Technology & Communications Commission
MINUTES
July 12, 2023

Commission Members Present: John Binkley, Chair
                                    Richard Jackson, Vice Chair
                                    Aaron Nadler
                                    Katherine Johnson
                                    Brandon Garay

Commission Members Absent: Chris Grandjean
                                   Rob Fulcer

Council Liaison Present: Neil Steinberg

Staff Present: Jakub Jedrzejczak
                             John Callahan

1. Call to Order 7:03PM

2. Establish Quorum
   a. Quorum present.
3. Pledge of Allegiance
4. Approval of Minutes – June 6, 2023
          Motion to approve Jackson, 2nd Johnson. Passes 5-0.
5. Petitioners – None

6. Old Business
   a. Digital Town Hall Technology and Communications Commission Public Input –
      Discussion
   b.
   Mr. Jedrzejczak discusses the concept of a digital town hall for the Town of Leesburg. The digital town hall aims to provide town services online, improve front-end processes, and enhance the digital experience for residents. The focus is on creating a resident-centric approach to accessing services and information.

   The idea of the digital town hall emerged from a retreat with all the directors, where they had to select three issues out of 140. The second issue chosen was providing services 24/7, 365 days a year. The digital town hall, referred to as an umbrella initiative, is seen as a potential solution for achieving this goal.

   Mr. Jedrzejczak emphasizes that the digital town hall should enhance the overall resident experience. Just like the town's efforts to improve physical infrastructure, such as sidewalks and public services like police and trash pickup, the digital town hall aims to create a positive and seamless digital experience for residents.

He envisions a single ID system and digital payment options, making it easier for residents to interact with the town's various services online. The integration of different systems is essential for achieving this vision. One key goal is to make the digital town hall department-agnostic, where residents can access services without needing to navigate specific departments.

Mr. Jedrzejczak highlights the importance of focusing on both town residents and non-resident customers, such as those who consume town services but live outside the town's boundaries. He envisions a streamlined process for businesses and non-resident customers to access services and make payments.

The main milestones presented in the early stages of the digital town hall include developing a town portal, mobile applications for iOS and Android, and integrating various systems. He also emphasizes the significance of providing notification features for essential tasks like bill payments to improve resident engagement.

Mr. Jedrzejczak emphasized the need for a system integrator to oversee the integration of various systems necessary for the successful implementation of the digital town hall. He recognized the importance of seamless collaboration among these systems to create a cohesive and efficient resident-centric experience. Alongside this, he outlined a high-level plan for the initiative, detailing its key objectives and milestones. However, specific budgetary figures and deliverables were not yet available at this early stage of development. Nonetheless, he expressed a strong commitment to working diligently in the coming months to refine and solidify the plan, ensuring that the digital town hall becomes a transformative reality for the Town of Leesburg.

Overall, Mr. Jedrzejczak's presentation focuses on the importance of creating a seamless and user-friendly digital experience for residents and streamlining town services through the digital town hall initiative.

Mr. Binkley asked did you have an estimate of the level of effort it will take to normalize and standardize a Town ID?

Mr. Jedrzejczak response, he expresses his enthusiasm for the concept of a digital town hall for the Town of Leesburg. He discusses various ideas and potential approaches to make the digital town hall a resident-centric and user-friendly experience.

One of the ideas he mentions is leveraging existing identification systems, such as ID.me, or allowing users to register with their Facebook or Gmail accounts to simplify the verification process. He emphasizes the importance of finding solutions that are convenient and accessible for residents.

However, the biggest challenge he identifies is integrating different systems required for the digital town hall. He acknowledges that some systems may be difficult to integrate, but he is committed to working on the project in a phased approach, prioritizing essential functionalities and gradually expanding the initiative over time.

To illustrate the benefits of the digital town hall, Mr. Jedrzejczak uses a comparison between the current process of paying bills and a more efficient system like paying a cell phone bill with a few clicks. He believes that streamlining town services through the digital town hall can save residents valuable time and enhance their overall experience.

While he acknowledges that it may be challenging to quantify the monetary savings directly, he strongly believes that the time-saving aspect for residents is invaluable. He emphasizes that this initiative is not primarily about saving money for the town but about creating a positive and efficient experience for the residents.

Mr. Jedrzejczak admits that the digital town hall is in its early stages, and there is still much work to be done. However, he expresses his excitement about the potential impact and the opportunity to enhance residents' digital experience. He passionately advocates for the town to consider this initiative seriously, as he sees it as a way to provide residents with a more convenient and user-friendly digital interface for accessing town services.

Overall, Mr. Jedrzejczak's response showcases his dedication and vision for the digital town hall, focusing on making residents' lives easier and more enjoyable through efficient and accessible digital services.

7. New Business
   a. Artificial Intelligence (AI) Use in Local Government – Discussion

   Mr. Jedrzejczak's initiates a discussion on the utilization of ChatGPT and AI in the Town of Leesburg. He acknowledges that while the technology offers potential benefits, it also raises significant concerns that need to be addressed. He encourages the Commission to provide their thoughts and insights on the matter.

