



April 22, 2002

To all Tenants, Users, and Airport Employees:

As good stewards of our community's most critical economic asset, it is incumbent upon all of us to ensure that our airport is reflective of the pride we share as aviation professionals. To this end, we have developed the attached standards as a common understanding to how the airport should look and function, as well as how all airport employees should conduct themselves in the performance of their duties. These standards have been developed with input from our airport business partners and represent the collaboration which is essential to our success.

Miami International Airport (MIA) has few rivals in the industry as an international gateway airport. If we work together to maximize our potential, there is no limit to what we can attain. Consequently, it will be of paramount importance that each and every one of us shares in a commitment to comply with these standards.

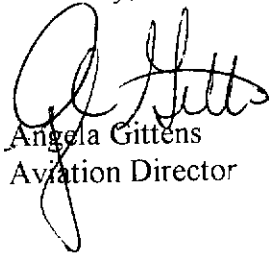
I have based my administration on four cornerstones: Safety and Security, Customer Service, Environmental Responsibility, and Economic Vitality. The standards underlying these four areas will serve as the basis from which we can work together to chart and navigate the future for MIA. Our focus on and compliance with the standards will strengthen public confidence in the safety and efficiency of our airport, elevate our level of customer service, improve the condition of our facilities, and ultimately serve to enhance our economic vitality.

There is reference to more comprehensive documents within this manual which provide additional detailed information on a number of topics. These documents may be accessed on our website or by requesting a copy from the Department's Professional Compliance Division. In addition, the document contains a glossary of terminology and a directory of Aviation Department staff for you to contact, if necessary.

The Aviation Department will monitor compliance with these standards and will bring areas for improvement to your attention. I fully expect that you will reciprocate and notify us about matters that require our attention. Compliance with the standards provides an opportunity for progress and for the improvement of services delivered.

I encourage all airport personnel, tenants and users to become thoroughly familiar with these standards, share them with all employees, and reinforce the fact that compliance is necessary and expected from everyone. I look forward to working with you and together, reestablishing MIA to its proper place as the flagship of the world's international airports.

Sincerely,



Angela Gittens
Aviation Director

TABLE OF CONTENTS

I.	EMPLOYEES	1
	A. Courtesy	1
	B. Appearance	2
	C. Knowledge	2
II.	MIAMI INTERNATIONAL AIRPORT (MIA) TERMINAL COMPLEX AND OTHER MIAMI-DADE AVIATION DEPARTMENT (MDAD) FACILITIES.....	4
	A. Cleanliness	4
	B. Condition.....	6
	C. Functionality	7
III.	TERMINAL SIGNAGE AND DIRECTIONS.....	9
IV.	ADVERTISING	11
V.	SELF-SERVICE CARTS.....	12
	A. Cleanliness	12
	B. Condition.....	12
	C. Functionality	12
	D. Employees.....	13
VI.	SKYCAP BAGGAGE CARTS.....	14
VII.	WHEELCHAIR SERVICE PROVIDERS.....	15
	A. Representation	15
	B. Condition.....	15
	C. Product.....	16
VIII.	STANCHIONS AND BAG SIZERS.....	17
	A. Terminal Stanchions and Bag Sizers	17
	B. Functionality	17
IX.	TICKET COUNTERS AND PODIUMS	19
	A. General:	19
	B. Cleanliness	19

C. Functionality	20
D. Signage	20
X. TERMINAL, ELEVATORS, ESCALATORS, MOVING WALKWAYS AND CORRIDORS.....	21
A. Cleanliness	21
B. Condition.....	22
C. Signs	22
XI. SECURITY.....	23
A. Cleanliness (Checkpoints)	23
B. Functionality	23
C. Employees.....	24
XII. BAGGAGE CLAIM.....	26
A. Cleanliness	26
B. Functionality	26
XIII. PUBLIC RESTROOMS.....	27
A. Cleanliness	27
B. Condition.....	28
C. Functionality	28
XIV. CHECK-IN AREAS	30
XV. INTERIOR GATE AREAS.....	31
XVI. PARKING LOTS AND GARAGES.....	32
A. Cleanliness:.....	32
B. Functionality	33
C. Signs and Directions	34
XVII. AIRSIDE.....	35
A. Airside Operations (Access, Gate Control and Ramp Control)	35
B. Cleanliness	36
C. Functionality	37
D. Motor Vehicles on Airside at MIA.....	37
E. Construction.....	37
F. Cargo Spot Use.....	38

H.	Aircraft Parking at MIA.....	38
I.	Airside Operation Personnel at MIA.....	38
J.	New Airline Service at MIA (Cargo and Passenger).....	39
K.	Passenger Loading Bridge Gates	39
L.	Passenger Aircraft Gate Assignment (Terminal Gates).....	40
M.	Flight Information Display System (FIDS)	41
N.	Air Carrier Customer Service	41
O.	Airline Schedule Submission.....	41
P.	Ramp and Gate Markings	42
Q.	Baggage Tunnels and Make-Up Areas	42
R.	Security	42
S.	Fencing	43
T.	Deliveries	43
XVIII.	ROADWAYS AND CURBSIDE.....	44
A.	Cleanliness	44
B.	Condition.....	45
C.	Functionality	45
D.	Signs and Directions	45
E.	Landscaping.....	46
XIX.	PAGING.....	47
A.	Paging	47
B.	Condition.....	48
XX.	TERMINAL RETAIL SERVICES.....	49
A.	Cleanliness	49
B.	Condition.....	49
C.	Functionality	50
D.	Product.....	51
E.	Signs and Directions	51
F.	Employees.....	52
XXI.	TERMINAL FOOD AND BEVERAGE.....	53
A.	Cleanliness	53
B.	Functionality	54
C.	Product.....	54
D.	Signs and Directions	55
E.	Employees.....	55

XXII. CONSTRUCTION	57
A. General:	57
B. Design Phase of Projects.....	57
C. Construction Phase of Projects	61
D. Safety	62
E. Security.....	63
F. Cleanliness	63
G. Condition.....	64
H. Signs and Directions	66
I. Employees.....	66
XXIII. CHARTER OPERATIONS	67
A. Representation	67
B. Employees.....	68
C. Information	68
D. Services in Case of Flight Delay or Cancellation	68
XXIV. PROMOTIONAL ACTIVITIES	70
Promotional Events.....	70
XXV. TENANT POLICIES AND LEASEHOLD STANDARDS	71
XXVI. ASSISTING STRANDED PASSENGERS.....	73
A. Areas of Responsibility	73
B. Assistance to Passengers	73
C. Arriving Flight Information Provided to the General Public	74
XXVII. LIFE SAFETY.....	75
General:	75
XXVIII. INFORMATION SYSTEMS AND TELECOMMUNICATIONS INSTALLATIONS	76
A. General	76
B. Telecommunications Services	77
C. Network Access.....	77
D. Public Pay Telephones	78
XXIX. GROUND TRANSPORTATION.....	79
A. Demand Service Vehicles and Employee Transportation	79

B. ADA Compliance.....	79
C. Disabled Vehicles	79
D. Taxi Booths and Kiosks	79
E. Signage and Directions.....	80
XXX. ENVIRONMENTAL STANDARDS	81
General	81
XXXI. FEDERAL INSPECTION STATION (FIS).....	82
A. Service/Representation.....	82
B. Employees.....	82
XXXII. MONITORING FOR NON-COMPLIANCE WITH MDAD STANDARDS.....	83
XXXIII. ENFORCEMENT SUPPLEMENTS	84
A. Terminal	84
B. Construction.....	85
GLOSSARY OF TERMS.....	88
MIAMI-DADE AVIATION DEPARTMENT TELEPHONE CONTACTS	92

I. Employees

Miami-Dade Aviation Department (MDAD), airline, business partner, contractor or other employees working at or doing business with MDAD, must conform to the standards contained in this document.

A. Courtesy

Employees on duty, in uniform, or with an identification (ID) badge must:

1. Greet all customers in a friendly and professional manner.
2. Always be properly identifiable as airport personnel.
3. Immediately identify themselves upon request whether over the phone or in person without becoming confrontational.
4. Display a positive attitude toward passengers and fellow employees at all times.
5. Be sensitive to special needs of passengers and other users.
6. Reflect a friendly and attentive demeanor and maintain proper posture at all times.
7. Be capable of clearly communicating with customers or direct the customer to a translator.
8. Remain calm when encountering an upset customer, listen carefully, and show empathy with the problem.
9. Use a proper and courteous tone of voice and vocabulary with customers. For example, use words such as "please," "yes," "hello", and "thank you."
10. Refrain from using foul or inappropriate language at any time in the workplace or in public areas of the airport.
11. Maintain appropriate eye contact while conversing with customers and fellow employees.

12. When speaking to customers, while working indoors, remove sunglasses to facilitate eye contact. This standard does not apply to employees prescribed to wear sunglasses indoors by a doctor.
13. Respond appropriately to customers' needs, or refer them to another who might be better suited to provide the necessary assistance at the time.
14. Refrain from eating, drinking, chewing gum or smoking while on duty and in areas other than those designated for such activities, especially in areas in view of customers.
15. Refrain from gathering in public areas to chat while on duty or use public areas for breaks.
16. Refrain from napping or sleeping anywhere or any time while on duty.

B. Appearance

Employees on duty must:

1. Adhere to the established dress code at all times while on duty.
2. Be well groomed, neat, clean, and present a professional appearance.
3. Wear clean, neat and pressed uniforms or other clothing as approved by employer.
4. Wear only accessories as approved by employer while on duty.
5. Wear official identification badges above the waist and clearly visible at all times.

C. Knowledge

Employees must:

1. Be well informed, capable of providing directions, and know where and how to obtain requested items or information for customers.

2. Ensure that the customer is properly oriented before walking away or completing the transaction
3. Attend available customer service training.
4. Convey accurate information using clear and understandable terms and language.
5. When encountering a dissatisfied customer, employees must obtain the facts; state any applicable policy clearly and politely; and be able to offer a solution or an alternative to the customer.
6. Know where and how to obtain assistance to resolve customers' questions or problems if language barriers arise.

II. Miami International Airport (MIA) Terminal Complex and Other Miami-Dade Aviation Department (MDAD) Facilities

A. Cleanliness

Generally, MDAD is responsible for providing maintenance and janitorial services in common-use areas only. Janitorial deficiencies observed in common areas of the airport must be reported to MDAD Facilities Contracts Management. Deficiencies in maintenance must be reported to MDAD Maintenance Division. Tenants and airport users, as delineated in their lease, are responsible for providing these services in their facilities with written approval from MDAD. The following requirements apply to all areas:

1. Airline counters/podiums are the responsibility of the airlines. All counters/podiums (ticketing, information, check-in) must be clean and free of graffiti.
2. Workspaces in public view must always appear clean, uncluttered and organized.
3. Per fire code, back office hallways must be free of carts, discarded boxes, trash, passenger lane poles, etc.
4. All seating must be clean.
5. Windowsills must be clean and free of dirt, debris and dust.
6. Windows must be clean, free of smudges, and noticeable streaks and dust inside and out.
7. Trash receptacles and wastebaskets must be cleaned inside and out, odor free, and emptied regularly to avoid overflow.
8. Transport of trash or debris must be done in covered containers. Spills are the responsibility of the transporter.
9. Ashtrays, where smoking is permitted, must be clean and emptied regularly.

10. Walls/columns must present a freshly painted or clad appearance and be free of dirt, marks, and graffiti.
11. The carpet condition must be as follows:
 - a. Free of all loose or embedded gum.
 - b. Thoroughly vacuumed in all areas.
 - c. Free of all spots.
 - d. No dust build-up at or around carpet edges, corners, chair bases, stanchions or other objects that are placed on the carpet.
 - e. A carpet maintenance program will provide for the removal of surface and embedded sand, soil, stains, spots and bacteria on a regular and frequent schedule in order to ensure an acceptable appearance and to remove soil that would shorten the useful life of the carpet.
11. Hard surface floors must be:
 - a. Free of all dirt, debris and loose or embedded gum.
 - b. Free of all deep surface scratches and abrasions that haze the floor's appearance.
 - c. Will have a clear luster produced by floor finish to maintain it in like-new condition.
 - d. Free of spots and finish discoloration.
 - e. No dust or grime build-up at, or around, floor surface edges, corners, chair bases, stanchions, or other objects that are placed on the floor.
 - f. Dry; free from spills and water.
 - g. When liquid is observed, appropriate signs must be provided

until clean up occurs. Janitorial services must be notified.

