

AI in Action: How Local Governments are Integrating AI Into Operations

Understanding how local governments evaluate and integrate AI responsibly and effectively into their Organizations.



Sponsored by: ***CIVIC SOLUTIONS HUB***

Department of Local Affairs

Division of Local Government



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WHY AI in Local Government?



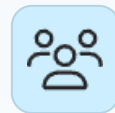
Improved Efficiency

Enhanced public services delivery



Data-Driven Decisions

Better insights for policy making



Enhanced Engagement and Capacity

Improved citizen service delivery

Pitkin County's WHY?



Off-the-Shelf vs. Purpose-Driven AI



Madison AI

Purpose Built AI is Great For...

- **Comprehensive answers** – Quickly key points from a few documents, quick summary
- **Complex workflows** – Like drafting a cited, complete staff report referencing previous action from your council.
- **Sited, Complete Content** – Uses a data and fact from your government with protection from AI hallucination. Think creating a complete history of a topic.

A few example use cases...

Manager's Office



Draft consistent
staff reports.



Complete
timeline of any
topic.



Analyze
comparable
cities.



Draft
strategic
goals + KPIs.

Elected



Summarize a
council
meeting.



Lookup **council**
voting history.



Understand
sentiment on
issues.

Clerk's Office



Minutes
summaries by
agenda item.



Meeting
analysis and
trends.



Draft
ordinances &
resolutions

Community Development



Lookup zoning
& land use by
parcel.

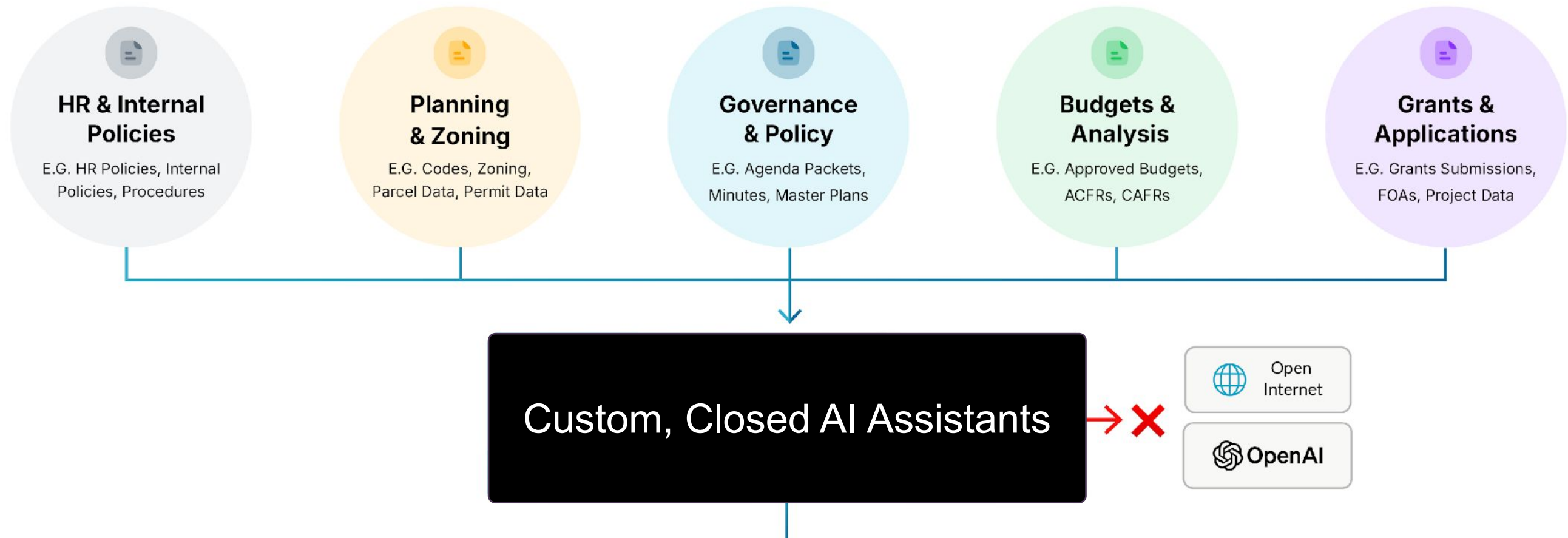


Find historical
planning
actions.



