

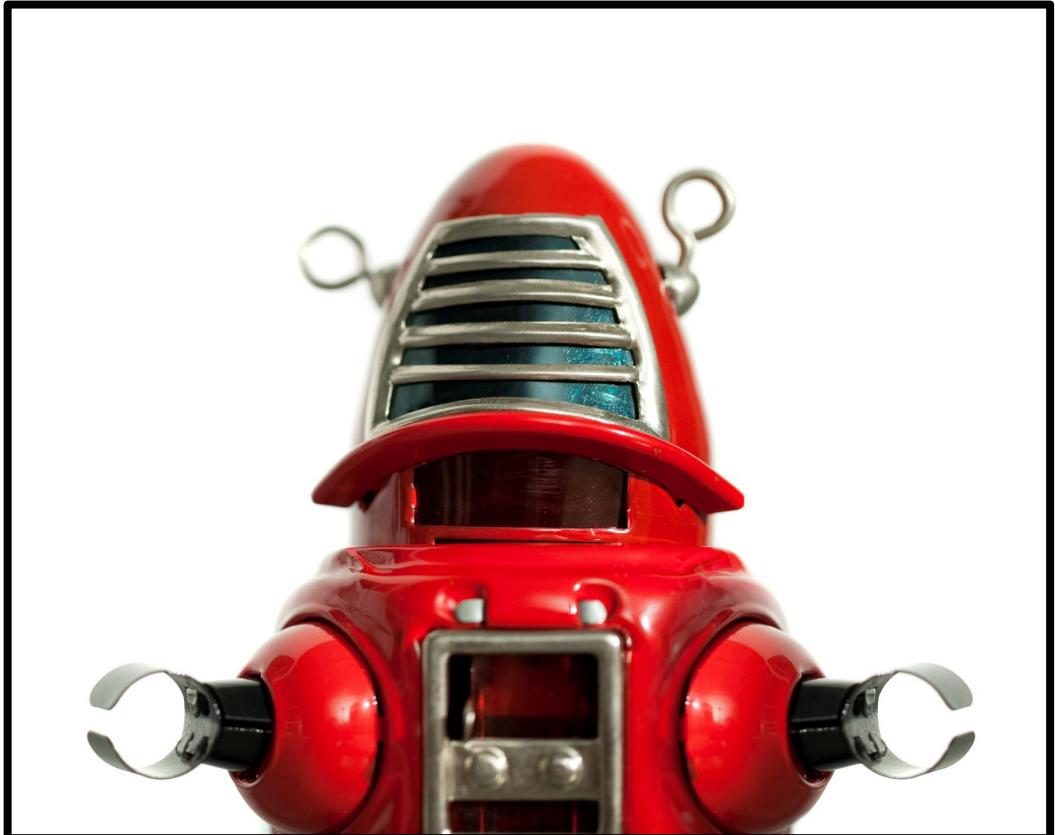
Potholes, Pavement and Processors: Developing an AI Policy for Road Commissions

Ryan Minkus, PE, PTOE

February 5, 2026



To stay, or not to stay?



- ✓ Practical AI policy ideas

- ✓ Bad jokes

- ✓ Zero math

- Quick Poll:

1. Do you use AI for work?
2. Do you have a policy?

The world you're already in...

- Asset management and predictive maintenance
- Signal optimization
- Autocorrect and next-word suggestions
- Voice search ("Hey Google...")
- Spam filters (email and phone)
- Map apps and rerouting





