

**AGENDA DATE:** April 28, 2020

**TO:** The Honorable Mayor and City Council of the City of North Miami

**FROM:** Tanya S. Wilson AICP, Planning, Zoning and Development Director

**SUBJECT:** (SECOND READING) AMENDMENT TO THE LAND DEVELOPMENT REGULATIONS TO ESTABLISH LOCATION AND DISTANCE REQUIREMENTS FOR SELF-STORAGE FACILITIES

**SPONSORED BY:** Councilwoman Estime-Irvin

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**AN ORDINANCE OF THE MAYOR AND CITY COUNCIL OF THE CITY OF NORTH MIAMI, FLORIDA, PROVIDING FOR A TEXT AMENDMENT TO CHAPTER 29 OF THE CITY OF NORTH MIAMI CODE OF ORDINANCES BY AMENDING ARTICLE 4, DIVISION 2, ENTITLED "ZONING DISTRICTS", SPECIFICALLY AT SECTION 4-202, ENTITLED "TYPES OF USES", ARTICLE 5, DIVISION 17, ENTITLED "STORAGE FACILITIES", SPECIFICALLY AT SECTION 5-1702, ENTITLED, "SELF-STORAGE FACILITIES", AND DIVISION 22, ENTITLED "DISTANCE LIMITATION FOR CERTAIN USES", SPECIFICALLY AT SECTIONS 5-2201 AND 5-2202, AND A NEW SECTION 5-2205, ENTITLED "LOCATION AND DISTANCE RESTRICTION FOR SELF-STORAGE FACILITIES", TO ESTABLISH LOCATIONAL STANDARDS; PROVIDING FOR REPEAL, CONFLICTS, SEVERABILITY, CORRECTION OF SCRIVENER'S ERRORS, CODIFICATION AND FOR AN EFFECTIVE DATE**

**RECOMMENDATION**

That, pursuant to the provisions of Article 3, Division 10, Section 3-1007 of the City of North Miami (City) Land Development Regulations (LDRs), the Mayor and City Council should review the proposed amendments to Article 4, "Zoning Districts" and Article 5, "Development Standards" (the "Amendment"), as described in the above ordinance title and as attached hereto, consider Planning Commission's recommendation, City staff's recommendation and any testimony at the public hearing, and adopt the proposed amendment by passage of the attached ordinance.

## **PLANNING COMMISSION RECOMMENDATION**

The proposed Amendment, under PC Item 14-19, was considered by the Planning Commission at a regularly scheduled public hearing on December 3, 2019. In attendance were newly elected Chair Charles Ernst, and newly elected Vice-Chair Michael McDermid, Commissioner Bernadette Pierre, Commissioner Bob Pechon, Commissioner Melton Goodwin, Commissioner Howard Tonkin and outside Legal Counsel Gary M. Held, Esq, for the Planning Commission; Debbie Love, AICP, City Planner, Jennifer L. Warren, Deputy City Attorney and Marline Monestime, Board Secretary, for the City administration. City staff presented the item to the Planning Commission in the form of a PowerPoint presentation. After the presentation, the Planning Commission discussed the item and asked questions of staff. Commissioner Pechon and Commissioner Goodwin spoke against the item. The item was then opened up for public hearing; no member of the public spoke. After further discussion, Commissioner McDermid made a motion to approve the item, which was seconded by Commissioner Pierre; the item passed 4-2.

## **CITY COUNCIL ACTION – FIRST READING**

As required by Article 3, Division 10, Section 3-1007 of the City LDRs, on February 25, 2020 the Mayor and City Council reviewed the proposed Amendment to the LDRs at a regularly scheduled public hearing for first reading. After discussion and public hearing, Mayor Bien-Aime seconded a motion made by Councilwoman Estime-Irvin to accept the proposed ordinance; the item passed 4-1, with Councilwoman Keys dissenting.

## **BACKGROUND**

Under the current LDRs, self-storage facilities are permitted as of right in the C-1, Commercial District, the C-2BE, Commercial District and the M-1, Industrial District. A majority of the lands within the two commercial districts are located along the City's major corridors, including Biscayne Boulevard, NE 6<sup>th</sup> Avenue, NW 119<sup>th</sup> Street, 135<sup>th</sup> Street, NW 7<sup>th</sup> Avenue, West Dixie Highway and NE 123<sup>rd</sup>/125<sup>th</sup> Street, and within the Planned Corridor Development (PCD) Overlay District; all of which are considered prime lands within the City.

