



# Punta Gorda

## (Public-Friendly Summary of the City's AI Principles)

### City of Punta Gorda – Our Commitment to Responsible AI

The City of Punta Gorda is exploring the use of Artificial Intelligence (AI) to improve services, enhance efficiency, and support our employees and residents. We believe AI should be used in a **responsible, safe, and transparent** way that strengthens public trust.

This summary outlines the principles guiding how we use AI in your local government.

#### 1. Transparency

Residents deserve to know **when and how** AI is used.

The City will clearly communicate AI systems used in public services and ensure decisions remain understandable and explainable.

#### 2. Accountability

AI does not replace people.

City staff retain responsibility for decisions, services, and outcomes — even when AI assists in the process.

#### 3. Fairness & Equity

AI must treat everyone fairly.

We are committed to using tools that minimize bias and avoid discrimination, ensuring equitable treatment of all residents.

#### 4. Privacy & Security

Protecting your information is a top priority.

The City will only use AI systems that safeguard personal data, follow Florida law, and meet cybersecurity standards.

#### 5. Purpose-Driven Use

AI will only be implemented when it clearly benefits the community — such as improving response times, analyzing trends, or simplifying access to services.

#### 6. Human Oversight

All important decisions will continue to involve trained City employees.

AI may support our staff, but **humans remain in control**.

## **7. Safety**

The City will not use AI in ways that put the public at risk or compromise safety, rights, or trust.

## **8. Ongoing Evaluation**

AI will be reviewed regularly to ensure it is working properly, safely, and in alignment with community values. Systems may be updated, adjusted, or discontinued if concerns arise.

## **9. Open Communication**

The City welcomes questions, feedback, and public dialogue about our use of AI.

Our goal is to ensure residents understand these tools and feel confident in how they are used.

### **In Short:**

**AI will help us serve you better, but never at the cost of transparency, fairness, or trust.**

The City will use AI carefully, responsibly, and with the community at the center of every decision.

## City of Punta Gorda – Artificial Intelligence (AI) Policy

### 1. Purpose

The purpose of this policy is to establish foundational principles, expectations, and operational guidelines for the responsible use, procurement, deployment, and oversight of Artificial Intelligence (AI) technologies within the City of Punta Gorda.

This policy aims to ensure that AI:

- Improves service delivery and operational efficiency
- Protects resident privacy and civil liberties
- Maintains transparency, accountability, and public trust
- Aligns with City values, legal requirements, and ethical standards

### 2. Scope

This policy applies to:

- All City departments, divisions, and personnel
- Contractors, consultants, and vendors deploying or using AI on behalf of the City
- Any AI tools, systems, analytics platforms, or automated decision-making technologies used to support City operations

### 3. Definitions

#### **Artificial Intelligence (AI):**

Systems or tools that perform tasks normally requiring human intelligence, including but not limited to natural language processing, predictive analytics, machine learning, image recognition, automated decision support, or autonomous actions.

#### **Automated Decision-Making System (ADMS):**

AI systems that provide recommendations or make decisions that affect City operations, employees, or residents.

#### **Generative AI:**

Artificial intelligence is designed to produce output, especially text or images, normally requiring human intelligence, typically by applying machine learning techniques to large collections of data.

#### **High-Risk AI:**

Any AI system can significantly impact public safety, individual rights, eligibility decisions, financial outcomes, or critical infrastructure.

### 4. Guiding Principles

All AI use by the City shall be:

#### **4.1 Transparent**

Residents and staff should know when and how AI is used. Systems that significantly influence decisions must include explainable logic where possible.

#### **4.2 Ethical & Fair**

AI tools must be designed and used to reduce bias, avoid unfair discrimination, and treat all individuals equitably.

#### **4.3 Secure & Privacy-Protective**

AI must comply with applicable laws, City cybersecurity policies, and data privacy requirements. Only appropriate data should be used.

#### **4.4 Accountable**

Human oversight is required for all AI activities. Departments remain responsible for outcomes even when AI assists in decision-making.

#### **4.5 Purpose-Driven**

AI should be implemented only when it has a defined benefit, clear use case, and measurable performance criteria.

#### **4.6 Safe**

The City will not deploy AI systems that compromise public safety or operate without adequate testing, controls, or risk mitigation strategies.

