Best Practices: Using AI to Enhance Local Government Functions



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AI is...
Everywhere

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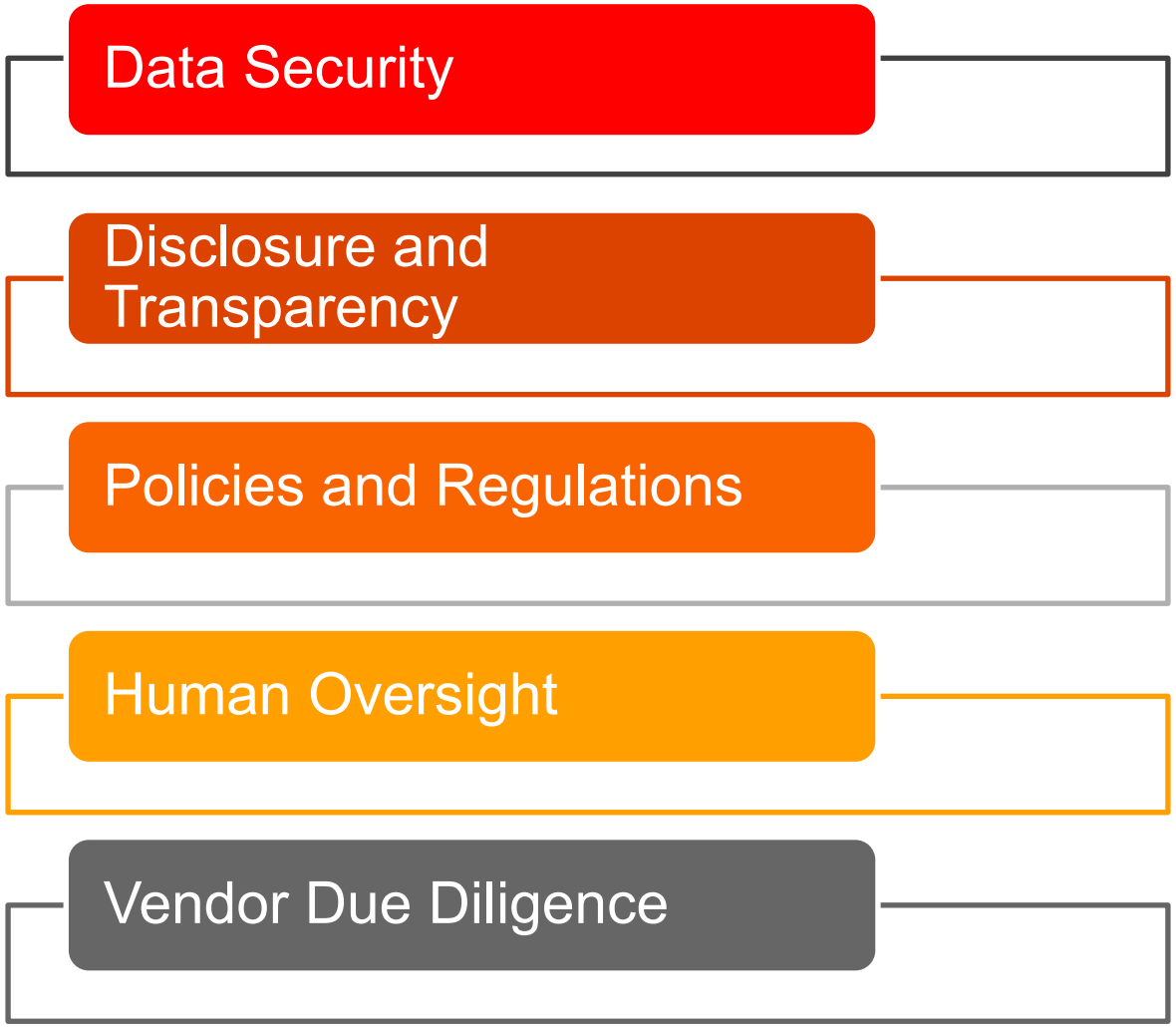


Common AI Tools in Local Government

- Chatbots
- AI Summarization
- AI Prediction Software
- AI Data Analysis
- AI Text Generators
- AI Legal Assistant

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Common Best Practices for AI Tools



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Chatbots

Typical Uses

- Customer Service
  - Automated Question Answering
  - Reporting Issues
  - Scheduling Appointments

Best Practices

- Inform Users that Chatbot is Providing Information
- Post Warning of the Potential for Inaccuracies
- Remind Users to Verify Information Before Taking Final Action
- Limit Chatbot's Source of Information
- Provide Ways to Escalate Inquiries to Human Being
- Monitor and Test Chatbot's Output Frequently
- Create an Action Plan for Chatbot Service Issues
- Protect User Data