Draft project
findings and
reports.

Custom, Domain Specific LLMs Built from Decades of Your Government's Files



Built for research, reporting, and analysis..

Manager's Office

Draft Staff Reports
Answer Policy Questions
Draft Grant Applications
Prepare Council Briefings

Clerks

Draft Minutes Summaries
Analyze Council Meetings
Look up Council Voting History

Planners

Code Lookup & Drafting
Write Project Findings
Draft Project Staff Report

Electeds

Agenda Packet Summary
Lookup Historical Voting
Research Policy

Strategic Evaluation



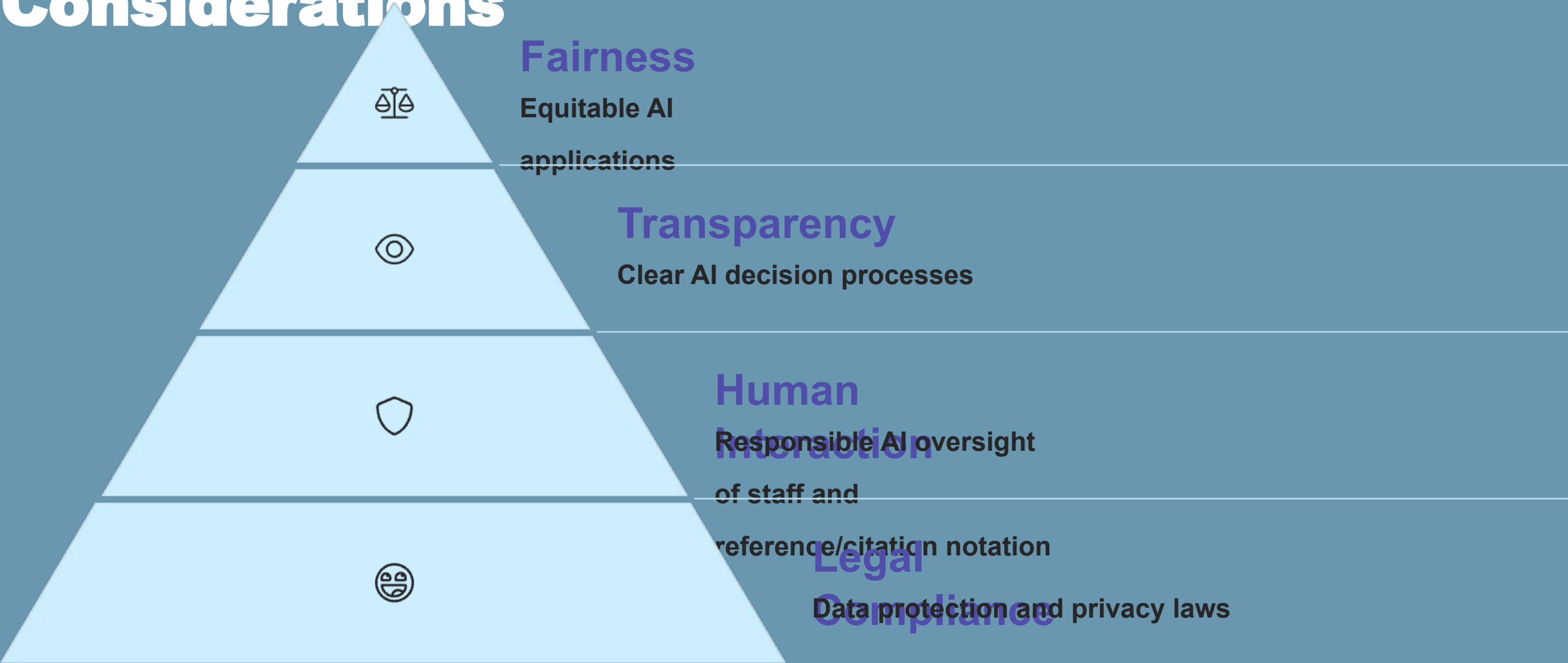
Strategic Alignment

- Match AI Initiatives with Organizational Goals
- Prioritize Projects with Clear Outcomes
- Review Existing Strategic Planning Initiatives

Organizational Readiness

- Executive Leadership Buy-in Is Essential
- Define Key Roles and Responsibilities
- Assess Digital Infrastructure Capabilities
- Establish Internal Steering Committee.

