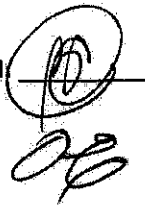


STANDARD OPERATING PROCEDURE
Miami-Dade Aviation Department
Landside Operations
S.O.P. 04-01
Amended Date: February 24, 2015

Approved



SUBJECT: TRAFFIC CONTROL AND ENFORCEMENT

PURPOSE: To establish policy and procedures for Landside personnel assigned to traffic control. These procedures are to be used in conjunction with Landside Traffic Control training.

I. AUTHORITY:

- A. Miami-Dade County Code of Ordinances, Chapter 25, Aviation Department Rules and Regulations; Section 25-2.26 Enforcement.
- B. Miami-Dade County Code of Ordinances, Chapter 30, Traffic and Motor Vehicles.
- C. Miami-Dade County Code of Ordinances, Chapter 31, Vehicles for Hire.
- D. Operational Directive (OD) No. 81-42, Miami International Airport Taxicab Operations.
- E. Operational Directive (OD) No. 24A, Ground Transportation Service Permits for Off-Airport Car Rental Companies and Parking Lot Operators.
- F. Operational Directive (OD) No. 02-05, Vehicle Towing – Miami International Airport.

II. POLICY:

It is the policy of the Miami-Dade Aviation Department to establish and provide procedures for the safe and orderly access to and movement within safety and public areas by pedestrians and ground vehicles. This includes identifying the consequences of noncompliance with authorities and procedures by visitors, employees, tenants, or contractors. These consequences include the issuance of citations.

III. PROCEDURES:

A. APPROACH:

1. LOWER DRIVE:

When traffic conditions permit drivers should be greeted (i.e., "Good morning", "Good afternoon") and informed of flights about to arrive in the area. Explain courteously to drivers that they may stay until the area becomes busy however, the vehicle cannot be left unattended. Provide alternatives, such as parking in the garages or waiting in the Cell Phone Lot (give directions to the Cell Phone lot).

2. UPPER DRIVE:

Whenever possible, each driver should be guided to an area closest to the curbside. When traffic conditions permit request that the driver unload as quickly as possible so that others have the opportunity to use the loading zone.

STANDARD OPERATING PROCEDURE
Miami-Dade Aviation Department
Landside Operations
S.O.P. 04-01
Amended Date: February 24, 2015

Approved: 

3. DO's...
 - a. Always try to make eye contact with drivers.
 - b. Inform drivers that the garages and Cell Phone Lot are available alternatives.
 - c. Always address drivers with courtesy and respect.
 - d. Always attempt to speak to drivers in a friendly, approachable way.
 - e. Always ask drivers for their cooperation when the area is busy.
 - f. Inform drivers of the most efficient way to return to the requested location.
4. DON'TS...
 - a. Avoid touching a vehicle in an attempt to get the driver's attention.
 - b. Avoid yelling or using abrupt commands (i.e. "move it", "read the signs").
 - c. Avoid rude/sarcastic comments, gestures or facial expressions.
- B. POSITIONING:
 1. When directing traffic, always face oncoming vehicles.
 2. When issuing a parking citation, attempt to complete the citation standing on the curbside instead of standing in the roadway.
 3. When directing traffic from a pedestrian crosswalk, position yourself toward the front of the crosswalk, serving as a barrier between traffic and pedestrians to allow pedestrians to cross safely behind you.
 4. Unless otherwise instructed by an Officer 2 or Senior Officer, the Officer 1 assigned to traffic should remain in the assigned area.
- C. LOWER DRIVE/UPPER DRIVE:
 1. On the Lower Drive enforcement personnel should remain between the center island and the loading zone.
 2. On the Upper Drive enforcement personnel should remain between the center island and the curbside. Do not position yourself behind the ticket counters on the upper drive.

STANDARD OPERATING PROCEDURE
Miami-Dade Aviation Department
Landside Operations
S.O.P. 04-01
Amended Date: February 24, 2015

Approved: 

3. Always remain in your assigned area. If no traffic or enforcement is required, an Officer 2 or Sr. Officer may reassign you to another area.
4. Do not congregate with other airport employees/personnel, including your co-workers.

D. ENFORCEMENT:

1. Enforcement (issuing parking citations) is used as a means to remove an unattended vehicle.
2. The sole purpose for issuing a citation is as a prerequisite for towing. However, if the area is busy and curb space is required, yet a patron refuses to move, contact your Officer 2 and or Sr. Officer so that they can interact with the patron.

E. TOWING PROCEDURE:

SEE O.D. 02-05 (ATTACHED)

F. PARKING ENFORCEMENT (EMPLOYEE LOT, CARGO, REMOTE AREAS)

1. Parking citations are to be voided if the driver returns to the vehicle.
2. Uniformed Civil Violations - If the Taxi lot is full, exercise proper judgment and cite only those vehicles that pose a hazard.

G. EMPLOYEE LOT:

1. Personnel should be sent to the employee lot in order to conduct decal validation.
2. Illegally parked vehicles are to be cited.
3. If decals are expired or not permanently affixed, citations are issued to those vehicles.
4. No tows are to be conducted in the employee lot unless approved by the Senior Officer.

H. CARGO PATROL:

1. No tows are to be conducted in the Cargo area, unless the area is clearly marked with proper signage indicating where towed vehicles can be claimed.
2. In the absence of appropriate signage, only parking enforcement is to be conducted.

I. OTHER REMOTE AREAS:

1. Parking enforcement will be conducted by an LO2, unless otherwise instructed by the Senior Officer, Supervisor or the Division Director.

J. RESOLUTION OF ISSUED CITATIONS:

1. The following procedures address both calls and in-person inquiries regarding enforcement actions.

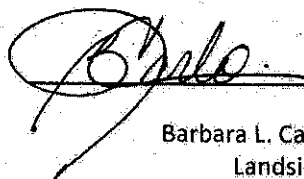
- a. For Parking Citations calls or in-person inquiries from drivers regarding enforcement action will be handled by a Landside supervisor or the Landside division director. After business hours, calls will be handled by the on-duty senior officer. (Citation "UPCC" Court process of appeal information is behind the ticket or payment information).

Under no circumstances shall an officer that writes a citation be asked by anyone to meet or call any patron that has received this type of violation; all information for appeals or payment are on the back of the citation.

- b. For Uniformed Civil Violation Notice (UCVN) calls or in-person inquiries from ground transportation operators, including taxicab drivers, will be handled by a senior officer, a supervisor or the division director. If the senior officer deems it appropriate or necessary, the employee involved in the matter may be called to the office. Any matter related to *policy* is to be referred to a Landside supervisor.

- c. In the event the inquirer has a question that cannot be answered by the senior officer, supervisor or division director, the inquirer is to be advised that the matter will be further investigated. The senior officer, supervisor, or division director is to gather sufficient information to allow for proper investigation of the matter and contact information should be obtained. The inquirer should be provided an estimated date of response, taking into consideration the issuing officer's schedule, thus avoiding calls to employees when they are off duty.

- d. Upon completion of the investigation, a Landside supervisor or the division director will contact the inquirer and advise them of the final outcome of the investigation.



Barbara L. Carlo, Division Director
Landside Operations

2/24/15
Effective Date