

PUBLIC SAFETY

CUSTOMER SERVICE TIMELINES



EMERGENCY RESPONSE

Public Safety will immediately respond to every and all emergencies on campus. These include incidents for emergency management, medical emergencies, crisis intervention, traffic accidents, suspicious activity, and all student code of conduct and state law violations.

CALLS FOR SERVICE

- Response to service calls (open/secure doors) 5-10 minutes
- Booster/Jumpstarts 5-10 minutes
- Escorts to classrooms and vehicles Immediate
- Lost and found hours (M - F) 7:00 a.m. to 11:00 p.m.



PARKING REQUESTS

- Employee decals (M - F) 7:00 a.m. to 11:00 p.m.
- Reserved parking spaces 3 days in advance
- Vehicle Reservations 5-7 days in advance

REPORT COPY REQUESTS

- All public records requests are subject to Florida State Statute Chapter 119.07
- Public records are subject to MDC Procedure 2106. Personnel Records/Limited Access
- Requests can be made via phone, in person, or in writing through the MDC proper request form.

— Please allow a minimum of two business days for processing. —



SITUATIONAL AWARENESS WORKSHOPS

The Hialeah Public Safety Department hosts various emergency awareness workshops throughout the year, including sexual assault awareness, emergency evacuation, and active shooter. Please keep a look out for presentation dates and times, or contact us at 305-237-8701 for further details.

KEY REQUESTS

- New access control cards up to 4 weeks
- Updated access control cards up to 2 weeks
- Keys up to 6 weeks after form completed and approved

