



Smart City, Smarter Future: Navigating the AI Revolution in Municipal Governance

Innovation and Technology

City Council : December 3, 2024

RiversideCA.gov

1

AI Demystified: Unraveling the Digital Brain




Credit: Microsoft CoPilot/Designer Dall-E 3 Ai

RiversideCA.gov

2


2

AI Training



Credit: <https://cs.stanford.edu/~acoates/st110/>


3




RiversideCA.gov

3

AI – Sentiment Analysis



4



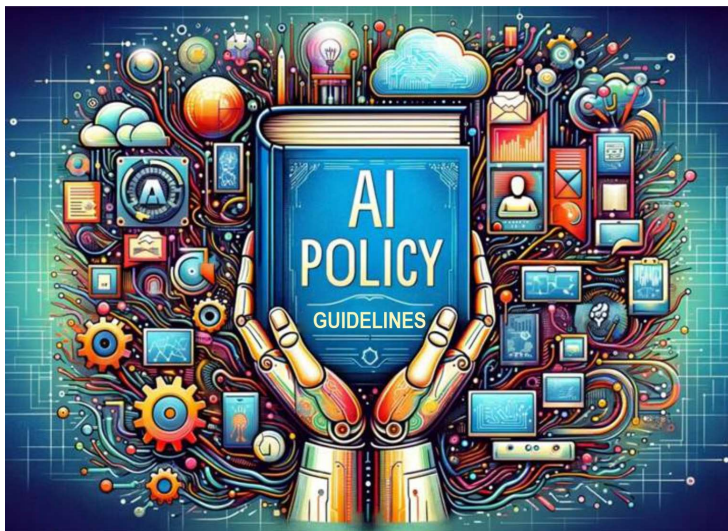
Credit: <https://www.mdpi.com/2076-3417/13/7/4596>

RiversideCA.gov

4

AI

- Commitment to responsible, ethical, transparent, and secure AI use
- Covers selection, design, development, and deployment of AI
- AI Adoption Guiding Principles



Credit: <https://kvabsoft.com/wp-content/uploads/2023/12/ai-policy-1080x75.jpeg>



RiversideCA.gov

City of Riverside AI Policy



Credit: Dall-E 3

AI Governance

- Technology Selection & Acquisition Policy
- Technology Use & Security Policy (TUSP)
- Safeguarding Against Misinformation

Responsible AI Usage

- Human quality assurance review (Human in the loop)
- Public records law compliance
- Crediting AI and human collaboration
- Bias and discrimination prevention
- AI steering committee



RiversideCA.gov

AI Usage Guidelines

Breadth of Distribution	Proofreading, Grammar	Brainstorming	First Draft	Collaborative Writing with human fact checks	Human Edited without fact checks	Copy-Paste Generated Text
Press release, prepared remarks	Use	Cite Use	Cite Use	Not Acceptable	Not Acceptable	Not Acceptable
Replies to Public Inquiry	Use	Cite Use	Cite Use	Not Acceptable	Not Acceptable	Not Acceptable
Public-facing content	Use	Use	Cite Use	Cite Use	Not Acceptable	Not Acceptable
Memos, broad internal communication	Use	Use	Cite Use	Cite Use	Not Acceptable	Not Acceptable
Internal process documentation	Use	Use	Use	Cite Use	Not Acceptable	Not Acceptable
Emails	Use	Use	Use	Cite Use	Cite Use	Not Acceptable
Chat	Use	Use	Use	Cite Use	Cite Use	Not Acceptable

Credit: Microsoft Corporation 2023 AI maturity guidelines

7



RiversideCA.gov

7

Prohibited Uses, Responsible Uses, Access and Security

- Prohibited: Creating fake content, illegal or malicious activities
- Responsible usage: Voluntary use, informing the public, aligning with City values
- Secure Configuration
- User Authentication
- Data Protection
- Logging and Auditing
- Incident Reporting
- Vulnerability Management
- User responsibility
- City ownership of input and output
- Caution with consumer-focused AI tools
- Copyright and Intellectual Property



8



RiversideCA.gov

8

City of Riverside AI Augmented Services

- Cybersecurity
 - AI based Endpoint detection and response

Adversary	Breakout Time	Score	Rank
BEAR	00:18:49	++++	01
CHOLLIMA	02:20:14	++++	02
PANDA	04:00:26	++++	03
KITTEN	05:09:04	++++	04
SPIDER	09:42:23	++++	05

<https://www.crowdstrike.com/blog/first-ever-adversary-ranking-in-2019-global-threat-report-highlights-the-importance-of-speed/>

