



## **Departmental Standard Operating Procedure (DSOP)**

### **DSOP No. 25-01**

**Effective: October 31, 2024**

## **SUBJECT: CENTRALIZATION OF PILOT PROGRAMS AND PRODUCT DEMONSTRATIONS**

**PURPOSE and SCOPE:** To outline and establish a unified framework for managing pilot programs and product demonstrations at the Miami International Airport's Innovations Division. This framework will ensure successful execution strategic decision-making, resource optimization, and evaluation of new concepts, products, services, marketing strategies, and operational methodologies.

### **I. AUTHORITY:**

- A. Implementing Order (IO) No. 3-38, Master Procurement Implementing Order; Pilot Project and Development Agreements
- B. Operational Directive No. 99-03, Aviation Department Written Directive System.
- C. Departmental Standard Operating Procedure No. 00-01, Departmental Standard Operating Procedures.
- D. Chapter 25-1.2 Miami-Dade County Code, Chapter 25 Miami-Dade Aviation Department Rules and Regulations.

### **II. DEFINITIONS:**

- A. Pilot or Product Demonstration: Also referred to as a pilot test, pilot program, or trials. These demonstrations are conducted to evaluate the viability and impact of new concepts, products, services, marketing strategies, and operational methodologies.
- B. Pilot Demonstration Agreement: A formal contract established by Miami-Dade County with a vendor to facilitate a specified product or service demonstration under the auspices of the Miami-Dade Aviation Department for an agreed duration.
- C. Scope Statement: Defines and documents the specific goals, deliverables, tasks, and timeframe associated with the Pilot or Product Demonstration.
- D. Executive Innovation Advisory Committee (EIAC): Serves as the principal innovation authority for Miami-Dade Aviation Department (MDAD), comprising of the Airport Director (or designee), Deputy Directors (or designee), Chief Innovation Officer, and the Division Director for Capital Finance and Budgeting (or designee from the Finance Division).

### **III. POLICY:**

The Miami-Dade Aviation Department's Innovation Division is officially designated as the central authority for the oversight of all pilot and product demonstrations. This policy mandates that such initiatives be conducted with uniformity, informed by data, and managed with optimal resource efficiency.

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### **IV. RESPONSIBILITIES:**

#### **A. Innovation Division**

Oversees the governance of this policy, offers centralized assistance, encourages collaboration among MDAD Divisions, tracks and evaluates results, and curates a repository of best practices.

#### **B. Divisions/Teams/Stakeholders/Employees**

Initiates the pilot/product demonstration scope, develops the implementation plan, allocates necessary resources, undertakes data collection, and analyses, and provides constructive feedback to foster ongoing enhancement.

#### **C. Procurement Division Director**

Ensures the alignment of Pilot Demonstration Agreements with County procurement policies, oversees the submission for approval, conducts legal reviews, and manages its proper recording.

#### **D. Executive Innovation Advisory Committee (EIAC) (Airport Stakeholders)**

Reviews quarterly pilot and product demonstration submittals. The committee identifies pain points, gaps, and opportunities for improvement in addition to carefully considering critical factors, to include resource allocation, technology adoption, workforce development, and strategic alignment. Once consensus is achieved, the EIAC proactively selects the direction for further exploration. At the end of the demonstration, EIAC reviews project outcomes to develop informed decisions to continue or terminate the project.

### **V. PROCEDURES:**

#### **A. Product Demonstration Submission**

The [Pilot/Product Demonstration Scope Statement](#) (Scope Statement) available electronically by clicking on the document's link and also presented as Attachment I for reference, must be completed for all pilot/product demonstrations and forwarded to the Innovation Division at [innovation@flymia.com](mailto:innovation@flymia.com). The Scope Statement should be completed in its entirety and include applicable information in each section:

- Vendor contact information
- Company legal name
- MDAD assigned Project Manager
- Name of pilot/product demonstrating
- Airport site access requirements
- Demonstration term (demonstrations shall not exceed 12 months)
- Scope of pilot or product demonstration
- Demonstration objectives
- Demonstration constraints
- Expected results/deliverables
- Resource requirements

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### **B. Review/Approvals**

The Innovation Division will perform a thorough initial assessment to confirm that the proposed scope statement is in coordination with the Airport's strategic objectives, complies with policy mandates, and avoids duplication. Constructive feedback will be offered to the proposer for any essential requirements. Innovations reviews and approvals are documented.