12. Ceilings and ceiling slats must be dust-free and unsoiled.
13. Ceiling tiles must be positioned in place to provide a clean appearance. Lifted tiles shall not be allowed to remain over night.
14. Fans, light fixtures and assemblies must be clean and free of dust.
15. Telephones and telephone areas must be clean and free of debris.
16. Air conditioning grills must be clean and free of dust.
17. Exhaust fans must be clean, free of dust, or other material that may obstruct sensing ability.
18. Stairways/stairwells must be free of offensive odors, surface or embedded gum, debris, sand, soil, grime and spots.
19. Handrails must be tightened, clean and free of dust and grime.
20. All structures must be free of dirt and graffiti.

B. Condition

1. Seating must be free of rips, tears, and broken parts.
2. Heating and air conditioning units must be operational
3. Fans, light fixtures, and bulbs must be operational.
4. Carpets must not be worn or frayed; tile and stone flooring must be free of large cracks or gouges and broken pieces.
5. Tile, terrazzo, and all flooring must be free of cracks, gouges and broken pieces.
6. Stairways/stairwells must be painted every 18 months and touched up as needed.

7. Physical facilities, such as counters, booths, and kiosks must be in good repair.
8. All stanchion components and bag sizers must be kept in like-new condition. MDAD reserves the right to request that items in disrepair be removed and replaced.

C. Functionality

1. Wet paint signs must be affixed while painting and removed after two hours of application.
2. Entrance and exit doors must be maintained in good working order and must comply with applicable codes.
3. Public address system must be clear and audible from all areas.
4. Seating must not be removed from designated areas.
5. The width of seats and space between seats must comply with all applicable codes.
6. Ashtrays, where smoking is permitted, must be in good condition and sufficient in number.
7. Trash receptacles and wastebaskets must be in like-new condition and sufficient in number.
8. Trash receptacles must not obstruct the path of the public.
9. Counters and podiums must have a like-new appearance.
10. Counters and podiums must comply with all applicable codes.
11. Counters and podiums must be free of advertising.
12. Lighting must be adequate to all areas and in compliance to applicable codes.
13. Exhaust fans must be operational.

14. Employees' personal belongings must not be stored in public view.
15. Contractors' or vendors' supplies and equipment must be stored out of customers' view when not in use.
16. All pedestrian throughways, stairways, and moving walkways must be free of obstructions or other hazards.
17. Commercial television monitors must be maintained in good working condition.
18. Two-way radios must be operational.
19. Flight Information Display System (FIDS) monitors must be in working order, clear, visible and accurate.
20. Airlines supplying data to MDAD are required to update information on a frequent basis.
21. Americans with Disabilities Act (ADA) access locations must be unobstructed and code compliant.
22. All ADA requirements must be up-to-date and complied with and all necessary equipment must be operational.
23. Fire protection/life safety systems must be operational.
24. Emergency telephones and intercoms must be clearly marked/identifiable and readily available.

III. Terminal Signage and Directions

- A. All signs must comply with MDAD'S design specifications and are subject to MDAD Technical Support Division written approval.
- B. All signs must comply with all applicable codes.
- C. Elevator signs and buttons, internal and external must be clearly marked and in compliance with all applicable codes.
- D. Pictures, displays, and frames (whether art or advertising) must be clean, and free of tears, scratches and dust.
- E. No promotional banners or signage may be used without review and written approval from MDAD Technical Support Division.
- F. Ticket counter back wall signage and logos must not exceed the height of the doorframe that leads to the airline ticket offices.
- G. All illuminated signs must be in proper working condition.
- H. No materials may be placed on top of light emitting diode (L.E.D.) signs located at ticket counters, gate check-in counters, and various other locations throughout the terminal and concourse buildings.
- I. Directional signs to terminal, gates, concourses, bathrooms and services must be visible, legible, current, and accurate, and must clearly identify the location of services.
- J. Provision of carousel numbers in the Terminal at the airline arrival gates to indicate to arriving passengers the luggage pickup point.
- K. Retail areas under construction must be provided with professional signs on barricades with an opening date and may include a rendering of the new facility. Signage must be updated as necessary.
- L. No unauthorized postings must be present.
- M. Handwritten and/or unprofessional signs must not be used.
- N. Signage for emergency phones and services must be clearly visible.

- O. Evacuation routes and plans must be clearly posted.
- P. Signs must not obstruct any life safety annunciation device, smoke detectors, or fire sprinklers.
- Q. Signs must not impede the functionality of light fixtures or air conditioning grills.
- R. Exit doors must be operational, illuminated, and clearly signed.
- S. Enforcement/warning signs must be appropriately posted.
- T. Dynamic signs must operate properly and display the correct information.
- U. Directories and maps must be displayed throughout the Terminal and concourse buildings.

IV. Advertising

- A. No signs or graphics on counter back walls may be displayed without prior written approval from MDAD Technical Support Division.
- B. Flashing, laser, or blinking signs must not be used.
- C. No persons without written authorization from MDAD Terminal Operations Division may post commercial signs, banners, or distribute advertisements, literature, circulars, pictures, sketches, drawings, handbills, or any other form of printed or written commercial matter or material at MDAD airports.
- D. Retail advertisements will be maintained within the leased premises.
- E. No promotional activities or events may be conducted without review and prior written approval from MDAD Public Affairs Office.
- F. Handwritten signs shall not be used.

V. Self-Service Carts

(The Operator is the cart concessionaire/vendor.)

A. Cleanliness

Self-service carts displays and dispensers must be clean at all times.

B. Condition

1. Damaged self-service carts must be removed from service immediately and repaired.
2. Dispensers must be in good working order and have no areas that could cause damage to customers.
3. Dispenser units must be maintained to provide a neat and uncluttered appearance.
4. Prices must be clearly displayed.
5. Carts must be delivered to their dispensers in an appropriate manner.
6. Signs must be visible and illuminated in proper working condition.
7. Carts that must be transported between Terminal floors must be transported via elevators and not on escalators or moving walkways.

C. Functionality

1. All cart dispenser locations must be approved in writing by MDAD Terminal Operations Division.
2. Carts are strictly for passenger and public use.
3. Self-service carts must be readily available at all times.
4. The Operator must return unattended self-service carts to dispenser racks in a reasonable time frame.
5. No self-service cart dispensers must be added or removed without the

written approval from MDAD Terminal Operations Division. If approved for removal, damages caused to the facility shall be replaced at the vendor's expense.

6. The Operator must operate the self-service cart system 24 hours a day, seven days a week, including holidays.
7. The Operator must establish written criteria for addressing passenger complaints in a timely manner. These criteria must be approved in writing by MDAD Terminal Operations Division.
8. The Operator must follow all guidelines outlined in its contract with MDAD.
9. Luggage carts must be stocked in sufficient quantities.
10. Dispenser units must be able to successfully process credit cards.
11. The Operator's office must be staffed during business hours and a 24-hour contact telephone number posted and manned.

D. Employees

1. Employees must conform to the same standards as delineated in Section I, General Standards for Employees.
2. Employees must be able to direct customers to other dispensers if no carts are available at passengers' current location.

VI. Skycap Baggage Carts

- A. Unless otherwise provided for in a lease or other written agreement or permit, no persons may use any area of the Airport for storage of carts or equipment or other property without first obtaining written permission from MDAD Property Division.
- B. No persons authorized to operate equipment, including but not limited to baggage carts, wheelchairs, and powered transporters in the Terminal Building, may do so unless such equipment is properly equipped with protective materials or devices to minimize damage to facilities, interiors, property and injury to persons.
- C. Baggage carts must be maintained out of sight or returned to their pre-approved storage areas when not in use.
- D. Baggage carts that must be transported between Terminal floors must be transported via elevators and not on escalators or moving walkways.
- E. Cartwheels shall be non-marring and silent.
- F. Carts must be in like-new condition.
- G. Floors must be fresh and in like-new condition; therefore, oiling of wheels must be done in the maintenance area. Excess oil must be removed to prevent oil dripping on floors.

VII. Wheelchair Service Providers

Wheelchair service providers at MIA must conform to the following standards:

A. Representation

1. The company must be authorized in writing to provide services at MIA.
2. A company representative must be dispatched to meet passenger needs in a timely manner.
3. Company representatives must be capable of assisting passengers in all areas of customer service.
4. Companies are responsible for training employees who assist passengers in need of wheelchairs or who provide assistance to those traveling in wheelchairs.
5. Copies of companies' training manuals must be made available to MDAD upon request.
6. Employees providing wheelchair service must conform to the same standards of courtesy outlined in Section I, A of this document.

B. Condition

1. All wheelchairs must be clean and in good working condition.
2. Wheelchairs must be available in sufficient quantities.
3. All wheelchairs must be stored out of customers' view when not in use.
4. Wheelchairs must be free of any deficiencies such as rips, stickers, writing, damage, stains, etc.
5. All damaged wheelchairs must be removed from service and replaced promptly to guarantee sufficient availability.
6. Wheelchairs that must be transported between Terminal floors must be transported via elevators and not on escalators or moving walkways.

C. Product

Airlines and service providers must provide appropriate wheelchairs to accommodate all types of passengers.

VIII. Stanchions and Bag Sizers

MDAD representatives, as noted herein, must approve all written requests for stanchions and bag sizers. All equipment in the public areas of the Terminal, including queuing areas, must conform to the following:

A. Terminal Stanchions and Bag Sizers

1. All stanchions must be of the retractable belt type.
2. Stanchion posts must have a stainless steel finish.
3. Color of the retractable belts must be black. Inclusion of company logos or names is not permitted.
4. Signs affixed to stanchions must conform to guidelines established by MDAD Technical Support Division and approved in writing by this Division.
5. Bag sizers and their specifications must be approved in writing by MDAD Terminal Operations Division. Should an airline wish to provide bag sizers on a given concourse, their request to MDAD must include written consensus from all the users, prior to MDAD review for approval.
6. Color of signage attached to bag sizers and inclusion of company logo or name must be approved in writing by the MDAD Technical Support Division.

B. Functionality

1. Stanchions and bag sizers must not impede normal pedestrian traffic flow in any part of the Terminal nor interfere with another tenant's operations.
2. Unless otherwise authorized in writing, stanchions and bag sizers must be placed no further than 14 feet out from face of ticket counter and no earlier than 2½ hours prior to the scheduled use of ticket counters/gates. They must be secured away from public area no later than one hour after flight departure.

3. All stanchion and bag sizers must be maintained clean, free of dust and embedded gum or stickers.
4. All stanchion components and bag sizers must be kept in like-new condition.
5. Items in disrepair must be removed and replaced.
6. Cost to repair damages to columns and wall bases by airlines or tenant representatives placing or moving stanchions will be charged to the airline or tenant.

IX. Ticket Counters and Podiums

A. General:

1. Requests for placement of freestanding counters, ticket lift desks, kiosks, podiums and the like must be reviewed and approved in writing by MDAD Properties and Terminal Operations divisions.
2. Specifications and color of freestanding check-in counters and podiums in the Terminal must conform to standards set by MDAD and all other applicable codes.
3. Airlines will maintain the inserts they place into the ticket counters, desks, podiums and lift desks. Cutting the top or the back of the counter will require the written approval from MDAD Terminal Operations Division
4. Airlines and their authorized service providers that require ticket counter positions must contact MDAD Properties Division for ticket counter assignments.
5. Counter areas are leased in accordance with the current MDAD rates and charges.
6. MDAD will provide a local telephone line at the ticket counter. The airline or service provider must supply the physical telephone equipment. Requests for additional telephone lines will be at the expense of the airline/service provider.
7. Freestanding check-in counters or podiums must be placed no earlier than 2½ hours prior to the scheduled use. They must be removed no later than one hour after flight departure.

B. Cleanliness

1. Counters, desks, lift desks, floors behind desks, and podiums must be kept in like-new condition, clean, free of dust and embedded gum.
2. Airlines and airline authorized service providers assigned ticket counter space must remove proprietary equipment and items used in processing passengers, within ten minutes after their scheduled

departure. Airlines are also responsible for vacuuming the carpet surrounding their counter space and removing any trash accumulated at ticket counters.

C. Functionality

1. Freestanding counters and podiums must not impede normal pedestrian traffic flow in any part of the Terminal, nor interfere with another tenant's operations.
2. MDAD reserves the right to request freestanding counters or podiums in disrepair be removed and replaced.

