



GOVERNOR JOSH SHAPIRO

FOR IMMEDIATE RELEASE

Friday, March 21, 2025

Media Contact:

Governor's Press Office, ra-gvgovpress@pa.gov

Shapiro Administration Leads the Way in Responsible, Ethical Use of AI; First-Ever Generative AI Pilot for State Workers Leads to Significant Time Savings and Increased Productivity

The Shapiro Administration is committed to evaluating the safe, ethical, and effective use of generative artificial intelligence (AI) in the workplace and ensuring Commonwealth employees have access to the best, most effective tools to help them serve — and solve problems for — the people of Pennsylvania.

The findings revealed that employees had a highly positive experience, reporting an average time savings of 95 minutes per day while using ChatGPT for writing, research, summarization, and IT support – giving state employees the ability to get more done and serve more residents during their weeks.

Following the pilot, the Office of Administration is working to acquire a vetted suite of generative AI tools as part of a broader strategy to enable Commonwealth agencies improve efficiency and deliver government services more effectively.

The Governor also signed a letter making clear the Commonwealth will actively engage its employees in the future development of this technology – building on the Governor’s view that generative AI is a job enhancer, not a job replacer.



Pittsburgh, PA – Today, **Governor Josh Shapiro** joined leaders from **OpenAI**, **Carnegie Mellon University**, and Pennsylvania’s labor community to unveil the results of the Commonwealth’s first-in-the-nation Generative AI Pilot Program. The findings revealed that **employees had a highly positive experience**, reporting an **average time savings of 95 minutes per day** while using ChatGPT for writing, research, summarization, and IT support.

The pilot underscored the importance of human oversight, demonstrated AI’s potential to streamline government operations, and showed that Commonwealth employees across various roles, ages, and demographics benefited from the tool. Employees across multiple roles — including human resources, information technology, policy, and program management — benefited from the tool, helping them work more efficiently and focus on more complex, high-value tasks.

Launched as part of the **Shapiro Administration's** commitment to responsibly integrating artificial intelligence into government operations, the pilot program provided state employees with access to ChatGPT Enterprise to enhance efficiency, streamline workflows, and improve the delivery of services for Pennsylvanians.

"Pennsylvania is leading the way in responsibly integrating AI into government by giving Commonwealth employees access to tools that enhance efficiency while ensuring people remain at the center of decision-making," said **Governor Shapiro**. "This pilot program showed that when used thoughtfully, generative AI can help employees save time, streamline processes, and improve services for Pennsylvanians. But let me be clear — AI will never replace our workers. Instead, we're equipping them with the best tools to do what they do best: get stuff done for Pennsylvanians."

A First-in-the-Nation AI Pilot Program

Governor Shapiro [signed Executive Order 2023-19](#) in September 2023, establishing Pennsylvania as a leader in responsible AI adoption. The order set clear principles for generative AI use in government — prioritizing accuracy, transparency, security, fairness, and employee empowerment — and created the Generative AI Governing Board to oversee AI policy and implementation in the Commonwealth.

In January 2024, Pennsylvania [launched](#) its **first-in-the-nation pilot program** in partnership with **OpenAI** to explore how generative AI could enhance productivity across state government. The **Office of Administration (OA)** collaborated with leading generative AI experts and researchers from the **Carnegie Mellon University Block Center for Technology and Society** throughout the pilot.

Over the course of a year, **175 employees from 14 agencies** used **ChatGPT Enterprise** to test AI's impact. Nearly half of the participants, 48 percent, had never used ChatGPT before, yet over 85 percent reported a "somewhat positive" or "very positive" experience — demonstrating strong employee buy-in and the tool's accessibility across different roles.

The results of the pilot, collected through biweekly feedback sessions, user interviews, and live demonstrations, showed significant benefits:

- **Time Savings:** Employees reported saving an average of **95 minutes per day** on administrative tasks, such as drafting emails, summarizing lengthy documents, and navigating complex bureaucratic processes.
- **Enhanced Efficiency:** AI-assisted work helped employees improve hiring timelines, streamline procurement, more quickly analyze contracts, and research new policies faster.
- **Human Oversight Remains Essential:** Employees emphasized that AI augments human expertise rather than replacing it, reinforcing the importance of human review and judgment.

- **Training and Adoption:** Early challenges — including a learning curve and workflow adjustments — highlighted the need for robust training to help employees successfully integrate generative AI tools into their daily work. While targeted training and implementation strategies helped address some barriers, ongoing support and adaptation remain essential for maximizing AI's effectiveness in government operations.

"This first-in-the-nation pilot was led by Governor Josh Shapiro, powered by talented Pennsylvanians and shaped by some of the world's finest scientists and engineers here at Carnegie Mellon University and OpenAI," said **Carnegie Mellon University President Farnam Jahanian**. "It is a remarkable collaboration and one that underscores the immense capacity and inevitable necessity of AI in helping governments operate more efficiently, effectively and responsively."

