



# ARTIFICIAL INTELLIGENCE (AI) IN COUNTY GOVERNMENT

IMPLICATIONS, CONSIDERATIONS, NEXT STEPS

COUNTY BOARD SUPERVISOR RICK ROSE, DISTRICT 16

EXECUTIVE COMMITTEE MEETING – 4 MAY 2023

# AI EMERGES

- November 2022 — ChatGPT Launched by OpenAI
- This technology isn't going away, and there are numerous implications to its use.

# CASE STUDY: AS JAPAN'S POPULATION DROPS, ONE CITY IS TURNING TO CHATGPT TO HELP RUN THE GOVERNMENT\*\*

- In the five months since its launch, ChatGPT has been used to generate student essays, write wedding vows, and compose rousing sermons for pastors and rabbis. Now, a Japanese city is turning to the AI chatbot for something else: helping to run the government.
- A spokesperson from the municipal government told CNN the nationwide population crisis was a factor they considered when implementing the use of ChatGPT.
- Aging Japan's population has been rapidly falling for years, with the country's leader warning recently that "time is running out to procreate," and that Japan is "on the brink of not being able to maintain social functions."
- Yokosuka is no exception. The city's population of 376,171 is expected to keep shrinking, the natural causes exacerbated by the departure of major manufacturers and insufficient tourism, according to the government site.
- In the face of these population problems, the city turned to ChatGPT to enhance efficiency and establish a better workflow within government operations, said the spokesperson.



# CASE STUDY: AS JAPAN'S POPULATION DROPS, ONE CITY IS TURNING TO CHATGPT TO HELP RUN THE GOVERNMENT

- ChatGPT handling rote administrative tasks so “staff can focus on work that can only be done by people...”
- The government anticipates the tool will be “used widely among our staff.”
- No confidential or personal information will be entered into ChatGPT
- There have been widespread data privacy concerns
  - Italian regulators issued a temporary ban on the chatbot last month as they investigate how company uses data.
  - Some big companies, including JPMorgan Chase, have clamped down on employees’ use of ChatGPT due to compliance concerns related to employees’ use of third-party software.
- The scramble by rival tech companies to develop their own AI tools has also highlighted the ways AI can spit out racist, sexist and harmful content.

***\*\*At the bottom of this article, a single line read: “This release was drafted by ChatGPT and proofread by our staff.”\*\****

Source: CNN/Jessie Yeung, 4/21/23

# COUNTY GOVERNMENTS ARE INCREASINGLY USING AI AND CHATGPT

- **To improve efficiency by automating tasks currently done manually** by county employees, such as processing paperwork, answering phone calls, and scheduling appointments.
  - This can free up employees to focus on more complex tasks, and it can also help to improve accuracy and efficiency.
- **To provide better service** to county constituents by making it easier for them to access information and services.
  - AI chatbots can answer questions about county services on a 24/7 basis.
- **To save county governments money** by automating tasks, improving efficiency, and providing better service.
  - A study by the McKinsey Global Institute found that AI could save the U.S. government \$1 trillion annually by 2025.

# EXAMPLES OF U.S. COUNTIES USING AI

- **Maricopa County, AZ:** Uses AI to automate the process of issuing marriage licenses. This has saved the county time and money, and it has also made the process more convenient for couples who want to get married.
- **San Diego County, CA:** Uses AI to predict crime hotspots. This information is then used to deploy law enforcement resources more effectively, which has helped to reduce crime rates.
- **King County, WA:** Uses AI to improve the efficiency of its child welfare system. AI is being used to identify children who are at risk of abuse or neglect, and to provide them with the services they need.
- **Harris County, TX:** Uses AI to improve the efficiency of its elections process. AI is being used to verify voter registration, to process absentee ballots, and to count votes.
- **Miami-Dade County, FL:** Uses AI to improve the efficiency of its transportation system. AI is being used to monitor traffic conditions, to predict delays, and to recommend alternative routes.



# NACO SURVEYED LOCAL GOVERNMENT IT PROFESSIONALS RE: AI USE

## **Responses to NACO Survey: How are you using AI/ChatGPT in county services:**

- Helping improve written communications (letters, memos, emails, etc.)
- Shortening research time
- Translating language
- Providing templates for policies, job descriptions, etc.
- Generating interview questions
- Creating employee and manager surveys
- Helping developers to write more efficient code and batch scripts
- Providing an automated way to write infrastructure routines
- Writing Resolutions
- Responding diplomatically in a heated conversation.

