

Chairman Peters Opening Statement As Prepared for Delivery
Full Committee Hearing: AI and Service Delivery
January 10, 2024

We all interact with the government throughout our lives. Whether it's applying for a small business loan, receiving financial aid to pursue an education, accessing essential health care, or applying for Social Security, our citizens turn to the government for all kinds of critical services.

As elected officials, we must ensure that agencies provide those services as effectively possible. AI can help us succeed in that work. This technology has the potential to make government services more efficient, effective, and accessible for all Americans. For instance, AI can easily translate crucial documents into multiple languages. It can operate 24/7 chatbots that provide our citizens with interactive assistance. It can allow employees to tackle more requests, in less time, with greater accuracy. AI can make complex processes easier to navigate.

The government's use of AI to deliver services is not new. Three decades ago, the U.S. Postal Service used it to create a faster mail delivery process. Today, in my home state of Michigan, AI tools are providing translation services for citizens applying for permits and licenses. This technology is already making a difference in the lives of countless American citizens.

But this is a watershed moment for AI. These technologies grow more advanced nearly every day, reaching more and more aspects of American life. That's why, in just the last year, I've convened five hearings on artificial intelligence – and passed legislation out of this committee to address the challenges and opportunities posed by AI.

This builds on my previous legislation to provide educational opportunities on AI, establish adequate training resources, and provide agencies with guidance on how to implement AI tools most effectively.

This Congress, our committee has passed my bipartisan *Improving Government Services Act* to encourage federal agencies to adopt proven customer service tools to help ensure Americans get the assistance they need. This bill builds upon the hearing we convened last Congress to explore ways agencies can build trust by improving customer experience.

This is a key moment to understand the capabilities of AI – and how it can benefit both government employees and the citizens they serve, and under what circumstances.

This hearing will help us do just that. We will examine the ways that AI can help deliver critical services and improve the public's experience in receiving them. We will outline the guardrails that this technology requires: the training resources, privacy standards, and performance metrics we need to properly implement AI tools. And our expert panel of witnesses will help us understand how this can happen at all levels of government.

We have a responsibility to do everything we can to ensure government provides the most effective and efficient government services. Succeeding in that work will help our constituents – it will improve trust in government and strengthen our democratic institutions.

This hearing is an opportunity to examine how artificial intelligence can help us achieve that mission.