Department
for Transport

Using AI in consultations and correspondence

Thinks Insight & Strategy report - Annex

September 2023

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Recruitment Screener

3 x 3-hour F2F Workshops, each with 24 participants

10 interviews with private more engaged citizens

10 interviews with representatives from engaged organisations

Face-to-Face Workshops

Three (3) groups of 24 persons each for session across three (3) cities:

- London (England)

- Newport (Wales)

- Glasgow (Scotland)

Online In-depth Interviews:

The interviews should be split as follows:

- 10 private citizens who have engaged with governmental organisations:

- 5 x engaged in correspondence

- 5 x engaged with consultations

10 representatives from businesses who have engaged with governmental organisations:

- 5 x engaged in correspondence

- 5 x engaged with consultations

Across the interviews and workshops:

- Mix of age groups

- Mix of gender

- Mix of socioeconomic grade

- Representation of people from ethnic minority backgrounds

Additional, consent and permissions

- Permission to be audio and video recorded.

- Permission for client to observe workshops.

- Permission for Thinks to store data for up to 12 months.

- Permission to be re-contacted for further DfT research

Other requirements:

- No participants to have taken part in research in the past 6 months.

- No participants to have taken part in research on this topic before.

- No participants to have taken part in the last round of this research.

- No two participants to know each other.

- No participants to have worked in listed occupations.

Workshop 1   London   13th July   18:00 – 21:00

Workshop 2   Glasgow   18th July   18:00 – 21:00

Workshop 3   Newport   24th July   18:00 – 21:00

SECTION 1: INTRODUCTION

Good morning/afternoon/evening,

I am looking to recruit people to take part in a research project. The research is being conducted by Thinks Insight & Strategy, an independent market research company.

We are looking to speak to members of the public to talk about data and new technology.

The research would consist of:

An in-person workshop with on [DATE] from 6 -9 pm in [London/ Glasgow/ Newport]. The session would last about 3 hours and and you will have to participate in a short online activity (approximately 20 minutes long) prior to attending the workshop. The workshop would be carried out by an experienced researcher from Thinks Insight & Strategy and to thank you for your time, you would receive £150 paid via an independent incentive payment platform, Ayda.

OR

An online in-depth interview lasting 60 minutes. The session would be carried out by an experienced researcher from Thinks Insight & Strategy. To thank you for your time, you would receive £40 paid via an independent incentive payment platform, Ayda.

Everyone taking part in the research will come from different backgrounds and will have a range of different experiences to talk about so don't worry, there are no 'right' or 'wrong' answers to the questions I am about to ask you.

Please note that if you do take part in this project, you will not be able to take part in any other Thinks Insight & Strategy research projects for the next 12 months. If you are interested in taking part, I just need to ask you a few questions.

SECTION 2: DECLARATION

Q1: Are you currently participating, or scheduled to participate in any market research?

Yes → These respondents were thanked and then screened out of the study

No

Q2: Have you taken part in any market research before?

Yes → Those selecting yes would be routed to Q3

No → Those selecting no would be routed to Q5

Q3: If yes, how many market research discussions have you taken part in, in the past 6 months? And in the past 12 months?

Past 12 months → The answer was then recorded here

Past 6 months → These respondents were thanked and then screened out of the study

Q4: If yes, please list all topics covered in all previous market research discussions you have attended in the past 12 months

→ The answer was then be recorded here

→ If the respondent has attended market research with the topic of data science and emerging technology e.g. artificial intelligence in the past 12 months these respondents were thanked and then screened out

Q5: Have you taken part in any research with Thinks Insight & Strategy in the last 12 months?

Yes → These respondents were thanked and then screened out of the study

No

SECTION 3: ABOUT YOU [WORKSHOP PARTICIPANTS ONLY]

Q6: How old are you?

Under 18 → These respondents were thanked and then screened out of the study

18-29 → We recruited a minimum of 4 per workshop

30-39 → We recruited a minimum of 4 per workshop

40-49 → We recruited a minimum of 4 per workshop

50-59 → We recruited a minimum of 4 per workshop

60+ → We recruited a minimum of 4 per workshop

Q7: How would you describe your gender?

→ We recruited a minimum of 10 men and 10 women per workshop

Woman

Man

Other

If participant's gender falls under "Other", please also record their preferred pronouns. If groups are split by gender speak to Thinks.

Q8: How would you describe your ethnic background?

Do not read out list of options – code answer against the following so that participants can self-describe.

White British / White European / White other   Record

→ We recruited a minimum of 2 of each category below per workshop

Asian / Asian British

Black / African / Caribbean / Black British

Other (please specify)

These groups are based on the 2021 census. If needed, a more detailed breakdown of groups can be found here: https://www.ethnicity-facts-figures.service.gov.uk/style-guide/ethnic-groups#2021-census

SECTION 4: FINANCE

Q9a: What is your occupation? (If retired, occupation prior to retirement)

Record

Q9b: What is / was the occupation of the person in your household who earns / earned the highest salary? (If retired, occupation prior to retirement.)

For each workshop recruit as follows:

Record SEG

A   → We recruited a minimum of 6

B   → We recruited a minimum of 6

C1   → We recruited a minimum of 8

C1   → We recruited a minimum of 8

D   → We recruited a minimum of 6

E   → We recruited a minimum of 6

SEG Reference:

A   Higher managerial / professional / administrative (e.g. established doctor, solicitor, board director in a large organisation (200+ employees) top level civil servant/public service employee)

B   Intermediate managerial / professional / administrative (e.g. newly qualified (under 3 years) doctor, solicitor, board director small organisation, middle manager in large organisation, principal officer in civil service/local government)

C1   Supervisory or clerical / junior managerial / professional / administrative (e.g. office worker, student doctor, foreman with 25+ employees, salesperson), student, homemaker

C2   Skilled manual worker (e.g. skilled bricklayer, carpenter, plumber, painter, bus/ ambulance driver, HGV driver, AA patrolman, pub/bar worker, etc.)

D   Semi or unskilled manual worker (e.g. manual workers, all apprentices to be skilled trades, caretaker, park keeper, non-HGV driver, shop assistant)

E   Any of the following casual worker – not in permanent employment, retired and living on state pension, unemployed or not working due to long-term sickness, full-time carer of other household member

SECTION 5: LOCATION

Q10: Where do you currently live in?

UK   → Participants recorded town/city. We recruited a spread across England, Scotland and Wales.

Q11: Which best describes the area where you live?

→ We recruited a spread across the three categories

Rural

Suburban

Urban

If clarification is needed:

Urban: city / large town with population over 10,000

Small town / Suburban : settlement of 3,000 to 10,000 people or less than 20 minute drive from an urban area

Village / rural: settlement of less than 3,000 people / sparsely populated area / more than 20 minute drive from urban area.

