

# Memorandum



**Date:** August 25, 2011

**To:** Honorable Lynda Bell  
Commissioner, District 8

**From:** Carlos A. Gimenez  
Mayor 

**Subject:** South Dade Justice Center Services

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This memorandum serves as a response to your request to establish a one-stop center for the South Dade community at the South Dade Justice Center.

After analyzing the volume of transactions and revenue collections at the Finance Department's Tax Collector Division in the South Dade Justice Center Branch for FY 2009-10, it was determined that it was not cost effective to maintain the Branch open. The Branch processed approximately 1.4 percent (64,594) of the total transactions processed (4,530,859) by the Tax Collector Division, of which most were associated with auto tag renewals. Impact to the area was considered minimal as there were and continue to be several private auto tag agencies within in a two-mile radius of the Branch that could provide the service.

However, recognizing the need to bring County services to the South Dade community, the Government Information Center (GIC) will outstation a staff member who will provide information/referral services to the public and perform 311 call center activities when there is no walk-in traffic. Similar to the former ServiceDirect model, but scaled back, this office will be opened weekdays, from 9 am to 4 pm and closed during the lunch hour. The Clerk of Courts will assist by providing space that is currently underutilized in the South Dade Justice Center. In addition, there will be a computer with a touch screen set up dedicated to the Tax Collector's website which will allow residents to pay their taxes and/or auto tags online. The Miami-Dade Transit Agency will also install a Ticket Vending Machine allowing residents to purchase transit passes on site. GIC staff will assist with all of these services in addition to accepting requests for County services. The fiscal impact of this operational format is anticipated to be minimal and associated with technology set up costs of \$7,000.

The former ServiceDirect model was operational in five locations across the County, including the South Dade Justice Center. To replicate a scaled back version of this model in two additional key locations, there will be an additional fiscal impact of \$14,000 for the technology set up of equipment which is readily available. Additional locations would require greater investment of equipment which is not in stock. The cost of the additional two positions is negligible assuming that the 311 staff can continue to perform a significant level of 311 call center duties in combination with the walk-in traffic at these locations. The proposed locations are:

- North Dade Justice Center
- Miami-Dade Permitting Information Center

In order to allow for the installment of equipment, training and reassignment of staff, the implementation of the three offices is scheduled for October 1, 2011.

Honorable Lynda Bell  
Commissioner, District 8  
South Dade Justice Center Services  
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If you have any questions, please contact Jennifer Moon, Director, Office of Management and Budget, at 305-375-5143, or me directly.

c:       Honorable Chairman Joe A. Martinez  
          and Members, Board of County Commissioners  
          Chip Iglesias, Deputy Mayor/Chief of Staff, Office of the Mayor  
          Alina T. Hudak, Deputy Mayor/County Manager, Office of the Mayor  
          Edward Marquez, Deputy Mayor  
          R. A. Cuevas, Jr., County Attorney, County Attorney's Office  
          Charles Anderson, Commission Auditor, Board of County Commissioners  
          Ricky Schechtman Sill, Senior Deputy, Clerk of the Courts  
          Jennifer Moon, Director, Office of Management and Budget  
          Ysela Llorca, Interim Director, Miami-Dade Transit  
          Henry F. Sorí, Director, Government Information Center  
          Fernando Casamayor, Tax Collector, Finance Department



## MEMORANDUM

### OFFICE OF COMMISSIONER LYNDA BELL MIAMI-DADE COUNTY BOARD OF COUNTY COMMISSIONERS

#### Downtown Office

111 NW 1<sup>st</sup> Street, Suite 220  
Miami, FL 33128

Ph: (305) 375-5218 Fax (305) 372-6073

#### District Office

14707 S Dixie Hwy, Suite 101  
Palmetto Bay, FL 33176

Ph: (305) 378-6677 Fax (305) 253-7495

**Date:** August 15, 2011

**To:** Honorable Carlos A. Gimenez, Mayor

**From:** Lynda Bell, Commissioner  
Miami-Dade County Board of County Commissioners

**Re:** Services for South Dade Residents

A handwritten signature in cursive script that reads "Lynda Bell".

One of my first acts as County Commissioner was to convene a meeting on the issue of returning services to South Dade. The meeting held in South Dade was attended by the Honorable Harvey Ruvin, Clerk of Courts, the Honorable Pedro Garcia, Property Appraiser, and members of the County Executive Office. Discussed was the possibility of creating a one-stop center where residents living and working near South Dade would be able to receive services which normally would be found downtown. Services discussed included licenses, tags, certificates of use, business related permits and licenses, tax inquiries, memberships to parks, transit/rail passes, etc.

It was decided that a working group under the direction of then Assistant County Manager Alex Munoz would be created. It was reported to my staff that the County Executive Office had begun the process of exploring options to satisfy the needs for this one-stop center to be located at the South Dade Government Center. Subsequently, it was communicated that the Administration was working on a proposal through the 3-1-1/GIC budget process that would establish 4 regional centers as part of their call centers and use these locations to provide all of the above through re-training of the clerks by the various corresponding agencies. The cost would be minimal because part of the 3-1-1 staff would be redistributed in to regional County-owned buildings to provide much needed services to the residents of this county in a de-centralized fashion.

Last November, I made a commitment to the residents of District 8 that I would work to return services and resources to the South Dade area. Please provide me with a status update on this project and please indicate your willingness to proceed with these efforts.

LB/eb

- c. Honorable Joe A. Martinez, Chairman and  
Members of the Board of County Commissioners  
Charles Anderson, Commission Auditor  
Robert A. Cuevas, Jr., County Attorney  
Alina T. Hudak, Deputy Mayor/County Manager  
Jennifer Moon, OMB, Director