D. Signage

1. Company logo/name, color, and verbiage on top of counters/podiums and back walls must conform to MDAD signage guidelines and must be approved in writing by MDAD Technical Support Division.
2. No advertisement, banners, or signage of any type or kind will be installed or used without prior written approval from MDAD Technical Support Division.
3. Counters and podiums must be maintained free of non-MDAD approved advertising and stickers.

X. Terminal, Elevators, Escalators, Moving Walkways and Corridors

A. Cleanliness

Janitorial deficiencies must be reported to MDAD Facilities Contract.

1. Elevator cab ceilings must be dust free and unsoiled.
2. Stainless steel, Formica, glass, and other surfaces must be clean, free of spots, smudges, stains, and streaks.
3. Elevator lighting fixtures and assemblies must be clean and free of dust.
4. Pictures, frames and advertising along walkways and corridors must be clean, and tear, scratch and dust free.
5. Corridor, moving walkway and elevator cab walls and floors must be clean, dry and free of dirt, debris, graffiti and gum.
6. Corridor walls and columns must project a freshly painted or clad appearance.
7. Corridor walls and columns must be free of spots, smudges, stains, and graffiti except for those already noted for maintenance repair or painting.
8. Escalator and moving walkways, steps, risers and on/off gates must be clean, dry and free of dirt and debris.
9. Floors/carpets must reflect a freshly cleaned or vacuumed appearance and be free of dirt, debris, and gum.
10. No dust/dirt build-up in corners or edges.
11. All areas must be kept free of unpleasant odors.
12. Air conditioning grills must be clean and dust free.

13. Cleaning supplies and equipment must be stored out of customers' view when not in use.
14. Floor must be dry and free from spills and water.
15. Trash receptacles and wastebaskets must be cleaned inside and out, odor free, and emptied regularly to avoid overflow.
16. Ashtrays, where smoking is permitted, must be clean and emptied regularly.
17. Windows must be clean and free of smudges, noticeable streaks and dust.
18. Windowsills must be free of dirt, debris, and dust.

B. Condition

1. Elevators, escalators, and moving walkways must be maintained in good working condition.
2. Elevator button lights and switches must be operational.
3. Elevator emergency phones or communication devices must be in good working condition at all times.

C. Signs

1. All elevator signs and buttons, internal and external, must be clearly marked.
2. Elevator certificate of operation must be current and posted inside all elevators.
3. Signage and directions to floors, gates, concourses and services must be clear, visible and accurate.
4. Unauthorized signs must not be posted.
5. Handwritten or unprofessional signs must not be used.

XI. Security

A. Cleanliness (Checkpoints)

1. Floors/carpets under and around security equipment must reflect a freshly cleaned or vacuumed appearance and be free of dirt, debris, gum and hazardous condition.
2. All security equipment, furnishings and accessories must be clean, uncluttered, and in like-new condition.
3. Trash receptacles and wastebaskets must be cleaned inside and out, odor free, and emptied regularly to avoid overflow.
4. Windows must be clean and free of smudges, noticeable streaks and dust.
5. Windowsills must be free of dirt, debris, and dust.

B. Functionality

1. Appropriate staffing levels of screening and support personnel must be maintained to avoid delaying customers.
2. Personal belongings of screeners must not be in public view.
3. Baggage conveyors, magnetometers and x-ray machines must be maintained in good working order.
4. Checkpoint electronic equipment, red/green lights, plasma signs, video monitors, cameras, voice messages and supervisors' console/panel must be in like-new condition.
5. Checkpoint electronic equipment in need of repair must be promptly reported to MDAD Maintenance Division if the problem is related to power. Other problems must be reported to MDAD Security Division.
6. Two-way radios provided to designated employees must be in good working condition.

7. The small baskets for passengers to place items such as keys, coins, electronic items, etc. before passing through the security checkpoint must be returned promptly to the holding slots.
8. Videotapes must be retained for a minimum of 30 days and must not be reused more than six times.
9. A uniformed guard must staff the exit lane at all times while the checkpoint is operational. The exit lane guard must be equipped with a two-way radio.
10. Chairs, stools or any other type of furniture must not be chained.

C. Employees

Employees must:

1. Conform to the same standards as delineated in Section I, General Standards for Employees.
2. Immediately notify MDAD Security Division, US Customs, and the employer if the Airport issued ID badge is lost or stolen.
3. Wear an official MDAD identification to be allowed in the Security Identification Display Areas (SIDA).
4. Swipe the ID badge each time when entering or exiting SIDA areas. This means that only one employee at a time will enter or exit the restricted area making sure the door closes and locks behind the individual employee.
5. Challenge anyone not wearing an ID badge in the SIDA areas.
6. Notify MDAD Security Division or Police when unattended luggage is found or security problems encountered.
7. Submit personal items to inspection upon request by authorized personnel when entering or exiting SIDA areas and at any time within the SIDA areas.
8. Not tamper with or damage security systems.

9. Not prop or hold security doors open.
10. Not be in the restricted areas of MDAD airports except if on official company business.

XII. Baggage Claim

A. Cleanliness

1. All baggage claim areas must conform to the standards of cleanliness in Section II, General Standards for the MIA Terminal Complex, Subsection A, Cleanliness.
2. Carousels must be kept clean and free of debris.

B. Functionality

1. Carousels must be in like-new condition and have no deficiency that could cause damage to baggage or injury to customers.
2. Carousel operators must not use the emergency stop buttons unless an actual emergency exists.
3. Airline baggage claim offices must be adequately staffed during flight arrivals.
4. Unclaimed baggage must be removed by airline personnel to a storage area.
5. All other baggage claim standards of functionality must conform to the same standards of functionality outlined in Section II, C.
6. Conveyor security doors must be fully operational at all times.

XIII. Public Restrooms

All public restrooms must be cleaned and maintained by MDAD to meet the following standards to ensure that all customers experience a clean and comfortable environment. Janitorial deficiencies in any of the following areas must be immediately reported to MDAD Facilities Contract for corrective action

A. Cleanliness

1. Floors and ceilings must be clean and free of dust.
2. Floors must be dry, free of spills or water.
3. Mirrors must be free of streaks, smudges and watermarks.
4. Sinks must be clean and faucets must have a polished appearance.
5. Entrance doors must be clean.
6. Paper towel holders must be clean.
7. Urinals must be clean with no build-up along edges.
8. Tiles and walls must be clean.
9. Soap dispensers must be clean and free of soap scum.
10. Unpleasant odors must not be detected.
11. Toilets and toilet bowls, including rim, base, seat cover, chrome fixtures, hinges and water tank must be thoroughly cleaned with sanitizer and must have a polished appearance.
12. Light fixtures and assemblies must be clean and free of dust.
13. Sanitary napkin trash receptacles must be clean, not overflowing and odor free.
14. Baby changing stations must be clean.
15. Stalls and partitions must be clean, free of spots, stains and graffiti.

16. Trash and sanitary receptacles must be covered, cleaned inside and outside, odor free and emptied regularly.

B. Condition

Cleaning supplies and equipment must be stored out of customers' view when not in use.

C. Functionality

1. Floor and wall tiles must not be broken, missing or stained. Walls and doors of toilet and toilet stalls must be free of graffiti and scratches.
2. Ceilings must be free of cracks and stains.
3. Trash and sanitary napkin receptacles must be available, in like-new condition.
4. Trash containers must not interfere with the path of travel into the restrooms.
5. All light fixtures must be in working order with all bulbs operating.
6. Smoke detectors must be free of dust or other material that may obstruct sensing ability.
7. Public address system must be clear and audible in the restroom areas.
8. Lighting and illumination must be adequate and according to all applicable codes.
9. Sanitary paper toilet seat covers must be available at all times in each stall.
10. Clothes hooks and pocketbook holders must be available, in safe locations and affixed in compliance with all applicable codes.
11. Towel dispensers must be in working order and stocked at all times.
12. Toilets and urinals must be in working order.

13. Toilet stall door locks, latches and other hardware must be in working order.
14. Sink drains and faucets must be in working order.
15. Baby changing stations must be in working order.
16. Paper products must be provided in adequate supply.
17. Soap dispensers must be in working order and have an ample supply of soap.

XIV. Check-in Areas

Cleanliness

Check-in areas must conform to the same standards of cleanliness outlined in Section II, General Standards for the MIA Terminal Complex.

XV. Interior Gate Areas

Cleanliness

Interior gate areas must conform to the same standards of cleanliness outlined in Section II, General Standards for the MIA Terminal Complex.

XVI. Parking Lots and Garages

All parking lots and garages must be maintained in good condition and present a safe and secure atmosphere.

A. Cleanliness:

Janitorial deficiencies must be reported to MDAD Facilities Contract.

1. Crosswalks and sidewalks must be cleaned regularly of all dirt and debris.
2. Offensive odors must not be detected.
3. All surfaces must be free of any glass and debris.
4. Cashier booths must be neat, clean, and free of visible clutter, such as newspaper, books, magazines, etc.
5. Employee parking lot checkpoint booths must be neat, clean and free of visible clutter, such as newspapers, books, magazines, etc.
6. Drains must be clear and free of trash and debris.
7. Parking lot bus shelters must be clean and free of debris.
8. Vehicle parking areas must be maintained free of debris.
9. Parking lot elevator landings must be free of embedded gum and surface debris.
10. Telephone banks must be clean.
11. Stairways/stairwells must be free of odors, surface or embedded gum, debris, sand, soil, grime, and spots.
12. Handrails must be clean and free of dust and grime.
13. All structures must be free of dirt and graffiti.

14. Requirements for paved walk and seating areas:
 - a. Free of surface or embedded gum, debris, sand, soil, grime, and spots.
 - b. No build-up on edges, wall bases, column bases, seating areas.
 - c. Sidewalk curbs swept, free of debris.
 - d. Seating must be wiped clean and free of dust.
15. Ashtrays, where smoking is permitted, must be clean and emptied regularly.

B. Functionality

1. Bus shelters must be properly grounded.
2. All light fixtures must be functional and bulbs operating.
3. Lighting and illumination levels shall be in accordance with MDAD design guidelines and properly grounded.
4. All electrical devices must be properly grounded.
5. Fire protection and life safety devices shall be fully functional at all times.
6. Surfaces of parking facilities must be smooth, in good condition, and free of potholes and weeds.
7. Public telephones must be operational.
8. Telephone directories must be available and in good condition.
9. Traffic shall dictate the number of open and operating cashier lanes.
10. Lighting must meet all applicable codes.
11. Ticket dispensers must be in good working order.
12. Road marks and striping must be clearly visible.

13. Properly uniformed and identifiable personnel must be available and assigned to visible locations.
14. Emergency telephones and intercoms must be clearly marked/ identifiable and readily available.
15. A red light must be on indicating closed cashier lanes.
16. Yellow, warning-flashing lights must be displayed and operational at checkpoint entrances indicating the requirement of speed reduction.

C. Signs and Directions

1. Parking rates, fees, and credit cards accepted must be prominently displayed at garage entrances.
2. Garage aisle numbers must be clearly visible.
3. Bus shelters in employee parking areas must be clearly identifiable.
4. Cashier exit lanes must be clearly marked.
5. Appropriate directional signage must be visible to direct passengers to all services.
6. Signage for emergency telephones and services must be clearly visible.
7. Height clearance signs must be visible and prominently placed.

XVII. Airside

Airside and ramp areas are clearly visible to the traveling public from departing and arriving aircraft as well as from the Terminal. Ramp condition, cleanliness and general appearance can greatly influence the overall perception of MDAD airports.

A. Airside Operations (Access, Gate Control and Ramp Control)

Airside Operations at MIA is responsible for the Safe and Secure Operating environment of the Air Operations Area (AOA) by ensuring full compliance with [Federal Aviation Regulations \(FAR\) Part 139 and TSR Part 1542](#). This division administers the following training programs: AOA Driver Training, Movement Area Driver Training, Passenger Loading Bridge, Portable Staircase, Wheel Chair Lift and Stair Truck training.