### **5. Allowed Uses of AI**

Use of AI is permitted when:

- It increases efficiency, accuracy, or service quality
- It supports internal operations such as data analysis, routine automation, or customer service
- It does not substitute for human judgment in high-risk or sensitive decisions
- It complies with this policy and receives appropriate review/approval

### **6. Prohibited Uses of AI**

The City shall **not** use AI for:

- Unlawful surveillance or monitoring
- Automated decisions that affect rights, access, benefits, or employment without human review
- Law enforcement facial recognition (unless explicitly approved by Council or State law)

- Any activity that compromises civil liberties, safety, or trust
- Uses that the City cannot properly secure, audit, or explain

## **7. Governance Structure**

### **7.1 AI Governance Committee**

The City will establish an **AI Governance Committee** consisting of representatives from:

- City Manager's Office
- Legal
- IT / Systems Analyst
- Human Resources
- Public Safety (as needed)
- Additional departmental stakeholders related to use cases

#### **Responsibilities include:**

- Reviewing proposed AI use cases
- Maintaining an inventory of AI tools
- Monitoring compliance
- Recommending policy updates
- Evaluating risks and benefits
- Assessing vendor claims and technical standards

### **7.2 Departmental Responsibilities**

Departments intending to use AI shall:

- Submit an AI Use Case Proposal to the Governance Committee
- Identify data requirements and risk impacts
- Ensure appropriate training for staff
- Maintain documentation for audits
- Monitor system performance and outcomes

## **8. Procurement & Vendor Requirements**

Any AI system must meet the following standards:

- Compliance with all applicable state, federal, and City regulations
- Clear disclosure of how the system works and what data it uses
- Demonstrated mitigation of bias and security risks
- Ability for the City to audit performance and system logs
- Service-level agreements that guarantee support, updates, and explainability

- No “black box” tools in high-risk decision scenarios

## **9. Data Management & Security**

AI projects must follow City cybersecurity standards and:

- Use only approved datasets
- Implement encryption for data in transit and at rest
- Maintain audit logs
- Comply with retention schedules
- Prevent unauthorized access or model manipulation
- Avoid sending confidential or protected information to unapproved external AI tools

## **10. Human Oversight & Decision Rights**

AI tools may assist with analysis, recommendations, or workflow automation, but:

- Humans retain final decision-making authority
- Employees must understand AI limitations
- High-risk decisions require manual verification
- Departments must provide a clear escalation path when AI outputs appear incorrect or unsafe

## **11. Training & Staff Readiness**

The City will provide training to ensure staff:

- Understand appropriate AI use
- Recognize risks (bias, privacy, misinformation, automation errors)
- Know how to review AI outputs for accuracy
- Follow required approval, procurement, and reporting procedures

## **12. Transparency & Public Communication**

The City will:

- Maintain a public-facing description of AI systems used in City operations (where appropriate)
- Provide residents with information explaining how AI supports services
- Offer a mechanism for questions, complaints, or appeals related to AI-assisted decisions

## **13. Monitoring, Evaluation & Auditing**

AI systems, especially high-risk systems, shall be subject to ongoing monitoring to ensure:

- Accuracy
- Performance against benchmarks

- Bias and fairness checks
- Security vulnerabilities
- Compliance with this policy

The Governance Committee will conduct periodic reviews.

#### **14. Incident Management**

Any malfunction, security incident, or unintended outcome involving AI must be:

- Reported immediately to IT and the Governance Committee
- Investigated to determine root cause
- Documented with corrective actions
- Communicated to stakeholders as needed

#### **15. Policy Review & Updates**

This policy shall be reviewed annually or sooner if:

- New laws or regulations require updates
- New uses of AI emerge
- Risks or operational lessons indicate revisions are needed

## City of Punta Gorda – Employee Guide for Using Artificial Intelligence

### Purpose:

This quick-reference guide helps City employees safely and responsibly use AI tools (such as ChatGPT, Microsoft Copilot, vendor AI add-ons, and automated systems) while protecting City data, residents, and operations.

