Question & Answer Report
Question Details

#	Question	Asker Name
1	Will we get a copy of slides? :)	Nolan Harrington
2	Do you have an AI procurement due diligence framework in place? I am asking as trustworthy public procurement of AI is one of my research focus areas: https://link.springer.com/article/10.1007/s00146-022-01572-2	Merve Hickok
3	How did you budget for participatory design activities? How would you in future projects?	Julia Lin
4	What would be your recommendations for consult and incorporate feedback from affected communities and the public -- when one is under a tight timeline? In other words, what are the most crucial things to do and how long does it take to do them?	Gio Altamirano Rayo
5	How did this concept get started? Was it the birth of AI?	Tony Mackey

6	Another question: Are there any thoughts on how to incorporate feedback from affected communities that are not in the US -- that is, that are in other countries?	Gio Altamirano Rayo
7	Did you evnetually stop some of the hallucinations or do some still come up even after implementing the prompt engineering ?	Sansara Cannon

8	A question for Erin, I wonder if she can describe their ethics review, share some ethical issue found, and how ethical conflicts are resolved.	Hector Dominguez
9	What could the emerging "federal framework" for Public Engagement provide in order to make it easier to use AI-based tools at the state and local level? -- Stephen Buckley @OpenGovMetrics	Stephen Buckley
10	What was your process for choosing, identifying, and securing vendors for technology collaboation, and do you have any tips on what to look for to best work with others when you're not building or developing the tech in house?	Sansara Cannon
11	I wonder if the investigation of the TopDown Algorithm was able to leverage Open Source software, or if it had to be tied to contracted vendors? If open source, is there a possibility of sharing info which would be useful for local government organizations attempting similar proof of concept experimentation?	Michael Kim

Answer
Daniel York (U.S. Open Government Secretariat): Yes, the video recording and a copy of the slides will be posted to https://open.usa.gov/meeting/July-29-2024-Open-Government-in-Action/ later this week
Emily (City of San Antonio): The City of San Antonio has adopted the AI Fact Sheet developed by the GovAI Coalition, and modified it to fit our policy environment. We deploy the AI Fact Sheet as part of our security review for procurement of any AI-based system. https://www.sanjoseca.gov/your-government/departments-offices/information-technology/ai-reviews-algorithm-register/govai-coalition#deliverables
Emily (City of San Antonio): The City of San Antonio has a line-item dedicated for community engagement for any of our public-facing prototypes. We fund participatory design activities on an ad-hoc basis as needed for each project we manage.   **Erin Dalton (Allegheny County):** Approach was to include participatory design costs as a core part of the initiative's overall budget.   **Chelsea Palacio (City of San José):** We took a two pronged approach: first, we integrated public outreach and engagement into the broader city services budget; second we emphasized the importance of having dedicated public information officers.
Emily (City of San Antonio): I would say important feedback from residents is to 1) assess the accuracy of the bot's responses, and 2) identify any UX or accessibility concerns with the bot. In addition to hosting in-person public events, we included a short survey that the bot integrates into the conversation, which helped us collect passive data on its performance. I would recommend at a minimum, a public testing period of at least 2 weeks to collect this data through online means.
Emily (City of San Antonio): Participatory design has been gaining traction in smart cities and other emerging technologies over the last number of years; this work flows from that. The sidewalk Labs case study and civic assemblies in Paris are other examples of integrating public perspectives effectively

Zoe (UC Berkeley): To my mind, many of the core challenges are the same but there will need to be local instatiation. Common questions include: Who from within a community participates (communities are not a monolith)? When are participants engaged (early during problem formulation? late as part of consultation?)? What do members of an affected community need to know about a technical system to provide meaningful input (considering language, cultural references, as well as varying levels of literacy, digital literacy, education, etc.)? Among many others. To do this well in any community -- and particularly internationally -- requires attending to local context, norms, and dynamics. In the case of international research, it may be particularly important to have trusted local partners. A concrete example from in my research in Togo: my Togolese collaborator informed me that conducting interviews in a private location could put participants at risk because other villagers would think that we were telling secrets (quite a different norm from the US where interviews are expected to take place in a private location!). Examples of incorperating feedback from affected communities outside the US include: https://www.masakhane.io/, Te Hiku NLP project (https://www.wired.com/story/maori-language-tech/), Mukurtu Proejct (https://mukurtu.org/project/mukurtu-wumpurrarni-kari-archive/), as well as my own research in rural village sin Togo (20-minute talk on data privacy: https://www.youtube.com/watch?v=r6e1HIWZARg). Happy to chat further!

Emily (City of San Antonio): We've found that most hallucinations can be resolved through intentional prompt engineering. It does take significant time and resources to perform prompt engineering in response to public user testing in order to achieve outcomes. This has been the most laborious part of developing and deploying AI-based chatbots for my team. We also tested our bot for common "prompt-engineering leakage attacks", where a bad-actor can trigger the bot to expose information about it's design by asking it a specific line of prompts.

Erin Dalton (Allegheny County): Ethics review and our response (as well as lots of other papers) are published here. https://www.alleghenycountyanalytics.us/2023/09/09/hello-baby-program-to-support-parents-of-new-babies-in-allegheny-county/ I think two big issues raised were issues around whether we can actually help? If there is no "treatment"; we should not risk score and prioritize people for services. We (and our community) concluded that we think we can improve outcomes. Second big issue...would this be a surveillance effort over a helping effort. Our stakeholders trusted us enough to implement and we report back on key outcomes like referrals to child welfare. So far, we can demonstrate Hello Baby is not increasing referrals to child welfare and we have some early evidence that it is reducing case openings.

Jen Lewis (OSTP): The forthcoming Public Participation and Community Engagement (PPCE) Federal Framework will include top line guidance for Federal Agencies in bolstering engagement with the public. The Framework will be accompanied by a Toolkit and living repository of case studies and deeper-dive guidance on applying PPCE in particular areas, including algorithm design. This can also serve as a resource for state and local agencies seeking to enhance PPCE.

Emily (City of San Antonio): We perform a market analysis and typically interview a variety of vendors before proceeding. These are temporary prototype projects below procurement thresholds that would require us to go to bid. If we choose to scale the technology, we then issue a formal RFP informed by lessons learned from our prototype process.

Michael Hawes (U.S. Census Bureau): We designed the TopDown Algorithm in house, and we've published all of our production code. You can access it via our GitHub repository here: https://github.com/uscensusbureau/DAS_2020_DHC_Production_Code