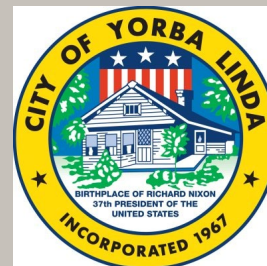


AI POWERED CITIES: EMPOWERING MUNICIPALITIES THROUGH NEW TECHNOLOGY

Jennifer Vaughn, Peter Pirnejad, Geoff Spencer, Sunil Rajaraman



Hamlet

WHAT IS ARTIFICIAL INTELLIGENCE?

User Apps

E.g. ChatGPT, Bard, other AI-powered apps like Grammarly

Large Language Models

Closed (e.g. OpenAI's "GPT-3.5," Anthropic's "Claude")
vs. **open source** (e.g. Meta's Llama)

Infrastructure

Hardware to make it possible (e.g. GPUs from Nvidia)

Data

Any publicly available data

Graphic inspired by Jeremiah Owyang, refined by Hamlet

Generation, Hallucinations, Summarization

- **Generation:** Goal to produce new, coherent and contextually relevant text from a given prompt.
 - Generative AI can be error prone. Models continue to struggle to generate text that is free from inaccuracies or harmful content.
This is when you may experience...

Hallucinations: Incorrect or misleading results that AI models generate

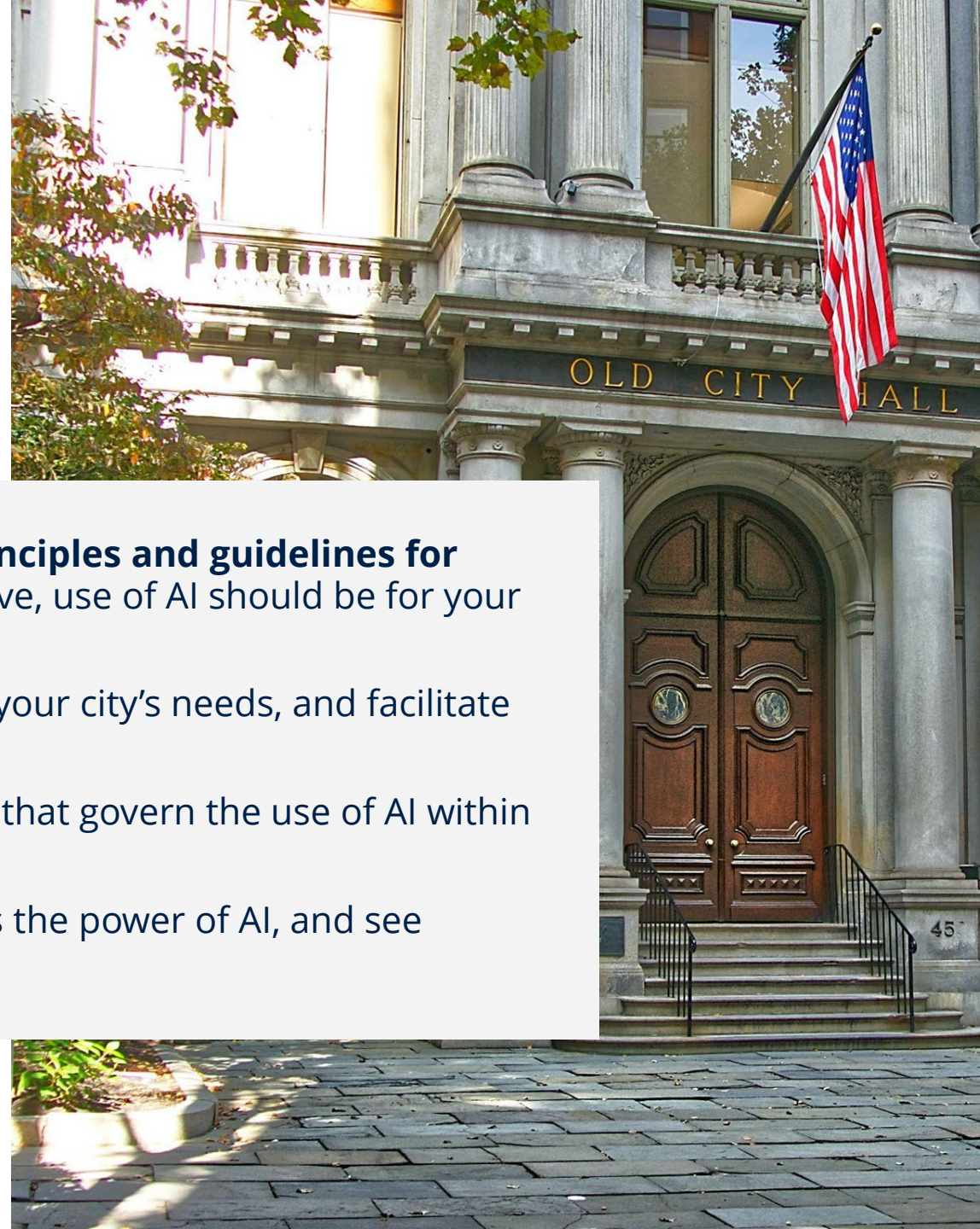
- **Summarization:** Goal to condense a longer piece of text into a shorter version, retaining only the most important and relevant information.
 - **Summarization is more reliable and promising for maintaining accurate information and avoiding hallucinations.**



Responsible AI Use in Government

Adopt an AI Use Policy to Enhance Community Trust & Streamline Operations for Staff

- **Get ahead of potential misuse by establishing core principles and guidelines for artificial intelligence.** Consider how free, or how restrictive, use of AI should be for your department.
- Leverage industry guidance to customize a policy that fits your city's needs, and facilitate adoption by council members and other key stakeholders.
- Outline fairness, accountability, and privacy as core pillars that govern the use of AI within your city's operations.
- Educate staff with training and resources to safely harness the power of AI, and see efficiency gains across your organization.



