



CITY OF BEND

Artificial Intelligence (AI)

Policy No. IT-0003

City Manager Administrative Policy

Bend Code Chapter 1.30.005 provides for 'City Manager Authority to Adopt Administrative Regulations, Policies and Guidelines.' All regulations, policies and guidelines adopted by the City Manager shall be consistent with the City of Bend Charter, the Bend Code, and council ordinances.

The following policy conforms to the above stated standards.

Authorized by City Manager:

DocuSigned by:

A handwritten signature of "Eric King" enclosed in a blue rectangular box.

Eric King, City Manager

Reviewed by Legal Counsel:

Signed by:

A handwritten signature of "Ian Leitheiser" enclosed in a blue rectangular box.

Ian Leitheiser, City Attorney

Dated: 7/1/2025

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Policy No. IT-0003

Adopted: 7/1/2025

Owner: City Manager's Office, Information Security Manager

Revised:

Revision No.

I. Purpose

The purpose of this policy is to provide a set of guidelines and best practices for the use of Artificial Intelligence (AI) within the City of Bend. The City of Bend is dedicated to being a leader in harnessing AI to enhance service to the community, reduce barriers, and increase employee effectiveness and support them in their roles. This policy outlines the requirements that employees must follow with Artificial Intelligence technology.

II. Policy Statement

This policy establishes guidelines for transparency, ethical use, and inclusivity in all AI initiatives, ensuring that the City and its employees understand how to safely and effectively utilize AI.

III. Scope

This policy applies to all employees who have access to AI technologies or are knowingly involved in using AI technology.

IV. Definitions

Generative AI: Technology that can generate human-like text, images, or other media content using AI algorithms and large data models. These tools are not actual intelligence in the human sense, rather, they are very sophisticated models that predict the language, text, audio, or video that satisfies input.

Machine learning: A type of AI that allows machines to learn without being explicitly programmed. Machine learning algorithms are trained on data, and they can then use that data to make predictions or decisions.

Natural language processing: A type of AI that allows machines to understand and process human language. Natural language processing is used in various applications, including chatbots, speech recognition, and machine translation.

Computer vision: A type of AI that allows machines to see and understand the world around them. Computer vision is used in various applications, including self-driving cars, facial recognition, and medical image analysis.

Sensitive Information: Data that, if lost, misused, or accessed without authorization, could negatively impact the operations of local government entities, compromise public safety, or infringe on privacy. This type of information is not classified but still requires protection due to its potential to cause harm if disclosed.

Examples of sensitive information in this context include:

- **Personally Identifiable Information (PII):** Information that can identify an individual, such as social security numbers, addresses, and phone numbers.
- **Health Information:** Medical records and health-related data of residents.
- **Confidential Government Records:** Proprietary data, internal communications, and financial records of local government entities that are excluded from public record requests.

Additional information about sensitive information can be found in the City of Bend Acceptable Use Policy.

Innovation: The process of creating new ideas, products, services, or methods that bring significant improvements or solve problems in novel ways. It involves not just invention but also the practical implementation of ideas to make a meaningful impact. Innovation is often driven by creativity, research, and a desire to improve existing systems or create entirely new ones.

V. Policy Terms & Provisions

A. Acceptable Use

1. Access to AI tools, platforms, or related systems is restricted to approved technologies authorized for use by the City of Bend Technology Committee and Innovation Steering Committee. The approved list can be found on the Information Technology Department BendHub site in the **Approved Software** list.
2. AI technology, tools, and platforms may only be used for business purposes. Use of AI is governed by this Policy as well as the City's Acceptable Use Policy.
3. Employees shall ensure that content produced using Generative AI aligns with the organization's values, ethics, and quality standards. Generated content must not be used if it is misleading, harmful, or offensive.
4. Employees leveraging AI technology must complete City assigned AI training.
5. Outputs of AI systems must be reviewed by a City employee prior to each use in an official City capacity.

B. Acquisition and Development of AI Technology

IT may revoke authorization for a technology, or may restrict the use of those AI capabilities, if, in its judgment, those AI capabilities present risks that cannot be effectively mitigated to comply with this policy or other City policies.

C. Transparency and Accountability

1. Employees are required to fact check, validate, or use other quality control measures from authoritative sources for content generated by AI systems. Employees should be prepared

to explain and justify the generated content. If an employee is unable to verify the generated content from multiple reliable sources, the content should be considered unreliable and should not be used.

2. Employees must be transparent and disclose the use of AI in their work, ensuring that stakeholders are aware of the technology's involvement. If AI is used to create an image or a document from scratch, or is used to significantly modify one, citing the work as produced with generative AI will help to reinforce trust with the public and other employees.
 - a. Not all uses of AI require citation. An example of a use that does not require citation is using AI to aid in the proofreading of a document.

Content that is distributed to the public should follow **Communications guidelines** (pg. 46).

- b. Citation must include the type of model you used (e.g., Canvas vs CoPilot). It should also include confirmation that the information was fact-checked. Citation can be done as a footnote, endnote, header, or footer.
 - i. Example: "This description was generated by CoPilot and edited and fact-checked by City of Bend employee, James T. Kirk."

D. Bias

AI systems are trained on data that may contain bias. Employees must actively work to identify biases in AI generated content. Employees must resolve any apparent bias from the content generated by AI. Employees must ensure that AI generated content is fair, inclusive, and does not discriminate against any individuals or groups. Seek input from our Equity Department if you are unsure if the output has bias.

E. Security and Privacy

1. AI technology used by the City must adhere to the security policies and practices put in place by the City's security program and IT department.
2. AI prompts and inputs must not contain any sensitive information or personally identifiable information.
3. When reviewing content generated by AI, Employees shall ensure that no personal or protected information is included in the final content.
4. Any suspected or confirmed security incidents related to Generative AI usage must be reported promptly to the Information Security Manager or the IT department (servicedesk@bendoregon.gov).

F. Prohibited Usage

1. Employees must respect and protect intellectual property rights, both internally and externally. Unauthorized use of copyrighted material or creation of content that infringes on the intellectual property of others is strictly prohibited.
2. Uploading or sharing any data to AI tools that is confidential, proprietary, or protected by regulation without prior written approval from the appropriate department is strictly prohibited. This includes data related to customers, vendors, employees, or partners.
3. If audio, visuals, or text that is created through AI has the potential to be misconstrued as to its source, it shall not be used.
4. AI will not be used exclusively to evaluate data from City systems for the purpose of evaluating employees or determining disciplinary actions.
5. AI tools that use bias that cannot be removed from the results are prohibited from being used.
6. AI shall not be used for translation or other language assistance-related work without first consulting with the Equity Department.



Language Assistance Services & Accommodation Information for People with Disabilities

You can obtain this information in alternate formats such as Braille, electronic format, etc. Free language assistance services are also available. Please contact Adam Young at ayoung@bendoregon.gov or 541-383-4884. Relay Users Dial 7-1-1.



Servicios de asistencia lingüística e información sobre alojamiento para personas con discapacidad

Puede obtener esta información en formatos alternativos como Braille, formato electrónico, etc. También disponemos de servicios gratuitos de asistencia lingüística. Póngase en contacto con Adam Young en ayoung@bendoregon.gov o 541-383-4884. Los usuarios del servicio de retransmisión deben marcar el 7-1-1.