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4 **AN AMENDED RESOLUTION**

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6 Requesting the Department of Administrative Services, Information Management
7 Services Division (IMSD), to prepare an annual report beginning in December 2026
8 outlining artificial intelligence (AI) outcomes, planned strategies, opportunities, and
9 challenges

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12 WHEREAS, Milwaukee County continually seeks opportunities to improve
13 service delivery, operational efficiency, fiscal stewardship, and resident satisfaction
14 through responsible innovation; and

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16 WHEREAS, the Department of Administrative Services, Information Management
17 Services Division (IMSD), issued an Administrative Directive which contained guidelines
18 for safe and secure use of generative artificial intelligence (AI) on August 23, 2024; and

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20 WHEREAS, Milwaukee County departments increasingly utilize data analytics,
21 automation, and AI tools to support service delivery, operational efficiency, and
22 decision-making while maintaining appropriate human oversight; and

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24 WHEREAS, Milwaukee County departments and contracted vendors may utilize
25 artificial intelligence (AI) tools to automate repetitive tasks, generate content, conduct
26 research, support brainstorming, or assist with training and workforce development; and

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28 WHEREAS, **IMSD Milwaukee County** has a **team of dedicated**
29 **cross-functional group of** staff members **who, as part of their existing**
30 **responsibilities, are** actively reviewing AI applications for potential County utilization;
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33 WHEREAS, the County Board of Supervisors has an interest in understanding
34 how AI is being used across county operations, the outcomes associated with such use,
35 and the opportunities and challenges presented by emerging technologies; and

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37 WHEREAS, establishing a standardized, annual reporting framework would allow
38 Milwaukee County to evaluate the effectiveness of AI, identify best practices, assess
39 risks and limitations, and create a baseline benchmark from which future progress can
40 be measured; and

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42 WHEREAS, an annual report aligned with year-end reporting cycles would
43 support informed decision-making by policymakers and department leaders, while
44 promoting responsible and strategic use of AI across County operations; and

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WHEREAS, the Committee on Finance (Finance), at its meeting of January 29, 2026, laid over File No. 26-257 for one meeting (vote 6-0); and

WHEREAS, Finance, at its meeting of March 12, 2026, recommended adoption of File No. 26-257 as amended (vote 7-0); now, therefore,

BE IT RESOLVED, the Milwaukee County Board of Supervisors requests the Milwaukee County Department of Administrative Services, Information Management Services Division (IMSD) prepare and submit an annual Artificial Intelligence (AI) Outcomes and Strategy Report, beginning no later than December 31, 2026, covering the prior reporting year, based on information available to IMSD and provided by County departments; and

BE IT FURTHER RESOLVED, the report should, to the extent practicable, summarize Countywide use of AI during the reporting year and include both qualitative and quantitative information, including but not limited to:

- Revenue growth attributable to the use of AI
- Cost reductions or cost avoidance
- Return on investment (ROI), where measurable
- Process time reductions and operational efficiencies
- Issue resolution rates, including examples of issues resolved through AI without requiring human intervention
- Customer, resident, or constituent satisfaction impacts
- Error reduction or quality improvements

; and

BE IT FURTHER RESOLVED, the report should, to the extent practicable, include examples of County contractors or vendors that are leveraging AI to improve performance, service delivery, or outcomes under County contracts, including any measurable results when available; and

BE IT FURTHER RESOLVED, the report should identify key opportunities and challenges related to the County's use of AI, including factors that enabled success, barriers that impeded implementation or effectiveness, and considerations related to governance, workforce impacts, data quality, equity, privacy, and risk management; and

BE IT FURTHER RESOLVED, the purpose of this annual report is to establish an initial benchmark to inform future policy development, budgetary decisions, and oversight related to AI, and not to mandate or direct the expansion of AI beyond what is deemed appropriate by Milwaukee County.

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