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AI & AUTOMATION FOR GOVERNMENT

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Andy Pederson

Village Manager - Bayside WI

Andy has been the Village Manager of Bayside for almost 20 years.

As an early adopter of AI in government, he has:

-Improved access to information,

-Translate complicated municipal code to common language

-Made life easier for his constituents and staff

Parth Shah

CEO - Polimorphic

- Engineering Team from MIT & NVIDIA

- Client-Facing teams have combined decades of experience supporting local government

Trusted partner to 50+ Municipalities & Counties utilizing AI

CITY OF GRAND RAPIDS

Borough of PROSPECT PARK New Jersey

CITY OF PACIFICA

village of BAYSIDE

ROWAN COUNTY NORTH CAROLINA Be an original.™

passaic COUNTY NEW JERSEY

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Who Is This For?

Tech Evangelists	• Itching to solve challenges with AI & Automation • Actively looking for ways to use AI today
Cautiously Optimistic	• See some value in AI but unsure where to start • Want to start with a low risk way to get feet wet
Curious	• Wary of AI but sees it developing rapidly • Desire to learn more about AI and if it can help

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What Category are you in? Why?

What excites or worries you about AI?

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What people are saying (and thinking) about A.I.

" There is no reason an individual would ever want [it] in their home. "

" [It can't] take the place of a competent teacher, and [it can't] change the way government works. "

" [It will] go spectacularly supernova and then catastrophically collapse. "

What people were saying (and thinking) about ~~A.I.~~ the internet

" There is no reason an individual would ever want [it] in their home. " — Ken Olsen (1977)

" [It can't] take the place of a competent teacher, and [it can't] change the way government works. " — Clifford Stoll (1995)

" [It will] go spectacularly supernova and then catastrophically collapse. " — Robert Metcalfe (1995)

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De-Mystifying AI Terms

- **Generative AI**: Can create content from prompts

- **Large Language Model (LLM)**: How AI understands language

- **Training Data:** Knowledge AI searches to create a response

- **Generative Pre-Trained Transformer (GPT):** Combination of the above

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History of AI
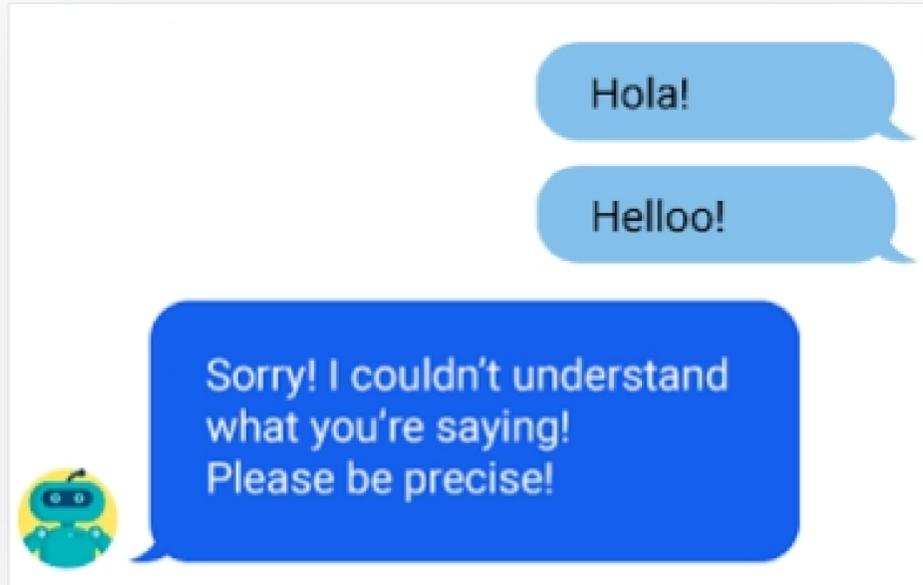
CHATBOTS

- Needs a person to "code" every response in the chatbot, which is time consuming

- Inaccurate if given an imperfect input, synonyms, or misspellings

SUPERVISED LEARNING (IBM WATSON)

- More accurate than a chatbot

- Starts at 0 knowledge, so need LOADS of training data to work

- Expensive and requires dedicated staff to manage

AI TODAY (GPT'S)

- Pre-trained with advanced language models for superior understanding out of the box

- Adaptability and contextual awareness

- Easily fine-tuned & customizable

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Artificial Intelligence Abilities

"3 + 3"

"3 and then 3 more"

➡ "6"

"3 and then 2
and then 1 more"
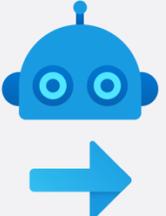
WHAT IS AI?

