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Public Policy and AI: Implications for Local Government

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With help from some friends: Gen AI ChatBots *Claude, Gemini, and CoPilot*

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First thing - Online Comment Option

- **Text Message** Send **techcity** and your message to **37607**
- **On your laptop:** go to PollEv.com/techcity
- Use for questions or comments.
- They are anonymous and not displayed - I will see them and use them for discussion

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Level Setting

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AI will be integrated into most digital technology products (e.g., goods and services) in 3-5 years (if not sooner!).

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What AI technologies are we talking about?

- Machine learning – learning from user provided input. Based on human tagging of text and images and algorithms that identify - (license plate, facial imaging)
- Natural language processing – understanding spoken and written text and make the meaning useful
- Generative AI/ Large Language Models – combines ML and NLP with neural networks, absorbing and correlating everything they can suck in off the net. Results in chat bots, article writing, program code, poetry, scripts, policy analysis.
- Image (still and video) creation – based on general or detailed prompts, produces art
- Robotics – think Amazon warehouse robot, but also for robotic processes (e.g., business process automation, processing of forms)
- Computer vision – understanding what it “sees” in video cameras or recordings and acts based on it

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Where do we find AI at work in local government today?

- Operational Efficiency and Automation
- Urban Planning and Infrastructure
- Public Safety and Emergency Response
- Citizen Services and Engagement
- Environmental Sustainability
- Healthcare and Public Health
- Data-Driven Decision-Making

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Discussion

Identify uses/examples of each in your organization

- Machine learning
- Natural language processing
- Robotics Generative
- AI/ Large Language Models
- Image (still and video) creation
- Computer vision

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Moving on...

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What do we mean when we refer to “public policies”

Set the strategic direction, legal framework, and priorities for the government.

Agency management policies follow with policies that focus on the internal operations and procedures

Overlapping issue: when execution of public policies affect public actions that involve AI technology:

Use case: Role of data and AI: IoT and “big”

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Adopting technology has public policy implications.

What are some public policies that need to be considered when deploying an AI (or any technology) tech?

- Ensure ethical and equitable tech use
- Establish and maintain public trust
- Oversee the effectiveness of tech use
- Identify and address environmental and sustainability concerns
- Understand the costs, benefits, and returns on the investment
- Ensure a process to identify issues to be addressed and how to manage them

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Public policies are not necessarily management policies.

But management policies can affect public policies

- Service delivery choices and who is making them in the organization
- How the data is governed and kept safe/secure
- How to ensure workforce capability can work with the tech
- How we procure the tech
- How the tech is managed and data security practices
- Ensuring compliance with laws, policies, standards, accountability
- And keeping them current to reflect changes

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Discussion ?

- When we look at applying AI/tech tools to a given service or practice- what are examples of public policy considerations?

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- Use of data – where it comes from, security of storage, how it will be used, potential for public disclosure
- The public impact on recipients is equitable (access to all who need it), fair (decisions are made fairly and without illegal or unethical discrimination), accountable (organizational responsibility is clear)
- Financial impact is understood and manageable
- Impact on employment – replacing or augmenting employees or both?
- Understanding the value of the impact of AI issue being addressed
- Does AI affect or alter the underlying value of the services – is the impact appropriate; positive or negative across the range of those affected (there may be different impacts
 - Surveillance implications on criminal justice or quality of life
 - Impact of traffic signaling controls on congestion vs. speed?
 - Value of public safety priority signaling
 - Implications of red-light camera ticketing practices
- Is decision-making transparent? Should machine-made decisions be reviewed by humans, and under what circumstances?

