



## **Departmental Standard Operating Procedure (DSOP)**

**DSOP No. 21-02**

**Last Amended: August 25, 2021**

**Effective: February 4, 2026**

### **SUBJECT: PROCEDURES FOR REPORTING CONVEYANCE SYSTEM OUTAGES**

**PURPOSE and SCOPE:** The Miami-Dade Aviation Department (MDAD) recognizes the proper performance of conveyance systems is an operational necessity to provide efficient movement throughout the facility for both the traveling public and employees. Therefore, these procedures have been developed to ensure the reporting of conveyance outages is uniform, efficient and provides a method to capture data to evaluate response time, repairs, duration of outages, and conveyance history.

#### **I. AUTHORITY:**

- A. Departmental Standard Operating Procedure No. 00-01, Departmental Standard Operating Procedures
- B. Chapter 25-1.2 Miami-Dade County Code, Chapter 25 Miami-Dade Aviation Department Rules and Regulations

#### **II. DEFINITIONS:**

- A. Airport IT Service Desk: The centralized support hub responsible for managing technology issues, as well as managing reports of conveyance outages.
- B. Airport Operations Center (AOC): The centralized communication hub for airport activity and information operating under the Integrated Operations and Emergency Management Division.
- C. Alternate Elevator Route Sign: A physical sign used for an out of service elevator that provides directions to the nearest operational elevator that will give users access to the same specific area.

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- D. Conveyance: Equipment group that includes elevators, escalators, and moving walkways.
- E. Conveyance Status Log: A secured shared spreadsheet that is used by the Airport IT Help Desk and the Elevator Section to log conveyance outages and real-time equipment status.
- F. Elevator Section: The Terminal Maintenance group assigned oversight of the Department's conveyance systems and the related service contracts.
- G. Inspection Statuses Log: A secured spreadsheet that is used specifically the Elevator Section to log conveyance inspection statuses and details.
- H. Ivanti: A comprehensive incident logging and tracking platform used specifically by the Airport IT Service Desk to monitor airport systems activity and uniformly document event information and actions.
- I. Out of Service Sign: A physical sign that states when a conveyance is not in service.
- J. Service Company: Companies contracted by Miami-Dade County to provide repairs, inspections, and preventative maintenance to MDAD's conveyance systems.
- K. Situator: A comprehensive incident logging and tracking platform used specifically by the AOC to monitor airport systems activity and uniformly document event information and actions.
- L. Support Divisions: MDAD Divisions assisting in the oversight of conveyances. These Divisions and their assigned areas are defined as follows:
  - 1. Terminal Operations – Main Terminal Building
  - 2. Airside Operations (Gate Control Towers) – Boarding Gates
  - 3. Landside Operations – MIA Parking Garages, Park 8, Rental Car Center (RCC), Miami Intermodal Center (MIC) and Buildings 3094/3095
  - 4. Safety and Security – Cargo Buildings
- M. Tier 1 Conveyance: A conveyance that serves as the sole means of access to or from a specific area. (e.g., a standalone elevator that is the sole method of reaching a boarding gate, train platform, or bus station)
- N. Tier 2 Conveyance: A conveyance with one or more alternate operational conveyances located nearby, all providing access to the same general area. (e.g., a bank of elevators that provide access to the concourses or retail zones). When all nearby alternates conveyances are non-operational, the conveyance is treated as a tier 1 conveyance.

### **III. POLICY:**

The Airport IT Service Desk is responsible for managing reports of conveyance outages and ensuring coordination with the service companies for conveyance repairs.

The Airport Operations Center (AOC) is responsible for ensuring communication with airlines regarding conveyance disruptions and managing elevator entrapment calls.

The Elevator Section shall monitor the condition and performance of conveyances, as well as coordinate all maintenance and inspection activities performed by the service companies.

Support Divisions shall monitor the operational status of conveyances within their assigned areas, report conveyance outages, and oversee the securing measures of conveyances during outages.

### **IV. PROCEDURES:**

#### **A. The Airport IT Service Desk will:**

1. Log conveyance outages in the Ivanti system when notified of an outage, include the following:
  - a. Type of conveyance.
  - b. Serial number of conveyance.
  - c. Assigned service company.
  - d. Location of conveyance.
  - e. Date and time of the reported conveyance outage.
  - f. Tier level.
  - g. Description of the conveyance issue.
2. Contact the appropriate service company to report conveyance outages immediately upon notification of an outage, provide the following:
  - a. Serial number of conveyance.
  - b. Description of the conveyance issue.
3. Obtain an outage report ticket number from the service company and record it in Ivanti.

