



Meeting Date: July 2, 2025

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Report No: CPS-37-2025

Subject: Use of Artificial Intelligence (AI) Policy

Recommendation:

THAT Report CPS-37-2025 re: Use of Artificial Intelligence (AI) Policy be received;

AND THAT the Use of Artificial Intelligence (AI) Policy appended to Report CPS-37-2025 be adopted.

Purpose:

This policy establishes guidelines for the responsible use of artificial intelligence (AI) systems at Middlesex Centre.

Background:

AI is transforming private and public services, offering powerful tools for efficiency, data-driven decision-making, and enhanced service delivery. Middlesex Centre is embracing AI tools like Microsoft Copilot and ChatGPT to maximize efficiency and improve services. However along with its potential benefits, the use of AI raises important considerations around privacy, accountability, and transparency.

The Use of AI Policy provides a framework for responsible AI adoption. It addresses key areas such as privacy protection, data security, equity, and human oversight, ensuring AI systems serve municipal needs while safeguarding individual rights. It allows Middlesex Centre to explore AI technologies while ensuring compliance with the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA), the Enhancing Digital Security and Trust Act, and other applicable legislation.

Analysis:

Middlesex Centre staff are already using AI systems to enhance service delivery and improve operational efficiency. The policy looks to codify guiding principles for the use of AI, including the following key considerations:

1. **AI will be used to improve municipal services – responsibly.**
Middlesex Centre plans to use AI to make services more efficient and responsive to community needs, while staying true to our values of respect, cooperation, innovation, and integrity.
2. **Privacy and fairness come first.**
All AI systems must protect personal data, follow privacy laws, and be designed to avoid bias against any specific groups of people.
3. **People stay in charge.**
AI will not make major decisions on its own. Humans will always be involved in important decisions, especially ones that affect personal privacy, municipal finances, and access to services (including access to employment opportunities).
4. **Risks will be reviewed before any AI is used.**
Every new AI system must go through a thorough review, called an Algorithmic Impact Assessment (AIA), to check for risks around privacy, fairness, security, and legal compliance.
5. **The public will be kept informed.**
Middlesex Centre will clearly share how AI is being used through a statement on the website and an annual report to Council.

The policy includes requirements for staff training and the development of a supporting strategy to ensure the effective implementation of AI and similar digital technologies.

Financial Implications:

Costs associated with staff training on the use of AI and the purchase of software will be included in the municipal operating budget. There are no additional costs expected in the 2025 budget year. Costs in subsequent years will be brought to council as part of the budget development process.

Longer term, the effective use of AI is expected to improve efficiency, freeing staff resources for more complex tasks and offering positive financial implications. Staff will report on any such financial implications in the annual report to Council.

Strategic Plan:

This matter aligns with the following strategic priority:

- Responsive Municipal Government

Objective 5.3 under the priority of Responsive Municipal Government is to “foster a culture of innovation, continuous improvement, and cost-effective service delivery.” The implementation and use of new technologies, including AI, contributes to this objective.

Attachments:

Use of Artificial Intelligence (AI) Policy