

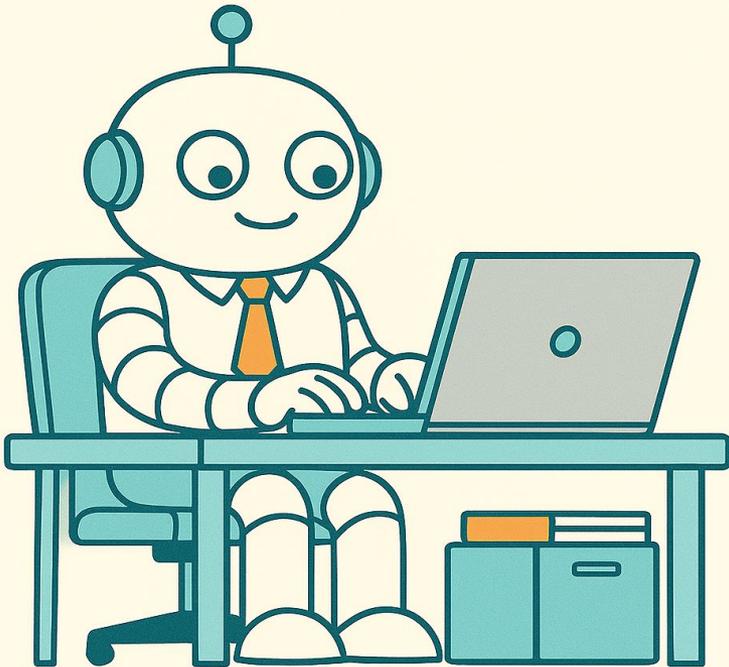
AI USE IN THE MUNICIPAL SECTOR

AI is in use by multiple stakeholders in the municipal sector including:

- Municipal Staff
- Vendors/Consultants
- Elected Officials
- The Public

Multiple AI Options: Co-Pilot, ChatGPT, Grok

Each AI has strengths and weaknesses.



