# ARTIFICIAL INTELLGENCE POLICY

The Greater Miami Expressway Agency recognizes the transformative potential of Artificial Intelligence (AI) in optimizing tolling operations and intelligent transportation systems improving traffic management and enhancing customer/user experience. This policy establishes the principles, guidelines, and practices governing the development, deployment, and management of AI technologies.

## PURPOSE AND SCOPE

To support the mission and vision of the Greater Miami Expressway Agency (GMX), it is the policy of the Agency to responsibly, transparently, and ethically use artificial intelligence (AI) with human accountability.

This policy applies to all related activities, employees, vendors, consultants, and contractors that use, acquire, collect, or develop AI solutions. This policy applies to Machine Learning, Generative Language Models, and covers all embedded and standalone AI technologies/tools.

## ETHICAL GUIDLINES

When it comes to the creation, use, and usage of artificial intelligence (AI) technology, the Greater Miami Expressway Agency (GMX) is dedicated to maintaining the highest ethical standards. AI systems and decision-making processes must be ethical and comply with all applicable laws, rules, regulations, and policies. GMX requires that all AI systems it uses adhere to the values of justice, accountability, openness, and respect for human rights. AI systems should prioritize the well-being and safety of humans, ensuring that they augment human capabilities rather than replace them. AI algorithms and systems must be designed and implemented to mitigate biases and ensure equitable outcomes for all users, regardless of race, gender, ethnicity, or socioeconomic status.

## TRANSPARENCY

GMX will work to maintain openness in the application of AI technologies. This entails explaining to the general public how artificial intelligence is used in traffic control, toll collection systems, intelligent transportation systems and other operational areas.

AI systems must protect people's privacy and comply with all applicable data protection regulations. Stakeholders will have access to information about algorithmic decision-making, data gathering, and processing techniques.

## DATA SECURITY AND PRIVACY

GMX will give top priority to the security and privacy of personal information gathered by AI systems. There will be steps taken to protect private data from unwanted access, use, and disclosure. When feasible, data anonymization methods will be used to preserve personal information.

AI systems must protect information that is exempt from public disclosure pursuant to Florida's public records laws, and must comply with all applicable data protection laws, rules, regulations, and policies.

## FAIRNESS AND EQUITY

GMX acknowledges the significance of equity and fairness in the application of AI. There will be an effort to lessen AI algorithmic biases that can adversely affect some demographic groups more than others. To find and fix any biases in AI systems, audits and assessments will be carried out on a regular basis.

## ACCOUNTABILITY

GMX will set up procedures to ensure that AI technology use is held accountable. This involves defining precisely who is responsible for the AI development, application, and supervision. Clear lines of accountability will be established for the development, deployment, and operation of AI systems, ensuring that responsibility for outcomes is clearly defined. AI usage must engage humans throughout the process, with human involvement in reviews and decisions. Humans are fully responsible for the work and products involving AI.

## HUMAN OVERSIGHT

Although AI technologies are essential for improving operational efficiency, human oversight will always be a vital part of GMX's decision-making procedures. Human operators will have the power to step in and manually override judgments made by AI, especially where safety or moral issues are at stake.

Training and education programs will be provided to agency staff to enhance their understanding of AI technologies, ethical considerations, and implications for transportation services.

## REGULATION COMPIANCE

GMX shall conform to all relevant laws, rules, and industry standards concerning AI technology, including anti-discrimination statutes, data protection standards, and other pertinent legal frameworks.

Additionally, GMX will monitor new changes in regulations and modify its AI policy as necessary.

Adopted by the Governing Board on June 9, 2025.