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# FEEDBACK PAPER

## Apply AI Strategy

The deployment of artificial intelligence (AI) in public administration entails opportunities and challenges for the Metropolitan Region FrankfurtRheinMain. The Regional Authority FrankfurtRheinMain, which runs the European Office FrankfurtRheinMain, aims to act as a networker and initiator in the region, promoting and moderating the exchange of experience on possible applications of AI and cooperation in the testing and implementation of solutions.

### Higher efficiency of administrative processes

The deployment of AI can contribute to improve efficiency and speed up administrative processes, resulting in shorter processing times and a reduction of the workload of employees. This can be an advantage in view of the increasing shortage of skilled workforce. AI enables a faster response to enquiries and applications and thus routine and time-consuming processes in particular have potential for automation by AI applications. One possible application is AI-powered reading (analysing texts) and processing of information (summarising texts, classification of documents) as well as the formulation of suggested answers using generative AI. Therefore, AI systems can provide support in areas such as answering enquiries or checking documents and processing applications so that, ideally, administrative employees would only need to critically review the AI-based results and adjust them accordingly if necessary. The ultimate responsibility would therefore always lie with a human.

### Providing support and information

With regard to the EU AI Act, there is uncertainty in many local authorities regarding the compliant use of AI. Therefore, the European Commission should provide targeted, easily accessible and understandable (in German language) information on the EU AI Act for local authorities. We are in favour of the AI Act Service Desk announced in the AI Continent Action Plan, but its organisational form and tasks still need to be defined in more detail. In any case, the AI Act Service Desk should consider public administration as an important target group and provide appropriately tailored information and support for local stakeholders.

The European Office of the Metropolitan Region FrankfurtRheinMain supports the exchange of best practices with other regional and local stakeholders. The [living.in-EU initiative](#) is an important platform, through which local stakeholders have already developed [guidelines](#) for digitalisation and the deployment of AI in public administration as well as [procurement templates](#) for AI applications. The European Commission should provide greater support for such initiatives and also offer appropriate offers and support for the correct implementation and deployment of AI applications in public administration.

### **Limits of AI in public administration**

AI applications are not suitable for all public administration tasks. The usefulness of AI applications must be examined, especially with regard to cybersecurity and the protection of personal data. This should be done in the public administration itself, because it can only be decided locally what is suitable for a municipality and what can be implemented at the appropriate time. The concrete ambitious milestones announced in the European Commission's "Apply AI strategy" should be defined in line with the EU's principle of subsidiarity and the principle of local self-government enshrined in the Basic Law for the Federal Republic of Germany. In addition, the time required as well as the technical, personnel and financial feasibility should be considered. When defining the milestones, it should also be taken into account that the areas of deployment of AI in public administration differ from those in industry and research. Furthermore, the level of ambition of the milestones for public administration should not be higher than for industry.

### **Secure and trustworthy AI applications**

Cybersecurity and the protection of personal data in public administration are particularly relevant for citizen-centred services. Therefore, the computing and cloud capacities for AI applications should be made available in the EU and be subject to mandatory European data protection standards. A database of tried-and-tested AI applications from European service providers would be helpful for public administrations. In addition, a new AI application would not have to be developed each time for similar use cases, which would reduce the time and financial burden on public administrations.

### **Financial support for the deployment of AI in public administration**

In addition to personnel resources, public administrations require additional financial resources for digitalisation processes and, in particular, for the deployment of AI applications. Many public administrations have only digitised a few processes and have not yet made much progress in the deployment of AI applications. Therefore, the first step for many is to draw up a feasibility analysis and a strategic plan in order to identify the corresponding digitalisation potential. This will also require the commissioning of external experts, which will cause fees and tendering costs. Furthermore, a test phase should be set up before the final deployment of AI applications and employees should be offered training on how to use the AI application and any new processes that may result. This will also cause additional costs. The upcoming Multiannual Financial Framework should therefore provide sufficient financial resources in the Digital Europe programme for the entire deployment process of AI applications in public administration.