There are three sections in the Airside Operations Division:

1. *Access Control* - Responsible for screening and approving all entrants to the AOA; administering the AOA Decal Issuance program; escorting vehicles to various locations on the AOA; providing VIP escort and perimeter security, and various FAA security related functions.
2. *Gate Control* - Responsible for gate assignment of passenger aircraft and processing all flight information into the Flight Information Display System (FIDS); processing projected flight information on a daily basis, and planning strategies to accommodate new flight service to MIA.
3. *Ramp Control* - Responsible for compliance with FAR Part 139, self-inspection program of the runways, taxiways, lighting system, pavement condition and markings, collection of aviation fees, positive assignment of cargo aircraft, and busing passengers of aircraft parked on remotes hardstands.

All three sections respond to aircraft and airport emergencies.

B. Cleanliness

1. All ramp areas must be neat, clean and free of debris, trash and pallets.
2. Periodic degreasing of gate, traffic lanes, and aircraft parking areas must be performed.
3. Entrance and exit doors to and from ramp areas must be clean.
4. All windows visible from ramp and airside areas must be clean.
5. All trash receptacles must be covered, odorless, and emptied regularly to avoid overflow.
6. Walls, columns and doors must be clean and have no graffiti.
7. All walkways and sidewalks must be clean and free of debris.
8. All ramp and airside areas must be free of Foreign Object Debris (FOD) in accordance with all MDAD'S rules and regulations.
9. Aircraft loading bridges must be clean and free of debris, having an excellent exterior appearance.
10. Guard booth interiors must be clean, free of debris, clutter, graffiti, and have no newspapers in public view.
11. Windows and window shades in booths must always be clean and allow visibility into and out of the booth.
12. Security guard checkpoint booth windows must be clean and free of streaks and smudges, with no broken glass.
13. Interline baggage transfer areas must be neat, clean and free of debris.
14. Vehicle barriers must be maintained in like new condition.
15. A 10-foot clear zone must be maintained on each side of the AOA fence line.

C. Functionality

1. All AOA ramps at MIA must have proper lighting levels to meet or exceed FAA and MDAD lighting standards.
2. Fire lanes shall be clearly marked and without obstructions.
3. All roadway traffic markings must be clearly defined.
4. All life safety and fire protection systems must be operational. Refer to Section XXVII, Life Safety.

D. Motor Vehicles on Airside at MIA

1. All motor vehicles on the AOA must display an AOA Vehicle Access Permit.
2. All motor vehicles must conspicuously display their company name on both sides of the vehicle. Letters must be a minimum of three inches high and visible from 100 feet away.
3. Operators of motor vehicles must have in their possession a valid driver's license, an MDAD photo ID with the drivers training endorsement or an MDAD non-photo ID and be under escort by an MDAD employee.
4. All motor vehicles must comply with all laws and safety standards set by the federal, state and local government.
5. All motor vehicles must follow designated roadways when applicable and abide by all posted speed limits.
6. Vehicles must have a minimum of \$5 million dollars of automobile liability insurance.

E. Construction

1. No one shall perform construction work on the AOA without first receiving permission in writing from the Airside Manager of their Airside Operations Safety and Phasing Maintenance of Traffic (MOT) a minimum of one week prior to the proposed Notice to Proceed.

2. Contractors must ensure that their haul routes remain free from FOD, their work sites do not generate FOD on the AOA outside of their enclosed construction area, and that their work areas are in constant conformance with their approved Airside Operations Safety and Phasing MOT.
3. No one shall raise any crane, boom, derrick, jib, truck, lift, drill rig or ladder in excess of 15 feet above ground level without first receiving permission from Airside Operations a minimum of 24 hours prior to the proposed usage.

F. Cargo Spot Use

1. Any entity authorized by the Cargo Assignment Office to utilize a common-use or MDAD assigned leasehold cargo spot shall arrive at such spot 30 minutes prior to aircraft arrival and ensure the spot is free from FOD and any equipment that may preclude the use of the particular spot.
2. The user must ensure the removal of any FOD, fluids and equipment within 20 minutes of aircraft departure and notify the Cargo Assignment Office of all major clean-ups.
3. No aircraft shall remain on any common use cargo spot for more than six hours without permission from the Cargo assignor.

H. Aircraft Parking at MIA

1. Aircraft parking at MIA shall not exceed 45 consecutive days without express written consent from the Assistant Director, Manager or Supervisor of Airside Operations.
2. All aircraft operators parking aircraft at MIA must provide 24-hour emergency contact phone numbers.
3. All aircraft operators parking aircraft at any MDAD Airport must properly tie-down and/or secure the aircraft.

I. Airside Operation Personnel at MIA

1. Must comply with and enforce FAR Part 139, TSR Part 1542, Chapter

25, Airport Directives, and the standards delineated in this document in Section I, General Standards for Employees.

2. Must issue an MDAD non-photo ID and a Temporary AOA Vehicle Permit to companies making deliveries to tenants of the airport after the tenant verifies delivery.
3. Must assign an MDAD Access Control Unit to escort the delivery vehicle to the tenant location and have a tenant with an MDAD photo ID stay with the delivery until the MDAD Access Control Unit returns.
4. Upon completion of delivery, the Airside Escort Unit will escort the delivery vehicle back to the entry gate.
5. Gate guards must not use AM/FM radios, CD/DVD, cassette players or commercial televisions while on duty nor will they have newspapers or magazines in view.

J. New Airline Service at MIA (Cargo and Passenger)

1. Airlines and ground handlers wishing to start service at the Airport must meet with MDAD Airside Operations, Gate Control Properties, Revenue Accounting divisions to coordinate activities and review MDAD'S policies.
2. Airlines must provide Department of Transportation (DOT) certification (402), proof of liability and hull insurance and open a user fee charge account.
3. New service, airline re-starts or expansion of existing service must submit their proposed flight schedules a minimum of 30 working days in advance of the proposed flight activity.

K. Passenger Loading Bridge Gates

1. Passenger Loading Bridges at MIA are owned and maintained by MDAD. Persons who are required to operate an MDAD passenger loading bridge must successfully complete the Loading Bridge class.
2. Airlines and ground handlers must notify the Gate Control, Advance Planning and Scheduling Office as soon as practical of any proposed

schedule changes, flight delays, or other flight irregularities.

3. The Airside Operations Office at MIA will provide information on Loading Bridge, Ramp and Movement area driving classes.

L. Passenger Aircraft Gate Assignment (Terminal Gates)

1. Airlines and ground handlers that require an aircraft gate assignment must contact the Gate Control Office for all aircraft gate, remote and hardstand assignments.
2. Airlines and ground handlers will share common-use ticket-lift counters and gates on a first-come, first-serve basis, subject to MDAD'S need to accommodate all users.
3. Airlines' or service companies' ground service equipment and other items used in processing the flight, including trash, must be removed within ten minutes after their scheduled or actual departure time.
4. Airlines and/or ground handlers must arrive at the aircraft arrival gate, remotes or hardstands a minimum of 20 minutes in advance of the aircraft's arrival to check the operation of the passenger loading bridge, sterile and domestic doors, public address system and telephone, and foreign object debris (FOD).
5. Airlines must not perform power-back operations in MIA without prior approval from the Gate Control Assignment Supervisor.
6. Under no circumstances will power-back operations be allowed on inboard terminal gates.
7. Airlines approved to do power-back operations must provide an aircraft marshal, and a minimum of two wing walkers, and block the vehicle service road using a belt loader or similar equipment.
8. The aircraft marshal must wear a yellow-reflective safety vest and the two wing walkers must wear orange-reflective safety vests. (If safety vests are to be issued to ground service personnel, the color of the vests will be limited to a lime-green color.)

M. Flight Information Display System (FIDS)

1. All FIDS that can be viewed in public places at MIA, will be controlled by the Gate Control Office.
2. The airline flight data will be displayed on the ticket lift backdrop only during the time that the gate is allocated for that flight.

N. Air Carrier Customer Service

1. All airlines must have customer service personnel on duty to handle passengers in the most professional and respectful manner, including non-routine operations, extended delays or cancellations.
2. All airlines must keep their passengers informed if there is a delay. The Gate Control Office shall be notified of any delays or early arrivals. The airline will request that the FIDS reflect the delay or early arrival.
3. Airlines must keep service providers (for passenger and ramp) informed in order to have the proper staffing to handle non-routine situations.
4. Airlines must keep their ground handlers for passenger and ramp services informed in order to have the proper staffing to handle non-routine situations.
5. In addition to one qualified supervisor or management representative, there must be adequate customer service staff on duty to handle passengers and to keep the public informed.
6. In case of scheduled cancellations, it is the airline's responsibility to ensure that proper staff is available to handle concerned passengers.

O. Airline Schedule Submission

1. New service, airline re-starts or expansion of existing services must submit their proposed flight schedules a minimum of 30-working days in advance of proposed flight activity to MDAD Gate Control, Advance Planning, and Airside Operations.

2. Existing Airline Schedule Changes must be submitted a minimum of 14-working days in advance of proposed changes.
3. Charter or Ad-Hoc Flights must be submitted a minimum of seven-working days in advance of proposed changes.
4. Daylight savings time and standard time schedules must be submitted a minimum of 30 working days in advance of proposed changes.
5. The Gate Control Office will notify airlines if a conflict exists, and possible solutions will be offered in order to avoid conflicts, possible delays and/or hardstand operations. Airlines must receive approved confirmation of proposed flight activity before making public or operating flights.
6. All airlines and service companies must ensure submission of accurate flight information. MDAD will monitor the integrity and verify the accuracy of the FIDS. MDAD will override the system to delete inaccurate information.

P. Ramp and Gate Markings

Only Standardized FAA criteria ramp markings will be allowed on the AOA.

Q. Baggage Tunnels and Make-Up Areas

Airlines and service companies must only use Zero Emission Vehicles (ZEVs) in the baggage tunnels and make-up areas due to air quality standards. The use of ZEVs may be expanded to other areas in the future.

R. Security

1. Prior to any tenant occupying a building that has AOA access, the tenant must first submit and have their corporate security plan approved by the Safety and Security Division, Maintenance, Properties, and Airside Operations.
2. All tenants must submit and comply with all Lock and Key requirements or 24-hour occupancy local control.

3. A walk-through of the leasehold must be preformed by Airside Operations, Safety & Security, and the FAA Security Manager.

S. Fencing

AOA fencing must meet all specifications set in the MDAD Security Plan. Damage to AOA fencing must be repaired on a priority basis. Any AOA fencing owned by a tenant must also be repaired on a priority basis. If this is not carried out expeditiously, MDAD will make all necessary repairs and bill the tenant. Pending the degree of security exposure, a guard possessing an MDAD Photo ID may be required to be posted at the breach until repairs are made.

T. Deliveries

1. Tenants requiring AOA deliveries must call Airside Operations a minimum of one business day prior to the delivery date with the requesting company's name, name of person calling, MDAD ID number, contact phone number, name of company making the delivery, AOA entry point, and delivery destination. Once the delivery company is escorted to the delivery site, the tenant is required to provide continuous escort of delivery personnel while in the Security Display Area (SIDA).
2. Prime contractors must physically report to the Airside Operations Office a minimum of one business day prior to the delivery date and submit for approval the Construction Delivery Notification Form. Once the delivery is escorted to the construction site, the contractor is required to provide continuous escort of delivery personnel while in the SIDA area.
3. Delivery vehicles arriving at an MDAD Access Gate without MDAD approved advance notification will be denied access.

XVIII. Roadways and Curbside

A. Cleanliness

1. All roadways, frontages, sidewalks and crosswalks must be clean and free of debris.
2. Entrance and exit doors must be clean.
3. Windows must be clean and windowsills must be without dust.
4. Trash receptacles must be clean and emptied frequently to avoid overflow.
5. Awnings and canopies, where present, must be clean at all times.
6. All structures must be clean and free of graffiti and scratches.
7. Skycap check-in counters must be clean and organized, uncluttered, and without visible damage.
8. Light fixtures and assemblies must be clean and free of dust.
9. Paver walk and seating areas (sidewalk area adjacent to Terminal)
 - a. Must be swept, and free of surface or embedded gum, debris, sand, soil, grime, and spots.
 - b. There must not be build-up on edges, wall bases, column bases, or seating areas.
 - c. Ashtrays, where smoking is permitted, must be emptied frequently and clean, free of surface and embedded gum.
 - d. Chairs/seating must be wiped clean and free of dust.
10. Ground transportation dispatching counters must be clean.

