

From: LGOIMA
To: [REDACTED]
Subject: RE: LGOIMA request - Councils use of AI and Automation - Reference: 2490 Tuesday, 12
Date: November 2024 10:46:46 am
Attachments: [IS23 Policy on Generative Artificial Intelligence.pdf](#)

Kia ora [REDACTED],

We refer to your email dated 8 November 2024. Our response is below:

1. To what extent does TDC employ AI and automation for:

- a. **Property Tax Assessment Modelling**
- b. **Public Safety and Maintenance (E.g. inspections)**
- c. **Customer Service & Inquiries**
- d. **Waste Collection and Recycling (Schedules etc)**
- e. **Permits & Licenses (applications, reviews etc)**
- f. **Public Transport Planning (usage of routes etc)**
- g. **Community and Health (Safety checks, trends etc)**
- h. **Urban Planning and Zoning**

2. What systems are used?

3. How much money is invested in TDC's AI automation programme?

4. How many staff operate AI in these systems vs. traditional methods in each.

With regards to part 1-4 of your request. The Council is not using AI explicitly for any of the functions listed above (part 1). We use Microsoft's M365 Copilot for back office and meeting efficiency improvements but beyond that, we have sporadic use of the freely available web-based AI's from Microsoft Bing, Google etc

We have 20 licenses of Microsoft Copilot for an approx. cost of \$12k p.a.

The Council is aware of the risks of generative AI, and we are therefore taking a prudent and cautious approach. We have developed a staff Generative AI policy focused on safety, privacy and ethical usage. A copy of this policy is **attached**.
- "[IS23 Policy on Generative Artificial Intelligence.pdf](#)"

If you are unsatisfied with the Council's response, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Yours sincerely,
Legal Services Officer

IS23 Policy on Generative Artificial Intelligence use

INFORMATION SERVICES POLICY

POLICY REFERENCES	
Sponsor:	Information Services Manager
Internal review due:	Jan 2024
Legal compliance:	<ul style="list-style-type: none"> • IS06 – Appropriate use of Internet and Online Services • HR13 Code of Conduct • Privacy Act 2020 • Harmful Digital Communications Act (HDCA) 2015 • Local Government Official Information and Meetings Act 1987
Associated Documents/References	
Policy Number	IS23
Approved by Chief Executive	FINAL
Approved by Council (If applicable)	N/A

Policy Contents

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Purpose

The purpose of this policy is to confirm the objectives and responsibilities of the use of Generative Artificial Intelligence (Generative AI) within council.

It forms a statement of high-level commitment to the principles, relevant to Generative AI, by which the organisation will operate.

Application

This policy applies to all Council staff who utilise Generative AI for work purposes or who use Generative AI for personal use on Council devices.

Background

Generative AI, like Chat-GPT, refers to artificial intelligence systems that can create original and creative content, such as images, text, music, or videos, by learning patterns and structures from large datasets. It involves the use of deep learning techniques and has applications in various fields, including art, design, and data augmentation. However, ethical considerations are important due to the potential misuse of Generative AI for fabricating realistic but false content.

Council staff need to be especially careful of how they use these tools to meet their obligations to both the Council under the code of conduct and their wider Privacy Act obligations.

Scope

This policy applies to Council's use of Generative AI across the council and include all data and information contained within systems.

The rapidly developing landscape for Generative AI solutions, use and outputs is such that this policy should be reviewed every six months through to the end of 2024 with a further determination of the review frequency to be considered at that time.

Policy Statement

The Council will manage the use of Generative AI in a safe, legally compliant, co-ordinated manner to ensure the safety and privacy of staff and citizens is maintained.

Principles

The Council will adhere to the following principles in its use of Generative AI:

Compliance with Laws and Ethical Standards:

Emphasise the requirement to comply with all applicable laws, regulations, and ethical guidelines when using Generative AI. Highlight the importance of respecting privacy, confidentiality, intellectual property rights, and avoiding any harmful or illegal activities.

Responsible Use:

Encourage responsible use of Generative AI by promoting transparency, fairness, and accountability. Users should be aware of the potential impact of generated content and should strive to minimise risks associated with misinformation, manipulation, or bias.

Maintain Privacy and Data Protection:

It is important that the use of Generative AI protects personal information and data privacy. Generative AI usage must comply with the Privacy Act 2020 and staff member obligations with respect to maintaining confidentiality.

Avoid Harmful or Offensive Content:

Prohibit the generation of content that is harmful, abusive, offensive, or discriminatory. Users must not create or distribute content that incites violence, promotes hatred, or violates the dignity of individuals or groups.

Transparency and Disclosure:

Users must clearly disclose when generated content is not created by a human, indicating its origin and nature. Transparently distinguishing between human-generated and AI-generated content helps prevent confusion or deception.

Regular Review and Updates:

Emphasise the need to periodically review and update the acceptable use policy to address emerging challenges, advances in technology, or changes in legal or ethical standards.

Use of Generative AI

Staff should be able to use Generative AI for Council business if;

- There is a valid business reason for using it.
- They do not, for security reasons, use their Council credentials to register with a Generative AI service, solution or tool.
- Council information that is not in the public domain or intended for the public domain is not uploaded or otherwise made available to any Generative AI service, solution or tool.
- There is no possibility that personal Information relating to any person is uploaded or otherwise made available to any Generative AI service, solution or tool.
- All Information generated by Generative AI tools is reviewed and scrutinised for accuracy and bias and that such review is noted.
- Artifacts produced using generative AI are acknowledged as such within, or on, the artifact itself.
- Copyrighted material used to create the output is acknowledged together with the right to use such material

Receiving content from Generative AI

If staff use material that was created using generative AI, they must acknowledge it before using it in reports, workshop materials, or other council activities.

Conduct and behaviour when using Generative AI

Staff are expected to uphold the same high standards of conduct and behaviour online as they would in any other workplace setting, as outlined in:

- Policy HR13 Code of Conduct.
- Privacy Act 2020.

This includes:

- Remaining politically neutral, impartial, and professional.
- Interacting with respect, courtesy, and without engaging in harassment or intentionally incendiary comments.
- Handling information appropriately, recognising the need for confidentiality in certain cases.
- Taking all reasonable steps to ensure that there is no link to materials that are defamatory, harassing, indecent, objectionable, or contrary to official government advice and guidelines, as outlined in policy IS06 – Appropriate Use of Internet and Online Services.
- Adhering to the Harmful Digital Communications Act 2015.
- Taking reasonable steps to avoid conflicts of interest.
- Staff must fully comprehend Tasman District Council's values, the expected Code of Conduct, and their application to official and personal communications.

Failure to comply with the Generative AI Policy may result in disciplinary action in accordance with the Council's Code of Conduct.



Authorised by:

Janine Dowding, Chief Executive

Following LT approval on 17 July 2023