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ISSUED BY:

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City Manager/Designee


SIGNATURE

CITY OF MIAMI



ADMINISTRATIVE POLICY

REVISIONS

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08/22/2011
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SUBJECT: MIAMI RIVERSIDE CENTER SECURITY AND PARKING

Purpose

To provide an official policy regarding security and parking at the Miami Riverside Center (MRC). It is the City's policy to welcome customers and visitors to the MRC, as well as provide security measures that are necessary to provide a safe and secure environment. The policies and procedures contained in this APM have been developed to ensure the safety and security of our citizens, employees, and visitors as well as to safeguard the City of Miami's assets and personal property.

Effective this date, this Administrative Policy supersedes all previous directives on this subject.

Procedures

I. Security Measures

A. Access to the Miami Riverside Center Building

The MRC will be open to the public from 7:00 AM to 5:00 PM. The north double doors will be the only means to enter and exit the MRC. The northwest side double doors will be assigned "Entrance Only," the northeast side doors will be assigned "Exit Only" as labeled. Components of the MRC's security measures are: Security Guards – 7:00 AM to 9:00 PM, and a Computerized Check and Validation Identification system.

B. Entry Procedures

The following procedures are to be followed when entering the MRC building:

1. Procedures for City Employees and Consultants:



- a. City employees and consultants must use the northwest side doors assigned "Entrance Only"
 - b. City of Miami employees must wear their City-issued IDs at all times
 - c. Temporary employees, part-time employees, and consultants must wear their City-issued temporary yellow passes at all times
 - d. If for whatever reason an employee or consultant fails to wear the proper identification, they will be required to go through the visitor's entrance and shall be processed accordingly. There shall be no exceptions. Failure to cooperate with this requirement may result in disciplinary action
 - e. ONLY AUTHORIZED EMPLOYEES WILL BE PERMITTED INSIDE THE BUILDING PRIOR TO 7:00 AM. Department Directors must contact the General Services Administration MRC Office in order for card access to be granted to employees who are being authorized for entry prior to 7:00 AM
2. Procedures for Fire-Rescue and/or Police Personnel:
- a. Use the northwest side doors assigned "Entrance Only"
 - b. Follow the procedures for City employees (uniform/non-uniform)
 - c. Fire-Rescue personnel responding to an emergency call at the MRC building will be granted access to the building with no additional identification requirement
 - d. Security personnel shall be immediately notified that Fire-Rescue personnel have been requested
3. Procedures for City Visitors:
- a. Visitors will use the northwest side doors assigned "Entrance Only"
 - b. Visitors will be requested to check in at the front Security Desk
 - c. They will be asked to provide an ID (driver's license or other form of picture ID)
 - d. A visitor's pass will be created for visitors for each day that they enter the Miami Riverside Center (MRC)



- e. Steps to issue a visitor's pass:
 - 1) Greet the visitor and ask the purpose of his/her visit
 - 2) Confirm with the visitor the person, floor and/or area to be visited
 - 3) Obtain photo ID and process through the system
 - 4) Produce the visitor's pass and instruct the visitor to wear it at eye level
- f. The security office will keep their ID and will return it upon return of the visitor's pass
- g. Any person who cannot produce ID will not be given a visitor's pass and will not be allowed access beyond the security desk at the MRC. Security personnel may contact the department he or she wants to visit and have an employee from that department escort the visitor

4. Ease of Access for Public Records Request Submissions

For the convenience of visitors who are submitting a public records request to the City, visitors may now leave public records requests at the MRC Security Desk. The employee at the security desk will date and time stamp the public record request and place it in the "Public Record Request" box. The security personnel will notify the Office of Communications whenever they receive new public record requests. The Office of Communications will collect the public record requests before the end of each business day. Additionally, public records requests can be emailed, mailed or faxed to the City of Miami Office of Communications at any time.

Administration and Responsibilities

- I. The Department of General Services Administration (GSA) is responsible for the administrative aspects of the MRC security plan. Each employee authorized to park in the MRC garage may be provided with a maximum of one (1) hang-tag which will be tracked via its security code.
- II. The MRC GSA Office, located on the 3rd floor of the MRC, is responsible for upholding all security measures established and set forth within this policy and for maintaining all security equipment. This office will provide hang-tags to employees at time of orientation and will oversee the payment process for replacement hang-tags. This office is responsible for conspicuously posting visitor check-in procedures near the entrance of the building.