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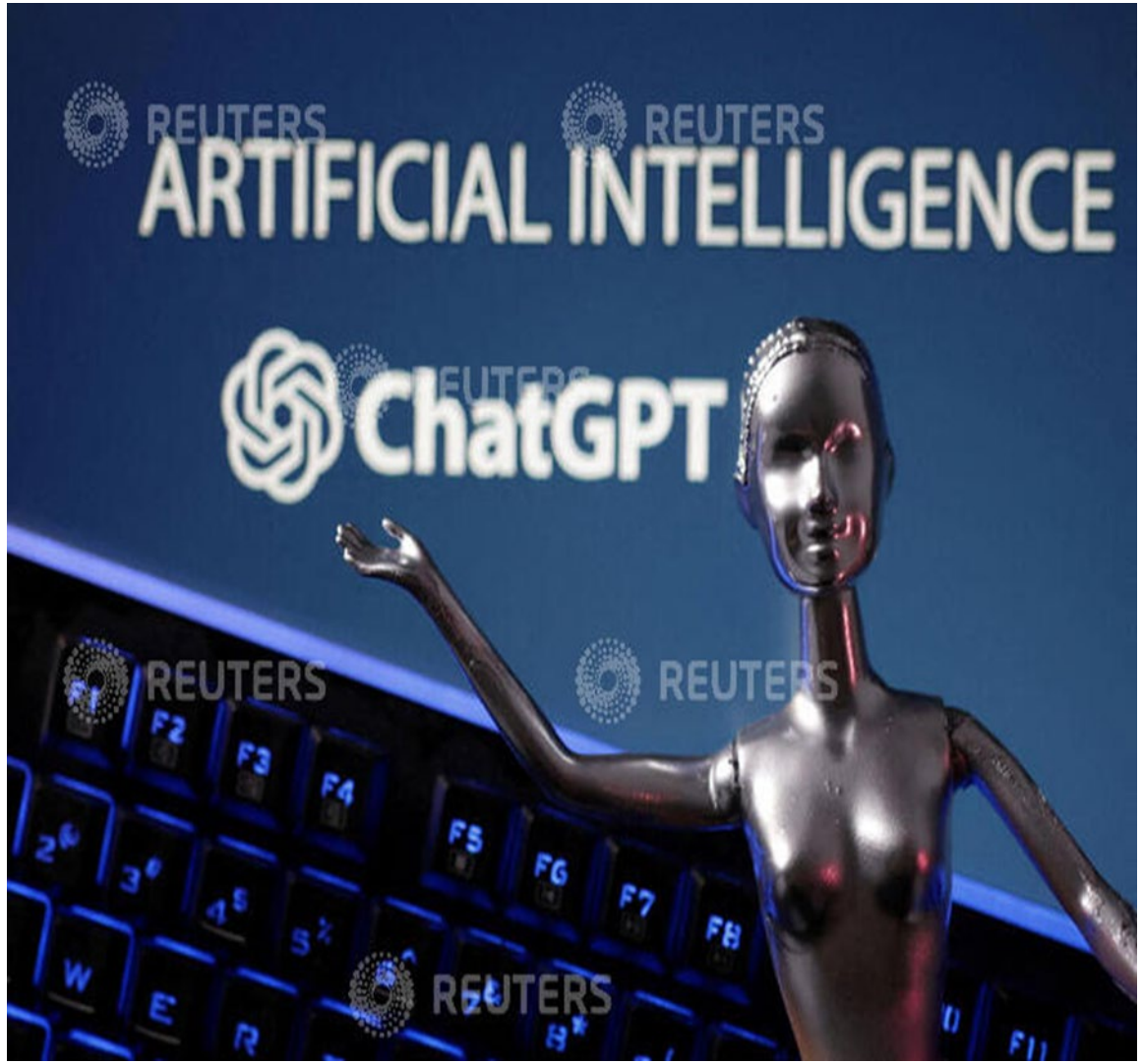
AI Text Generators

Typical Uses

- Research
- Drafting Written Content
  - Ordinances
  - Letters/Correspondence
  - Policies
- Creating Images

Best Practices

- Review and Fact-Check AI Generated Content (Citations)
- Attribute Copyrighted Material
- Review and Remove Biased Content
- Do Not Enter Sensitive, Confidential, or Private Information into “Open” AI Systems
- Label AI Generated Content
- Usage Policy / Employee Training and Literacy



