
1926 • 2026

CITY OF OPA-LOCKA

CENTENNIAL EDITION

MUNICIPAL OPERATIONS

STANDARD OPERATING PROCEDURES

Illustrative municipal binder • Prepared as a business development demonstration

DEMONSTRATION SAMPLE — NOT AN OFFICIAL CITY DOCUMENT

No endorsement, engagement, policy adoption, or City validation is implied.

Binder Navigation & Document Control

This prototype illustrates a controlled, searchable SOP structure. Each procedure begins on a separate page. All operational details below are hypothetical and require interviews, records review, legal review where appropriate, and formal City validation before adoption.

SECTION	CONTENTS
01	Executive overview & controls
02	SOP-001 — Public service request intake
03	SOP-002 — Records and retention routing
04	SOP-003 — Purchasing request initiation
05	Workflow map & escalation points
06	Forms library & implementation checklist

Document control

Field	Illustrative entry
Document ID	OL-CEN-DEMO-2026
Version	0.1 — Demonstration only
Owner	To be designated by City
Approval status	NOT APPROVED
Review cycle	To be established following City validation

01 | Executive Overview

The centennial provides a memorable opportunity to connect Opa-locka’s historic identity with modern, accessible municipal operations. This sample demonstrates how BL Consulting could organize department-specific procedures into a consistent digital binder.

What a production binder could include

Department-approved roles and responsibilities; step-by-step procedures; controls and approval thresholds; searchable table of contents; linked forms; workflow diagrams; revision history; and a department validation register.

Proposed implementation sequence

PHASE	DELIVERABLE	CITY PARTICIPATION
Discover	Interviews, source inventory, gap register	Identify process owners
Draft	Department SOPs, workflow maps, forms index	Review accuracy
Validate	Comments disposition, policy reconciliation	Approve or reject changes
Publish	Controlled digital binder, navigation QA	Authorize release

Illustrative only. Actual scope, procurement method, schedule, and fees would be agreed separately.

02 | SOP-001 — Public Service Request Intake

Status: Example workflow only | Process owner: To be confirmed | Effective date: Not assigned

Purpose

Demonstrate consistent intake, assignment, tracking, and closure of non-emergency public service requests.

Procedure

1. Receive request through an authorized channel and create a unique tracking entry.
2. Record date, contact method, location, description, and any relevant attachments, subject to privacy rules.
3. Screen for emergencies or immediate safety issues; route them through the applicable emergency protocol.
4. Classify the request and assign it to the responsible department or designated reviewer.
5. Acknowledge receipt using approved communication templates and service standards.
6. Document actions, status changes, and required supervisory review.
7. Close the request only after completion criteria are documented; preserve records under the approved retention schedule.

Illustrative controls

Access limited by job role; no sensitive personal information in public-facing status messages; supervisor review for exceptions; audit trail retained.

03 | SOP-002 — Records & Retention Routing

Status: Example workflow only | Process owner: To be confirmed

Procedure

1. Identify record type, responsible custodian, and business purpose.
2. Classify according to the currently applicable Florida and local retention requirements, subject to records officer confirmation.
3. Store in an approved repository with access controls and a retrievable index.
4. Place any record subject to a preservation hold outside routine disposition.
5. Route public-records requests to the designated records function under the City's approved procedure.
6. Document authorized disposition only after the required retention period and holds are satisfied.

Validation required

City records officer and counsel must verify retention schedules, disclosure exceptions, custodianship, and system-of-record details. This sample is not a legal determination.