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4. Log conveyance outages in the Conveyance Status Log, include the following:
  - a. Type of conveyance.
  - b. Serial number of conveyance.
  - c. Assigned service company.
  - d. Location of conveyance.
  - e. Date and time of the reported conveyance outage.
  - f. Ticket number (provided by the service company).
  - g. Description of the conveyance issue.
  
5. Notify the AOC of all conveyance outages, provide the following:
  - a. Type of conveyance.
  - b. Serial number of conveyance.
  - c. Assigned service company.
  - d. Location of conveyance.
  - e. Date and time of the reported conveyance outage.
  - f. Ticket number (provided by the service company).
  - g. Description of the conveyance issue.
  
6. Monitor the daily service status email notification from the service companies and update the Ivanti system, include the following:
  - a. Arrival date and time of the service company.
  - b. Technical description of the conveyance issue and resolution.
  - c. Date and time the conveyance was put back in service.
  
7. Notify the appropriate Support Division when a conveyance has been put back in service.

**B. The AOC will:**

1. Log conveyance outages in the Situator system when notified by the Airport IT Help Desk of an outage, include the following:
  - a. Type of conveyance.
  - b. Serial number of conveyance.
  - c. Assigned service company.
  - d. Location of conveyance.
  - e. Date and time of the reported conveyance outage.
  - f. Ticket number (provided by the service company).
  - g. Description of the conveyance issue.

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2. Notify the appropriate airlines in the event a conveyance outage will directly disrupt or impede their operations, provide the following:
    - a. Type of conveyance.
    - b. Location of conveyance.
  3. Monitor the daily service status email notification from the service company and update the Situator system, include the following:
    - a. Arrival date and time of the service company.
    - b. Technical description of the conveyance issue and resolution.
    - c. Date and time the conveyance was put back in service.
  4. Coordinate response to elevator entrapment calls:
    - a. Receive calls from the emergency elevator phone.
    - b. Communicate with trapped passengers to determine if there are any medical emergencies.
    - c. Report incident to the appropriate service company and alert airport police and fire rescue, if necessary.
    - d. Report incident to the Elevator Section.
- C. The Elevator Section will:
1. Monitor the condition and performance of conveyances:
    - a. Conduct a daily route to inspect the condition and performance of conveyances.
    - b. Determine if a conveyance will require maintenance.
    - c. Log findings in the Conveyance Status Log.
    - d. Determine if a conveyance is operational.
  2. Coordinate annual conveyance inspections performed by the service company:
    - a. Notify the AOC, Support Divisions, and all relevant airlines in advance when a conveyance is scheduled to be taken out of service for an annual inspection, providing the planned date, time, and expected duration of the outage.
    - b. Log conveyance outages in the Conveyance Status Log.
    - c. Notify the AOC, Support Divisions, and all relevant airlines when a conveyance has returned to services following the completion of an annual inspection.
    - d. Update the conveyance status in the Conveyance Status Log.
    - e. Log inspection details in the Inspection Statuses Log.

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3. Contact the appropriate service company to request maintenance on conveyances and report outages, provide the following:
    - a. Serial number of conveyance.
    - b. Description of the conveyance issue.
  4. Log conveyance outages in the Conveyance Status Log, include the following:
    - a. Type of conveyance.
    - b. Serial number of conveyance.
    - c. Assigned service company.
    - d. Location of conveyance.
    - e. Date and time of the conveyance outage.
    - f. Description of the conveyance issue.
  5. Coordinate with the service company during conveyance repairs and maintenance, record updates in the Conveyance Status Log:
    - a. Diagnostic of conveyance outage.
    - b. Repair status of conveyance. (e.g., parts pending delivery)
  6. Monitor the daily service status email notification from the service company. When notified the conveyance is back in service, update the status to working on the Conveyance Status Log.
- D. The Support Divisions will:
1. Conduct monitoring routes within assigned areas daily to monitor the operational status of conveyances.
  2. Report all conveyance outages immediately upon identification to the Airport IT Help Desk at (305) 869-5900. Provide the following:
    - a. Out of service date and time.
    - b. Type of conveyance.
    - c. Serial number.
    - d. Description of the problem.
  3. Secure all Tier 1 Conveyance outages. Secure Tier 2 Conveyance outages, if all alternate conveyances in the immediate vicinity are non-operational:
    - a. Place "Out of Service" signage.
    - b. Place "Alternate Elevator Route" signage, if applicable.
    - c. Block off conveyance access.
    - d. Remove all securing measures upon notification that a conveyance has been put back in service.

**V. 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.

**VI. 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.

Approved By:



Ralph Cutié, Aviation Director

Date: 2/4/26