

12/9/2024 Event: Intentional Public Participation and Community Engagement in AI Design and Implementation

#	Question	Asker Name	Answer
1	**This session can be part of knowledge base of our very own ai.gov(mentioned very few times in our white house entity community.) #Tip	Madhavan Pallan-- #WhiteHouse	
2	How will publishing plans and reports in open, standard, machine-readable format, as directed by section 10 of the GPRA Modernization Act, facilitate public engagement, assisted by AI?	Owen Ambur	live answered
3	'@Stephanie -- Where can we find the "PPCE in AI Design and Implementation Guide" .. the overview of which you were reading to us?	Stephen Buckley	Stephanie Farquhar: Hi Stephen! The document is not yet publicly released, but we will update you as soon as it becomes publicly available. Thanks!
4	'@Stephanie -- Where can we find the "PPCE in AI Design and Implementation Guide" .. the overview of which you were reading to us?	Stephen Buckley	Owen Ambur: The content of the draft memo on Broadening Public Participation and Community Engagement is available in StratML format at https://stratml.us/docs/BPPCE.xml . As per the OPEN Government Data Act, it would be good if the guide were published in open, standard, machine-readable format.
5	'@Stephanie -- Where can we find the "PPCE in AI Design and Implementation Guide" .. the overview of which you were reading to us?	Stephen Buckley	@Stephanie -- Based on the remarks of today's panelists, it sounds like they have seen the draft final of the AI Guide? Who else has been shown the Guide .. outside of the federal government?
6	Question: What language access tools (e.g., Amazon translate, Google translate, proprietary) do you use or integrate into your stack for products that interface with the public? How do you manage the tension between the need to provide a translation or interpretation service for a member in your community vs. a quality tool that may not yet exist or be standardized in that language? (Similar q for other communication interface for neuro-divergant folk etc.).	Jennifer Atala	Albert Gehami: In San José, we are testing a few tools. For Council meetings we use Wordly translation, for documents we often use a mix of google translate and increasingly ChatGPT. We customize each of these tools by adding our own custom translation pairs to improve the base models into something that better fits our needs. Our custom translation data has been built by the GovAI Coalition and can be found here - https://data.sanjoseca.gov/dataset/agencies-translation-pairs
7	Question: What language access tools (e.g., Amazon translate, Google translate, proprietary) do you use or integrate into your stack for products that interface with the public? How do you manage the tension between the need to provide a translation or interpretation service for a member in your community vs. a quality tool that may not yet exist or be standardized in that language? (Similar q for other communication interface for neuro-divergant folk etc.).	Jennifer Atala	Owen Ambur: Will San Jose be applying the good practice set forth for Federal agencies in section 10 of GPRAMA by publishing its performance plans and reports in open, standard, machine-readable format?
8	How are these participatory initiatives connecting with residents who may not be able to take time to participate or who do not have the resources to know these initiatives exist?	Ro Encarnacion	live answered
9	what types of approaches are the panelists taking for master data management and reconciling inconsistent data across legacy applications and data stores	Mark Forman	
10	what outcome metrics (e.g. usage, cost takeout, time savings, customer sat, etc.) are you using to assess the value of your AI projects?	Mark Forman	live answered

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11	what outcome metrics (e.g. usage, cost takeout, time savings, customer sat, etc.) are you using to assess the value of your AI projects?	Mark Forman	Albert Gehami: https://forms.office.com/Pages/ResponsePage.aspx?id=4DvjD0Jhlk-bjXgX1cJhOQHtWWB-PGxHmT9VcPKWpgRURjBXTjdLUkFQMEpMTFIFQIQySDk5Mlo0MC4u
12	what outcome metrics (e.g. usage, cost takeout, time savings, customer sat, etc.) are you using to assess the value of your AI projects?	Mark Forman	Mark Forman: thanks...good insights
13	AI tools are only as useful as the government data they depend on. What have the speakers learned about the quality or structure of state and local government data, or its accessibility, with respect adopting AI? What specific steps have their legislatures and agencies taken on opening data?	Alexander Howard	Ana Chammas: It is critical to develop data governance and standards. In Miami-Dade, we are focused on building data lakes and reassessing data retention practices. Currently, the Innovation team is working on an AI report in response to a resolution from the Board of County Commissioners. Instead of codifying an AI policy, we will be concentrating on establishing a comprehensive data governance strategy. This approach will ensure that our data management practices are robust and aligned with our goals for responsible AI integration in public services.
14	AI tools are only as useful as the government data they depend on. What have the speakers learned about the quality or structure of state and local government data, or its accessibility, with respect adopting AI? What specific steps have their legislatures and agencies taken on opening data?	Alexander Howard	Alexander Howard: Thank you so much for this answer! Super interesting. I hope you'll keep sharing your experiences with state & city CDO groups around this strategy.
15	AI tools are only as useful as the government data they depend on. What have the speakers learned about the quality or structure of state and local government data, or its accessibility, with respect adopting AI? What specific steps have their legislatures and agencies taken on opening data?	Alexander Howard	Ana Chammas: Feel free to reach out. Happy to do so. ana.chammas@miamidade.gov
16	AI tools are only as useful as the government data they depend on. What have the speakers learned about the quality or structure of state and local government data, or its accessibility, with respect adopting AI? What specific steps have their legislatures and agencies taken on opening data?	Alexander Howard	Owen Ambur: It would be good if Miami Dade's data governance strategy were published in open, standard, machine-readable format.
17	AI tools are only as useful as the government data they depend on. What have the speakers learned about the quality or structure of state and local government data, or its accessibility, with respect adopting AI? What specific steps have their legislatures and agencies taken on opening data?	Alexander Howard	Ana Chammas: We absolutely will on miamidade.gov.
18	Will the City of Austin publish its AI-related action plans in open, standard, machine-readable format, as per the good practice set forth for Federal agencies in section 10 of the GPRA Modernization Act?	Owen Ambur	
19	Clarification, please .. on whether the subject being discussed is (1) Using Public Engagement to improve use of AI .. or (2) "Using AI to improve Public Engagement practices .. or (3) Both at the same time?	Stephen Buckley	Greg Whisenant: I think both of these issues are on the docket. We are all in the position of needing to develop policy, and to simultaneously deploy services that leverage AI.

