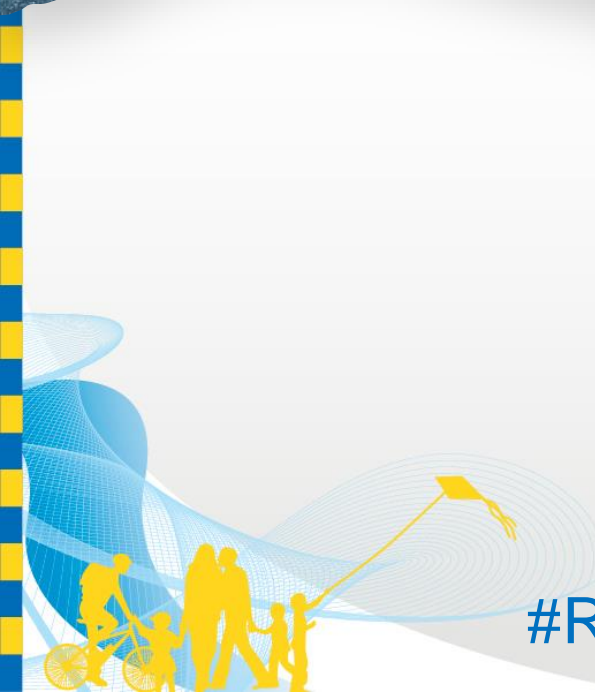# RegTech

Exploring the *good*

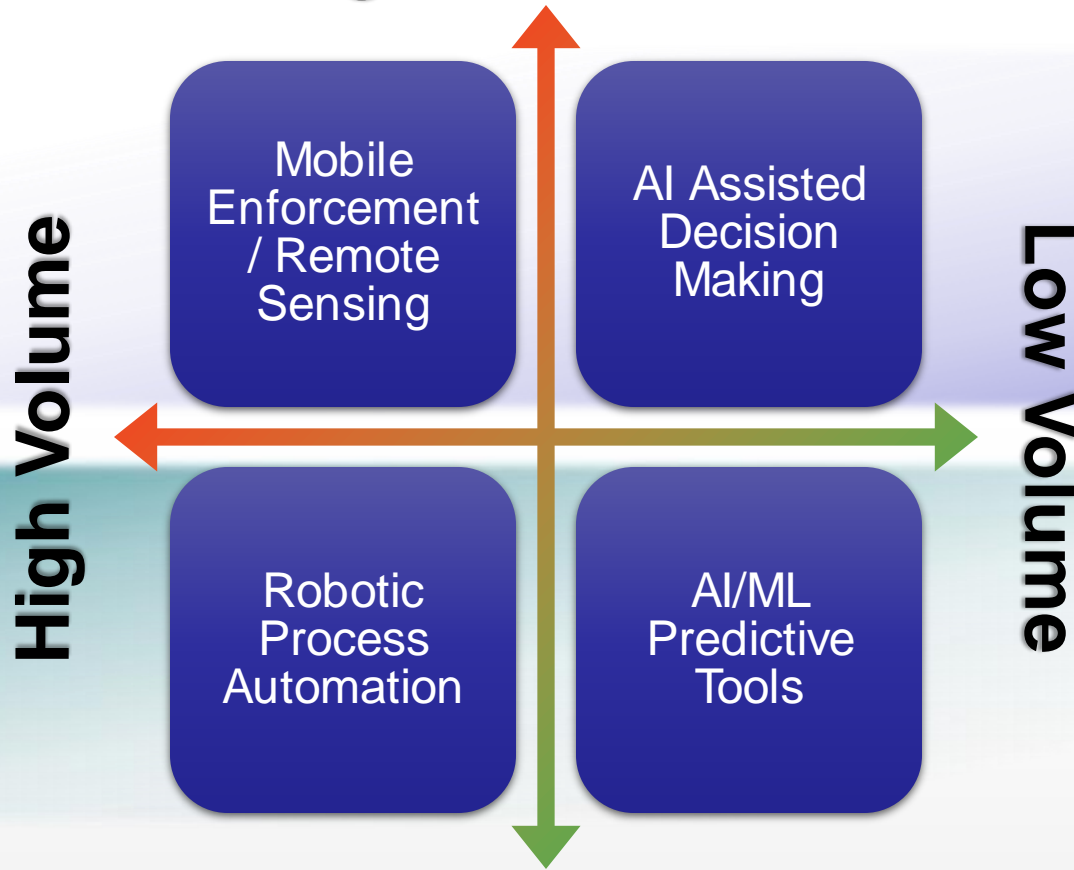#RegTech

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RegTech – How do we use it?

