

**TO: ALL COUNTY PERSONNEL**

**FROM: VERDENIA C. BAKER**  
**COUNTY ADMINISTRATOR**

**PREPARED BY: ADMINISTRATION**

**SUBJECT: POLICIES AND PROCEDURES MEMORANDA (PPMs)**

**PPM #: CW-O-001**

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**ISSUE DATE**

**August 21, 2018**

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**EFFECTIVE DATE**

**August 21, 2018**

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**PURPOSE:**

To establish a process for the County Administrator to promulgate countywide policies and procedures and to establish guidelines for the preparation and maintenance of policies and procedures manuals for county departments and offices under the County Administrator's authority.

**UPDATES:**

Future updates to this PPM are the responsibility of County Administration and/or the Countywide PPM Standardization Committee (PPM Committee).

**AUTHORITY:**

- Board of County Commissioner's Resolution No. 1, adopted July 18, 1967, establishing the Office of County Administrator, as may be amended.
- Palm Beach County Administrative Code, Section 101.00, as may be amended

**POLICY:**

**General**

1. The County Administrator, all department directors, all division directors, and all heads of separate offices shall issue and maintain Policies and Procedure Memoranda (PPMs). These PPMs will be used to promulgate standard policies and procedures for all areas of operation under the control of the issuing department or office. No PPM shall be in conflict with or be inconsistent with a PPM issued by a higher organizational level, Board of County Commission (BCC) policy, or federal, state, or county law, regulation or ordinance.

The PPM Committee is established to assist County Administration in ensuring the consistency of format and content and understandability of Countywide PPMs. The By-Laws and Charter of the PPM Committee are outlined in **Attachment A**.

2. Department and office Directors are expected to ensure that their staff is aware of and comply with established policies and procedures.
3. Policies and procedures having Countywide application will be issued by the County Administrator's Office. Countywide PPMs provide direction and information for efficient and effective operation management of the county. Countywide PPMs apply to all county departments and offices. Countywide PPMs are permanent in nature and remain in effect until amended by subsequent PPMs or rescinded.
4. PPMs shall be kept current, and department/office heads must review Countywide PPMs they are responsible for at least every **five** years.
5. County department and offices that receive any type of revenue must issue one or more PPMs describing the procedures for collecting, receipting, accounting for, safeguarding, and transferring or depositing such revenues.
6. All department and office heads should submit Countywide PPMs which will improve management & operational procedures within the county.
7. A Countywide PPM shall not become effective until signed by the County Administrator.

The original signed copy of the Countywide PPM shall be maintained as directed by Administration, with a signed version by the County Administrator posted on the County's website. Additional distribution of signed Countywide PPMs will be at the discretion of the County Administrator.

8. Countywide PPMs are applicable to all employees under the control of the County Administrator. Unless otherwise directed the BCC, the County Attorney, the Internal Auditor, and their respective staffs are not subject to directives promulgated by the County Administrator. However, they are encouraged to adopt the County Administrator's policies and procedures for uniformity and efficiency.

#### **Structural Format for Countywide PPMs:**

1. All new and revised PPMs shall be prepared using the approved County standard document application in effect at the time of preparation.
2. All Countywide PPMs will be numbered and titled for ease of filing, reference, and use. The first two characters for Countywide PPMs shall be "CW"; the third character shall be an alphabetic character indicating the general subject area of the PPM as follows:

**O** - Operations  
**P** - Personnel  
**F** - Finance and Budget  
**L** - Logistics (supplies; equipment; facilities; procurement; maintenance; transportation)  
**R** - Records

The fourth, fifth, and sixth characters shall be Arabic numerals. This PPM ("CW-O-001") provides an example of the required numbering system.

3. The "Issue Date" shall be the date that the new or revised PPM is posted to the web, which may be later than the effective date. The "Effective Date" shall be the date that the new or revised PPM is to take effect.
4. For revised PPMs, the last page of the PPM shall indicate a history of revisions as shown in the lower left of the last page of this PPM.
5. Each page of the PPM shall be numbered in the lower right of each page as shown below ("CW-O-001/Page 3 of 6").
6. Any attachments, including forms to be completed, will indicate in bold type the letter designation of the attachment at the top center of the page followed on a separate line(s) by the title of the attachment, as shown below:

**ATTACHMENT A**  
**PPM Committee**  
**By-Laws and Charter**

7. Attachments/forms will indicate the PPM number in the lower right hand corner of the attachment, followed by a letter designation and page number of the attachments (e.g. "CW-O-001/Attachment A - 1 of 3" would indicate the first of three pages of Attachment A for CW-O-001).

The month and year the attachment/form was created or revised must be shown in the lower left hand corner of the attachment (e.g., "9/1995" which would indicate that September of 1995 was the date the attachment/form was created; and "Rev. 1/2009" would indicate the date the attachment/form was revised).