Freeze-thaw Cycles



Staffing Gaps

Michigan Road Realities

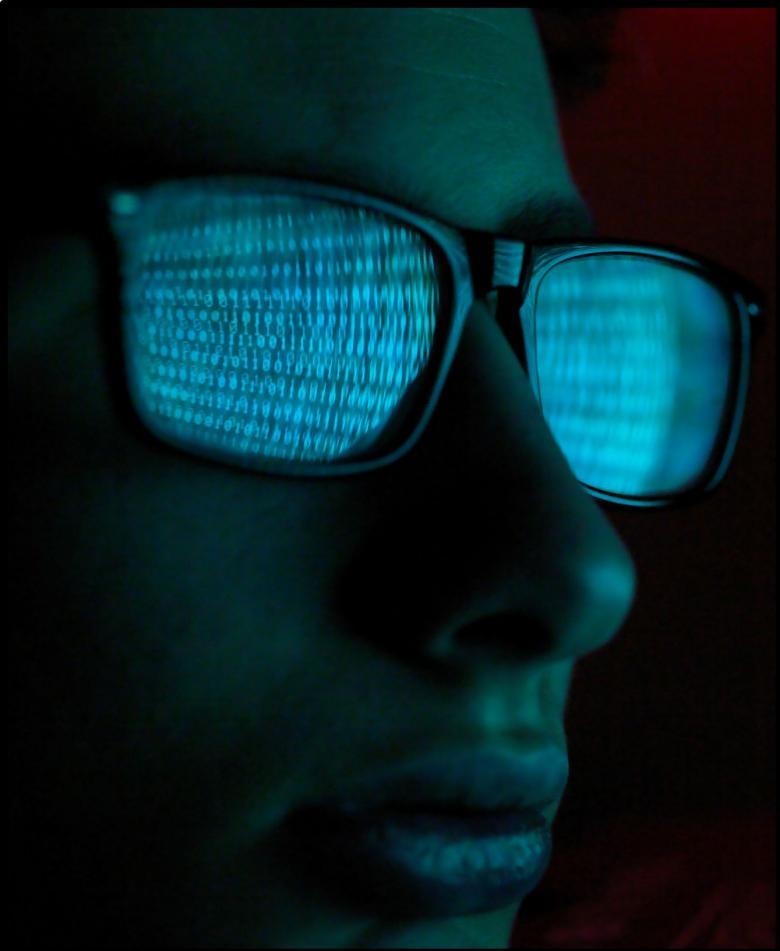


Funding Constraints



Growing Data

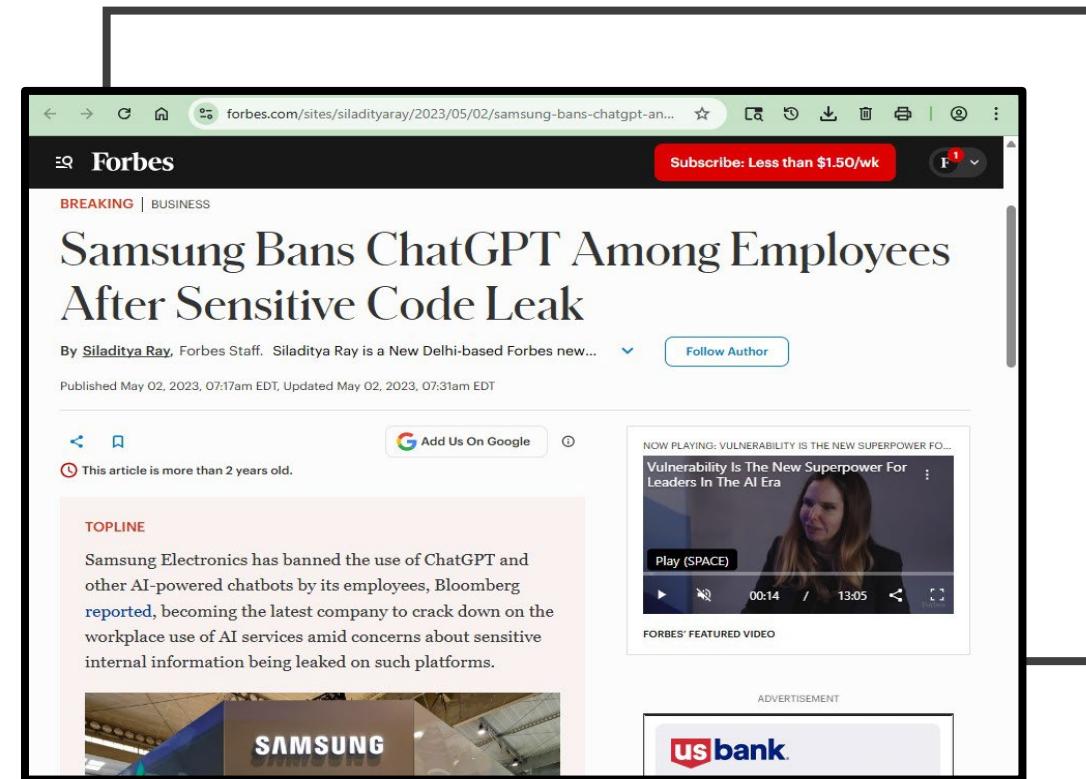
Risks of 'No Policy'



- **Shadow AI use**
 - Likely being used now
- **Inconsistent decisions**
 - What is the source?
- **Data security**
 - Where is the data going?
 - What are permissible uses?

That can't happen to me...

- Sensitive information
 - Residents
 - Employees
 - Contractors
- Internal meeting notes and transcripts
- Closed session minutes



The screenshot shows a news article from Forbes. The title is "Samsung Bans ChatGPT Among Employees After Sensitive Code Leak". The article is by Siladitya Ray, Forbes Staff. It was published on May 02, 2023, at 07:17am EDT, and updated on May 02, 2023, at 07:31am EDT. The text discusses Samsung's ban on AI-powered chatbots like ChatGPT due to concerns about sensitive internal information being leaked. Below the article, there is a "TOPLINE" section and a video player for a featured video titled "Vulnerability Is The New Superpower For Leaders In The AI Era".

Foundations of a Policy

- Purpose
- Data
- Tools
- People
- Governance



Purpose

- Reasons for utilizing AI
 - Efficiency
 - Safety
 - Reliability
- Remain flexible
 - Sector with rapid growth
 - Continuously evolving



POLICY

GENERATIVE ARTIFICIAL INTELLIGENCE (AI) ACCEPTABLE USE POLICY

Introduction

Road Commission of Kalamazoo County ("RCKC") recognizes that the use of generative artificial intelligence tools ("AI Tools") can increase Employee productivity and foster innovation, and we support the use of AI Tools in a safe, ethical, and secure manner.

As a result, RCKC is adopting an Acceptable Use Policy ("Policy") to provide Employees with guidelines for the responsible use of AI Tools while protecting the organization, and mitigating the risk of misuse, unethical outcomes, potential biases, inaccuracy, and information security breaches.

This policy applies to all Employees, temporary Employees, contractors, consultants, and others or organizations who perform work for or at RCKC and use the RCKC's information technology resources referred to as "Employees."

It is the responsibility of Employees to use AI Tools in a productive, ethical, and lawful manner.

What is Artificial Intelligence (AI)?

