

Memorandum



Date: October 11, 2019

To: Department Directors

From: Carlos A. Gimenez
Mayor

A handwritten signature in blue ink, appearing to read "Carlos A. Gimenez", written over the printed name and title.

Subject: Miami-Dade County Procedures Manual Update – Communicating Service Interruptions – Procedure Number 267

In an effort to quickly and fully communicate service interruptions in the most broad and efficient way possible, procedure number 267 has been drafted. Procedure number 267 formalizes and sets forth guidelines to assist County Departments to ensure that all affected parties are fully apprised. Departments may create additional processes to ensure all requirements are met.

Effective immediately, all County Departments and entities, as applicable, shall implement the attached procedure. The Manual and full list of procedures can be found at intra.miamidade.gov/managementandbudget/procedures.asp. If you have any questions, please do not hesitate to contact Meighan Alexander, Assistant to Deputy Mayor Jennifer Moon, Office of the Mayor, at 305-375-4145.

Attachment

c: Abigail Price-Williams, County Attorney
Geri Bonzon-Keenan, First Assistant County Attorney
Office of the Mayor Senior Staff
Yinka Majekodunmi, CPA, Commission Auditor

COMMUNICATING SERVICE INTERRUPTIONS

SUMMARY

This procedure explains how Miami-Dade County coordinates and communicates with various entities in the event that necessary work or other factors require the closure of facilities, programs, methods of transportation/roads or other types of service utilized by the public. Communication of these types of events ensures the safety of the public and may assuage difficulties for the residents of Miami-Dade County.

PROCEDURE

Should the disruption of any service be due to an unsafe condition, unsafe act or other safety concern, employees should immediately report the matter to their supervisor and take action, as appropriate. If an employee feels that a safety concern has not been adequately addressed by their supervisor, the employee should contact their Departmental Safety Representative. If the employee still feels that the safety concern has not been adequately addressed by the Departmental Safety Representative, the employee should then contact the Internal Services Department, Risk Management Division, Office of Safety, for guidance (phone: 305-876-8000). All issues pertaining to an emergency disruption must be reported through the Department Director to the Mayor and/or Designee.

Each Department must make every effort to provide early communication to the public, administration, members of the Board of County Commission (Board) and Elected Officials should there be any disruption or closure of a County-owned facility and/or program. All service delivery departments, including the Parks, Recreation and Open Spaces Department (PROS), the Miami-Dade Public Library System (MDPLS), Port Miami (Port), Miami-Dade Aviation Department (MDAD) and the Department of Transportation and Public Works (DTPW) through coordination with the Communications Department (COM), as appropriate, are responsible for providing proper and timely communication. While Departments are encouraged to develop clear and concise procedures for facilitating this public notification process, the guidelines offered herein should be included in each individual department policy.

Should a service be disrupted/closed for a short period of time, it may not be possible or necessary to notify all individuals (i.e., a parks bathroom is closed for half an hour for minor repairs.) Employees should use their best judgment when determining whether notification should be provided.

DISRUPTION OR CLOSURE OF FACILITY:

Should use of a County facility be disrupted or if the facility must close, the below procedure should be followed:

1. As practicable, upon learning of a disruption and/or closure of any County facility, staff must seek approval in writing by the Department Director, with concurrence by the Mayor or the Mayor's designee. The following information must be provided: location of facility, reason for and time frame of the disruption and/or closure.
2. Upon approval of the facility disruption and/or closure, the Department, through its Public Information Officer, shall quickly communicate, as follows:
 - a. Provide written, detailed information to the Mayor's office in order for the Mayor's office to provide notice to the appropriate Board member or to all members, depending upon the facility and its use.

- b. Should the County facility be located within a municipality, adjacent to a municipality, or if County staff is aware that a majority of the patrons come from a municipality, then the municipality's administration should be notified in writing.
- c. Notify patrons directly, if possible, (such as contacting a soccer league to inform them that a park's field will be closing) and use the service of the department's Public Information Officer to appropriately advise the public through social media, use of County apps, County website, press release or other appropriate mass-communication.
- d. Provide appropriate signage of the pending disruption and/or closure and signage throughout the disruption/closure.
- e. Provide information on an alternate facility that could substitute, if available and possible.

SUSPENSION, REVISION OR TERMINATION OF PROGRAM:

Various factors may be in place that could cause a disruption or termination of a program. For example, a community center may be closed for maintenance that results in a program being canceled for a particular time period or lack of attendance results in a program being terminated.

1. As practicable, all disruptions or terminations of any County program must be pre-approved in writing by the Department Director, with concurrence by the Mayor or the Mayor's designee. The following information must be provided: name of program, service provided by program, time frame of the disruption or reason for the program's termination.
2. Upon approval of the program disruption or termination, the Department, through its Public Information Officer, shall quickly communicate, as follows:
 - a. Provide written, detailed information to the Mayor's office in order for the Mayor's office to provide notice to the appropriate Board member or to all members, depending upon the program and the service it provides to the community.
 - b. Should the County program be located in a property within a municipality, adjacent to a municipality or if County staff is aware that a majority of the patrons come from a municipality, then the municipality's administration should be notified in writing.
 - c. Notify patrons directly, if possible, (such as contacting patrons of an exercise class that the program is canceled) and use the service of its Public Information Officer to appropriately advise the public through social media, use of County apps, County website, press release or other appropriate mass-communication.
 - d. Provide appropriate signage of the pending disruption or termination and, if appropriate, signage throughout the disruption.
 - e. Provide information on an alternate program that could substitute, if possible.

INTERRUPTIONS/CLOSURES OF TRANSPORTATION, ROADWAYS AND/OR SIDEWALKS AND/OR OTHER PUBLIC USE SYSTEMS:

While the County recognizes that it may be necessary to temporarily interrupt and/or close a system that provides transportation to the public, access to roadways and/or sidewalks, or other public use systems (such as Airport or Seaport terminals and the like), staff must ensure that these interruptions/closures are minimized and that members of the public receive timely and clear notification as far in advance of the interruption as possible. To accomplish this:

1. Staff shall avoid disruption during the daylight hours of the work week and weekends and perform repairs and/or system improvements during the late evenings or prior to peak hour usage.
2. Provide written, detailed information to the Mayor's office in order for the Mayor's office to provide notice to the appropriate Board member or to all members, depending upon the area of the interruption/closure.
3. Should the interruption/closure be located on a County-maintained roadway, sidewalk or other

service within a municipality, adjacent to a municipality or if County staff is aware that a majority of the users come from a municipality, then the administration of the municipality should be notified in writing.

4. Utilize the service of its Public Information Officer to appropriately advise the public through social media, use of County apps, County website, press release or other appropriate mass-communication. As these types of interruptions and/or closures may affect persons who reside outside of Miami-Dade County (such as a terminal being closed due to an air-conditioning failure), communication through the use of television or print media should be utilized.
5. Provide appropriate signage of the pending disruption or closure and, if appropriate, signage throughout the disruption or closure.
6. Provide information on alternate modes of transportation and/or routes that could assist commuters.

CONTACT(S):

Department/Division

Internal Services Division, Risk Management Division, Office of Safety