

AI PUBLIC LISTENING SESSION

A public listening session focused on the use of AI
to enhance residents' interactions with government

November 3, 2025

6:00PM – 8:00PM



GOVERNMENT OF THE
DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

AGENDA

- 6:00 PM** **Welcome Remarks:**
 CTO Stephen Miller- **3 mins**
 ACA Dr. Christopher Rodriguez – **3 mins**
 ACA to Stacie Whisonant
- 6:06 PM** **CTO introduces AIVA Co-chair- 1 min:** Stacie Whisonant
- 6:07 PM** **AI Values Advisory Group and AI Taskforce – 3 mins**

 - **Roll Call/ Quorum** – Stacie
 - **Introduce AI Presentations** – Public Co-Chair (Stacie)
- 6:10 PM** **Recap of July Listening Session – 5 mins** - Dr. Lindsay Quarles
- 6:15 PM** **AI Benchmark Document Presentations - Demos – 10 mins each to present and 5 minutes for questions each (30 minutes)**

 - AI Procurement Handbook
 - 🕒 Nancy Hapeman, Chief Procurement Officer, Office of Contracting and Procurement
 - Recruitment and Workforce Development Plan
 Charles Hall, Director, District of Columbia Department of Human Resources
- 6:45 PM** **New Deliberation.io Question – 10 mins** – Dr. Lula chen
- 6:55 PM** **Closing – 5 mins-** ACA Rodriguez

 - Post-event feedback survey for attendees to be displayed on a screen at the event.
 - Link: <https://forms.office.com/g/rFwk5BzbLW>
- 7:00 PM** **Event End**



AI Public Listening Session – Key Learnings & Resident Insights

Capturing & Sharing - July 15, 2025, AI Public Listening Session

Innovation Team @OCTO

November 2025

Grounding AI in the Voices of DC Residents

- ☆ **Objective:** Engage residents and stakeholders in shaping DC's responsible AI strategy.
- ☆ **Partners:** MIT GOV/LAB + Stanford Digital Economy Lab via deliberation.io.
- ☆ **Participation:** 100+ residents representing homeowners, renters, caregivers/parents, and students/working professionals.
- ☆ **Format:** Facilitated breakout groups + AI-enabled online dialogue via deliberation.io.



“We started with hands-on sessions because we believe the best ideas don't come from government offices; they come from you, the residents who navigate our services every day. My office, OCTO, is leading the charge on Mayor Bowser's executive order to ensure AI is used responsibly and effectively.” – OCTO CTO Stephen N. Miller

A Unified Message Across Every Group

Core Insight:

Residents want a “**no wrong front door**” experience—a single, smart, trustworthy way to access DC government services.

Supporting Themes:

- ☑ Simplify navigation and reduce agency silos.
- ☑ Personalize services based on resident profile.
- ☑ Translate government information into plain language.
- ☑ Ensure accessibility, equity, and data privacy.



“AI should make it easier to find what I need—without me having to know which agency does it.” – Resident participant

Specific Needs, Shared Goals

Group	Top AI Use Cases Identified
Homeowners	AI-powered <i>Property Profile</i> integrating tax, permits, eligibility, and maintenance.
Caregivers/Parents	LLM trained on DC services for personalized resource matching & registration help.
Renters	Unified <i>chatbot</i> interface—one contact point for rights, benefits, and requests.
Students / Working Professionals	“No Wrong Front Door” portal with multilingual, omnichannel access.

Bridging the Gap Between Experience and Expectation

Quotes / Data Points:

- ⇒ “Government websites should talk to each other the way residents have to.”
- ⇒ “AI could help me find the right service the first time.”
- ⇒ “I need to know my data is secure.”



Insights:

- Residents perceive agency silos as a major barrier.
- Desire for transparency + plain-language communication.
- Strong trust when privacy and cybersecurity are emphasized.
- Feedback validates \$4.5 M FY26 investment in modernizing DC web portals

Turning Resident Feedback into Action

OCTO Commitments:

- 1. Analyze & Publish Results** – Summary report shared with AI Values Advisory Group (AIVA).
- 2. Apply Insights** – Guide ongoing AI and portal investments to build the “No Wrong Door” experience.
- 3. Expand Engagement** – Broaden participation using deliberation.io for continuous feedback.
- 4. Ensure Trust & Accountability** – Ground all AI deployments in DC’s six AI Values.



“AI isn’t replacing people—it’s helping government listen better.” – **CTO Stephen N. Miller**



AI Procurement Handbook

General Overview

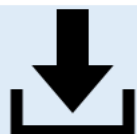
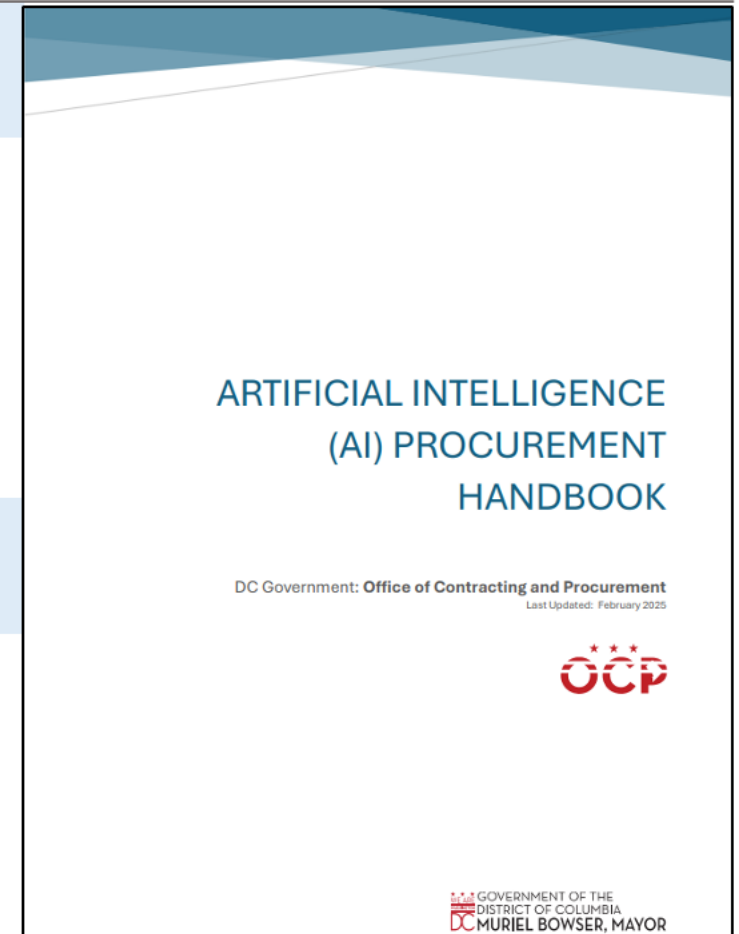