There are many definitions of AI, the broadest of which may be, "the combination of computer science and data to enable problem solving." Other definitions draw specific parallels to *human-like* intelligence, such as "the theory and development of computer systems able to perform tasks that normally require human intelligence."

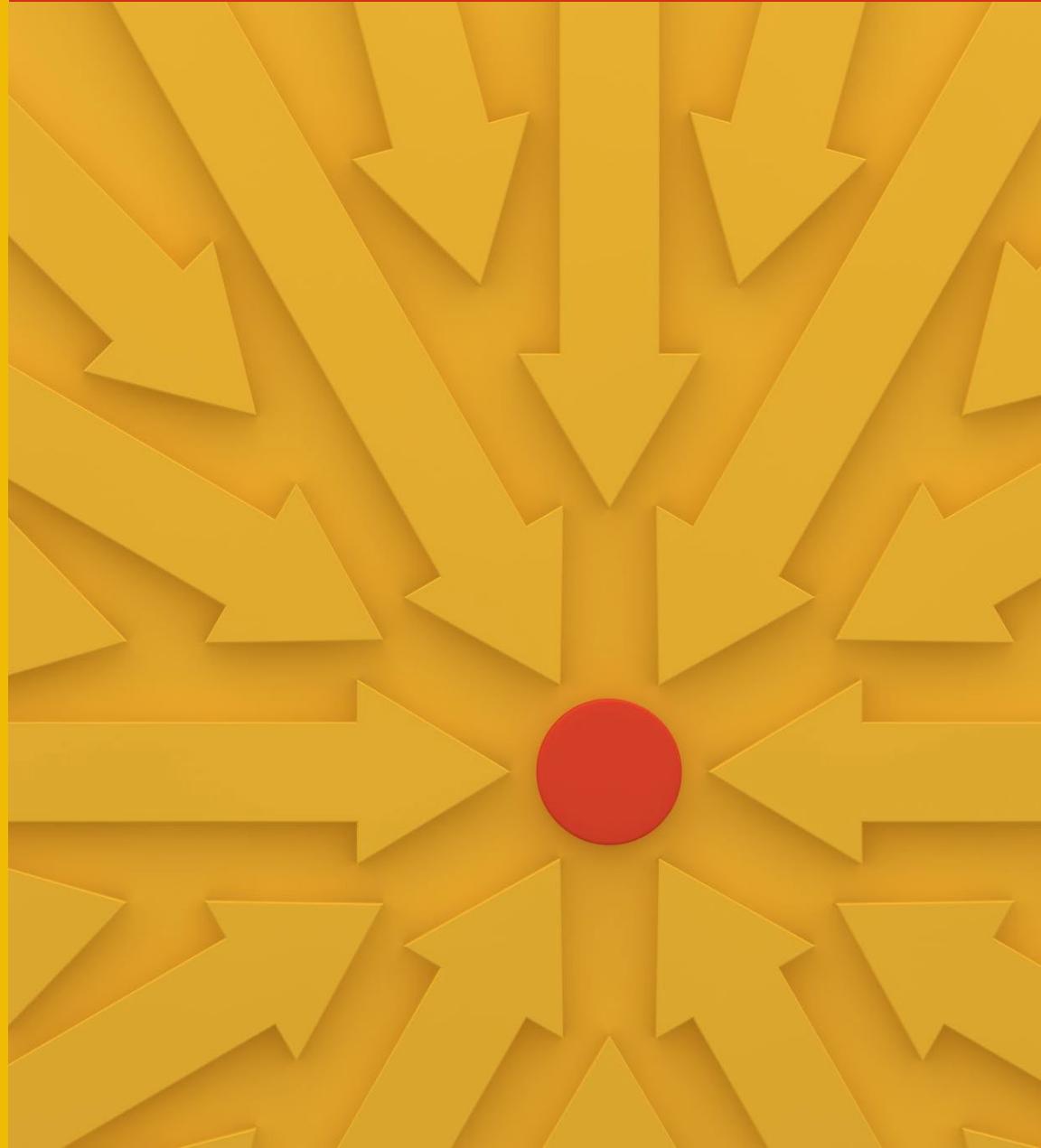
Whatever the definition, AI is still in its relatively early stages of development, growth, and deployment. Artificial Intelligence tools will continue to evolve following the adoption of this Policy. As a result, RCKC will periodically recommend updates to this Policy to anticipate and respond to changes in technology; industry practices; viable "use cases;" and – most importantly – employee feedback.

Guidelines for Using AI Tools

When using AI Tools in the workplace, Employees must:

- Use them only for the following authorized purposes:
 - drafting communications and presentations.
 - drafting public relations /marketing pieces; and
 - drafting news releases.
- Use a RCKC-provided email address for log-in purposes.
- Not enter any RCKC, Employee, customer, or third-party confidential, trade secret, or other personal or proprietary information into a prompt for an AI Tool.
- Not use offensive, discriminatory, or inappropriate content.
- Any use of AI Tool outputs SHALL be thoroughly reviewed before using them or forwarding them to others inside or outside RCKC to:
 - ensure that they do not contain biased, offensive, or discriminatory content.

Scope



What parts of the organization will this cover?

- Planning
- Design
- Maintenance
- Public Relations
- Finance
- Others?

