



## CITY OF PROVIDENCE

# 5.7 ARTIFICIAL INTELLIGENCE (AI) POLICY

### Purpose

This policy establishes guidelines for the responsible development, acquisition, deployment, and governance of Artificial Intelligence (AI) technologies by the City of Providence. The intention is to enhance city services while safeguarding public trust, transparency, privacy, and equity.

The City of Providence is committed to designing, developing, and deploying AI technologies in a responsible and ethical manner to ensure AI usage does not compromise the public's trust in open government as well as the security and confidentiality of employee and resident information.

### Scope

This policy applies to all departments, employees, interns, fellows, volunteers, contractors, and third-party vendors engaged in any activity involving AI systems on behalf of the City of Providence.

### Policy

This is intended to give City employees guidance on the responsible use of AI in order to advance the City's mission while minimizing risks to both the City and the public. It also provides staff with examples and/or opportunities where AI may be used appropriately to further advance citywide goals.

#### 1. **Generative Artificial Intelligence**

Generative Artificial Intelligence ("AI") is a set of relatively new technologies that leverages large volumes of data along with machine learning (ML) techniques to produce content based on user prompts. The content can be written (e.g. ChatGPT or Bard), audio (e.g. OtterPilot), or visual (e.g. Dall-E).

#### 2. **Principles:**

##### A. **Empowerment**

1. The City of Providence supports the responsible and strategic use of generative artificial intelligence (AI) to enhance the delivery of public services. Employees are encouraged to leverage AI tools to improve efficiency, accessibility, and responsiveness while maintaining the highest standards of ethics, data protection, and professional judgment.
2. The City will provide guidance and education to ensure these technologies are used in a manner that protects sensitive information, reflects the City's core values, and promotes equitable outcomes for the residents we serve.

##### B. **Equity & Human-Centered Design**

1. The City of Providence values innovation in public service and encourages the responsible use of emerging technologies, including generative AI, to improve services for residents and support sustainable community outcomes. Employees must ensure that any AI-assisted work reflects the City's commitment to accessibility, equity, and human-centered design, prioritizing the needs of all users.
2. When developing communications or content, employees should consult the City's Inclusive Language Guide to help reduce bias, avoid stigma, and promote respectful and equitable engagement.
3. Employees remain fully responsible for the accuracy, appropriateness, and integrity of any AI-generated content they use or distribute, as their work reflects the City and municipal government as a whole.



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4. Any instance in which AI use results in potential harm (i.e., misuse of Protected Personal Information (PPI), Protected Health Information (PHI), misconduct of a sensitive nature such as sexual imagery, use with intent to harass), bias, misinformation, or other adverse impact must be reported to the employee's supervisor and the Department of People and Culture within twenty-four (24) hours of discovery.
- C. Transparency and Accountability**
1. The City of Providence is committed to the transparent and responsible use of generative artificial intelligence to support effective public service. Employees should maintain appropriate records of AI use in City processes and decisions to ensure transparency, traceability, and accountability across departments.
  2. Any AI-generated content must be used responsibly and solely in furtherance of the public good. Employees remain fully responsible for the outcomes produced when using AI tools; while these technologies may support and enhance work, they do not replace professional judgment or human oversight.
  3. Employees must ensure that all AI-assisted work complies with applicable laws, regulations, and City policies, and that the use of commercial tools continues to align with the City's commitment to public service.
- D. Exploration and Risk Management**
1. Employees are encouraged to responsibly explore and experiment with emerging generative AI technologies, recognizing their potential to enhance City services. At the same time, employees must remain vigilant about risks such as intellectual property infringement, misrepresentation, and algorithmic bias.
  2. Responsible use requires a strong commitment to ethical principles, ensuring that AI adoption serves the public interest and improves quality of life without compromising authenticity, intellectual property rights, privacy, or security.
  3. These guidelines are intended to support employees in establishing a thoughtful framework for evaluating AI tools prior to implementation—ensuring alignment with the City's values, ethical standards, and all applicable laws and regulations.
- E. Privacy and Security**
1. The City of Providence acknowledges the significant impact technology tools have on security, privacy, and digital rights.
  2. Employees using generative AI must carefully consider the broader implications for constituent privacy and security. Under no circumstances should Protected Personal Information (PPI), Protected Health Information (PHI), criminal justice information (CJI), or other confidential data, such as Social Security numbers or medical records be used with generative AI tools.
  3. The use of AI to process or store PPI, PHI, CJI or any data protected under HIPAA or similar regulations is strictly prohibited.
  4. Employees must also be aware that generative AI platforms can be vulnerable to security threats, including malicious links or prompt-based attacks, especially if tools are not updated regularly or used without proper cybersecurity practices.
  5. Any records generated or stored by AI tools may be subject to disclosure under the Rhode Island Access to Public Records Act (APRA) and should be treated as potentially public documents. For more information see [Public Records Policy and Procedure](#)
3. **Guidelines**
- A. **Fact Check and Review: What should you do when using AI?**



