



MEMORANDUM

Agenda Item No. 11(A)(2)

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

**DATE:** May 1, 2012

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

**SUBJECT:** Resolution directing the County  
Mayor to report on the feasibility  
and cost savings of centralizing the  
County's various calling operations  
into the 311 Call Center

Resolution No. R-394-12

The accompanying resolution was prepared and placed on the agenda at the request of Prime Sponsor Commissioner Lynda Bell.

A handwritten signature in black ink, appearing to read "RAC, Jr.", is written over a horizontal line.

R. A. Cuevas, Jr.  
County Attorney

RAC/cp



# MEMORANDUM

(Revised)

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

**DATE:** May 1, 2012

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

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

Please note any items checked.

- "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
- Ordinance creating a new board requires detailed County Manager's report for public hearing
- No committee review
- Applicable legislation requires more than a majority vote (i.e., 2/3's \_\_\_\_, 3/5's \_\_\_\_, unanimous\_\_\_\_) to approve
- Current information regarding funding source, index code and available balance, and available capacity (if debt is contemplated) required

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

Agenda Item No. 11(A)(2)  
5-1-12

RESOLUTION NO. R-394-12

RESOLUTION DIRECTING THE COUNTY MAYOR OR  
MAYOR'S DESIGNEE TO REPORT ON THE FEASIBILITY  
AND COST SAVINGS OF CENTRALIZING THE COUNTY'S  
VARIOUS CALLING OPERATIONS INTO THE 311 CALL  
CENTER

**WHEREAS**, Miami-Dade County has established the 311 number and 311 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**, Miami-Dade County provides operators in many different departments to respond to calls and inquiries from members of the public; and

**WHEREAS**, it would appear to promote efficiency, allow for the reduction of costs through economies of scale, and add to the convenience of the members of the community to centralize Miami-Dade call center operations into the 311 Call Center; and

**WHEREAS**, the Board of County Commissioners wishes to explore the savings cost and feasibility of making this change,

**NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF COUNTY COMMISSIONERS OF MIAMI-DADE COUNTY, FLORIDA**, that the County Mayor or Mayor's designee is directed to prepare a report regarding the cost savings and feasibility of centralizing the County's various calling operations into the 311 Call Center. This report will analyze the cost savings and feasibility for doing so for each of the departments that perform call center functions with the exception of 911 operations in order to provide the Board of County Commissioners with a factual basis to decide whether to consolidate all or some of these call centers. In addition to addressing cost savings, the Report should recommend approaches,

stages, and timetables, with associated costs, for accomplishing this goal. The Report shall be filed with the Clerk within 120 days of the effective date of this Resolution.

The Prime Sponsor of the foregoing resolution is Commissioner Lynda Bell. It was offered by Commissioner **Sally A. Heyman**, who moved its adoption.

The motion was seconded by Commissioner **Rebeca Sosa** and upon being put to a vote, the vote was as follows:

	Joe A. Martinez, Chairman	<b>aye</b>	
	Audrey M. Edmonson, Vice Chairwoman	<b>aye</b>	
Bruno A. Barreiro	<b>aye</b>	Lynda Bell	<b>aye</b>
Esteban L. Bovo, Jr.	<b>aye</b>	Jose "Pepe" Diaz	<b>aye</b>
Sally A. Heyman	<b>aye</b>	Barbara J. Jordan	<b>aye</b>
Jean Monestime	<b>aye</b>	Dennis C. Moss	<b>aye</b>
Rebeca Sosa	<b>aye</b>	Sen. Javier D. Souto	<b>aye</b>
Xavier L. Suarez	<b>aye</b>		

The Chairperson thereupon declared the resolution duly passed and adopted this 1<sup>st</sup> day of May, 2012. 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: **Christopher Agrippa**  
Deputy Clerk



Approved by County Attorney as to form and legal sufficiency.                     TWL                    

Thomas W. Logue

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