SECTION 6: ATTITUDES AND EXPERIENCE

For the next section, please be assured, there is no right or wrong answers. Everyone taking part in the research will come from different backgrounds and will have a range of different knowledge and experience.

Q12: How familiar are you with the subject of artificial intelligence?

Not familiar at all → We recruited a minimum of 2 and a maximum of 5

Somewhat familiar → We recruited a minimum of 5

Familiar → We recruited a minimum of 5

Very familiar → We recruited a minimum of 2

Extremely familiar → We recruited a minimum of 1 and a maximum of 3

[DESCRIPTIONS FOR THE RECRUITER.]

Artificial intelligence (AI):   Using machines and software to simulate human intelligence. It combines computer science and robust datasets, to enable problem-solving. Examples of AI are wide ranging and can include: virtual assistants such as Alex, Siri; robotics such as robotic hoovers; and self-driving cars.

SECTION 7: INTERVIEW RECRUITMENT ONLY – PRIVATE CITIZENS

Q13: Have you written correspondence to any government or local government department or during the last two (2) years? For example, written a letter or emailed your local council or the Department for Transport.

Yes   → We recruited 5 for interviews

No   → These respondents were thanked and then screened out of the study

Q14: Have you responded to a consultation from any government or local government during the last two (2) years? For example, when a government department seeks input from the public and organisations to policy proposals such as Net Zero and the Future of Transport. This is sometimes called a 'Call for Evidence'.

Yes   → We recruited 5 for interviews

No   → These respondents were thanked and then screened out of the study

Q15: During the interview, you will need to access an internet-enabled device. Do you personally own or have access to…

Smartphone or other internet-enabled smartphone

Tablet/iPad

Laptop

Desktop

I do not own an internet-enabled device

→ Their responses were recorded

Q16: During the interview, you will need to have access to a stable internet connection and be in a quiet area so that you can participate in the session undisturbed. Do you have access to a stable internet connection and a suitable spot?

Yes

No   → These respondents were thanked and then screened out of the study

Please note that we cannot accept participants into groups if they are currently in transit, such as on a train or in a moving car.

SECTION 8: INTERVIEW RECRUITMENT ONLY – ORGANISATIONS

Q17: Have you personally written or contributed to correspondence on behalf of your organization to any government department during the last two (2) years? For example, written a letter or emailed the Department for Transport.

Yes   → We recruited 5 for interviews

No   → These respondents were thanked and then screened out of the study

Q18: Have you personally responded or contributed to a response on behalf of your organisation to a consultation from any government department during the last two (2) years? For example, when a government department seeks input from the public and organisations to policy proposals such as Net Zero and the Future of Transport. This is sometimes called a 'Call for Evidence'.

Yes   → We recruited 5 for interviews

No   → These respondents were thanked and then screened out of the study

Q19: During the interview, you will need to access an internet-enabled device. Do you personally own or have access to…

Smartphone or other internet-enabled smartphone

Tablet/iPad

Laptop

Desktop

I do not own an internet-enabled device

→ Their responses were recorded

Q20: During the interview, you will need to have access to a stable internet connection and be in a quiet area so that you can participate in the session undisturbed. Do you have access to a stable internet connection and a suitable spot?

Yes

No   → These respondents were thanked and then screened out of the study

Please note that we cannot accept participants into groups if they are currently in transit, such as on a train or in a moving car.

SECTION 9: ADDITIONAL, CONSENT AND PERMISSIONS

Q21: As part of this research, we will be audio recording the session. This is for internal use by Thinks Insight & Strategy only and will not be shared with anyone else. Are you happy to be audio recorded during the research?

Yes

No → These respondents were thanked and then screened out of the study

Q22: Thinks Insight & Strategy will keep your information on file for a period of up to 12 months; this is for Thinks Insight & Strategy's quality monitoring purposes only and your information will not be passed along to any other third party or marketing organisations. Are you happy for Thinks Insight & Strategy to store your data for a period of up to 12 months?

Yes

No → These respondents were thanked and then screened out of the study

Q23: Thinks Insight & Strategy might be interested in contacting you again to hear your thoughts and to ask you to take part in further research. You would only be contacted within the next 12 months for research related to this project. Would you be happy to be re-contacted?

Yes

No → These respondents were thanked and then screened out of the study

Q24: Thinks Insight & Strategy will process your incentive using the payment platform Ayda. Do you consent to having your name and email address shared with the incentive payment platform Ayda (previously known as Particity), so they can contact you to process any incentive being offered. You must collect my incentive payment within 6 months.

Yes → These responses were recorded and individuals continued on

No → These respondents were directed to speak to Thinks

SECTION 10: YOUR DETAILS

Q25: Do you have any needs or requirements that you would like us to consider for the research (Eg. dyslexia, wheelchair use)?

→ Their responses were recorded

Finally, I just need to take details of your name, address and telephone number:

Name:

Email address:

Address / post code:

(N.B. only required if attending in in-home depth or materials are being sent by post)

Telephone number:

No two people should know each other.

Please note telephone numbers are mandatory.

SECTION 11: INTERVIEWER DECLARATION

Is there anything else the interviewer should be made aware of?

→ Their responses were recorded

THIS IS A TRUE RECORD OF AN INTERVIEW WHICH HAS BEEN CONDUCTED WITH A RESPONDENT WHO IS NOT A RELATIVE OR FRIEND OF MINE

INTERVIEWER'S SIGNATURE: …………………………………………………………………

DATE: …………………………………………………

Workshop Pre-task

The below is information regarding a task we provided participants to complete prior to joining us in person for the workshop.

Background and objectives – not to be shared with participants

This document sets out the pre-task activity that all 72 workshop participants and 10 engaged private citizens will be asked to complete ahead of joining the workshop / depth interview.

This task should take a maximum of 10 minutes of participant time to complete, though they are welcome to spend more time participating if they would like to do so.

The pre-task will be delivered to participants via a Microsoft Form link. However, participants who feel less comfortable taking part in activities online will be given the option to take part via paper sent by post if they would prefer.

The objective of this pre-task is to gain a snapshot understanding of current perceptions of, as well as levels of awareness and understanding regarding the use of Artificial Intelligence (AI) and Machine Learning (ML).

Introduction

Hello! Thank you for agreeing to take part in our research project on behalf of The Department for Transport (DfT). We are looking forward to getting started!

There are 7 questions that we'd like you to answer before we meet you at your workshop.

We ask that you don't look up any answers as you are working through the questions, and please don't worry if you're unsure of any of the answers. We understand that artificial

intelligence is a fairly complex topic and that you may not have come across it before. This is not a test – we just want to understand what you do and don't know at this stage and share some introductory information with you.

Please try not to overthink anything we're asking you, and just be as open and honest as possible.

We will be discussing this task in the workshop so we please ask that you complete this task ahead of your session.

