

How I Use ChatGPT in Municipal Government

- **Practical Applications**
- **Real Operational Examples**
- **Not Theory — Practice**

How It Started

- **Email Drafting**
- **Speech Preparation**
- **Plain-Language Rewrites**

**Prompt Quality
= Output
Quality**

- **Specific Tone**
- **Clear Constraints**
- **Defined Audience**
- **Think about what you want the end result to look like**

Example #1: Job Description Analysis

Two Positions

Deputy Manager and Operations Manager

- What was the difference? What were the similarities?
- The need for an objective comparison

Prompt: Please identify all of the similar or identical areas of these two job descriptions. I am trying to determine how much overlap or redundancy there is between these two jobs.

Further refinement - Can you summarize into a table for easier reference? And then added in Executive Director

AI-Generated Comparison Table

- **Broken out into categories**
- **Side-by-Side**
- **Easy to Identify Differences**

Here's a concise table summarizing the similarities and distinctions between the **Operations Manager** and

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Deputy Director roles:

Category	Operations Manager	Deputy Director	Similarities
General Responsibilities	Focuses on daily operations, efficiency, and transitioning inquiries.	Oversees broader strategic planning, goal-setting, and performance metrics development.	Both oversee 911 center operations, supervise staff, and ensure policy compliance.
Supervision & Staffing	Directly supervises supervisors and lead dispatchers; handles daily schedules, shift bids, and time off.	Manages recruitment, hiring, orientation, and overall personnel administration.	Both supervise staff, manage performance evaluations, and address scheduling issues.
Policy & Compliance	Ensures policies are carried into daily operations and updated as needed.	Reviews and implements communication policies; focuses on agency-wide compliance with communication laws.	Both ensure compliance with laws, regulations, and agency policies.
Training & Development	Collaborates with training coordinators; focuses on roll calls, in-service training, and supervisor development.	Develops training manuals, budgets, and instructional methods; manages trainers and curriculum.	Both develop and manage training programs and emphasize professional growth.
Inquiries & Public Records	Manages public records requests and assists with investigations and reports for the Deputy Director.	Investigates public complaints and supports open records and audio request fulfillment.	Both handle inquiries, complaints, and records requests.
Technology Management	Ensures equipment functionality for daily operations; coordinates scheduling with tech personnel.	Researches and implements new technology; oversees system maintenance contracts and CAD/radio updates.	Both manage technology and ensure equipment is operational.
Employee Wellness	Coordinates HR, EAP, peer support, and wellness initiatives to address trauma and stress.	Supports general wellness programs without specific HR or peer support roles mentioned.	Both are concerned with managing high-stress environments and ensuring employee wellness.
Key Skills & Qualifications	Emphasis on leadership, communication, and advanced computer skills. 	Requires certifications (e.g., 911 Telecommunicator, EMD-Q) and additional qualifications like budgeting.	Both roles require strong leadership, decision-making, and emergency communications experience.

Example #2: Recycling Center SOP

- Website Narrative
- Policy Documents

Prompt: Please consolidate these policies, guidelines and text into a training manual for staff who work at the Recycling Center.

AI Drafted SOP & Training Outline

- **Daily Operations**
- **Staff Roles & Responsibilities**
- **Resident>User Responsibilities**
- **Enforcement Protocols**
- **Safety Procedures**

Recycling Center Staff Training Manual

Overview of the Recycling and Yard Waste Center

The Town of Longmeadow operates a Recycling and Yard Waste Center located on Pondside Road, adjacent to the old Department of Public Works yard at 31 Pondside. This facility is exclusively for Longmeadow residents and serves the following purposes:

- **Recycling:** Drop off recyclable materials not collected at curbside.
- **Bulky Trash:** Dispose of bulky household items like furniture and appliances.
- **Yard Waste:** Dispose of yard waste, brush, and grass clippings.
- **Swap Shop:** Reuse or donate items according to the Swap Shop guidelines.

Note: An annual sticker is required to use the Recycling Center.

Hours of Operation

Regular Hours:

- **Saturdays:** 8 AM – 5 PM
- **Sundays:** 10 AM – 5 PM
- **Wednesdays:** 10 AM – 5 PM

Seasonal Hours:

- **April – October:** Sundays and Wednesdays (10 AM – 5 PM), Saturdays (8 AM – 5 PM)
- **November – December:** Saturdays only (8 AM – 3 PM)
- **January – March:** Saturdays only (9 AM – 12 PM, weather permitting)

Check the Town's Facebook page or website for any updates.

Other Quick Examples

- Program ideas for an outdoor Park & Recreation amenity
- Input a new program, budget, initiative and ask it to give you all the negatives or the anticipated questions you may receive
- Updating the dress code policy with images
- Framework for an RFP or Scope of Services
- Developing membership and scope of work for new task force

Guardrails: What AI Is NOT Used For

- **No Legal Decisions**
 - Although it can summarize MGL in an easier to read format
- **Personnel Matters**
- **NEVER enter personal information**

Why This Matters

- **AI is here and becoming more widespread**
- **Create efficiencies**
- **Improve constituent services**
- **Think of it as a tool to help you do your job better**