

## COMPLAINTS ABOUT MISUSE OF A COUNTY VEHICLE

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### SUMMARY

This procedure explains how to report a complaint about the possible misuse of a County vehicle.

### PROCEDURE

1. The 311 Answer Center receives County vehicle misuse complaints by telephone.
2. The 311 Answer Center determines which particular department is assigned the vehicle in question and refers the caller directly to the Transportation Coordinator from that department in order to make a full complaint. If the complaint is received in writing, it is forwarded to the department where the vehicle is assigned.
3. Department investigates the matter and takes appropriate action.

#### Exception

Complaints about Miami-Dade Transit buses are to be sent to the Community Services Division, Miami-Dade Transit

### CONTACT(S):

#### Department/Division

Community Information and Outreach Department/311 Answer Center  
Miami-Dade Transit/Community Services Division, NE Bus Facility