Ethical and Legal Considerations



Data &

Data Challenges

- Ensuring accuracy and privacy
- Overcoming data silos
- Integrating disparate systems

Infrastructure Needs

- Evaluate current IT processes
- Cloud vs. on-premises solutions
- Ensure scalability for growth

Best Practices

- Robust data governance
- Regular quality audits
- Start small, scale gradually

Risk Management & Funding



Identify Risks

Data breaches, bias, unintended consequences, public versus internal usage



Mitigate

Security protocols and ethical oversight



Analyze Costs

Initial investments vs. long-term benefits



Secure Funding

Grants, partnerships, scaled implementation

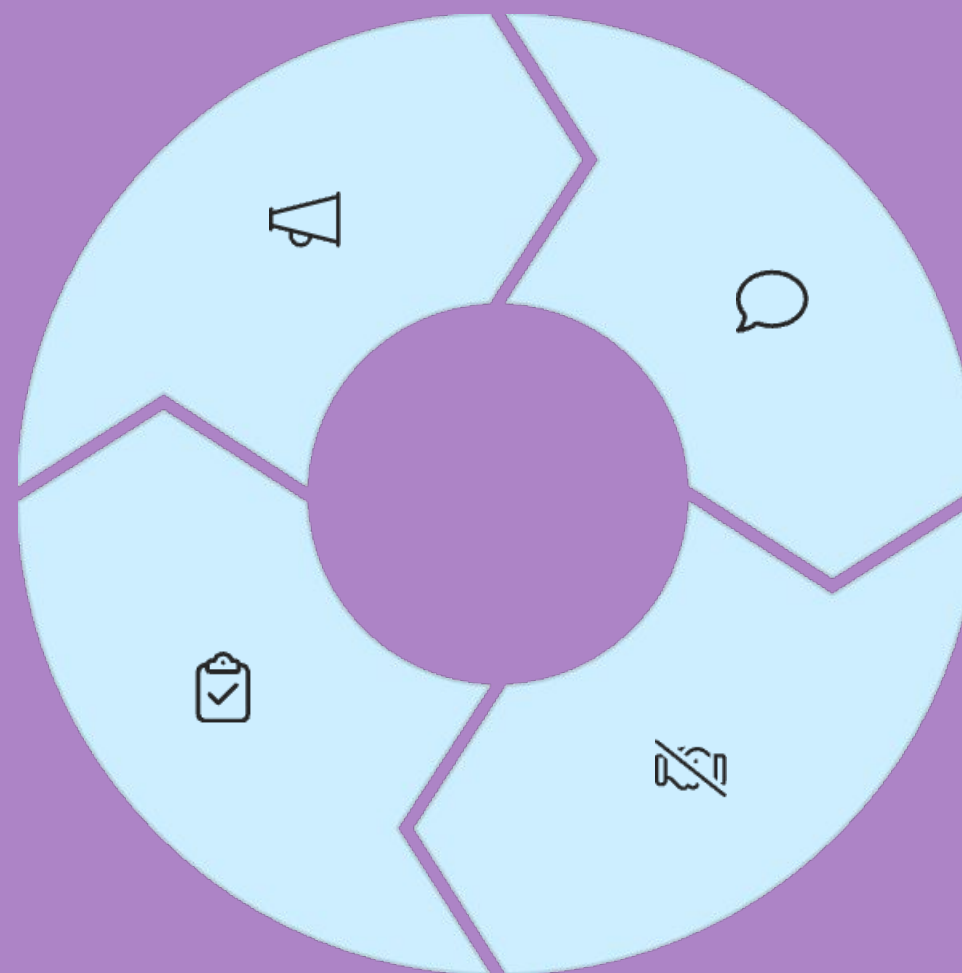
Citizen Engagement and Public Trust

Transparency
Communicate AI use clearly

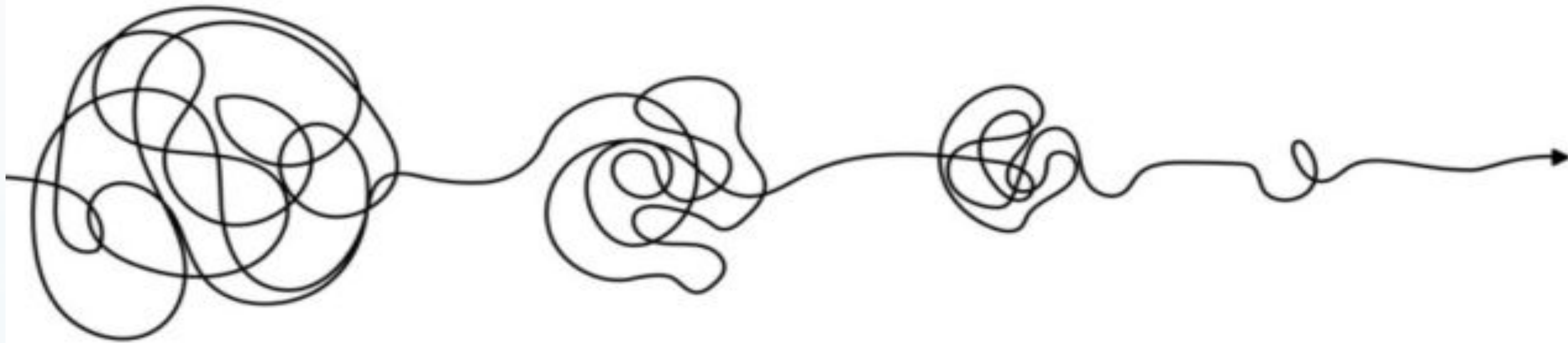
Accountability
Track and share outcomes

Engagement
Public consultations and forums

Trust Building
Show benefits while protecting privacy



Implementation Roadmap



Your Concrete Next Steps

Next Steps

- ❖ Build & rollout your Responsible AI Policy.
- ❖ Educate & train staff & Electeds.
- ❖ Pick 2-3 Everyday AI uses cases.
- ❖ Establish an AI Champion & Working Group (cross departmental, Electeds)
- ❖ Refine with Working Group.
- ❖ Deploy organization-wide.

Tips

- ❖ If you start with your staff, you make it easier for your customers.
- ❖ Think in two levels > individual tools (Co-Pilot) and enterprise-wide tools (many vendors here).
- ❖ Pick use cases where data is already clean. (Don't reinvent the wheel)
- ❖ Use purpose-built local government AI tools for enterprise-wide integration.

Key Takeaways



Strategic Alignment

Match AI to organization and communities needs.