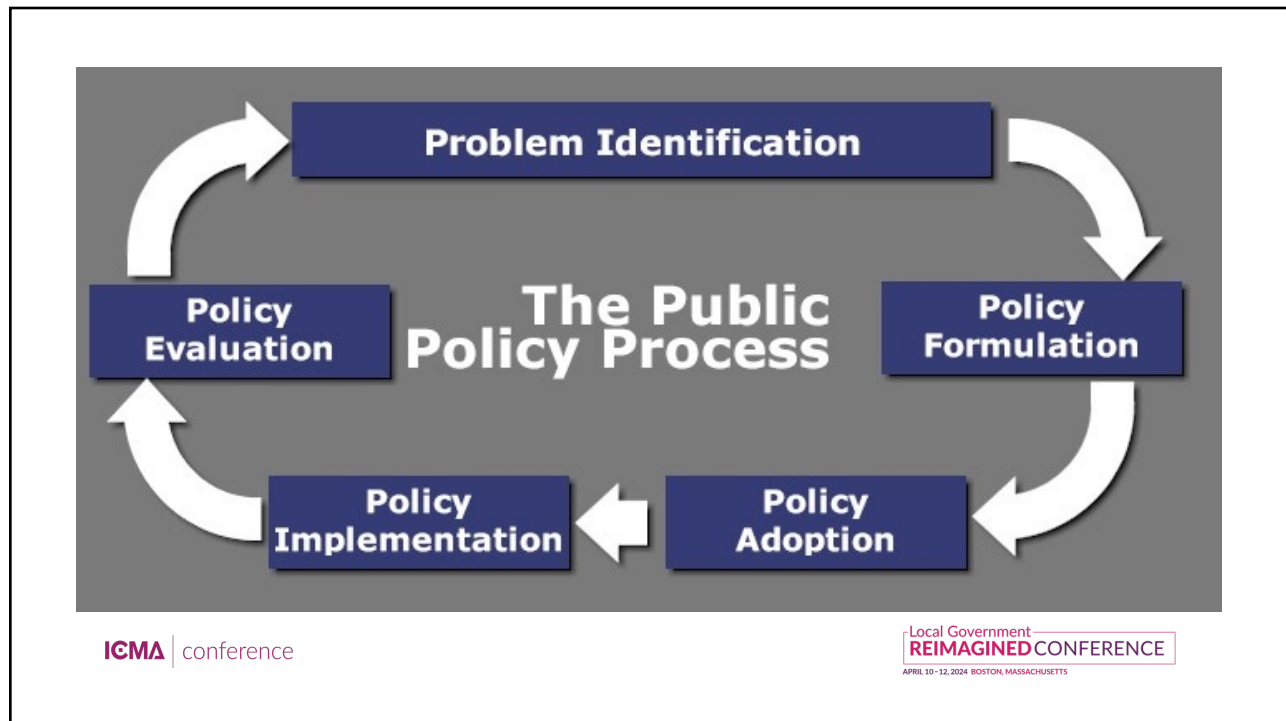
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Remember Policy Analysis?

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Considering values and policy decisions...

- There are no single value problems
- No one value always trumps others
- Satisfying only one value is unjust - there are at least two in conflict and each is significant
- Focus on win-win...getting the most from competing values
- Trading for more or trading for less are viable, but not necessarily better

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Examples of AI Use and Public Policies

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Use Case #1

Use of surveillance cameras in various venues: e.g., parks, downtown, traffic. Public vs. private cameras (stores, doorbell, property)

- How are they monitored (AI or human), how are “incidents” tagged and responded to?
- Under what circumstances are private recordings made available or are accessible to public officials?
- Who can access them and under what circumstances?
- Value issues: personal security, crime prevention, data-driven decisions, public perception, costs

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Use Case #2

AI in personnel recruiting: from screening to interviewing to recommending

- What data was it trained on to make decisions? Was it equitable? Was it tested? Is it kept refreshed?
- How are the decisions supported or explained?
- How is it maintained?
- **Value issues:** “importance of the human touch,” dealing with inherent personal biases, how the AI is audited for reliability

