

# MIAMI BEACH

## COMMITTEE MEMORANDUM

TO: Finance and Economic Resiliency Committee Members

FROM: Eric Carpenter, City Manager

DATE: September 20, 2024

TITLE: REFERRAL TO THE FINANCE AND ECONOMIC RESILIENCY COMMITTEE TO DISCUSS OPPORTUNITIES FOR THE CITY ADMINISTRATION TO INCORPORATE THE USE OF ARTIFICIAL INTELLIGENCE (AI) IN CITY OPERATIONS AND FURTHER IMPROVE CITY SERVICES INCLUDING, WITHOUT LIMITATION, CITY PERMITTING PROCESSES, 311 NON-EMERGENCY REPORTING, TRAFFIC MANAGEMENT, AND PUBLIC TRANSPORTATION; AND TO DISCUSS A POTENTIAL PARTNERSHIP WITH MIAMI-DADE COLLEGE ON AI INITIATIVES.

### **RECOMMENDATION**

The Administration recommends that the Finance and Economic Resiliency Committee explore opportunities to integrate Artificial Intelligence (AI) into City operations, with the goal of improving service delivery in key areas, including permitting processes, 311 non-emergency reporting, traffic management, and public transportation. Additionally, a potential partnership with Miami Dade College on AI initiatives should be discussed to maximize the benefits of local AI expertise.

### **BACKGROUND/HISTORY**

Artificial Intelligence (AI) is a branch of computer science that uses algorithms, data, and computational power to enable computers to perform tasks that normally require human intelligence.

AI technologies have the potential to enhance City operations by automating repetitive tasks, analyzing large datasets, and performing complex computations that would otherwise be impossible for humans. Current City applications of AI include:

311 non-emergency reporting: AI helps streamline service requests, analyze trends, and improve response times.

Cybersecurity: Machine learning algorithms detect and prevent cyber threats in real time.

Analytics and machine learning: AI is used for advanced data analysis, supporting better decision-making across departments.

A key principle for AI deployment is to ensure that the technology is used to complement human workforces, handling repetitive, mundane tasks and supporting decision-making in areas that require complex analysis. AI should also enhance tasks that are beyond human capacity, such as processing large-scale data for predictive analytics.

### **Partnership Opportunity**

Miami Dade College (MDC) launched Florida's first bachelor's degree program in AI, making it a regional leader in AI education. MDC also offers certificates in AI and is home to AI centers at its North and Wolfson campuses. Partnering with MDC would allow the City to tap into local AI

expertise and ensure that AI initiatives are developed with the support of academic and industry leaders.

## **ANALYSIS**

At the June 26, 2024 City Commission, at the request of Mayor Meiner, the City Commission referred a discussion to the Finance and Economic Resiliency Committee to discuss opportunities for the City Administration to incorporate the use of AI in City operations and further improve city services including, without limitation, city permitting processes, 311 non-emergency reporting, traffic management, and public transportation; and to discuss a potential partnership with Miami Dade College on AI initiatives.

Some important considerations exist with building a sustainable AI that will need to be further developed as part of a comprehensive citywide program.

**Data Accuracy:** AI systems rely on accurate data. Using outdated or poor-quality data can result in AI "hallucinations," where systems provide inaccurate or misleading results. Ensuring high-quality data inputs is essential for reliable AI outcomes.

**Transparency and Accountability:** Clear disclaimers should be provided to the public when interacting with AI-driven systems, indicating which content or responses are AI-generated. This helps maintain trust and ensures transparency.

## **FISCAL IMPACT STATEMENT**

N/A

### **Does this Ordinance require a Business Impact Estimate?** (FOR ORDINANCES ONLY)

The Business Impact Estimate (BIE) was published on .

See BIE at: <https://www.miamibeachfl.gov/city-hall/city-clerk/meeting-notices/>

## **FINANCIAL INFORMATION**

N/A

## **CONCLUSION**

The City Administration is prepared to discuss opportunities to incorporate the use of AI in City operations and further improve city services including, without limitation, city permitting processes, 311 non-emergency reporting, traffic management, and public transportation; and to discuss a potential partnership with Miami Dade College on AI initiatives.

### **Applicable Area**

Citywide

### **Is this a "Residents Right to Know" item, pursuant to City Code Section 2-17?**

Yes

### **Is this item related to a G.O. Bond Project?**

No

**Was this Agenda Item initially requested by a lobbyist which, as defined in Code Sec. 2-481, includes a principal engaged in lobbying?** No

If so, specify the name of lobbyist(s) and principal(s):

**Department**

Information Technology

**Sponsor(s)**

Mayor Meiner

**Co-sponsor(s)**

**Condensed Title**

INCORPORATE THE USE OF ARTIFICIAL INTELLIGENCE (AI) IN CITY OPERATIONS  
incorporate the use of Artificial Intelligence (AI) in City operations