



CITY COUNCIL AGENDA REPORT

Meeting Date: September 18, 2025

From: Christina Fernandez, Assistant City Manager
Mollie Brown, Management Analyst

Subject: Artificial Intelligence (AI) Workplan

Recommendation

Staff requests that the City Council provide feedback on the draft Artificial Intelligence (AI) Mission Statement, and guidance on Phase 2 of the City's AI Workplan.

Background

Artificial intelligence, or AI, refers to computer systems that are designed to perform tasks that typically require human intelligence like understanding language, recognizing patterns, or making decisions. Generative AI is a specific type of AI that can create new content such as text or images based on patterns it has learned from large amounts of data (e.g. Microsoft Copilot, Gemini, or ChatGPT). Although AI has been a topic for those in the technology and science fields since the 1950s, AI became a household topic in the 2010s with the release of voice assistants like Siri or Alexa, smart home devices, or chat bots. The release of ChatGPT in late 2022 marked a turning point in individual access to and use of Generative AI.

In 2023, the Innovation Team, a group comprised of staff from various departments, started the AI Subgroup, which focused on AI-specific topics. The City's first Artificial Intelligence Appropriate Use Policy (Attachment 1) was drafted and provided to staff for reference at this time. In December of 2024, with Innovation Team's support and funding, Mollie Brown, Caroline Cheung, and Jeannete Maldonado attended the [City of San José GovAI Coalition](#)'s first annual summit. From their website: "The GovAI Coalition is composed of government members from local, state, and federal agencies united in the mission to promote responsible and purposeful AI in the public sector." Here, staff networked with local and national government employees who were interested in and actively using AI in their organizations. The main takeaways from this summit, in addition to monthly GovAI coalition-wide meetings, and ongoing education, helped develop the Mission Statement and AI Workplan, which consists of 3 Phases: Copilot Working Group, Rollout, and Ongoing Education & Training.

Staff brings this item forward to Council as the adoption of AI tools may result in a fundamental change on how the City prepares a broad range of deliverables.

Discussion

The goal of this discussion is to determine thoughtfully introduce generative AI tools, such as Microsoft Copilot, into the City's daily work in a way that helps staff be more efficient, informed, and supported. At this stage, staff is seeking Council's input on the proposed AI Mission Statement, and how staff should approach the broader rollout of Copilot access and what kind of training and support will ensure all employees feel confident using these tools.

Proposed AI Mission Statement:

The City of Brisbane is committed to serving its residents with integrity, transparency, and care. As artificial intelligence becomes increasingly integrated into daily life, we recognize its potential to enhance how we deliver services and make decisions. We are dedicated to using AI responsibly and intentionally, guided by our community's values and priorities. This includes being transparent about how AI is used, protecting our environment, and ensuring our staff and leadership remain informed and educated about emerging technologies.

AI Workplan:

The AI workplan consists of 3 phases: Copilot Working Group, Rollout, and Ongoing Education & Training.

Phase 1: Copilot Working Group (completed Friday, August 29th)

Inspired by the [State of Colorado's Gemini Case Study](#), the working group was a 3-month testing period of Microsoft Copilot for 6 staff members. The goal was to explore how Copilot worked for City staff on a day-to-day basis, calculate if staff saved time on tasks, and evaluate whether Copilot would be a valuable tool. The testing period consisted of several steps:

