

Town of Longboat Key
Administrative Directive

NO.: 14

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EFFECTIVE DATE: June 28, 2024

SUPERSEDES: N/A

SUBJECT

Usage of Artificial Intelligence

RESPONSIBILITY

All Departments

PURPOSE

The purpose of this administrative directive is to establish principles and guidelines for the proper development, deployment, and usage of artificial intelligence (AI). This administrative directive is designed to ensure that the use of AI is responsible, ethical, transparent, and in compliance with all applicable laws, regulations, and Town Administrative Directives.

RESPONSIBILITIES

- All Town Employees are authorized to use AI technologies for work-related purposes, using open-source and proprietary software platforms, and are responsible for informing their leadership of the use of the AI technologies.
- Departments are authorized to engage in the use of paid/subscription software and platforms that have AI functionality embedded within them and must have IT approval of the technology.
- The Town Employees and Department Directors are responsible for ensuring that the AI systems are within the boundaries of the guidelines listed in the procedures.
- In using AI, employees must commit to responsible, transparent, and ethical uses of AI, focusing on the benefits for citizens and promoting public trust while also mitigating potential risks and avoiding unintended consequences.
- The use of AI should support the workforce to deliver better, safer, more efficient, and equitable services and products to the public.
- AI technologies should be utilized to enhance the accessibility and effectiveness of Town services for all residents and to enhance internal processes for increased efficiencies
- Department Directors should involve their staff in the development and use of AI technologies in their departments and provide training on the usage of AI with respect to ethical considerations, bias mitigation, responsible AI practices, privacy, and data protection.
- Regular assessments of AI systems' performance, fairness, ethical implications, privacy, and data protection risks should be conducted by I.T. to identify and address any biases or unintended consequences.

PROCEDURES

1. Transparency and Accountability

AI Systems and their decision-making processes must be transparent, and employees must be accountable for their implementation and outcomes.

- a. Transparency: All Town employees who leverage AI Technologies that have prompt or parameter usage to make decisions must be fully understood and well-documented. For example, OpenAI provides documentation detailing their training data sources and methodologies.
- b. Accountability: All AI Technologies and their algorithms must be verified and well-documented on a regular basis for consistency to ensure outcomes are as expected. Verification must evaluate the quality of the data used to train the algorithm and compare the algorithm performance against existing benchmarks in the field.
- c. Accuracy: All information generated by AI must be reviewed and edited for accuracy prior to use. This includes verifying the sources cited by AI to ensure that is a valid source.
- d. Disclosure: Content produced via AI must be cited as a footnote, endnote, header, or footer. Citations for text-generated content must include the following:

- i. Name of Generative AI system used (e.g., ChatGPT-4, Google Bard, Stable Diffusion)
- ii. Confirmation that the information was fact-checked. For example: "This document was drafted with support from ChatGPT. The content was edited and fact-checked by Town staff (name of employee). Sources for facts and figures are provided as they appear."

2. Privacy and Data Protection

AI systems must protect individual privacy rights and comply with applicable data protection regulations, ensuring the secure and responsible management of personal information.

- a. Confidentiality: Confidential information must not be entered into an AI tool (ex ChatGPT-4), where information may enter the public domain. Employees must follow all applicable data privacy laws and Town Administrative Directives when using AI. Any AI that access files must be thoroughly inspected by IT to ensure it only has access to files designated within the program.
- b. Copyright: Employees must adhere to copyright laws when utilizing AI. It is prohibited to use AI to generate content that infringes upon the intellectual property rights of others, including but not limited to copyrighted material. If an employee is unsure whether a particular use of AI constitutes copyright infringement, they should contact their supervisor for guidance.

3. Risks

Employees should be aware of the inherent risks of using AI and assess the risk for potential negative impacts in the following:

- a. Ethical Use: AI must be used ethically not to generate content that is biased, discriminatory, offensive, or inappropriate. If there are any doubts about the appropriateness of using AI in a particular situation, employees should consult with their supervisor.
- b. Fairness: AI systems should be designed to treat all individuals fairly, without discrimination based on age, gender, race, ethnicity, religion, disability, or other protected characteristics.
- c. Malicious Use: AI must not be used for malicious activities; this includes creating or distributing deepfakes or other misuse of AI.
- d. Security: AI solutions within our organization may process and retain sensitive data. As this data is potentially vulnerable to unauthorized access or cyberattacks, we have a duty to ensure its protection. Rigorous cybersecurity measures must be in place and shall not be bypassed, thus minimizing the risk of data breaches and maintaining the trust and privacy of all involved stakeholders.
- e. External Integration: The integration of AI with third-party solutions must align with the Town's security standards, ethical guidelines, and privacy norms.

The results of this assessment will help determine the level of human involvement needed within decision loops and the frequency with which algorithms must be tested and verified.

4. Compliance

- a. The purchase of AI software must comply with all Town procurement policies.
- b. Failure to comply with this administrative directive may result in disciplinary action, up to and including termination of employment and contractors may be considered breach of contract and result in removal from assignment.

5. Training

Regular training in AI trends and technology will be required.