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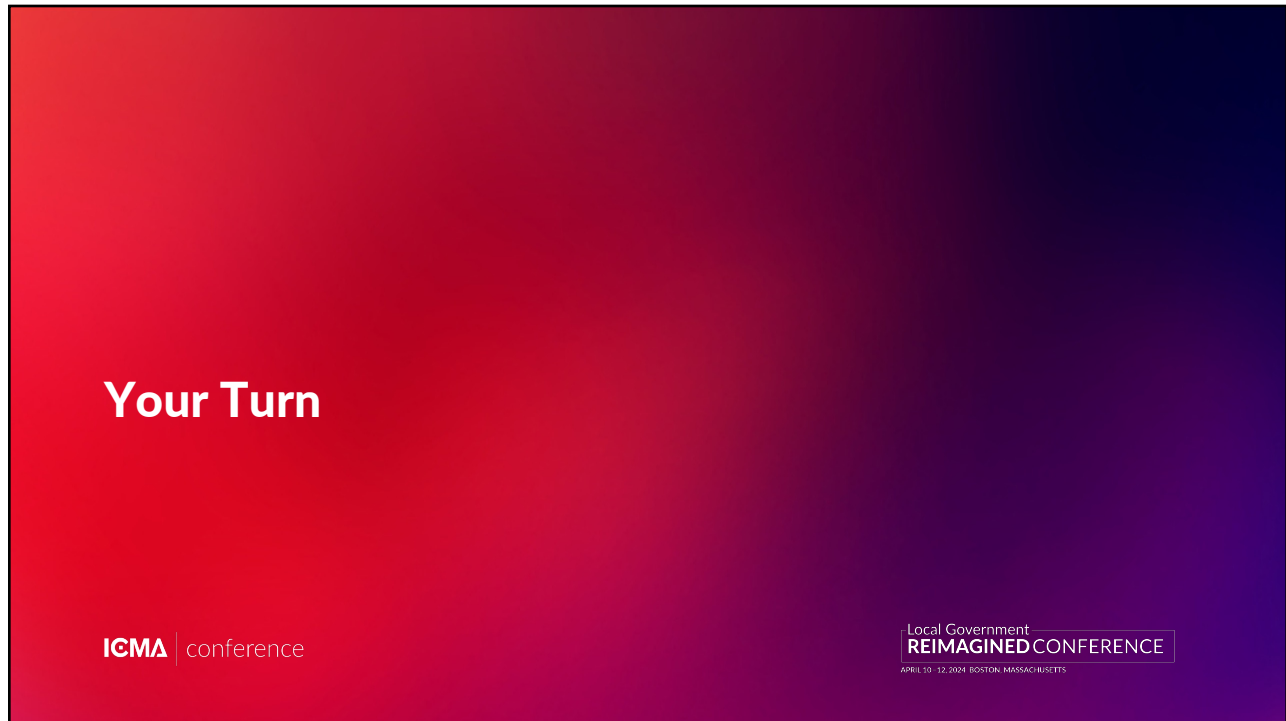
Use Case #3

Gen-AI chatbots for inquires

- Is access available to all groups e.g., income, language, location)? If not are alternatives available for those who can't?
- Can it be tied to a 3-1-1 or related intake management system?
- Was training tested to ensure answer are reliable? What happens if a problem erupts from an incorrect answer?
- How often is it updated?
- **Value issues:** access/availability, accuracy, human touch

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**Make a policy inventory:
Pick an AI tool and develop a brief policy issue inventory**

Public policies	Management policies
<ul style="list-style-type: none">• Ethics/equity• Ensure public trust• Oversight• Environment/sustainability• Costs/benefits/ROI• What else?	<ul style="list-style-type: none">• Service delivery choices/who makes them• Data governance and protection• Workforce capacity• Procurement policy• Tech management• Legal/Regulatory/Community Compliance

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WAIT!!!

Don't forget the supplemental material!

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**AI Generated (and human edited)
Supplemental Reference Contents
(i.e., Cheat Sheet) Contents**

1. 10 Key Considerations in Setting Policies (via MS CoPilot)
2. AI Implementation Policies (via Google Gemini)
3. Key Public Policies to Consider when City Governments Adopt Artificial Intelligence
4. Artificial intelligence (AI) impacts on city government activities.

Separate file – PDF of the deck slides

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