



BOROUGH OF TARENTUM

318 E. SECOND AVENUE
TARENTUM, PENNSYLVANIA 15084

Borough Policy: Artificial Intelligence

Purpose:

To establish a responsible, transparent, and secure framework for the limited use of artificial intelligence (AI) tools by the Borough of Tarentum. This policy is intended to allow AI to serve as a force multiplier for municipal administration while protecting confidential information, preserving public trust, maintaining human decision-making, and ensuring compliance with Borough policy, applicable law, and cybersecurity requirements.

Scope

This policy applies to all Borough employees, contractors, volunteers, interns, appointed officials, and elected officials who use, access, review, approve, or rely upon AI tools in connection with Borough business. It applies to all departments and Borough operations, including administration, finance, utility billing, water, electric, public works, code enforcement, police, communications, website management, records, and grant administration.

Policy Statement

The Borough of Tarentum recognizes that AI may improve efficiency, clarity, analysis, accessibility, and service delivery when used carefully and reviewed by qualified staff. AI is not a substitute for employee judgment, professional expertise, Borough Council authority, solicitor review, public input, or statutory requirements. AI-assisted work must remain accountable to a human Borough official. The current use of AI by the Borough is limited to authorized administrative personnel as a controlled trial using approved official Borough accounts. All use is subject to review by the Borough Manager and, where appropriate, the Borough Solicitor.

I. Key Principles of Responsible AI Use

1. **Human Oversight:** AI may assist with drafting, summarizing, reviewing, or analyzing information, but a qualified employee must review, verify, and approve AI-assisted work before it is relied upon or shared externally.
2. **Support Tool Only:** AI may not replace professional judgment, legal review, engineering review, financial controls, public decision-making, or the authority of Borough Council.
3. **Accuracy and Verification:** AI output may be incomplete, outdated, biased, or incorrect. Employees must verify factual, legal, financial, technical, and operational information against original Borough records or authoritative sources.
4. **Confidentiality and Security:** Confidential, restricted, privileged, personnel, resident, police, utility account, financial, medical, or personally identifiable information must not be entered into AI tools unless expressly approved in writing by the Borough Manager after legal and cybersecurity review.
5. **Transparency and Accountability:** The Borough remains responsible for AI-assisted work. Staff may acknowledge AI assistance when appropriate, but the final work product must reflect Borough judgment and Borough approval.
6. **Limited and Approved Use:** AI use is limited to approved tools, approved users, and approved use cases. Personal, free, or unapproved AI accounts may not be used for Borough business.

7. **No Automated Government Decisions:** AI shall not make, rank, score, approve, deny, or recommend final decisions regarding people, property rights, enforcement, employment, discipline, public benefits, permits, police matters, or utility shutoffs.

II. Definitions

- **Artificial Intelligence or AI:** Software or systems capable of generating text, images, code, summaries, analysis, recommendations, classifications, translations, or other outputs based on user prompts, data, or automated processing.
- **Generative AI:** AI tools that create or revise content, including text, images, reports, emails, code, policies, summaries, or other work product.
- **Approved AI Tool:** An AI platform reviewed and authorized by the Borough Manager or designee for Borough use.
- **Embedded AI:** AI functionality built into an approved vendor system, such as BS&A utility billing software, that provides help, explanations, question-and-answer support, or process guidance within that system.
- **Sensitive Data:** Any information that is confidential, legally protected, privileged, personally identifiable, security-related, law enforcement-related, personnel-related, financial, utility account-related, or otherwise restricted by Borough policy or law.
- **Human Review:** A documented or reasonable review by a qualified employee to verify accuracy, tone, legal/technical limitations, policy compliance, and appropriateness before use.

III. Authorized Platforms and Account Controls

- Employees may use only AI tools approved by the Borough Manager or designee.
- AI use is restricted to authorized administrative personnel and must occur through official Borough business accounts, not personal accounts or free public accounts.
- Where practical, AI activity shall be conducted through a centrally managed Borough account or workspace that permits administrative review by the Borough Manager or, when necessary, Borough legal counsel.
- Users may not disable logging, history, retention, administrative review, security settings, or other controls without written authorization from the Borough Manager.
- No AI tool may be independently connected to Borough email, calendar, files, financial systems, utility billing systems, police systems, SCADA systems, or other internal systems without prior written approval and cybersecurity review. Approved vendor-embedded AI within an approved Borough system remains limited to the specific functionality authorized by the Borough Manager or designee.
- BS&A utility billing software is an approved vendor system with embedded AI functionality. Its AI feature may be used only to ask questions about the software or to walk staff through processes. It does not perform work, automate transactions, make decisions, or change utility accounts. Any account change, billing adjustment, shutoff action, or customer service action must be performed by authorized Borough staff through the normal utility billing process.

IV. Permitted Uses of AI

- Authorized staff may use approved AI tools for low-risk administrative support, provided all outputs are reviewed and verified before use. Permitted uses include:
- Drafting or revising routine memos, emails, public notices, website language, social media posts, talking points, agendas, and internal summaries.
- Summarizing long documents, grant guidance, meeting materials, policies, ordinances, vendor materials, or public communications for employee review.

- Generating or revising draft policies and procedures for human review, solicitor review when needed, and Council approval when required.
- Reviewing Borough website content for potential accessibility concerns, including possible ADA-related issues, for human verification and correction.
- Assisting staff in checking Borough ordinances, resolutions, policies, or procedures for internal consistency, outdated references, plain-language clarity, or areas needing solicitor review.
- Brainstorming operational improvements, communication strategies, training materials, checklists, and public service workflows.
- Assisting in grant writing, project narratives, budget narratives, or data summaries, provided no unverified or AI-generated content is submitted without staff approval.
- Analyzing non-sensitive budget data, maintenance logs, utility trends, public data, or operational data to identify trends for staff review.
- Translating routine public information for Limited English Proficiency residents when reviewed by a qualified employee or outside reviewer where accuracy is important.
- Using approved embedded help features within BS&A utility billing software to ask software-related questions or receive process guidance, provided the AI feature is not used to perform account work, change account information, make account decisions, or replace staff review.

