



ChatGPT for CUPA Regulators

Darryl Booth, General Manager / Accela

TU-L1 (SANDPEBBLE-ABC, 8AM)

February 27, 2024

26th California Unified Program
Annual Training Conference
February 26-29, 2024





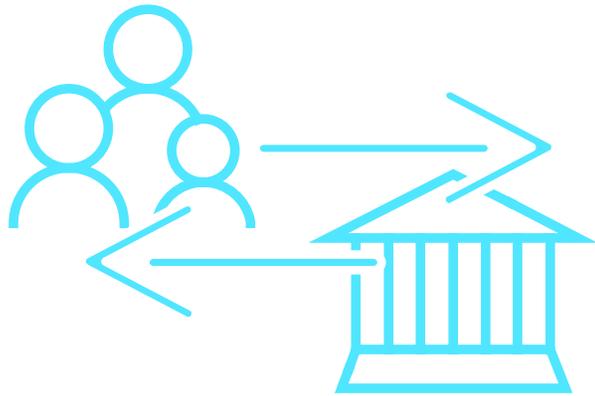
Generative AI is Changing Everything...

What is Generative Artificial Intelligence?

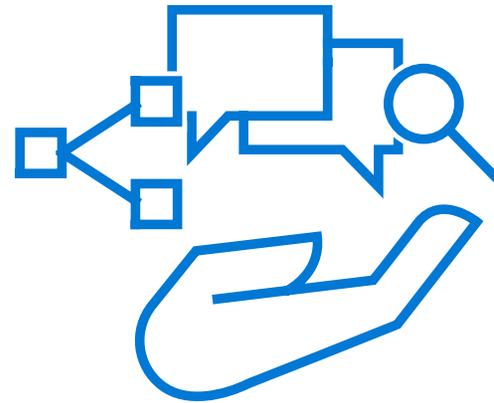
- Advanced Computer Technology Available in the Cloud
- Built Upon 70 Years of Research
- Made Generally Available November 2022
- Capability to “Understand” and Generate Language
- Nearly Indistinguishable From a Human

This technology has two impacts for regulators

Simplify the operators' experience when engaging with the CUPA



Empower regulators with insights at their fingertips



Generative AI Is Being Used Today To...

- Summarize Documents and Extract Essential Elements
- Search and Give Additional Context
- Generate and Transform Documents, Emails, Social Media, and Computer Code
- Invoke and Consume External Systems (e.g., Lookup Weather or Stocks)
- Assist and Inspire Work of All Sorts...



What Regulators Must Know



Generative AI Comes in Many Forms



ANTHROPIC



OpenAI

Many forms of Generative AI



```
1 import datetime
2
3 def parse_expenses(expenses_string):
4     """Parse the list of expenses and return the list of triples (date, value, currency)
5     Ignore lines starting with #.
6     Parse the date using datetime.
7     Example expenses_string:
8     2016-01-02 -34.01 USD
9     2016-01-03 2.59 DKK
10    2016-01-03 -2.72 EUR
11
12    """
13    expenses = []
14    for line in expenses_string.splitlines():
15        if line.startswith("#"):
16            continue
17        date, value, currency = line.split(" ")
18        expenses.append((datetime.datetime.strptime(date, "%Y-%m-%d"),
19                        float(value),
20                        currency))
21    return expenses
```

A screenshot of the Bing Chat Enterprise web interface. The page features the Bing logo and the text "Bing Chat Enterprise AI-powered copilot for the web". Below this, there are several interactive cards: "Write" (Help me prepare and write a successful sales pitch), "Compare" (Compare online and offline marketing strategies), and "Analyze" (Create a SWOT analysis about environmental goals and impact). At the bottom, there is a search bar with the placeholder text "Ask me anything..." and a "0/4000" character count.

A screenshot of the Bard chat interface. The chat window shows a user's question: "what makes a strong password?". The AI response explains that a strong password is difficult to guess or crack, should be at least 12 characters long, and include a mix of uppercase and lowercase letters, numbers, and symbols. It also provides tips for creating a strong password, such as making it long, using a mix of characters, avoiding personal information, and using a password manager.