B. Condition

1. Roadway surfaces must be smooth and in good condition.
2. Roadway marks and striping must be clearly visible.
3. Unattended baggage carts must be returned to dispenser racks promptly.
4. All sidewalks and pedestrian waiting areas must be smooth and free from large cracks or missing surface.
5. All benches and seating areas must be in good condition, free of damage, loose, broken or missing hardware.
6. Drainpipes must be maintained in good working order to allow proper drainage.
7. Traffic control and warning devices must be in good working condition.

C. Functionality

1. Only authorized vehicles may utilize restricted curbside areas.
2. Curb area must be kept free of unattended vehicles.
3. Vehicles must not block any crosswalk.

D. Signs and Directions

1. Enforcement/warning signs must be appropriately posted.
2. Airline names must be posted at drop-off and pick-up areas.
3. All signs must be approved by MDAD Technical Support Division and in compliance with all applicable codes.

E. Landscaping

1. Landscaping in Airport properties must be properly maintained with a fresh appearance, without weeds and debris.
2. Landscaping must not obstruct the view of drivers.

XIX. Paging

Due to the heavy traffic over MIA's public address system, certain guidelines for use are established.

A. Paging

1. Paging announcements are restricted to the Terminal lobby and baggage claim areas with the exception of an emergency, at which time the All Call button may be used.
2. Paging announcements must be clear, properly enunciated and must not include any type of advertisement.
3. The format for paging announcements will be established by MDAD Terminal Operations Division and must be followed.
4. No boarding, arrival or departure calls will be made for airlines by MDAD.
5. Words or phrases such as "immediately", "urgent", "as soon as possible", or "very important message" must be avoided.
6. The ticket counter announcements will be restricted to the baggage claim area and Terminal.
7. Baggage service office announcements will be restricted to the Baggage Claim area.
8. It is an airline's responsibility to keep passengers informed of delays. Updated announcements must be made as soon as schedule changes occur.
9. Airlines may page only in certain zones as assigned and authorized in writing by MDAD.
10. Gate announcements must be restricted to gate and concourse (e.g., flight announcements, boarding calls, etc.).
11. Airlines may not make boarding call announcements except at gate of departure.

12. Airlines may page in the terminal only in case of a gates change.
13. Airlines may not make arrival announcements.
14. Airlines may page in the terminal only in case of a gate change.

B. Condition

The public address system must be in clear and audible working condition with appropriate volume levels.

XX. Terminal Retail Services

All retail service outlets must provide courteous service and quality products in a clean and well-maintained facility.

A. Cleanliness

1. Public areas in retail spaces must be clean, well maintained and free of unpleasant odors.
2. Carpet and floors must be clean and free of debris and stains.
3. Entrance doors must be free of noticeable smudges, dirt, grime and obstacles that would impede the public path
4. Glass windows and display cases must be clean.
5. Light fixtures and assemblies must be clean and free of dust.
6. All walls and columns must be clean.
7. Sales and cashier areas must appear neat, organized and clean.
8. Air conditioning grills must be clean and free of dust.
9. Employees' personal belongings must not be stored in public view.
10. Stock must be stored out of view of customer.

B. Condition

1. All retail service outlets must provide quality products in a pleasant and well-maintained area.
2. All shops, vending carts and kiosks must be maintained in like new condition.
3. Retail areas must have a pleasant atmosphere and present an inviting appearance and be free of clutter.
4. Packaging, shipping materials, and delivery carts must be removed

promptly from all public areas.

5. Carpets must be free of stains, holes, rips and worn areas.
6. Tile and/or stone floors must be free of large cracks, gouges and excessively worn areas.
7. Furniture, display cases, shelving, and fixtures must be in like-new condition with no deep cuts, scratches, graffiti, or broken pieces.
8. Apparel and accessories must be neatly folded or hung in the appropriate area.
9. Roll gates must be in working condition.
10. Ceilings must not be stained nor have any broken tiles.
11. Walls and columns must be free of large cracks, holes and graffiti and present a clean appearance.
12. Furniture, display cases, shelving and fixtures must be in like-new condition with no deep cuts, scratches, graffiti or broken pieces.
13. Furniture, display cases, shelves, and fixtures must comply with all applicable codes to ensure appropriate width for wheelchair passengers (32 inches at a point and 36 continuously).
14. All light fixtures must be adequate, according to applicable codes, in working order, and with all bulbs operating.
15. Fire protection/life safety systems must be operational. Refer to Section XXVII, Life Safety.

C. Functionality

1. Store hours of operation must be observed as specified in the lease.
2. Displays and racks must be arranged so as to permit free movement by customers with carry-on baggage.
3. Public address and music systems must be in a clear and audible working condition with appropriately set volume levels.

4. All entrances to establishments must be kept clear of merchandise, sales/advertising stanchions and/or other impediments to pedestrian traffic.
5. Merchandise must be delivered to shops without interfering with public traffic in the Terminal.
6. Customer complaint cards must be readily available.
7. Shops must have sufficient cash available immediately upon opening to make change for early morning sales.

D. Product

1. Merchandise must be attractively displayed with a neat and uncluttered appearance.
2. Damaged merchandise must be removed from display areas immediately.
3. Merchandise must be stocked in sufficient quantities.

E. Signs and Directions

1. Signs must be approved by MDAD Technical Support Division and must not be posted beyond the limits of each tenant's leasehold.
2. Store policies regarding credit cards, returns/refunds, etc. must be clearly displayed.
3. Prices must be clearly displayed.
4. Operators required by lease agreement must prominently display Street Prices signs.
5. A toll-free number must be visibly posted so customers can call with complaints or compliments.
6. Hours of operations must be displayed and fully observed. During flight delays, store hours may be extended to accommodate

passengers.

7. Illuminated signs must be in working condition.
8. Flashing or blinking signs must not be used.
9. Evacuation routes must be clearly posted.
10. Handwritten signs must not be used.

F. Employees

1. Employees must conform to the same standards as delineated in Section I, General Standards for Employees.
2. Employees must be able to direct customers to other outlets if a requested item is not available in their shop.
3. Employees may courteously recommend a substitute item to a customer, if appropriate.
4. Employees must always ask the customer if they found what they were looking for.
5. Employees must always give correct change.
6. Employees must always provide customers with a receipt and a "thank you."
7. Complaints must be dealt with promptly and records maintained.
8. Employees must have appropriate knowledge of items being sold.
9. Employees must not use personal radios, tape or disc players.
10. Music audible to customers within individual facilities must be provided by the facility's audio system and approved in writing by MDAD Commercial Operations.

XXI. Terminal Food and Beverage

If deficiencies in any of the following are observed, appropriate personnel must be notified immediately for corrective action.

All food and beverage facilities must provide courteous service and quality products in a clean, pleasant and well-maintained facility. In addition to any existing health code requirements, the following standards must prevail:

A. Cleanliness

1. Counters and tables must comply with all applicable codes, be periodically bused, wiped clean, and kept free of debris.
2. Entrance doors must be free of noticeable smudges, dirt and grime.
3. Glass windows and display cases must be clean.
4. Sales and cashier areas must appear neat, organized, and clean.
5. Tray slides must be clean and trays must be washed, not just wiped.
6. Exhaust hoods, ducts, fans and filters must be clean and appropriately maintained.
7. All cooking equipment must be clean.
8. Trash receptacles must be clean, odor free, emptied regularly, and must not overflow.
9. Employees' personal belongings in workspaces must not be visible to the public.
10. Food and beverage areas must have a pleasant atmosphere and present a warm and inviting appearance.
11. Tables, chairs, booths, display cases, and fixtures must be in compliance with all applicable codes and in like-new condition with no deep scratches, cuts, graffiti or broken pieces.

12. Cooking equipment must be well maintained and in good working order.
13. Packaging, shipping materials and delivery carts must be removed promptly from all public areas.
14. Cleaning supplies must be stored out of sight of customers when not in use.
15. For other standards of cleanliness, refer to Section II, General Standards for the MIA Terminal Complex.

B. Functionality

1. All life safety and fire protection systems must be operational.
2. Nothing must block or obstruct the clear access to any life safety or fire protection system (i.e., hose cabinet or exit). Refer to Section XXVII, Life Safety.
3. Merchandise is to be delivered to food and beverage areas in an appropriate manner so as not to impede pedestrian traffic.
4. Lighting must be adequate and in conformity with applicable codes.
5. All entrances to establishments must be kept clear of merchandise and sales/advertising stanchions.
6. Menus must be well designed, clean, and display the correct prices.
7. No items must be sold past expiration dates/times.
8. Operators must make every attempt to ensure that all menu items are available.
9. Booths and appliances must not block egress or access to fire protection/life safety systems.

C. Product

1. Food displays must be attractive, fresh, and appetizing.

2. All items will be sold at street prices as defined in the lease.
3. Hot food must be delivered hot; cold food must be delivered cold.
4. An adequate supply of clean trays must be available.

D. Signs and Directions

1. Store policies regarding credit cards, returns/refunds, etc. must be clearly displayed.
2. Hours of operation must be displayed and fully observed. During flight delays, hours of operation may be extended to accommodate passengers.
3. Signage must be approved in writing by MDAD Technical Support Division and must clearly and visibly direct customers to all retail facilities.
4. See Section III, General Standards for Terminal Signage and Directions, for additional information.

E. Employees

1. Employees must conform to the same standards as delineated in Section I, General Standards for Employees.
2. Employees must be able to direct customers to other outlets if an item is not available in their shop.
3. Employees must always provide customers with a receipt and a "thank you."
4. Employees must always give correct change.
5. Employees must not use personal radios, tape or disc players. The only music audible to customers must be provided by the unit audio system.
6. All shops must have sufficient cash available immediately upon opening to make change for early morning sales.

7. Complaints must be dealt with promptly and records maintained for MDAD inspection.

XXII. Construction

A. General:

1. All proposals for construction or modifications to facilities must be submitted for written approval to the MDAD Assistant Director of Facilities or to the MDAD Properties Division Manager if the proposal for construction modification is in a leased area. No work will begin before receiving said approval in writing.
2. All areas undergoing renovation or construction must conform to all applicable codes and must present a neat appearance with all necessary signage in place and appropriate safety measures taken. Moreover, adherence to all procedures outlined in the Supplementary Tenant Construction Requirements is essential.
3. MDAD has established standards for design and construction that are intended to maintain facilities at a uniform level of quality that is cost-effective on a life cycle basis. All new construction and remodeling projects on MDAD property must adhere to these standards, regardless of the initiator or the funding, unless otherwise established in a lease or project book. If at any time a need for a change to these standards is identified or if standards are not in place to guide a particular aspect of design and construction, the MDAD Facilities Design Division must be contacted for guidance on how to proceed.
4. During construction, no changes or substitutions to approved equipment specifications will be allowed without the written approval of MDAD Facilities Maintenance and Engineering Division.
5. Any deviation from these established standards requires an approved waiver for it. (See the procedure for obtaining such a waiver in the MDAD Design Guidelines Manual (DGM) Volume A, Section 01004.
6. All applicable projects must have a safety plan approved by MDAD and a Maintenance of Traffic (MOT) plan.

B. Design Phase of Projects

1. MDAD standards for design of its facilities are mostly located in the

DGM. Volumes currently in effect are Volume A (available to all users via the MDAD website at <http://www.miami-airport.com> under the "Construction" option); Volume 4, Standard Technical Specifications (for Airside construction); and Volume 5, Airside Design Details Manual. (These latter two volumes are available in hardcopy via MDAD Facilities Division Design Guidelines Coordinator). Other design standards are located in MDAD Terminal Complex Life Safety Master Plan (this document is also available on the MDAD website under the "Construction" option) and MDAD Space and Furniture Standards (Available, along with MDAD Interiors Procedures and Work Order Request Form, via MDAD Facilities Division, Interiors Section). The Project Architects and Engineers who design projects must satisfy the requirements of these standards in their designs for MDAD'S projects. Following are some of the DGM standards categories, with their locations in parentheses:

2. General Architectural Design Parameters, which includes guidelines for Art in Public Places, space planning and design features for the MIA Terminal and Concourses, MIA Terminal-wide people mover system, baggage claim areas, public toilet rooms, janitors' closets, locker/ready rooms, Terminal security, life safety provisions, locations of finish types, and temporary partitions. (DGM, Section 01012).
3. Roadway, runway, taxiway, apron, parking lot and underground utility systems design standards. (DGM, Volume A, Division 2 and Volumes 4, Standard Technical Specifications, and 5, Airside Design Details Manual).
4. Security Fencing (DGM, Section 02010).
5. Landscaping (DGM, Section 02900).
6. Architectural Woodwork (DGM, Section 06400).
7. Manufactured Casework, which includes standards for counters for bag check-in, ticket sales, gate check-in, ticket lift, baggage tracking and retrieval, information, car rental, etc. Counter standards are under revision, with release pending final development and approval in writing (DGM, Section 06410).

