

## MEMORANDUM

Agenda Item No. 11(A)(2)

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**TO:** Honorable Chairman Joe A. Martinez  
and Members, Board of County Commissioners

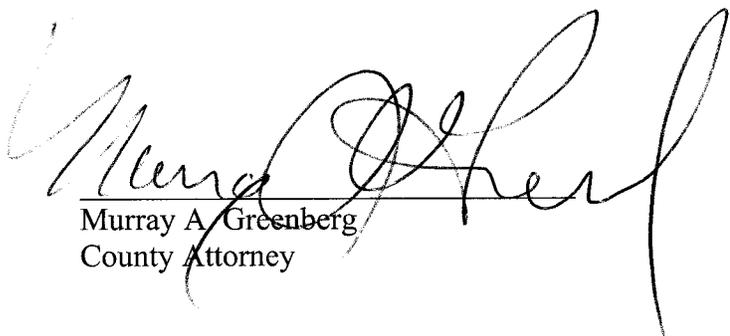
**DATE:** November 1, 2005

**FROM:** Murray A. Greenberg  
County Attorney

**SUBJECT:** Resolution urging Florida  
Legislature to enact a grant  
program for 311 services

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The accompanying resolution was prepared and placed on the agenda at the request of Chairman Joe A. Martinez and Commissioner Dennis C. Moss.



Murray A. Greenberg  
County Attorney

MAG/bw



# MEMORANDUM

(Revised)

**TO:** Honorable Chairman Joe A. Martinez  
and Members, Board of County Commissioners

**DATE:** November 1, 2005

**FROM:**   
Murray A. Greenberg  
County Attorney

**SUBJECT:** Agenda Item No. 11(A)(2)

Please note any items checked.

- "4-Day Rule" ("3-Day Rule" for committees) applicable if raised
- 6 weeks required between first reading and public hearing
- 4 weeks notification to municipal officials required prior to public hearing
- Decreases revenues or increases expenditures without balancing budget
- Budget required
- Statement of fiscal impact required
- Bid waiver requiring County Manager's written recommendation
- Ordinance creating a new board requires detailed County Manager's report for public hearing
- Housekeeping item (no policy decision required)
- No committee review

Approved \_\_\_\_\_ Mayor  
Veto \_\_\_\_\_  
Override \_\_\_\_\_

Agenda Item No. 11(A)(2)  
11-1-05

RESOLUTION NO. \_\_\_\_\_

RESOLUTION URGING THE FLORIDA LEGISLATURE TO  
ENACT A GRANT PROGRAM FOR 311 NON-EMERGENCY  
POLICE AND OTHER GOVERNMENT SERVICES  
TELEPHONE SYSTEMS

**WHEREAS**, in 1997 the Federal Communications Commission authorized the use of 311 as a telephone number for non-emergency police and other governmental services; and

**WHEREAS**, in 2001 the Florida Legislature authorized a 311 pilot project in Miami-Dade County in Chapter 2001-133, Laws of Florida, to improve the overall efficiency of 911 telephone systems and reduce 911 emergency response times; and

**WHEREAS**, in 2004, Miami-Dade County began the installation of state-of-the-art hardware and software systems for the first multi-jurisdictional 311 central call center in the nation, located at 2700 NW 87th Avenue; and

**WHEREAS**, on September 16, 2005, Miami-Dade County officially launched 311, providing a fast, simple and convenient access point for residents to obtain information and requests services from their local government; and

**WHEREAS**, by diverting non-emergency calls from 911 to 311 that could impede the County's emergency response, 311 alleviates congestion on 911 circuits and helps make the 911 emergency system more efficient; and

**WHEREAS**, 311 has proven to be particularly critical during hurricanes and other emergency situations and disasters by diverting many calls from 911 emergency systems and keeping 911 open and available for truly life-threatening situations; and

**WHEREAS**, Miami-Dade County's 311 system demonstrated this capability by handling almost 52,000 calls during the seven-day period surrounding Hurricane Katrina, and 20,000 calls during Tropical Storm Rita; and

**WHEREAS**, 311 provides important information not only to citizens, but to government by providing data about the source, reasons, service delivery response times and outcomes for calls; and

**WHEREAS**, 311 can be most valuable when cities, counties and other state and local jurisdictions coordinate efforts to provide an integrated, seamless single source for non-emergency police and other governmental services; and

**WHEREAS**, 311 involves integrated access not only to city and county resources, but also to state resources; and

**WHEREAS**, this Board would encourage the state to create a grant program to support 311 programs throughout the State of Florida,

**NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF COUNTY COMMISSIONERS OF MIAMI-DADE COUNTY, FLORIDA**, that this Board:

Section 1. Urges the Florida Legislature to enact a grant program for 311 telephone systems for non-emergency police and other governmental services.

Section 2. Directs the County's state lobbyists to advocate for passage of legislation consistent with Section 1 above, and directs the Office of Intergovernmental Affairs to include this item as a priority in the 2006 State Legislative Package.

Section 3. Directs the Clerk of the Board to transmit a certified copy of this resolution to the chair and members of the Miami-Dade County State Legislative Delegation.

The foregoing resolution was sponsored by Chairman Joe A. Martinez and Commissioner  
Dennis C. Moss and offered by Commissioner \_\_\_\_\_, who moved its adoption.  
The motion was seconded by Commissioner \_\_\_\_\_ and upon being put to a  
vote, the vote was as follows:

Joe A. Martinez, Chairman	
Dennis C. Moss, Vice-Chairman	
Bruno A. Barreiro	Dr. Barbara Carey-Shuler
Jose "Pepe" Diaz	Carlos A. Gimenez
Sally A. Heyman	Barbara J. Jordan
Dorrian D. Rolle	Natacha Seijas
Katy Sorenson	Rebeca Sosa
Sen. Javier D. Souto	

The Chairperson thereupon declared the resolution duly passed and adopted this 1<sup>st</sup> day  
of November, 2005. This resolution shall become effective ten (10) days after the date of its  
adoption unless vetoed by the Mayor, and if vetoed, shall become effective only upon an  
override by this Board.

MIAMI-DADE COUNTY, FLORIDA  
BY ITS BOARD OF  
COUNTY COMMISSIONERS

HARVEY RUVIN, CLERK

By: \_\_\_\_\_  
Deputy Clerk

Approved by County Attorney as  
to form and legal sufficiency.



Jess M. McCarty