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1. Independently verify the accuracy of all AI generated content. If references are provided, review them for context and reliability. You are ultimately responsible for any content you publish or distribute that includes material generated by AI.
2. Evaluate content for factual errors, bias, plagiarism, and potential harm, particularly toward historically marginalized groups.
3. Always review and edit AI-generated materials including documents, letters, memos, and graphics for accuracy, appropriate tone, and clarity. Generative AI should support your work, not replace the need for human editing and judgment.
4. AI-generated code must not be used in City applications, systems, or services unless it has been reviewed and approved by a qualified individual.

### B. **Disclosure**

1. Be transparent about AI use in content creation. When using generative AI, employees must provide plain-language documentation that clearly explains the system or tool being used.
2. For graphics or visual materials, include the model type and version in the footer for reference.
3. If AI is used for notetaking or summarizing audio recordings, disclose this to all participants beforehand.
4. AI tools for meeting notes or summaries may only be used if the employee is actively attending the meeting, either in person or remotely.
5. When submitting final work for supervisory review, employees must disclose whether generative AI was used in creating any part of the content—including documents, images, audio, or other materials.

## 4. **Sample Use Cases:**

### A. **Writing a memo**

In municipal government, memos are an effective and efficient way to share information with colleagues, present an argument on a particular policy, or outline options and timelines for decision points in a process or protocol. Generative AI can be used to make a first draft of such a memo and should not be considered a final copy.

1. Prompt: Write a memo to the Chief Operations Officer about the potential benefits of using generative AI in City government.
2. Risk factor to consider: Using another individual's work without permission or providing inaccurate information.

### B. **Writing a Job Description**

Job descriptions are an important part of recruitment and are often outdated. Generative AI can produce similar job descriptions by aggregating and including parts of other job descriptions to help provide an initial draft for a manager to review.

1. Prompt: Write the job description for a Chief People Officer of a large city.
2. Risk factor to consider: AI models have inherent bias, and a job description generated by AI might not align with the City's mission/policy regarding diversity, equity, and inclusion.

### C. **Analysis of Data to Inform**

Using data to stay abreast of community needs is critical to ensure responsive programming and services. Generative AI tools can analyze user-provided data (e.g. 311 data or DIS data) by month or fiscal year to determine trends or analyze publicly available data sets.

1. Prompt: analyze 311 call data set by subject and by month of the year to identify trends and graph.



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2. Risk factor to consider: This might involve confidential protected information such as PPI and/or PHI that should not be input into an AI tool. Be sure to remove any identifiable information first.

### D. **Additional Tips for Application:**

#### 1. **Drafting Content in Other Languages**

Generative AI can assist in drafting content in multiple languages. You can experiment with different languages but do not assume it has produced an accurate translation. Always have it checked by an in-language and/or native speaker.

- a. Experiment with different languages.
- b. Consult someone with language proficiency to review and edit before using.
- c. Check for accuracy and bias.

#### 2. **Images, Audio, and Videos**

Generative AI can produce media content based on prompts. Ensure content aligns with guidelines, consult experts, and engage with relevant communities.

- a. Use AI as a tool for communication and artistic generation.
- b. Apply all branding guidelines issued by the City.
- c. Ensure content is not offensive or harmful.
- d. Ensure content is not copywritten and/or trademarked.

## 5. **Compliance**

- A. Failure to adhere to the provisions outlined herein will result in administrative, contractual, or disciplinary action. Infractions that violate local, state, federal or international law may be referred to the proper authorities.
- B. The City's Office of Information & Technology and Department of People and Culture, shall have the authority to:
  1. Investigate potential violations of this policy.
  2. Recommend corrective actions to department leadership.
  3. Suspend or halt the deployment of AI systems found to be non-compliant.

### **Related Policies:**

Information and Systems Security Policy  
Laptop Computer and Mobile Device Policy  
Remote Access Virtual Private Network (VPN) Security Policy  
Email Use Policy  
Electronic Signatures  
Discipline Policy  
Code of Conduct  
Public Records Policy and Procedure

### **Other Related Information:**

[Local 1033 Collective Bargaining Agreement](#)