

Town of Carbondale

GENERATIVE AI TRANSPARENCY, USE, AND ACCOUNTABILITY POLICY

Policy Statement

The Town of Carbondale (“Town”) is committed to ensuring that Generative Artificial Intelligence (“AI”) technologies are used responsibly, securely, and in a manner that protects Town data, complies with applicable laws, and maintains public trust. This policy outlines the responsibilities, requirements, and procedures for using AI tools in the performance of Town business.

Definition of Generative AI

Generative Artificial Intelligence (AI) refers to technologies that can generate new content (such as text, images, audio, or code) based on prompts or input data. These tools mimic aspects of human reasoning and language but are not always accurate, neutral, or secure.

Purpose

This policy establishes governance for the safe and effective use of Generative AI by Town staff, contractors, and authorized agents. Generative AI tools may assist in drafting documents, summarizing information, creating images, or supporting research. However, their use must be responsible, secure, and aligned with Carbondale values, public trust, and applicable laws.

Scope

This policy applies to all employees, elected officials, departments, contractors, and temporary workers at Carbondale who use third-party, publicly available, or internally deployed AI tools as part of their official job responsibilities.

Acceptable Use of AI

AI tools may be used to:

- Draft internal memos, reports, or non-confidential communication (with supervisor knowledge).
- Brainstorm ideas, summarize information, or assist with editing or formatting.
- Support research and public service improvement provided the outputs are reviewed and verified by the employee.

All AI-assisted work must meet professional standards and cannot substitute human judgment. All AI-assisted work must be reviewed by the employee.

Unacceptable Uses of AI

Employees may not use AI tools to:

- Create visual or photographic content for marketing, promotional, or graphic design purposes.
- Make or assist with employment decisions (e.g., hiring, promotion, performance evaluation, termination).
- Input or upload any confidential, proprietary, or sensitive information, including, but not limited to:
 - Passwords or credentials
 - Protected health information (PHI)
 - Development applications or legal documents
 - Personnel files or disciplinary records
 - Personally identifiable information (PII) of employees, residents, customers or vendors
- Upload personal data that could mimic the identity of the employee or coworkers.
- Integrate any AI tool with internal systems without explicit written approval from the IT Department.

If you are uncertain whether certain data or usage is permissible, consult your supervisor or IT before proceeding.

Responsibilities and Procedural Guidelines

- Oversight and Transparency
 - Inform your supervisor if you plan to use AI to supplement work products.
- Quality Control
 - Do not copy and paste AI-generated content into final documents without thorough review and editing.
- AI output must be:
 - Free from bias or discriminatory content
 - Factually accurate and legally compliant
 - Consistent with Carbondale policies and tone
- Data and Information Security
 - Assume that any input into an AI tool could become public—even if the tool claims data privacy.
 - Do not rely on AI to store, transmit, or protect sensitive or work data.
- Accuracy and Misinformation
 - AI tools may produce outdated, fabricated, or misleading content (a known phenomenon called “hallucination”).

- All information provided by AI must be verified using trusted sources. If unsure how to verify, consult the IT Department.

Governance and Support

- The IT Department will oversee the implementation and compliance of this policy.
- The IT Department will maintain a list of approved AI tools and notify staff of changes.
- Current approved AI tools are:
 - ChatGPT- by OpenAI
 - KARDA (Police)
 - Microsoft CoPilot
 - Software applications with embedded artificial intelligence capabilities (e.g., Google Gemini)

For any public facing messaging/content the Public Information Officer will provide additional review.

Non-Compliance

Violation of this policy may result in disciplinary action and loss of access to system(s). The IT Department may block AI tools that violate this policy.

Misuse of AI that leads to breaches of confidentiality, data leaks, or reputational harm will be treated with the utmost seriousness.

Review and Updates

This policy will be reviewed annually or as needed to reflect emerging technologies, legal developments, and community expectations.

Need Help?

If you have questions or concerns about AI use, contact:

Public Information Officer / IT Liaison: Anna Ramirez, aramirez@carbondaleco.net