Labor, Industry, and Elected Leaders Applaud Thoughtful AI Integration

The **Shapiro Administration** has prioritized employee engagement in AI implementation, ensuring Commonwealth employees play a key role in shaping the state's approach. In a [letter](#), **Governor Shapiro** reaffirmed eight core principles by which Commonwealth employees can responsibly implement generative AI tools. This includes the establishment of the **Generative AI Labor and Management Collaboration Group**, which will continue evaluating AI use cases while keeping employee perspectives central to decision-making, reflecting the Administration's enduring commitment to transparency and collaboration.

"We appreciate Governor Shapiro's leadership in ensuring workers have a voice when it comes to innovation and new technology, and his efforts in ensuring workers have the tools to succeed at work. Generative AI is exactly that – a tool. It's important that AI is used ethically, with a human hand at the wheel to ensure those risks are mitigated," said **Steve Catanese, President of SEIU Local 668**. "Alongside the principles announced today, the Governor is entering into an agreement that will provide forward-thinking protections for both public employees and citizens of Pennsylvania. No matter how sophisticated technology becomes, the public will still be able to connect with skilled, trained Pennsylvania employees to guide them through times of need."

The **Shapiro Administration** remains committed to the safe, ethical, and effective use of generative AI in the workplace, providing employees with tools that enhance efficiency while maintaining human oversight. Findings from the pilot program reinforced that while AI can improve workflows, it is not the right tool for every task and **works best as a supportive tool rather than a replacement for employee expertise**.

To build on this approach, the **Generative AI Labor and Management Collaboration Group** will continue assessing AI applications with direct input from employees and labor representatives, ensuring their voices shape how AI is integrated into government operations. As the Commonwealth explores new AI uses, the focus will remain on empowering employees, upholding ethical standards, and recognizing that Pennsylvania's workforce is its greatest asset.

"In Pennsylvania, we are not just focused on what AI can offer but on understanding when and where it is the most effective tool to address the challenges we already face. For many pilot participants, ChatGPT provided the extra support they needed — helping an IT project manager streamline software upgrades, a policy analyst condenses

hundreds of pages into clear summaries, a developer debug code efficiently, and a project manager improve stakeholder communications. Even a once-skeptical HR professional now relies on it daily,” said **Harrison MacRae, Director of Emerging Technologies at OA**. “These tools have empowered employees, enhancing their ability to serve Pennsylvanians. After this pilot, the Commonwealth is better prepared to navigate AI’s responsible use, and I remain committed to engaging our workforce in a human-centered way as this technology evolves.”

Commonwealth employee Kaylene Wance, an eLearning Developer at OA, shared how the pilot program demonstrated real-world benefits.

“My job is to create engaging, effective digital training courses that resonate with our workforce of 80,000 employees under the Governor’s jurisdiction. I quickly learned that if you don’t give good instructions, you don’t get good results. I took the initiative to attend free AI prompt trainings and workshops available through the pilot to build my skills,” said **Wance**. “Once I got better at crafting prompts, my results improved dramatically, opening the door to exploring additional ways to use generative AI. Whether it’s drafting feedback for training scenarios, restructuring content, outlining courses, or simplifying policies — generative AI has become a powerful tool in my daily workflow. It saves time and helps me focus on more complex tasks. This experience also reinforced something important: AI is a tool that enhances creativity and efficiency, but it can’t replace human expertise. It can’t replace my professional instincts, honed by years of on-the-job experience.”

“This is the age of intelligence, where we can put capabilities in the hands of humans to solve hard problems that, just a decade ago, would have seemed like miracles in fields like science, healthcare, education, and government services. The story of America is about scaling innovations to create progress and productivity that everyone can participate in,” said **Chris Lehane, OpenAI’s Chief Global Affairs Officer**. “At our best, we are scaling freedoms — the freedom to learn, to think, to produce, and to create. And at the core of it all, it’s about doing this for people. What’s remarkable about this pilot program is that it’s the first of its kind in the nation, where a state has thoughtfully brought AI into government to empower its workforce.”

Pennsylvania’s Ongoing AI Strategy

Following the success of the pilot, Pennsylvania will continue to refine and expand AI integration in government operations, focusing on:

- **Expanding AI training opportunities** to equip employees with the skills needed to use AI tools responsibly and effectively.
- **Testing additional AI applications** for improving **customer service, legal analysis, and internal operations**.
- **Ensuring long-term AI governance** through continuous oversight from the Generative AI Governing Board.

Pennsylvania’s proactive approach to AI has set a national precedent, demonstrating that when deployed responsibly, generative AI can help government work smarter, faster, and more efficiently — while always keeping employees at the forefront.

Learn more about Pennsylvania's AI initiatives and read the [full report](#).

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