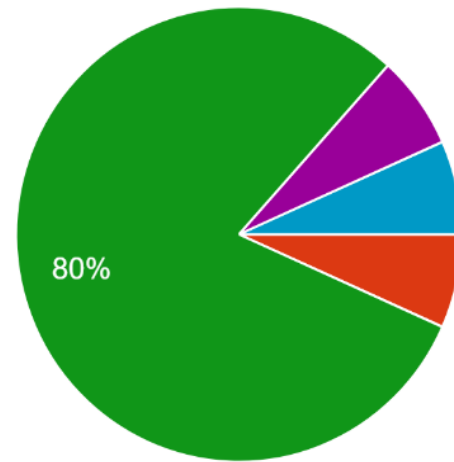
Source: NACO article, Rita Reynolds, 4/4/23

# DANE COUNTY DIRECTOR SURVEY ON AI

CONDUCTED BY SUP. RICK ROSE

Are you currently using AI of any sort within your department

15 responses



- Yes, for several years
- Yes, just started in 2023
- Will be within the year
- No
- No one is currently using but some have explored its usefulness
- No - at Public Health we use City of Madison IT, so any plans would have to work through them.

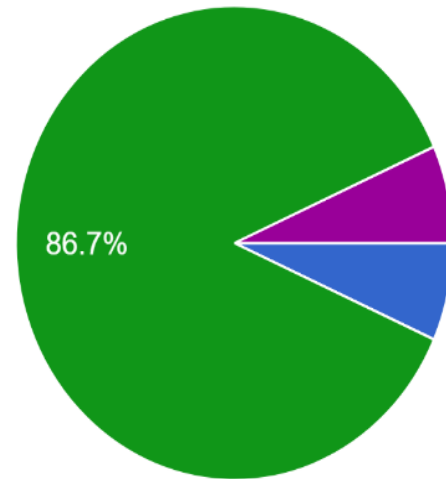


# DANE COUNTY DIRECTOR SURVEY ON AI

CONDUCTED BY SUP. RICK ROSE

How often are discussions around AI being held around your department

15 responses



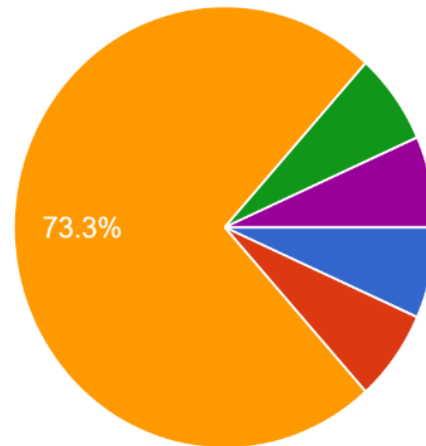
- Daily
- Weekly
- Monthly
- Not currently happening
- only in passing regarding personal complaints about phone calls with other companies

# DANE COUNTY DIRECTOR SURVEY ON AI

CONDUCTED BY SUP. RICK ROSE

Have you or staff attended conferences or workshops, virtually or in person, related to AI and how it may be used in the work you do?

15 responses



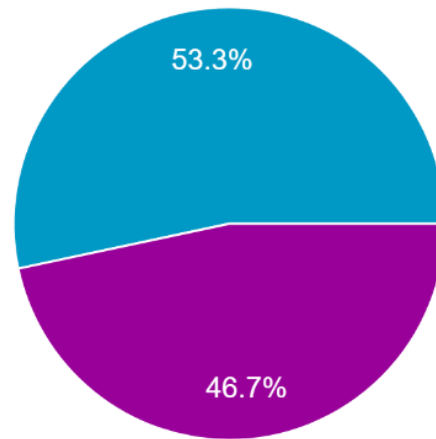
- Yes, me personally
- Yes, staff
- No
- A staff member attended a luncheon where AI was the featured topic
- It appears on training advertisements for training in my field, will probably attend them this year.

# DANE COUNTY DIRECTOR SURVEY ON AI

CONDUCTED BY SUP. RICK ROSE

Have you held discussions on AI with other department leaders?

