



# ARTIFICIAL INTELLIGENCE POLICY

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## Purpose

This policy establishes guidelines for the ethical and effective use of Artificial Intelligence (AI) technologies by Missoula County (the County), including generative AI systems. It aims to ensure transparency, accountability, equity, and the responsible use of AI to enhance public services, and operations.

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## Scope

This policy applies to all departments, personnel and entities under the jurisdiction of the County. Departments may not develop their own policies related to AI. It also includes contractors or third-party vendors implementing AI systems, on behalf of the County.

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## Administration

Department Heads and Chief Officers are responsible for the enforcement of this policy within their departments.

The Chief Technology Officer is responsible for the development and maintenance of this policy.

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## Definitions

- **Artificial Intelligence (AI)** – A field of computer science focused on creating systems capable of performing tasks that typically require human intelligence, such as decision-making, pattern recognition, natural language understanding, and learning from data.
- **Generative AI** – A subset of AI that creates new content—including text, images, audio, or video—based on training data and user prompts. Examples include large language models (LLMs) and image generation systems.
- **AI System** – Any software, tool, platform, or service that uses algorithms, machine learning, or statistical models to automate or assist in tasks typically requiring human cognition.
- **Human-in-the-Loop (HITL)** – A requirement that a human reviews and approves AI-generated outputs prior to their use, ensuring accountability and quality control.
- **Prompt** – An input provided to a generative AI system to produce a specific response or output. Prompts may include instructions, questions, or text examples.
- **Output** – The result or product generated by an AI system in response to a given prompt or input.

- **Chief Technology Officer (CTO)** – The County’s designated authority responsible for managing technology strategy, acquisition, compliance, and oversight of AI policy implementation.
- **Vendor (Third Party)** – An external party or contractor that provides software, platforms, or services, including AI systems, for use by the County.
- **Attribution** – The clear identification of AI-generated content, specifying the AI system used and the department or entity responsible for approving its use.
- **Bias** – Systematic error introduced into data processing or decision-making that results in unfair outcomes, particularly with respect to race, gender, socioeconomic status, or other protected characteristics.

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## Policy

### 1. Acquisition

- a. The acquisition of AI technology shall be managed by the Technology Department and any new acquisition shall follow all established procurement policies and the following procedures:
  - i. For existing software with generative AI extensions, tools or add-ons: Technology Department shall review requests from entities to enable or turn on AI functions, only if use is deemed consistent with this policy.
  - ii. For new software: Department or entity shall submit a request for new software. The Technology department head or designee shall review requests in accordance with the Technology Acquisition and Artificial Intelligence policies.
  - iii. The use of free generative AI tools is not allowed. (Disallowed AI tools include, but are not limited to: ChatGPT, Gemini and Meta AI.)
  - iv. The use of limited trial generative AI tools is not allowed without the approval of the CTO and may only be used for the purposes of evaluation prior to acquisition.
  - v. The use of personal generative AI accounts for County business is not allowed.

### 2. Accountability and Oversight

- a. Human oversight is required for all AI systems.
  - i. All AI content or outputs shall undergo human review (“Human-in-the-Loop” or HITL) prior to use.
  - ii. Each Department Head, or designee shall review, and approve all AI generated content.
  - iii. Content deemed unacceptable shall not be used for any internal or external purpose.
- b. Contracts with AI vendors must include provisions for transparency in updates, and the ability to audit the AI system’s performance and compliance.
- c. Contracts must allow for termination if the AI system fails to meet statutory, ethical or operational standards.
- d. Contractors or other third parties shall disclose the use of AI in any product or service provided to the County and shall follow all applicable policies and procedures described herein.
- e. All AI systems are subject to periodic review to assess ongoing compliance, performance and relevance.

### 3. Privacy and Data Security

- a. AI technology used by the County must comply with state and federal privacy, disclosure and retention laws.
- b. Inputs and outputs from AI systems must be securely stored and anonymized where feasible.

### 4. Transparency and Communication

- a. County departments and entities may use Microsoft Teams built-in AI transcription service to transcribe meetings.

- i. All other AI technologies used to record meetings or perform transcription of meetings, are prohibited.
    - ii. Meetings transcribed by AI, and subject to public inspection must be recorded. Recordings must include audio, and where possible, video.
  - b. Use of AI systems to generate video or image content shall be attributed to the system used to create it. Where possible, attribution shall be embedded in the video or image.
    - i. Attributions should include the AI system used, along with the department or entity that has approved the content (in accordance with Section 2a of this policy).
  - c. The use of AI systems, including prompts, outputs and other work products are subject to the County's standards, policies and procedures. This includes but is not limited to the Acceptable Use of Technology policy.
    - i. AI systems shall support retrieval and export of all prompts and outputs, through provided features, or by utilizing vendor contract assurances.

#### **5. Fairness and Equity**

- a. All AI systems are subject to audits to ensure they do not perpetuate or amplify biases, particularly in decision-making such as emergency response or resource allocation.
  - i. Audits may be performed by the CTO or their designee. Audits may not be performed without authorization of the CTO.
  - ii. AI systems found to violate fairness and equity standards may be found to not meet operational standards.
- b. Decisions or recommendations generated by AI must be reviewed and validated to avoid undue reliance on potentially flawed algorithms.

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### Enforcement and Compliance

Failure to comply with this policy may result in the suspension or termination of AI use and disciplinary actions for personnel or contractors involved.

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### Reviews and Updates

This policy will be reviewed annually to account for advancements in AI technology, changes in the law and feedback from the community.