USES FOR MUNICIPAL EMPLOYEES

RESEARCH

Ordinances, Policies, Grant opportunities

DATA ANALYSIS

Service Usage, Utility billing, Facility operating hours

DOCUMENT COMPOSITION

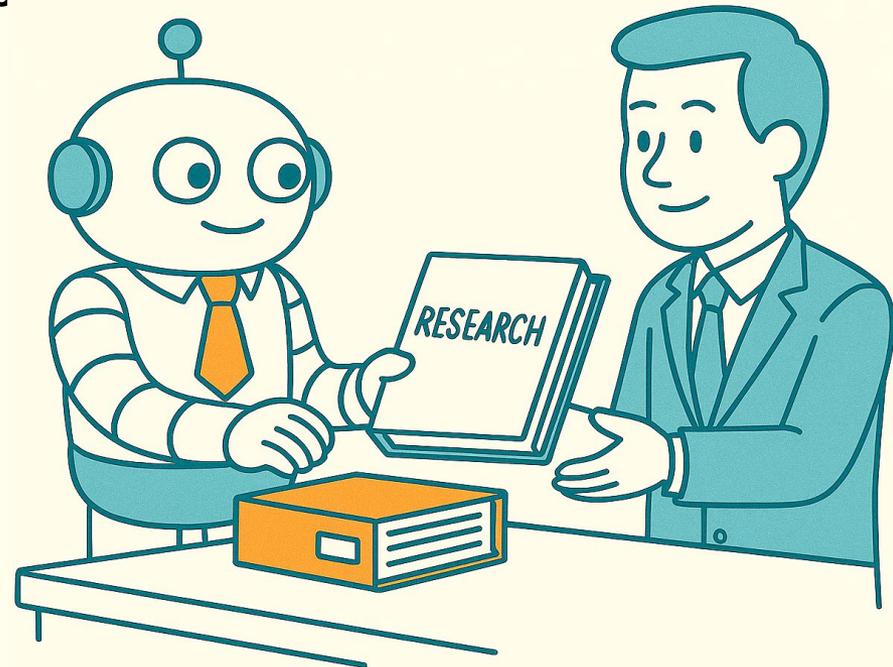
Reports, Outlines, Proof reading

COMMUNICATOIN ASSISTANCE

Emails, Letters, Phone scripts

COMMUNITY OUTREACH

Flyers, Social media posts, Image creation



VENDOR/CONSULTANT APPLICATIONS

INFRASTRUCTURE/FACILITIES ANALYTICS

Asset management, Project planning

WORKFLOW AUTOMATION

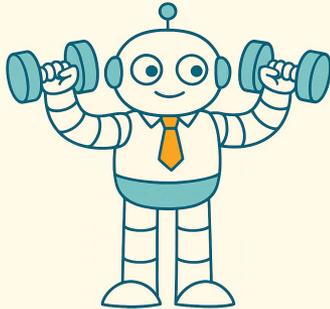
Permit applications, Licensing

RESOURCE OPTIMIZATION

Bus routes, Plowing, EMS response



POSITIVES/WEAKNESS OF AI



IMPROVED PRODUCTIVITY

Increased efficiency, Task streamlining

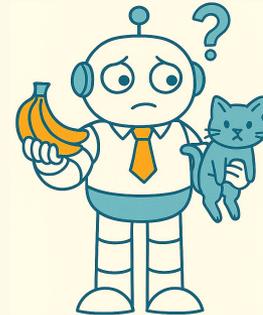
DATA DRIVEN FORECASTING

Optimized, objective decision making

ENHANCED EMPLOYEE

EXPERIENCE

Reduce mundane/time intensive tasks



DATA SILOS/SOURCES

Data is often rooted in basic web searches

HISTORICAL BIAS

Predictive tools can amplify bias based on data interpretation

VOICING/PHRASEOLOGY

Compositions are identifiable as drafted by AI

SUGGESTIONS TIPS FOR USING AI

BE SPECIFIC

Results are reliant on instructions

EXPECT ITERATION

Fine tune output to achieve desired results

AVOID SENSITIVE DATA

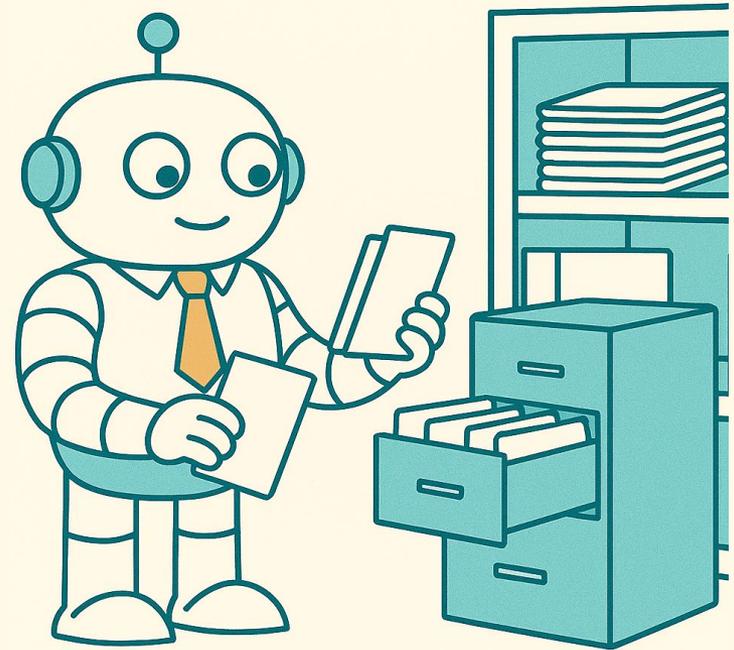
Work with IT on risk management practices

PROVIDE CONTEXT

Situational awareness is based on input

VERIFY OUTPUT

Check for accuracy, errors, formatting, etc.

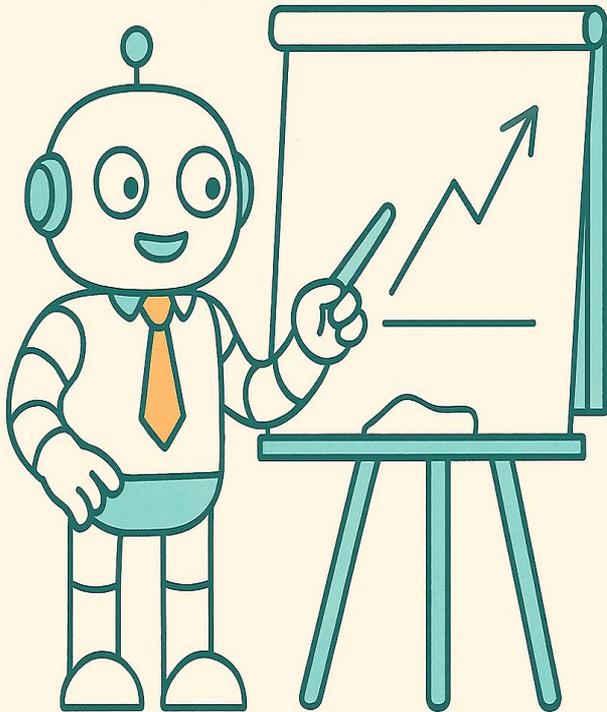




DEMONSTRATION



FUTURE OF AI IMPLEMENTATION



Future uses of AI in municipal government include:

- AI-powered Customer Assistance
- Agentic AI systems
- Proactive Urban Management

AI is a tool to :

- Improve workplace efficiency
- Strengthen municipal services
- Improve constituent satisfaction