



Administrative Regulations

Office of the Mayor

Title: Artificial Intelligence (AI) Policy

A.R. Number: 2.13 **Effective Date:** 06/2025 Page 1 of 5

Supersedes: N/A **A.R.:** N/A **DATED:** N/A

I. PURPOSE

This policy outlines the ethical use, deployment, and management of artificial intelligence (AI) technologies in the City of Richmond. AI technologies may be used to enhance the delivery of public services, and all city personnel and city contractors using AI technologies must ensure transparency, accountability, and protection of residents' rights.

II. POLICY

This policy applies to all departments, agencies, and offices within the city that use, develop, purchase, or manage AI systems, including but not limited to service delivery, decision-making, and administrative functions.

A. Ethical Principles

AI technologies deployed by the city shall adhere to these core ethical guidelines:

1. **Fairness:** AI systems shall not perpetuate or exacerbate discrimination or bias. Efforts shall be made to ensure equitable access and treatment of all citizens.
2. **Transparency:** The purpose, scope, and function of AI systems that are in use shall be clearly communicated to the public. Citizens shall be advised when they are interacting with AI.
3. **Accountability:** AI systems shall be subject to human oversight, and city staff shall be accountable for the outcomes of AI-based decisions.
4. **Privacy:** AI systems, and use of AI systems by city staff, must adhere to federal, state, and local privacy laws, to include protecting the personal data of citizens from unauthorized access or misuse.
5. **Security:** AI systems shall be developed and maintained with strong security protocols to prevent cyber-attacks, misuse, or unauthorized access.

B. AI Use Cases

The city recognizes the following examples of acceptable use cases for AI technologies:

1. **Service Optimization:** AI may be used to enhance the efficiency of public services (e.g., traffic management, waste collection, energy use).



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2. Public Safety: AI may support law enforcement and emergency services, provided it complies with applicable law and includes safeguards required by law to protect civil liberties, including legally mandated measures for oversight, accountability, and transparency in the use of technologies such as predictive policing systems or facial recognition tools.
 3. Customer Engagement: AI may improve communication with residents through automated systems such as chatbots, customer service platforms, or public feedback collection.
 4. Basic productivity enhancement: Proof-read, draft, and assist with daily administrative tasks.
- III. Data Analysis: AI may assist in analyzing datasets to support policy decisions and improve public administration.

1. Basic productivity enhancement: Proof-read, draft, and assist with daily administrative tasks.

AI technologies used or implemented by city staff are also subject to Section II ("Technology Regulations") of the Administrative Regulations.

B. Governance and Oversight

The Department of Information Technology (DIT) shall oversee the use of AI technologies by the city. DIT shall establish and maintain guidelines and rules of use that include:

- IV. Risk Assessment: such as ethical concerns, privacy implications, bias, and use in consequential decision-making in collaboration with other agencies as necessary such as Human Resources, The City Attorney's Office, etc. Seeking guidance from other agencies as needed.

1. Review Process: review and approval of AI usage and implementation.
2. Monitoring: ensure compliance with this policy and the DIT guidelines and rules of use; provide operational monitoring for performance, fairness, and security of AI systems.
3. DIT will promulgate standard operating procedures (SOPs) for the acquisition, implementation, and public engagement of Artificial Technology Systems & Services.

B. Data Privacy and Security

All AI systems must comply with applicable data privacy laws. Examples include:

1. Virginia Consumer Data Protection Act (VCDPA)



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2. Federal Bureau Investigation Criminal Justice Information Services Security Policy
3. Department of Energy Security Policy
4. Department of Homeland Security/ Cybersecurity & Infrastructure Security Agency Cyber Incident Reporting for Critical Infrastructure Act (CIRCA)

AI systems shall:

1. Minimize data collection to only what is necessary for the functioning of the system.
2. Ensure anonymization of personal data to the maximum possible extent.
3. Require explicit consent from individuals whose personal data is being collected or analyzed, except in cases where data is used for anonymous administrative analysis, public safety, or public health purposes in compliance with applicable laws.

When purchasing AI technologies, the city shall:

1. Comply with any applicable procurement requirements.
2. Conduct a thorough evaluation of products and services to ensure AI systems meet ethical and legal standards.
3. Utilize suppliers that incorporate fairness, transparency, and explainability into their AI systems.
4. Require suppliers to provide documentation of their AI systems, including algorithms, training data, and any known biases.

C. Training and Awareness

The city shall implement training programs for city personnel to ensure AI users are equipped with the knowledge and skills necessary to manage and oversee AI technologies. Training shall include:

1. The ethical principles of AI.
2. The technical capabilities and limitations of AI systems.
3. Legal requirements surrounding data privacy, security, and the responsible use of AI.



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4. Procedures for addressing citizen concerns and requests related to AI decisions.
5. Data management.
6. Practical applications of AI in the public sector.

D. Enforcement and Accountability

Failure to comply with this AI policy may result in disciplinary action, up to and including termination. Significant policy violations may lead to legal consequences, including penalties under applicable state or federal laws.

V. RESPONSIBILITY

Department of Human Resources (HR) – HR is responsible for maintaining the policy and making it accessible.

Department of Information Technology – DIT is responsible for the implementation, monitoring and evaluation of this policy.

City Departments – City Departments are responsible for employee compliance with this policy and for immediate reporting of violations of this policy to DIT.

Employee / Contractors – Employees and contractors of the city are required to adhere to this policy and protect city data.



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VII. REGULATION UPDATE

Modifications to this policy shall be the responsibility of the Department of Human Resources under the advisement of the Chief Administrative Officer.

Approval

CHIEF ADMINISTRATIVE OFFICER

MAYOR