



Departmental Standard Operating Procedure (DSOP)

DSOP No. 22-01

Last Amended: January 1, 2023

Effective: January 5, 2026

SUBJECT: MIAMI-DADE AVIATION DEPARTMENT ATTENDANCE POLICY FOR OPERATIONS DIVISIONS (LANDSIDE, TERMINAL, AIRSIDE, AND SAFETY AND SECURITY)

PURPOSE: To establish a uniform policy and procedure for managing absenteeism and tardiness for all non-job basis (hourly) employees within the Miami-Dade Aviation Department (MDAD) Operation Divisions. Through the development of this policy, Department management is establishing a plan towards reducing infractions of unscheduled sick/annual leave, tardiness, and time clock errors, while ensuring fairness and consistency with the related progressive disciplinary process.

This policy was initially implemented on January 1, 2022, this amended policy will be effective January 5, 2026. Employees who received verbal counseling(s), a Record of Counseling (ROC), or a Disciplinary Action Report (DAR), and incurred attendance infractions in 2025 will be issued appropriate progressive disciplinary action.

I. AUTHORITY:

- A. Article 16: Hours of Work – AFSCME Local 1542 Collective Bargaining Agreement
- B. Operational Directive No. 99-03, Aviation Department Written Directive System
- C. Departmental Standard Operating Procedure No. 00-01, Departmental Standard Operating Procedures
- D. Chapter 25-1.2 Miami-Dade County Code, Chapter 25 Miami-Dade Aviation Department Rules and Regulations
- E. Fair Labor Standards Act (FLSA)
- F. Family Medical Leave Act (FMLA)
- G. Miami-Dade County Leave Manual
- H. Miami-Dade County Procedure No. 422: Job Abandonment

II. DEFINITIONS:

- A. Absenteeism – Chronic failure to consistently report to work or remain at work as scheduled.

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- B. Business Days – Monday through Friday from 8:00 a.m. to 5:00 p.m., excluding weekends and Miami-Dade County observed holidays.
- C. Continuation – When an employee is absent from work for two (2) or more consecutive days.
- D. Fair Labor Standards Act (FLSA) – The Federal law that establishes minimum wage and overtime standards for employees.
- E. Family Medical Leave Act (FMLA) – Absences due to illness or injury which qualify under FMLA and will not be counted against an employee's attendance record.
- F. Job Basis – Job classifications that are not eligible for overtime compensation.
- G. Leave Restriction – Employees will be placed on leave restriction when they do not report to work as scheduled, frequently calling in sick or annual, and not producing a doctor's note or documentation to excuse absences of more than sixteen (16) hours of unauthorized leave.
- H. Mandatory Overtime – Overtime required in case of emergency situations or due to operational need where the reasonable efforts to seek volunteers has failed. Mandatory overtime is to be assigned in reverse seniority order.
- I. MDAD – Miami-Dade Aviation Department
- J. Non-Job Basis/Hourly Employees – Job classifications that are eligible for overtime compensation.
- K. Pattern Absenteeism – Unscheduled absences the day before or after a scheduled day off such as a weekend, a scheduled holiday, a vacation, a desirable day off, or a specific day of the week, in conjunction with FMLA call outs, or in conjunction with shift exchanges.
- L. Rolling Year – Unscheduled attendance occurrences that fall off twelve (12) months from the date of each occurrence.
- M. Scheduled Absence – An absence that has been approved at least twenty-four (24) hours in advance by the employee's supervisor, in accordance with Division procedures, and minimum staffing levels are met (e.g., approved annual leave, sick leave, floating or birthday holidays, jury duty, military related leave, bereavement leave, FMLA leave, and disability leave).
- N. Unscheduled Absence – An absence that was not scheduled and approved by management and cannot be substantiated via reasonable explanation, supporting documentation and/or supervisor verification.

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- i. Unauthorized (Call In) (PAR Code: "U") – Indicates an unauthorized absence without pay that was not authorized.
- ii. Unauthorized (No Call) (PAR Code: "UN") – Indicates an unauthorized absence without pay, distinguishing those employees who do not call in.

P. Unchargeable Tardy – When an employee arrives less than seven (7) minutes late to work or returns to work more than five (5) minutes after scheduled time but less than seven (7) minutes late from lunch and/or breaks.**III. POLICY:**

This policy applies to all non-job basis employees assigned to an MDAD Operation Division. Employees are expected to adhere to established work schedules to maintain an efficient and effective operation which may be adversely impacted by absenteeism and tardiness. Failure to comply with this policy will be addressed in the employees' annual performance evaluation and may result in absences or tardiness being recorded as Leave Without Pay. Non-compliance may also lead to disciplinary action up to and including dismissal from County service.