High Value/Risk

High Volume

Low Volume

Mobile Enforcement / Remote Sensing

AI Assisted Decision Making

Robotic Process Automation

AI/ML Predictive Tools

Low Value/Risk

Supports us to do the best job we can

Shift resources to focus on making a difference

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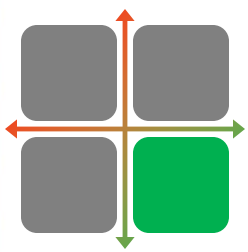
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ML and AI Predictive Tools

- The use of Machine Learning and AI to predict future events/outcomes based on historical data:
  - Dangerous Dog predictions
  - Parking Infringement hotspot

Predicted PINs (blue) and Illegal Parking Complaints from Last 30 Days (red)

- Supports risk management and prioritisation
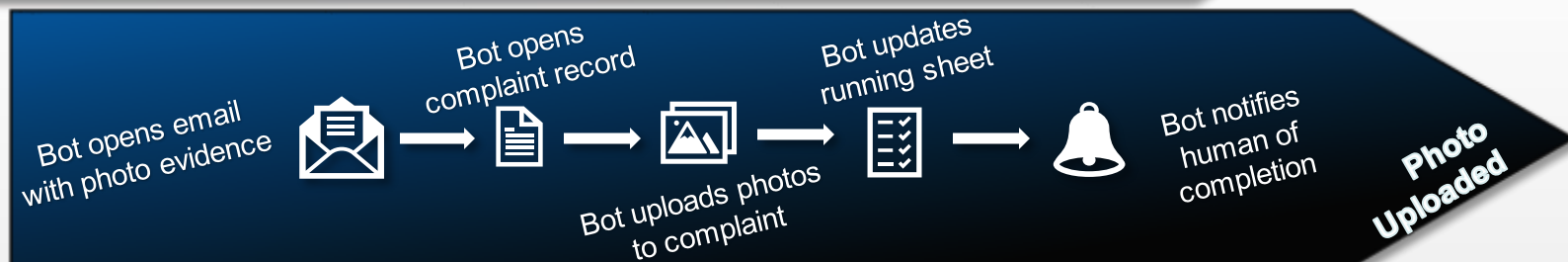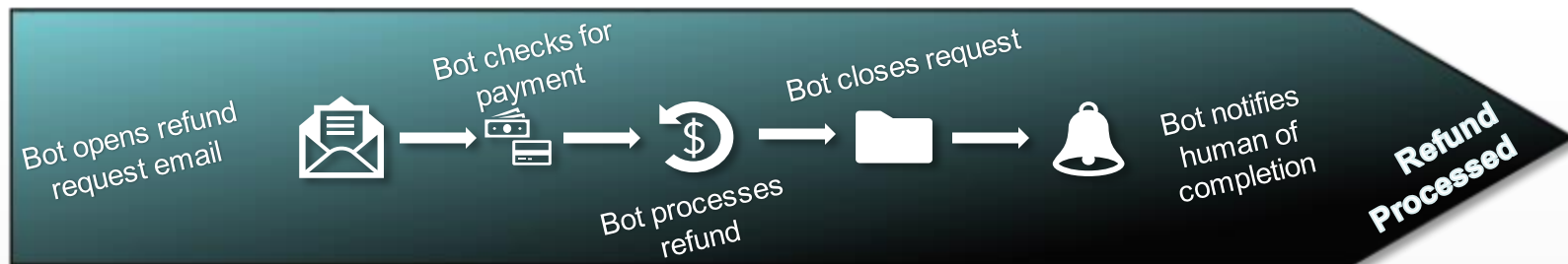
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Robotic Process Automation and IoT

- Implementing digital "robots" to carry out simple repetitive tasks:
  - Notifying staff that a trap has triggered
  - Processing refund requests and uploading photos to DART

Bot opens refund request email → Bot checks for payment → Bot processes refund → Bot closes request → Bot notifies human of completion → **Refund Processed**

Bot opens email with photo evidence → Bot opens complaint record → Bot uploads photos to complaint → Bot updates running sheet → Bot notifies human of completion → **Photo Uploaded**

- Perfect for freeing staff to perform more complex and valuable tasks

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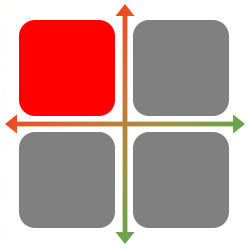
AI Assisted Decision Making

- Applying AI and ML to filter out unnecessary "noise":

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Mobile Enforcement / Remote Sensing

- Combining real-world sensing technology and data processing to make our jobs safer and more efficient:
  - Mobile Enforcement Technology
  - Remote Cameras that detect illegal dumping events

- Using tech to detect potential infringements and alert officers

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What's the future look like?

- Better tools
  - MET vehicles
    - Could this lead to self-driving MET?
  - Expansion of MET to more than just parking
    - What else can we see with existing remote sensing?
  - Expansion of remote sensing across the city
    - What else can we use as a remote sensor?

- Better thinking
  - Continuing to implement data-driven decisions
  - With increased use of AI and ML comes coded ethics and bias – we need to get this right!

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