

How is local government currently using AI?



General AI Consulting & Education
Tailored AI Solutions
Responsible AI & Governance

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AI in Local Government

- Public safety & law enforcement
- Traffic management
- Citizen services
- Urban Planning
- Environmental monitoring & management

- *But what about Generative AI?*



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Gen AI in Local Government

- The technology is getting better
- We can do more with the same
- The need for AI proficiency has never been higher



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Gen AI in Local Government

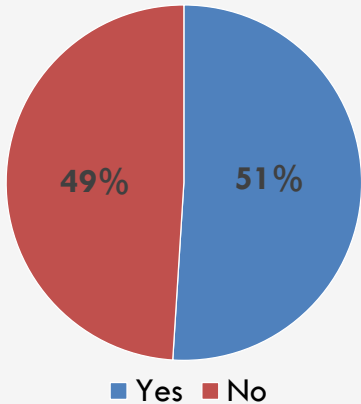
- Varying levels of adoption
- A select few are leading the pack
- Generally :  low integration and need strategy
- Most want help



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Generative AI Use and Prevalence

Daily Use of AI*



* Including federal agencies

Generative AI is the most prevalent

EY Study (September 2024)

- Summarizing text and information (62%)
- Preliminary research (60%)
- Brainstorming (59%)

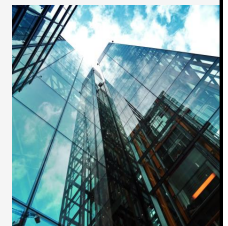
Bloomberg Study (October 2023)

- Data analysis (58%)
- Citizen service assistance (53%)
- Draft memos, documents, and reports (47%)
- Administrative tasks (45%)

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Staff Training & Education

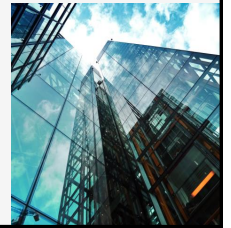
- 39% said their currency agency has not offered training on using AI (EY 2024)
- Only 11% have provided Gen AI training to staff (Bloomberg 2023)
- **Top barrier** to adoption in local government (Bloomberg 2023)



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Responsible AI & Governance

- 48% of agencies cite unclear governance and ethical frameworks as a top barrier to AI expansion (EY 2024)
- Only 13% have developed policies and guidelines around Gen AI use (Bloomberg 2023)
- **Top barrier** to AI adoption in local government (EY 2024)



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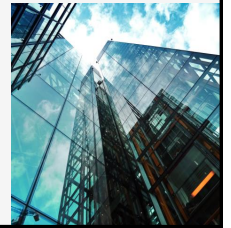
Staff Impact & Future Strategy

- 35% of workers are concerned AI may take their job or reduce hours.
 - *But only 3% say this has actually happened to them.*
- 50% of government organizations are ready to make the leap to an AI-first operating model.
- Local government least likely to prioritize AI experience in their recruitment efforts (23%)

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Washington Local Government

- Lack of **awareness** and **education** to use existing AI tools
- Lack of familiarity with **self-governance** and **policy trends**
- The Wild West: they want the help!

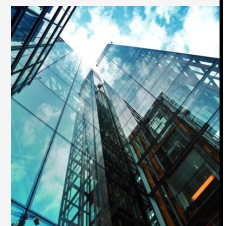


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AI in Local Government

Where do they need the help?

- Using **existing tools** in basic and more advanced ways
 - Cheaper or free
 - Streamline time and productivity
 - Freeing up resources and staff for more strategic work

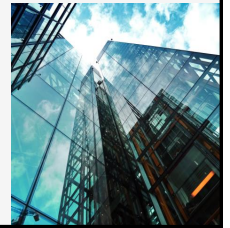


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AI in Local Government

Where do they need the help?

- **AI Use Policies**
- **AI Governance Handbooks**
- Legal compliance
- “Human in the Loop” Approach

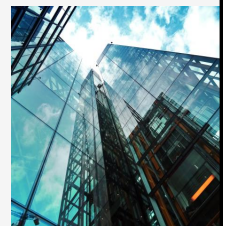


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AI in Local Government

PRA in Washington

- State-level guidance (Secretary of State)
- *Gen AI interactions can be public records*
- How is this implemented at the local level?

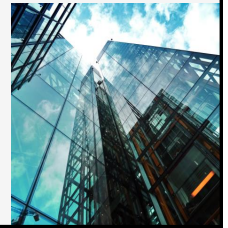


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AI in Local Government

Understanding risk / use frameworks

- WaTech – Interim Guidelines on Gen AI
- NIST AI Risk Framework
- Building this into their approach



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Policy Trends

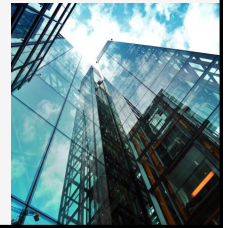
- Labor and collective bargaining
- High-Risk Use Areas – impact assessment, disclosure, etc.
- Algorithmic discrimination – reveal training data
- Liability for bad AI results?
- 10-year Moratorium – patchwork regulation

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How do you bridge the gap?

“This AI public sector pulse survey reminds us that the integration of AI is not just about technology — *it’s about preparing people to use it effectively.*”

EY Study, September 2024

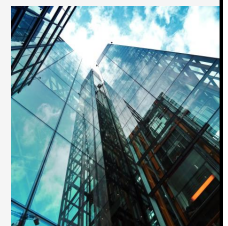


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How do you bridge the gap?

“It also highlights the urgency for **clear AI governance and ethical standards** to maintain public trust and align AI use with the public interest. The lack of such structures is not merely an administrative oversight; it is a *fundamental vulnerability that could undermine public trust and the efficacy of AI initiatives.*”

EY Study, September 2024



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Focus Areas for Cities

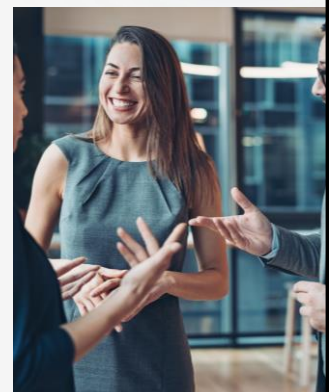
- Education & Training
- Integration Support
- Governance & Responsible AI
- Law/Policy Guidance



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Now is the Time to Act

- Local government should make the investment now
- *AI is here to stay*



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Thank You!



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