RiversideCA.gov

9

City of Riverside AI Pilots

Dashboard Incidents Work Order Request Assets Tools Systems Help John Do

Incidents

Last 180 Days [Grid View] [Map View] [Search]

[Approve] [Reject] [Complete] [Filter 2]

RiversideCA.gov

10

City of Riverside AI Augmented Services

Search Alerts Map VMS Devices Insights Admin

Search Advanced Search Lookup tool Vehicle Description Alert

Location: 123 Pine Road

Radius Miles: 1 (0 to 1000)

From: 1/10/23 1:50pm To: 1/11/23 1:50pm

Search Reason

Search Results

Displaying 2500 of 70320 Total Objects
Please narrow your search parameters to yield more results from the total objects available.

Source	***	NCIC	Source	***	Flock
Plate	3/6/2023, 11:12:34 AM		Plate	3/6/2023, 11:12:34 AM	
Location	123 Main St, Miami, FL 33133		Location	123 Main St, Miami, FL 33133	

Credit: <https://www.flocksafety.com/Industries/law-enforcement>

RiversideCA.gov

11

City of Riverside AI Augmented Services

Fusus Unifies All Intelligence & Public Safety Assets.

Real-Time Video Sources

- City Transit
- Covert Cameras
- Private Camera Feeds
- Mobile Units
- Body Cameras
- Robots, Aircrafts & Drones

Triggers & Sensors

- Panic Alerts
- ALPR Integration
- Indoor & Outdoor Gunfire Detectors
- AI Alerting to Field Users
- AI Video Search Capabilities
- Motion & Access Control

Community Engagement & Evidence Collection

- Multi-Media Public Tips
- Emergency Mass Notification
- Digital Evidence Vault with RMS Integration
- Camera Registry

Operational Utilities & Communications

- Intelligence/Operations Center
- 911/CAD
- Secure Chats
- Maps and Feeds
- Live Remote Viewing: Smart Phones/Tablets/MDTs
- First Responders & Tactical Response Teams: Live Video Feeds & Geolocation
- Floorplans

Credit: <https://www.fusus.com/search?query=Maker>

RiversideCA.gov

12

Sample – City of Riverside AI Pilots



\$3.6 B
of annual cost savings derived from the adoption of conversational AI in healthcare

2.8 B
interactions per year with healthcare robots driven by conversational AI

44%
of repetitive tasks will be automated with conversational AI in the next 3 years

2.5 B
customer service hours will be saved using robots powered by conversational AI



Credit: druidai.com

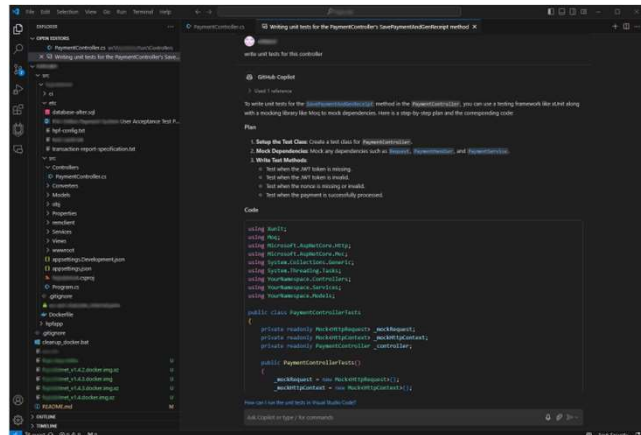
RiversideCA.gov

13

13

City of Riverside AI Augmented Software Development

- AI Copilots – Improved tools for writing code faster and more efficiently.
- Enhanced Code Completion - Suggests entire lines or blocks of code, helping streamline development tasks.
- Improved Code Quality - When used by skilled software engineers, these tools enhance code quality and reduce errors.
- Boost Developer Productivity – More focus on complex problem-solving, innovation, and more collaboration with business users.



RiversideCA.gov

14

14

AI Roadmap – Generative Business Intelligence



Credit: https://youtu.be/_kAacnbj6PI?si=UE-gS2QRxcqUFVU1

RiversideCA.gov

15

15

STRATEGIC PLAN ALIGNMENT

Strategic Priority 6, Infrastructure, Mobility & Connectivity

- Goal 2.4. Support programs and innovations that enhance community safety, encourage neighborhood engagement, and build public trust.

Cross-Cutting Threads



Community Trust



Fiscal Responsibility



Sustainability & Resiliency



Equity



Innovation



RiversideCA.gov

16

16

RECOMMENDATION

That the City Council receive and file
this report on artificial intelligence.



17

RiversideCA.gov