8. Doors and Windows (DGM, Division 8).
9. General Design Parameters – Finishes, which includes standards for, among other aspects, wall and column finishes and bases, protective wainscots, flooring, ceilings, and doors. (DGM, Section 09010).
10. Stucco (DGM, Section 09220).
11. Gypsum Wallboard (DGM, Section 09250).
12. Ceramic Tile (DGM, Section 09310).
13. Quarry Tile (DGM, Section 09330).
14. Marble Tile (DGM, Section 09380).
15. Terrazzo (DGM Section 09400).
16. Acoustical Ceilings (DGM, Section 09510).
17. Linear Metal Ceilings (DGM, Section 09545).
18. Interior Stone Work (DGM, Section 09630).
19. Resilient Tile and Base (DGM, Section 09650).
20. Rubber Tile Flooring (DGM, Section 09651).
21. Carpeting (DGM, Section 09680).
22. Painting (DGM, Section 09900).
23. Special Coatings (DGM, Section 09960).
24. Toilet Compartments, Benches & Vanities (DGM, Section 10170).
25. Signage, which includes standards for permanent signage as well as

temporary signage necessary during construction, to be incorporated into each project's construction documents (DGM, Section 10440).

26. Passenger Security Checkpoints (DGM, Section 10450).
27. Toilet Accessories (DGM, Section 10810).
28. Framed Mirrors (DGM, Section 10811).
29. Elevators (DGM, Section 14200).
30. Escalators (DGM, Section 14300).
31. Moving Walks (DGM, Section 14320).
32. Aircraft Passenger Loading Bridges (DGM, Section 14950).
33. Plumbing Fixtures and Trim (DGM, Section 15410).
34. Lighting (DGM, Section 16500).
35. Baggage Information Display Systems (BIDS) (DGM, Section 16511).
36. L.E.D. Message Displays (DGM, Section 16551).
37. Illumination Level Guidelines (DGM, Section 16563).
38. Public Address Systems (DGM, Section 16770).
39. Light Information Display Systems (FIDS) (DGM, Section 16781).
40. In addition to items covered at length in the DGM and elsewhere, there are a number of categories of accessories and other miscellaneous elements commonly located in the MIA Terminal, Concourses, Parking Garages and Skywalks that must be provided for in project designs for those locations. They include, but are not be limited to, Art in Public Places; advertising; baggage wrapping machines; clocks;

directories; planters; traffic control stanchions; seating; telephones with various functions; waste receptacles; ATM's; FIDS; BIDS; vending machines for food/drink, stamps, newspapers, change, phone cards, etc.; mailboxes; television sets; Ashtrays, where smoking is permitted, information counters; currency exchanges; comment boxes/monitors; storage for wheelchairs and baggage tubs; baggage cart dispensers; etc. For any other element or accessory not already covered by an established standard, consult the Facilities Design Division.

C. Construction Phase of Projects

1. MDAD has established standards for segregating construction sites from other portions of facilities that must continue in operation while construction is underway, as well as for controlling potential negative effects of construction operations on normal business. These standards are found in several locations including, but not necessarily limited to, the MDAD General Conditions for Construction contracts and MDAD Division 1 of the project manual, to be edited by the Architect/Engineer (A/E) for each project's technical specifications (both available via the Project Manager). Their applicable requirements must be incorporated into all project construction documents and must be strictly adhered to by all contractors, their personnel and their clients.
2. All necessary and required life and health safety measures must be in place and maintained to protect customers and employees as well as construction personnel.
3. All necessary and required security measures must be in place and maintained to protect essential operations.
4. All necessary and required measures must be in place to minimize the negative impacts of construction, of all types, on adjacent, ongoing operations and those customers and employees involved in them, including the maintenance of aircraft, vehicular and pedestrian traffic.
5. All necessary permanent and temporary signage must be in place and maintained to inform customers and employees about the construction that is occurring and how it may impact their activities.

6. Strict adherence to all applicable MDAD procedures is mandatory on the part of all parties, whether they are MDAD staff, tenants, customers, passengers, design professionals, contractors, vendors, etc., including the requirement that all projects must obtain building permits.

D. Safety

1. No construction-related operations, either inside or outside of the project's contract limits, must expose customers and employees to hazardous conditions that could cause them to slip, fall or be hit by protruding or falling debris or construction materials (General Conditions and Division 1).
2. Temporary walls/barricades must be installed and maintained throughout construction in good physical condition with no holes, dents, marks, graffiti, unauthorized postings, tears or other aspects which are unsightly, compromise the intended purpose, or could be hazardous to human contact (DGM, General Conditions, and Division 1).
3. Temporary walls/barricades must not obstruct access to existing exits without the prior establishment of alternate, code-compliant exit access (DGM, General Conditions, and Division 1).
4. New, temporary evacuation plans must be provided by the contractor and posted in appropriate locations to replace existing plans at any time that existing paths of egress are changed temporarily by construction project (DGM, General Conditions, and Division 1).
5. Life safety systems that are affected by demolition and construction must be maintained in operation at all times. Otherwise, appropriate fire watches or other approved procedures/measures must be maintained in place until such systems are tested, found to be acceptable by the authority having jurisdiction and returned to full operation (DGM, General Conditions, and Division 1).
6. Floors within and adjacent to construction sites must be maintained dry and free of liquid spills and water to prevent slipping and falling, throughout the course of construction (Division 1).

7. No shutdowns of any systems shall be permitted unless an approved Shutdown Request Form has been obtained from Facilities Maintenance and Engineering Division.
8. No digging shall be permitted unless an approved Utilities Clearance Form has been obtained from MDAD Facilities Maintenance and Engineering.

E. Security

1. Door installations in temporary walls/barricades must be limited to the minimum possible number, must be located and detailed to be as inconspicuous as possible, and must have appropriate locks approved by the Security Division in order to maintain safe, secure conditions and prevent unauthorized access to construction sites and construction traffic into non-construction areas (DGM, General Conditions and Division 1).
2. No existing security measures shall be modified or otherwise compromised without the prior establishment of alternate security measures approved by all the affected security agencies and entities (DGM, General Conditions and Division 1).
3. Construction workers must be required to possess and display the official MDAD issued identification at all times (General Conditions and Division 1).

F. Cleanliness

1. All interior and exterior areas undergoing renovation or construction must be maintained throughout the course of construction in a neat and clean condition from the vantage points of customers and employees (General Conditions and Division 1).
2. Temporary walls, fences and other barriers must be maintained free of graffiti, damage, debris and dirt throughout the course of construction (General Conditions and Division 1).
3. No offensive odors must be allowed to emerge from construction sites

(General Conditions and Divisions 1).

4. All surface areas outside the contract limits of all interior and exterior work sites subject to the spillover effects of construction operations must be maintained free of dust and debris throughout the entire duration of construction, including the contractors' access routes to the work sites. Appropriate, effective dust control methods, such as hosing down dust-producing operations or other effective means, must be employed routinely (General Conditions and Division 1).

G. Condition

1. Interior temporary partitions separating construction from non-construction areas must be constructed to appear permanent, must be painted or otherwise finished and maintained throughout construction to match adjacent, similar walls as nearly as feasible, and must be acceptable to MDAD (DGM, General Conditions, and Division 1).
2. Storefronts and other similar elements under construction must have temporary coverings, as above, that conceal construction activity from the view of customers. Such coverings must be designed, constructed and maintained throughout construction to present an appearance acceptable to MDAD (DGM, General Conditions, and Division 1).
3. Temporary walls may play a role in the Art In Public Places (APP) program. The Project Manager and the MDAD APP Coordinator must be consulted during project design to determine applicability (DGM, Section 01012 and Division 1).
4. Temporary barriers in sight of customers during construction must be selected, installed and maintained throughout construction to be uniform in type, color, size, pattern and condition and must not exhibit obvious damage, discoloration or other deleterious effects that detract from an appearance acceptable to MDAD (Division 1).
5. Temporary fences must be designed, constructed and maintained throughout construction to create effective, visual barriers acceptable to MDAD between construction sites and active roads, drives, and other occupied or customer-used areas (Division 1). Tennis-type green screening is to be installed.

6. Whenever possible, construction equipment, electrical equipment and tools must be kept out of public view throughout construction, by means of their locations on construction sites or the appropriate use of barriers, walls, fences or other means acceptable to MDAD (Division 1).
7. Construction and permanent dumpsters, compactors and trash receptacles must be located and/or screened appropriately to be out of sight of customers throughout construction (Division 1).
8. Sound suppression construction measures and devices must be employed whenever needed and feasible, to minimize construction noise when such noise would be disturbing to customers and employees conducting normal business (Division 1).
9. Air conditioning, heating, water supply, sewage disposal, power supply, lighting, telecommunications, fuel, fire detection/protection/alarm and other utility systems and services must be maintained for all parts of any facility that may have these systems and services compromised by any project's demolition and construction activities (General Conditions and Division 1).
10. Temporary lighting must be provided throughout construction by the project Contractors in all areas outside the contract limits of all interior and exterior work sites when those projects' demolition and construction operations result in insufficient light for MDAD continuing operations. All light fixtures must be in working order with all bulbs operating (General Conditions and Division 1).
11. Construction workers must possess and display the MDAD issued identification at all times.
12. Access/egress must be maintained in accordance with the Life Safety Code.
13. Fire protection and life safety systems must be maintained during construction unless the Life Safety Bureau approves an adequate alternative remedy.
14. Floors must be dry.

15. No orange traffic cones, plastic tape or other temporary barricades may be used unless previously approved in writing by MDAD.

H. Signs and Directions

1. Signage and information must be made available to customers explaining the benefits of each project; a description of what is being renovated or constructed, who will be the principal occupant(s), and when it will be complete. It must also include the Project Manager's name and phone number for any necessary contact (DGM Section 10440, General Conditions and Division 1).
2. Temporary signs designating alternate facilities must provide clear identification, access directions and hours of operation (DGM Section 10440, General Conditions and Division 1).
3. Appropriate, temporary, directional signage must be provided when construction barricades obscure, hide or obstruct facilities, entrances, restrooms, elevators or escalators (DGM Section 10440, General Conditions and Division 1).
4. Renderings may be posted at appropriate locations when deemed advisable by MDAD and directed by the Project Manager. (DGM Section 10440, General Conditions and Division 1).
5. All signage must be approved in writing by MDAD Technical Support Division. See Section III, General Standards for Terminal Signage and Directions, for additional information.

I. Employees

Employees must conform to the standards outlined in Section I, General Standards for Employees.

XXIII. Charter Operations

These standards are being issued to aircraft owners and/or tour operators and others involved in the operation of charter flights.

A. Representation

1. For arrivals only, a representative must be on duty one hour prior to the scheduled arrival of the aircraft and two hours after aircraft arrival.
2. Aircraft owners/operators or tour operators must have a minimum of one representative on duty at least 2 1/2 hours prior to aircraft's scheduled departure time and one hour after aircraft actual departure.
3. Aircraft owners or tour operator representatives must be capable of assisting passengers in all areas of customer service.
4. Prior to the written approval of a schedule, the aircraft owner or tour operator must provide MDAD Airside Operations Division with:
 - a. The name of the company responsible for providing information, assistance and accommodations to passengers in the event of a delay, cancellation or other problem situation.
 - b. Names of all authorized representatives on duty.
 - c. 24-hour telephone contact number.
 - d. 24-hour fax number.
 - e. E-mail address.
 - f. Postal address.
 - g. Name of ground handling company.
 - h. Name and contact telephone number of handling company's authorized representative.
 - i. Name of company or party responsible for all fees including, but not limited to: landing, passenger fees, handling, fuel,

catering, security, passengers' inconvenience, mishandled baggage etc, and additional maintenance.

5. The company responsible for all Aviation fees must post a bond in escrow (if required) with MDAD Finance Division prior to each season during which it plans to operate.
6. An airline or ground handling company that enters into an agreement with an aircraft owner or tour operator to provide facilities, passenger and baggage check-in and assistance on arrival, must abide by the standards contained in this Manual, both in making arrangements and in assisting passengers.