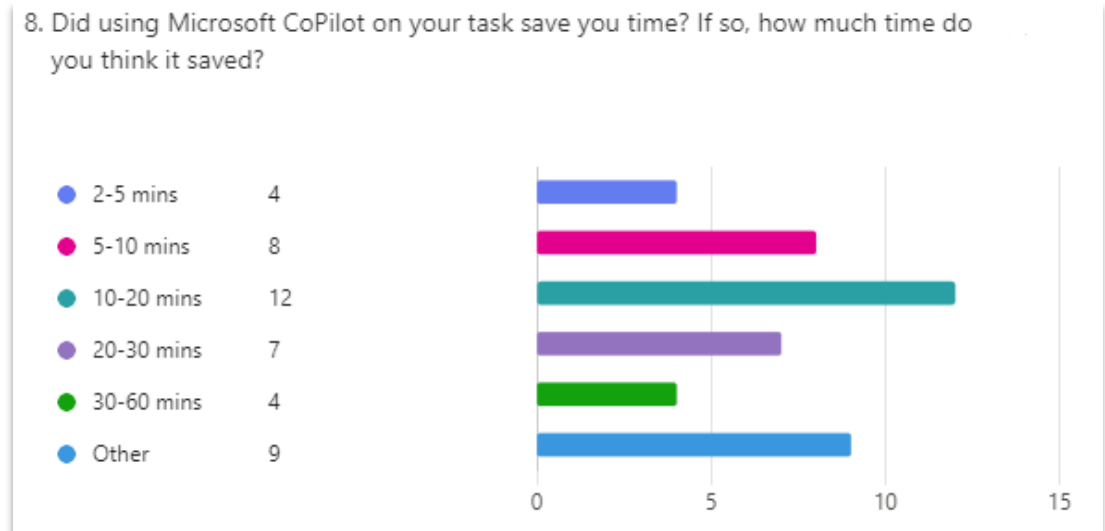
1. Choose Generative AI Tool: Microsoft Copilot
 - a. Copilot was the natural choice as it is already integrated into the Microsoft 365 environment
2. Recruit Interested Staff to Copilot Working Group
 - a. 6 staff members from various departments were given access to Copilot
3. Communications
 - a. Hosted bi-weekly Teams meetings to discuss successes and questions, share experiences using the tool
 - b. Utilized Teams chat group for discussions outside of meetings
4. Collect Data

- a. Created “Copilot Weekly Survey” which working group members were to take after each interaction with Copilot, or at least once a week, to track their experiences using Copilot
- 5. Analyze Data: Results of Copilot Weekly survey
 - a. The Copilot Weekly survey was open to the working group from Wednesday, May 28th to Friday, August 29th. Staff asked members of the working group to take this survey ideally after every interaction with Copilot, or at least once per week. The survey had 18 questions and on average took about 12 minutes to complete and resulted in 44 responses. Complete survey results can be found in the Attachments section.
 - b. Key points from the survey:
 - i. **Tasks Performed:** Users performed a variety of tasks using Microsoft CoPilot, including creating captions, proofreading emails, summarizing email chains, finding attachments, summarizing Teams meetings, rewriting emails, and more.
 - ii. **Ease of Use:** Most users found Microsoft CoPilot very easy to use, with ratings often being 4 or 5 on a scale of 1 to 5.

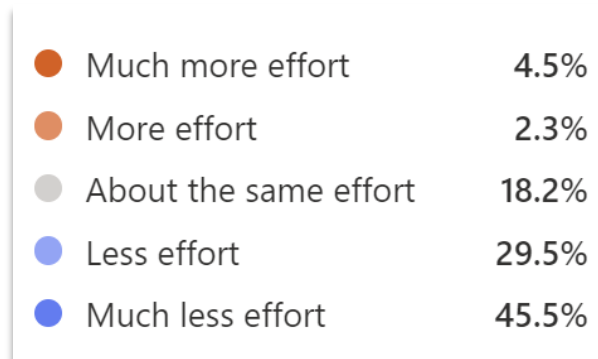
● Not easy at all	2.3%
● Moderately easy	4.5%
● Mostly easy	15.9%
● Very easy	77.3%

- iii. **Time Saved:** Many users reported that using Microsoft CoPilot saved them time, ranging from a few minutes to over an hour, depending on

the task.



- iv. **Effort Required:** Users generally found that using Microsoft CoPilot required less effort compared to traditional methods.



- v. **Accuracy and Consistency:** Most users rated the accuracy and consistency of the results generated by Microsoft CoPilot as mostly or completely accurate and consistent.
- vi. **Security and Bias:** Most users did not notice any security risks or biases while using Microsoft CoPilot.

Phase 2: Rollout

It is important to note that before any rollout occurs, staff recommends that each employee who would like access to Microsoft Copilot on their accounts should, as a prerequisite, complete Innovate US's online, free, self-paced course [Using Generative AI at Work: Responsible AI for Public Professionals](#).

It is also important to note that, as nearly 60% of staff is already using AI in their day-to-day work (refer to "AI in the Workplace Survey"), providing a safe and approved tool (Microsoft Copilot) and/or guidelines as to how to use other tools (ChatGPT, Gemini) is a timely and necessary decision.

There are various options for rolling out Copilot access on a wider scale, if the Council approves. Options for rollout could include: activating Copilot on every employee's account, having Department Heads decide which of their employees may benefit from having Copilot, or a pay-as-you-go plan (so only those who are using Copilot would pay).