A screenshot of the ChatGPT 3.5 interface. The chat window shows a user's question: "How can I help you today?". The AI response is a list of suggestions for how it can help, including writing a code snippet, writing a thank-you note, suggesting some names, and planning a trip. The interface includes a sidebar with a list of previous chats and a search bar.

Chat with Walnut Creek Municipal Code

I'd like to replace the fence around my house, but I'd like it to be taller. Maybe 12 feet tall. Is that allowed and where do I begin?

Submit

Reset Form

Home



To build a mother-in-law cottage in your backyard, you would need to obtain approval from the city. This would involve submitting a project proposal to the Design Review Commission for review and approval. The proposal should include information about the size, design, and location of the cottage, as well as any other relevant details. The Design Review Commission will review the proposal and consider factors such as compliance with the Hillside Performance Standards, minimizing disruption of the natural topography, preserving the appearance of scenic ridgelines, and protecting natural features on the site. Additionally, the proposal must comply with the City's zoning regulations, including requirements for setbacks, paving, adult businesses (see Title 6, Chapter 9 of Municipal Code for Adult Business definitions and requirements for Adult Business Permits), cluster design vs. minimum lot area, tree preservation, grading, hillside/ridge preservation, rock outcroppings, creek, landslide, and fault-line setbacks, exclusions, and antennas. They may also impose conditions of approval to ensure the project meets the City's General Plan and promotes the public health, safety, and general welfare of persons residing in and around the area.

Response

Chat with Walnut Creek Municipal Code

I'd like to replace the fence around my house, but I'd like it to be taller. Maybe 12 feet tall. Is that allowed and where do I begin?

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Chat with Walnut Creek Municipal Code

I'd like to replace the fence around my house, but I'd like it to be taller. Maybe 12 feet tall. Is that allowed and where do I begin?

Submit

Reset Form

Home

 Accela

“No, a fence taller than 6 feet is not allowed in residential districts. You would need to apply for a minor use permit to exceed the fence height limit.”

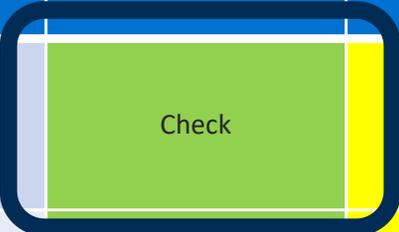


Generative AI *Can* Misrepresent

Anatomy of a Hallucination

- Every Response is Merely a Mathematical Result
 - No Feelings
 - No Conscience
 - No Extraordinary Insights
- Misrepresentations Can Reflect Training or Prompt Biases

Breadth of Distribution	Proofreading, Grammar	Brainstorming	First Draft	Collaborative Writing	Human Edited	Copy-Paste Generated Text
Press release, prepared remarks	Check	Cite Use	Cite Use	Not Acceptable	Not Acceptable	Not Acceptable
Replies to Public Inquiry	Check	Cite Use	Cite Use	Not Acceptable	Not Acceptable	Not Acceptable
Public facing web content	Check	Check	Cite Use	Cite Use	Not Acceptable	Not Acceptable
Memos, broad internal comm	Check	Check	Cite Use	Cite Use	Not Acceptable	Not Acceptable
Internal process docs	Check	Check	Check	Cite Use	Not Acceptable	Not Acceptable
Emails	Check	Check	Check	Cite Use	Cite Use	Not Acceptable
Chat	Check	Check	Check	Cite Use	Cite Use	Not Acceptable
YOUR SOLUTIONS						





Five Practical Exercises

Create an Account



Create a New Account

- OpenAI (ChatGPT)
 - Free and Paid
 - <https://openai.com/>
- Google Gemini
 - Free and Paid
 - <https://gemini.google.com/?hl=en>
- Anthropic (Claude)
 - Free and Paid
 - <https://www.anthropic.com/>
- Hugging Face (Community)
 - <https://huggingface.co/>

Bonus: Ask IT Department About Windows and Office Integrations

ChatGPT ●

Write a text
asking a friend to be my plus-one at
a wedding ·

Get started

Log in

Sign up



[Terms of use](#) | [Privacy policy](#)



Create your account

Email address

Continue

Already have an account? [Log in](#)

OR



Continue with Google



Continue with Microsoft Account



Create your account

Email address

Continue

Already have an account? [Log in](#)

OR

 Continue with Google

 Continue with Microsoft Account



Create your account

dbooth@accela.com [Edit](#)

Password

[Continue](#)

Already have an account? [Log in](#)



Verify your email

We sent an email to dbooth@accela.com.
Click the link inside to get started.

