SOUTH JERSEY TRANSPORTATION AUTHORITY
Policies and Procedures

108 - Policy on Artificial Intelligence Acceptable Use
Effective February 10, 2026

I.   Definitions

A.   <u>Artificial Intelligence ("AI"):</u> a broad term that refers to a computer or software application that mimics human intelligence. AI can perform tasks, appear to reason, and logically deduce or solve certain problems. These tasks include, but are not limited to learning, inferring, and decision making.

B.   <u>Large Language Model(s) ("LLM"):</u> software or applications created with AI that are trained using massive datasets. LLM's digitally learn and understand natural languages. LLM's also give the appearance of understanding language-based instructions, enabling tasks such as answering questions, summarizing, translating, and creating content.

C.   <u>Generative AI:</u> refers to a type of artificial intelligence that can create new content, including, but not limited to, text, images, videos, and music using AI models.

D.   <u>AI Agent(s):</u> autonomous, independent units of software that interact and work together to achieve common objectives. AI agents are able to complete certain tasks without explicit instructions and can work towards objectives with minimal human involvement.

E.   <u>AI Tool(s):</u> refers to software applications that utilize AI algorithms to perform tasks, analyze data, and make decisions. These tools encompass a range of functionalities, including, but not limited to, automating processes and providing insights. The tools often leverage machine learning, natural language processing, and computer vision natural language processing.

F.   <u>Authorized User:</u> refers to an Authority employee, contractor, consultant, supplemental staff, or third party who is granted permission to use the Authority's network and computing infrastructure. Authorized users are bound by the Policy on Electronic Communications and the Policy on Sensitive Information.

II. Scope

A.   AI learns and accomplishes the objectives of its users by ingesting information. If confidential or proprietary information is submitted to

an LLM, AI tool, or other application, that information remains retrievable by other users indefinitely.

B. The scope of this policy includes all information and data owned by the South Jersey Transportation Authority, whether stored on Authority owned computers and devices or otherwise.

C. The scope of this policy further includes all Sensitive Information as defined in the SJTA's Policy 106 - Policy on Sensitive Information, that was or is created, stored, or otherwise retained by the SJTA.

III. Acceptable and Prohibited Use

A. Sensitive information is prohibited from being uploaded or input into AI. Refer to the Policy on Sensitive Information for definitions and examples of information that can cause SJTA harm and adversely affect its patrons and staff.

B. AI, and its associated software, is a tool and, if used, must be part of a strategic and multi-pronged approach to drafting documents and creating content. AI cannot be the sole solution used to create deliverables and final drafts. If used, it must be one of several tools for content creation.

C. Using AI to engage in illegal activities in violation of state, local, or federal laws is prohibited.

D. Using AI to engage in activities that violate Authority policies is prohibited.

E. Using AI to impersonate another individual or entity, creating false identities, or misrepresenting the source or nature of any communication, content, or image is prohibited.

F. Using AI Tools to access, use, copy, create, distribute, or promote any content that infringes upon the intellectual property rights of the Authority or other entities, including copyright, trademark, and/or patent violations is prohibited.

G. Interfering with the functionality, security, or performance of any LLM and AI tool, either through the introduction of malware, exploitation of vulnerabilities, excessive or abusive use, or by any other means is prohibited.

H. Using AI to bypass, disrupt, or degrade the security of any system, as well as obtaining unauthorized access, is prohibited.

I. Employees, contractors, consultants, and staff are prohibited from using Authority licensed LLM's or AI tools for personal use.

J. Introducing biased or discriminatory behavior into AI tools utilized by the Authority through intentionally false input is prohibited.

K. Authorized Users may not use AI tools in any manner which are harassing, discriminatory, obscene, libelous, or threatening, or otherwise against Authority policies and procedures.

L. When using an LLM or another AI tool, the output may not be accurate. AI can hallucinate when inaccurate or incomplete information has been used in training. Users of AI are accountable for the information generated and may face consequences when presenting inaccurate information.

M. Any suspected data breach, "jailbreak" of an LLM or AI tool, discovery of bias, or other security-related incident must be reported immediately to the IT Department.

N. Prompt injection or manipulating the input to an LLM or AI tool in an effort to bypass its security is prohibited.

O. The Authority's policies must be adhered to when using AI. It is prohibited to use AI to generate malicious and fraudulent content, including impersonation, phishing or other social engineering techniques. This includes using code, symbols, or foreign languages to obfuscate input and bypass guardrails.

P. AI cannot and must not be used to evaluate employees, profile individuals, automate decision making, or be the sole means of assessment in decision making processes.

Q. Do not use AI to transcribe or summarize meetings where confidentiality and sensitive information is discussed. This includes information that has not been made public and disclosed to the Authority. When AI transcription or summary tools are used, the meeting organizer must ensure that meeting participants are aware.