



Departmental Standard Operating Procedure (DSOP)

DSOP No. 00-02

Last Amended: July 1, 2000

Effective: May 8, 2023

SUBJECT: WRITTEN PROCEDURES FOR MDAD UNITS

PURPOSE AND SCOPE: To establish uniform policy and procedures for the development, establishment, modification, and maintenance of written procedures issued by offices other than the Director's Office at the Miami-Dade Aviation Department (MDAD).

I. AUTHORITY:

- A. Operational Directive No. 99-02, Aviation Department Written Directive System.
- B. Operational Directive No. 99-03, Aviation Department Written Directive System.
- C. Chapter 25-1.2 Miami-Dade County Code, Chapter 25 Miami-Dade Aviation Department Rules and Regulations.
- D. DSOP No. 00-01, Departmental Standard Operating Procedures

II. DEFINITIONS:

- A. *Standard Operating Procedure (SOP)* - A written communication relaying policy, orders, procedures, or instructions to employees. SOPs are issued to mandate, prohibit, direct, or guide the actions of MDAD personnel assigned to a specific sub-element of the Department (division, section, unit, office, etc.), or who are performing some specific function (traffic enforcement, gate assignment, terminal security checks, property management, etc.).
- B. *Issuing Authority* - The MDAD employee authorized to develop, issue and sign written procedures under this DSOP. To be authorized, the individual must be

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a division manager or higher. He or she must also be officially supervising the sub-element or MDAD function to be regulated.

III. POLICY:

- A. Written procedures are intended to provide employees with a clear understanding of the constraints and expectations relating to the performance of their duties, while promoting consistent and effectively coordinated departmental activities.
- B. Uniformity, as prescribed herein, is required in the preparation, issuance, dissemination, and maintenance of written procedures.
- C. Under the authority of MDAD Operational Directive No. 99-03, MDAD Written Directive System, SOPs are enforceable as official written orders.
- D. All employees in the unit or performing the function being regulated by the SOP are required to comply.

IV. PROCEDURES FOR SOP PREPARATION:

A. Format:

- 1. Type of written directive.
- 2. Division issuing the SOP, the last two digits of the year of issuance and the sequential number of the SOP prepared the Division that year. Example: Airside Operations Division SOP 99-02.
- 3. Each SOP will have an appropriate descriptive title.
- 4. Effective date - SOPs become effective on the date stated in the SOP or, if no effective date is provided, on the date signed by the issuing authority. Unless stated in the SOP, they remain in effect until revoked or modified by the issuing authority or higher legal authority.
- 5. Purpose and scope of the document stated briefly and clearly.
- 6. Authority under which the document is issued.
- 7. Policy statements providing employees with a clear understanding of the constraints and expectations relating to the performance of their duties.
- 8. Procedures or guidelines.
- 9. Revocations.
- 10. Cross-references.
- 11. Authorized signature.
- 12. Date.
- 13. List of annexes, if needed.

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- B. A copy of the draft SOP will be forwarded to the Aviation Regulatory Compliance and Audit (ARCA) Division for staff review. The ARCA Division will:
 - 1. Review for conflicts with existing written directives.
 - 2. Recommend appropriate language to eliminate any conflicts.
 - 3. Assist the issuing authority with preparation of the final document.
 - 4. Retain a copy of the final document in a central file.
- C. The issuing authority will make distribution of the new SOP to appropriate personnel and will provide copies to all interested parties.
- D. The issuing authority will be responsible for updating the SOP to keep it current with Department needs and changing operational conditions.

V. USE OF SOPs AND OTHER WRITTEN PROCEDURES:

- A. Written procedures, when developed under a consistent process for their preparation and use, provide a sense of fairness, dependability, and stability to any organization. Due to their beneficial role in effective professional management, all MDAD supervisors are encouraged to develop and use written directives wherever applicable.

However, not all MDAD activities that benefit from written procedures or written informational notices lend themselves to the SOP format. In addition, daily operational needs can require the immediate promulgation of written procedures that cannot be done effectively under the SOP process. For MDAD to operate efficiently within the confines of an established Written Directive System, provision must be made for these situations. Examples could include, but are not limited to:

- 1. Aviation Security and Safety Notices
 - 2. Orders for special events
 - 3. Information Bulletins
 - 4. Maintenance Advisories
 - 5. Changes in security access, facility use, or business practices
- B. The appropriate issuing authority can prepare and issue this type of written procedure as the operational need dictates.
- C. The issuing authority will determine the format for this type of written procedure as the format best suited to the purpose of the written communication. This could include memorandum format, bulletin, poster, flyer, etc.

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- D. A copy of the written procedure will also be forwarded to the ARCA Division for staff review. The ARCA Division will proceed as IV. B. above.
- E. These written procedures become effective when signed by the issuing authority.
- F. Unless expressly stated in the document, this type of written procedure automatically expires one year from the date of issue.

VI. EXCEPTIONS:

The Aviation Department Director may temporarily override this policy in the event of an emergency, such as in the onset and aftermath of a hurricane when Department resources are needed to ensure ongoing operations.

VII. ENFORCEMENT:

MDAD does not accept any liability when actions are in violation of this policy. Employees who violate this policy may be subject to appropriate administrative action as defined and deemed appropriate by the MDAD Human Resources Division and Department Management.

VIII. 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.

IX. REVOCATION:

Revocations and removal of established Department policies requires written justification by requesting division management for review and concurrence by the Department's Aviation Regulatory Compliance and Audit Division (ARCA). Upon written concurrence, the revocation request will be submitted, by ARCA, 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.

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X. 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.

XI. CROSS REFERENCES: None

Approved By:



Ralph Cutié, Aviation Director

Date: 5/8/23