If you have any questions or run into any issues when completing this task, please email scanning@thinksinsight.com and we will be happy to help.

We look forward to meeting you soon!

Question

1.   Please enter your full name below: As a reminder, your responses will remain anonymous and unidentifiable in the research findings and will not be passed on to any third party without your express consent.

2.   On a scale of 1 to 5 where 1 is not well at all and 5 is very well, how well if at all do you feel you understand Artificial Intelligence (AI) technology? Please explain why you have chosen your rating

Scale: 1 – 5

3.   Please share an image that summarises what comes to mind when you hear the term Artificial intelligence (AI).

This task will be followed by a short explanation about AI:

What is AI?

The term AI"is often used to describe when a machine or system performs tasks that would ordinarily require human (or other biological) brainpower to accomplish, such as making sense of spoken language, learning behaviours or solving problems. There are a wide range of such systems, but broadly speaking they consist of computers running algorithms, often drawing on data." (The Alan Turing Institute, 2023)

It is likely that you interact with AI either consciously or unknowingly at some point during your daily activities. For example, Alexa, Google Maps, Uber, TikTok and your mobile banking app all use AI technology.

4.   What do you think are the main benefits of using AI technology? Please explain why you think that as far as possible.

5.   What are your main concerns around the use of AI Technology? Please explain why you think that as far as possible.

6.   Overall, how do you feel about Government departments using AI technology to assist them in completing specific tasks that might currently be completed manually. Please select one option below:

Very uncomfortable

Uncomfortable

Neutral

Comfortable

Very comfortable

7.   In which ways, if any, do you think government departments should be using AI technology?' Please explain why you think that as far as possible.

Workshop PowerPoint Presentation

During the workshops we shared a powerpoint presentation with the participants, the content of which is outlined below.

<u>This is what we showed participants by way of introduction:</u>

What is today all about?

The Department for Transport (DfT) wants to understand your views about using artificial intelligence (AI). Two use cases have been identified where the use of AI could deliver benefits:

Analysing consultation responses

Responding to correspondence

The project is at a very early stage and we will be working together to identify guiding principles for DfT to bear in mind as they roll out these use cases in the future.

Who are the Department for Transport?

The DfT are:

Part of the UK Government

Responsible for ensuring transport systems (e.g. rail, bus) across the UK are effective and well-run.

Today, we ask that you:

Are curious

Are honest and open – please tell us what you think!

Are kind and respectful – it's ok to disagree with others, but please do so politely

Ask if you're not sure, or if you need help with anything

Help us keep to time – your facilitator will guide you through the conversations, so we finish on time

…and feel free to take a break if you need one

The agenda for today

18:00 – 18:05	Introduction
18:05 - 18.15	Review the pre-task
18.15 - 18.30	Discuss artificial intelligence
18.30 – 19:20	Discuss use case 1
19:20 – 19:40	Break
19:40 – 20:35	Discuss use case 2
20.35 – 20.55	General principles for application
20.55 - 21.00	Wrap-up!

<u>We then moved into the next portion of the agenda during which we reviewed the pre-task activity.</u>

We first presented a slide that depicted all of the images that the participants had submitted in response to the question: "What image comes to mins when you hear the term 'artificial intelligence'"?

We next showed a slide summarising the participants' self-reported levels of AI familiarity—reiterating the question they were asked: "On a scale of 1 to 5 where 1 is not well at all and 5 is very well, how well if at all do you feel you understand Artificial Intelligence (AI) technology?"

The following slide displayed a word cloud that highlighted participants' preliminary views of the key potential benefits of AI, which included speed, efficiency, and reduction of human error. The next slide displayed a picture of the percevied key potential risks, including job loss, loss of control, and data security.

We then presented a slide that summarised the participants' self-reported levels of comfort with Government use of AI. We again reiterated the question asked in the pre-task: "Overall, how do you feel about Government departments using AI technology to assist them in completing specific tasks that might currently be completed manually." We

included a graph that illustrated their responses along the scale of very comfortable - uncomfortable - neutral - comfortable - very comfortable.

We then concluded the section discussing the pre-task with a slide that projected a selection of responses to the question of the types of tasks that AI could help Government with. Some of these included:

Automating repetitive tasks

Streamlining current processes including existing and newly gathered data

Budgetary assignments, priority planning

Achieve better and more cost effective ways of doing a lot of standard services that are now really poor

Carry out the very mundane tasks. This would release the staff to complete more efficiently and produce more results

To automate menial jobs that take 1-2 hours. For example taxes and invoices and proof reading what they are putting out there

Counter terrorism and to prevent disaster

Satellites because they are currently used such as google maps to help drivers notice cameras and road accidents

More detailed cctv and surveillance for criminals

For dealing with payment requests or information

Chatbots, etc. which [to] either resolve most queries via AI bots or to at least [to] gather more info from the end user.

Could use AI for admin tasks, potential within medicine, as it is good for making plans and problem solving

Providing plans for funding and resource distribution that are fair

Helping with routine queries from the public

Used in as many tasks as possible, to improve both speed and accuracy of data reporting

Make work more efficient which will allow them to address more pressing issues

Could help with data entries

Cyber attack traffic cameras

To access information and make things run more efficiently

<u>We then moved into a section focused on introducing and discussing AI in breakout groups.</u>

The participants were first shown a slide that read:

What is Artificial Intelligence (AI)?

The term AI 'is often used to describe when a machine or system performs tasks that would ordinarily require human (or other biological) brainpower to accomplish, such as making sense of spoken language, learning behaviours or solving problems. There are a wide range of such systems, but broadly speaking they consist of computers running algorithms, often drawing on data."

(The Alan Turing Institute, 2023)

We then introduced o key pieces of information about AI technology in a quiz format, beginning first with a slide asking the following question:

Which of the following technology does not uses artificial intelligence?

A) Amazon Alexa

B) Facial recognition to access your phone

C) A traffic light

D) Netflix film recommendations

The following slide revealed the correct answer, C) A traffic light.

Participants were then shown a slide that read the following:

It is likely that you interact with AI either consciously or unknowingly at some point during your daily activities

Today, did you…

> *Use Google Search*

> *Open Google Maps to find to this venue*

> *Call an Uber/taxi via an app*

> *Check Social media e.g. Instagram, Facebook, Twitter or TikTok*

> *Use facial recognition to access your phone*

> *Select a show from Netflix's recommendations*

> *Ask Alexa for anything*

Click on anything that was recommended to you online

Using the next slide we then explained the technology further. It read:

There are different types of AI.

We are interested in generative AI, which refers to:

"Algorithms (such as ChatGPT) that can be used to create new content, including audio, code, images, text, simulations, and videos"

(BCG, 2023) Unite AI, 2023. Boston Consulting Group, 2023.

