

MEMORANDUM

Agenda Item No. 11(A)(13)


TO: Honorable Chairwoman Audrey M. Edmonson
and Members, Board of County Commissioners

DATE: May 19, 2020

FROM: Abigail Price-Williams
County Attorney

SUBJECT: Resolution directing the County
Mayor to survey passengers
about their experiences with
airlines at Miami International
Airport and provide a report to
this Board about the
implementation and results of
such surveys

The accompanying resolution was prepared and placed on the agenda at the request of Prime Sponsor Senator Javier D. Souto.



Abigail Price-Williams
County Attorney

APW/lmp



MEMORANDUM
(Revised)

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and Members, Board of County Commissioners

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Please note any items checked.

- "3-Day Rule" for committees applicable if raised**
- 6 weeks required between first reading and public hearing**
- 4 weeks notification to municipal officials required prior to public hearing**
- Decreases revenues or increases expenditures without balancing budget**
- Budget required**
- Statement of fiscal impact required**
- Statement of social equity required**
- Ordinance creating a new board requires detailed County Mayor's report for public hearing**
- No committee review**
- Applicable legislation requires more than a majority vote (i.e., 2/3's present ____, 2/3 membership ____, 3/5's ____, unanimous ____, CDMP 7 vote requirement per 2-116.1(3)(h) or (4)(c) ____, CDMP 2/3 vote requirement per 2-116.1(3)(h) or (4)(c) ____, or CDMP 9 vote requirement per 2-116.1(4)(c)(2) ____) to approve**
- Current information regarding funding source, index code and available balance, and available capacity (if debt is contemplated) required**

Approved _____ Mayor

Agenda Item No. 11(A)(13)

Veto _____

5-19-20

Override _____

RESOLUTION NO. _____

RESOLUTION DIRECTING THE COUNTY MAYOR OR COUNTY MAYOR'S DESIGNEE TO SURVEY PASSENGERS ABOUT THEIR EXPERIENCES WITH AIRLINES AT MIAMI INTERNATIONAL AIRPORT AND PROVIDE A REPORT TO THIS BOARD ABOUT THE IMPLEMENTATION AND RESULTS OF SUCH SURVEYS

WHEREAS, the leading economic engine for Miami-Dade County, Miami International Airport ("MIA"), ranks among the busiest airports in the world and the third-busiest airport in the United States for international passengers; and

WHEREAS, MIA boasts a lineup of over 100 air carriers; and

WHEREAS, the Miami-Dade Aviation Department ("MDAD") strives to offer customers a world-class experience when traveling to and through MIA; and

WHEREAS, one way to achieve this objective is to survey passengers about their experience with the air carriers who service MIA; and

WHEREAS, this would allow MDAD the opportunity to share the results of such surveys with the airlines so that they are able to better understand their operations at MIA from the customers' perspective and in turn improve customer satisfaction; and

WHEREAS, passengers who share their positive encounters would also assist MIA's air carriers in understanding which methods yield the best results at MIA; and

WHEREAS, passengers who share their negative experiences would allow airlines to identify and focus on areas for improvement; and

WHEREAS, because passenger satisfaction at MIA is an essential part of the world-class experience, this Board believes that the County Mayor or County Mayor's designee should survey passengers about their experiences with airlines at MIA,

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF COUNTY COMMISSIONERS OF MIAMI-DADE COUNTY, FLORIDA, that this Board:

Section 1. Directs the County Mayor or County Mayor's designee to survey passengers about their experiences with airlines at Miami International Airport.

Section 2. Directs the County Mayor or County Mayor's designee to provide a report to this Board pursuant to Ordinance No. 14-65 within 60 days of the effective date of this resolution about the implementation and results of the surveys identified in section 1 above.

The Prime Sponsor of the foregoing resolution is Senator Javier D. Souto. It was offered by Commissioner _____, who moved its adoption. The motion was seconded by Commissioner _____ and upon being put to a vote, the vote was as follows:

Audrey M. Edmonson, Chairwoman

Rebeca Sosa, Vice Chairwoman

Esteban L. Bovo, Jr.

Jose "Pepe" Diaz

Eileen Higgins

Joe A. Martinez

Dennis C. Moss

Xavier L. Suarez

Daniella Levine Cava

Sally A. Heyman

Barbara J. Jordan

Jean Monestime

Sen. Javier D. Souto

The Chairperson thereupon declared this resolution duly passed and adopted this 19th day of May, 2020. This resolution shall become effective upon the earlier of (1) 10 days after the date of its adoption unless vetoed by the County Mayor, and if vetoed, shall become effective only upon an overr ide by this Board, or (2) approval by the County Mayor of this resolution and the filing of this approval with the Clerk of the Board.

MIAMI-DADE COUNTY, FLORIDA
BY ITS BOARD OF
COUNTY COMMISSIONERS

HARVEY RUVIN, CLERK

By: _____
Deputy Clerk

Approved by County Attorney as
to form and legal sufficiency.



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