*Some questions were not answered during the webinar due to time constraints. John Robichaux provided ILG with the following written answers to these questions after the webinar.*

**How is AI currently used to address traffic congestion? How common is AI technology used in automated traffic signals?**

Here are two recent references that might be helpful-- one is an experiment in Pittsburgh with seemingly positive results (<https://govlaunch.com/stories/pittsburgh-pa-reduces-traffic-congestion-with-ai>), one from the Institute of Electrical and Electronics Engineers (<https://ieeexplore.ieee.org/document/9358334>). For a more historic look (going back to 2005), here is the "Transportation Management" section, with citations, from the 2016 AI100 report (<https://ai100.stanford.edu/2016-report/section-ii-ai-domain/transportation/transportation-planning>).

**My city police agency is currently using AI to assess police interactions by immediately identifying verbal cues that are likely on lead to escalation. This program has been working for training purposes but there are concerns about misinterpretation.**

Policing is a particularly active area where the pros and cons of AI's potential are hotly (and rightly) debated. There are too many areas being researched and deployed currently to do them justice here (whole conferences can -- and should! -- be devoted to them). However, here are some quick references that might be worth looking at for those interested (#s 1 and 2, below), followed by one comment on the commenter's contribution (#3, below):

1. AI in policing in general (32min podcast from NPR's 1A and one from the U.S. Dept of Justice: <https://www.npr.org/2023/02/23/1159084476/know-it-all-ai-and-police-surveillance> and <https://www.ojp.gov/pdffiles1/nij/252038.pdf>),
2. Oakland worked with two Stanford researchers on using AI to help with bias-reduction in police interactions (Science profile of Jennifer Eberhardt, MacArthur Genius award recipient and one of the lead researchers on the project, <https://www.science.org/content/article/meet-psychologist-exploring-unconscious-bias-and-its-tragic-consequences-society>).
3. Beyond policing, there are numerous industries using AI in training for de-escalation-- teaching, retail, healthcare, and many more. Some, like the commenter's example suggests, use assessment of real-world interactions, while others leverage pre-prepared scenarios (and can use AI and/or AI paired with Virtual Reality settings). We can see some good results in these areas. What I'll say is that such trainings would ideally be complemented by trained facilitators who can engage in conversations around concerns and answer questions that inevitably arise in these trainings. Much can be done with AI or AI+VR alone, but we're not yet in a place where these alone is sufficient-- another example of AI as a supplement/ complement, augmenting human-led best practices.

**We also use an automated license plate reader system but I am not aware that this technology uses AI. Does some ALPR technology use AI and if so what are the drawbacks?**

This is a relatively easy use case for AI-based Computer Vision technologies. Here's a Folio3.ai blog post describing the difference between the traditional tech (been around for 20+ years) and AI versions that offers one perspective on the question: <https://www.folio3.ai/blog/ocr-vs-ai-technology/#:~:text=This%20is%20a%20simple%20description,an%20accuracy%20rate%20of%2099.02%25>.

**How much data does AI programs like ChatGPT draw from the "deep web"?**

We don't always know the precise data sets on which Large Language Models (LLMs) were trained, often getting basic info (total "parameters" used, core datasets, etc.). Many core data sets rely on data sets that exclude dark web sites. However, it can be done. Here's an article about an interesting recent experiment where the researchers built an LLM entirely from the dark/ deep web, with good intentions it should be noted: <https://futurism.com/the-byte/ai-trained-dark-web>. For more on ChatGPT's creation, in particular, here's a related MIT Technology Review interview: <https://www.technologyreview.com/2023/03/03/1069311/inside-story-oral-history-how-chatgpt-built-openai/>

**Elected policy makers are constantly exposed to "hype" and "snake oil." What questions should they be asking to evaluate legitimacy of AI tools/claims?**

Two angles to this I'll share, one includes two AI procurement resources and one identifying the two places I often see procurement processes fail (spoiler: the business purpose and risk analysis of the team's objective).

First, I'll assume you and your team will already be pursuing procurement best practices on the whole (including talking to colleagues, assessing if their use cases mirror yours, etc.). On AI specifically, the World Economic Forum published this AI Procurement in a Box kit for public sector actors, which may help (<https://www.weforum.org/reports/ai-procurement-in-a-box/> -- here's the private sector version for reference/ comparison, <https://www3.weforum.org/docs/WEF_Adopting_AI_Responsibly_Guidelines_for_Procurement_of_AI_Solutions_by_the_Private_Sector_2023.pdf> -- I always read the private sector recommendations, too, when thinking about public sector cases). Here's an much shorter article version from a Queen's University business faculty member, offering a quick list of questions to ask (<https://smith.queensu.ca/insight/content/With-AI-Its-Still-a-Buyer-Beware-World.php>). In the government context, I'm particularly sensitive to Intellectual Property (inputs and outputs)-- as a rule, my counsel today is: don't put anything into an existing tool (including ChatGPT prompts!) that you wouldn't want published on the web (or NYT, LA Times, Bee, Chronicle) today.

Second comment is this: Where I often see diligence fail is in identifying the business need or problem set accurately (I underscored this early in the session). Not all solutions will require AI, so always ask about more conventional approaches and compare resources and future development opportunities for each. To this, I cannot recommend strongly enough the importance of identifying the accompanying risk for the specific use case you are willing to tolerate. For example, driverless cars and missile launches (to take a federal concern) may require 99.999999...% accuracy whereas developing text for your new website may only require 80% initial accuracy, as it can be subsequently edited. Accuracy in AI tools vary widely today-- where can you tolerate it, and where are you particularly sensitive to when (not if) something goes wrong? This latter question, in particular, will dramatically shape your procurement/ diligence question set-- a lower accuracy requirement supplemented by light human involvement may open doors to solutions (lower cost, more options, etc.). These two dimensions of the framing will greatly improve your chances of finding a good match.

**Can you please go over the example of digital records? Curious about the opportunities there.**

There are so many, and I'm very excited by them. Take a look at the report in the slides on federal use cases for some examples. Also, I included in the resources slides a video presentation on AI, archeology, and pandemic project in the resources, which may not be an obvious example at first. It's one of my favorite examples, however, because it touches on so many types of public records-- burial records (incl. handwritten ones), environmental (e.g., water temp) records, census-like data, agricultural records, as well as modern-day coral coring (like tree-ring coring and analysis)-- and shows how AI will utterly transform both research and records related to core public sector interests. (It also gives you a glimpse into how education and academic research is also able to be supercharged, completely transformed, and/or have many more possibilities unlocked by AI.) Another potential use case I'm excited about: libraries/ archives, saving reference librarians immense amounts of time and improving service to users. For more, here are two recent news articles on the subject (one state-level and one federal-level) as well as a report from The National Archives on the question: <https://cdn.nationalarchives.gov.uk/documents/using-ai-digital-selection-in-government.pdf>, <https://gcn.com/cloud-infrastructure/2022/12/machine-learning-digs-states-archives/381134/>, and <https://fcw.com/comment/2022/08/how-federal-agencies-can-integrate-artificial-intelligence-records-management/375012/>.