

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

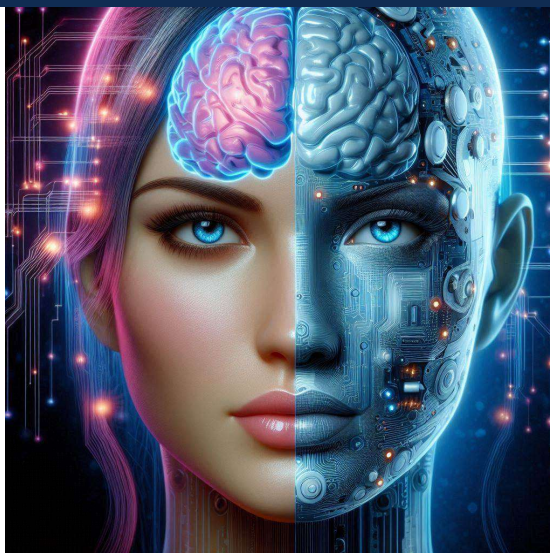
Innovation and Technology

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/still0/>

3



RiversideCA.gov

3

AI – Sentiment Analysis



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

4

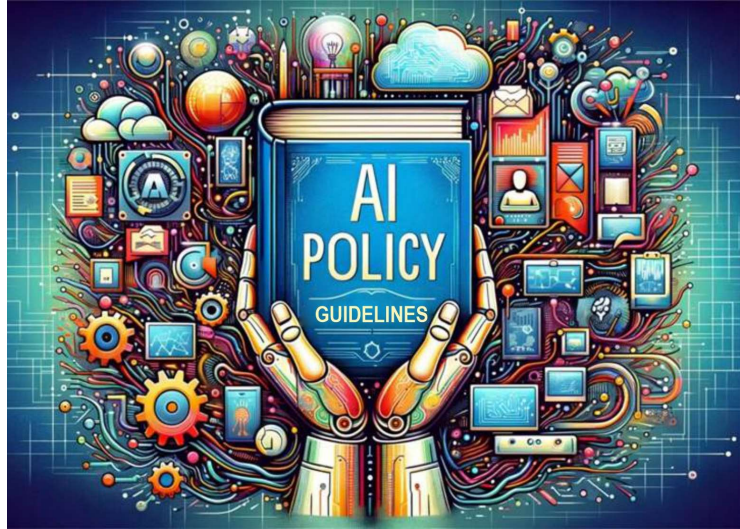


RiversideCA.gov

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://kableshsoftware.com/wp-content/uploads/2023/12/ai-policy-1080x75.jpeg>

RiversideCA.gov

5

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

6

RiversideCA.gov

6

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

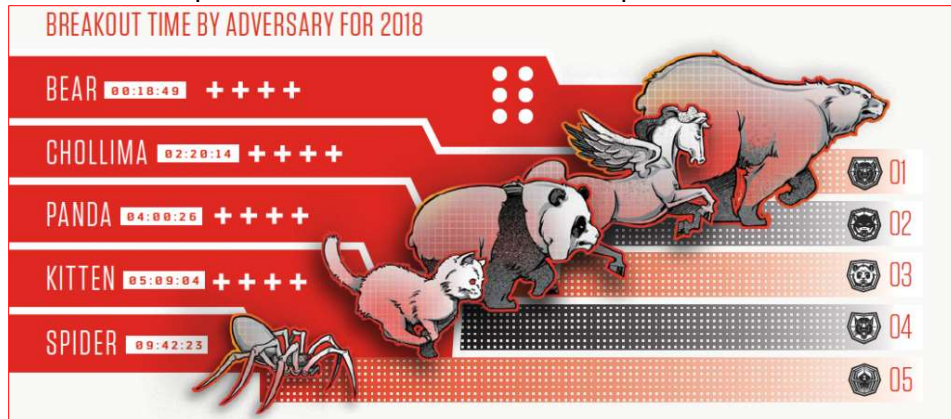


RiversideCA.gov

8

City of Riverside AI Augmented Services

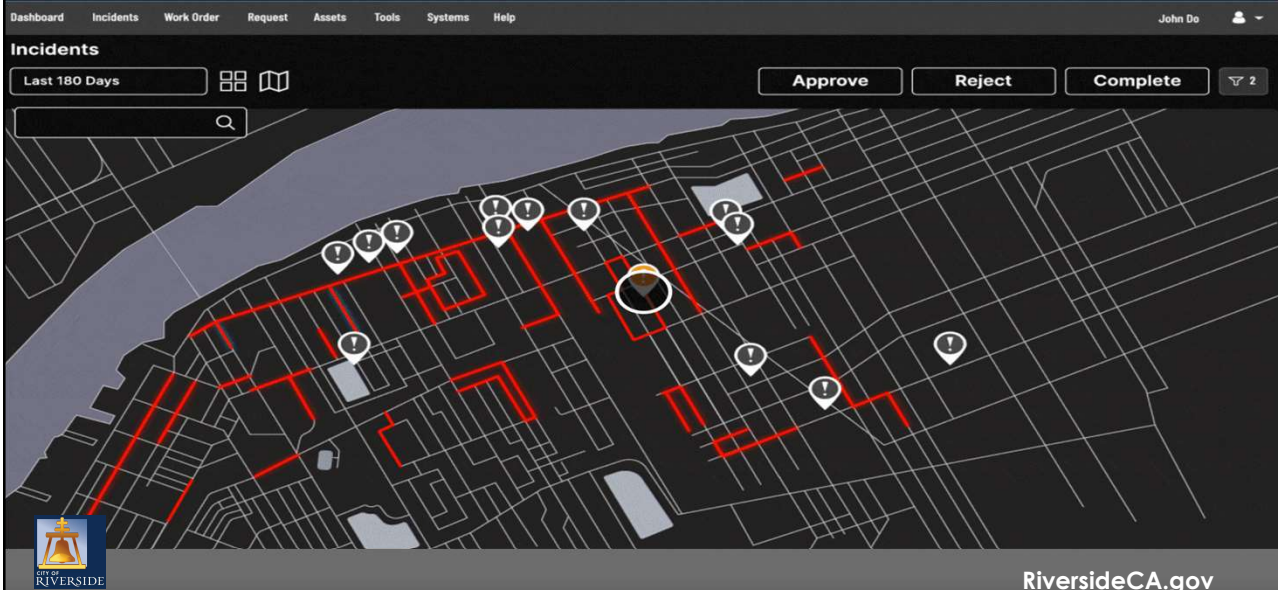
- Cybersecurity
 - AI based Endpoint detection and response