The following slides brought back in the quiz-style format to continue sharing informatino about AI technologh. This next question read:

Which of the following is generative AI currently not able to do?

A) Write a film script

B) Pass a quantum physics exam

C) Give you reliable, rolling news coverage

D) Give you advice about what to eat for dinner

The next slide revealed that the correct answer is C).

We then moved on to a slide that further explained what AI can and cannot do. It read the following:

AI can do lots of things – and very quickly!

> *Create new content and ideas.*

> *Including text, imagery, audio, new drug compounds to test etc.*

> *Improve efficiency*

> *It can complete complex tasks that would be impossible for humans to do in a relatively short time frames e.g. summarising all the national reports on traffic lights*

> *Personalise experiences*

> *It can tailor content based on the recipient e.g. chatbots or targeted ads*

But it can't do everything!

> *Use 'common sense' or understand cause and effect*

> *It tells you what's the most probabilistic answer, it does not know the answer.*

> *Understand behaviour, it mimics it*

> *It can produce 'right' answers, but it does not 'know' the reason behind its actions*

> *Keep on top of current events*

> *It can take months to prepare to train large AI models, so they know nothing about recent events*

We then moved into a section where in breakout groups, moderators led participants through a demo of ChatGPT. Participants were able to watch as the moderator inputted two tasks (below), and ChatGPT generated responses in turn:

Task: Write me a pop love song about pizza

Task: Give me instruction about how to make my own rainbow

We then moved into a focused section introducing Use case 1.

Participants were shown the below information:

What is a consultation?

'Consultations' provide an opportunity for members of the public, businesses and other organisations to share their comments on plans or ideas which are being considered by Government to help inform decision-makers regarding a given issue.

Within this we embedded knowledge using the following quiz questions:

Which of these recent DfT consultations received the most responses?

A) A review of the Highway Code

B) Improving consumer experience at electric vehicle charge points

C) New runway capacity at airports in the South of England

D) Draft regulations for the space industry

The next slide revealed that the correct answer was C), and provided the numbers of responses for each, below:

A) A review of the Highway Code (3210 responses)

B) Improving consumer experience at electric vehicle charge points (2,072 responses)

C) New runway capacity at airports in the South of England (72,239 responses)

D) Draft regulations for the space industry (51 responses)

We then shared information regarding what consultation responses look like. This slide read as follows:

What do consultation responses look like?

Dft runs approximately 25 consultation per year

Consultations can be like surveys, they can include…

Closed response questions where you can select an answer from a list of options (a bit like our pub quiz tonight!).

Open response questions where the responder can write their answer without limits. These responses can be several pages long.

Illustrative questions taken from consultation undertaken in Jan-March 2023 on potential changes to the MOT:

Example of a closed response:

In your view, should MOT tests for cars be required:

annually (from the time the car is 3 years old)

every 2 years (from the time the car is 3 years old)

every 2 years (from the time the car is 3 years old up to 10 years and annually thereafter

other (please specify

Example of an open response:

How does the MOT (or other roadworthiness testing) need to change to accommodate the differences between electric and hybrid vehicles and traditional internal combustion engine vehicles?

The next slide was a return to the quiz-style format for sharing information. The question read:

Guidelines say that government should publish its response to a consultations within ___ weeks from when the response period is closed?

A) 12 weeks

B) 24 weeks

C) 36 weeks

D) 1 year

And the following slide revealed that the correct answer was A).

From here, we shared information about the current process by which DfT analyses consultation responses, showing participants the information below:

Analysing consultation responses:
The current process

Phase 1: Directing the analysis

- Consultation is closed after 4-12 weeks.

- Analysis is then directed either to the relevant policy team or to an outside agency.

Phase 2: Performing analysis

- Analysis differs by question type:

    - Multiple choice responses: Team runs a series of graphs or charts by a) proportion of respondents who select each option and b) sub-interest groups.

    - "Free text' responses: The team will read all the responses and code them according to a set of themes.

- Patterns and relationships are then identified

Phase 3: Publishing results

- Findings are then presented and interpreted.

Guidelines

- Results from a consultation should be published within 12 weeks from the time the response period closed.

We followed this up with information illustrating how the process would change if AI were implemented, showing participants the below:

Use case 1: Analysing consultation responses

What will AI do differently?

Phase 1: Directing the analysis

- AI will direct the responses to the relevant policy teams.

Phase 2: Performing analysis

- Initially the AI system will streamline human reading by:

> *- Grouping similar responses together*

> *- Removing duplicates*

> *- Flagging novel information*

- AI may be solely relied upon in future to process responses if it demonstrates it can do this as well as a human

Phase 3: Publishing results

- A human will still interpret and present the findings

<u>The next section of the workshop we discussed the benefits and drawbacks of using AI for use case 1.</u>

We began with a slide listing a few key benefits, showing the following text:

Key benefits

- Human Resources: The technology would give back weeks worth of time to staff that would otherwise be spent manually coding consultation responses, which could be used for other tasks (such as public engagement)

- Response time: AI-assisted analysis would mean both speed to policy decision-making and faster publishing of results for public dissemination

- Accuracy: Using AI technology would lessen 'human error' mistakes and support consistency of analysis

The next slide listed a few drawbacks, as well as explained how DfT would act to mitigate them, showing the below:

- Accuracy: Generative AI has been known to generate incorrect responses, or it can sometimes generate text which appears accurate but is in fact misleading

→ Mitigation: the AI model will be optimised to minimise these issues

- Perception: AI technology may fail to identify or understand nuanced human communication (e.g. the use of sarcasm or hyperbole)

→ Mitigation: training data will be curated to allow the AI to understand different kinds of language

- Resource Expense: Large investments of resources are required for development and training

→ Mitigation: upfront costs will be outweighed by potential future savings

However, the content generated by the AI will be checked by a human to help alleviate some of these concerns.

<u>This completed the section on use case 1. In the following portion of the agenda we moved into a focused discussion of use case 2.</u>

Once again we used the quiz-style format to share information about the use case, first asking the question below:

On average, how many pieces of correspondence does the DfT receive every year?

A) 800

B) 3,000

C) 12,000

D) 22,000

The following slide revealed that the answer is D).

We then showed the participants information detailing this answer further:

DfT receives over 22,000 pieces of correspondence each year!

This covers…

Ministerial correspondence

- Any correspondence that requires a response from a minister, including letters and emails from Members of Parliament (MPs), Members of the House of Lords (Peers), and Members of the Devolved Parliaments or Assemblies.

Public correspondence

- Consisting of letters or emails from members of the public or organisations and is replied to by officials rather than ministers

We brought in another quiz question next, asking participants:

The DfT aims to respond to public correspondence in ___ days?

A) 5 working days

B) 10 working days

C) 20 working days

D) 30 working days

The following slide revealed that the answer is C).

