

Thinking Outside the Box: Artificial Intelligence in the Municipal Sector

Patricia Kosseim

Information and Privacy Commissioner of Ontario



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Risks and Benefits of AI



AI Guardrails



“Clear and effective guardrails are needed to ensure the benefits of AI don’t come at the cost of Ontarians’ privacy and other fundamental human rights. Ontarians might want their public sector institutions to deploy AI technologies for the public good, but only if it is safe, transparent, accountable, and ethically responsible.”

— Patricia Kosseim
Information and Privacy Commissioner of Ontario

Bill 194, *Strengthening Cyber Security and Building Trust in the Public Sector Act*

IPC Submission Recommendations

- Clear statutory guardrails around the use of AI technologies
- Development and deployment of AI tools be:
 - valid and reliable
 - privacy protective
 - transparent
 - accountable
 - human rights affirming
- Independent oversight to ensure government accountability

IPC's involvement in Artificial Intelligence



- OHRC joint statement
- Principles for Generative AI technologies
- Global Privacy Assembly resolutions
- Data Privacy Day 2024



S4-Episode 4: Artificial intelligence in health care: Balancing innovation with privacy

S3-Episode 1: Predicting crimes before they occur: not so sci-fi

Listen to the podcast:
[www.ipc.on.ca/media-centre/
info-matters-podcast/](http://www.ipc.on.ca/media-centre/info-matters-podcast/)



**AI on campus: Balancing innovation and
privacy in Ontario universities**

Revised M/FIPPA Code of Procedure

- First major update since code was adopted
- Public consultation received feedback from over forty interested parties
- Revisions include:
 - expedited appeals process
 - criteria for reconsiderations of orders
 - disclosure requirements for parties using AI when preparing submissions to IPC



Code of Procedure

for appeals under the *Freedom of Information and Protection of Privacy Act* and the *Municipal Freedom of Information and Protection of Privacy Act*



As Abraham Lincoln once said, "The best way to predict the future is to create it ..."

... responsibly

HOW TO CONTACT US

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INNISFIL AND AI

MODERNIZING SERVICE DELIVERY IN MUNICIPAL GOVERNMENT

Mike Melinyshyn - CFO / Director of Corporate Services & Innovation

Municipal Service Delivery



Use technology, especially AI, to create smarter, faster, cheaper, higher-quality services

“Innsightful Innisfil”

Full transparency and protection of PII

Waste Management



Waste Management



Planning



Waste Management



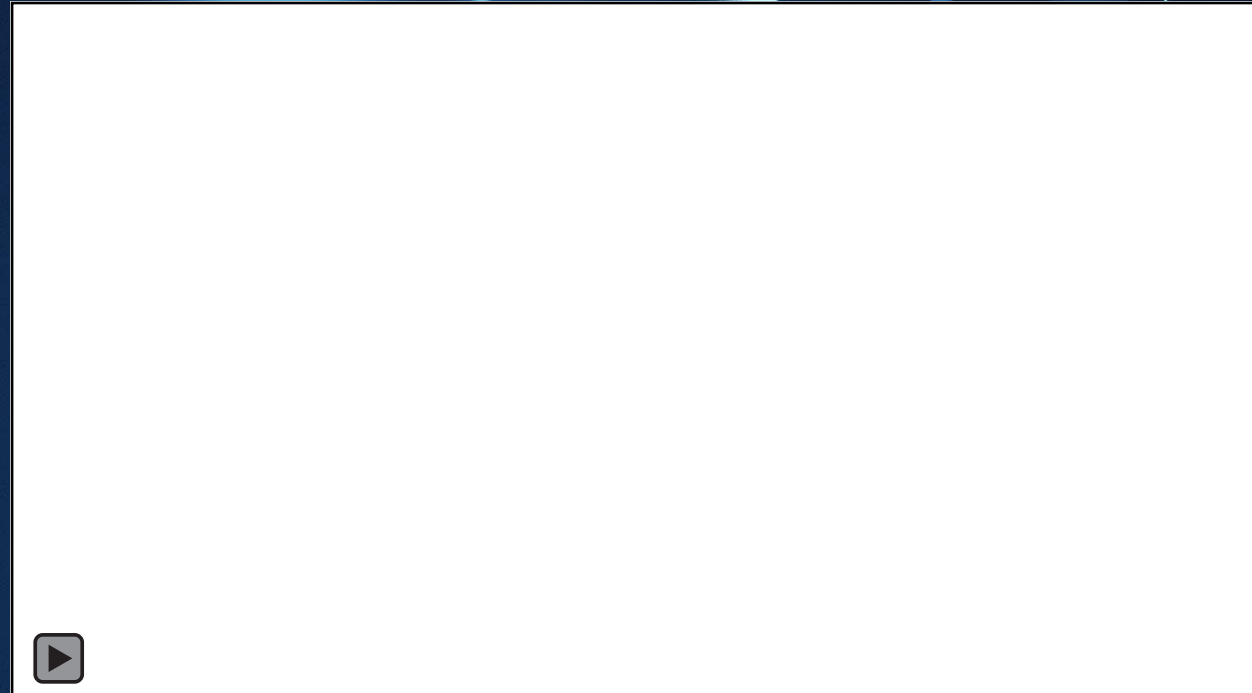
Ultrasonic

Waste Management



Scan the QR Code to provide feedback on the Town's latest technology and to understand how we are managing collected data.