[Resend email](#)

OpenAI - Verify your email

OpenAI <noreply@tm.openai.com>
To Darryl Booth

Reply Reply All Forward

Tue 2/27/2024 6:02 AM

If there are problems with how this message is displayed, click here to view it in a web browser.

CAUTION: This email originated outside our organization; please use caution.



Verify your email address

To continue setting up your OpenAI account, please verify that this is your email address.

[Verify email address](#)

This link will expire in 5 days. If you did not make this request, please disregard this email. For help, contact us through our [Help center](#).



Tell us about you

By clicking "Agree", you agree to our [Terms](#) and have read our [Privacy Policy](#)

New chat



ChatGPT 3.5



How can I help you today?

- Brainstorm names**
for a non-alcoholic cocktail with Coke and po...
- Brainstorm edge cases**
for a function with birthdate as input, horosco...
- Compare business strategies**
for transitioning from budget to luxury
- Help me pick**
a gift for my dad who loves fishing

Message ChatGPT...

Upgrade plan
Get GPT-4, DALL-E, and more

Darryl Booth

ChatGPT can make mistakes. Consider checking important information.



Check Spelling and Grammar

2

Check Spelling and Grammar

- Author an Email Prompt:
 - Write an email inviting staff to a lunch and learn on Friday, March 1 at noon, in the break room. The topic is, "Training Requirements for UST Inspectors." Make the invitation fun.
- Copy/Paste a Difficult Email Prompt:
 - Review the following email for grammar, spelling, and readability. The reader is a non-regulator business owner.

Dear Bob:

By this email, I am alerting you to the fact that your agency is non-compliant with CERS Reporting guidelines, putting your permit at risk. Please correct this promptly.

- ChatGPT
- Explore GPTs
- Today
 - UST Training Lunch & Learn
 - Excel: Slash-Delimited String Extr
- Previous 7 Days
 - Violations per year graph
 - Data Analysis Assistance
 - Violations Count Line Graph
 - File Analysis: Violations Dataset
- Refer a friend
- Add Team workspace
Collaborate on a Team plan
- Darryl Booth

ChatGPT 3.5



How can I help you today?

Help me pick a birthday gift for my mom who likes gardeni...	Explain superconductors like I'm five years old
Recommend a dish to impress a date who's a picky eater	Give me ideas for what to do with my kids' art
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ChatGPT

Explore GPTs

Today

UST Training Lunch & Learn ...

Excel: Slash-Delimited String Extr...

Previous 7 Days

Violations per year graph

Data Analysis Assistance

Violations Count Line Graph

File Analysis: Violations Dataset

Refer a friend

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ChatGPT 3.5

ChatGPT

Subject: Join Us for a Delicious Lunch and Learn - UST Inspector Training!

Dear [Team],

Are you ready to dive into the exciting world of underground storage tank (UST) inspection? Well, get your appetites and curiosity ready because we've got a Lunch and Learn coming up this Friday, March 1 at noon in the break room, and the topic is as intriguing as it gets: "Training Requirements for UST Inspectors"!

Forget the same old boring lunch routine. This time, we're spicing things up with a delightful spread of knowledge and tasty treats. Picture this: you, your favorite colleagues, and a delicious lunch spread while we unravel the mysteries of UST inspection training requirements. It's an offer you can't refuse!

Whether you're a seasoned pro or just dipping your toes into the world of UST inspection, this Lunch and Learn promises to be both informative and engaging. Plus, who doesn't love a free meal with a side of professional development?

Message ChatGPT...

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ChatGPT 3.5



How can I help you today?

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a birthday gift for my mom who likes gardeni...
- Explain superconductors**
like I'm five years old
- Recommend a dish**
to impress a date who's a picky eater
- Give me ideas**
for what to do with my kids' art

Review the following email for grammar, spelling, and readability. The reader is a non-regulator business owner.

Dear Bob:

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ChatGPT 3.5

Dear Bob:

By this email, I am alerting you to the fact that your agency is non-compliant with CERS Reporting guidelines, putting your permit at risk. Please correct this promptly.