Staff plans to create a new page on the website dedicated to AI, which would feature the Mission Statement, a link to the AI Policy, the results of the Copilot Working Group, and a section where staff discloses what AI tools are currently being used, and how.

Regarding procurement of software that uses AI, staff recommend the City considers GovAI's AI Registry before purchasing, which is a list of approved vendors who have been vetted by the GovAI Coalition.

Per the City's AI Appropriate Use Policy, any content extracted using AI will have a disclaimer identifying the use of AI. As AI continues to evolve staff will rereview the policy, and make revisions as needed, during implementation of the workplan. Phase 3: Ongoing Education and Training Ensuring ongoing training for City employees is imperative. Some possible ideas include:

- Provide bi-weekly AI "Office Hours", one hour every other week hosted by a staff member, accessible to all staff who have questions about how to use Copilot or AI in general.
- Encourage registration as an active member with the GovAI Coalition.
- Continue developing and adding to the City's internal resources and living documents, such as our Prompt Library and AI Policy.
- Have new employees review and sign an AI Policy and complete an AI course as a part of the onboarding process.
- Start a Regional AI Group to maintain County-wide discussions and relationships specific to AI in the workplace.

Results of AI in the Workplace survey

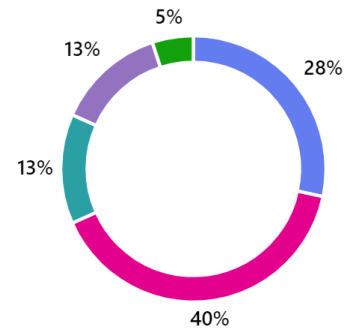
Apart from the Copilot Working Group, and to understand how staff was feeling about AI use and adoption, the Copilot Working Group published an "AI in the Workplace" survey, which was open from Thursday, July 31 to Wednesday, August 14. Staff collected 46 responses from employees in all departments. Complete results of the survey are attached, and some key points are below:

- **General Sentiment**

Many employees are excited about the potential of AI, while others are curious and still learning about it. Some employees express concerns about potential problems AI might cause.

2. How do you feel about AI being used in your day-to-day work? (Select all that apply.)

Excited – I see a lot of potential	17
Curious – I'm still learning about it	24
Cautious – I'm not sure it fits our work	8
Concerned – I think it could cause problems	8
Not really thinking about it	3

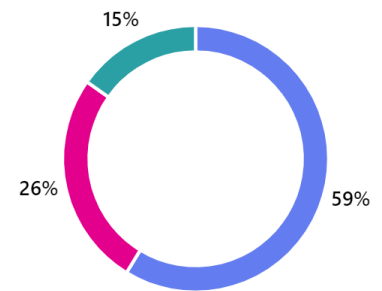


• Current Use of AI Tools

Nearly 60% of employees are already using AI tools such as Microsoft Copilot, Chat GPT, Grammarly, and Canva/Adobe Express' AI features.

3. Are you currently using any AI tools in your work (even occasionally)?

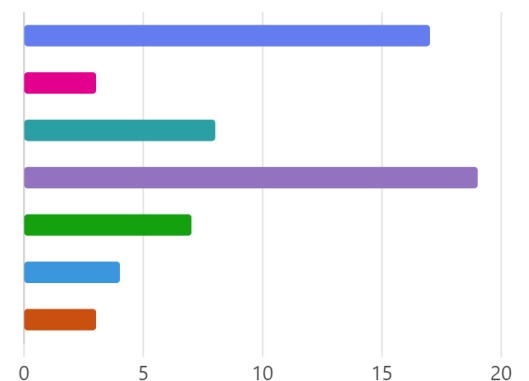
Yes	27
No	12
Not sure / What counts as AI?	7



The AI tools are primarily used for tasks like research information and gathering, writing and composition, and scheduling or prioritizing tasks.

