

Standard Operating Procedure

Reporting Protocol for Streetlight Outages

City of Miami Beach
Public Works Department
Operation Division

Director of Infrastructure – Lys Desir Jr
Assistant Director of Infrastructure – Mariana Evora
Montrice McClain – Control Room Superintendent
Stanley Payne – Stormwater Superintendent
Edwin Rivera – Streets Superintendent
Kristina Nunez – Sewer Superintendent
Jorge Maldonado – Water and Sewer Superintendent

Revision Number	Date	Signature
Original	February 28, 2023	Montrice McClain Control Room Supervisor

Public Works - Infrastructure Division
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Upon notification of Streetlighting outage via phone call or email, Control Room Operators or Complaints Coordinator should confirm entity ownership utilizing the Street Lighting Map provided by GIS. Possible ownership is:

1. City of Miami Beach (CMB)
2. Florida Power & Light (FP&L)
3. Miami-Dade County (MDC)
4. Florida Department of Transportation (FDOT)

Upon determination of responsible entity, the following protocol should be followed according to entity.

Duties and Responsibilities of personnel receiving notification of Streetlighting Outage that are the responsibility of CMB are as follows:

1. Service Request should be entered in E-Gov system and assigned to the current Street Lighting Supervisor utilizing the following link:
 - <https://myapps.miamibeach.gov/EgovCrm/ServiceRequests>
2. Return to Service Requests and select the Create button found next to “System Ref #”. This action will generate a City Works Service Request.
3. Open another tab and search for the provided System Ref# in the City Works application utilizing the following link:
 - <https://miamibeach1518/cityworksserver>
4. Ensure that the system has correctly assigned the Submit to and Dispatch sections of City Works to the current Street Lighting Supervisor.

Duties and Responsibilities of personnel receiving notification of Streetlighting Outage that are the responsibility of FP&L are as follows:

1. Service Request should be entered in E-Gov system and assigned to the current Complaints Coordinator utilizing the following link:
 - <https://myapps.miamibeach.gov/EgovCrm/ServiceRequests>
2. Return to Service Requests and select the Create button found next to “System Ref #”. This action will generate a City Works Service Request.
3. Open another tab and search for the provided System Ref# in the City Works application utilizing the following link:
 - <https://miamibeach1518/cityworksserver>
4. Ensure that the City Works system has both the Submit to and Dispatch to assigned to the current Complaints Coordinator.
5. A Service Request will be entered via the FP&L streetlighting outage portal utilizing the following link:

- <https://www.fpl.com/my-account/streetlight.html#landingView>
6. Ensure that the ticket number provided by the FP&L streetlight reporting portal is notated in the comments section of the City Works Service Request.

Duties and Responsibilities of personnel receiving notification of Streetlighting Outage that are the responsibility of MDC are as follows:

1. Service Request should be entered in E-Gov system and assigned to the current Complaints Coordinator utilizing the following link:
 - <https://myapps.miamibeach.gov/EgovCrm/ServiceRequests>
2. Return to Service Requests and select the Create button found next to “System Ref #”. This action will generate a City Works Service Request.
3. Open another tab and search for the provided System Ref# in the City Works application utilizing the following link:
 - <https://miamibeach1518/cityworksserver>
4. Ensure that the City Works system has both the Submit to and Dispatch to assigned to the current Complaints Coordinator.
5. The Complaints Coordinator will submit an email to the following Miami-Dade County personnel:
 - Humberto Hernandez <Humberto.Hernandez@miamidade.gov>
 - Julio Navarro <Julio.Navarro@miamidade.gov>;
 - Daniel Castilla <Daniel.Castilla@miamidade.gov>
6. MDC will respond acknowledging receipt of this email and will include CMB in their email issuing a Work Order to the contractor that they utilize to repair streetlight outages.
7. The comments in City Works should be updated to include the Work Order number provided by MDC.

Duties and Responsibilities of personnel receiving notification of Streetlighting Outage that are the responsibility of FDOT are as follows:

1. Service Request should be entered in E-Gov system and assigned to the current Complaints Coordinator utilizing the following link:
 - <https://myapps.miamibeach.gov/EgovCrm/ServiceRequests>
2. Return to Service Requests and select the Create button found next to “System Ref #”. This action will generate a City Works Service Request.
3. Open another tab and search for the provided System Ref# in the City Works application utilizing the following link:
 - <https://miamibeach1518/cityworksserver>
4. Ensure that the City Works system has both the Submit to and Dispatch to assigned to the current Complaints Coordinator.
5. FDOT related streetlighting outages are addressed by contractor R&D Electric. The Complaints Coordinator will submit an email to the following FDOT personnel and R&D Electric personnel:
 - Faithe Woods <Faithe.Woods@dot.state.fl.us>
 - Rafael Echarri <rafael@rdelectricinc.com>
6. The comments in City Works should be updated to notate that correspondence has been sent.