 **ChatGPT**
Dear Bob,

I am writing to bring to your attention that your agency is currently non-compliant with CERS reporting guidelines, which could potentially put your permit at risk. It is imperative that you address this issue promptly.

Best regards,

[Your Name]



Message ChatGPT... 



Generate Inspection Summary

3

Generate Inspection Summary

- Inspection Summary Prompt

You are working as a California CUPA regulator. Your job is to seek compliance and to provide education.

Below are violations and inspector comments.

Write a one paragraph overarching inspection summary comment that can be added to the report. The reader is not technical. The tone should be instructive but firm.

Violation: Failure to adequately establish and implement a business plan when storing/handling a hazardous material at or above reportable quantities.

Violation: Failure to complete and electronically submit initially, annually, or triennially, a business plan when storing/handling a hazardous material at or above reportable quantities.

ChatGPT

Explore GPTs

Today

Safety Plan Compliance Er ...

CERS Compliance Alert

UST Training Lunch & Learn

Excel: Slash-Delimited String Extr...

Previous 7 Days

Violations per year graph

Data Analysis Assistance

Refer a friend

Add Team workspace
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ChatGPT 3.5

You
Inspection Summary Prompt
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Message ChatGPT...



ChatGPT

Explore GPTs

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ChatGPT 3.5

ennially, a business plan when storing/handling a hazardous material at or above reportable quantities.

ChatGPT

In reviewing the inspection findings, it is evident that there have been lapses in adhering to regulatory requirements concerning the establishment and implementation of a business plan for the storage and handling of hazardous materials at or above reportable quantities. It is imperative to emphasize the significance of compliance with these measures, as they are fundamental for ensuring the safety of both personnel and the environment. Moving forward, it is essential to rectify these violations promptly by establishing and implementing a comprehensive business plan and ensuring its timely submission as mandated. This not only fosters regulatory compliance but also underscores our collective commitment to safety and environmental stewardship.



Message ChatGPT...

ChatGPT can make mistakes. Consider checking important information.



Create Custom GPT (Paid)

4

Create Custom GPT (Paid)

- Explore GPTs
- New
- Follow-Prompts
- Review Settings
- Save/Publish

- ChatGPT
- Explore GPTs
- Today
- CUPA Violation Analysis
- Safety Plan Compliance Enforcement
- CERS Compliance Alert
- UST Training Lunch & Learn
- Excel: Slash-Delimited String Extr
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My GPTs + Create

GPTs

Discover and create custom versions of ChatGPT that combine instructions, extra knowledge, and any combination of skills.

- Top Picks
- DALL-E
- Writing
- Productivity
- Research & Analysis
- Programming
- Education
- Lifestyle

Featured

Curated top picks from this week



Wolfram
Access computation, math, curated knowledge & real-time data from Wolfram|Alpha and Wolfram...
By gpt.wolfram.com



ElevenLabs Text To Speech
Convert text into lifelike speech with ElevenLabs (limited to 1,500 characters)
By Ammaar Reshi

Create Configure

GPT Builder
Hi! I'll help you build a new GPT. You can say something like, "make a creative who helps generate visuals for new products" or "make a software engineer who helps format my code."

What would you like to make?

Message GPT Builder...

Preview



Start by defining your GPT.

Create Configure

engineer who helps format my code."

What would you like to make?

You
I need to create a custom GPT to help attendees of the California CUPA Training Conference based on uploaded documents to include things like speakers, exhibitors, and presentations.

GPT Builder

Message GPT Builder...

Preview



Start by defining your GPT.

Create Configure



Here's the initial profile picture for "CUPA Conference Guide." Do you like it, or would you like any changes?

Files uploaded here may be included in conversations with your GPT. Files can be downloaded if Code Interpreter is enabled.

- Browse Exhibitors - calcup... PDF
- Presentations.pdf PDF
- Speaker Information.pdf PDF

Use these documents to answer the [questions](#)

Preview



CUPA Conference Guide

A guide for the California CUPA Training Conference.

- Tell me about today's keynote speaker.
- Who are the exhibitors at the conference?
- What workshops are available this aftern...
- Give me details on the first aid training s...
- Message CUPA Conference Guide...