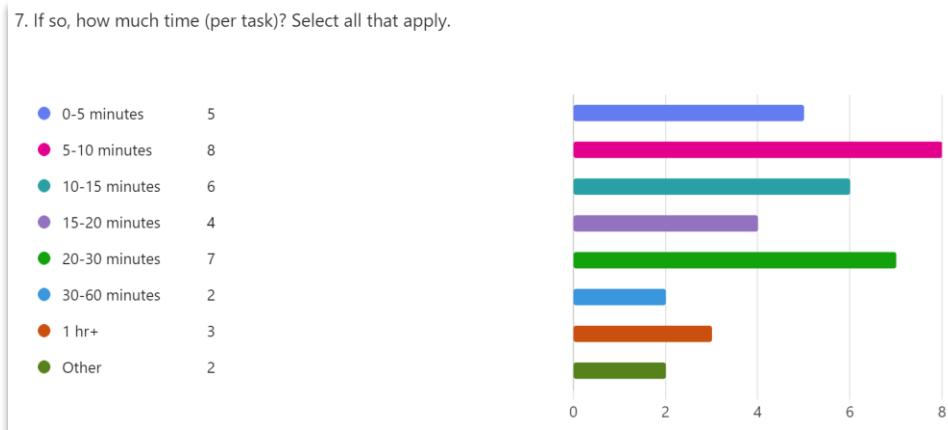
5. If yes, what kind of work are you using AI tools to accomplish? (Select all that apply.)

Writing & Composition (drafting emails, memos, or reports; summarizing long...	17
Data Entry & Processing (filling in forms or datasets; cleaning and organizing datasets;...	3
Scheduling/Prioritizing Tasks	8
Research Information & Gathering (finding and/or summarizing policies, regulation, or...	19
Creative & Visual Tasks (designing of presentations or flyers, creating charts or...	7
Accessibility & Inclusion (conversing speech to text or vice versa; simplifying complex...	4
Other	3



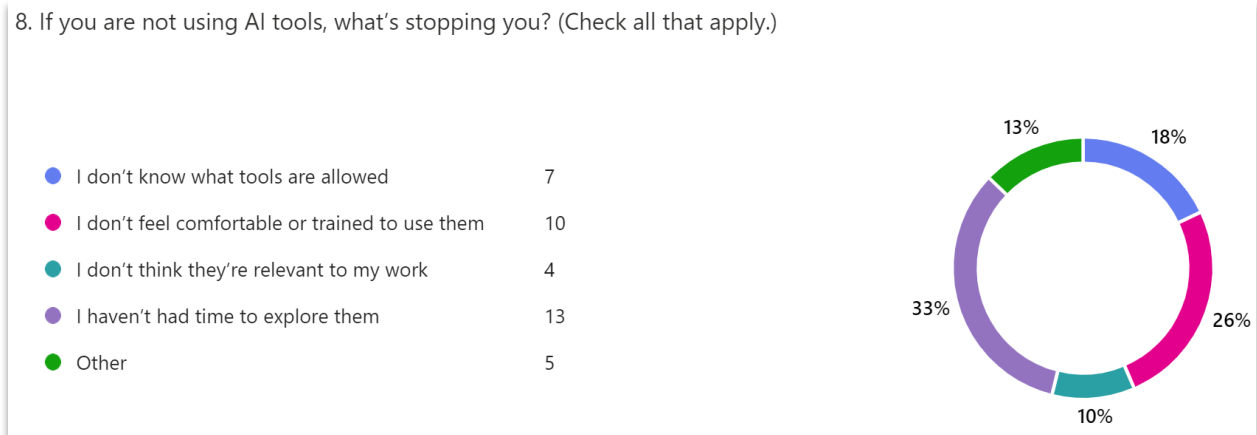
- **Time Savings**

72% of employees report saving time on their tasks, ranging from 5 minutes to 1hr+.



- **Barriers to AI Adoption**

13% of employees haven't used AI tools because they haven't had time to explore them, and 10% don't feel comfortable or trained to use them.

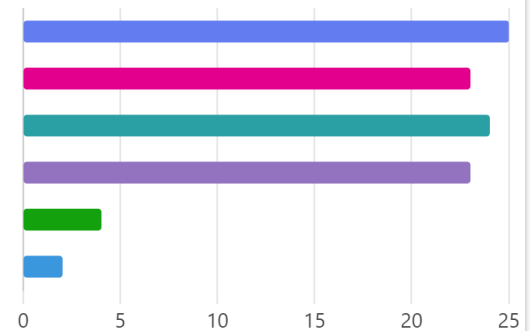


- **Awareness and Training**

The majority of respondents request support such as basic trainings, examples of how coworkers are using AI, clear direction from the City, and help identifying safe and approved tools.