8. Revisions to attached forms must be provided to the PPM Committee for further processing.
9. Each Countywide PPM shall have the following sections:

**Purpose** - communicates why the PPM exists, begins with the word "To".

**Updates** - establishes who is responsible for the PPM. This will generally be the department/office head most involved in implementing or enforcing the provisions of the PPM.

**Authority** - identifies source of policy or procedures being established in the PPM. Examples of authority include the County Administrative Code; Board or County Administrator directives; specific requirements of law; appropriate, relevant reference documents such as industry specific regulation; and other references as appropriate. Reference to an authority should be as specific as possible and include “as may be amended”.

**Scope** - optional, to differentiate from similar-appearing PPMs, to identify which dept./office the PPM applies to.

**Definitions** - used to explain specific terms in the PPM which may not be generally understood or which have a particular or narrow meaning. This section may be omitted if there are no words or terms used in the PPM which need to be defined. Where the definitions section exceeds one page in length, the information must be placed as the first attachment of the PPM, with the following placeholder statement in the body of the PPM: “Refer to **Attachment A** for a listing of definitions related to this PPM.”

**Background** - optional, to provide proper context for PPM.

**Policy** - establishes the desired action(s) or outcome(s) for the PPM.

**Responsibilities** - optional, to provide overview of responsibilities identified throughout the PPM.

**Procedure** - details the steps or actions necessary to implement the Policy.

A template of a formatted blank PPM is included on the last page of this PPM, Attachment C.

10. Lengthy attachments are discouraged, especially if they are subject to frequent changes which would require revisions to the PPM.
11. Information which may be subject to frequent change, such as contact information, should not be used in Countywide PPMs.

## **PROCEDURES:**

### **Countywide PPMs:**

#### **1. New PPMs.**

A department or office head who issues a Countywide PPM shall submit the proposed PPM to the PPM Committee Coordinator. . .

- a. The proposed PPM will be provided to the PPM Committee for review. The proposed PPM will also be provided to other departments/offices for review if deemed appropriate by Administration or the PPM Committee.

The PPM Committee will provide feedback to the initiator of the proposed PPM. .

- b. The initiator of the proposed PPM shall be responsible to meet with the PPM Committee to discuss the content of the proposed PPM and revise the proposed PPM as appropriate.
- c. The PPM Committee shall provide a recommended final version of the proposed PPM to the County Administrator for review, approval and signature.
- d. A copy of the final signed PPM, along with revised indexes, will be posted to the County's website. An e-mail notification will be provided to dept./office heads of the availability and effective date of the new PPM.

## **2. Revised PPMs.**

When a revision to an existing Countywide PPM is requested, the department or office which prepared the original PPM shall submit the revised PPM accompanied by an interlineated version which depicts the proposed changes to the PPM Committee Coordinator. The interlineated version is not required if the revised PPM constitutes a complete rewrite of the PPM being revised.

The review and distribution process for revised PPMs is the same as that for new PPMs.

## **3. Index/Appendix.**

The index and appendix provided by the PPM Committee Coordinator shall include a column showing the date of the last revision and the next scheduled review date. Departments/offices should periodically compare their Countywide PPMs to the index/appendix to ensure that their Countywide PPM(s) contain the latest revisions.

## **Departmental PPMs:**

1. Each department, division, and office shall maintain a set of Countywide PPMs, and a set of PPMs applicable to itself, and a set of PPMs applicable to its department (if a division) or its divisions (if a department). Since numbered PPMs will not be issued below the division level, procedures for the various sections or programs will be included in the division's PPM. This does not preclude the use of unnumbered memoranda, desk guides,

Standard Operating Procedures (SOPs), checklists, or other forms of supervisory directives.

2. Departments and offices are expected to issue new or revised PPMs as needs and programs change.
3. PPMs for departments, divisions, and offices should conform to the format described above for Countywide PPMs. Instead of "CW", the first two or three characters should be the original letter codes adopted by the dept./office (see **Attachment B** for examples). When new letter codes are required, PPM Committee Coordinator must be contacted to avoid duplication of codes. Differing numbering sequences may also be used to identify PPMs relating to specific programs within the County.



