

**RESOLUTION NO. 20-\_\_**

**A RESOLUTION OF THE MAYOR AND TOWN COUNCIL OF THE TOWN OF CUTLER BAY, FLORIDA, AUTHORIZING THE TOWN MANAGER TO DEVELOP A CONTACTLESS PLAN FOR CUSTOMER SERVICE DELIVERY AND TECHNOLOGICAL SYSTEMS ADVANCEMENTS IN RESPONSE TO THE CORONAVIRUS DISEASE 2019 (“COVID-19”) PANDEMIC; PROVIDING FOR AUTHORIZATION; AND PROVIDING FOR AN EFFECTIVE DATE.**

**WHEREAS**, the Town of Cutler Bay (the “Town”) has taken unprecedented steps in response to the impact of the COVID-19 pandemic on our community and has experienced unforeseen financial needs and risks created by the COVID-19 pandemic public health emergency; and

**WHEREAS**, it would be in the best interest of public health and safety, to allow our residents the opportunity to handle Town business and participate in meetings without feeling like they are putting their health and lives at risk; and

**WHEREAS**, the Town should investigate customer service delivery and technological systems advancements that would allow constituents to conduct business within the Town in a distance-based, contactless manner; and

**WHEREAS**, improving the customer experience is about everything from embracing technology to discovering innovative ways to do business like contactless payments, virtual Town Council Meetings and increased interaction with residents through various social media platforms, e-Newsletters and text messaging; and

**WHEREAS**, the Town Council desires to authorize the Town Manager to create a Contactless Plan to address the matter detailed herein; and

**WHEREAS**, the Town Council finds that this Resolution is in the best interest of the public health, welfare, and safety of the Town’s residents.

**NOW, THEREFORE, BE IT RESOLVED BY THE MAYOR AND TOWN COUNCIL OF THE TOWN OF CUTLER BAY, FLORIDA, THAT:**

**Section 1. Recitals.** The above recitals are true and correct and are incorporated herein by this reference.

**Section 2. Authorizing.** That the Town Council of the Town of Cutler Bay authorizing the Town Manager to develop Contactless Plan consistent with the intent and purpose of this Resolution.

**Section 3.**     **Effective Date.** This Resolution shall be effective immediately upon adoption.

PASSED and ADOPTED this \_\_\_\_ day of July, 2020.

Attest:

\_\_\_\_\_  
TIM MEERBOTT  
Mayor

\_\_\_\_\_  
DEBRA E. EASTMAN, MMC  
Town Clerk

APPROVED AS TO FORM AND  
LEGAL SUFFICIENCY FOR THE  
SOLE USE OF THE TOWN OF CUTLER BAY:

\_\_\_\_\_  
WEISS SEROTA HELFMAN  
COLE & BIERMAN, P.L.  
Town Attorney

Moved By: \_\_\_\_\_  
Seconded By: \_\_\_\_\_

FINAL VOTE AT ADOPTION:

Mayor Tim Meerbott \_\_\_\_\_

Vice Mayor Sue Ellen Loyzelle \_\_\_\_\_

Council Member Robert "BJ" Duncan \_\_\_\_\_

Council Member Michael P. Callahan \_\_\_\_\_

Council Member Roger Coriat \_\_\_\_\_