



BERTHA W. HENRY, County Administrator

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June 24, 2020

**To:** Municipal Managers

**Subject:** Code Enforcement and COVID-19 Business Complaints

Dear Municipal Managers:

First, let me thank those of you that have approved the Code Enforcement Interlocal Agreement and have begun processing complaints. I have initiated payments, which you should begin receiving shortly. I am aware several others are planned for the rest of this month. This is coming at an important point in time as our numbers related to the gating criteria are headed in the wrong direction. We must act to avoid shutting down again and the resulting devastation that could do to our economy.

Today, I issued EO 20-18, which allows our code enforcement officers to close a cited establishment for 24 hours that is consistently operating outside of the rules. This will take effect on Friday, June 26, 2020. The goal is to keep the focus on the violators versus those following the guidelines and rules (see attached). This concept, implemented by Miami-Dade due to its major spike in cases, was shared with Broward's Mayors on a call this past Monday.

The next step in the process is to launch the public facing element of the complaint dashboard, currently slated for July 1, 2020 (see screen shot on page two of this memorandum). Following a media campaign, we will direct the public to the dashboard to determine the safety of their favorite establishment based on the number of complaints lodged. As a reminder, the public will only see four metrics: pending review; citation issued; resolved; and warning issued. Unsubstantiated complaints will not be available to the public to avoid falsely stigmatizing a business. Consequently, it is important that all pending reviews be completed before turning the system on. As of now, ten (10) municipalities have provided contact information to receive access to the county QAlert system to allow updates and enter new complaints that might have been received by the municipality outside of the county system (i.e. calls or emails directly to the municipality).

Broward County Board of County Commissioners

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To: Municipal Managers  
Re: Code Enforcement and COVID-19 Business Complaints  
June 24, 2020

Below is a screenshot of the upcoming public facing website for your reference:



As of Tuesday morning, there were:

- 801 complaints received
- 416 complaints awaiting follow up
- 235 complaints not substantiated
- 49 complaints resolved
- 92 warnings issued
- 9 citations issued.

If you plan to participate and need assistance, or should you have any questions, please reach out to Lenny Vialpando. He can be contacted at (954) 357-6677 or email [lialpando@broward.org](mailto:lialpando@broward.org).

Regards,

Bertha Henry  
County Administration

Attachment

cc: Board of County Commissioners  
Andrew J. Meyers, County Attorney  
Monica Cepero, Deputy County Administrator