In the last three years, staff has seen a substantial interest in potential new self-storage facilities being located in the City of North Miami. This included:

- Issuing a development permit for one (1) self-storage facility located at 15025 NE 18<sup>th</sup> Avenue (former Essig Pools site);

- DRC approving a site plan for one (1) self-storage facility located at the southeast quadrant of Memorial Highway and NE 135<sup>th</sup> that was subsequently denied by City Council;
- Conducting multiple pre-application/consultation meetings for potential future construction of self-storage facilities; and
- Identification of self-storage facilities proposed for construction within close proximity of other self-storage facilities.

The City has devoted considerable time and resources to create subarea and community renewal plans that establish a vision for future development; the City also has many comprehensive plan policies that apply to how certain areas of the City are to be developed. These goals, policies and plans serve as the foundation for any regulatory change recommended by staff. One of the key urban design principles within both the Comprehensive Plan and the Downtown and Major Corridors Master Plan is activation of the street front, bringing life and vibrancy to the downtown and along major corridors with the aim of creating pedestrian-oriented spaces where people want to linger and encouraging social interaction.

For example, Goal 1 of the Future Land Use Element (FLUE) requires the city to, “Encourage integrated, transit-supportive redevelopment in order to enhance the economic base of the city, improve the aesthetic quality of the built environment...”; Objective 1.2 of the FLUE requires, “...transit-oriented development and the implementation of livable urban form principles along major corridors...”, which includes, NW 7<sup>th</sup> Avenue, NW 119<sup>th</sup> Street, NE 6<sup>th</sup> Avenue; West Dixie Highway; Biscayne Boulevard; NE 125<sup>th</sup>/123<sup>rd</sup> Street; and 135<sup>th</sup> Street. Furthermore, Policy 1.6.3 requires that, “Place making strategies that include parks, plazas, pedestrian access, civic and cultural activities and amenities shall be employed in the Downtown and along major corridors...” Objective 1.18 states that, the PCD, “...will create a compact, high-intensity mix of residential, commercial, employment, and civic/institutional uses to maximize the use of transit...increase pedestrian activity...”

Self-storage facilities are not synonymous with place making, pedestrian scale businesses, contributing to walkability or activation of the street frontage.

The purpose for this agenda item is to hold the required public hearing to receive input on the proposed amendment to the City’s LDRs as set forth in Article 3, Division 10, Section 3-1007 of the City’s LDRs, which requires that all such amendments be delivered to the Mayor and the City Council for final consideration and approval.

## SUMMARY OF THE PROPOSED LDR UPDATE

This Amendment facilitates the distribution of self-storage facilities to support the concepts established in the City’s Downtown and Major Corridors Master Plan of a mix of uses, place making and community vibrancy by establishing a “distance from” (radius) regulation and a minimum lot size. Additionally, the Amendment seeks to assure a sufficient supply of prime, commercially zoned property remains available to support the goals and policies of the Future Land Use and Economic Elements of the 2036 Comprehensive Plan by prohibiting the siting of self-storage facilities within the Planned Corridor Development District or fronting along Biscayne Boulevard, NE 123<sup>rd</sup>/125<sup>th</sup> Street, NE 6<sup>th</sup> Avenue, NW 119<sup>th</sup> Street or 135<sup>th</sup> Street.

## ANALYSIS

This Amendment has been reviewed pursuant to the standards for approval set forth in Article 3, Division 10, Section 3-1004 of the City’s LDRs as follows:

### **A. Whether the amendment promotes the public health, safety and welfare;**

*As noted above, this Amendment to the LDRs will protect the vision of the community as established in the Downtown and Major Corridors Master Plan of active, vibrant and pedestrian-friendly street frontages; further implement the goals, objectives and policies of the Comprehensive Plan requiring transit-oriented development; the implementation of livable urban form principles along the city’s major corridors; and enhance the overall quality of life within the City. If approved, the proposed amendment would further strengthen the City’s public health, safety and welfare.*

### **B. Whether the amendment permits uses the comprehensive land use plan prohibits in the area affected by the zoning map change or text amendment;**