About

- Created pursuant to Mayor's Order 2024-028
- Provides guidance to agencies on:
 - Basic capabilities of broad categories of AI tools
 - How to structure and scope AI tool procurements
 - How to effectively monitor the performance of AI tools

Resources

- Draft AI Factsheet
- Technical Proposal Instructions
- Recommended Evaluation Factors
- Draft Addendum for AI System Requirements



Where to Download: DC's Technology Plan – techplan.dc.gov



Questions?

Creating an AI-Ready Workforce

Workforce development plan for DC government

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DC MURIEL BOWSER, MAYOR





INTRODUCTION

- AI is a rapidly evolving technology with potential to transform various industry sectors, including government.
- **Opportunities:** Increased efficiency and refined decision-making.
Challenges: Staying current with advances and AI's impact on jobs.
- **Goal:** Attract, develop, and retain AI-knowledgeable talent within the District government.
Use to AI to enhance the workforce not eliminate it.

Our Strategy for Growing AI Talent

Using a Skills-Centric Approach

1

Focus on acquiring necessary skills rather than filling inflexible, pre-defined roles.

3

Understand what AI workers want and where to find talent pools.

2

Upskill and train existing employees to minimize displacement and save on costs.

4

Articulate clear and compelling career paths for AI professionals here in the District government.

5

Embed AI talent into the District government as a whole.

Identifying essential AI skills for the District government requires understanding current agency work, their tools, and how AI can enhance their efforts to achieve goals.

Skills-centric Recruitment

Proficiency over experience.

- Traditional recruitment in government service often defines roles and responsibilities through existing job titles and emphasizes years of experience. **This may not be the best approach.**
- Prioritizing proficiency in relevant AI technologies and methodologies over job titles will likely prove more effective.

Avoiding Common Pitfalls

Things to avoid.

We are not the only ones seeking AI talent. We should avoid:

- Competing head-to-head with private sector tech companies without highlighting non-tech-related differentiators that may entice AI hires.
- Trying to recruit in-demand AI talent with slow standard processes.
- “Filling job titles” for AI specialists without understanding the skills needed.
- Onboarding AI-proficient employees without establishing a community of comparable professionals.
- Overlooking where internal talent can be developed or skilled up.



THE PLAN

- Implement a Training-First Strategy
- Identify Needed AI-Skills
- Enhance Recruitment and Retention
- Consider Legislative or Regulatory Changes

IMPLEMENT A TRAINING-FIRST STRATEGY

- Upskill from Within
 - Start with the foundation. Increase intermediate and advanced proficiency in existing tools that could be enhanced by AI. (Excel, Word, PowerPoint, etc.)
 - Implement a tech-skills training program in partnership with OCTO or an outside vendor to provide basic, intermediate, and advanced use of applications in Microsoft Office Suite. Provide a basic AI-literacy course on effective and ethical use of AI.
 - Provide AI-specific training for employees who already have proficiency in foundational skills.

IDENTIFY NEEDED AI-SKILLS

- Identify and define “AI-adjacent positions.”
- Work with agencies to designate positions that are AI-adjacent using federally defined (OPM) “AI-related competencies.”
- Use these designations to provide additional incentives or flexibilities to attract and retain talent.

ENHANCE RECRUITMENT AND RETENTION



- Establish AI-hiring incentives pending budget approvals.
 - Provide blanket approvals of additional income allowances and hiring bonuses for AI-adjacent positions.
 - Provide supplemental leave for new-hires to AI-adjacent positions.
 - Provide blanket approvals of Form 11-B waivers permitting agencies to set higher initial salaries for AI-adjacent positions.

ENHANCE RECRUITMENT AND RETENTION (CONT.)

- Use existing mechanisms to award innovation.
 - Incentive awards for innovative AI work that provide meaningful, concrete enhancements.
- Develop an AI talent externship program by partnering with local universities.

ENHANCE RECRUITMENT AND RETENTION (CONT.)

- Emphasize what makes D.C. a unique employer for AI talent.
 - Public service emphasis.
 - More stability compared to private sector.
 - Opportunity to innovate.
 - You own whatever you make outside of work.

REGULATORY AND LEGISLATIVE CONSIDERATIONS

- AI Quick-hire category/non-competitive appointments.
- Creditable service for annual leave accrual for outside experience.
- Accelerated step increases.
- Additional monetary incentives. (Referral/recruitment bonuses, educational sponsorships, retention bonuses, etc.)

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Deliberation.io

How much should the government be involved in supporting AI innovation?



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**POST-EVENT
FEEDBACK SURVEY**

