CITY OF PASCO
ADMINISTRATIVE ORDERS

Administrative Order No. 811								
Personnel Policies & Procedures								
Subject: **Use of Generative AI/ML Systems**					Initial Effective Date: November 30, 2023			
Revised								
Approved								

The following Administrative Order is effective November 30, 2023.

I.   PURPOSE:

Generative AI such as OpenAI's ChatGPT, Google's Bard, and Microsoft's Copilot are powerful and useful tools. However, their use carries several risks which must be carefully managed to ensure it does not lead to unintended consequences. This Administrative Order provides guidelines for the acceptable use of ChatGPT and other generative AI systems at the City of Pasco and is intended to promote responsible and ethical use of this technology.

II.   DEPARTMENTS AFFECTED:

All

III.   REFERENCES:
Interim Guidelines for Purposeful and Responsible Use of Generative Artificial Intelligence
Public Records Act – RCW.42.56

IV.   DEFINITIONS:

AI – Artificial Intelligence, the simulation of human intelligence processes by machines, especially computer systems, using robust datasets to enable problem solving.

ML – Machine Learning, a branch of AI that enables computers to learn from experience without being explicitly programed.

Generative AI – an AI system capable of generating text, images, video, or other media in response to prompts.

Chatbot – a computer program that simulates human conversation through text or voice interactions.

LLM – Large Language Model, a class of AI deep learning models designed to process and understand vast amounts of natural language data.

ChatGPT – Chat Generative Pre-trained Transformer, a chatbot driven by a generative AI/ML system developed by OpenAI and trained using their LLM.

Category 3 Confidential Information – Confidential information that is protected from disclosure or release by law. Examples include social security numbers, a driver's license number or a Washington identification card number, account numbers (e.g., utility account), credit card numbers, security codes, or passwords. Additionally, it includes data held in personnel records, such as residential phone numbers and addresses, personal cell phone numbers, personal addresses, and emergency contact information.

Category 4 Confidential Information – Confidential information that requires special handling and has strict requirements through statute, regulations, or agreements. Examples include data that falls under Health Insurance Portability and Accountability Act of 1996 (HIPAA) or information that would be a threat to health or legal sanctions.

V.   POLICY:

1. Acceptable Use

Use of generative AI such as ChatGPT to ensure created works cover all requirements or to help push the author's workflow along, to spark innovation, or to seed ideas is encouraged, as long as proprietary, confidential, and protected information is not fed into the prompts.

The following guidelines should be observed by anyone wishing to make use of a generative AI platform:

A. Establish clear goals for the particular use case;
B. Consider the potential impact of generative AI on stakeholders, including customers, employees, and partners; and
C. Regularly review and audit the generative AI output to ensure it meets quality standards.

2. Usage Guidelines

General
Generative AI systems must not be used for the following:

A. To generate content that is defamatory, discriminatory, or illegal.
B. To impersonate individuals or organizations.
C. To generate content that violates privacy laws or regulations.
D. To engage in activities that could harm the City of Pasco's reputation.

Refer to Washington State's Generative AI Guidelines for additional guidance including principles for usage and usage scenarios.

Inputs
Do not use inputs that include confidential or protected information (category 3 or 4) into any public AI/ML system. Such information may be used to expand the training data set and could be seen as an unintentional breach.

Usage Logging
All usage of generative AI systems with category 4 information must be logged, archived, or otherwise recorded according to the regulatory framework governing the employees or contractors using AI/ML.

Output

Users should verify the copyright or intellectual property status of any generative AI system output. Terms of service, end-user license agreements and other click-through or similar documentation may add restrictions to the usage of the output.

Users should be aware of the knowledge base limitations in the generative AI tool. For example, ChatGPT 4.0's large language model is limited to information published prior to December 31, 2021, so its responses will not automatically consider the latest information available. Generative AI systems occasionally fabricate answers, citations, and articles, and is more likely to do so for things outside of its knowledge base. None of the output can be trusted without verification and validation of the answers. Usage of generative AI to draft articles, policies, blogs, social media posts or other publishable items should include a thorough manual check of all data as part of the workflow.

Platform Provider Contract Terms

When using an AI/ML platform with any potentially sensitive information, ensure the terms of use include policies around data retention and protection. Specifically, the platform should provide isolation of any input prompts from other platform users. Any City data retained by the platform should be purged upon termination. Additionally, no City data should be sold or transferred to 3rd parties. Paid subscriptions to generative AI platforms may offer more favorable terms and conditions and are generally preferred over free/public versions.

3. Unacceptable Use

Usage of any technology, including generative AI systems, to perform malicious or inappropriate actions, or to generate malicious, inappropriate, or illegal material is prohibited. Any attempt to circumvent blocks placed to dissuade illegal and inappropriate activity will be assumed to be an attempt to generate inappropriate and/or illegal content. Intentional misuse, as described, may result in disciplinary action.

Approved:

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Adam Lincoln, City Manager   Date