



Departmental Standard Operating Procedure (DSOP)

DSOP No. 02-01

Previously Amended: January 14, 2001

Effective: 12-23-15

SUBJECT: Requests for Letters of Introduction or Endorsement from the Miami-Dade Aviation Department

PURPOSE and SCOPE: To establish policy and procedures for processing endorsement or reference requests made to Miami-Dade Aviation for known private businesses.

I. AUTHORITY:

- A. Operational Directive No. 99-03, Aviation Department Written Directive System.
- B. Departmental Operating Procedures No. 00-02, Written Procedures for MDAD Units.
- C. Chapter 25 of the Miami-Dade County Code, Miami-Dade Aviation Department Rules and Regulations.
- D. Resolution R-124-05 – [Development and maintenance of a database system capable of tracking all facets of construction, architectural and engineering services projects, in order to foster improved performance.]

II. BACKGROUND:

From time to time, Aviation Department staff may receive requests for letters of endorsement or references for businesses that are operating or have operated at the Department. This directive establishes the Department's policy and procedures for processing such requests.

III. POLICY:

The Aviation Department shall comply with requests to provide performance evaluations or business reference information from third party requestors. All evaluations, references and endorsements shall be authorized by an Assistant Aviation Director on behalf of the Aviation Department. Nothing in this DSOP shall constrain the ability of Aviation staff, at any level, to provide information to Miami-Dade County about businesses operating at the Department.

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IV. PROCEDURES:

- A. All Department employees responsible for completing performance evaluations in the Capital Improvements Information System's (CIIS) management database shall do so assuring information provided is accurate and timely, as required by R-124-05. Prior to submission of the evaluation, staff will discuss planned ratings with their Assistant Director, who shall approve the evaluation on the Department's behalf. Staff will submit the evaluations once the approval has been received.
- B. All Aviation staff who receive internal requests (from other County Departments) for reference or endorsement of a known business, vendor or proposer, shall forward such request to their Assistant Director, who will respond on the Department's behalf.
- C. All Aviation staff who receive requests from third parties (non-Miami-Dade County requests) for reference or endorsement of a known business, vendor or proposer, shall complete the MDAD *Business Reference Form (Exhibit A)* and submit it to their Assistant Director, who will approve and submit the endorsement on the Department's behalf.
- D. All references, endorsements, and the like, shall be completed with the utmost care and due diligence, meaning exerting reasonable effort and care, to assure information provided is true, accurate and complete.

V. EXCEPTIONS

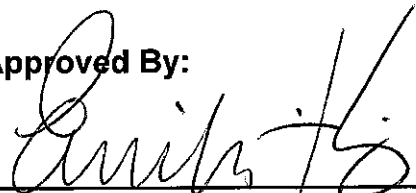
- 1. Nothing in this directive shall conflict with the requirements of Administrative Order 7-7, Employees Having Knowledge of a Crime, nor abrogate the employee's right to contact the Office of the Inspector General or law enforcement agency.

VI. ENFORCEMENT

- 1. MDAD does not accept any liability when staff 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.

Attached – Exhibit A: Business Reference Form

Approved By:



Emilio T. González, Aviation Director

Date: 12-23-15



Business Reference Form

Third Party Information (Requestor)

Name of Requestor: _____

Requestor's Business Name: _____

Information about Known Business/Vendor/Proposer

Name of Known Business/Vendor/Proposer: _____

Time Period Relevant to Information: _____

Project Name Relevant to Information: _____

(Unless information is project specific, provide information on latest project.)

Total Project Budget: _____

Final Project Cost: _____

(or, Total Revenue Collected, as applicable)

Services provided were: **Satisfactory / Not Satisfactory**

(Additional information, as available, may be requested under a Public Records request to the Miami-Dade Aviation Department as per Florida Statutes §119.01, Miami-Dade County Administrative Order 4-48 and Miami-Dade Aviation DSOP 00-08)

Information is submitted on behalf of the Miami-Dade County Aviation Department, as authorized by: _____

Assistant Aviation Director Signature and Date

Assistant Aviation Director Name and Contact Information