Governance & Ethics

Ensure a responsible implementation approach.



Measured Approach

Start small, learn, then scale appropriately.



Beach inspirations Success © Suzie Cheel

AI Integration

Examples in Colorado

Jurisdiction	Project	Results
Grand Junction	Waste route optimization	18% fuel reduction, \$340K annual savings
Lakewood	Integrated data platform	Connected 12 separate systems
Pueblo	Hybrid AI infrastructure	Secure processing model for sensitive data
CO Springs	AI Project Portal	Transparency and citizen feedback mechanism
Westminster	Predictive policing w/ bias audits	Monthly algorithm adjustments
Longmont	Traffic management system	2.8-year ROI, \$1.3M infrastructure savings
Arvada	AI Chatbot implementation	42% reduction in call center volume
Thornton	AI water leak detection	15% reduction in system water loss
Centennial	AI permit processing	Reduced processing from 21 to 4 days
Louisville	Smart building management	22% energy reduction



Madison AI

Want to connect? Drop us a line!

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A statewide digital and collaborative not-for-profit focused on connecting Public, Private, and academia to address challenges faced by communities utilizing actionable innovative technologies and strategies.



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***Innovative Pilot Project Funding –
July 2025 - NOFA: “Innovative Workforce Strategies”**

***Leadership Team Workshops – “*Civic Spark* : Igniting
Innovation in your Organization”**

August 14-15, 2025 – CO Springs / Manitou Springs, CO
August 20-21, 2025 – Montrose, CO

Contact: *todd.leopold@state.co.us* or your **DOLA
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