MRC Parking Regulations

I. Parking Lot Access

- A. Employees assigned to work at the MRC, as well as designated City of Miami employees who work at other sites, will receive green colored security coded hang-tags. Designated consultants assigned to work at the MRC will receive a red colored security coded hang-tag. Hang-tags must be hung from vehicle's rear view mirror and must be present at all times when parked.
- B. Lots 16 and 15 are designated for employee parking and City of Miami vehicle parking only. Lots 16 and 15 are located across on the north side. City of Miami vehicles will not need to display a hang-tag. Employees that park their personal vehicles in Lot 16 and Lot 15 must display their hang-tags to avoid being ticketed by the Miami Parking Authority. The City of Miami is not responsible for any losses or damages to vehicles parked in this lot.
- C. Lot 17, located behind the MRC, is a privately owned and operated parking lot with meters available for use by the general public as well as vendors, contractors, and consultants. The City is not responsible for any losses or damages to vehicles parked in this lot.
- D. An individual assigned a City-owned/leased vehicle and whose worksite is the MRC, or has approved access to the MRC garage via an approved access card, may park either his/her personal vehicle or the City vehicle in the MRC garage. The individual's second vehicle must be parked in Lot 16 or Lot 15. If the vehicle parked in Lot 16 or Lot 15 is not a City-owned/leased vehicle it must display its hang-tag to avoid written notification or being "booted." No other reserved or unreserved space may be occupied in the garage by the second vehicle.
- E. Security coded hang-tags are the property of the City of Miami and are strictly for the use of conducting City business only; they cannot be transferred, sold or used in any other way. Misuse of hang-tags may lead to disciplinary action up to and including termination.
- F. Employees shall notify the MRC GSA Office whenever their security coded hang-tags are lost or stolen. The cost of a replacement hang-tag is \$25.00.

II. Parking Rules and Regulations

- A. Parking in non-reserved parking spaces in the MRC garage will be on a first come-first-serve basis for those employees issued an MRC



garage access card, including 24-hour City vehicles.

- B. Vehicles shall only be parked in designated spaces, within the marked lines. Parking adjacent to curbs, fences, in-between handicapped/disabled parking spaces, in the entranceways to the garage and the loading dock, etc., is not permitted.
- C. Back-in parking in the garage is not permitted, except with approval from the MRC GSA Office.
- D. Disabled employees and/or visitors utilizing handicapped parking spaces will display the required disabled notification hang-tag and have a copy of their current Disabled Vehicle Registration Form on file with the MRC GSA Office.
- E. Reserved spaces are to be used only by those specifically assigned to each space. An individual assigned a reserved space will park only in that space. Parking in another space in the garage or in an outdoor MRC lot is prohibited, except where noted below.
- F. Use of a reserved parking space by other than the assigned individual is at their discretion; e.g., an individual assigned a parking space who is on vacation may authorize another individual to park in his/her assigned parking space.
- G. Visitors to the building may park in Lot 17 or in the metered parking spaces on the streets adjacent to the building.
- H. Employees with City vehicles are not to park in the metered parking spaces on 3rd Street/N.W. North River Drive during work hours.
- I. All City owned/leased vehicles are to be parked overnight in Lot 16, except for the survey truck, which will be parked on the ground floor of the MRC garage.
- J. Employees with MRC parking garage cards may park their vehicle overnight in either the garage or Lot 16.
- K. Lot 16 will be locked between the hours of 7:00 PM - 5:30 AM, Mondays through Fridays. Access during this period may be granted by contacting the MRC lobby front desk at 305-416-1040. However, Lot 17, which will now be used for public parking, will no longer be locked overnight.
- L. Exceptions to any of the above parking rules must be approved by the MRC GSA Office.

III. Adherence to Regulations



- A. Written notification will be given to those employees and consultants who do not adhere to the Security Measures and Parking Regulations. Continued abuse of these regulations may result in disciplinary action, and or a vehicle being towed or "booted." If an employee or consultant believes his/her car has been towed or has questions about a written notification the employee or consultant may call (305) 416-1040 for information. If an employee's/consultant's vehicle has been "booted," his/her respective Department Director will need to authorize its release by completing a "Vehicle Release Form" available from MRC Security Desk located in the lobby.

- B. Security measures for public access regarding all press, media, magazines, social network, social media and social blogs visitors will be the responsibility of the Office of Communications to arrange access to the MRC in accordance with City policy. This includes directing locations to film or broadcast from outside the MRC as to not disrupt access to, or exit from, the MRC for its employees and visitors. Said representatives shall be directed by City staff to contact the Office Of Communications on all related business matters per City policy.

Compliance

Failure to comply with this policy shall result in disciplinary action, up to and including termination.