Data: Rules

Consider what data to use with AI

- **Anonymous**
- **Already public**
- **None**



Data: Quality & Bias

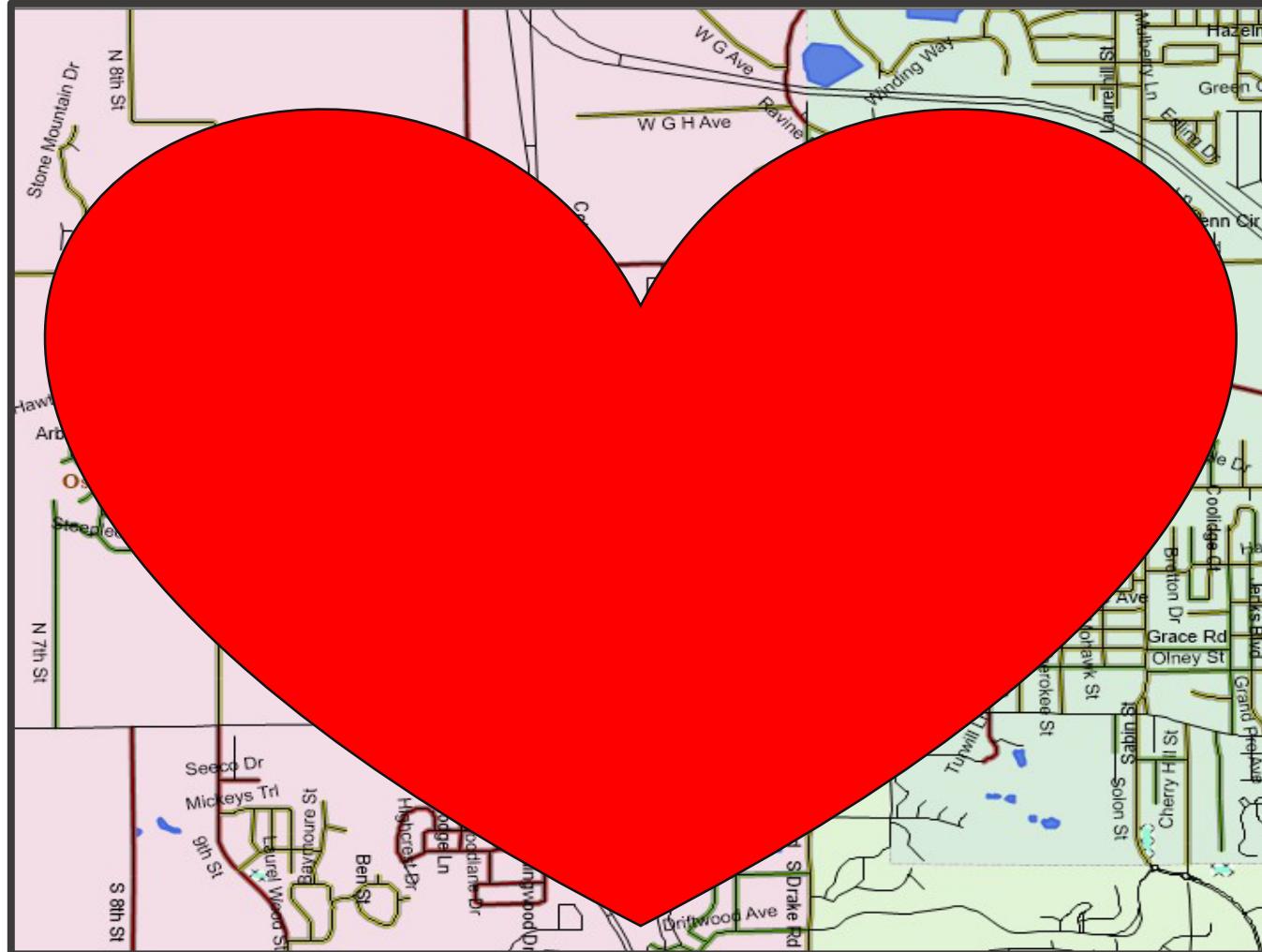
Reviews still required

- Location influences
- Typographical errors
- Miscoding

Many data sources are
still generated by
humans

05 5073.47 JPY F +1592.
01 8006.52 JPY C +9192
57 9072.84 AUD F +1437
.05 8169.19 CHF H +319
.61 2591.78 CAD C +627
.60 9217.67 EUR F +500
3.29 7805.51 GBP S +800
30.86 2244.57 CHF X +1000
30.86 2244.57 CHF X +1000
30.86 2244.57 CHF X +1000

Tools: Use Cases



Roadsoft

- Deterioration models and remaining service life
- Pavement Strategy Eval & Optimization
- Cost projections

Proofing Specs/Docs
Public Comment Summary

Tools: Off-Limits

No soup for you!

- Engineering approvals
- Safety inspections
- Sign-offs
- Intellectual property
- Site analysis



Tools: Information Technology



Review IT and other policies

- Support
- System compatibility
- Costs
- Login requirements
- Web based

Hang with me. We're almost there!