B. Employees

Employees, representatives of aircraft owners, tour operators, and handling companies must conform to the same standards as delineated in Section I, General Standards for Employees.

C. Information

1. The Operator must provide passengers with 24 hour a day arrival and departure information.
2. Operator must notify passengers of all check-in and arrival location information including counters, name of handling company and time required for check-in, as well as scheduled arrival time and procedures.
3. For international flights, the aircraft owner or tour operators must notify passengers of all required documentation for originating and destination country.

D. Services in Case of Flight Delay or Cancellation

1. Authorized representatives must automatically inform passengers of flight status (delay or cancellation) no later than 15 minutes after scheduled departure time, and must repeat an advisory process every 30 minutes or as required.
2. It is recommended that passengers be provided refreshments for delays

in excess of two hours. Authorized representatives must coordinate such arrangements with the designated ground handling company and available food and beverage facilities to ensure that orderly service is provided.

3. When ticket prices for chartered flights include a package of airfare, hotel, meals and ground transportation, passengers must be informed in advance and in writing of any re-accommodation, compensation or refund policy in the event of 24 hours or more delay or cancellation.
4. It is recommended that lodging or other accommodations (e.g. ground transportation, transmitting messages or additional meals) be provided to passengers for delays in excess of 24 hours.
5. These standards and other requirements may be updated from time to time as recommended by industry practice to minimize inconvenience to passengers and to prevent a negative impact on MDAD airports.

XXIV. Promotional Activities

Promotional Events

1. Promotional activities will be limited to the following:
 - a. MDAD-approved art and displays that provide public service messages.
 - b. Airline and concession promotions conducted within the limits of leased areas unless otherwise approved in writing by MDAD Terminal Operations Division.
 - c. MDAD-approved advertising conducted under the terms of the MDAD advertising contract.
2. All promotional activities in the Terminal, with the exception of concession promotions and advertising contracts, will be of limited duration and will be subject to the discretion of MDAD Terminal Operations Division. Such promotional activities will be permitted only where they do not interfere with the normal operation of the Terminal.
3. Promotional activities requiring tents, cooking facilities, pyrotechnics or events where the number of people will exceed the normal occupancy of the designated area will require approval by the Life Safety Bureau. The Life Safety Bureau may require permits or a fire watch as applicable.
4. With the exception of concession promotions, the sale of food and beverages associated with a promotion is prohibited.
5. Banners to promote new services and/or awards in the Terminal must first be approved in writing by MDAD Terminal Operations Division may be displayed for a period not to exceed two weeks.
6. Clean up activities associated with any promotion, unless otherwise specified, is the responsibility of the entity organizing the promotion.
7. Application to conduct promotional activities in the Terminal must be made in writing to MDAD Terminal Operations Division.
8. Food and beverage concessionaires authorized by MDAD Commercial Operations are the only entities permitted to cater promotional events.

XXV. Tenant Policies and Leasehold Standards

The following general standards apply to airlines and business partners:

1. All proposals for construction or modifications to facilities or leased areas must be submitted to MDAD Properties Division for written approval.
2. All construction and modifications being requested must have proper permits obtained.
3. All construction work within MDAD property shall be ADA compliant.
4. All permits must be closed out at the end of construction and a copy of the final release sent to MDAD Properties Division.
5. All areas within the leasehold must be well maintained.
6. All light bulbs must be operational.
7. Requests to lease space, additional space, or return of space must be submitted in writing to MDAD Properties Division.
8. No rights, privileges, or space may be assigned or subleased without written approval of the Aviation Director through the Properties Section of the Business Management Division.
9. Ticket counters are rented in accordance with the current MDAD rates and charges.
10. MDAD insurance requirements must be complied with before executing agreements and must be renewed on or before expiration.
11. All state, local, federal ordinances, rules, etc. must be complied with.
12. All licenses and permits, as required, must be maintained.
13. MDAD will provide janitorial services in common use areas.
14. In other leased areas, the tenant is responsible for all maintenance and janitorial services.

15. At all times, an adequate number of qualified and, where applicable, licensed employees and supervisors must be on duty to provide a level of service commensurate with public demand and the requirements set forth in these standards.

XXVI. Assisting Stranded Passengers

In order to implement and provide maximum customer care during severe delays, airlines operating at MIA will develop guidelines to house, feed and transport passengers during late night hours when such services are not usually available.

Passengers are considered distressed inside the Terminal when a flight is delayed or cancelled and the airline is unable to provide timely information on the status of the flight, refreshments or alternate means of accommodations.

Passengers will also be considered stranded when they are unable to arrange landside transportation for any reason.

A. Areas of Responsibility

1. Assistance to arriving or departing passengers stranded on board an aircraft is the responsibility of the airline.
2. Assistance to departing or arriving passengers stranded inside the Terminal is the responsibility of the airline.
3. Airlines are responsible for providing accurate and up-to-date information to the general public.

B. Assistance to Passengers

1. When flights are delayed, cancelled or diverted, once passengers are inside the Terminal, assistance must be provided by the carrier in accordance with airline or governmental procedures but will be subject to the basic, minimum services listed below.
2. Airlines must be responsible for and provide service as needed to passengers with reduced mobility (PRM) or special needs such as the elderly, disabled, passengers with medical conditions, unaccompanied children, passengers with very young children and passengers speaking foreign languages.
3. Airlines must keep passengers informed of known delays, cancellations and diversions with frequent announcements as established by each airline.

4. In accordance with airline or governmental procedures, reasonable effort must be made to provide food, refreshments, restroom facilities and medical assistance as required.
5. In accordance with airline procedures, reasonable efforts must be made to safeguard the travel of passengers with down line connections and reservations including making alternate arrangements as required.
6. Airlines are encouraged to provide any additional services as described by ATA Carriers in their respective customer service commitments to passengers and by the Department of Transportation.

C. Arriving Flight Information Provided to the General Public

Airlines must provide accurate and timely information to the general public including, but not limited to, scheduled time of arrival, estimated time of arrival, notices (or announcements) explaining reason for flight delay, cancellation or diversion, and updating the arrival information recorded messages and websites on a timely basis.

XXVII. Life Safety

General:

- A. Sprinklers/smoke detectors must be maintained and operable at all times and there must be no storage, obstruction, or furniture that may impede the function of the same. Refer to the Life Safety Code (LSC) 101 31-1.2.2.1.
- B. Fire alarms/alarm devices must not be disconnected or tampered with by any means. Fire alarm components must be maintained and operable at all times. (Refer to the LSC 101 31-1.3.3).
- C. Evacuation route plans must be clearly posted and evacuation plans must be made available to all employees and practice drills conducted at least annually. (Refer to the LSC 101 31-1.3.3).
- D. Appropriate permits must be secured before proceeding with any remodel or construction, regardless of scale or cost of the project. (Refer to the LSC 101 1-4.6).
- E. Repairs or remodeling of Airport structure or contents must have written approval from the Life Safety Bureau and that of MDAD.
- F. Exits must not be blocked or obstructed.
- G. Exit doors must not be locked.
- H. In the event that any of the referenced fire protection/life safety components are damaged or inoperable, it is the responsibility of the tenant/user to immediately notify the Maintenance Division, Work Order Center.

XXVIII. Information Systems and Telecommunications Installations

MDAD relies on its computer network and the telecommunications systems consisting of voice and data to conduct its business. To ensure that employees assigned to work at MIA or at any of the General Aviation Airports, independent contractors, and other systems users properly utilize computer and telecommunications resources, MDAD has developed the following standards:

A. General

1. MDAD's computer and telecommunications resources may be used only for legitimate business purposes. Users are permitted access to these resources to assist them in the performance of their jobs.
2. In using or accessing MDAD's computer resources and telecommunication systems, the end users must comply with the guidelines regarding: Personal Computers, Software Licensing, Copyright Infringements, Network Access, Internet Access, Games and Screen Savers, E-mail and Postmaster Use, Training, Use of Information Systems and Telecommunications Division (ISTD) Request for Service Form, Telephone System Usage and Etiquette, Telecommunications Request Form and Service, and Long Distance Access.
3. Personal computers, telephone equipment and telecommunications systems will be used in a manner consistent with the business of MDAD. The use of computers and telecommunication services is a privilege that may be revoked at any time.
4. The use of personal computers, their hardware, software, and peripherals for the creation, storing, display, posting, or distribution of obscene or slanderous material is strictly prohibited.
5. Computer games and unauthorized screen savers may not be installed in any MDAD computer and will be removed by ISTD personnel.
6. The installation of hardware, software, peripherals, telephone equipment and telecommunications systems, not expressly approved by ISTD is strictly prohibited.

7. It is the end user's responsibility to maintain the integrity of their personal computer, hardware peripherals and telephone equipment by not exposing them to potential damage from debris, spills, or other physical damage.
8. It is the end user's responsibility to report any damage or theft of personal computer hardware or its peripherals to their property custodian and ISTD.
9. All users must adhere to the County Administrative Order AO 8-2, Use, Care, Control, and Disposal of County Personal Property, Regarding Use, Liabilities and Responsibilities of County Equipment, and to Administrative Order AO 6-6, Acquisition, Approval, Assignment, Installation, Maintenance and Billing of Cellular Telephones. To see these Administrative Orders in detail, go to <http://intra.co.miami-dade.fl.us/ao/>.

B. Telecommunications Services

1. It is the end user's responsibility to report any damage or theft of telecommunications equipment to the Telecommunication Section of the ISTD and to file a police report when applicable.
2. County issued cellular telephones, as with all County property, must be used for work related County business only as directed in Administrative Order No. 8-2.
3. Costs associated with personal calls made from County owned telephones and lines are to be reimbursed to the County.

C. Network Access

1. All network accounts and passwords, with the exception of those assigned to functional work groups requiring generic access, are for the exclusive use of the individual for whom they were created. Sharing or lending accounts and passwords is strictly prohibited.
2. The use of the network, or network resources for the creation, storing, display, posting, or distribution of obscene or slanderous material is strictly prohibited.

3. The installation of unauthorized software on the network or local personal computer (PC) is strictly prohibited.
4. The use of the network for the duplication or transmission of licensed software, copyrighted material, threatening, and obscene or business-sensitive material is strictly prohibited.
5. The use of the network for mass electronic mailings (“spamming”), chain messages, transmission of unsolicited material, or advertising for personal purposes is strictly prohibited.
6. Attempts to circumvent established security procedures are strictly prohibited, and knowledge of any attempts by internal or external entities is to be brought to the immediate attention of ISTD.
7. End users may not alter or copy a file belonging to another user without first obtaining permission from the owner of the file.
8. Users’ ability to connect to other computer systems does not imply a right to connect to those systems.
9. End users are responsible for taking reasonable precautions to ensure they do not introduce viruses into MDAD’s network.
10. End users are required to use predefined directory structures in order to ensure proper maintenance and that backups and PC device swaps occur.

D. Public Pay Telephones

1. MDAD determines the size and model according to the location selected.
2. Pay telephones must be installed by vendors according to County contract specifications and housed in adequate enclosures.
3. Pay telephone installations must be in compliance with ADA.
4. Telephone directories must be available and in good condition at every pay phone.

XXIX. Ground Transportation

A. Demand Service Vehicles and Employee Transportation

1. Must be clean, inside and out, including windows, windshields, and mirrors.
2. Carpets/floors must be vacuumed regularly.
3. Must be properly maintained, and not emit offensive fumes or noises.
4. Must be free of personal food, beverages, newspapers, magazines, etc.
5. Air conditioning/heat must be in good working condition and set at a pleasant temperature for the passengers.
6. Must keep the volume of radio, tape players, etc. very low so as not to disturb passengers.
7. Doors and windows must work properly and easily.
8. Brake, signal, and other lights must be kept in good working condition.
9. Seats must be clean with no grease spots or dust.

B. ADA Compliance

All transportation services, under the category specified above, must have wheelchair lift-equipped vehicles available.

C. Disabled Vehicles

Designated employees must respond to motorists in need of assistance within 30 minutes during peak times.

D. Taxi Booths and Kiosks

1. Taxi booths and kiosks must be clean and free of debris and graffiti.
2. Taxi booth interiors and kiosks must be free of visible clutter, such as

books, magazines, etc.

3. Kiosks must have current and accurate rates posted for taxis and shared van service.

E. Signage and Directions

1. Signage in employee bus shelters must display the shelter number.
2. Curbside signage must clearly indicate the location of courtesy vehicles, ground transportation services, and parking facilities.
3. Buses and vans following designated routes must be clearly identifiable and have route information clearly posted.

