well as teenagers. Many days I come home and find them outside playing ball and riding their bikes. I've also watched cars driving down my street at a speed so dangerous. I myself will check to make sure no cars are coming when I go to my mailbox. It only takes a second for a child to go running after a ball and a car going too fast to have a tragic accident.

I hope the commissioner will take this information to heart and make your decision and grant us our petition for the safety of our community.

Thank you for your consideration in this matter.

Sincerely,
Christine Garcia Tumpson

Sent from my iPhone

Graham, Marlene

From: Derek Mills <derekmills1952@gmail.com>
Sent: Monday, December 14, 2020 9:14 PM
To: Public Comments
Subject: Lakeside Key speed Bump waiver

I am Derek Mills a participant on the current endeavor regarding the installation of speed bumps in our development. I myself have lived in Lakeside Key for thirty three (33) years. As one of the original owners I have seen our streets evolve from completely quiet and laid back where children of the day, including mine, played in front yards and rode their bikes without fear of being run down by fast moving vehicles.

Fast forward to the present, life has changed on our streets. Traffic patterns have changed worldwide and once tranquil neighborhoods are now totally different. Stop signs are mostly ignored by some motorists who speed down my particular street, often not even slowing down until stopped by Palm ave traffic. I am i total support of adding speed bumps similar to those installed recently in Lakeside Key Phase 2.

If this will prevent one catastrophe, injury or death on our neighborhood streets, our citizens and Officials would have acted in the best interests of all concerned.

Derek Mills
10040 SW 11 Street
Pembroke Pines Fl. 33025
Phone (954) 401-4471,

Fortis Mail

#97

Graham, Marlene

From: Keane McLean-Davidson <keanepines@icloud.com>
Sent: Monday, December 14, 2020 3:14 PM
To: Public Comments
Subject: Spedbump

My name is Keith Mclean Davison and I live at 10030 SW. 12th St., Pembroke Pines, FL 33025 and that's in Lakeside Key 1. I am emailing you because I'm very concerned about my area I am hoping that we can get the speed bumps in place as soon as possible there are a lot of children and living in this area and there is too many cars coming in over the speed limit in about 30 minutes

Sent from my iPhone

#27

Graham, Marlene

From: S.B Lucas <strictlybusinessd001@gmail.com>
Sent: Monday, December 14, 2020 2:15 PM
To: Public Comments
Cc: S.B Lucas
Subject: Speed bumps

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Good afternoon to whom this may concern, I live on the corner of 11th Streets and 99th Avenue. I've lived here for about 5 years now and I've seen vehicles speeding up and down my streets I even had a car drove through my front yard after missing the turn due to speeding. I have to your children that I am afraid to allow to play outside in their own yard because of the vehicles that dose by speeding up and down S.W 11th Street and 99th Avenue. I truly believe that speed bumps would definitely be a deterrence for the reckless driving that goes on in my area.

Sincerely Yours,
Sheldon Brian Lucas.

Graham, Marlene

Item 27

From: Cami ***** <camy_g@hotmail.com>
Sent: Monday, December 14, 2020 2:11 PM
To: Public Comments
Cc: Good, Tom
Subject: Lakeside Key Resident with Speed Hump Concerns

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TO WHOM IT MAY CONCERN

My name is Camille Green-Spence. I am a resident in Lakeside Key Phase 1 and I live on 11th Street.

I am in full support of this petition to have speed humps installed in our community for safety. On my street, the drivers drive way above the speed limit especially since the recent resurfacing. This is particularly concerning because there are many children who play in this area especially during the evening hours. My family has tried by placing slow signs in the yard while the children play, but sadly this is not usually enough to make a significant decrease in speed.

For the safety of our children and residents, please consider these speed humps for Lakeside Key Phase 1.

Thanks for your kind consideration.

Respectfully,
Camille Green-Spence MSN, APRN, FNP-BC

Sent from my T-Mobile 4G LTE Device
[Get Outlook for Android](#)

Graham, Marlene

Item 27

From: ANTHONY PACHECO <apacheco1@bellsouth.net>
Sent: Sunday, December 13, 2020 4:28 PM
To: Public Comments
Cc: Good, Tom
Subject: 20-0883 Version: 1 DISCUSSION AND POSSIBLE ACTION ON APPROVING THE LAKESIDE KEY PZ 1 SPEED HUMP WAIVER REQUEST TO ALLOW SPEED HUMP INSTALLATION.

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From:
Anthony Pacheco
1000 SW 99 Ave
Pembroke Pines, FL 33025
954-383-645

To:
City of Pembroke Pines
Members of City Council

Good Day Honorable City Council members,

Thank you for taken the time to review our petition and thanks to Commissioner Good and City Engineer Mr. Kennedy for their vital assistance. I'm a 23yr resident of Phase1 Lakeside Key and out of concern for the safety of my neighbors and myself we humbly petition the city for the installation of speed humps in our community. In recent years because of the increase of cars on the road we have witness our children and pedestrians experience numerus close calls with speeding drivers on our streets and we strongly desire to limit that in order to prevent a potential tragedy. There is a direct relationship between speed, stopping distance, and safety and as a result, a small decrease in traffic speeds result in large increase in pedestrian safety therefore we strongly urge you to approve this petition.

Thank you very much,

Anthony Pacheco