*This Amendment to the LDRs does not conflict with allowable land use; rather this Amendment further implements Objective 1.18 of the Future Land Use Element which states that the purposes of the PCD is to, “create a compact, high-intensity mix of residential, commercial, employment and civic/institutional uses”; and Objective 9.8 of the Economic Element that seeks to encourage mixed use and transit oriented (re)development projects.*

### **C. Whether the amendment allows densities or intensities in excess of the densities and intensities which are permitted by the future land use categories of the affected property;**

*This Amendment to the LDRs does not impact the allowable densities or intensities.*

- D. Whether the amendment causes a decline in the level of service for public infrastructure which is the subject of a concurrency requirement to a level of service which is less than the minimum requirements of the comprehensive land use plan;**

*This Amendment has no impact upon the level of service for public infrastructure.*

- E. Whether the amendment directly conflicts with a goal, objective or policy of the comprehensive land use plan; and**

*This Amendment does not conflict with the comprehensive plan. Rather, it is consistent with numerous goals, objectives and policies, including Goal 1 of the Future Land Use Element (FLUE) that requires the city to, “Encourage integrated, transit-supportive redevelopment in order to enhance the economic base of the city, improve the aesthetic quality of the built environment...”; Objective 1.2 of the FLUE that requires, “...transit-oriented development and the implementation of livable urban form principles along major corridors...”, which includes, NW 7th Avenue, NW 119<sup>th</sup> Street, NE 6<sup>th</sup> Avenue; West Dixie Highway; Biscayne Boulevard; NE 125<sup>th</sup>/123<sup>rd</sup> Street; and 135<sup>th</sup> Street; Policy 1.6.3 of the Future Land Use Element that requires, “Place making strategies that include parks, plazas, pedestrian access, civic and cultural activities and amenities shall be employed in the Downtown and along major corridors...” and Objective 1.18 that states that, the PCD, “...will create a compact, high-intensity mix of residential, commercial, employment, and civic/institutional uses to maximize the use of transit...increase pedestrian activity...”*

**Whether the amendment furthers the orderly development of the City of North Miami.**

*As noted earlier, this LDR Amendment will allow the City to better support the concepts established in the City’s Downtown and Major Corridors Master Plan of a mix of uses, place making and community vibrancy by establishing a “distance from” (radius) regulation and a minimum lot size for self-storage facilities. Additionally, by prohibiting the siting of self-storage facilities in certain areas of the city, the Amendment will assure a sufficient supply of prime, commercially zoned property remains available to support the goals and policies of the Future Land Use and Economic Elements of the 2036 Comprehensive Plan.*

## CONCLUSION

Staff is requesting that, pursuant to the requirements of Article 3, Division 10, Section 3-1007 of the City’s LDRs, the Mayor and City Council review the proposed Amendment to Article 4 and Article 5 of the LDRs, consider Planning Commission recommendations, City staff’s



## City Council Report

776 N.E. 125 Street, North Miami, Florida 33161

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recommendation and any testimony at the public hearing, and **adopt the proposed Amendment by passage of the attached ordinance.**

TWS/dl

- Attachments:
1. Proposed Ordinance
  2. Newspaper Advertisement

**ORDINANCE NO. \_\_\_\_\_**

**AN ORDINANCE OF THE MAYOR AND CITY COUNCIL OF THE CITY OF NORTH MIAMI, FLORIDA, PROVIDING FOR A TEXT AMENDMENT TO CHAPTER 29 OF THE CITY OF NORTH MIAMI CODE OF ORDINANCES BY AMENDING ARTICLE 4, DIVISION 2, ENTITLED “ZONING DISTRICTS”, SPECIFICALLY AT SECTION 4-202, ENTITLED “TYPES OF USES”, ARTICLE 5, DIVISION 17, ENTITLED “STORAGE FACILITIES”, SPECIFICALLY AT SECTION 5-1702, ENTITLED, “SELF-STORAGE FACILITIES”, AND DIVISION 22, ENTITLED “DISTANCE LIMITATION FOR CERTAIN USES”, SPECIFICALLY AT SECTIONS 5-2201 AND 5-2202, AND A NEW SECTION 5-2205, ENTITLED “LOCATION AND DISTANCE RESTRICTION FOR SELF-STORAGE FACILITIES”, TO ESTABLISH LOCATIONAL STANDARDS; PROVIDING FOR REPEAL, CONFLICTS, SEVERABILITY, CORRECTION OF SCRIVENER’S ERRORS, CODIFICATION AND FOR AN EFFECTIVE DATE**