XXX. Environmental Standards

General

- A. MDAD has obtained the International Organization for Standardization (ISO) ISO 14001 certification for MIA and will proceed with the certification for the General Airports in the future.
- B. MDAD shall work with its tenants, suppliers, and contractors to make them aware of MDAD's environmental management system and encourage them to adopt sound, comprehensive environmental management practices.
- C. MDAD shall act promptly to environmental incidents and heighten its awareness of and keep a watchful eye on community environmental concerns as they pertain to the Airport.
- D. MDAD shall continue efforts to meet or exceed all applicable governmental regulations.
- E. Airlines and service companies must only use Zero Emission Vehicles (ZEVs) in the baggage tunnels and make-up areas due to air quality standards. The use of ZEVs may be expanded to other areas in the future.

XXXI. Federal Inspection Station (FIS)

These standards are being issued to airline operators and/or their ground handling companies.

A. Service/Representation

1. Sufficient airline and/or ground handling company staff must be on duty in the FIS enclosures to assist arriving international passengers with federal entry documents and to provide them any other assistance needed.
2. Airlines must ensure that they have sufficient federal entry forms for their international passengers arriving at MIA's FIS and that these are properly filled out to expedite passenger processing.
3. Airlines and/or their ground handling companies must be able to assist their arriving international passengers in all areas of customer service through their FIS processing.
4. Airlines and/or their ground handling companies are responsible for keeping passengers informed of assigned baggage carousels and/or baggage delivery delays, if any, and other related matters.
5. It is the responsibility of the airlines and/or their ground handling companies to keep sufficient staff on duty in the FIS in order to handle non-routine situations.
6. After processing of all their passengers through U.S. Customs, airlines and/or their ground handling companies must have a minimum of one representative on duty to clear unclaimed luggage through U.S. Customs in a timely manner.

B. Employees

Employees of airlines and/or their ground handling companies must conform to the same standards as delineated in Section I, General Standards for Employees at MIA.

XXXII. Monitoring for Non-Compliance with MDAD Standards

- A. Inspections/observations will be performed daily at unspecified intervals by MDAD Terminal Operations Division and other MDAD staff as appropriate.
- B. Irregularities will be recorded (documented) and routed via e-mail and/or letter to the airline, tenant and/or other appropriate party by MDAD Terminal Operations unless otherwise specified herein.
- C. Violations will be processed as indicated in Section XXXIII of this document.
- D. Inspections/observations will be made during normal operating conditions to ensure consistency and fairness of information.
- E. Records of inspections/observations are to be maintained by the appropriate MDAD division as outlined in these standards and readily available.

XXXIII. Enforcement Supplements

A. Terminal

Upon observation of non-compliance with MDAD standards, the following steps will be taken to ensure corrective measures are implemented:

1. First Occurrence:

Verbally advise local management of deficiency. (Written documentation of this verbal advice will be transmitted to the airline, tenant or other party, with a copy maintained by MDAD Terminal Operations Division or other Division as appropriate).

2. Second Occurrence:

Again, verbally advise local management of deficiency. (Written documentation of this verbal advice will be transmitted to the airline, tenant or other party, with a copy maintained by MDAD Terminal Operations Division or other Division as appropriate).

3. Third Occurrence:

After the same deficiency is noted (and documented) a third time, an e-mailed notification and/or letter to local management will be sent. The notification will:

- a. List the MDAD standard being violated.
- b. Outline the deficiency.
- c. Specify MDAD previous notifications to business partner of the noted deficiency.
- d. State the deadline for implementation of corrective measures. The length of time for the corrective measures will depend on the nature of the violation. Some violations might need to be corrected immediately, within hours, or within a few days (e.g., push-back of stanchions, removal of unapproved signage, letter behind podiums and counters).

4. If the noted deficiency is not corrected as outlined above, MDAD will contact the business partner's corporate headquarters via a certified letter to be written by MDAD Terminal Operations Division or the appropriate MDAD division as outlined in these standards.

The letter will:

- a. List the MDAD standard being violated
 - b. Specify the deficiency noted
 - c. Specify MDAD previous notifications to business partner of the noted deficiency.
 - d. Describe corrective measure(s) expected.
 - e. State the expected deadline for implementation of corrective measures allowing up to 30 days, as determined by MDAD, for remedial action.
 - f. Clearly state that non-compliance within the allotted time-period could result in MDAD terminating its lease declaring the business partner in default of its lease for Terminal space at MIA.
5. If within the allotted remedial time period the deficiency is not corrected, MDAD Property Division will serve the business partner's corporate headquarters with a final written notification (certified letter of default, termination, or other appropriate action). Such action may include, but is not limited to, billing tenant the costs for corrective action, plus a 25 percent administrative fee.

B. Construction

1. Monitoring Violations:
 - a. Primary monitoring and correction of MDAD standards on any construction project shall be the responsibility of the Contractor for that project.
 - b. Secondary monitoring for Contractors' violations of MDAD

standards on any construction project shall be the responsibility of the Construction Inspection Services (CIS) personnel assigned to that project.

- c. Tertiary monitoring for violations of MDAD standards on any construction project shall be the responsibility of the Architect/Engineer (A/E) of Record for that project, except when the A/E of Record is also the CIS for the project, in which case the A/E's responsibility becomes Secondary.
- d. The MDAD Project Manager shall monitor and assure that the Contractor, CIS and A/E are discharging their responsibilities and are keeping all public areas in a well-kept manner.
- e. Supplementary monitoring and reporting of violations of MDAD standards on any construction project are the responsibility of MDAD and Tenants' employees if they are in a position to observe said violations.

2. Reporting of Violations:

- a. Any non-contractor observer of a violation of MDAD Standards on any construction project shall promptly notify the MDAD Project Manager for the project, whose name and telephone number shall be prominently displayed on appropriate signage in the vicinity of the project.
- b. All such observers shall provide the date and time of the observation, as well as sufficient detail about the violation for the MDAD Project Manager to determine responsibility for the violation and to seek its correction by the appropriate party. Whenever feasible, photographs of the violation should accompany the notification.

3. Corrections of Violations:

- a. The responsibility to enforce corrections of violations in construction projects shall be the responsibility of the MDAD Project Manager for that project.
- b. Such enforcement shall begin with prompt, written

notification of the violation to the Contractor with a request to correct it immediately.

- c. Monitoring of the corrective activity shall follow the same levels of responsibility as under "Monitoring Violations" above.
- d. Contractors' failures to promptly correct violations shall generate second notices from the Project Managers, and third notices if required, with warnings of penalties appropriate to the violations as stipulated in the General Conditions and Division 1 of the Contract.
- e. Continued Contractors' failures to correct violations may allow MDAD to correct such violations and to charge the Contractor back for the costs incurred by MDAD in making such corrections.

GLOSSARY OF TERMS

ADA -	The "Americans with Disabilities Act;" a Federal civil rights law empowering individuals with disabilities to file complaints or lawsuits alleging violation of their civil rights in conjunction with denial of access to facilities, jobs, benefits, etc.
A/E -	Architect/Engineer.
AHJ -	Authority Having Jurisdiction; the person or entity charged with the responsibility for enforcing the requirements of applicable codes, statutes, ordinances, rules and regulations governing building design and construction - usually the Fire Marshall or the Building Official, depending on the particular aspect.
Aircraft passenger loading bridges –	The movable bridges (equipment) which connect the Terminal Concourses to the aircraft, to facilitate passenger and crew access between the two.
Airside Design Guideline Manual -	A volume of the DGM that contains standard details for Airside facilities, for use and editing by designers to suit specific projects' needs and to comply with FAA requirements.
AOA -	Air Operations Area.
APP -	Art In Public Places, a Miami-Dade County program that finances, procures and installs artwork as part of County-built projects.
ATA -	Airline Transport Association
ATM -	Automatic Teller Machine.
BIDS -	Baggage Information Display System; consisting of the television monitors and backup equipment that inform passengers where to retrieve their luggage

after arrival.

Building Code -	The Code that governs the design and construction of buildings within a particular jurisdiction. The applicable current document, until January 1, 2002, is the Miami-Dade County Edition of the South Florida Building Code (SFBC). After that date, the SFBC will be superseded by the new, statewide Florida Building Code (FBC).
CIS -	Construction Inspection Services.
CUTE -	Common Use Terminal Equipment.
DGM -	Design Guidelines Manual; consists of several volumes of criteria governing the design of MDAD facilities, primarily the MIA Terminal Complex.
Division 1 -	The first of the 16 divisions of a standard set of project technical specifications. It elaborates on many requirements of the construction contract that are only mentioned in the General Conditions or do not belong in one of the other 15 divisions.
FAA -	The Federal Aviation Administration; a branch of the U.S. Government charged with administering the aviation industry and all U.S. airports.
FAR -	Federal Aviation Regulations.
FACBC -	Florida Accessibility Code for Building Construction; delineates requirements that buildings must comply with to allow them to be accessible to individuals with disabilities. Compliance with the FACBC has been approved by the U.S. Department of Justice as equal to compliance with the ADA.
FIDS -	Flight Information Display System consisting of the television monitors and backup equipment that inform passengers of flight arrival and departure times and gate locations.

FIS -	Federal Inspection Station.
FOD -	Foreign Object Debris.
General Conditions -	Standard legal description of the conditions governing the Owner's and Contractor's duties and obligations on all MDAD projects.
GSE -	Ground Service Equipment.
ID -	Identification.
ISO -	International Organization for Standardization.
ISTD -	Information Systems and Telecommunications Division.
Kiosk -	Self-contained information booth or device usually computer and network intensive.
LAN -	Local Area Network.
L.E.D. -	Light Emitting Diode.
Life Cycle Cost -	The cost of a project considering not only the initial cost of design and construction but also the cost of maintaining and operating the facility over its reasonable life span.
Life Safety Bureau -	That division of the Miami-Dade Fire Department charged with the review of construction documents and the approval thereof for permits to construct MDAD facilities. Its personnel also inspect construction projects for compliance with the terms of the permits. It is located in MIA Building 5A.
Life Safety Master Plan -	The plan which governs the design of life safety systems in the MIA Terminal Complex, such as egress elements, fire detection, fire alarm, fire suppression, and smoke evacuation, etc., as an extension of the Building Code.

MDAD -	Miami-Dade Aviation Department.
MIA -	Miami International Airport.
MOT -	Maintenance of Traffic.
NTP -	Notice to Proceed.
PC -	Personal Computer.
PLB -	Passenger Loading Bridge.
PRM -	Passenger with Reduced Mobility.
SIDA -	Security Identification Display Area.
Space and Furniture Standards -	A volume of requirements governing the layout of interior spaces and the selection and acquisition of furniture for MDAD projects.
Standard Technical Specifications -	A volume of the DGM that governs construction of Airside runways, taxiways, etc., based on Federal Aviation Agency (FAA) specifications.
Terminal Wide People Mover -	The system of moving walkways in the MIA Terminal and Concourses that facilitate the rapid movement of personnel to their destinations within the facility.
ZEV -	Zero Emission Vehicle.

MIAMI-DADE AVIATION DEPARTMENT TELEPHONE CONTACTS

Telephone numbers are prefixed by 305-876 unless otherwise indicated

Airside Operations	7838
Access Control	7482
Gate Control	7038
Ramp Control	7516
American with Disabilities Act Office	7045
Aviation Business Development	7713
Environmental Issues	7519
Facilities Development	7054
Construction	8310
Design	529
Interiors	869-1622
Misc. Construction Contracts/ Tenant Airport Construction	7063
North Terminal Development	0651
Finance Division	7366
Information Systems	0910
Telecommunications Services	7523
Janitorial Services (24 hours)	7011
Landside Operations Manager	7024
Landside Control Room (24 hours)	7447
Landside Supervisors	7441
Employee Parking Decals	7567
Public Parking Information	7536
Maintenance - Work Order Center	7311
After 10 p.m., weekends & holidays	0298 or 666-0099

Properties Division	7514
Commercial Operations	7175
Public Affairs (8 a.m. - 5 p.m.)	7017
(After hours)	342-1849
Security & Safety Operations	869-4028
Identification (ID) Section	8042 and 8045
Fire Department	7575
Life Safety	7904
Miami-Dade Police Department	7416
Terminal Operations Division	7030