Flood Management



Hire a Data Scientist

Data Driven
Decision-making

E.g. Predictive Modelling of
Road Conditions



GovAI.com - Generative AI Tool

Prolific use of AI Assistants (ChatGPT) in Public Sector...

...but no privacy measures in place

GovAI designed to protect Personal Identifiable Information (PII)

Zero Ingestion

✓ Zero Retention

✓ Zero Ignorance

Impacts of AI

Increase in value-added work

Learn from data to provide better services

Better predictive modelling

Risk reduction / mitigation

Improved financial management





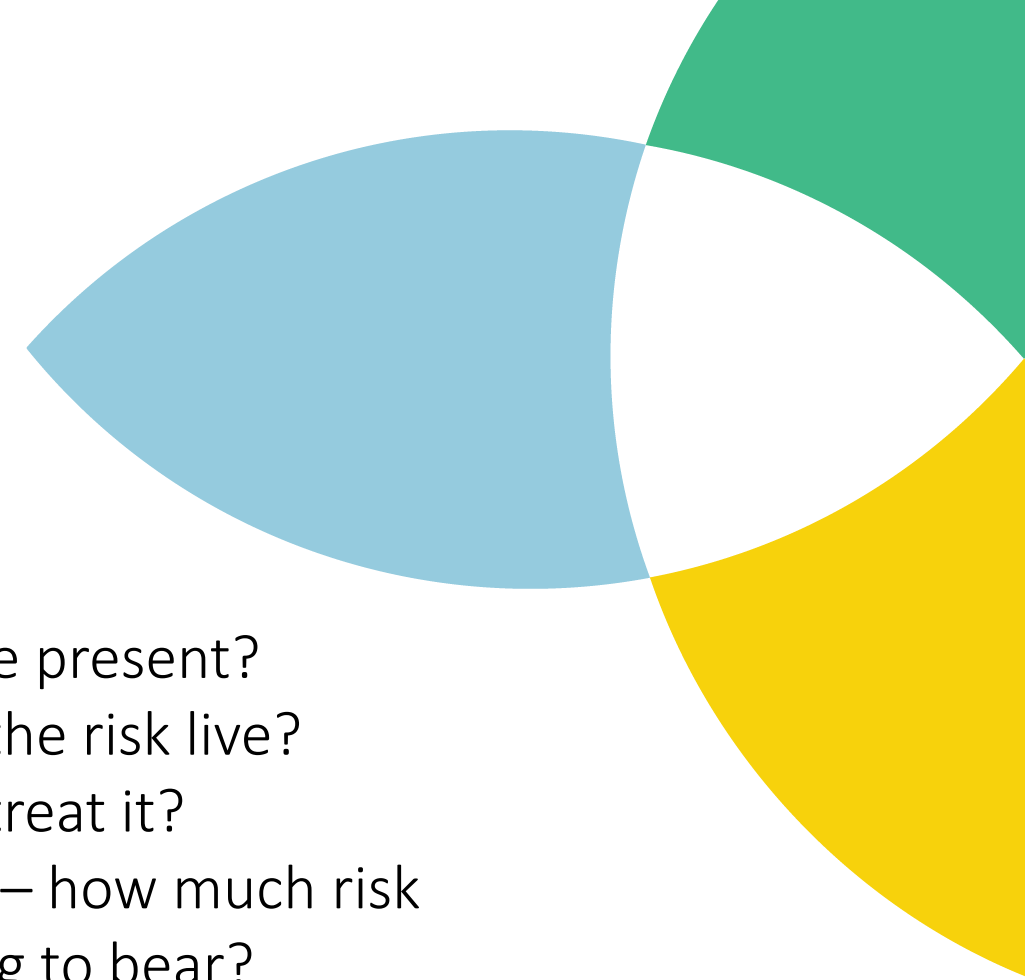
**Thank you for listening to
Innisfil's AI journey!**

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AI – Assessing the Risk



- What risks are present?
- Where does the risk live?
- How can we treat it?
- Risk appetite – how much risk are you willing to bear?





Moderated Discussion