People

- Roles & responsibilities
 - Use
 - Reviews
 - Approvals
 - Sign-off



People: Training

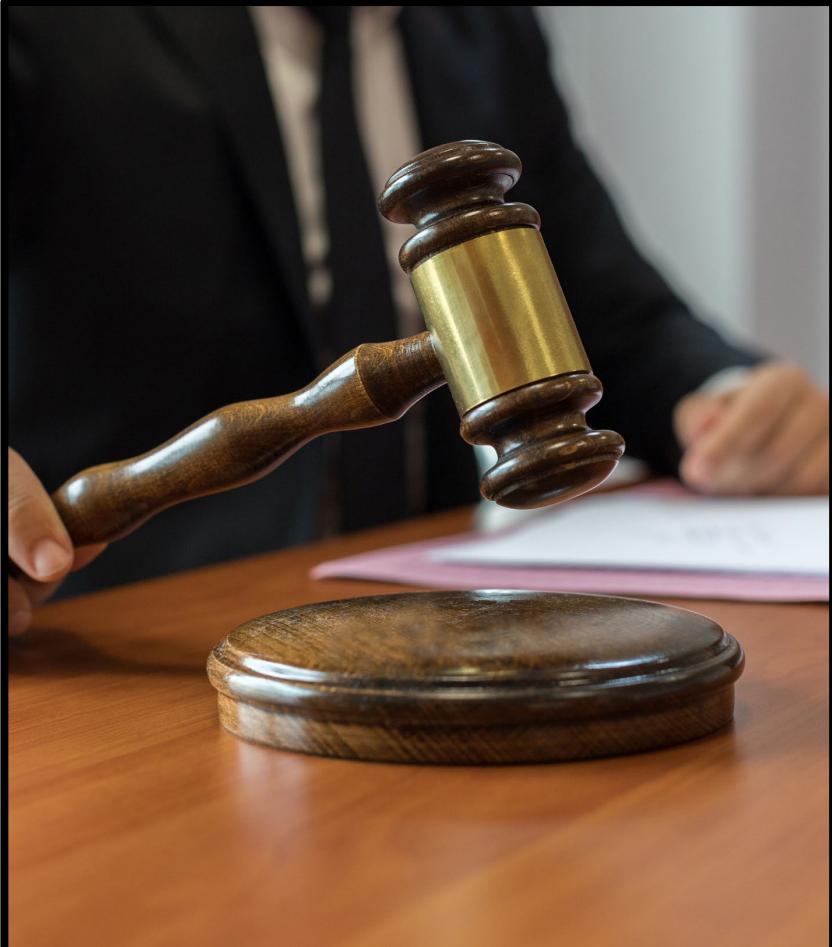
Review frequently

- Tech is changing
- Opportunities to learn

Share with others
what you are using,
and how you are
learning



Governance: Oversight



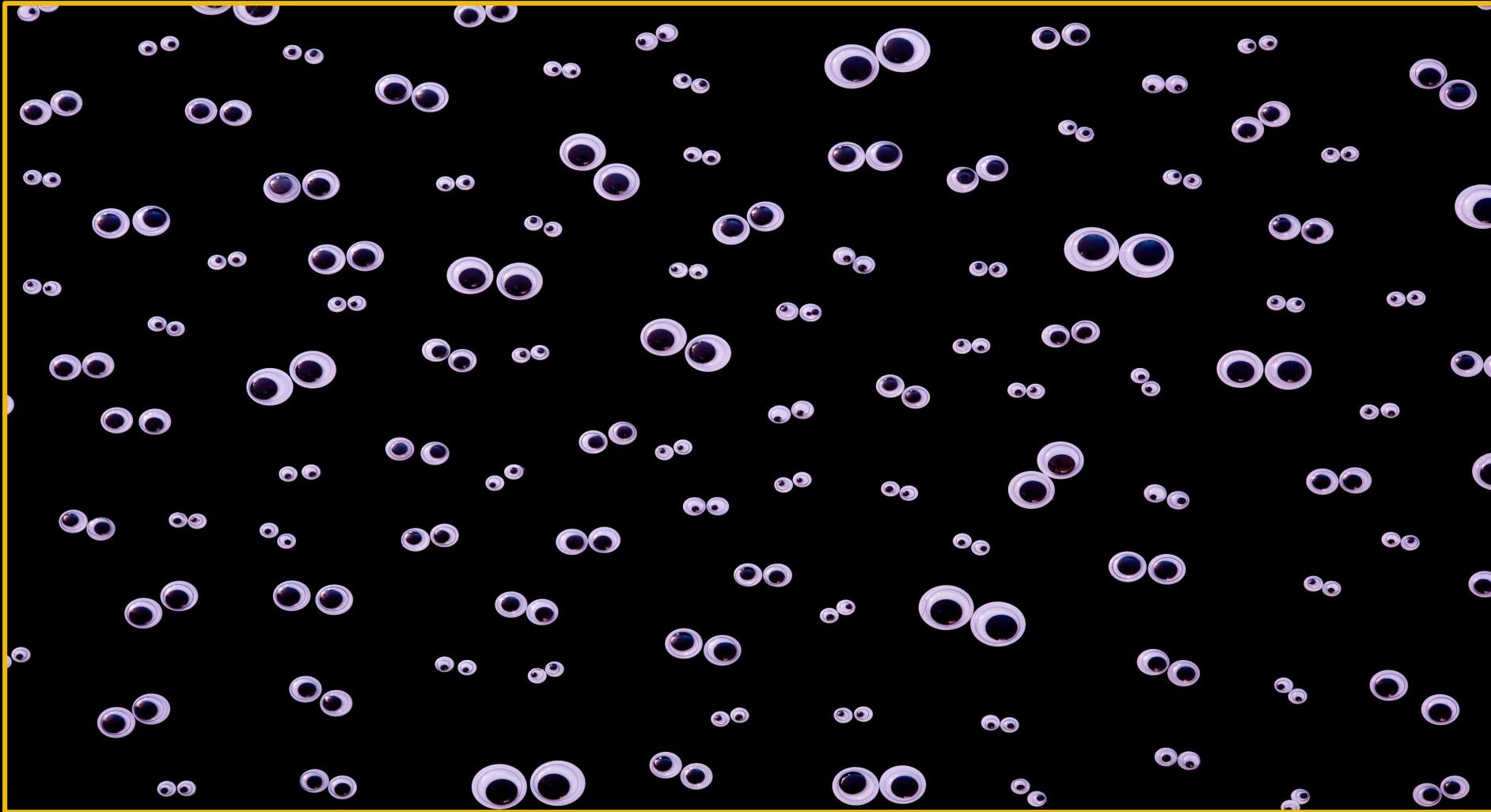
- **Non-compliance defined**
- **Who is responsible**
 - IT
 - HR
 - Managing Director
- **Restricted –or- prohibited uses**
- **Implications for non-compliance**

