



Departmental Standard Operating Procedure (DSOP)

DSOP No. 21-02

Effective: August 25, 2021

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 the traveling public as well as employees. Therefore, these procedures have been developed to ensure outages are reported properly and the assets are brought back online with minimal disruption.

I. AUTHORITY:

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

II. DEFINITIONS:

- A. Airport Operations Center (AOC): The area within the Terminal Operations Division that serves as the central communication point of airport activity and information.
- B. Conveyance Systems: Equipment group that includes elevators, escalators, moving walkways, wheelchair lifts and dumb waiters.
- C. Elevator Section: The Terminal Maintenance group assigned oversight of the Department's conveyance systems and the related service contracts.
- D. Service Companies: Companies contracted by Miami-Dade County to provide repair, inspection, and preventative maintenance to MDAD's conveyance systems.
- E. Situator: A comprehensive incident logging and tracking platform used by the AOC to monitor airport systems and activity and uniformly document event information and actions.
- F. Support Divisions: MDAD Divisions assisting in the oversight of non-terminal elevators. These Divisions are defined as follows:
 - 1. Landside Operations – MIA Parking Garages, Park 8 and Buildings 3094/3095
 - 2. Safety and Security – Cargo Buildings

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III. POLICY:

All conveyance system incidents and/or outages must be reported to the Airport Operations Center (AOC) at **(305) 876-0385** and recorded in Situator, the system of record for all conveyance system matters. Scheduled and/or planned unit outages will also be logged in Situator by the Department's Elevator Section. This policy and process ensures dispatch of the corresponding Service Company is uniform, timely and provides a method to capture data to evaluate response time, excessive or repetitive repairs, duration of a unit's outage, and unit history.

All conveyance systems have been assigned a priority level within Situator as determined by the Department based on the operational need of each unit. All elevators and escalators are considered **critical** and must be reported for repair immediately. All moving walkways are considered a **priority** and these units must be called in for service no later than the next business day. Although this priority level designation may not directly correlate to the Service Provider's response time, it will assist the Department in determining if the provider is adhering to their respective contract terms.

The Department's Elevator Section is responsible for the status of all conveyance system components and following up with Service Companies, monitoring and resolving maintenance, service, and repair matters.

IV. PROCEDURES:

- A. For conveyance systems located **INSIDE** the Terminal, Concourses, and the Federal Inspections Stations, the AOC will:
 1. Dispatch a Terminal Operations field unit to verify the outage, secure the unit and place an *Out of Service* sign. The Terminal Operations field unit will report findings back to the AOC.
 2. Open a Situator outage incident.
 3. Contact the appropriate Service Company and complete the incident log with the following information:
 - a. Out of service date and time.
 - b. Unit number.
 - c. Service Company contact information.
 - d. Reference/confirmation number.
 - e. Description of the problem as described by the Terminal Operations field unit, Service Company, or MDAD Elevator Section representative.
 - f. Expected time of Service Company arrival. This information should be requested from the Service Company.
 - g. Update incident log as needed to ensure all interested parties are receiving current information on equipment status.
 - h. Generate a daily status report advising of all out of service units.
 - i. Log all calls, updates, notifications and information relative to the malfunctioning unit.

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- B. For conveyance systems located **OUTSIDE** of the Terminal, Concourses, and the Federal Inspections Stations, AOC will:
1. Open a Situators outage incident.
 2. Advise applicable Support Division of the outage if it is not being reported by the Support Division.
 3. Support Division will dispatch a field unit to verify the outage, secure the unit and place an *Out of Service* sign. The Support Division field unit will report findings back to the AOC.
 4. Contact the appropriate Service Company and complete the incident log with the following information:
 - a. Out of service date and time.
 - b. Unit number.
 - c. Service Company contact information.
 - d. Reference/confirmation number.
 - e. Description of the problem as described by the Support Division field unit, Service Company, or MDAD Elevator Section representative.
 - f. Expected time of Service Company arrival. This information should be requested from the Service Company.
 - g. Update incident log as needed to ensure all interested parties are receiving current information on equipment status.
 - h. Generate a daily status report advising of all out of service units.
 - i. Log all calls, updates, notifications and information relative to the malfunctioning unit.
- C. The AOC will perform the following tasks on an ongoing basis:
1. Monitor all outages and ensure that all *Out of Service* signage are placed and removed when the unit has returned to service. For equipment located outside of the Terminal, the Support Division will ensure signage is placed and removed.
 2. Continue to provide Management the daily report of units out of service.
 3. Work with the Elevator Section to ensure that service expectations are met.
- D. AOC staff should be aware that the Service Companies are required to comply with, or report, the following as outlined in their respective agreements:
1. Respond to outages within one (1) hour of being advised Monday through Friday 8:00 am to 4:30 pm and two (2) hours from 4:30 pm to 8:00 am Monday through Friday, weekends, and holidays.
 2. Provide the AOC with an expected time of arrival.
 3. Contact the AOC upon arrival and departure from the site.

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4. Advise the AOC of diagnostics and expected time of repair completion.
5. Advise the AOC of parts pending delivery and expected time of repair completion.
6. Advise the AOC and the Elevator Section once the unit is placed back in service.

If a Service Company is failing to provide the above information, the AOC must notify the Elevator Section for corrective action.

E. The Elevator Section is responsible for:

1. Reporting and logging preventative maintenance and/or inspection shutdowns into Situator.
2. Inspecting all work performed by the Service Companies to include incident, inspection, and preventative maintenance activities.
3. Ensure Service Companies adhere to contract terms for inspections and preventative maintenance.
4. Ensure Service Companies invoice per the contract terms.
5. Review and approve all invoices.
6. Ensure that these procedures are followed by all parties.

V. ENFORCEMENT:

1. MDAD does not accept any liability when actions are in violation of this policy.
2. 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.

VI. 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.

VII. 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

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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.

VIII. 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, Interim Aviation Director

Date: 8/25/21