10. What kind of support would help you feel more confident about using AI tools (if any)? (Check all that apply.)

● A basic intro/training on what's out there	25
● Examples of how coworkers are using AI	23
● Clear do's and don'ts from the City	24
● Help identifying safe and approved tools	23
● I'm good—I feel confident already	4
● Other	2



Conclusion

The City's AI Workplan is an intentional, phased approach to responsibly integrate generative AI tools into the City's day-to-day operations with the goal of making staff more efficient. By prioritizing transparency and staff training, the initiative aims to encourage access to AI tools while safeguarding the City's data. Staff requests that the City Council review and provide feedback on the draft AI Mission Statement and offer guidance on Phases 2 and 3 of the Workplan, particularly regarding the preferred approach for rolling out Microsoft Copilot access and ensuring equitable, ongoing training opportunities for all employees. Staff will update Council with data, metrics, and analysis collected during the implementation of Phases 2 and 3.

Fiscal Impact

To provide Microsoft 365 Copilot licenses to all full-time staff, the City estimates the cost to be approximately \$34,440 per year. This cost would be absorbed by individual departments' operating budgets.

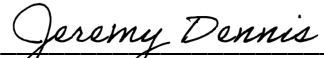
Another option is to identify those most likely to use, and benefit from, a Microsoft 365 Co-Pilot license and to provide licenses just for those employees.

Attachments

1. Artificial Intelligence Appropriate Use Policy



Christina Fernandez, Assistant City Manager



Jeremy Dennis, City Manager

City of Brisbane Artificial Intelligence Appropriate Use Policy

Purpose: The purpose of this policy is to establish City of Brisbane employee practices for the responsible and secure use of generative artificial intelligence (AI). The City is committed to encouraging the use of emerging technologies that promote progress and innovation, increase organizational performance and quality service delivery, and serve the public good. This AI Appropriate Use Policy provides simple, user-centric guidance for all employees, regardless of technical expertise.

AI tools are developing at an exponential rate. The City will periodically review and update this policy to keep it aligned with ethical and legal standards and technological advancements in generative AI as frequently as needed.

Scope: This policy applies to all employees, contractors, and any other third-party individuals or entities who have access to generative AI technologies or are involved in using generative AI tools or platforms on behalf of our organization.

1. **Defining Artificial Intelligence (AI):** For the purposes of this policy, Artificial Intelligence, also known as machine intelligence, is the simulation of human intelligence processes, such as problem-solving by machines.
2. **Defining Generative AI Tools:** Generative AI tools are computer programs capable of many activities, including but not limited to completing general administrative office tasks, data analysis, and translating text into different languages. While these tools can improve productivity, it is crucial to use them responsibly to maintain data privacy and security. Common generative AI applications include ChatGPT (Open AI), Gemini (Google), Copilot (Microsoft).

I. Principles for Responsible Generative AI Tools Use: Staff should be open to responsibly incorporating Generative AI into their work where it can be beneficial for making services better, more just, and more efficient. Each employee is responsible for using Generative AI tools in a manner that ensures the security of sensitive information and aligns with City policies. Here are key principles to follow:

- a. **Data Privacy and Security:** Comply with all data privacy and security standards such as Health Insurance Portability and Accountability Act (HIPAA), Criminal Justice Information Systems (CJIS), Internal Revenue Service (IRS), and the California Consumer Privacy Act (CCPA) to protect Personally Identifiable Information (PII), Protected Health Information (PHI), or any sensitive data in Generative AI prompts. Treat AI prompts as if they were publicly visible online to anyone. Treat AI prompts, data inputs, and outputs as if they are subject to the Freedom of Information Act (FOIA) and Public Records Act (PRA).
- b. **Avoiding Bias:** AI tools can create biased outputs. When using AI tools, develop AI usage practices that minimize bias and regularly review outputs to ensure fairness and accuracy, as you do for all content.
- c. **Accuracy:** AI tools can generate inaccurate and false information. Take time to review and verify AI-generated content to ensure quality, accuracy, and compliance with City guidelines and policies.

- d. **Transparency:** To ensure transparency when using this rapidly evolving technology, indicate when Generative AI contributed substantially to the development of a work product.
- e. **Accountability:** Employees are solely responsible for ensuring the quality, accuracy, and regulatory compliance of all AI-generated content utilized in the scope of employment.

II. **Benefits and Risks of Using Generative AI in Local Government**

Benefits (not an exhaustive list)

- a. Ability to analyze large amounts of information and then identify patterns, answer questions, make recommendations, and summarize findings.
- b. Reduce time spent on regular tasks, including the creation of documents such as memos, emails, job descriptions, and reports, and assist with rapid knowledge acquisition.
- c. Improved decision-making by discovering and exploring scenarios, evaluating options, and analyzing relevant data.
- d. Translates text into different languages.

