

AI4Citizens - Third Learning Visit took place in Bacău (Romania)



This visit marked an important step in our shared journey towards innovative, ethical, and efficient AI governance, tailored to the unique needs of cities and regions. As digital transformation accelerates, the role of AI in public services is becoming increasingly crucial — not just as a tool for automation, but as a driver for transparency, citizen engagement, and improved service delivery.

It has been three days full of intense debates and study visits, aiming to add value to public administration. The event brought together partners and experts from Bacău, Tampere, Helsinki, Amsterdam, Piemonte Innova, Riga Digital Agency and Bucharest Regional Development Agency, committed to explore how Artificial Intelligence (AI) can shape the future of public administration across Europe.

Presentations started with a local, regional and national policy framework regarding digitalization and AI and the state of play of Bacău County. With the help of experts, we discovered the use of artificial intelligence in different fields like art, culture, education, health and tourism. We

continued with an online seminar - *The level of digital literacy*. Each partner presented the level of digital literacy from its perspective considering the local/regional assessment framework and context. After, we had a panel discussion about new skills and knowledge necessary to using digital technology and new ways to support the development of digital skills.

The second day was about discovering the region. We visited two cities certified as health resort of national interest, with a historical legacy regarding the Second World War and willing to develop with the help of AI tools. So, on our way to innovate and develop cities and regions, we tried to identify ways for the digitalization of public administration while preserving traditions and local identity. In this regional perspective, the North-Est Romania Regional Development Agency expressed its interest in exploring the potential of AI to revolutionize project evaluation processes and discover how AI could support and streamline the evaluation and selection processes, while maintaining the necessary rigor and transparency. The agenda of the event included also a session dedicated to misconceptions related to the implementation of AI in the public sector. Although discussions were heated, a consensus was reached: no technology can completely replace the human factor.

The last day was about site visits. At the "Vasile Alecsandri" University we were excited to discover the world's most advanced humanoid robot – AMECA. The robot is used in teaching and research, being a development platform that integrates both artificial intelligence and an artificial body, using the latest technologies. It has the ability to communicate in over 50 languages and it is equipped with microphones, cameras mounted in its eyes, and facial recognition capabilities. Another visit was at the "Prof. Dr. Eduard Apetrei" Buhusi Hospital. We could see the latest robotic system for patients with neurological conditions. This equipment offers the chance of a faster recovery with the help of technologies involving artificial intelligence. By utilizing a robot capable of walking on flat ground, patients are able to observe their movement and the changing external environment. This enhances the input of visual signals, increases engagement with the treatment, and positively impacts their mood.

After this learning visit, we are proud to say that we all shared a valuable experience. At the core of this event lies the belief that knowledge exchange, cross-regional collaboration, and co-creation are essential in unlocking AI's full potential while ensuring responsible implementation. Together, we are addressing both the opportunities and challenges of integrating AI solutions into the public sector, focusing on ethical standards, data governance, inclusivity, and sustainable innovation. Through our strong collaboration, we are building bridges between cities and regions, united by a common goal: harnessing the power of AI to create smarter, more resilient, and more citizen-centered public administrations.