City of Albuquerque Artificial Intelligence Policy

Purpose

Artificial Intelligence (AI) is a powerful technology with the potential to transform the City of Albuquerque, positioning us at the forefront of innovation and thought leadership in artificial intelligence. The widespread adoption of AI must be done with thought and care.

Vision: The City of Albuquerque will be a national leader in the responsible and sustainable use of AI to advance community well-being in ways that are transparent, equitable, accountable, secure, and adaptable.

Mission: To create a community-centered ecosystem that values responsible innovation while leveraging cutting-edge technology to improve lives, enhance public services, preserve public trust, and is rooted in our shared values of access, advancement, and accountability.

Scope

All City departments, employees, vendors, contractors, and volunteers who operate on behalf of the City of Albuquerque are subject to this policy.

Standards for Ethical Use of Artificial Intelligence: Code of Ethics

The Code of Ethics establishes the core prinfpls that guide this policy to ensure artificial intelligence (AI) is used in ways that balance innovation with public safeguards and trust.

- **Innovation**: The City values innovation and will responsibly explore AI technologies that enhance services, benefiting people, the community, and the environment.
- **Transparency, Explainability, and Interoperability:** AI use must be communicated. Systems should disclose model type, training source, and legal access to data. When complete transparency isn't feasible, limitations must be documented. AI systems should be able to justify their outputs and recommendations accurately. AI systems must integrate effectively with City information technology infrastructure, including seamless data input and output.
- **Safety, Security, and Validity:** AI must be used safely, minimizing potential to harm human life, property, or the environment. AI systems must not leak or export sensitive data outside City control. This includes taking all reasonable steps to prevent internal leaks of highly sensitive information (e.g., HR, health, or other PII). Systems must comply with City data protection standards. AI use must be monitored to ensure that it produces correct results (not hallucinations) and avoids unexpected failures, degrading gracefully, at worst. AI tools must undergo testing before acquisition and use to maximize safety, validity, and reliability.
- **Fairness, Bias, and Risk Awareness:** AI systems must be fair, with bias actively managed and mitigated. While complete elimination of bias may be unachievable, vendors must be questioned on their mitigation strategies. When evaluating new services, software, or platforms, the City must identify and assess potential risks and impacts related to AI use.

- **Ethical Use and Human-Centered:** Once other principles are met, AI should be used to enhance staff efficiency and improve citizen services. City staff and contractors must consider the impact of AI use on individuals. When uncertain, they should revise their approach or seek additional input.

Policy

1. **Data Privacy**

    1.1 All AI tools shall follow the City's existing data governance policies.

    1.2 Departments shall keep record of what data is collected, how it is used, and for what purpose. The use of new or sensitive data types may trigger additional reviews, such as privacy impact assessments or internal reviews.

    1.3 AI systems must comply with DTI cybersecurity standards, including authentication, encryption, and endpoint protection.

    1.4 AI use shall enhance, not bypass, City security protocols and privacy obligations.

    1.5 Employee and vendor accountability shall be embedded through standard compliance measures, including training, contracts, and audit mechanisms.

2. **Harm and Bias Mitigation**

    2.1 The City shall maintain an AI Code of Ethics that establishes fundamental principles for the use of AI, including human oversight and accountability for all work generated with or supported by AI. All departments shall acknowledge that AI tools may perpetuate bias based on training data and are required to actively mitigate the risk of reinforcing harmful stereotypes or discrimination.

    2.2 The City adheres to a model of responsible innovation. All AI pilot programs shall follow ethical experimentation guidelines, include clearly defined intended use cases, assess impacts on departmental operations, staff, and community members, and incorporate a revision process informed by pilot findings.

    2.3 AI use is intended to augment, not replace, human decision-making. Departments shall define acceptable levels of automation and establish procedures for required human review. City employees are responsible for the content, accuracy, appropriateness, and tone of all work products generated with the assistance of AI.

    2.4 The City shall enforce structural safeguards to ensure the responsible use of AI, including the mandatory documentation of AI workflows and the disclosure of AI integration in any public-facing services provided by the City.

3. **Public Records Management**

3.1 All departments are required to document decision-making criteria and procedures for human oversight when using AI tools.

3.2 Departments must maintain records sufficient to comply with the retention schedule as adopted by the city.

4. Acquisition and Use of AI Technology

4.1 Only City-approved AI systems may be used, and a list of authorized tools will be maintained. Access is granted by DTI in coordination with department heads. AI use must include human-in-the-loop oversight to ensure accountability and transparency.

4.2 All new AI tools shall undergo a DTI-led risk assessment, which evaluates data privacy, cybersecurity, and bias risks. DTI, with input from departments and legal counsel, will define data quality and bias assessment standards for the approval of tools. Tools that fail the assessment may not be used unless remediated. An escalation pathway for unresolved risks will be routed through existing City governance structures.

4.3 All AI tools should undergo regular risk assessments coordinated by DTI, including evaluations of ethical impact, data protection, and potential unintended consequences. Systems with higher risk profiles shall be subject to more frequent review. Success criteria for bias and risk mitigation shall reference current industry standards and civil rights benchmarks. Lessons learned during implementation shall inform ongoing policy updates, and DTI will identify, evaluate, and share promising and ethical AI applications.

5. Education and Training

5.1 All City employees must be trained on the ethical and responsible use of AI. The Administration should develop a rule or instruction to ensure new and existing employees receive foundational training on AI fundamentals and ethics. Staff must complete training before gaining access to AI tools and sign an "Ethical Use of AI" agreement.

5.2 All training efforts will be consolidated under a unified Training & Literacy strategy overseen by an independent board to ensure consistency across departments. The City will identify and collaborate with external partners to develop online tools and resources that support ongoing staff learning.

5.3 As technology evolves, staff will be regularly informed about emerging risks, new tools, and the most up-to-date best practices.

5.4 The City will collaborate/engage with external partners to offer publicly available in-person or virtual sessions on AI literacy and responsible use of AI.

6. Governance

6.1 The City's use of AI shall be governed in accordance with all applicable federal, state, and local laws, regulations, rules, and ordinances, as well as City policies and departmental rules.

6.2 DTI shall coordinate an inventory for departments to report current and planned AI tools, including those in use, under development, or in pilot stages.

6.3 DTI shall lead a standardized assessment process in collaboration with departments to identify current and potential AI use cases, determine upskilling and reskilling needs, develop department-specific AI wish lists, and analyze implementation costs related to staffing, training, maintenance, and compliance.

6.4 DTI shall develop a citywide AI Integration Plan to establish procurement standards and ethical guidelines for evaluating third-party tools, prevent redundancy and fragmentation, and define AI categories (e.g., generative, predictive, decision-support) with proportionate governance.

6.5 The City shall maintain formal structures to facilitate interdepartmental collaboration on AI implementation, review, and the sharing of best practices within the City.

6.6 To ensure AI use improves public services, DTI and departments shall explore how AI can streamline workflows, enhance service delivery, while bearing in mind the importance of human input, judgment, and valuing the importance of human labor.

6.7 DTI shall publish information about AI use within the City on cabq.gov and maintain a public feedback form for questions and suggestions.

6.8 This policy will be subject to public comment before its initial adoption, but is not an act of rule-making. Post-enactment revisions may or may not be subject to public comment.

Non-compliance

Violations of this policy may result in disciplinary action consistent with employment rules and expectations generally applicable to all City Employees.

Related Policies and Standards

Cybersecurity Policy

IT Policies, Standards, and Procedures

Responsibilities

This AI Policy will be reviewed and updated periodically to reflect the evolving nature of AI tools, resources, and applications.