





MEMORANDUM

TO: Mayor and Council Members

THROUGH: Susana Carbajal, Chief of Staff 

FROM: Daniel Culotta, Chief Innovation Officer 

DATE: May 28, 2024

SUBJECT: **Response to Council Resolution 20240215-024 on Artificial Intelligence Technologies**

This memo is in response to [Council Resolution 20240215-024](#) regarding artificial intelligence (AI) technology policies and guidelines, accountability strategies, and workforce considerations. The resolution directed the City Manager to (1) assemble and consult with an advisory committee to provide recommendations and guidelines for City use and assessment of AI systems; (2) create accountability and oversight strategies and procedures for the use and acquisition of AI; and (3) develop a comprehensive plan for managing the impact of AI on the workforce.

Advisory Committee

The Office of Innovation convened City staff from the Communications and Technology Management Department (CTM), the Information Security Office (ISO), and the Equity Office to help create the advisory committee. In accordance with the resolution, the core team recruited representatives for the AI Advisory Committee (AIAC) from local community, technology, and academic organizations to provide input on the City's AI policies, accountability strategies, and workforce considerations. The AIAC met in April and May to discuss and provide recommendations for successfully adopting AI across the City organization including ways to:

1. Foster collaboration across the organization and with residents;
2. Create comprehensive evaluation and deployment strategies for new technologies;
3. Define and monitor key risks and metrics that will allow the City to adapt and pivot as needed;
4. Implement a governance framework that prioritizes transparency, ethics, equity, and accountability; and
5. Develop a holistic roadmap focused on responsible scalability.

The AI Advisory Committee reviewed various City policies and procedures including the [Generative AI Standards](#) to provide recommendations. This document, which applies to all City staff, includes usage standards and requirements for generative AI tools and guidance on determining and mitigating risk with various use cases. The Generative AI Standards leverage and support other City policies and procedures including the Acceptable Use Policy, Data Classification Policy, Security and Privacy Controls Policy, the ISO's Policy Clarification on the Use of AI Services for City Data Processing, Information Privacy Program Plan, and CTM's Records and Information Management Manual. City staff are using recommendations from the AI Advisory Committee to propose amendments to the Generative AI Standards, as applicable. Staff are also

compiling and assessing other AI Advisory Committee recommendations on privacy, security, transparency, equity, and workforce development.

Accountability and Oversight

The City's existing Generative AI Standards establish oversight procedures for employees using AI tools including:

1. Reporting generative AI use to CTM.
2. Reporting any known or suspected security issues using the City's Cybersecurity Incident Response Plan.
3. Establishing City accounts for AI tools.
4. Citing content that was produced in part or fully by AI tools.
5. Reviewing AI outputs for accuracy, bias, and sensitive, personal, or protected information.

The Information Security Office (ISO) maintains a Risk Management Process to identify and mitigate security and privacy risk. All technologies used for City business, including AI applications, are required to go through this process and receive executive approval before use. In addition, CTM assesses all new technologies, including AI applications, for design, interoperability, and sustainability factors before purchasing or integrating them into the City's technology ecosystem.

Staff is currently developing a system for reporting, reviewing, and acting on AI-related errors and incidents of bias. In addition, staff is exploring the adoption of procurement review guidelines, vendor guidelines, factsheets, and other tools that will promote transparency, explainability, understanding, and auditability of the structure and function of AI applications the City is evaluating or using.

Workforce Considerations

Staff is researching and exploring training and reskilling programs to take advantage of the efficiencies and benefits AI tools provide, as well as identify high-priority and high-value AI uses. Since 2023, the Office of Innovation's Data Impact, Visuals, and Exploration (DIVE) program has provided training on data topics including responsible AI use to more than 300 City employees. The Office of Innovation will work with the Deputy Chief Learning Officer to research and identify additional resources to expand AI training and education options. The AI core team is building a strategy plan with the Deputy Chief Learning Officer and the Human Resources Department Director to comprehensively address staff readiness, reskilling, and support as AI tools continue to redefine the workforce.

Next Steps

Staff continues to evaluate the AI Advisory Committee recommendations and build an implementation strategy to create a responsible and supportive environment for AI use and effectiveness in the City organization.

If you have additional questions, please contact Daniel Culotta, Chief Innovation Officer, at daniel.culotta@austintexas.gov.

cc: T.C. Broadnax, City Manager
CMO Executive Team
Department Directors
Assistant Directors