The Executive Innovation Advisory Committee (EIAC) meets on a quarterly basis to engage in strategic discussions about the operational needs of the department and reviews pilot and product demonstration submittals. During these sessions, the EIAC identifies pain points, gaps, and opportunities for improvement. They carefully consider critical factors, including resource allocation, technology adoption, workforce development, and strategic alignment.

Once consensus is achieved, the EIAC proactively selects the direction for further exploration, by aligning operational requirements with innovative solutions that contribute to the department's growth, efficiency, and resilience. The EIAC reviews and final decisions are documented.

### **C. Implementation Planning**

Post review, the Innovation Division will collaborate with the appointed Project Manager to develop an implementation plan, detailing specific tasks, critical milestones, associated risks and mitigation strategies, and role delineations for all stakeholders involved in the demonstration.

### **D. Resource Allocation**

To ensure the success of the Pilot or Product Demonstration, it is essential for Division, teams, and stakeholders to commit the resources delineated in the implementation plan. Per Implementing Order 3-38, these resources should not be financial in nature as pilot programs and demonstrations are to be provided at no cost to the Department.

### **E. Product Demonstration Agreement and Execution**

The Innovation Division will prepare and manage the Product Demonstration agreement, incorporating the Pilot/Product Demonstration Scope Statement as an attachment. This document will then be presented to the vendor for their review and consent.

1. Following the vendor's endorsement, the Agreement will advance to the MDAD Procurement Division for procedural processing, legal sufficiency, Airport Director approval, and official recording with the Miami-Dade County Clerk of the Board of County Commissioners.
2. Execution of the Pilot/Product demonstration will proceed in adherence to the established implementation plan.
3. Throughout the duration of the Pilot/Product Demonstration, the Innovation Division will furnish continuous support and expert guidance to ensure smooth operation and success.

### **F. Data Collection and Analysis**

Throughout the Pilot/Product Demonstration, the Innovation Division and the Project Manager will jointly gather data to evaluate how well the initiative is meeting the established goals. This data will be analyzed to extract valuable insights and gauge the overall efficacy of the project.

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### **G. Reporting**

The Innovation Division will produce regular status reports on the Pilot/Product Demonstration, ensuring the Project Manager and all stakeholders are kept up to date with ongoing developments, challenges encountered, and initial outcomes.

### **H. Evaluation and Feedback**

After the demonstration concludes, the Innovation Division will convene with the Project Manager and stakeholders to conduct a thorough evaluation of the pilot/product's effectiveness. The results will be shared with stakeholders, who are invited to contribute their perspectives and recommendations for future initiatives.

### **I. Decision-Making**

Upon reviewing the final report, the EIAC will decide on subsequent actions, which may include:

- Initiating procurement through the County's formal competitive process
- Additional testing phases under the terms of the initial pilot or demonstration (if applicable)
- Discontinuation

### **J. Documentation and Record-Keeping**

Documentation and record-keeping will be maintained throughout the pilot/product demonstration process, ensuring all activities and authorizations are logged and archived for accountability, compliance with transparency laws, and reference for future initiatives.

### **K. Continuous Improvement**

This DSOP shall be reviewed periodically to ensure accuracy and consistency based on information, results and insights gained from concluded Pilot/Product Demonstrations. Revisions to the DSOP are reserved for significant changes in policy or procedure requiring the Airport Director's review and approval.

## **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 Aviation Regulatory Compliance and Audit Division (ARCA). Upon written concurrence, the revocation request will be submitted, by ARCA, 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 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.