Risks (not an exhaustive list)

- a. May create output that uses inappropriate, generic, and irrelevant language, bias, and tone. Translations may also not be of an acceptable level of quality.
- b. Information produced may not be accurate, including dates, places, names, events, etc.
- c. All input and output content may be subject to relevant public record laws.
- d. Content produced may be subject to copyright laws and use could result in legal challenges.

III. **Requirements for Using Generative AI:**

- a. Assume that all use of generative AI tools and content are subject to relevant public records requests.
- b. Conduct a fact check on all content that is produced.
- c. Provide attribution whenever generated content is published including images.

- IV.
 - a. Watch this video from Innovate.US about how to get started with generative AI in government: <https://bit.ly/InnovateUS-AI>
 - b. Khan Academy provides free online training. Access khanacademy.com and search for “generative AI”.
 - c. For developing prompt engineering skills – the ability to provide good input for great generative AI output – the following site provides free, high-quality training: learnprompting.org

- V. **Conclusion:** Generative AI is rapidly developing and presents users with an opportunity to work better, faster, and smarter. However, because the technology and the laws surrounding it are evolving and present unknown risks, its adoption comes with ethical considerations. Remember the fundamental rules when using any Generative AI:
 - always review and fact-check AI-generated content before using it

- be transparent when content was drafted using Generative AI
- never submit personal or confidential information into a Generative AI application. The information you enter can be viewed by the companies that make the tools and, in some cases, members of the public

Glossary:

Algorithms: are a set of rules that a machine follows to generate an outcome or a decision.

Artificial Intelligence (AI): refers to a group of technologies that can perform complex cognitive tasks like recognizing and classifying images or powering autonomous vehicles. Many AI systems are built using machine learning models. For a task like image recognition, the model learns pixel patterns from a large dataset of existing images and uses these patterns to recognize and classify new images.

Auditability for AI: AI where the outputs are explainable, monitored, and validated on a regular basis.

Bias: systematic errors or prejudices in generative AI models that result in unfair or discriminatory outcomes, often reflecting the biases present in the training data.

Black box models: are those where you cannot effectively determine how or why a model produced a specific result.

Chatbots: are computer programs that simulate conversations. Chatbots have been around for a few decades. Basic chatbots (without Gen AI) use ML to understand human prompts and provide more-or-less scripted answers that can guide users through a process. Gen AI chatbots can provide more human-like, conversational answers.

ChatGPT: is a conversational Gen AI chatbot built by OpenAI

DALL-E: is a Gen AI application that can generate images based on text prompts

Discriminative AI: In contrast to Gen AI, Discriminative AI models do not generate new content but can be used to predict quantities (for example, predicting home prices) or to assign group membership (for example, classifying images).

Ethical AI: is the practice of designing, deploying, and using artificial intelligence systems in a manner that is consistent with ethical principles, values, and norms, including fairness, transparency, accountability, and respect for human rights.

Gemini: is a conversational Gen AI chatbot built by Google

Generative AI (Gen AI): refers to a group of technologies that can generate new content based on a user-provided prompt. Many are powered by LLMs.

Large language models (LLMs): are a type of machine learning model trained using large amounts of text data. These models learn nuanced patterns and structure of language. This allows the model to understand a user-generated prompt and provide a text response that is coherent. The responses are based on predicting the most likely word in a sequence of words and as a result, the answers are not always contextually correct. The training datasets used to build these models can contain gender, racial,

political, and other biases. Since the models have learned from biased data, their outputs can reflect these biases. Generative AI applications are built using these LLMs.

Machine Learning (ML): is a method for learning the rules of an algorithm based on existing data.

Machine learning model: is an algorithm that is built by learning patterns in existing data. For example, a machine learning model to predict house prices is constructed by learning from historical data on home prices. The model may learn that price increases with square footage, changes by neighborhood, and depends on the year of construction.

Model validation: methods to determine whether the outputs generated by a machine learning model are unbiased and accurate.

Training data: The dataset that is used by a machine learning model to learn the rules.

This policy serves as a framework to guide the responsible and ethical use of generative AI tools within the City of Brisbane, CA, promoting innovation while safeguarding the rights, interests, and well-being of its residents and stakeholders. The Innovation Team of the City of Brisbane would like to acknowledge the following in the development of this AI Appropriate Use Policy: the City of Boston, the City and County of San Francisco, the City of San Jose, the City of Seattle, the County of Santa Cruz, the Town of Los Altos Hills, and ChatGPT 3.5.