   Mr. Binkley voice reservations about allowing ChatGPT or other AI to be used in Leesburg for at least 6 months. Mr. Binkley highlighted several issues including: legal issues, copyright and the potential for violating copyrights. Several other jurisdictions, such as San Francisco and Philly, have currently issued guidance to staff on this matter.

   Mr. Binkley expresses concern about the use of technology and possible risks with accessing confidential or personal information. He made clear that there is a need to secure sensitive information and protect the information from unauthorized access.

   Mr. Binkley provided possible scenarios as an example of queries used in legal settings and emphasized the importance of protecting this information from being associated with specific individuals. Mr. Binkley suggests that the Town may not be ready to handle the new security concerns raised by ChatGPT.

   Mr. Binkley acknowledges the potential benefits of ChatGPT but advises the Town to proceed cautiously and consider the risks and security associated with its use.

   Mr. Jedrzejczak asks the Commission about the potential benefits of using ChatGPT for Leesburg, VA. He acknowledges that improvements can be made, such as enhancing the Leesburg flower and garden show to increase engagement. He values the Commission's

opinions and seeks their input on the matter, emphasizing the importance of open discussion and transparency in decision-making.

Mr. Binkley reviewing the list in the presentation indicates that using ChatGPT could be utilized for better customers service, boost public engagement and using it in social media posts for the Town. There are possibilities of positive impact with the use of ChatGPT. There are still the unknown and knowns on the downsides as well.

Mr. Garay comments that it is a tool that helps with general efficiency, for items like crafting emails, developing presentations, correcting grammar and to refine your writing. It adds a little more polish and professionalism in your communications.

Mr. Jedrzejczak discusses the potential benefits and use of ChatGPT for Leesburg, VA. He addresses initial security concerns, assuring that sensitive data won't be put into questions. He shares an example of how ChatGPT generated a comprehensive IT strategic plan for the town, saving an estimated $20,000 that would have been spent on a consultant. He highlights the efficiency and cost-effectiveness of using ChatGPT for generating valuable content and suggestions, such as disaster recovery plans.

Mr. Jedrzejczak acknowledges that while there is generic knowledge available through ChatGPT, it can still be a valuable tool for tasks that may otherwise require expensive consultancy services. He seeks input from the Commission on whether other applications of ChatGPT could benefit the town. Overall, he demonstrates an open-minded approach to exploring the possibilities and advantages of using AI technology like ChatGPT in Leesburg's operations.

Mr. Jackson indicated that Aaron developed the questions for the public input using ChatGPT.

Mr. Nadler thinks of ChatGPT as a great tool to develop ideas but as you dig in more it the less value it provides. He has also seen stories of cases where ChatGPT has made up case law for example.

Mr. Binkley stated that ChatGPT insisted that the citations that it referenced were real and not created by ChatGPT.

Mr. Garay described an extreme incident where a drone using AI want to target something that the pilot did not want it to target and wanted to target the operator so it could get by and target what it wanted.

Mr. Binkley also described how people have tried to break ChatGPT and succeeded in doing so in a number of examples. He also explained that ChatGPT and other AI cannot explain why they have come to the conclusion it provided.

Mr. Steinberg has asked if AI can be used inside a closed system.

Ms. Johnson responded to the question but was inaudible.

Mr. Binkley that could create a ChapGPT instance that would be the instance that ran with the Town and would just be for the Town.

Ms. Johnson concurred that it would be fed with information from the Town.

Mr. Jedrzejczak emphasizes the efficiency and cost-effectiveness of using ChatGPT for various tasks in the town of Leesburg. He recalls instances where if had he used ChatGPT to generate valuable content, such as an IT strategic plan, communication plan, and memos for town leadership, ChatGPT could accomplish them efficiently in a short time instead of having to required expensive consultancy services.

He shares examples of how ChatGPT could be used to provide insights and best practices for the SCADA project in utilities, saving an estimated $40,000 that would have been spent on consulting fees. He clarifies that the information generated by ChatGPT is based on general knowledge and best practices and does not involve any sensitive or secretive data.

Mr. Jedrzejczak expresses his willingness to share the results with the Commission, showcasing his belief in the value and potential of utilizing ChatGPT for various projects in the town. Overall, he demonstrates enthusiasm for the efficiency and benefits of AI technology like ChatGPT in improving operational processes and decision-making in Leesburg.

Mr. Binkley expressed is with what is the source of the information you are getting from ChatGPT instead of a consultant that has done it a number of times. You know with the consultant that has done it for 20 years and you know what they are providing to be true. ChatGPT is a black box so to speak and you don't know what it knows to be true. So how can you believe what it is giving you.

Mr. Jedrzejczak discusses his experience with ChatGPT during a Tech Tuesday session. He emphasizes the importance of verifying content and mentions that ChatGPT can provide sources upon request. He acknowledges that ChatGPT is still a prototype and not a finalized solution. He highlights the need for the Technology Communication Commission and IT leaders to consider potential concerns, and he asks ChatGPT for a list of things to be wary of, including data and privacy, security, accuracy of information, and technical errors like hallucinations. He appreciates the honesty of the list provided by ChatGPT and recognizes that further evaluation is required before fully trusting the technology. Overall, he demonstrates a thoughtful and cautious approach to exploring ChatGPT's capabilities and limitations.