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20	Question: How do you see the role of academia and higher education institutions, as well as your expectations from them, in contributing to the AI literacy initiative you are speaking about? How would you recommend bridging academia with industries that are becoming more AI driven to prepare the future workforce?	Roshanak (Ro) Basty	Greg Whisenant: I see these entities as being absolutely instrumental in both preparing students, developing workforce participants, and providing a forum for conversation. Our local University of Utah hosts multiple AI panels, AI safety conferences, and last week even an AI film festival. All of these initiatives provide exposure to key issues in AI and build our collective understanding of emergent issues.
21	Question: How do you see the role of academia and higher education institutions, as well as your expectations from them, in contributing to the AI literacy initiative you are speaking about? How would you recommend bridging academia with industries that are becoming more AI driven to prepare the future workforce?	Roshanak (Ro) Basty	Greg Whisenant: In terms of bridging academia with industries: nothing is better than hands on learning. I would love to see courses or open seminars where people stand up their own AI with open source models from Hugging Face or elsewhere. This can be done with inexpensive hardware in a matter of hours. It blew me away the first time I did this, and had an open source model that functioned perfectly well with no connection to the Internet.
22	Question: How do you see the role of academia and higher education institutions, as well as your expectations from them, in contributing to the AI literacy initiative you are speaking about? How would you recommend bridging academia with industries that are becoming more AI driven to prepare the future workforce?	Roshanak (Ro) Basty	Albert Gehami: SJSU has partnered with San José on upskilling City staff to use AI in their day-to-day work: https://sjsu.instructure.com/courses/1597194/modules
23	Are government agencies aiming to engage AI services in helping them comply with section 10 of the GPRA Modernization Act as well as the OPEN Government Data Act more broadly?	Owen Ambur	Alexander Howard: There are no federal agency officials on this call to answer this question. TBD if Lewis can answer; it's would be a great question for OMB to circle back on to the US Open Government Community on the listserv & through the Secretariat, as part of reporting back on commitments
24	Today is International Anti-corruption Day. Can the speakers reflect upon how these tools are reelvant to anti-corruption? Jen, why did the White House choose to have this conversation instead of talking with Treasury and DoJ and GAO and HHS about beneficial ownership data and public intergity investigations into fraud, waste, and abuse?	Alexander Howard	
25	Thank you so much for the deepfake example, Albert. At DHS, where I lead partnership and engagement on AI, we are seeking to inform the public and provide our public sector partners with resources. These are possibly dated by now, but I (always) would love feedback on what's useful coming from us: https://www.cisa.gov/news-events/alerts/2023/09/12/nsa-fbi-and-cisa-release-cybersecurity-information-sheet-deepfake-threats ; and https://www.dhs.gov/science-and-technology/publication/st-digital-forgeries-report-technology-landscape-threat-assessment . (Jennifer - jennifer.atala@hq.dhs.gov)	Jennifer Atala	Albert Gehami: Thank you Jennifer. I would love to connect offline. I'll reach out.

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26	New York City's chatbot gave incorrect answers. What's the cost of damage to public trust from providing inaccurate answers to questions to chatbots? How would you mitigate against that outcome? Has that example led to changes in how you all approach public-facing pilots?	Alexander Howard	
27	Effective and efficient governemnt are good! Since this is framed around open government, however, what role do government tansparency and accountabilty play in AI? Do your departments disclose risk-limiting audits or code?	Alexander Howard	
28	Would be great to see Washington enact a version of the OPEN Government Data Act that's harmonized with the state's open records statute, connecting FOI demand to proactive disclosure and modernizing how the state acts as a steward. Hope we see a WA & Seattle CDO leading in 2025.	Alexander Howard	
29	Question, re: Public Engagement on using AI for Public Engagement -- Is anyone using AI to summarize the public comments received in response to a government "request for information" on a particular topic (e.g., where to put crosswalks on Main Street .. or OMB's RFI for #PPCE framework)?	Stephen Buckley	
30	are your communities leveraging text messaging to chatbots? Thinking of the integration of vaccines.gov and vacunas.gov with shortcodes in Spanish and English? FEMA did something similar for shelters in hurricanes.	Alexander Howard	