All MDAD employees are expected to report for duty as scheduled and be ready for work at their assigned starting time, in complete uniform, possessing any required tools, materials, documents, and identification necessary to fulfill their responsibilities. Failure to be prepared to perform job duties will result in employees being sent home on their own time. Should an employee fail to return to work, they may be subject to receiving unauthorized leave.

IV. PROCEDURES:

Operation Division management (i.e., Division Directors, Chiefs, Supervisors) is responsible for informing and reviewing this policy with their assigned personnel, ensuring the policy is accessible and that employees comply with the requirements. All employee communication is to be documented on a Personnel Record Summary (PRS) and/or Attendance Report.

A. GENERAL REQUIREMENTS:

1. Employee work responsibilities are to commence at their assigned starting time through the end of their workday.
2. Employees who are running late due to an unforeseen condition are expected to make every effort to call in prior to the start of their assigned work shift to report their tardiness. Failure to call in will result in employees being charged Unauthorized No Call (UN).

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3. If an employee has concerns as to whether a swipe was properly accepted, they are required to promptly notify their direct supervisor to review the swipe for any discrepancies.
4. Employees are required to work scheduled or mandatory overtime.
5. On County observed holidays, employees are required to report to work and remain for the duration of their scheduled shift.

B. EMPLOYEE RESPONSIBILITIES AND GUIDELINES:

1. Employees must submit and retain documented approval for leave to be considered Scheduled Leave.
2. Employees are required to notify their immediate supervisor or designee whenever they will incur an unscheduled absence, arrive late, or need to leave early. This is considered Unscheduled Leave.
3. For an absence charged to Annual Leave (AL) to not be considered as unscheduled, eight (8) hours advance notice is required, and it must be approved by a supervisor in accordance with the respective division's minimum staffing Standard Operating Procedure.
4. Non-Job Basis employee time is captured utilizing the TimeTrak System, which is the Department's official time clock. Employees are expected to swipe in and out correctly to maintain an accurate record of their time and attendance.
5. Swiping in or out for another employee is considered a policy infraction which will result in disciplinary action, up to and including dismissal from County service.
6. Employees are required to swipe in and out at their designated TimeTrak clock at the start of a shift, when a break is taken, when returning from a break (as applicable), and at the end of a shift, except for operational field personnel who do not swipe in and out for breaks. Failure to swipe in or out at the designated TimeTrak clock(s) will result in appropriate administrative action.
7. When an hourly employee is off from work due to a reason other than pre-approved scheduled leave, the employee must call in or speak to a supervisor or designee.
8. Employees shall notify their supervisor when they have excessive annual leave hours that may be forfeited if not used by their leave anniversary date.

C. MANAGEMENT RESPONSIBILITIES AND GUIDELINES:

1. Division Management shall inform all employees under their supervision of this Attendance Policy and advise them of where it can be found for future reference. MDAD policies are posted on the Department's intranet and internet sites.

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2. Division management shall acknowledge and reinforce an employee's record of good attendance.
3. Division management shall uniformly enforce this Attendance Policy to maximize operational effectiveness.
4. Division management shall ensure time entries are accurately recorded for each employee. Absences, late arrivals, early departures, and failures to swipe should be documented. Any actions taken for recurring errors or irregularities should also be supported.
5. Division management shall review and respond to employee requests for time off within 72 hours if the request is made at least 30 days prior to the leave date(s) requested.
6. Division management shall review time records for patterns of abuse or misuse of sick or annual leave, late arrivals, early departures and/or failures to swipe. Examples of patterns include: absences or tardiness on the same day each week, before or after assigned days off, after a payday, or excessive/frequent use of accrued time. Employee attendance records are to be reviewed no less than bi-weekly.
7. Division management is required to inform its staff of which TimeTrak System clock(s) they are required to utilize for recording arrivals and departures.
8. If Division management suspects that an employee may be abusing FMLA, they are to contact MDAD's Human Resources Division (MDAD HR) for guidance.

D. TIMETRAK TIME REPORTING:

1. TimeTrak time reporting elements are as follows:
 - i. Time is captured in 15-minute increments: .25, .50, .75, and 1:00.
 - ii. If there is a seven (7) minute or less variance from the quarter hour when clocking in, the TimeTrak System will result in the time being rolled back to the closest quarter hour in the elapsed timesheet.
 - iii. If there is an eight (8) minute or more variance from the quarter hour when clocking in, the TimeTrak System will result in the time being rolled forward to the closest quarter hour in the elapsed timesheet.
2. The following procedures are to be followed when an employee expects to be late for work and/or fails to swipe in or out on the TimeTrak timeclock:
 - i. Late seven (7) minutes or less – Employee must call their division's applicable Control Center or designee to advise of the situation. If the designee is unavailable, the employee must leave a voice message. Although these incidents are not considered chargeable, an employee is

