

MEMORANDUM

Agenda Item No. 11(A)(8)

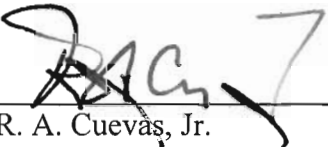
TO: Honorable Chairman Bruno A. Barreiro
and Members, Board of County Commissioners

DATE: February 19, 2008

FROM: R. A. Cuevas, Jr.
County Attorney

SUBJECT: Resolution Directing the
County Mayor or his
Designee to Create a
Voicemail System at the
311 Call Center

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



R. A. Cuevas, Jr.
County Attorney

RAC/dcp



MEMORANDUM

(Revised)

TO: Honorable Chairman Bruno A. Barreiro
and Members, Board of County Commissioners

DATE: February 19, 2008

FROM: 
R. A. Cuevas, Jr.
County Attorney

SUBJECT: Agenda Item No. 11(A)(8)

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)(8)
02-19-08

RESOLUTION NO. _____

RESOLUTION DIRECTING THE COUNTY MAYOR OR HIS
DESIGNEE TO CREATE A VOICEMAIL SYSTEM AT THE
311 CALL CENTER TO ALLOW CITIZENS TO LEAVE
MESSAGES WHEN THEY ARE PUT ON HOLD OR WHEN
THE CALL CENTER IS CLOSED

WHEREAS, Miami-Dade County government has established the 311 number and call center to give the public convenient access to its county and city governments to obtain information, make requests for services, and report problems; and

WHEREAS, the 311 Call Center is currently open on weekdays from 6:00 am to 10:00 pm, on weekends from 8:00 am to 8:00 pm, and is closed on holidays; and

WHEREAS, when the call center is closed people telephoning into the Call Center are unable to speak directly to one of the 311 Specialists who are assigned to the calls; and when the Call Center is busy, people telephoning into the Call Center may be put on hold; and

WHEREAS, the 311 Call Center would be more convenient to users, and would better accomplish its mission, if a voicemail system was established whereby citizens, whose telephone calls into the 311 Call Center are not answered without delay by a 311 Specialist because the Call Center is closed or extremely busy, were given the option of leaving a voicemail message which would be promptly returned when a 311 Specialist became available,

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF COUNTY COMMISSIONERS OF MIAMI-DADE COUNTY, FLORIDA, that the County Mayor or his designee is directed to establish a voicemail system whereby individuals, whose telephone calls into the 311 Call Center are not answered without delay by 311 Specialist because the Call Center is closed or extremely busy, were given the option of leaving a voicemail message which would be promptly returned when a 311 Specialist became available. The County Mayor or his designee is directed to report to the full Board of the County Commissioners on his efforts and timetable for implementing this system within 90 days from the date of this resolution.

The foregoing resolution was sponsored by 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:

Bruno A. Barreiro, Chairman	
Barbara J. Jordan, Vice-Chairwoman	
Jose "Pepe" Diaz	Audrey M. Edmonson
Carlos A. Gimenez	Sally A. Heyman
Joe A. Martinez	Dennis C. Moss
Dorrin D. Rolle	Natacha Seijas
Katy Sorenson	Rebeca Sosa
Sen. Javier D. Souto	

The Chairperson thereupon declared the resolution duly passed and adopted this 19th day of February, 2008. 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.

TwL

Thomas W. Logue