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**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, Aviation Director**

*10/31/24*

**Date**

Attachment I – Pilot/Product Demonstration Scope Statement



# PILOT / PRODUCT DEMONSTRATION SCOPE STATEMENT

Attachment I  
Innovation Demonstration Manager

Contact Telephone

## Vendor Contact Information

Company Legal Name

Company Address

Primary Point of Contact

Vendor Telephone Number

Vendor Email Address

## Pilot / Product Specifications

Product / Service Name:

Product / Service Stage

Select an option

## Airport Site Access Requirements

On-site Meeting

Site Survey

Installation

Demonstration Term (Demonstrations cannot exceed 12 months)

Quantity

Select

Duration

Select

Pilot / Product Demonstration Scope: (if additional space is required, attach separate sheet. Include vendor name and Product / Service Name to the top of sheet)

## Pilot / Product Demonstration Objectives:





# PILOT / PRODUCT DEMONSTRATION SCOPE STATEMENT

Attachment I

Innovation Demonstration Manager

Contact Telephone

**Pilot / Product Demonstration Constraints:**

**Expected Results / Deliverables:**

**Resource Requirements:**

Stakeholder Division Approval (if applicable)

Innovation Division Approval

Print Title / Date

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Johnathan Lewis, Innovation Director

Print Title / Date

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Maurice Jenkins, Chief Innovation Officer



## PILOT / PRODUCT DEMONSTRATION SCOPE STATEMENT INSTRUCTIONS

The purpose of a scope statement is to define all the elements of a project's scope, including assumptions, project requirements, and acceptance criteria. It serves as a guideline for participants and stakeholders, allowing them to accurately measure project success during planning and execution.

Please attach additional sheets as necessary to clearly outline the scope of the Pilot/Product Demonstration.

### 1. Vendor Contact Information

- a) **Company Legal Name:** Provide the company legal name that will appear on the Product Demonstration Agreement.
- b) **Primary Point of Contact:** Provide the vendor contact, responsible for the coordination and planning of the Pilot/Product Demonstration.
- c) **Company Address:** Provide the company mailing address.
- d) **Company Telephone:** Provide the Primary Point of Contact telephone number for communications about the Pilot/Product Demonstration.
- e) **Company Email Address:** Provide the Primary Point of Contact email address for communications relating to the Pilot/Product Demonstration.  
*\*Innovation Demonstration Manager and Contact Telephone : Innovation Manager assigned to coordinate the pilot/product demonstration.*

### 2. Pilot / Product Specifications

- a) **Product / Service Name:** Enter the name of the product or service to be demonstrated under the scope statement.
- b) **Product / Service Stage:** Select the development stage the product / service will be when demonstrated.
- c) **Airport Site Access Requirements:** Select the access requirements the vendor will require to perform the Pilot/Product Demonstration. This is needed to determine the risks associated with the demonstration and the insurance requirements under the agreement.
- d) **Demonstration Term:** Select the length of time the product will be demonstrated. Pilot/ Product Demonstrations may not exceed a (12) month period.
- e) **Pilot/ Product Demonstration Scope:** Define all of the elements of the pilot/ product scope. This statement serves as a guideline for stakeholders to summarize all aspects of the pilot during planning and execution.
- f) **Pilot/ Product Demonstration Objectives:** Define the pilot goals, deliverables, and boundaries. The objectives serve as a reference point throughout the pilot, ensuring that the demonstration remains on track and that everyone understands the pilot's focus.
- g) **Pilot/ Product Demonstration Constraints:** Define all constraints associated with this pilot to identify limitations and boundaries. Constraints define what is not included in the scope.
- h) **Expected Results and Deliverables:** Define the pilot's expected outcome by outlining what specific results the pilot aims to achieve and what tangible items or outputs will be produced during the demonstration.
- i) **Resource Requirements:** Define the necessary resources needed to successfully demonstrate the product or service (such as personnel, equipment, material, facilities). Including any MDAD resources.

### 3. Approval

Pilot/Product Demonstration Scope Statements require review and approval from all MDAD stakeholders.

### 4. Routing

Please click on the email link below to create an email for routing the completed Pilot/ Product Demonstration Scope Statement and any attachments to:

email: [innovation@flymia.com](mailto:innovation@flymia.com)