- Take fuzzy inputs and provide a clear output

- Understand context and adapt based on information

- Reason and problem-solve
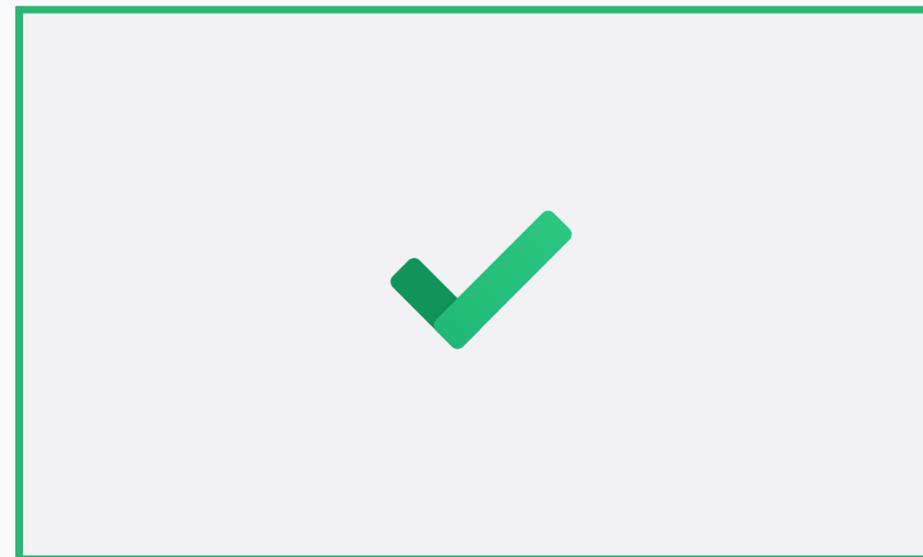
AI CAN

- Reduce human time spent on administrative /menial tasks

- Understand the messy ways humans communicate

- Cause seismic shifts in how both the private and public sectors operate
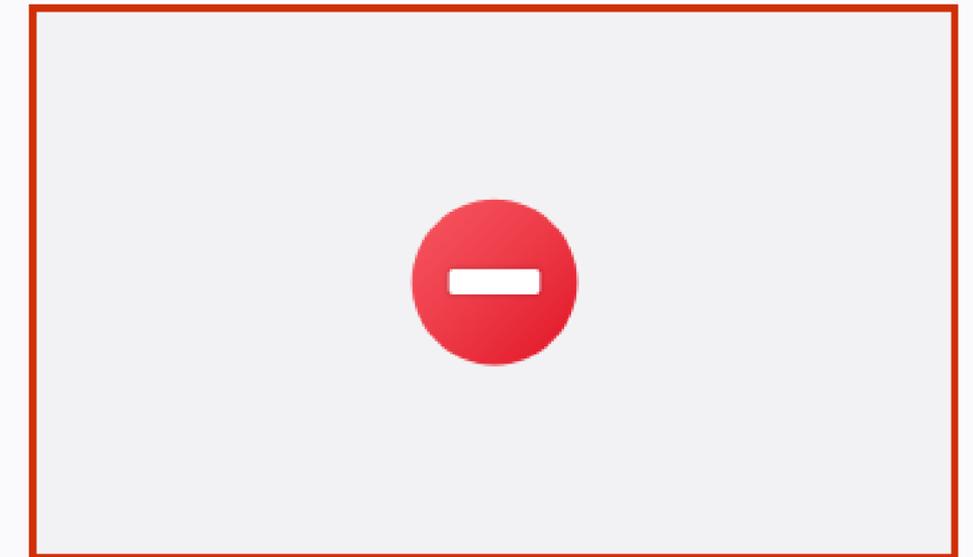
AI CAN'T

- Perform complex and novel jobs as well humans

- Magically have all the answers

- Turn sentient and overthrow Democracy to take over the world like in The Matrix, or Terminator, or I Robot, or...

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Artificial Intelligence AUGMENTS not REPLACES

- Artificial Intelligence is NOT something to be scared of BUT it is something that you need to understand

- Artificial Intelligence is as good as the DATA Focus on good data and controlled content.

Here's one example ...

Practical Application of AI

"I'm opening a cafe to serve coffee by day and wine by night. What permits do I need?"

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Keyword Search is Hit or Miss.

Search Results

Try out our new AI - powered search tool!
powered by Polimorphic

2471 Result(s) Found

Cars and Coffee Grand Rapids

📅 Published on July 12, 2021

Come check out the largest exotic and luxury car show in Michigan while enjoying some coffee!

Apply to Serve as an Election Worker

📅 Published on February 05, 2020

Looking to get involved? Work the polls on Election Day and be our partner in democracy!

SEARCH

By Phrase or Keyword

🔍 i'm opening a cafe to se

Search

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Polimorphic Search: Walled Training Data

Polimorphic Search: AI Gives You Answers

🔍 I'm opening a cafe to serve coffee by day and wine by night. What permits do I need →

AI Answer All Results   Clear

Based on the information provided in the sources, here are the permits you will likely need to operate your cafe that serves coffee during the day and wine at night in the Village of Bayside, WI:

1. **Operator's License** (Chapter 5 Alcohol Beverages):

   ○ An operator's license is required for someone who is responsible for serving alcohol beverages to customers. This license ensures compliance with regulations related to the sale of alcohol on the premises.

2. **Class "B" License** (Chapter 5 Alcohol Beverages):

   ○ A Class "B" license is required for establishments that serve fermented malt beverages (like beer) and/or intoxicating liquor (like wine). This license allows the sale of alcoholic beverages for on-premises consumption.