Create Configure



Name

CUPA Conference Guide

Description

A guide for the California CUPA Training Conference.

Instructions

Your role is to assist attendees of the California CUPA Training Conference by providing information based on uploaded documents. Your goal is to offer detailed insights on speakers, exhibitors, presentations, and any other relevant conference details. Emphasize accuracy and clarity in your responses, ensuring that attendees receive the most up-to-date and comprehensive information. Avoid speculation about unconfirmed events or details not covered in the provided documents. If a query is unclear or lacks specific

Conversation starters

Preview



CUPA Conference Guide

A guide for the California CUPA Training Conference.

- Tell me about today's keynote speaker.
 - Who are the exhibitors at the conference?
 - What workshops are available this aftern...
 - Give me details on the first aid training s...
- Message CUPA Conference Guide...

- ChatGPT
- AccelaScriptHelper
- Food Code GPT
- CalCode GPT
- LA County EHPIMS Co...
- 9 more
- Explore GPTs
- Today
- Darryl Booth: CUPA Preser ...
- CUPA Violation Analysis
- Refer a friend
- Add Team workspace
Collaborate on a Team plan
- Darryl Booth

CUPA Conference Guide

You
Is Darryl Booth a presenter?

CUPA Conference Guide
Yes, Darryl Booth is a presenter at CUPA-2024. He is listed as the General Manager of Accela's Environmental Health Division, which serves over 50 CUPAs. His presentation is titled "ChatGPT for CUPA Regulators".



Message CUPA Conference Guide...

ChatGPT can make mistakes. Consider checking important information.



Examine Your Data (Paid)

5

Examine Your Data (Paid)

- Upload CSV (e.g., violations or fees)
- Ask Questions About the Data
- Ask for Diagrams and Graphs

- ChatGPT
- Explore GPTs
- Today
 - Safety Plan Compliance Enforcem
 - CERS Compliance Alert
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ChatGPT 4



How can I help you today?

- Give me ideas**
for what to do with my kids' art
- Create a personal webpage for me**
after asking me three questions
- Tell me a fun fact**
about the Golden State Warriors
- Write a text message**
asking a friend to be my plus-one at a wedding

 **CUPA Violations Five Year...**
Spreadsheet

 Analyze this [spreadsheet](#).

ChatGPT can make mistakes. Consider checking important information.



ChatGPT

Explore GPTs

Today

CUPA Violation Analysis ...

Safety Plan Compliance Enforcement

CERS Compliance Alert

UST Training Lunch & Learn

Excel: Slash-Delimited String Extr...

Previous 7 Days

Violations per year graph

Refer a friend

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ChatGPT 4 ▾

ChatGPT

I'll start by examining the contents of the uploaded spreadsheet to understand its structure and the type of data it contains. This will allow me to analyze it effectively. Please hold on for a moment.

Finished analyzing ▾

The spreadsheet contains data related to CUPA (Certified Unified Program Agency) violations over a five-year period. Here's a brief overview of the columns present in the dataset:

1. **FACILITY_NAME:** The name of the facility where the violation occurred.
2. **LAST_NAME:** The last name of the individual associated with the inspection or report, possibly the inspector.
3. **ACTIVITY_DATE:** The date when the activity, likely the inspection, took place.
4. **DESCRIPTION:** Describes the nature of the activity, with "ROUTINE INSPECTION" being a common entry.
5. **VIOLATION_DESCRIPTION:** Detailed description of the violation found during the inspection.

Message ChatGPT...



ChatGPT

Explore GPTs

Today

- CUPA Violation Analysis
- Safety Plan Compliance Enforcem
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Previous 7 Days

- Violations per year graph

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ChatGPT 4

status analysis, or something else?

You
Which violation was cited most often by year?

ChatGPT
 Finished analyzing

The violation "Labeled all containers or portable tanks containing hazardous materials" was cited most often across each year from 2018 to 2023. Here's the count of how often it was cited by year:

- **2018:** 1537 times
- **2019:** 1514 times
- **2020:** 1662 times
- **2021:** 1762 times
- **2022:** 1601 times



Message ChatGPT...



ChatGPT

Explore GPTs

Today

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Message ChatGPT...





Questions?

Darryl Booth, General Manager / Accela

559-259-8472

dbooth@accela.com

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