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Cc: [FGG, Public Comment](#)
Subject: [External] PROVIDING DIRECTION ON THE FUTURE OF COUNTY TECHNOLOGY (please include with documents for agenda #17)
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Good Afternoon, Supervisors,

The news on your IT services is good. The news on AI gets worse by the day. Here's an update:

The report says that 'the County's IT services are stable: systems are reliable and there are no recurring outages or failures;' and 'most assets are current, with 96% of hardware within support cycles (which is quite high for a County of this size and caliber).'

The report says you are strong in WiFi 6 adoption. Speed is nice, but the electronic frequencies cause havoc with medically sensitive people. Caution is advisable.

It then says Artificial Intelligence (AI) operations are limited. This would seem to include Dedicated robotic process automation (RPA) tools (e.g., Ansible, Terraform, UiPath, BluePrism) to the extent they use AI.) They should be limited or non-existent. If your regular info technology is so good, I don't think you need AI. Period.

The things AI is doing to people grow more and more outrageous by the day. AI has no conscience, and do not really need humans, or the environment, or cities, or civilization.

Apart from the people it has killed, maimed, or falsely ID'ed as criminal, it was just revealed that it messed up a court order, making up cases, precedents, and witnesses.

Recently, Baltimore cops swarmed and handcuffed a high school student after an artificial intelligence tool mistook a drawing on his bag of Doritos for a gun.

You need really strict controls. Especially when it comes to triggering an international

incident. Best is not to use AI at all, since it is

basically incompatible with human freedoms if not our very existence. We are in its way, not vice-versa.

AI had its first public and practical use in a chess game by Leonardo Quevedo from Spain shown at a 1914 Paris expo, not 1950 Alan Turing as we'd like to think. AI uses old, very old, algorithms.

AI Safeguards – What a joke – AI STILL has no conscience, and the underlying algorithms are riddled with errors. It pretends to have a human face, but do you really want one error at the risk of it messing up the lives of 3 million County residents? Maybe your pet stakeholders and State residents too. Would you like the AG at your throats because the AI you chose threw an innocent person in jail or someone died because of a mistaken denial of care?

From the Associated Press 10/24: U.S. District Judge Henry T. Wingate sent a letter on Tuesday to the director of the Administrative Office of the Courts in response to an inquiry from Senate Judiciary Committee Chairman Chuck Grassley. Wingate acknowledged that his law clerk used an AI program to compose an order that paused the enforcement of a state law that bans diversity, equity and inclusion programs in Mississippi public schools.

The order, issued July 20, was factually inaccurate — naming defendants and plaintiffs that weren't parties to the case, misquoting state law and referencing a case that doesn't exist — which led the Mississippi Attorney General's Office to raise concerns.

[Took a while to admit it too, apparently.]

From Psychology Today: Human complacency fuels AI deception. Apollo Research showed GPT-4 executing an illegal insider-trading plan and then lying to investigators

about it. AI company Anthropic, along with Redwood Research, recently demonstrated that advanced AI models can produce apparently reliable answers while secretly planning to do the opposite once oversight weakens. And the busier the decision context (like a County office,) the more tempting it is to click accept and move on.

From ABC news: AI phone scam calls can now use clips of your voice as short as 3 seconds to create convincing fakes for robocalls and impostor scams. The example they give is that "Tech experts created an AI generated voice of our own ABC7 Reporter Jason Knowles, asking, "Can you send me \$500? It's Jason, I've been in a car accident here on my vacation in Mexico. I'm okay for the most part, but I am at some hospital and they say I need to pay money for x-rays and treatment. My credit card isn't working and I don't have enough cash." But he never actually said those words."

Apple introduced its generative-AI tool in the US in June, boasting about the feature's ability to summarize specific content. It erroneously summarized a New York Times story, claiming that Israeli Prime Minister Benjamin Netanyahu had been arrested. In fact, this was when the International Criminal Court issued a warrant, but there was no arrest. It also falsely summarized a BBC report that Luigi Mangione, the suspect behind the killing of the United Healthcare chief executive, had shot himself.

So AI lies too. Do you really want to promote this sort of thing? Should the County aid these schemes as a side effect of AI when there are more reliable but slower non-AI algorithms?

Deception is a social art as much as a technical feat. AI systems master it by predicting which stories we are willing to believe.

Two people died after being denied coverage by United Health. The plaintiffs argue that the health insurance company should have known how inaccurate its AI was, and that the provider breached its contract by using it.

Their grievances are corroborated by an investigation from Stat News into United Health's internal practices at its subsidiary Navi-Health, which found that the company

forced employees to unwaveringly adhere to the AI algorithm's questionable projections on how long patients could stay in extended care.

Recently, it had schoolkids arrested and jailed for crude jokes. Misidentification is routine. AI is well known for deepfakes. I have seen the same woman changed by AI from White to Asian to Black.

I myself asked the AI q/a tool my HOA's parking company uses a simple question, although not in the preset list they provide, and got a totally bogus nonanswer.

And I see ads for deepfake generators on Google.

Do we really need AI playing havoc with our lives? Its mistakes are so frequent as to create a new level of liability? Especially since you just reduced the actual reserves.

How much reliance do we want to put in a system that is not only flawed but can do serious societal harm without so much as the conscience to fix itself?

Who will control it when it starts lying, murdering, or cheating?

What you want is something to deter the bad actors as well as the incorrect coding, logical errors, or similar.

You can get the same results, slower but a lot safer, by using the old algorithms.

Regards,

Paul Henkin