Governance: Documentation

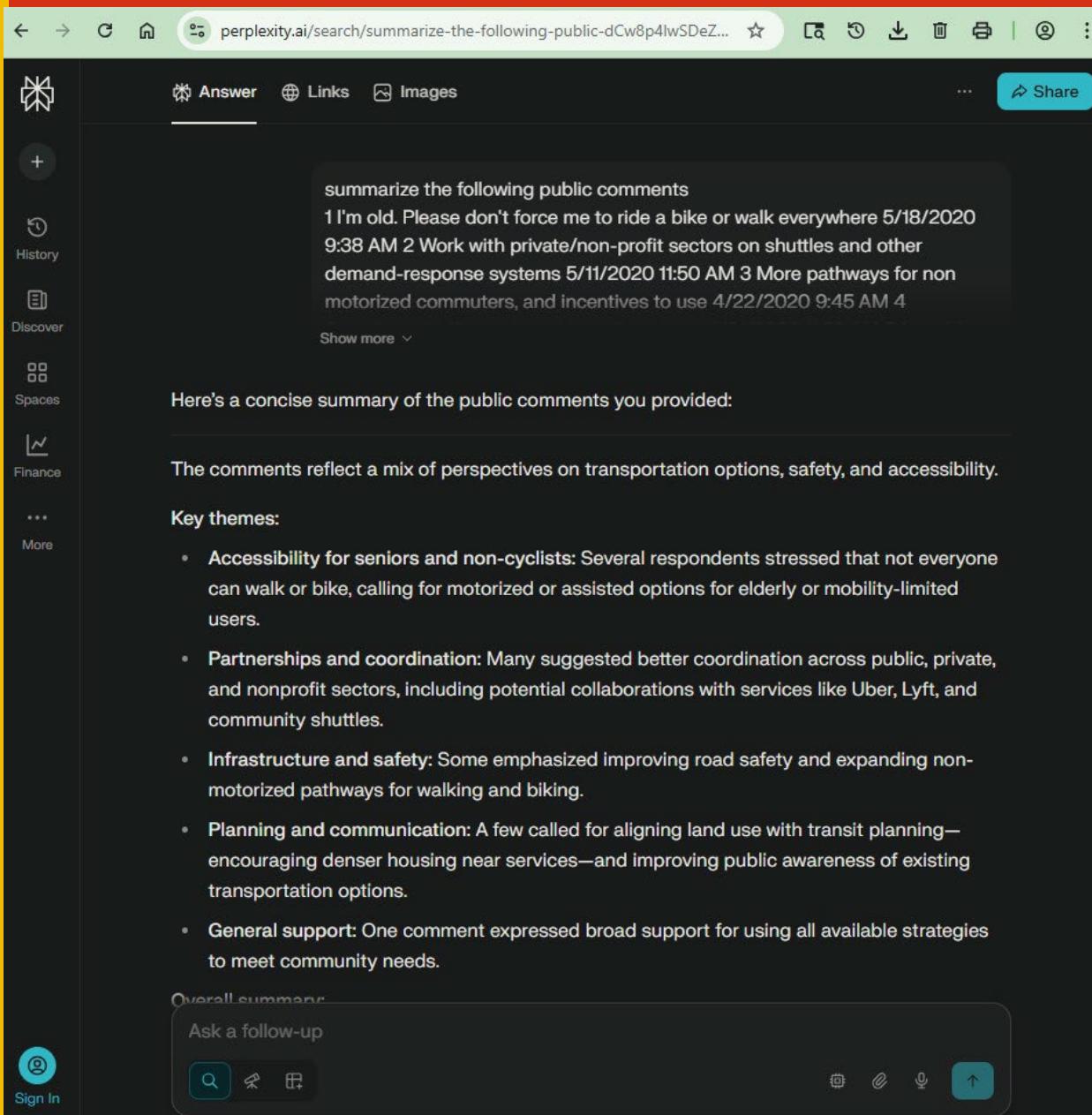
- Not always needed
- Consider language for when this is necessary
- Is checking and citing original source enough



Honestly, almost done!