**VERDENIA C. BAKER**  
**COUNTY ADMINISTRATOR**

**Supersession History:**

1. Administrative Order #1-1, dated 5/1976 & 8/1987
2. PPM # CW-O-001, effective 07/01/1988
3. PPM # CW-O-002, effective 07/01/1988 (rescinded 10/16/1995)
4. PPM # CW-O-001, effective 10/16/1995
5. PPM # CW-O-001, effective 02/25/2010
6. PPM # CW-O-001, effective 02/08/2011
7. PPM # CW-O-001, effective 02/01/2012
8. PPM # CW-O-001, effective 07/21/2017

## **ATTACHMENT A**

### **PPM Committee By-Laws and Charter**

1. **AUTHORITY.** County Administrative Code, Section 101.00 and PPM CW-O-001.
2. **PURPOSE.** Review of Countywide PPMs for consistency of format and content, and understandability. In looking at PPMs from a Countywide perspective, the Committee recommends to the County Administrator the elimination, continuing or updating of PPMs. The Committee also recommends to the County Administrator the need to submit PPMs for full review by County Departments and offices, limited review or no additional review.
3. **MEMBERSHIP.** The committee is composed of the following: the Director of Office of Financial Management & Budget (OFMB) or designee; the County Attorney or designee; the Director of Information Systems Services (ISS) or designee; the Director of Human Resources (HR) or designee; the Director of Public Affairs or designee; the PPM Committee Coordinator. The County Administrator shall appoint a liaison from Administration to the Committee, at least at the level of Assistant County Administrator, who shall serve as an “ex officio” member of the Committee.
4. **PRESIDING OFFICER.** The Presiding Officer of the PPM Committee shall be elected or re-elected on an annual basis, at the first meeting of each new calendar year, by a majority vote of the members of the Committee. In his or her absence, the PPM Committee shall appoint another member of the Committee to act as Presiding Officer.
5. **MEETINGS.** Committee meetings will be held as notified at a designated location. The Committee will meet at a minimum of four (4) times per calendar year, or as needed. The PPM Committee Coordinator shall be responsible for arranging meeting schedules and notification to the members.
6. **AGENDA.** The PPM Committee Coordinator shall be responsible for preparing a listing of all items to be considered by the Committee for a given meeting.
7. **ACTION BY COMMITTEE.** The PPM Committee Coordinator shall be responsible for following up on any action taken by the Committee.
8. **ADMINISTRATION.** Notification of PPMs due for review will be provided to the County Administrator annually.
9. **APPROVAL OF BY-LAWS.** These by-laws were recommended unanimously by the Committee members. Changes or amendments to these by-laws must be approved by the Committee and the County Administrator.

## ATTACHMENT B

### List of Departmental PPM Codes

Airports	
Administration & Fiscal	AF
Operations & Maintenance	AM
Community Services	
Administration & Fiscal	CS
Community Action Program	CP
Headstart & Children's Services	HD
Human Services	HS
Senior Services	SS
Cooperative Extension	CE
County Administration	
Countywide Procedures	CW
Office of the County Administrator	CA
County Attorney	AT
County Library	
Operations	CL-O
Personnel	CL-P
Finance & Budget	CL-F
Logistics	CL-L
Records	CL-R
Miscellaneous	CL-M
Engineering & Public Works	
Departmental	ED
Administration Services	EA
Construction Coordination	EC
Engineering Services	ES
Land Development	EL
Office of the County Engineer	EE
Road & Bridge	EB
Roadway Production	EP
Streetscape	EO
Traffic Engineering	ET
Environmental Resources Management	EV



## ATTACHMENT B

### List of Departmental PPM Codes

Facilities Development & Operations	
Administration & Fiscal	FF
Capital Improvements	FC
Electric Services & Security	FE
Facilities Management	FO
Fleet Management	FT
Property & Real Estate Management	FP
Financial Management & Budget	
Financial Management	FM
Contract Development & Control	FC
Administration	FA
Budget	FB
Fire Rescue	FR
Housing & Economic Sustainability	HES
Human Resources	HR
Information System Services (ISS)	ISS
Internal Auditor	IA
Medical Examiner	ME
Metropolitan Planning Organization	MO
Office of Resilience	OR
Palm Tran	
Administration & Fiscal	PF
Maintenance	PM
Transportation	PT
Parks & Recreation	DO
Aquatics	AQ
Financial & Support Services	FS
Golf Operations	GO
Jim Brandon Equestrian Center	JB
Morikami Museum and Japanese Gardens	MM
Parks Maintenance	PK
Recreation Services	RD
Revenue	RE

## ATTACHMENT B

### List of Departmental PPM Codes

Special Events and Amphitheaters	SE
Special Facilities & Beaches	SF
Planning, Zoning & Building	
Administration & Fiscal	PZ
Planning	PP
Zoning	ZO
Building	PB
Code Enforcement	PE
Public Affairs	
Administration/DMAC/MPI	PA
Channel 20	CH
Graphics	GR
Public Safety	PS
Animal Care and Control	AC
Consumer Affairs	CA
Emergency Management	EM
Justice Services	JS
Victim Services	VS
Purchasing	PR
Risk Management	
Operations	RM-O
Personnel	RM-P
Finance	RM-F
Logistics	RM-L
Records	RM-R
Miscellaneous	RM-M
Tourist Development Council	TD
Youth Service	YS
Water Utilities	
Operations	WUD-O
Personnel	WUD-P
Finance and Budget	WUD-F
Logistics	WUD-L
Reports	WUD-R

Revised December 23, 2019