V. Prohibited Uses of AI

- Employees, officials, contractors, and volunteers shall not use AI tools to:
- Input, upload, paste, summarize, or analyze sensitive data unless specifically authorized in writing by the Borough Manager after appropriate review.
- Make, automate, score, rank final decisions involving hiring, promotion, discipline, termination, employee evaluation, public benefits, code enforcement, police action, permits, inspections, utility shutoffs, liens, collections, or other governmental decisions affecting individual rights or property interests.
- Conduct surveillance, facial recognition, predictive policing, employee monitoring, resident monitoring, or automated profiling.
- Generate legal advice, determine legal risk, or draft final legal positions without Borough Solicitor review.
- Impersonate a Borough official, employee, resident, vendor, law enforcement officer, or public authority.
- Create deceptive audio, video, images, signatures, records, or communications.
- Bypass public meetings, public input, Council approval, procurement requirements, labor agreements, civil service rules, records retention requirements, or regulatory obligations.

VI. Data Security, Confidentiality, and Prompt Standards

- Employees must treat prompts, uploaded files, and AI outputs as potentially reviewable Borough work product and must write prompts professionally.
- Employees must not enter Social Security numbers, dates of birth, driver license numbers, banking information, medical information, employee discipline records, police records, juvenile information, passwords, security keys, account numbers, private resident complaints, utility account information, or other restricted information into AI tools.
- Documents must be redacted before AI use when there is any possibility that sensitive information could be included.
- AI outputs must not be copied into official Borough records unless the responsible employee has reviewed and accepted the content as accurate and appropriate.
- AI tools must not be used to store Borough records, passwords, security procedures, emergency access information, or confidential operational details.

- All AI use must comply with the Borough Cybersecurity Policy, including requirements for approved systems, access controls, vendor review, and incident reporting.

VII. Human Review, Approval, and Quality Control

- The employee using AI is responsible for the work product and must review it before forwarding, publishing, filing, or relying on it.
- External communications must be reviewed and approved through the normal Borough chain of command before release.
- Financial, technical, legal, personnel, engineering, code, public safety, water, electric, or other specialized content must be reviewed by the appropriate subject-matter employee, department head, licensed professional, Borough Manager, or Solicitor before use.
- AI-generated numbers, citations, ordinance references, legal references, dates, quotes, calculations, rates, and factual claims must be independently verified.
- AI must not be represented as the author, approver, decision-maker, or official source of Borough action.

IX. Public Records, Retention, and Transparency

- AI-assisted records and final work products are Borough records when created, received, or retained in connection with Borough business and must be handled under applicable records retention requirements.
- Employees should avoid entering unnecessary confidential information into prompts and should preserve final approved work products in the appropriate Borough system..

X. Procurement, Vendor, and Contract Standards

- Any AI platform, plug-in, add-on, or vendor system proposed for Borough use must be reviewed by the Borough Manager or designee before purchase or deployment.
- Contracts for AI-enabled systems should address data ownership, data retention, deletion, breach notification, confidentiality, cybersecurity controls, training on Borough data, audit rights, and public records issues.
- Vendor-embedded AI in existing enterprise systems, including BS&A, must be reviewed and documented in the Borough AI use register, including the authorized purpose, user limitations, data restrictions, and confirmation that the AI function cannot independently alter Borough records or customer accounts.

XI. Training and Staff Responsibilities

- Authorized users must complete AI use training before using AI tools for Borough business.
- Training must cover responsible AI use, prohibited data, prompt safety, cybersecurity, human review, bias, hallucinations, records management, and this policy.
- Employees are encouraged to suggest possible AI use cases that could improve Borough efficiency, but new use cases must be reviewed with a supervisor and approved by the Borough Manager or designee before implementation.
- Questions about acceptable AI use must be directed to the Borough Manager or designee before the tool is used.

XII. Oversight, Review, and AI Use Register

- The Borough Manager owns and enforces this policy and may suspend or restrict AI use at any time.
- The Borough Manager or designee may maintain an AI use register identifying approved tools, authorized users, approved use cases, account controls, and review notes.
- AI use across the Borough will be periodically reviewed to assess benefits, risks, accuracy, compliance, staff productivity, resident impact, and cybersecurity concerns.

- This policy will be reviewed at least annually and updated as technology, law, insurance requirements, cybersecurity standards, public expectations, and Borough needs evolve.
- The Borough's approach should remain consistent with responsible government AI principles, including the lessons of the Commonwealth of Pennsylvania's generative AI pilot: AI can improve efficiency, but it must be governed, reviewed, limited, and accountable to human public servants.

XIII. Compliance

- Failure to comply with this policy may result in discipline up to and including termination, removal of AI access, contract termination, referral to law enforcement, or other appropriate action.
- Any suspected misuse of AI, unauthorized disclosure of data, unauthorized connection to Borough systems, or AI-related cybersecurity incident must be reported immediately to the Borough Manager.
- The Borough will cooperate fully with legal, cybersecurity, public records, insurance, law enforcement, and regulatory reviews related to AI use or misuse.

Approval:

EFFECTIVE:	Immediately
DATE:	07/14/2026
LAST REVISED:	07/14/2026
COUNCIL APPROVAL DATE:	

APPROVAL: _____
Dwight Boddorf, Borough Manager

APPROVAL: _____
Scott Dadowski, Council President