Example: Public Engagement



A screenshot of a web browser window showing a public engagement summary. The URL in the address bar is perplexity.ai/search/summarize-the-following-public-dCw8p4lwSDeZ.... The browser interface includes a back button, forward button, home button, search bar, and various icons. The main content area displays a summary of public comments and a key themes section.

summarize the following public comments

1 I'm old. Please don't force me to ride a bike or walk everywhere 5/18/2020 9:38 AM 2 Work with private/non-profit sectors on shuttles and other demand-response systems 5/11/2020 11:50 AM 3 More pathways for non motorized commuters, and incentives to use 4/22/2020 9:45 AM 4

Show more ▾

Here's a concise summary of the public comments you provided:

The comments reflect a mix of perspectives on transportation options, safety, and accessibility.

Key themes:

- Accessibility for seniors and non-cyclists: Several respondents stressed that not everyone can walk or bike, calling for motorized or assisted options for elderly or mobility-limited users.
- Partnerships and coordination: Many suggested better coordination across public, private, and nonprofit sectors, including potential collaborations with services like Uber, Lyft, and community shuttles.
- Infrastructure and safety: Some emphasized improving road safety and expanding non-motorized pathways for walking and biking.
- Planning and communication: A few called for aligning land use with transit planning—encouraging denser housing near services—and improving public awareness of existing transportation options.
- General support: One comment expressed broad support for using all available strategies to meet community needs.

Overall summary

Ask a follow-up

Sign In

AI can:

- Identifying themes
- Summarize lots of data
- Quantify frequency of comments

AI cannot:

- Replace human review
- Help but call your residents 'valued customers' *(sometimes)*



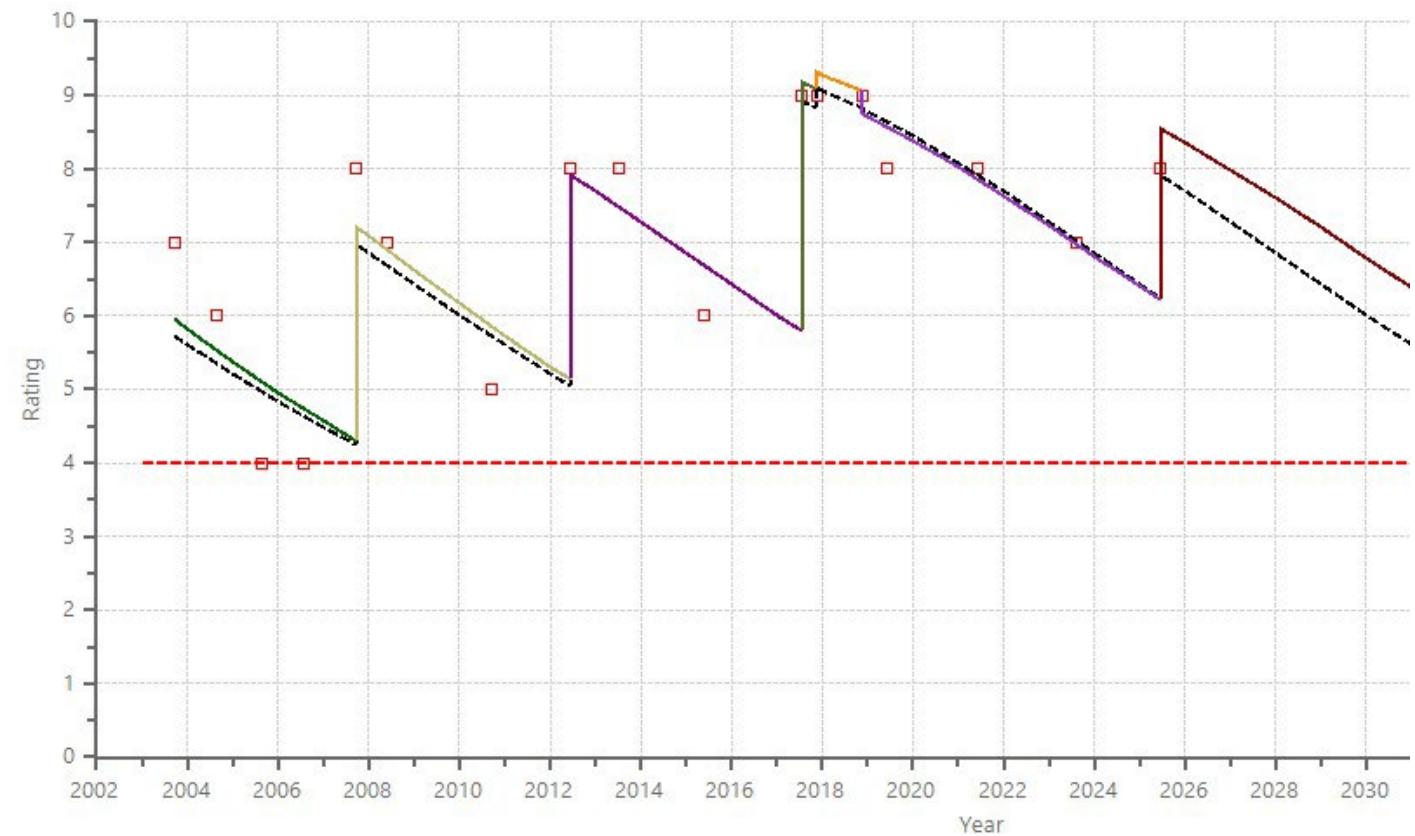
Example: Pavement Management

Roadsoft

- Modeling

Data Collection?