As we did with use case 1, we then first explained to participants the current process by which DfT handles correspondence, showing them the below:

Responding to correspondence:
The current process

Phase 1:Routing

- Correspondence is received

- Correspondence is forwarded to the right team within the department

- Correspondence is sent to most appropriate team member

Phase 2: Drafting the Reply

- Reply is drafted according to the guidelines

Guidelines

- The reply should be polite,

- Show emotional intelligence towards personal circumstances

- Be written in plain English

- Answer the question(s)

- Contain accurate factual or policy information.

Phase 3: Sending the Reply

- Draft is reviewed by an additional team member

- The reply is sent

We then again presented the adjusted process reflecting the incorporation of AI.

Phase 1:Routing

- The AI system selects the correct team to handle the response

Phase 2: Drafting the Reply

- Based on previous handling of correspondence, the AI system drafts a response following the standard guidelines

- The draft is reviewed and fact-checked by the selected team

Phase 3: Sending the Reply

- Reply is sent

This led us into a section discussing the benefits and drawbacks of the use of AI for this case.

The first slide in this section focused on the benefits. We showed participants the below:

Key benefits

- Human Resources: The technology would give staff time back that would otherwise be spent answering hundreds of pieces of correspondence

- Response time: AI generated responses would mean quicker response times for members of the public

- Quality: Using AI technology could improve the quality of responses and the satisfaction of recipients

- Accuracy: Using AI technology would lessen 'human error' mistakes

We then presented a few drawbacks, and potential mitigations.

Accuracy: Generative AI has been known to generate incorrect responses, or it can sometimes generate text which appears accurate but is in fact misleading

→ Mitigation: training data will be carefully curated to ensure appropriate quality

Bias: If the data that is input contained biases or disinformation, these could be reflected in inaccurate & discriminatory outputs

→ Mitigation: input data will be assessed for potential bias and false information

Lack of emotional intelligence: AI technology cannot respond to persons or situations in an empathetic manner or may fail to understand the nuance of human communication (e.g. use of sarcasm, hyperbole, etc.)

→ Mitigation: all responses drafted with AI will be checked by a human

Resource Expense: Large investments of resources are required for development and training

→ Mitigation: upfront costs will be outweighed by potential future savings

However, the content generated by the AI will be checked by a human to help alleviate some of these concerns.

<u>The final section of the powerpoint presentation introduced the idea of general principles for application.</u>

The slide we showed participants included images we used as a visual aide while we voiced over the concept of general principles, explaining to them:

To give you an example for what we mean by principles, imagine someone you know is opening a pizza restaurant and you are asked to give your suggestions to help them be as successful as possible. You might suggest they: "use the best quality ingredients, change the menu regularly to keep people interested, make sure the restaurant is accessible so everyone can enjoy it, don't put pineapples on the pizza!".

The images on the slide were a build on this metaphor. They included a pizza parlor with an arrow pointing to a bushel of vegetables, a pizza menu, and a slice of pizza with toppings on it. The former two had green checkmarks next to them indicating they were reflective of what we meant by general principles, and the latter (the slice of pizza) had a red 'X' next to it to indicate it was not what we had in mind when thinking of general princples.

This completed the powerpoint presentation we used during the workshops with the general public.

Workshop Worksheets

Alongside the powerpoint presentation, the following are worksheets which we distributed to participants. We had participants fill in these worksheets during the corresponding section of the workshop agenda.

Worksheet 1:

Initial views | Use case 1: Analysing consultation responses

What do you see as the key benefits of using AI to analyse consultation responses?

What do you see as the key drawbacks or risks of using AI to analyse consultation responses?

Worksheet 2:

Considered views | Use case 1: Analysing consultation responses

On a scale of 0 – 10, where 0 is not at all and 10 is very comfortable, how comfortable would you feel about the use of AI to analyse consultation responses? Please circle your response below.

0   1   2   3   4   5   6   7   8   9   10

Overall, on a scale of 0 – 10, where 0 is not at all and 10 is completely in favour, how in favour are you of using AI to analyse consultation responses? Please circle your response below.

0   1   2   3   4   5   6   7   8   9   10

Worksheet 3:

Use Case 1: Analysing consultation responses

Write a post card to a friend that explains:

The main reason why you think DfT should use AI to analyse consultation responses

Anything you'd tell them to make them feel comfortable with this use case

Worksheet 4:

Initial views | Use case 2: Responding to correspondence

What do you see as the key benefits of using AI to respond to correspondence?

What do you see as the key drawbacks or risks of using AI to respond to correspondence?

Worksheet 5:

Considered views | Use case 2: Responding to correspondence

On a scale of 0 – 10, where 0 is not at all and 10 is very comfortable, how comfortable would you feel about the use of AI to respond to correspondence? Please circle your response below.

0   1   2   3   4   5   6   7   8   9   10

Overall, on a scale of 0 – 10, where 0 is not at all and 10 is completely in favour, how in favour are you of using AI to respond to correspondence? Please circle your response below.

0   1   2   3   4   5   6   7   8   9   10

Worksheet 6:

Use Case 2: Responding to correspondence

Write a post card to a friend that explains:

The main reason why you think DfT should use AI to respond to correspondence

Anything you'd tell them to make them feel comfortable with this use case

Worksheet 7:

General principles for the Department for Transport

1.

2.

3.

4.

5.

Worksheet 8:

Use Case 1: Analysing consultation responses

What are your final reactions to this use case? Has anything changed?

What do you now see as the key benefits of using AI/ML to analyse consultation responses?

What do you now see as the key risks of using AI/ML to analyse consultation responses?

Worksheet 9:

Use Case 2: Responding to correspondence

What are your final reactions to this use case? Has anything changed?

What do you now see as the key benefits of using AI/ML to respond to correspondence?

What do you now see as the key drawbacks or risks of using AI/ML to respond to correspondence?

Discussion Guides

Stakeholder interview guide

- The public's understanding of AI and ML, both generally and specifically in relation to the two use cases identified.

- principles that need to be in place to ensure that any public concerns about use of AI/ML are alleviated

- The best ways in which communicate to the public about AI/ML in relation to the two use cases

Introduction — 10 mins (10 mins)

My name is [XXX] and I'm a researcher from an independent research agency called Thinks Insight.

Explain terms of the session:

The research findings will be anonymised and you will not be personally identified in any of our reporting.

The only exception to this is if you say something that gives me reason to think you or someone else is at risk of harm. In the unlikely event that this happens, we may be legally obliged to pass this information on to the relevant authorities.

You can opt out of the research at any time before the end of this session. We won't then provide your input to the report.

We'll be talking for up to 60 minutes.

Obtain permission to audio/video record and recap how the recording will be used

Offer opportunity to ask questions about research process.

Let's kick off with some introductions:

Can you tell me a bit about your organisation?

