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Miami-Dade Aviation Department  
P.O. Box 025504  
Miami, Fl. 33102-5504  
<http://www.miami-airport.com>

**OPERATIONAL DIRECTIVE NO. 04-05**

**Last Amended: August 31, 2004**

**Effective: July 14, 2022**

**SUBJECT: Miami International Airport (MIA) Parking Garage User Charges – Delinquent Accounts Receivable**

**PURPOSE:** To establish a formal policy and uniform guidelines for handling delinquent accounts receivable resulting from parking garage user charges at MIA.

**I. AUTHORITY:**

- A. Operational Directive No. 99-03, Aviation Department Written Directive System.
- B. Operational Directive No. 99-2, Aviation Department Operational Directives
- C. Chapter 25-1.2 - Miami-Dade County Code, Chapter 25 Miami-Dade Aviation Department Rules and Regulations
- D. Miami-Dade County Administrative Order (A.O.) 3-9 Write-Off Accounts Receivable Arising from User Charges
- E. Miami-Dade County Administrative Order (A.O.) 4-86 Worthless Checks

**II. POLICY:**

The Management Company (MC) under contract with the Miami-Dade Aviation Department (MDAD) to operate and manage the public parking facilities at Miami International Airport (MIA) must exhaust all reasonable and practical means to recover outstanding accounts receivable. Therefore, the Management Company shall:

- A. Adhere to the procedures annexed to this Operational Directive (OD) for recording, tracking, and handling accounts receivable as well as for calculating bad debt expense and recommending write-offs.
- B. Maintain documentation of attempted debt recovery and collection efforts. This documentation must be provided to MDAD and its auditors upon request.
- C. Adhere to the procedures established by Administrative Order 3-9 to write off accounts receivable arising from parking garage user charges and those in Administrative Order 4-86 which establishes fines, fees, and charges for uncollectible dishonored checks.

**Departmental Operational Directive**

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**III. AMENDMENTS:**

The Department reserves the right to amend this operating policy at any time based on current law, Miami-Dade County policies and operating needs.

**IV. REVOCATION:**

Revocations and removal of established Department policies requires written justification by requesting division management for review and concurrence by the Department's Professional Compliance Division. Upon written concurrence, the revocation request will be submitted, by Professional Compliance, for approval by the Aviation Director. Should the written directive be an Operational Directive, the authorized revocation justification will be sent to the Clerk of the Board for filing with the original Operational Directive under revocation. All approved revocation justification memoranda shall be posted to the Department's Written Directives Log to identify why the directive has been revoked to maintain ongoing operational accountability.

**V. SEVERABILITY:**

If any court of competent jurisdiction determines that any provision in this policy is illegal or void, that provision shall be nullified and the remainder of this policy shall continue in full force and effect. If such court rules that any charge, fee, or security deposit requirement is illegal or void, the Aviation Director is authorized and directed to impose a charge, fee, or security deposit requirement that complies with the court order or applicable provisions of law, which shall become effective on the date of imposition and shall continue until modified by the Miami-Dade County Board of County Commissioners.

**VI. EFFECTIVE DATE:**

This operational directive shall become effective 15 days subsequent to its filing with the Clerk of the Circuit Court as Clerk of the County Commission. This operational directive shall remain in effect until revoked or amended.



**Ralph Cutié, Aviation Director**

Date: 6/28/22

**ANNEX: Management Company Procedures to Handle Accounts Receivable and Related Bad Debt Expenses Resulting from Parking Garage User Charges at MIA**



**Management Company Procedures to Handle Accounts Receivable and  
Related Bad Debt Expense Resulting from Parking Garage User  
Charges at MIA**

All accounts receivable from the parking garages at MIA result from customers who either had insufficient funds or no credit card to pay for their parking charges or paid for their charges with a worthless check. In handling all accounts receivable, the Management Company (MC) overseeing the parking garages at MIA must adhere to the rules, regulations, procedures, and amendments thereto, listed under Section I, namely the Authority section of this OD.

In addition, the MC must adhere to the following procedures:

- I. Recording and tracking revenue collection:
  - A. Complete an Insufficient Funds Form that includes the customer parking ticket number, vehicle information, name, phone number, address, driver's license number, amount due, MC supervisor approval, and customer signature. The data collected will be manually entered into an Excel spreadsheet to document the transaction.
  - B. Post revenue collections daily.
  - C. Generate an Aged Accounts Receivable report every month showing the month of transaction, amount collected, uncollected, and the amounts approved by the MDAD Project Manager to be removed from the accounts receivable report, such as non-functioning MAG Card and disputed fees.
- II. Collecting accounts receivable resulting from insufficient funds:
  - A. After 10 calendar days, send the first collection letter.
  - B. After 30 calendar days, send the second collection letter.
  - C. After 45 calendar days, send the third collection letter.
  - D. After 60 calendar days, the receivable is considered uncollectible and is classified as delinquent. All delinquent accounts are submitted to the County's designated Collection Agency for further collection efforts.
- III. Collecting accounts receivable resulting from worthless checks used to pay outstanding amounts:
  - A. Upon receiving notification that a check has been returned from the bank, the MC will contact the customer's bank to assess whether a re-deposit is possible. This step must be documented. If possible, a second deposit attempt must be made.
  - B. If not possible, the MC shall adhere to the steps for collection delineated in Administrative Order No. 4-86.

- IV. Calculating reserve of bad debt expenses:
  - A. All accounts receivable balances over 90 days will be reserved as 50% bad debt on the financial reports.
  - B. Balances over 180 days will be reserved as 100% bad debt on the financial reports.
- V. Writing off uncollectible accounts receivable:

The MC and the MDAD Commercial Operations Manager must adhere to the procedures delineated in Administrative Order No. 3-9.