ARTICLE E. USE OF GENERATIVE ARTIFICIAL INTELLIGENCE

52-13E-1: PURPOSE:

This article provides guidance regarding employees, contractors, volunteers, or other persons performing a role for Salt Lake City use of generative artificial intelligence (AI) for City business and/or when using City resources.

52-13E-2: DEFINITIONS:

ARTIFICIAL INTELLIGENCE(AI): Machine-based system that can, for a given set of human-defined objectives, make predictions, recommendations, or decisions influencing real or virtual environments. Artificial intelligence systems use machine- and human-based inputs to perceive real and virtual environments; abstract such perceptions into models through analysis in an automated manner; and use model inference to formulate options for information or action.

ARTIFICIAL INTELLIGENCE SYSTEM: Any system, software, sensor, or process that automatically generates outputs including, but not limited to, predictions, recommendations, or decisions that augment or replace human decision-making. This extends to software, hardware, algorithms, and data generated by these systems, used to automate large-scale processes or analyze large data sets.

COMPLIANT ARTIFICIAL INTELLIGENCE PLATFORM: a generative artificial intelligence platform that (i) the City obtained through an approved procurement process; (ii) satisfies all the requirements of a Privacy Impact Assessment conducted by the City; and (iii) complies with all the rules and safeguards set forth in Title 52, Chapter 5 "Security (Information Technology)"

GENERATIVE ARTIFICIAL INTELLIGENCE: Branch of AI technology that can generate content—such as generating business letters and other documents that present an argument, summarize information, or analyze information like survey results — at the request of a user. Salt Lake City recognizes the opportunity for a controlled and responsible approach that acknowledges the benefits to efficiency while minimizing the risks around AI bias, privacy, and cybersecurity.

USERS: Employees, contractors, volunteers, or other persons performing a role for Salt Lake City use of generative artificial intelligence for City business and/or when using City resources.

52-13E-3: SCOPE:

This article applies to all use of generative AI by Users.

52-13E-4: RESPONSIBILITIES:

Usage of generative AI shall follow Salt Lake City's AI principles:

A.   Privacy: Unless the generative AI tool at issue is a Compliant Artificial Intelligence Platform as described in section 52-13E-2, only submit information to generative AI tools that is ready for public disclosure. This includes any text, photos, videos, or voice recordings shared with the AI. Be mindful that the AI output may include unexpected personal information from another user, so users must remove any potentially private information before publishing.

a.   Anything that would not be released or shared with the public should not be inputted into the AI tools. This includes protected, private, or controlled records, and information such as draft Request for Proposal requirements that should not be public yet, vendor transactions, procurement approvals, or internal City decisions.

b.   General rule: If the information exchanged with a Generative AI system would be harmful to a person or community if made public, it is a high or intolerable risk. Services can be compromised and leak personal information, all information exchanged with Generative AI has a reasonable risk of being compromised. If unsure, do not input into Generative AI.

c.   **Mid-risk information includes non-identifying and non-confidential information**. For example, a simple email response or instructive documents often contain only general information that would not present any risk if made public.

d.   High-risk information includes personally identifiable information (e.g., full name, birth date, email address) and confidential business information that may have larger implications to City processes.

e.   **Prohibited risk information includes highly sensitive and identifying information.** This includes data such as credit card numbers, bank account information, social security numbers, and other information that requires rigorous security measures and compliance standards before being processed.

B.   Accuracy: Salt Lake City maintains trust with its constituents by providing accurate information. Review and fact check all outputs received from a generative AI. Users should consult trustworthy sources to confirm that the facts and details in the AI-generated content are accurate. Be aware that many systems may only use information up to a certain date and cannot guarantee the content they generate is accurate.

a.   Trustworthy sources include City reports, records, master plans, codes, policies, and department/division webpages. City staff should also consult their manager, department director or division leadership to verify the accuracy of information.

C.   Transparency: The user shall be clear when they use generative AI. This includes citing that AI was used in creating a product.

D.   Equity: AI system responses are based on patterns and relationships learned from large datasets derived from existing human knowledge, which may contain errors and may be historically biased across race, sex, gender identity, ability, and many other factors. Users of generative AI must be mindful of any assumptions generative AI may make based on past

stereotypes. Users must edit or disregard biased output.

E.   Accountability: The person using AI is accountable for the content it generates. Use generative AI with a healthy dose of skepticism. The level of caution used should correspond to the risk level of the use case. It is always important to verify information provided by generative AI.

F.   Beneficial: Users should be open to responsibly incorporating generative AI into their work where it can make services better, more just, and more efficient.

52-13E-5: PRIVACY

A.   Opt Out: Some services offer an option to opt out of data collection. This means the generative AI system will not keep the data you provide, and it will not be used in the system's models. Salt Lake City as a customer of AI products, shall opt out of data collection and model training whenever possible.

B.   Verify the Copyright of All Generated Content: Users shall verify the content they use from any generative AI systems does not infringe any copyright laws. If users are uncertain if content violates copyright, they should either edit the content to be original or not use it.

   a.   Visit the U.S. Copyright Office to learn if content is copyrighted: https://cocatalog.loc.gov/cgi-bin/Pwebrecon.cgi?DB=local&PAGE=First

C.   Ownership of Generated Content: In most cases, the user owns the content they input into a generative AI service and the information they receive as an output. The user can use the content at their discretion, in accordance with Salt Lake City policy and any terms and conditions they agreed to with the generative AI software. However, many generative AI companies still retain the right to use both the input and output content for their own commercial purposes. For example, this could include a generative AI company using Salt Lake City data to train their models or distributing Salt Lake City output data for marketing campaigns. This emphasizes the importance that only information Salt Lake City is ready to make public should be entered into a generative AI system.

52-13E-6: USE OF GENERATIVE AI
Users are required to follow these rules while using generative AI for Salt Lake City work:

A.   Information you enter into generative AI systems could be subject to a Government Records Access and Management Act (GRAMA) request, is a record requiring retention considerations, may be viewable and usable by the City, and may be leaked in a data breach. Unless the generative AI tool at issue is a Compliant Artificial Intelligence Platform as described in section 52-13E-2, do not submit any information to a generative AI platform that would not be available to the general public (such as confidential, protected or personally identifiable information).

B.   Thoroughly review, revise, and fact check any output from generative AI. Users are responsible for any material created with AI support.

C.   Users must cite the generative AI when a substantial portion of the content used in the final version comes from the generative AI.

D.   Users may not utilize City generative AI accounts for personal use and users may not utilize personal generative AI accounts for official City business.

(Adopted December 2024)