- Video processing
- Crack analysis
- Pothole formation
- Sign inventory
- Sunken manholes



Example: Safety & Crash Analysis

PUBLIC INTEREST

Detroit hopes AI software could help predict, prevent traffic crashes

Updated: Apr. 19, 2023, 1:58 p.m. | Published: Apr. 19, 2023, 1:57 p.m.

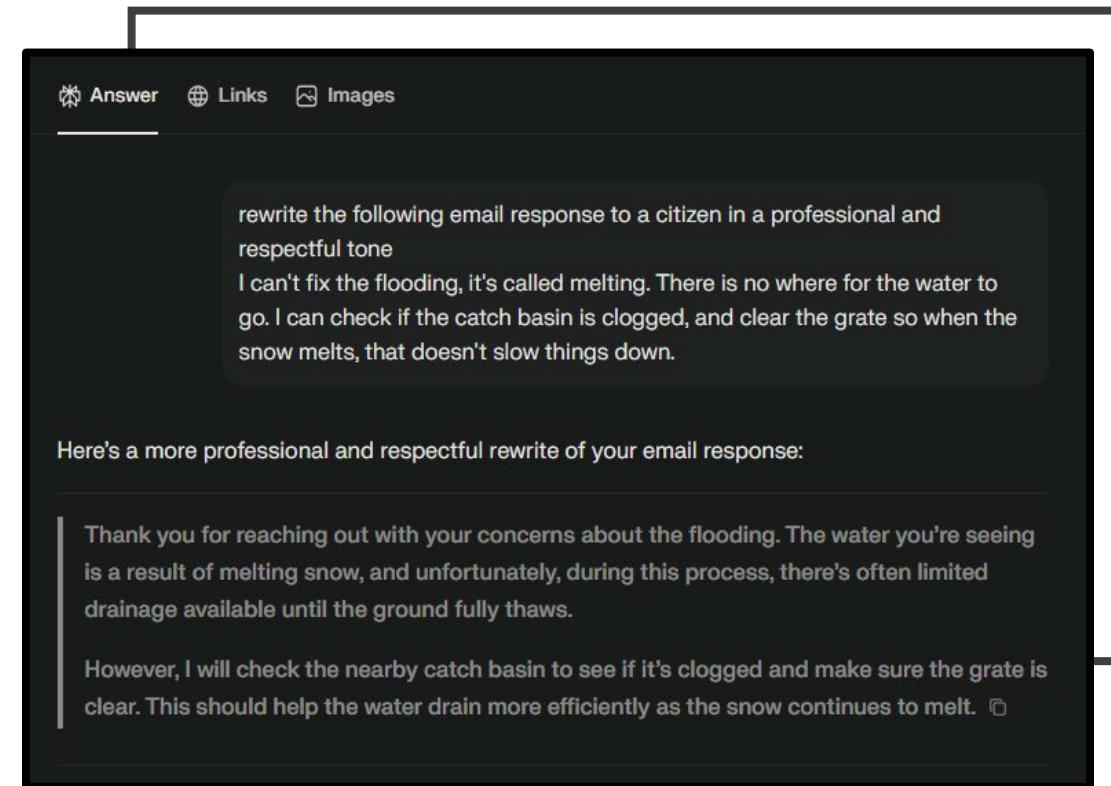


An MLive file photo of the Detroit skyline. The city has been awarded a \$2 million grant to fund a smart intersections pilot program. (Tanya Moutzalias | MLive file photo) Tanya Moutzalias | MLive Detroit

- Faster detection
- 24-hour capabilities
- Hotspot identifications
- Monitor multiple locations as one time
- Requires humans to implement actions

Example: Internal Productivity

- Find appropriate tone for emails
- Translate technical language to suit your audience
- Help understand easement language
- Create a logical outline for your ideas on a presentation
- Help you keep your job!



The screenshot shows a digital workspace with a dark theme. At the top, there are three tabs: 'Answer', 'Links', and 'Images'. The 'Answer' tab is selected. Below the tabs, there is a text input field containing the following text:

rewrite the following email response to a citizen in a professional and respectful tone
I can't fix the flooding, it's called melting. There is no where for the water to go. I can check if the catch basin is clogged, and clear the grate so when the snow melts, that doesn't slow things down.

Below this, a section titled 'Here's a more professional and respectful rewrite of your email response:' contains the following text:

Thank you for reaching out with your concerns about the flooding. The water you're seeing is a result of melting snow, and unfortunately, during this process, there's often limited drainage available until the ground fully thaws.

However, I will check the nearby catch basin to see if it's clogged and make sure the grate is clear. This should help the water drain more efficiently as the snow continues to melt. ☺

Where to start



- Start simple, you can always expand
- Identify
 - AI tools already in use
 - Tasks it is used for
 - What it should not be used for
 - Who oversees use
 - Training and idea sharing
- Review and adjust

If AI were a new intern



It would be...

- Smart
- Fast
- Efficient
- Overconfident
- In need of **supervision**

Connect With Us

PHONE | 269-381-3171

WEB | KALAMAZOOCOUNTYROADS.COM

FACEBOOK | @KALAMAZOOCOUNTYROADS

TWITTER | @RCKCROADS

INSTAGRAM | @RCKCROADS

LINKEDIN | road-commission-of-kalamazoo-county

ADDRESS | 4400 SOUTH 26TH ST, KALAMAZOO, MI 49048

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THANK YOU! QUESTIONS?

Ryan Minkus, PE, PTOE
rminkus@kalamazooccountyroads.com