15 responses



- Yes, at my suggestion and invitation
- Yes, at their suggestion and invitation
- Have some scheduled on the horizon, at my suggestion
- Have some scheduled on the horizon, at their suggestion
- No desire
- Have desire, but hasn't happened

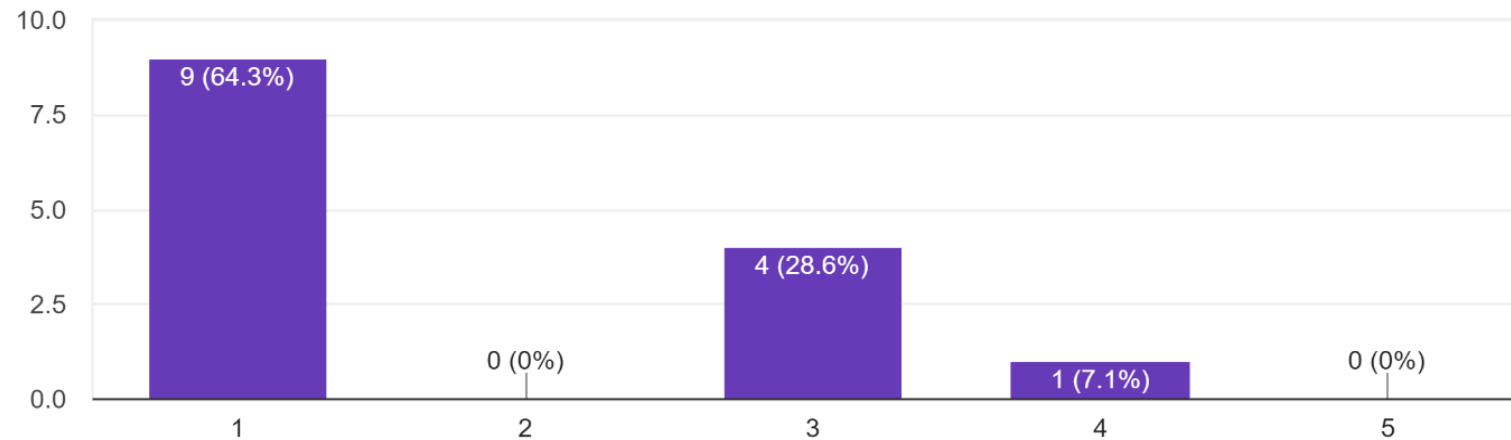


# DANE COUNTY DIRECTOR SURVEY ON AI

CONDUCTED BY SUP. RICK ROSE

How versed are you in AI as it relates to uses within your field of work?

14 responses

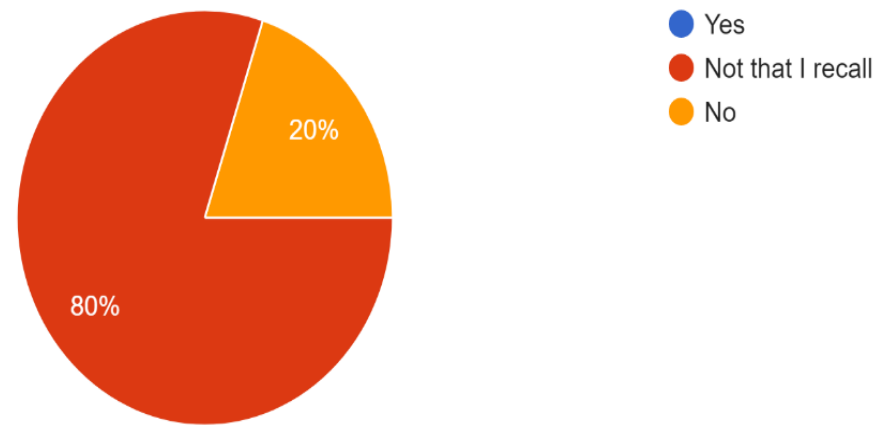


# DANE COUNTY DIRECTOR SURVEY ON AI

CONDUCTED BY SUP. RICK ROSE

Have you received communication for the County Exec's office regarding AI plans or use?

15 responses

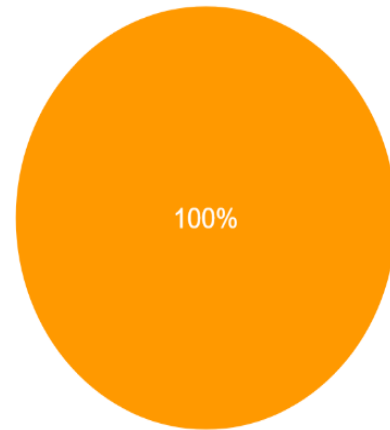


# DANE COUNTY DIRECTOR SURVEY ON AI

CONDUCTED BY SUP. RICK ROSE

Have you been approached by staff members on the subject of AI?

