



VILLAGE OF PALMETTO BAY

April 20, 2016

Dear Dr. James A. Thomas:

We are saddened to hear about your experience at the Village. We want you to know we have looked into each and every one of the issues you have raised. Our team at Village Hall will be using your observations as a learning opportunity so that we may continue to improve the customer service experience for all of our residents.

Based on the investigation of the issues you raised, here are the facts as we know them.

You applied for your permit on Wednesday, March 31, 2016. The typical time for processing such a permit is 5 business days. In your case, it took 8 days due to some of the observations you provided regarding the way our staff handled your query. Our Village cannot dictate timetables for service to Miami-Dade County RER (Formerly DERM) or Miami-Dade Fire Rescue, who each have a specific role in the permitting process that we follow, as established by the rules of Miami-Dade County.

We're sorry you felt your specific case was bogged down in an inefficient process. We are undertaking a comprehensive review of the requirements to ensure we streamline the process. We have addressed the customer service issues you raised about our staff, and have provided them with new training. We also want to assure you the process is on an equal playing field for all residents and potential new businesses. The Village does not take applications out of order in the process, based on the applicant's personal relationships or political connections. As the Village Manager, I have instructed the entire Village staff to make sure everyone is treated equally and fairly.

Please be assured we welcome your feedback and have used your observations as an opportunity to improve our services. If this issue has not been resolved to your satisfaction, I will be pleased to discuss it with you in person. Also, please feel free to email us at info@palmettobay-fl.gov with any ideas or further concerns that you may have.

Thank you,

Edward Silva
Village Manager