

STANDARD OPERATING PROCEDURE

Miami-Dade Aviation Department

Airside Operations

S.O.P. No. 04-01

Effective: March 4, 2004

SUBJECT: AIRLINE DISPUTE RESOLUTION PROCEDURE

PURPOSE: To establish policy and procedures for airlines currently operating or desiring to operate at Miami International Airport (MIA) to resolve disputes efficiently and inexpensively.

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.

II. POLICY:

The Miami-Dade Aviation Department (MDAD) shall provide dispute resolution assistance when requested by an airline. To this effect, the procedures delineated in this document have been created.

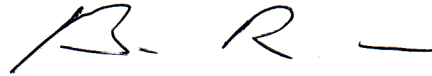
III. PROCEDURE:

- A. Requests for assistance shall be directed to the MDAD Airside Operations Division (AOD) in writing. Prior to a formal request, the airline may call the AOD at 305-876-7385 to explain the issue. Parties are reminded that any written document submitted to the AOD becomes a public record. Any person asking for such document is entitled to review and copy.
- B. Within seven calendar days from receiving the written request, and AOD officer will schedule a meeting with the interested parties through a conference call at which time the attending representatives will be designated.
- C. At the initial meeting, each party will be permitted to present its position through a combination of oral comments and written documents. The AOD officer may ask questions or provide comments throughout the presentations and will maintain order.

- D. The AOD officer is not responsible for providing a court reporter or minutes of meetings.
- E. At the conclusion of each party's presentation, the AOD officer may attempt to resolve the matter. If the parties are willing to accept the resolution, the AOD officer's recommendation will be binding and provided to the affected parties in writing.
- F. If resolution is not accomplished at this point, a meeting will be arranged with the Assistant Aviation Director for Operations, the AOD officer, and representatives from the affected airlines. If necessary, further meetings will be arranged with the Deputy Aviation Director and, ultimately, the Aviation Director. The decision of the Aviation Director will be binding and will provided to the affected airlines in writing.

REVOCATION: None.

CROSS REFERENCES: None



Bruce Drum, Assistant Aviation Director
for Operations

Date: March 4, 2004