**WHEREAS**, the current Land Development Regulations (“LDRs”), Chapter 29 of the City Code of Ordinances, was adopted in July 2017 through Ordinance No. 1417 to establish zoning districts and regulations that implement the adopted 2007 Future Land Use Map (“FLUM”) designations; and

**WHEREAS**, Article 3, Division 10, Sections 3-1003 through 3-1007 of the LDRs outlines the procedures for text amendments and zoning map changes to the LDRs initiated by either the City or one (1) or more owners of record for parcel(s) located within the jurisdictional boundary of the City; and

**WHEREAS**, Article 3, Division 3, Section 3-302 of the LDRs establishes a uniform notice and procedure in order to ensure due process and maintain citizen access to the local government decision-making forum relating to the approval LDR text changes within the jurisdictional boundary of the City; and

**WHEREAS**, the City seeks to ensure that a sufficient supply of prime, commercially zoned property remains available to support the goals and policies of the Future Land Use and Economic Elements of the 2036 Comprehensive Plan; and

**WHEREAS**, the City desires to facilitate the distribution of self-storage facilities to prevent over concentration in a particular area in order to support the concepts established in the City’s Downtown and Major Corridors Master Plan of a mix of uses, place making and community vibrancy by establishing a “distance from” (radius) regulation and a minimum lot size; and

**WHEREAS**, pursuant to the requirements of Article 3, Division 10, Section 3-1006 of the City LDRs, at duly noticed public meeting held on December 3, 2019, the Planning Commission reviewed the proposed Amendment to the LDRs, the recommendation of City staff, testimony provided at the public hearing (if any), and issued a recommendation to the Mayor and the City Council to take the appropriate action and adopt the proposed Amendment by passage of this ordinance; and

**WHEREAS**, pursuant to Article 3, Section 3-1007 of the LDRs, the Mayor and City Council have jurisdiction to adopt the proposed LDR text amendment, and after two (2) duly noticed public meetings (first reading and second reading), have determined that the amendments are in the best interest of City residents and in accordance with state law; and

**NOW, THEREFORE, BE IT ORDAINED BY THE MAYOR AND CITY COUNCIL OF THE CITY OF NORTH MIAMI, FLORIDA:**

**Section 1. Recitals.** The recitals to the preamble herein are incorporated by reference.

**Section 2. Amendment to Chapter 29, North Miami Code of Ordinances.** The Mayor and City Council of the City of North Miami, Florida, hereby amend Chapter 29 of the North Miami Code of Ordinances entitled “Land Development Regulations”, by amending Article 4, entitled “Zoning Districts” and Article 5, entitled “Development Standards”, as follows:

CITY OF NORTH MIAMI CODE OF ORDINANCES  
CHAPTER 29. LAND DEVELOPMENT REGULATIONS

\* \* \* \* \*

ARTICLE 4: ZONING DISTRICTS

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DIVISION 2. - ZONING DISTRICTS.

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Sec. 4-202. Types of Uses.

Zoning Districts	R-1	R-2	R-4	R-5	R-6	C-1	C-2BE	C-2BW	C-3	M-1	PU	RO	BZ	AOD
Self-Storage Facility						P <sup>3&amp;4</sup>	P <sub>-</sub> <sup>4</sup>			P <sub>-</sub> <sup>*</sup>				

\*Administrative site plan shall be required

<sup>1</sup> Retail showroom, automobile use requires min. lot area of one (1) acre. No more than 15% of the gross building area assigned to the retail automobile showroom business shall be devoted to minor vehicle service.

<sup>2</sup> Vehicle Sales Major use requires minimum lot area of 30 or more acres.

<sup>3</sup> Prohibited in the Chinatown Cultural Arts Innovation District

<sup>4</sup> Prohibited in C-1 zoned areas ~~that abuts within 500 feet of a single family residential district, or on NE 6<sup>th</sup> Avenue, NW 119<sup>th</sup> Street, or 135<sup>th</sup> Street, or within the PCD; and on major C-4 commercial corridors such as Dixie Highway, NW 7<sup>th</sup> Avenue and NW 119<sup>th</sup> Street;~~ and is further subject to criteria established in section 5-1702 and 5-2205.