04 | SOP-003 — Purchasing Request Initiation

Status: Example workflow only | Process owner: To be confirmed

Procedure

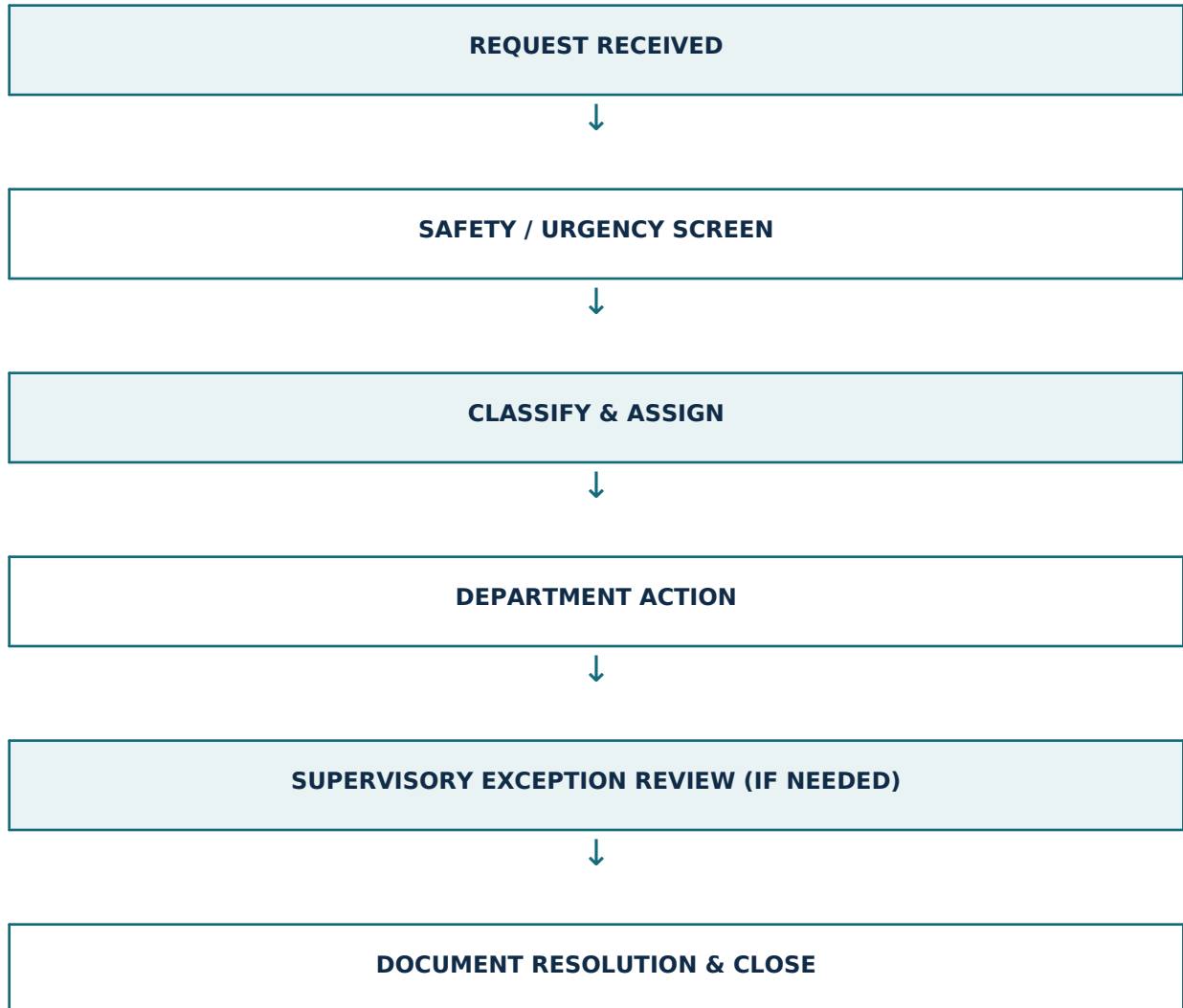
1. Requesting department documents the business need and proposed scope.
2. Verify budget availability and the correct account or project reference.
3. Check whether an existing contract or approved purchasing vehicle applies.
4. Route the request to Procurement for the method and approval path prescribed by current City policy.
5. Complete conflict-of-interest and documentation checks where applicable.
6. Obtain required approvals before committing City funds.
7. Preserve purchase request, approvals, solicitation records, and receipt documentation.

Critical disclaimer

No dollar thresholds, bid exceptions, signatory powers, or procurement methods are asserted here. Those must be derived from current City ordinances, policies, and validated interviews.

05 | Workflow & Escalation Map

Illustrative public-service intake flow. Boxes are process stages; arrows show sequence.



Emergency conditions exit this illustrative workflow and follow the City's approved emergency response protocol.

06 | Forms Library & Validation Checklist

Illustrative form fields — Service Request Intake

FIELD	ENTRY / VALIDATION
Request ID	_____
Date received	_____
Service category	_____
Location / description	_____
Assigned unit / status	_____
Resolution / reviewer	_____

City validation checklist

- ☐ Confirm each department's current organization chart and process owners
- ☐ Obtain current adopted policies, ordinances, forms, and templates
- ☐ Interview operational staff and reconcile documented vs. actual practice
- ☐ Validate controls, thresholds, escalation, accessibility, and retention
- ☐ Approve final wording and designate controlled document owner
- ☐ Test links, forms, page navigation, and revision history

Prepared by: BL Consulting | (305) 735-2105 | www.blcounsels.com

This independent demonstration uses the City name solely to illustrate a potential proposal. No City logo, official seal, or event artwork has been reproduced.