AI & Digital Equity

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Key Points

- Understand what is AI

- Be cautious of feeding data held by governments into AI

- Build ways to appeal AI decisions into AI deployments

  - AI is only as good as the data on which it is trained

  - Increase efforts to reduce institutional bias

- Build AI into digital equity training

- FCC AI proceedings and the Consumer Advisory Committee

Understand What AI Is

- Generally, AI is a system that shows behavior that could be interpreted as human intelligence.

- Take trainings and review materials to understand different types of AI

  - LinkedIn Learning: [Introduction to Artificial Intelligence](), Doug Rose

  - FCC, [Implications of Artificial Intelligence Technologies on Protecting Consumers from Unwanted Robocalls and Robotexts](), FCC 23-101

  - Montgomery County, MD [Artificial Intelligence Action Plan]()

Montgomery County AI Action Plan

In government, AI is already being used to improve services and make work more efficient. For instance, chatbots are being used to streamline access to government services, and other AI applications are being used for predictive analytics and more. Ultimately, AI tools will **improve the way we work** and **deliver services to residents**. While these technological advances are beneficial, their heavy reliance on data requires innovators to focus on accuracy, biases, data privacy, and more.
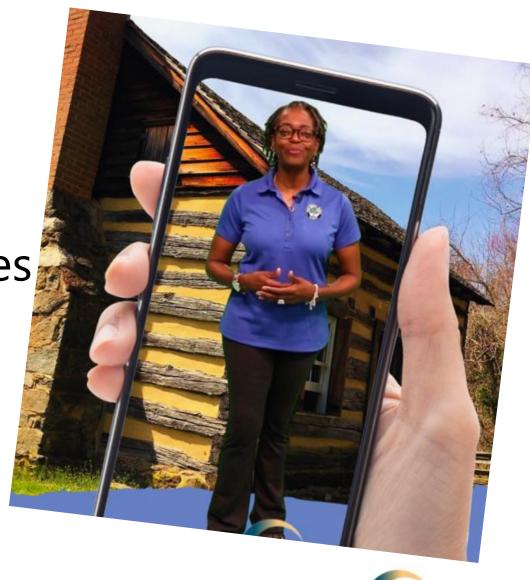
AI Uses

- Chatbots

- Interactive AR Experiences

- Generative Language Translation and Sign Language

FCC Consumer Advisory Committee

The Committee should produce a Report to the Commission by October 1, 2024 that includes its findings on:

1. How the Commission can help prevent AI from being used for malicious calling purposes;

2. How AI is being used to help consumers avoid unwanted robocalls and robotexts;

3. How the Commission can encourage such uses;

4. How AI is being used to enable people with disabilities to make calls;

5. How the Commission can encourage those uses consistent with the requirements of the Telephone Consumer Protection Act and ensure its future anti-robocall work does not deter them and;

6. What outreach or education should be conducted in order to keep consumers informed about the development of these technologies and applications