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still considered tardy, and each incident will be recorded and monitored. Within a 12-month period, employees with six (6) late arrivals that are seven (7) minutes or less, will be verbally counseled and recorded on a PRS. If employees incur nine (9) or more late arrivals within the 12-month period, it will result in appropriate administrative action and will be reflected in an employee's annual performance evaluation. Below are the recommended benchmarks to downgrade an employee's performance evaluation in the "Work Habits" category:

- Six occurrences – Downgraded one level
- Nine occurrences – Downgraded two levels
- Twelve or more occurrences – Unsatisfactory rating

Occurrences will be recorded and monitored every 12-months during an employee's applicable performance rating period.

- ii. Late eight (8) minutes or more – Employee must call their division's applicable Control Center or designee to advise of the situation. If the designee is unavailable, the employee must leave a voice message. Incidents will result in employees being charged an infraction for each late occurrence. Employees who are between eight (8) and fourteen (14) minutes late will be charged half an occurrence. Employees who are late fifteen (15) minutes or more will be charged one occurrence. Continuous late arrivals will result in appropriate administrative action being administered and reflected in an employee's annual performance evaluation.
- iii. Failure to swipe – Employee must immediately notify their direct supervisor or designee to inform them of the situation so the arrival and/or departure time can be properly recorded.

Within a 12-month period, employees with six (6) occurrences of failing to swipe in or out will be verbally counseled and recorded on a PRS. If employees incur nine (9) or more occurrences within the 12-month period, it will result in appropriate administrative action and will be reflected in the employee's annual performance evaluation. Below are the recommended benchmarks to downgrade an employee's performance evaluation in the "Work Habits" category:

- Six occurrences – Downgraded one level
- Nine occurrences – Downgraded two levels
- Twelve or more occurrences – Unsatisfactory rating

Occurrences will be recorded and monitored every 12 months during an employee's applicable performance rating period.

3. Employees are considered tardy if they are not ready or not working at their workstation/post at the beginning of their assigned work schedule.

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4. Employees will be required to verify their swipes to warrant that the swipes are accepted in the TimeTrak System. Employees are to refer to their respective Divisional Standard Operating Procedures (SOP) for instructions on how to verify TimeTrak swipes.
5. Employees are not to make multiple swipes to warrant that the original swipe registered. This will require management to review and research the unnecessary swipes and eliminate them from the TimeTrak System.
6. Employees who are having problems swiping in or out are to notify their supervisor or division management immediately. If there is no supervisor or division management on duty, employees are to notify their supervisor via email. Once reported, employees are to contact the IT Help Desk at 305-869-5900 (extension 5900) to report any problems not resulting from human error.

E. UNSCHEDULED LEAVE:

1. Once the employee speaks to a supervisor or designee, the supervisor or designee shall record the employee's leave time according to his/her situation. If the employee has been approved for FMLA, the supervisor must confirm if the situation is related to his/her FMLA and if so, the supervisor or designee must utilize the correct code (SF, AF or WF) for the FMLA leave, as indicated by MDAD HR. Otherwise, code the employee as "S" Sick or "A" Annual.
2. Employees who fail to call in to report their absence will have the day coded Unauthorized No Call "UN".
3. For unscheduled leave, proof of illness and/or medical condition(s) may be required by the employee's supervisor and coordinated through the MDAD HR. Only MDAD HR is authorized to maintain an employee's medical documentation. All medical documentation is to be submitted to MDAD HR prior to or within three (3) business days of an employee returning to the workplace. All medical documentation will be verified by MDAD HR. If determined that the documentation is fraudulent, the employee will be subject to appropriate administrative action. Any medical documentation submitted after the allotted three (3) business days will not be accepted nor reviewed by MDAD HR. Absences covered by medical documentation and/or doctor's notes will be counted as one (1) occurrence. The occurrence is applied on the last day of the absence. Failure to provide a doctor's note and/or medical documentation will result in each day absent being counted as an individual occurrence.

F. INFRACTION TIERS:

The following tiers are intended to establish a standard for administering administrative action for attendance occurrences of Unauthorized Absences (Annual or Sick Leave), Late Arrivals that are eight (8) minutes or more, and Early Departures.

1. **First Tier** – Within a twelve (12) rolling month period, employees may ask for a copy of their bi-weekly Attendance Report to monitor their unscheduled leave

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occurrences. Employees with eight (8) attendance occurrences will be verbally counseled and recorded on a PRS and the employee's Attendance Report. If no further combined attendance occurrences are accrued within a twelve (12) rolling month period, they will drop off the employees' Attendance Report.