Reflecting on past experience — 10 mins (20 mins)

Now I'd like to hear a little about your experiences with regards to responding to consultations and correspondence for the Department of Transport?

To start, what has your organisation's experience of responding to consultations been like in the recent past?

What has been good?

What has been less good?

What factors influence your organisation's decision to respond to a consultation?

What is your organisation's process for responding to consultations?

And now I'd like to talk about correspondence:

There are two broad categories of correspondence:

Ministerial correspondence

Any correspondence that requires a response from a minister, including letters and emails from Members of Parliament (MPs), Members of the House of Lords (Peers), and Members of the Devolved Parliaments or Assemblies.

Public correspondence

Consisting of letters or emails from members of the public or organisations and is replied to by officials rather than Ministers When, if ever, do you tend to have written correspondence with DfT?

If participant has sent correspondence:

On what topics?

How quickly do you typically receive a response?

Are you usually happy with the response time?

How would you describe the quality of the responses you receive?

Discuss AI 4 mins — (24 mins)

Today we are going to talk about AI and its application within government departments, like the Department for Transport (DfT).

I just wanted to share a definition of AI that we will use for the rest of the discussion today:

"The term AI 'is often used to describe when a machine or system performs tasks that would ordinarily require human (or other biological) brainpower to accomplish, such as making sense of spoken language, learning behaviours or solving problems. There are a wide range of such systems, but broadly speaking they consist of computers running algorithms, often drawing on data." (The Alan Turing Institute, 2023)

Today, I'd like to discuss the potential use for using artificial intelligence within the Department for Transport.

Do you use AI in any capacity within your organisation?

If yes:

What benefits have using it offered? E.g. efficiency

Are there any key learnings you'd like to share?

If no:

Please explain why not?

What uses, if any, do you think DfT could have for AI?

What role do you see it playing?

What are the boundaries that should be in place, if any?

Introduction to Use Case 1: Consultations — 3 mins (27 mins)

I'd now like to talk about the current process for analysing consultation responses within the Department for Transport:

Interviewer to read out the following information and share screen:

For context: The DFT currently receives thousands of consultation responses per annum and it varies considerably depending on the topic from 50 to 72,000. Government guidelines say consultation results should be published within 12 weeks from when the response period is closed. Also, consultations also include both open-ended and close-ended questions which affect the amount of time it takes to both analyse them and generate a response.

AI could help re-shape the way consultation responses are analysed.

Interviewer to explain process below:

What will AI do differently?

Phase 1: Directing the analysis

- AI will direct the responses to the relevant policy teams.

Phase 2: Performing analysis

- Initially the AI system will streamline human reading by:

        - Grouping similar responses together

        - Removing duplicates

        - Flagging novel information

- AI may be solely relied upon in future to process responses if it demonstrates it can do this as well as a human

Phase 3: Publishing results

- A human will still interpret and present the findings

Deep Dive: Use Case 1 — 10 mins (37 mins)

Intro to Use Case 2:

Correspondence — 3 mins

I'd now like to talk about the current process for responding to correspondence within the Department for Transport:

Interviewer to read out the following information and share screen:

For context: The DFT currently receives approximately 22,000 pieces of correspondence per annum – this includes both Ministerial correspondence and Public correspondence. The Department for Transport also aims to respond to public correspondence within twenty (20) days of receipt.

AI could re-shape the process for responding to correspondence:

Interviewer to explain process below:

Phase 1:Routing

- The AI system selects the correct team to handle the response

Phase 2: Drafting the Reply

- Based on previous handling of correspondence, the AI system drafts a response following the standard guidelines

- The draft is reviewed and fact-checked by the selected team

Phase 3: Sending the Reply

- Reply is sent

Deep Dive: Use Case 2 — 10 mins (50 mins)

Given that I've now shared the details of this use case, I'd love to get your opinions on it.

How would you feel about DfT using AI to respond to correspondence?

Do you think there are any potential benefits of using AI to respond to correspondence?

Who would this benefit (e.g. DfT, organisations like yours, members of the public)?

How important are these benefits?

Are there any potential benefits you find particularly exciting?

Do you think there are any potential drawbacks of using AI to respond to correspondence?

Who are these drawback impacting (e.g. DfT, members of the public)?

How significant are these drawbacks?

Are there any potential risks that you find particularly alarming?

At which point, if any, should human interface be a part of the process?

How important, if at all, is this?

Is this important in both the short-term and long-term?

General Principles for applicaton — 10 mins (60 mins)

A key focus of our research is to use these stakeholder interviews, to come up with some guiding principles for DfT. These principles are intended to provide advice to the DfT about how to manage these use cases in the best interests of the public.

What should DfT prioritise when employing AI to analyse consultation and respond to correspondence?

What should DfT avoid when employing AI to to analyse consultation and respond to correspondence?

What information is most important for DfT to share with the public when informing them about these use cases?

If you could offer one piece of advice to DFT regarding moving forward with these use cases, what would it be?

Thank you for your participation and sharing your views.

CLOSE.

Engaged citizens interview guide: consultations

Objectives

The research should explore:

- The public's understanding of AI and ML, both generally and specifically in relation to the two use cases identified.

- principles that need to be in place to ensure that any public concerns about use of AI/ML are alleviated

- The best ways in which communicate to the public about AI/ML in relation to the two use cases

Introduction — 5 mins (5 mins)

My name is [XXX] and I'm a researcher from an independent research agency called Thinks Insight.

Explain terms of the session:

The research findings will be anonymised and you will not be personally identified in any of our reporting.

The only exception to this is if you say something that gives me reason to think you or someone else is at risk of harm. In the unlikely event that this happens, we may be legally obliged to pass this information on to the relevant authorities.

You can opt out of the research at any time before the end of this session. We won't then provide your input to the report.

We'll be talking for up to 60 minutes.

Obtain permission to audio/video record and recap how the recording will be used

Offer opportunity to ask questions about research process

Let's kick off with some introductions!

Can you tell me a bit about yourself?

What do you do for work?

Are you actively involved in any social groups, organisations etc.?

Reflecting on past experience — 5 mins (10 mins)

Now I'd like to hear a little about your experiences with regards to responding to consultation from any government or local government during the last two (2) years? For example, when a government department seeks input from the public and organisations to policy proposals such as Net Zero and the Future of Transport. This is sometimes called a 'Call for Evidence'.

What types of consultations have you responded to in the past? And from which department?

Now thinking about the last consultation you responded to…

What motivated you to send your response to the consultation?

Why did you decide to send it?

What did you hope to achieve?

Discuss AI —10 mins (20 mins)

Today we are going to talk about AI and its application within government departments, like the Department for Transport (DfT).

How much do you know about AI?

What did you know about it?

Where did you learn about AI?