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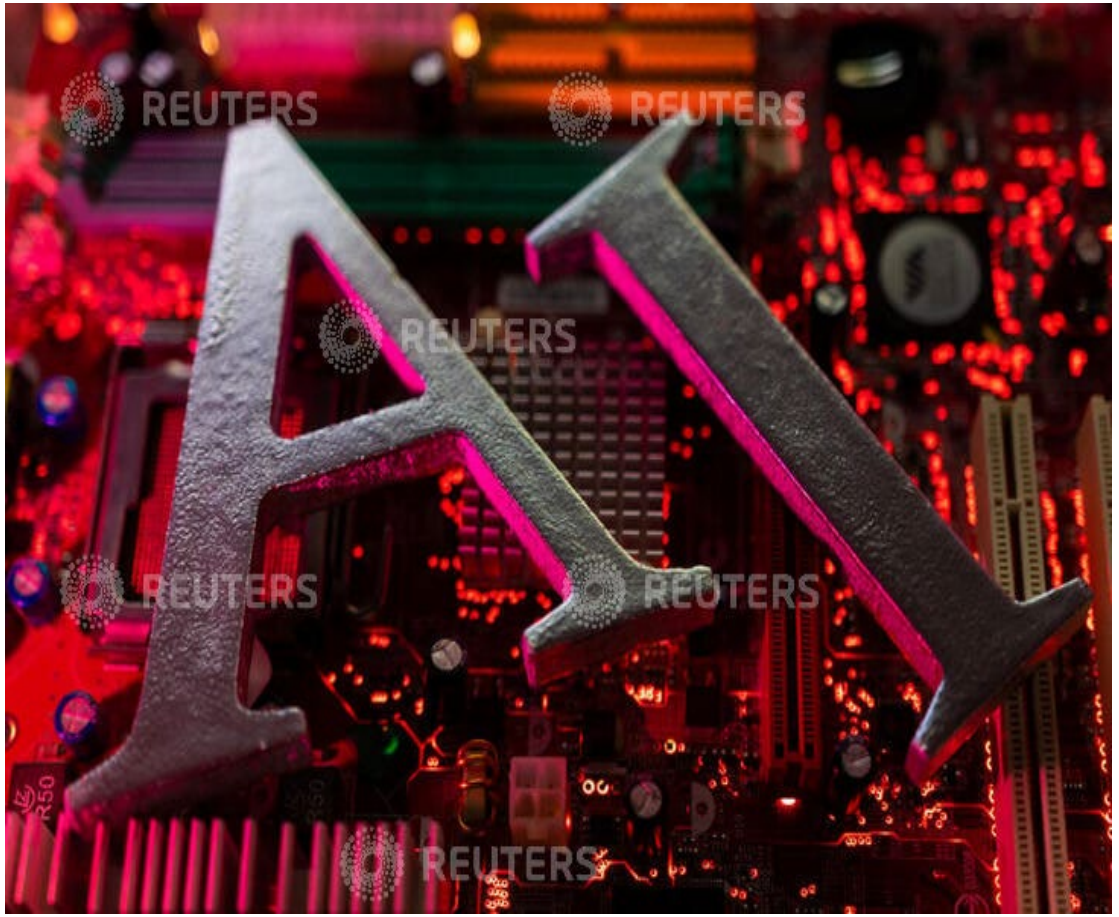
AI Summarization

Typical Uses

- Summarizing and Deciphering
  - Zoning and Building Codes
  - Long Reports
  - Legislation

Best Practices

- Review Original Source
- Prompt Program to Cite to Specific Code or Other Sections Within the Original Source
- Review and Fact-Check Citations
- Review and Remove Biases and Inaccuracies
- Review for Readability
- Do Not Disclose Sensitive, Confidential, or Private Information to Open AI System
- Label AI Generated Content



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AI Prediction Software

Typical Uses

- Planning Processes
  - 3D Mapping
    - Digital Twin
    - Repairs
    - Emergency Response
  - Aerial Imagery
    - Property Assessments
  - Traffic Management and Enforcement
  - Trash Monitoring
  - Noise Control
  - Detect Urban Decay / Nuisances
  - Code Enforcement

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AI Data Analysis

Typical Uses

- Analyze Survey Information, Documents, Images, and Videos
- City Planning
  - Make Predictions (Forecasting)
  - Detect Patterns
  - Historical Analysis
- Road Safety
  - Reduce Traffic Congestion
  - Optimize Public Transportation
  - Smart Streetlights and Intelligent Traffic Signals

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COMMON AI TOOLS IN LOCAL GOVERNMENT

AI Prediction and AI Data Analysis

Best Practices

- Understand What the Code is Doing
- Make Frequent Adjustments to Adapt to New Data Types, Security Threats, and Regulations
- Conduct Periodic Data Security Checks and Trainings
- Ensure Scalability
- Review and Remove Biased or Inaccurate Outputs
- Ensure Your Digital Infrastructure/ Internet Connectivity Can Support the Collection and Analysis of Data
- Label AI Generated Software Codes
- Vet Vendor's Financial Stability, Data Usage, and Originality
- Implement Data Governance Policies

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AI Legal Assistant







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Practical Law Resources

- State and Local Government Generative Artificial Intelligence (AI) Use Policies
- AI Key Legal Issues: Overview
- Using AI in Law Departments
- Generative AI Prompting Considerations for Lawyers: Overview
- Generative AI and Copyright
- AI in the Workplace (US)
- Implementing Workplace AI Tools Checklist
- Generative AI Workplace Risk Assessment and Management Checklist
- AI Tool Vendor Due Diligence Checklist
- General Contract Clauses: Customer Data AI Restrictions (Services Agreement)
- General Contract Clauses: AI Content Disclosures (Services Agreement)
- AI and Legal Ethics
- ABA Outlines Lawyer Responsibilities When Using Generative AI Tools (August 2024)
- Biden Administration Announces Crackdown on Customer Service Chatbots (August 2024)



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