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ARTICLE 5: DEVELOPMENT STANDARDS

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DIVISION 17. - STORAGE FACILITIES

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Sec. 5-1702. - Self-storage facilities.

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G. Additional criteria applicable to self-storage facilities.

Except as otherwise provided in these LDRs:

1. No self-storage facilities shall be located within five hundred (500) feet of a single-family district.
  2. Minimum lot size required – 1 acre (43,560 square feet).
- I. Self-storage facilities are prohibited on prime lands, which are defined as properties located within the Planned Corridor Development Overlay District or fronting along Biscayne Boulevard, NE 123<sup>rd</sup>/125<sup>th</sup> Street, NE 6<sup>th</sup> Avenue, NW 119<sup>th</sup> Street, or 135<sup>th</sup> Street.

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## DIVISION 22. - DISTANCE LIMITATIONS FOR CERTAIN USES

Sec. 5-2201. - Purpose, legislative intent.

The purpose of this division is to regulate the location of hair salons, barber shops, consignment shops, convenience stores, tax preparation businesses, self-storage facilities and other businesses that present concerns of the effect of their location on the aesthetic and economic viability of certain neighborhoods, so as to prevent the saturation and proliferation of such uses within a specific and limited commercial area, in order to obtain a more balanced use of limited commercial zoning area within the central core of the city. This section is designed to eliminate or lessen such adverse effects by preventing or lessening the concentration of such businesses by maintaining minimum distances between such businesses and between certain other uses, and allowing hair salons, barber shops, tax preparation businesses, self-storage facilities and other specified businesses to be located in appropriate areas only. The sole purpose of the legislative body of the city in enacting this section is the desire to preserve and protect the quality of life, public health, safety, and general welfare of the citizens of the city.

Sec. 5-2202. - Definitions.

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Self-storage facilities mean fully enclosed spaces used for warehousing which contain individual storage units with floor area no greater than four hundred (400) square feet and an interior height not to exceed twelve (12) feet. No wholesale or retail sales are permitted.

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Sec. 5-2205 – Location and distance restriction for self-storage facilities.

No self-storage facilities shall be located within five hundred (500) feet of a single family district or another self-storage use.

\* \* \* \* \*

**Section 3. Repeal.** All Ordinances and part of Ordinances inconsistent with the provisions of this Ordinance are hereby repealed.

**Section 4. Conflicts.** All Ordinances or parts of ordinances in conflict herewith the provisions of this Ordinance are repealed.

**Section 5. Severability.** The provisions of this Ordinance are declared to be severable. If any section, paragraph, sentence, phrase, clause or word of this Ordinance shall, for any reason, be held to be invalid or unconstitutional by a court of competent jurisdiction, such decision shall not affect the validity or constitutionality of the remaining sections, paragraphs, sentences, phrases, clause or words of this Ordinance, but they shall remain in effect, it being the legislative intent that this Ordinance shall notwithstanding the invalidity of any part.

**Section 6. Scrivener's Errors.** The City Attorney may correct scrivener's errors found in this Ordinance by filing a corrected copy with the City Clerk.

**Section 7. Codification.** The provisions of this Ordinance shall become and be made a part of the Code of Ordinances of the City of North Miami, Florida. The sections of this Ordinance may be renumbered or relettered to accomplish such intentions; and that the word "Ordinance" shall be changed to "Section" or any other appropriate word.

**Section 8. Effective Date.** This Ordinance shall become effective ten (10) days after adoption on second reading.

**PASSED AND ADOPTED** by a \_\_\_\_\_ vote of the Mayor and City Council of the City of North Miami, Florida, on first reading this \_\_\_\_\_ day of \_\_\_\_\_, 2020.

**PASSED AND ADOPTED** by a \_\_\_\_\_ vote of the Mayor and City Council of the City of North Miami, Florida, on second reading this \_\_\_\_\_ day of \_\_\_\_\_, 2020.