### ✓ DO — Appropriate Use

Employees **may use AI** for tasks such as:

- Drafting emails, summaries, reports, and social media concepts
- Brainstorming ideas, outlines, and communications
- Improving clarity or rewriting content you already created
- Automating routine, repetitive tasks (when approved)
- Analyzing non-sensitive datasets
- Enhancing customer service (chatbots, workflows, etc.) with department approval

Always:

- Review and edit AI outputs before using them
- Ensure content aligns with City policies and public expectations
- Disclose when significant content is AI-assisted (if appropriate for the context)

### ✗ DO NOT — Prohibited Use

Employees **may NOT** use AI to:

- Upload or share **confidential, personal, or sensitive information**
- Enter data protected by law (HIPAA, CJIS, PCI, FERPA, HR files, police info, etc.)
- Make final decisions that impact residents or employees without human review
- Perform surveillance or identify individuals
- Create content that represents itself as official policy without approval
- Use unapproved AI tools for City business
- Replace professional judgment, legal review, or required workflows

### Be Careful — Areas Requiring Caution

- AI may generate incorrect, biased, or misleading information
- AI outputs must be fact-checked before being shared or published
- Employees are responsible for content they submit or distribute
- Always consider public records implications - AI messages may be subject to retention laws

## Data Safety Requirements

When using AI:

- Use City-approved platforms whenever possible
- Avoid uploading documents containing names, addresses, account numbers, or internal system data
- Do not enter incident reports, case files, or personnel matters
- Follow IT security guidelines for passwords, access, and sharing
- Contact IT if unsure whether content is safe to input

## Approval & Reporting

Before implementing AI-based tools, systems, or automated decision-making:

- Obtain approval through the **AI Governance Committee**
- Work with IT for procurement, data review, and security evaluation
- Report any errors, suspicious output, or policy concerns immediately

## Need Help?

Contact **IT** or your department director.

When in doubt, **ask before you use AI.**

## Public Records & Artificial Intelligence (AI)

### 1. Purpose

This section establishes how the City will treat Artificial Intelligence (AI) inputs and outputs in accordance with Florida's public-records laws and all applicable state and federal regulations.

### 2. AI Content as Public Records

AI interactions - including prompts, uploaded documents, attached files, chat history, generated text, images, recommendations, and other AI-produced outputs - **may qualify as public records** if they are created, used, or received during official City business.

AI content will be treated with the same level of care as email, written correspondence, drafts, and other forms of communication generated while performing City duties.

### 3. Prohibition on Entering Exempt or Confidential Information

Employees must **not** input, upload, paste, or otherwise provide any **exempt, confidential, sensitive, or restricted information** into an AI tool unless the tool is explicitly approved for such use by the City's IT Department.

Prohibited content includes, but is not limited to:

- Social Security numbers
- Medical or HIPAA-related information
- Law enforcement or security-sensitive data
- Personnel records not subject to disclosure
- Attorney - client privileged material
- Critical infrastructure details
- Any information protected under Florida Statutes (e.g., §§119, 501, 282, etc.)

Employees are responsible for understanding what data is exempt and must consult their supervisor, City Clerk, or IT Department when uncertain.

### 4. Retention and Records Management

AI-generated records will be **retained and disposed of** according to the appropriate Florida Department of State General Records Schedules.

If an approved AI platform stores or logs data externally, the City will:

- Maintain documentation of the system
- Ensure retention meets state requirements
- Ensure deletion aligns with City retention schedules

- Ensure records are retrievable upon request

The City Clerk remains the official custodian of City records, including AI-generated content.

## 5. Transparency and Public Access

When an AI interaction qualifies as a public record and is retained by the City, it will be **subject to public inspection** unless it falls under a lawful exemption.

Should a public-records request include AI content:

- The City will review the material
- Redact exempt information
- Produce the record in an accessible format
- Document any AI systems used in generating the content, if necessary

## 6. Acceptable Use and Route of Access

Employees must use only **City-approved AI platforms** for any work-related purpose.

Unapproved AI platforms - including publicly accessible chatbots, browser extensions, or personal AI accounts - **may not be used** to conduct City business.

All City-approved AI tools must provide:

- Appropriate logging and audit control
- Data-security measures
- Administrative oversight
- Ability to support public-records compliance

## 7. AI Drafts and Work Product

AI-generated drafts, notes, summaries, or other intermediate materials may also qualify as public records if used in the development of City business.

If an AI tool generates drafts that are **not retained** or **explicitly discarded**, those may be considered non-records; however, if the content is saved, referenced, transmitted, or incorporated into City work, it becomes subject to public-records requirements.

## 8. Responsibility and Enforcement

Employees are responsible for:

- Complying with public records laws
- Using AI tools appropriately
- Protecting confidential and exempt information
- Following retention and documentation procedures

Failure to comply may result in corrective action, up to and including disciplinary measures consistent with City policies and applicable laws.