Mr. Binkley and Ms. Johnson both agree number one and two, legal and ethical as the priority concerns when using ChatGPT.

Mr. Jedrzejczak raises concerns about data, security, and privacy but acknowledges the potential business benefits. He plays devil's advocate and emphasizes the importance of cyber security. He aims to facilitate an interesting and balanced discussion on the topic.

Mr. Jedrzejczak provides a fun example to illustrate how certain information is blocked in ChatGPT, such as personal details, financial advice, and dangerous instructions. He mentions

a journalist's experiment on hacking nuclear bomb information. He highlights the need for caution and standardization in handling such technology.

Mr. Jedrzejczak discusses how the implementation of ChatGPT could take place in the town of Leesburg by asking ChatGPT. He presents a list of steps that could be taken, including planning, training, testing, implementing, and continuous improvement. He acknowledges another suggestion to wait longer before implementing ChatGPT. He plans to summarize the discussion before opening it up for further discussion and consideration.

Mr. Binkley indicates that in the US there is only one framework, NIST, RMF that is the best practice and that the implementation plan shown from ChatGPT does not use the NIST RMF best practices.

Mr. Jedrzejczak discusses the potential implementation of Copilot, a Microsoft version of ChatGPT, which will be widely available to millions of users. He acknowledges that AI tools like Copilot and Google are becoming universal and emphasizes the need for careful consideration of their benefits and challenges. While he sees significant advantages in using ChatGPT for various tasks, he also recognizes potential copyright and legal concerns. Mr. Jedrzejczak shares examples of individuals, including lawyers and paralegals, using ChatGPT in their daily work to save time and improve efficiency. He recounts instances where Copilot could facilitate tasks like requesting a refund from an airline using natural language commands. Despite the tremendous potential benefits, he highlights the importance of considering the ethical implications and possible threats posed by these AI tools.

Mr. Jedrzejczak presents the question of how to approach the use of AI in the town of Leesburg, seeking guidance and direction from the Commission. He emphasizes the need to strike a balance between embracing AI technology to improve efficiency and being cautious about its potential impacts on privacy, security, and the quality of information generated. The examples he shares demonstrate the increasing integration of AI in various industries and underscore the inevitability of AI tools like ChatGPT and Copilot becoming integral parts of people's lives.

Throughout his response, Mr. Jedrzejczak plays the role of devil's advocate, raising potential concerns and ethical considerations. He expresses his desire to initiate a thoughtful discussion among the Commission members to collectively determine the best course of action regarding the use of AI tools like ChatGPT and Copilot in the town's operations. Ultimately, he emphasizes the need for careful evaluation, ongoing review, and open dialogue to navigate the AI landscape effectively.

Mr. Garay thinks an interesting pilot would be grant writing in the Town. If you can verify the data that you are putting into it. Also, the language and formatting would be useful for the Town and save the Town money when writing the grants. It would be a low-risk pilot as the worst that would happen is you would not win the grant.

Mr. Binkley would recommend sending different policies to Mr. Jedrzejczak. It would be important to create some guidelines and governance according to the NIST AI RMF. NIST has tools available for the Town to use looking at risk, security, and privacy guidelines to build the policy.

Mr. Jedrzejczak informed that Town Staff will be going to a Cyber Security Conference and will be looking forward to hearing what others in the Country are doing when it comes to AI and Cyber Security.

Mr. Nadler is concerned that it will narrow your thoughts to a handful of ideas, that it boxes you in to certain thought and does not allow you to look beyond to other ideas outside of its reach and that could be concerning with what you are doing.

Mr. Jedrzejczak highlights the importance of developing guidelines and procedures for using AI tools like ChatGPT and Copilot in a responsible manner. He compares AI bots to employees, emphasizing the need for verification and ensuring that they are used appropriately without divulging sensitive information or engaging in inappropriate conversations.

He acknowledges that while guidelines can help, some employees may still attempt to use the AI for unintended purposes. Mr. Jedrzejczak recognizes the widespread use of AI tools and anticipates the future implementation of Copilot in Microsoft Office, emphasizing the need to consider how much and how these tools should be used in the town's operations.

He appreciates the engaging discussion and humorously mentions his aim to bring entertainment to the conversation. Overall, Mr. Jedrzejczak expresses his curiosity and interest in finding the best approach to navigate the integration of AI tools, acknowledging their potential benefits and risks while seeking input and direction from the Commission on the matter.

8. Commissioner Comments.
    Mr. Binkley informed the commission that AWS has a nice taxonomy on AI and ML based services and use that a framework for the digital town hall.

    Council Rep Comments.
    Mr. Steinberg commented that the meeting was informative and entertaining.
9. IT Director Comments
    Mr. Callahan let the Commission know that the minutes for the June 6, 2023, meeting was summarize using ChatGPT, but verify it to the transcript used to create the minutes.

10. Adjourn 8:07PM Motion to adjourn, Jackson, 2nd Johnson. Passes 5-0

Next Meeting, September 5, 2023, 7:00 pm.