I just wanted to share a definition of AI that we will use for the rest of the discussion today:

"The term AI 'is often used to describe when a machine or system performs tasks that would ordinarily require human (or other biological) brainpower to accomplish, such as making sense of spoken language, learning behaviours or solving problems. There are a wide range of such systems, but broadly speaking they consist of computers running algorithms, often drawing on data." (The Alan Turing Institute, 2023)

Now that we've discussed what AI can do in theory – I think it's time to see it in action. Let's take a look at Chat GPT!

[Interviewer to share screen and conduct demo on ChatGPT (PPT slides 19):

Interviewer to show the following example:

Write me a pop love song about pizza

Give me instruction about how to make my own rainbow]

What are your thoughts after seeing Chat GPT in action?

What do you think are the benefits of Chat GPT?

And what do you see as the drawbacks?

What role, if any, do you think AI can play in government departments (like the Department for Transport)? Please note the AI would not be Chat GPT but an even more well trained and safe application.

If yes: what role do you see it playing? What are the boundaries that should be in place, if any?

If no, why not?

Introduction to Use Case 1: Consultations — 10 mins (30 mins)

I'd now like to talk about the current process for analysing consultation responses within the Department for Transport:

Interviewer to read out the following information and share screen:

For context: The DFT runs an average of 25 consultations per annum, with the number of responses per consultation varying considerably depending on the topic. For example, these the responses for recent consultations

New runway capacity at airports in the South of England (72,239 responses)

Improving consumer experience at electric vehicle charge points (2,072 responses)

A review of the Highway Code (3210 responses)

Draft regulations for the space industry (51 responses)

Government guidelines say consultations should be responded to within 12 weeks from when the response period is closed. Also, consultations also include both open-ended and close-ended questions which affect the amount of time it takes to both analyse them and generate a response.

I'd now like to discuss the current process for responding to these consultation responses:

Interviewer to share screen (PPT slides 32 & 33) and explain process below:

Analysing consultation responses:
The current process

Phase 1: Directing the analysis

- Consultation is closed after 4-12 weeks.

- Analysis is then directed either to the relevant policy team or to an outside agency.

Phase 2: Performing analysis

- Analysis differs by question type:

        - Multiple choice responses: Team runs a series of graphs or charts by a) proportion of respondents who select each option and b) sub-interest groups.

        - "Free text' responses: The team will read all the responses and code them according to a set of themes.

- Patterns and relationships are then identified

Phase 3: Publishing results

- Findings are then presented and interpreted.

Guidelines

- Results from a consultation should be published within 12 weeks from the time the response period closed.

Now I'd like to discuss the ways in which AI could re-shape this process:

Interviewer to explain process below:

Use case 1: Analysing consultation responses

What will AI do differently?

Phase 1: Directing the analysis

- AI will direct the responses to the relevant policy teams.

Phase 2: Performing analysis

- Initially the AI system will streamline human reading by:

        - Grouping similar responses together

        - Removing duplicates

        - Flagging novel information

- AI may be solely relied upon in future to process responses if it demonstrates it can do this as well as a human

Phase 3: Publishing results

- A human will still interpret and present the findings

Deep Dive: Use Case 1 — 20 mins (50 mins)

Given that I've now shared the details of this use case, I'd love to get your opinions on it. Particularly, given that you have been involved in responding to consultations in the past.

How do you feel about the idea of DfT using AI to analyse consultation responses?

Do you think there are any potential benefits of using AI to analyse consultation responses?

Who would this benefit (e.g. DfT, organisations like yours, members of the public)?

How important are these benefits?

Are there any potential benefits you find particularly exciting?

Do you think there are any potential drawbacks of using AI to analyse consultation responses?

Who are these drawback impacting (e.g. DfT, members of the public)?

How significant are these drawbacks?

Are there any potential risks that you find particularly alarming?

Now I'd like to share a list or benefits and drawback that we put together…

[Interviewer to share PPT slides 35 to 36 covering:

Benefits of using AI tech to respond to analyse consultation responses

Drawbacks of using AI tech to analyse consultation responses]

What are your thoughts on these benefits I've shared?

What are your thoughts on these drawbacks I've shared?

How comfortable would you feel about DfT using AI to analyse consultation responses?

What would make you feel more comfortable? Interviewer to probe on:

Scope e.g. should it only be used for certain types of consultation?

Oversight e.g. should responses be reviewed more thoroughly before being shared?

What, if anything, would you want to know to feel reassured about the use of AI to analyse consultation responses?

Moderator to probe mitigations: Extensive training of the AI to ensure accuracy and reduce bias

At which point, if any, should humans still be a part of the process?

How important, if at all, is this?

Is this important in both the short-term and long-term?

General Principles for applicaton — 10 mins (60 mins)

A key focus of our research is to use these interviews, to come up with some guiding principles for DfT. These principles are intended to provide advice to the DfT about how to manage this use case in the best interests of the public. For example, if a friend were opening a pizza restaurant and you are asked to give your suggestions to help them be as successful as possible. You might suggest they: "use the best quality ingredients, change the menu regularly to keep people interested, make sure the restaurant is accessible so everyone can enjoy it, don't put pineapples on the pizza!".

What should DfT prioritise when using AI to analyse consultation responses?

What should DfT avoid when using AI to analyse consultation responses?

What information is most important for DfT to share with the public when informing them about this use case?

If you could offer one piece of advice to DFT regarding moving forward with this use case, what would it be?

Thank you for your participation and sharing your views.

CLOSE.

Engaged citizens interview guide: correspondence

Objectives

The research should explore:

- The public's understanding of AI and ML, both generally and specifically in relation to the two use cases identified.

- principles that need to be in place to ensure that any public concerns about use of AI/ML are alleviated

- The best ways in which communicate to the public about AI/ML in relation to the two use cases

Introduction — 5 mins (5 mins)

My name is [XXX] and I'm a researcher from an independent research agency called Thinks Insight.

Explain terms of the session:

The research findings will be anonymised and you will not be personally identified in any of our reporting.

The only exception to this is if you say something that gives me reason to think you or someone else is at risk of harm. In the unlikely event that this happens, we may be legally obliged to pass this information on to the relevant authorities.

You can opt out of the research at any time before the end of this session. We won't then provide your input to the report.

We'll be talking for up to 60 minutes.

Obtain permission to audio/video record and recap how the recording will be used

Offer opportunity to ask questions about research process

Let's kick off with some introductions!

Can you tell me a bit about yourself?

What do you do for work?

Are you actively involved in any social groups, organisations etc.?

Reflecting on past experience — 5 mins (10 mins)

Now I'd like to hear a little about your experiences with regards to writing correspondence to any government or local government department during the last two (2) years? For example, you may have written a letter or emailed your local council or the Department for Transport.

What types of correspondence have you sent in the past two years? To whom?

Now thinking about the last piece of correspondence you sent to a central gov department:

What motivated you to send your piece of correspondence?

