



## Corrections & Rehabilitation Department

Office of the Director  
2525 NW 62nd Street • 3rd Floor  
Miami, Florida 33147  
T 786-263-6010 F 786-263-6135

[miamidade.gov](http://miamidade.gov)

May 21, 2007

### All Miami Dade Licensed Bond Personnel:

The Miami-Dade Corrections & Rehabilitation Department is committed to delivering excellent service to the public, and to that end, concerted efforts will be made to ensure all issues and concerns submitted by any person or agency is addressed as expeditiously as possible. As a step toward improving services, I would like to announce the official launch of two venues for which information can be obtained regarding inmates in custody. A brief synopsis of each venue is provided below.

The first is the Department's website, which is available to the public via the Internet. The Department's website feature "Inmate In Custody Name Search" can be used to determine if an individual has been booked into departmental custody. Information can be accessed by entering the defendant's last name in the field for the "Inmate in Custody Name Search". The defendant's name, date of birth, race, sex, location, charges, bond amount, jail number, booking date, and picture of the person associated with that booking can all be displayed utilizing this feature. This website also provides information about our Department and the telephone numbers to all our facilities.

The second is the 311 Answer Center, which was established by Miami Dade County in 2004 for all non-emergency government questions. The 311 Specialists will also utilize the Department's website feature to provide information to the public. The 311 Answer Center hours of operations are Monday through Friday, 6 a.m. to 10 p.m., and Saturday and Sunday, 8 a.m. to 8 p.m. During emergency events such as hurricanes, the 311 Answer Center is operational 24 hours a day with assistance provided in English, Spanish, and Creole. In the event 311 is disabled, the public may call (305) 468-5900.

Miami Dade Department of Corrections is committed to ensuring our employees provide professional service; however, it is also expected that all bond agencies, agents, and associations adhere to procedures governed by the State Licensing Board and the Department, which include, but are not limited to the following:

- Upon the Release Desk receiving a valid bond, it will be considered a duly certified document and as such will not be returned to any agent without a written request from the agent and approval by a departmental supervisor. When appropriate, a letter will be sent to the agency advising that any subsequent requests of this nature will be considered a violation of licensor expectation and will be reported to the state licensing board.
- Once a blue slip has been submitted by an agent, it is the Department's expectation that no unethical behavior will be permitted. Upon substantiation of any complaint of unethical behavior by an agent, the Department will take appropriate steps to disallow or suspend bonding privileges.
- In regards to solicitation, any agent found displaying any inappropriate activities will be directed to leave our facilities. Furthermore any potential criminal activities will be forwarded to the proper enforcement agency for possible prosecution.

ADA Coordination

Agenda Coordination

Art in Public Places

Audit and Management Services

Aviation

Building Code Compliance

Building

Business Development

Capital Improvements

Citizen's Independent Transportation Trust

Communications

Community Action Agency

Community & Economic Development

Community Relations

Consumer Services

**Corrections & Rehabilitation**

Countywide Healthcare Planning

Cultural Affairs

Elections

Emergency Management

Employee Relations

Enterprise Technology Services

Environmental Resources Management

Fair Employment Practices

Finance

Fire Rescue

General Services Administration

Historic Preservation

Homeless Trust

Housing Agency

Housing Finance Authority

Human Services

Independent Review Panel

International Trade Consortium

Juvenile Assessment Center

Medical Examiner

Metropolitan Planning Organization

Park and Recreation

Planning and Zoning

Police

Procurement Management

Property Appraiser

Public Library System

Public Works

Safe Neighborhood Parks

Seaport

Solid Waste Management

Strategic Business Management

Team Metro

Transit

Urban Revitalization Task Force

Vizcaya Museum and Gardens

Water and Sewer

•  
Miami Dade Licensed Bond Personnel

May 21, 2007

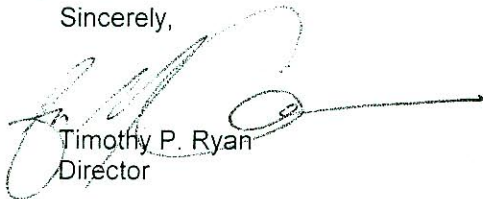
Page 2 of 2

Our Department strives to be compassionate and courteous to all persons who come in contact with us on a daily basis. We understand that our profession is one of service and we will be responsive to the changing needs of the community. To that end, my staff has been directed to ensure any complaints submitted by any agent or the general public will be addressed in a timely manner. Additionally, a sign will be posted outside the release area at each booking facility directing all agents and general public where and whom to contact to file any complaints. This information will also be posted on our website.

Our Department books and releases approximately 100,000 inmates on an annual basis. The release process includes ensuring all inmates are positively identified by Miami Dade Police Department prior to release from custody. Our staff is directed to not only ensure there are no pending charges but to adhere to legislative mandates as well. Due to the high volume of releases and the many sting operations conducted by the various police agencies, it is our commitment to take every step to ensure releases are conducted with accuracy and efficiency. We have a responsibility to ensure only those inmates who meet certain criteria and have been properly identified are released from custody.

My office is committed to maintaining a positive working relationship with all agencies and expects the same level of commitment from each of you as well.

Sincerely,



Timothy P. Ryan  
Director