2. **Second Tier** – Within a twelve (12) rolling month period, employees with twelve (12) attendance occurrences after being verbally counseled will receive a ROC. If no further combined attendance occurrences are accrued during a twelve (12) rolling month period from the date the ROC is presented, the employee may return to the first tier where they can incur eight (8) occurrences before advancing to the next level of progressive disciplinary action.
3. **Third Tier** – Within a twenty-four (24) rolling month period, employees with sixteen (16) attendance occurrences after receiving an ROC will receive a DAR (Written Reprimand). If no further combined attendance occurrences are accrued during a twelve (12) rolling month period from the date the DAR is finalized, the employee may return to the first tier where they can incur eight (8) occurrences before advancing to the next level of progressive disciplinary action.
4. **Fourth Tier** – Within a twenty-four (24) rolling month period, employees with twenty (20) attendance occurrences after receiving a DAR (Written Reprimand) will receive a five (5) day suspension and be placed on Leave Restriction as defined in this policy. Continuous attendance occurrences may result in being charged Unauthorized Leave "U" and receiving progressive disciplinary action, up to and including dismissal from County service.

Example of a Twelve (12) Rolling Month Period:

If an employee incurs an attendance occurrence on August 1, 2024, the occurrence will drop off the employee's Attendance Report on August 1, 2025. Attendance occurrences will be tallied for 12 and 24 rolling month periods to determine the employee's infraction tier and if any applicable progressive disciplinary action is necessary.

G. SCHEDULED ANNUAL AND SICK LEAVE APPROVAL PROCESS:

1. To be approved for annual or sick leave, employees **must** have the applicable accrued leave available at the time the leave is requested. Failure to have available accrued leave hours may result in the leave being denied. Examples of authorized absences are:
 - i. Funeral Leave
 - ii. Family Medical Leave Act (FMLA) / Leave of Absence
 - iii. Jury Duty
 - iv. Job Injury
 - v. Military Leave
 - vi. Pre-approved leave through the Division's Leave Approval process
 - vii. Required Court Appearances

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- viii. Union Business that has been approved by Labor Relations, MDAD HR and the respective Division
- ix. Sick Leave covered by a doctor's note
- x. Other circumstances approved by a Division Director with supporting documentation

2. Employees may submit leave requests during shift bids for vacation for leave to be taken when their leave conversion occurs. However, if the employee does not have sufficient accrued leave to cover the hours requested, their leave may be denied.
3. In the event the employee has a verifiable emergency or unforeseen circumstance (personal doctor's appointment, doctor's appointment for a family member, death of a family member or friend) the employee must provide supporting documentation for review and approval by their Division Director.

H. WELLNESS CALLS:

1. Calls that will be conducted by an employee's supervisor when an employee is absent two (2) consecutive days and fails to communicate the reason(s) for the absence.
2. If it is determined an employee is absent due to a medical matter, they will be advised to contact MDAD HR for guidance.

I. DOCUMENTATION TO BE CLEARED TO RETURN TO WORK:

Employees who are absent for two (2) or more consecutive days due to a serious medical condition/injury, and whose absences are not covered or related to a current approved FMLA, will be required to submit a doctor's note and/or supporting documentation. This documentation will be reviewed and cleared by MDAD HR to ensure the employee is able to perform the essential job functions and duties before returning to work.

J. JOB ABANDONMENT:

When an employee fails to call or report to work for three (3) consecutive days, such unscheduled absence may be considered a resignation by Job Abandonment. Supervisors are directed to begin the abandonment process immediately upon an employee's failure to report their absence from work. MDAD HR will provide guidance and assistance concerning issues related to Job Abandonment.

K. EMPLOYEE WORK SCHEDULES:

1. Employee work schedules are determined by the respective Division Management. Schedule changes are to comply with Article 16: Hours of Work, AFSCME Local 1542 Collective Bargaining Agreement.

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2. For the purpose of time keeping, employee attendance at Department approved meetings, trainings, and seminars is considered time worked.
3. Non-Job Basis employees will be compensated for time worked in excess of their normal work schedule at an overtime rate.
4. Overtime hours will be assigned and approved by Division Management.

V. EXCEPTIONS:

1. This policy does not apply to employees approved for FMLA. If employees exhaust their approved FMLA leave, this policy will be applied.
2. The Job Abandonment procedure is only applicable to employees with classified service rights, or for exempt employees who previously attained permanent status in the classified service.
3. Management will impose appropriate disciplinary action based on the nature of an infraction committed and in accordance with Administrative Order No.: 7-3: Disciplinary Action.

VI. ENFORCEMENT:

1. MDAD does not accept any liability when actions are in violation of this policy.
2. Employees who violate this policy will be subject to corrective and/or disciplinary actions as defined and deemed appropriate by Department Management.

VII. 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.

VIII. 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 and transparency.

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IX. 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

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