AI USE POLICY RESOURCES

Access free
resources →



AI Use Policy Templates

Analyzed AI use policies from city and state governments across the country, compared against Federal recommendations.

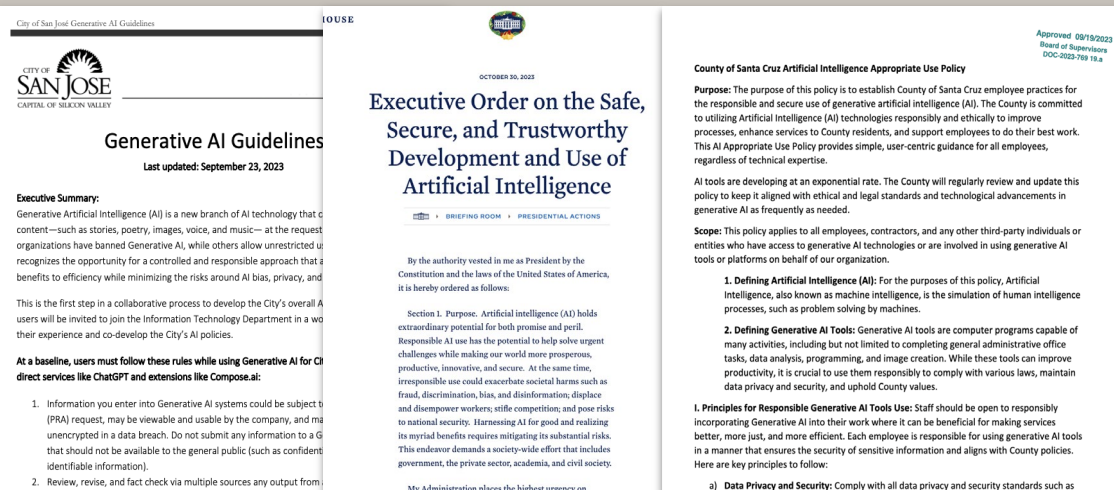
For Cal Cities Attendees:
Free AI use policy templates that range in degree of strictness.

Staff Training Materials

Ensure uniform understanding among your staff by providing training on:

1. Basics of artificial intelligence
2. Essential watchouts & best practices when using AI in a government environment
3. Common FAQs

For Cal Cities Attendees:
Free training materials to distribute to your team.



EX: TOWN OF LOS ALTOS HILLS AI USE POLICY

TOWN OF LOS ALTOS HILLS

26379 Fremont Road
Los Altos Hills, CA 94022
Phone: (650) 941-7222
www.losaltoshills.ca.gov



DRAFT Generative Artificial Intelligence Acceptable Use Policy

Approved by City Council xx/xx/2024

Policy Number: 123XX
Version: 3.0
Date: 12/17/2023

1. Executive Summary

The Town of Los Altos Hills uses reliable, collaborative, and secure information technology solutions to support the efforts of staff in delivering high-quality services to its community.

As new, relevant local government technologies arise, the Town often assesses the value that each can deliver. In 2022, generative AI – creating meaningful output such as text and images from human prompts – emerged as a powerful new tool in a wide range of contexts. The Town quickly recognized that this technology could be extraordinarily useful in the public sector while also acknowledging that it could create unacceptable risks.

The Town of Los Altos Hills will partner and collaborate with other government agencies in the region and beyond to maximize the benefits of generative AI and to reduce its risks such as security, privacy, and content issues.

This policy provides rules and guidance for Town staff to support responsible use of generative AI tools. The Town is committed to encouraging the use of emerging technologies that promote progress and innovation, increase organizational performance and quality service delivery, and serve the public good.

2. Version Control

Date	Version	What	Who
11/18/23	1.0	Draft policy framework	External consultant
11/24/23	2.0	First full draft of policy	External consultant
11/27/23	2.1	Review and minor modifications	City Manager
12/17/23	3.0	Incorporates feedback from tech committee	LAH Tech Committee

3. Definitions

What	Description
User	Staff, contractors, or others using Generative AI for Town work purposes.
Town	The local government of The Town of Los Altos Hills, California.
Artificial Intelligence (AI)	A system that performs certain tasks that simulate those of a human.
Generative AI	A system that creates content such as text, audio, or images in response to human or computer inputs.

4. Purpose

The purpose of this policy is to set forth requirements and guidance that Town users must adhere to when acquiring and using solutions that meet the definition of generative artificial intelligence (AI).

5. Scope

While AI is a broad and deep topic, this policy is currently concerned with solutions that use a specific type of AI called generative AI. Examples include ChatGPT and Google Bard, as well as products from Stability.ai, Jasper.ai, and similar. This policy also acknowledges that the boundaries of such solutions can be complex to define, and the nature of the technology is changing at a high rate. In the event of uncertainty in how any part of this policy applies, staff should first seek guidance from a supervisor.

6. Benefits and Risks of Using Generative AI in Local Government

Benefits (not an exhaustive list):

- a) Ability to analyze large amounts of information and then identify patterns, answer questions, make recommendations, and summarize findings.
- b) Reduce time spent on regular tasks including the creation of documents such as memos, emails, job descriptions, and reports, and assist with rapid knowledge acquisition.
- c) Improved decision-making by discovering and exploring scenarios, evaluating options, and analyzing relevant data.
- d) Assist in the development of new content such as policies and procedures, website content, and social media posts, including rewording and improving grammar.
- e) Provide community-facing chatbots that provide 24-hour access to information and services.
- f) Translates text into different languages.

QUESTIONS?