\_\_\_\_\_  
PHILIPPE BIEN-AIME  
MAYOR

ATTEST:

\_\_\_\_\_  
VANESSA JOSEPH, ESQ.  
CITY CLERK

APPROVED AS TO FORM  
AND LEGAL SUFFICIENCY:

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JEFF P. H. CAZEAU, ESQ.  
CITY ATTORNEY

SPONSORED BY: COUNCILWOMAN ESTIME-IRVIN

Moved by: \_\_\_\_\_

Seconded by: \_\_\_\_\_

**Vote:**

Mayor Philippe Bien-Aime	_____ (Yes)	_____ (No)
Vice Mayor Carol Keys, Esq.	_____ (Yes)	_____ (No)
Councilman Scott Galvin	_____ (Yes)	_____ (No)
Councilwoman Mary Estimé-Irvin	_____ (Yes)	_____ (No)
Councilman Alix Desulme, Ph.Ed.	_____ (Yes)	_____ (No)



## NOTICE OF VIRTUAL PUBLIC HEARING

### CITY OF NORTH MIAMI, FLORIDA

NOTICE IS HEREBY GIVEN that the City of North Miami, Florida proposes to adopt the following Ordinance:

**AN ORDINANCE OF THE MAYOR AND CITY COUNCIL OF THE CITY OF NORTH MIAMI, FLORIDA, PROVIDING FOR A TEXT AMENDMENT TO CHAPTER 29 OF THE CITY OF NORTH MIAMI CODE OF ORDINANCES BY AMENDING ARTICLE 4, DIVISION 2, ENTITLED "ZONING DISTRICTS", SPECIFICALLY AT SECTION 4-202, ENTITLED "TYPES OF USES", ARTICLE 5, DIVISION 17, ENTITLED "STORAGE FACILITIES", SPECIFICALLY AT SECTION 5-1702, ENTITLED, "SELF-STORAGE FACILITIES", AND DIVISION 22, ENTITLED "DISTANCE LIMITATION FOR CERTAIN USES", SPECIFICALLY AT SECTIONS 5-2201 AND 5-2202, AND A NEW SECTION 5-2205, ENTITLED "LOCATION AND DISTANCE RESTRICTION FOR SELF-STORAGE FACILITIES", TO ESTABLISH LOCATIONAL STANDARDS; PROVIDING FOR REPEAL, CONFLICTS, SEVERABILITY, CORRECTION OF SCRIVENER'S ERRORS, CODIFICATION AND FOR AN EFFECTIVE DATE**

A Virtual Public Hearing for second reading of this proposed Ordinance will be held by the Mayor and City Council on **Tuesday, April 28, 2020 at 2:00 p.m. via GoToWebinar.** To log onto the virtual public hearing, go to the following web address at the date and time indicated above: <https://attendee.gotowebinar.com/register/5398971934556339469>, Webinar ID 830-733-787.

Members of the public are invited to attend the virtual Public Hearing and provide oral or written comments on the matter. Comments, which must include your full name and address, may be provided in advance of the hearing via telephone at 305-895-9803, or by sending an email to [publiccomment@northmiamifl.gov](mailto:publiccomment@northmiamifl.gov). Comments received by 10 a.m., April 28, 2020, will be read into the record during the hearing. Comments received after the deadline will become part of the record, but will not be read during the hearing.

If you do not have internet access, you may call 305-893-6511, Ext. 19003 to ask questions about the item. A copy of the application and report containing the Community Planning and Development Department's recommendation is available online at <http://www.northmiamifl.gov/ph04282020>, and will also be available for public review from Monday to Friday between the hours of 8:15 a.m. and 12:30 p.m. in the City Clerk's Office, City Hall.

**ANY PERSON WISHING TO APPEAL THE DECISION OF THE CITY COUNCIL WILL NEED A VERBATIM RECORD OF THE MEETING'S PROCEEDINGS, WHICH RECORD INCLUDES THE TESTIMONY AND EVIDENCE UPON WHICH THE APPEAL IS TO BE BASED (SECTION 286.0105. F.S.).**

**IN ACCORDANCE WITH THE AMERICANS WITH DISABILITIES ACT OF 1990, PERSONS NEEDING SPECIAL ACCOMMODATION TO PARTICIPATE IN THIS PROCEEDING SHOULD CONTACT THE COMMUNITY PLANNING & DEVELOPMENT DEPARTMENT NO LATER THAN FOUR (4) DAYS PRIOR TO THE PROCEEDING. TELEPHONE (305) 893-6511, EXT. 19005, FOR ASSISTANCE. IF HEARING IMPAIRED, TELEPHONE 711 OR YOU MAY CONTACT 1-800-955-8771 FOR THE FLORIDA RELAY SERVICE FOR ASSISTANCE.**