15 responses



- Yes, often in my opinion
- Yes, but not often enough
- Not all at all
- I am not ready for those conversations
- They are not ready for those conversations



# DANE COUNTY DIRECTOR SURVEY ON AI

CONDUCTED BY SUP. RICK ROSE

**Please list all Open AI/ChatGPT platforms you have used in your dept (9 responses)**

- None / None that I'm aware of (majority of responses)
- Corti QA

# DANE COUNTY DIRECTOR SURVEY ON AI

CONDUCTED BY SUP. RICK ROSE

## **Please list all Open AI/ChatGPT platforms you are familiar with? (7 responses)**

- None, really... I downloaded the Bing AI on my home computer to try, but haven't had a chance yet...
- Primarily frustrations of wanting to speak with a sales associate at a store instead of a computer for the personal touch and for answers to those less common questions (people have regularly commended on their appreciation for a human answering the phone)
- ChatGPT
- I'm not particularly familiar with any AI/ChatGPT platforms, although I may admittedly be using them, but due to my ignorance on the topic, not overtly aware that the technology would be in the category of "AI," if that makes sense.
- NONE/NOT AWARE OF (Majority of responses)

# WHILE THERE ARE TREMENDOUS BENEFITS OF AI, THERE ARE ALSO CHALLENGES TO BE AWARE OF:

Companies/counties are creating AI “manifestos” to address some of the following concerns:

- **Data privacy** – One needs to be very careful about what you are putting into ChatGPT. In a recent article in CSO, “Sensitive data currently makes up 11 percent of what employees paste into ChatGPT, with the average company leaking sensitive data to ChatGPT hundreds of times each week, according to *Cyberhaven*.”
- **Data accuracy** – Answers are only as good as the information available. Fact checking is important, because the information returned may be based on non-factual information.



# WHILE THERE ARE TREMENDOUS BENEFITS OF AI, THERE ARE ALSO CHALLENGES TO BE AWARE OF:

- **Data relevance** – ChatGPT launched with only includes internet data from fall of 2021. I expect this to change (if it hasn't already). But for now, it is important to be aware of this limitation.
- **Misuse** – Hackers are already using the bot to create more convincing malware or phishing scams, and the model could be tasked with creating and spreading misinformation. And then there is the educational concern where students are using ChatGPT to write their papers; thereby, eliminating the need for student research and critical thinking.

# WHILE THERE ARE TREMENDOUS BENEFITS OF AI, THERE ARE ALSO CHALLENGES TO BE AWARE OF:

- **Critical thinking** — Just as important is the potential elimination of critical thinking. As we all know, critical thinking is vital in resolution and problem solving, as well as in perfecting vision and implementing creative ideas. Will ChatGPT eliminate that crucial step in problem solving? Will it create bias? We need to be cognizant of both of those potential outcomes.

# A FEW STRATEGIES THAT SHOULD BE REVIEWED AND IMPLEMENTED WITH SUPPORT FROM COUNTY LEADERSHIP

- **Develop a county policy on the use of AI that is responsible and ethical and addresses the county's position on:**
  - Privacy and data security
  - Transparency and accountability
  - Fairness and bias
  - Informed consent
  - Responsible use
- **Educate staff on the positive and negative uses of ChatGPT**



# NACO SUGGESTS KEEPING AN EYE ON THREE AREAS

- **How other countries are responding to ChatGPT**

- Italy has banned all Italian residents from accessing ChatGPT, claiming that ChatGPT has violated the European Union's General Data Protection Regulation (GDPR).

- **The frenetic pace of improvements of newer versions of ChatGPT**

- ChatGPT 4 is already out for subscribers to the paid version. It includes the ability to interpret images and respond in written form on how to use the image or on what the image represents.

- **Active discussions on whether AI should be paused**

- Even the research experts and well-known leading figures in technology are saying that a pause makes sense in order to give some time for the development of appropriate guardrails.

# CONCLUSION

- Counties' use of ChatGPT is in its infancy and should be monitored.
- Even with the challenges, the benefits are significant. Counties should develop strategies policies to anticipate and respond to both the benefits and challenges, and anticipate that more will arise as the technology and its implementation develop.