



OFFICE OF THE GOVERNOR

SEP 22 2024

To the Members of the California State Senate:

I am returning Senate Bill 1220 without my signature.

This bill prohibits state and local agencies from using public benefit-related call center services that use artificial intelligence (AI) or automated decision-making systems (ADS) that eliminate or automate the core job function of a worker. This bill also extends to local governments an existing state requirement that public benefit-related call center services be performed solely by workers employed in California.

Technology can and should enhance the experience of the workforce – by making work more efficient and pushing us to attain new heights of achievement and innovation. At the same time, we must consider appropriate guardrails and control the risks posed by this technology.

On September 6, 2023, I signed Executive Order (EO) N-12-23 to underscore our commitment to developing a responsible process for the evaluation and deployment of AI within state government. Through the implementation of this EO, the state will soon issue criteria to evaluate the impact of AI on the state workforce, as well as guidelines on how state agencies and departments can support their employees.

Further, thanks to legislation enacted last year, my Administration is developing a comprehensive inventory of high-risk ADS that assist or replace human



decision-making and significantly impact individuals. Analyzing these systems will help guide future actions and policies regarding the use of AI across the state, including in call centers for public benefit programs.

Given that my Administration is actively undergoing efforts to identify, inventory, and analyze these systems, in addition to the efforts underway in my EO, imposing a prohibition on AI or ADS at this stage would be premature.

For these reasons, I cannot sign this bill.

Sincerely,

A handwritten signature in black ink, appearing to be "Gavin Newsom", written over a horizontal line. The signature is stylized and somewhat abstract, with a large initial 'G' and a long horizontal stroke extending to the right.

Gavin Newsom