RiversideCA.gov

9

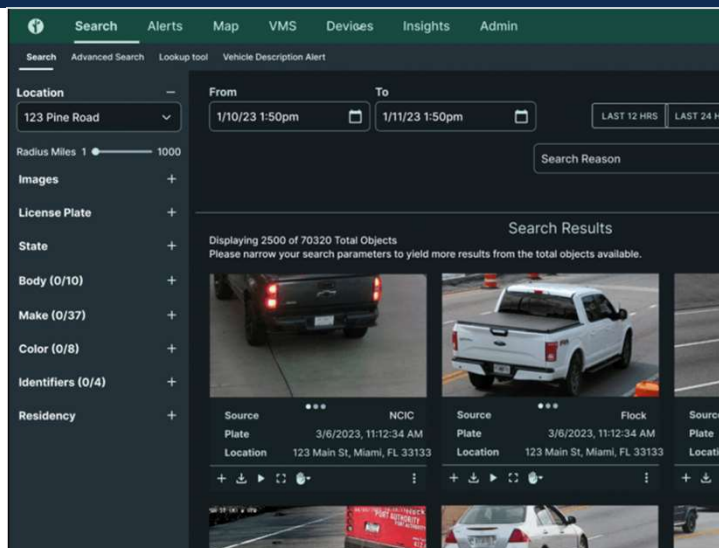
City of Riverside AI Pilots



RiversideCA.gov

10

City of Riverside AI Augmented Services



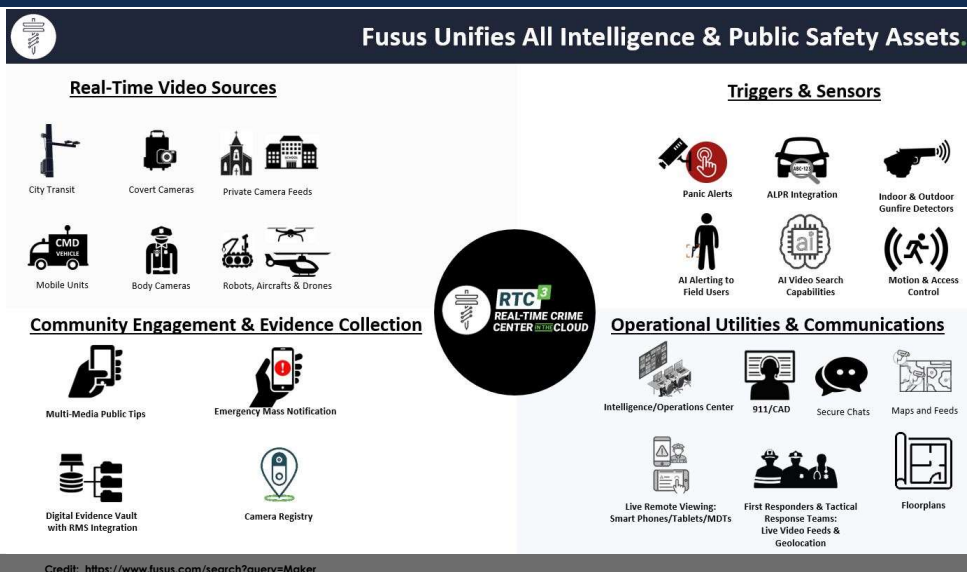
Credit: <https://www.flocksafety.com/industries/law-enforcement>

RiversideCA.gov

11

11

City of Riverside AI Augmented Services



RiversideCA.gov

12

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

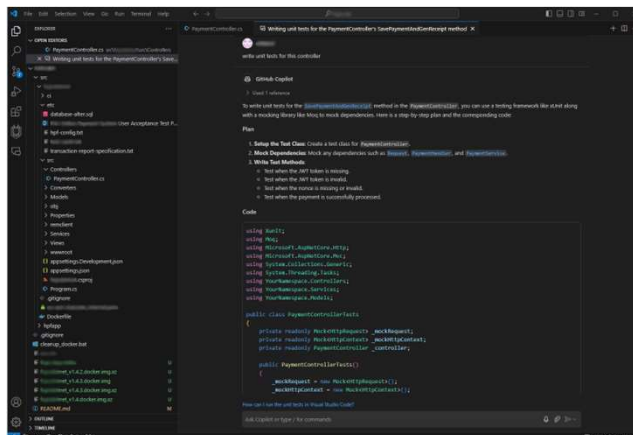
RiversideCA.gov

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