Why did you decide to send it?

What did you hope to achieve?

When did you receive a response to your correspondence?

Were you happy with the response time?

Was it sooner or later than you expected?

Were you satisfied with the quality of the written response you received?

Moderator to ensure focus is on the quality of response not the outcome of the issue e.g. losing an appeal on a parking ticket.

If yes, why?

If no, why not?

Did the response to your correspondence address your issue entirely or did you need to follow up with more correspondence?

Interviewer to probe on responses

Discuss AI — 10 mins (20 mins)

Today we are going to talk about AI and its application within government departments, like the Department for Transport (DfT).

How much do you know about AI?

What did you know about it?

Where did you learn about AI?

I just wanted to share a definition of AI that we will use for the rest of the discussion today:

"The term AI 'is often used to describe when a machine or system performs tasks that would ordinarily require human (or other biological) brainpower to accomplish, such as making sense of spoken language, learning behaviours or solving problems. There are a wide range of such systems, but broadly speaking they consist of computers running algorithms, often drawing on data." (The Alan Turing Institute, 2023)

Now that we've discussed what AI can do in theory – I think it's time to see it in action. Let's take a look at Chat GPT!

[Interviewer to share screen and conduct demo on ChatGPT (PPT slides 19):

Interviewer to show the following example:

Write me a pop love song about pizza

Give me instruction about how to make my own rainbow]

What are your thoughts after seeing Chat GPT in action?

What do you think are the benefits of Chat GPT?

And what do you see as the drawbacks?

What role, if any, do you think AI can play in government departments (like the Department for Transport)? Please note the AI would not be Chat GPT but an even more well trained and safe application.

If yes: what role do you see it playing? What are the boundaries that should be in place, if any?

If no, why not?

Introduction to Use Case 1: Correspondence — 10 mins (30 mins)

I'd now like to talk about the current process for responding to correspondence within the Department for Transport:

Interviewer to read out the following information and share screen:

For context: The DFT currently receives approximately 22,000 pieces of correspondence per annum. There are two (2) main types of correspondence:

Ministerial correspondence

Any correspondence that requires a response from a minister, including letters and emails from Members of Parliament (MPs), Members of the House of Lords (Peers), and Members of the Devolved Parliaments or Assemblies.

Public correspondence

Consisting of letters or emails from members of the public or organisations and is replied to by officials rather than ministers.

The Department for Transport also aims to respond to all correspondence within twenty (20) days of receipt.

I'd now like to discuss the current process for responding correspondence:

Interviewer to share screen (PPT slides 44 & 45) and explain process below:

Responding to correspondence:
The current process

Phase 1:Routing

- Correspondence is received

- Correspondence is forwarded to the right team within the department

- Correspondence is sent to most appropriate team member

Phase 2: Drafting the Reply

- Reply is drafted according to the guidelines

Guidelines

- The reply should be polite,

- Show emotional intelligence towards personal circumstances

- Be written in plain English

- Answer the question(s)

- Contain accurate factual or policy information.

Phase 3: Sending the Reply

- Draft is reviewed by an additional team member

- The reply is sent

We then again presented the adjusted process reflecting the incorporation of AI.

Phase 1:Routing

- The AI system selects the correct team to handle the response

Phase 2: Drafting the Reply

- Based on previous handling of correspondence, the AI system drafts a response following the standard guidelines

- The draft is reviewed and fact-checked by the selected team

Phase 3: Sending the Reply

- Reply is sent

Now I'd like to discuss the ways in which AI could re-shape this process:

Interviewer to explain process below:

Phase 1:Routing

- The AI system selects the correct team to handle the response

Phase 2: Drafting the Reply

- Based on previous handling of correspondence, the AI system drafts a response following the standard guidelines

- The draft is reviewed and fact-checked by the selected team

Phase 3: Sending the Reply

- Reply is sent

Deep Dive: Use Case 1 — 20 mins (50 mins)

Given that I've now shared the details of this use case, I'd love to get your opinions on it. Particularly, given that you have sent correspondence in the past.

How do you feel about the idea of DfT using AI to respond to correspondence?

Do you think there are any potential benefits of using AI to respond to correspondence?

Who would this benefit (e.g. DfT, organisations like yours, members of the public)?

How important are these benefits?

Are there any potential benefits you find particularly exciting?

Do you think there are any potential drawbacks of using AI to respond to correspondence?

Who are these drawback impacting (e.g. DfT, members of the public)?

How significant are these drawbacks?

Are there any potential risks that you find particularly alarming?

Now I'd like to share a list or benefits and drawback that we put together…

[Interviewer to share PPT slides 47 to 48 covering:

Benefits of using AI tech to respond to letters and other correspondence

Drawbacks of using AI technology to respond to letters and other correspondence]

What are your thoughts on these benefits I've shared?

What are your thoughts on these drawbacks I've shared?

How comfortable would you feel about DfT using AI to respond to correspondence?

What would make you feel more comfortable? Interviewer to probe on:

Scope e.g. should it only be used for certain types of correspondence?

Oversight e.g. should responses be reviewed more thoroughly before being shared?

Mitigations: Extensive training of the AI to ensure accuracy and reduce bias; A human checking drafts before sending

At which point, if any, should humans still be a part of the process?

How important, if at all, is this?

Is this important in both the short-term and long-term?

Imagine you received a letter from DfT and it had been written with the help of AI. What, if anything, would you want to know to feel reassured about the correspondence?

Do you think it's important to let the public know that correspondence has been drafted by AI? What sort of information would you want to be provided with to inform you that AI had been used.

Moderator probe if participants on any reassurances they would need to see / hear.

How, if at all, do you think that messages written in this way should be labelled?

How would you feel if an email you received had one of the following messages on it? Moderator to share print-out and read out loud:

To improve efficiency, this response was drafted with assistance from AI. It has been fully checked by a human

Developed using AI and reviewed by humans

Crafted using AI technology

Which message would:

Be the most accurate way of telling you how the message had been created?

Would make you feel most reassured about the message?

What information is most important for DfT to share with the public when informing them about this use case?

General Principles for applicaton — 10 mins (60 mins)

A key focus of our research is to use these interviews, to come up with some guiding principles for DfT. These principles are intended to provide advice to the DfT about how to manage AI when handling correspondence in the best interests of the public. For example, if a friend were opening a pizza restaurant and you are asked to give your suggestions to help them be as successful as possible. You might suggest they: "use the best quality ingredients, change the menu regularly to keep people interested, make sure the restaurant is accessible so everyone can enjoy it, don't put pineapples on the pizza!".

What should DfT prioritise when using AI to respond to correspondence?

What should DfT avoid when using AI to respond to correspondence?

If you could offer one piece of advice to DFT regarding moving forward with this use case, what would it be?

Thank you for your participation and sharing your views.

CLOSE.