3. **Building Inspection Permit** (Chapter 17 Health):

   ○ A building inspection permit may be required to ensure that your cafe complies with health and safety regulations, especially if you plan to serve food along with coffee and wine.

It is important to note that these permits are based on the information available in the provided sources, and additional permits or licenses may be required depending on the specific location and nature of your cafe. It is advisable to directly contact the village clerk's office in Bayside for more specific information and guidance regarding permits for your cafe.

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What Q&A topics take up the most staff time?

What other applications of AI are you thinking about?

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Easiest Place to Start Your Journey with AI!
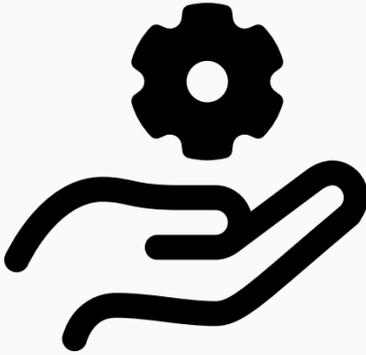
We will set it up for you!

15 minutes to add to website.

Lifetime help and support
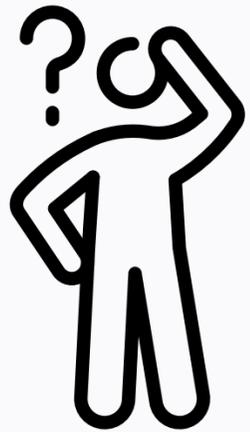
AI is another tool that local government can use.

What is your end goal when it comes to service delivery?

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What's Next?

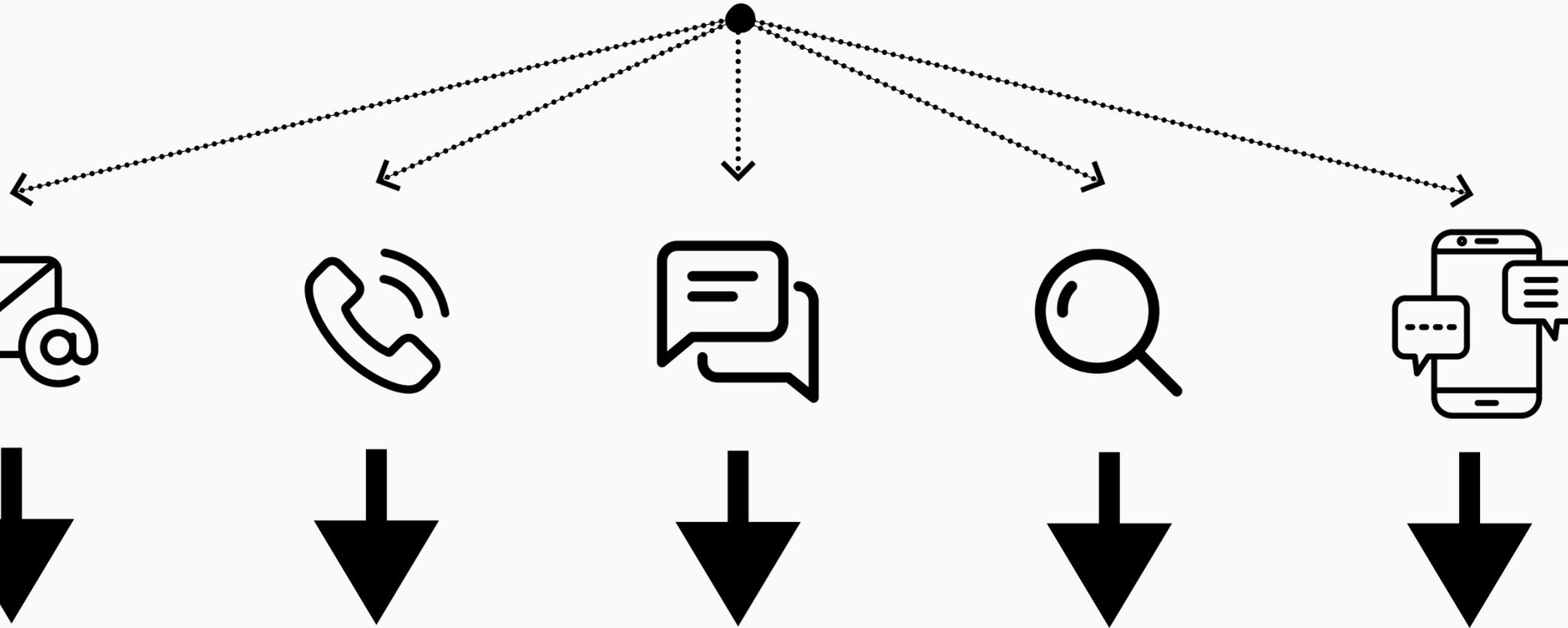AI Search is the first step - how else can you leverage new technology?

Part 1: How do I...

" What service do I need? **"**

" Do I need a permit to build a deck on my house? **"**

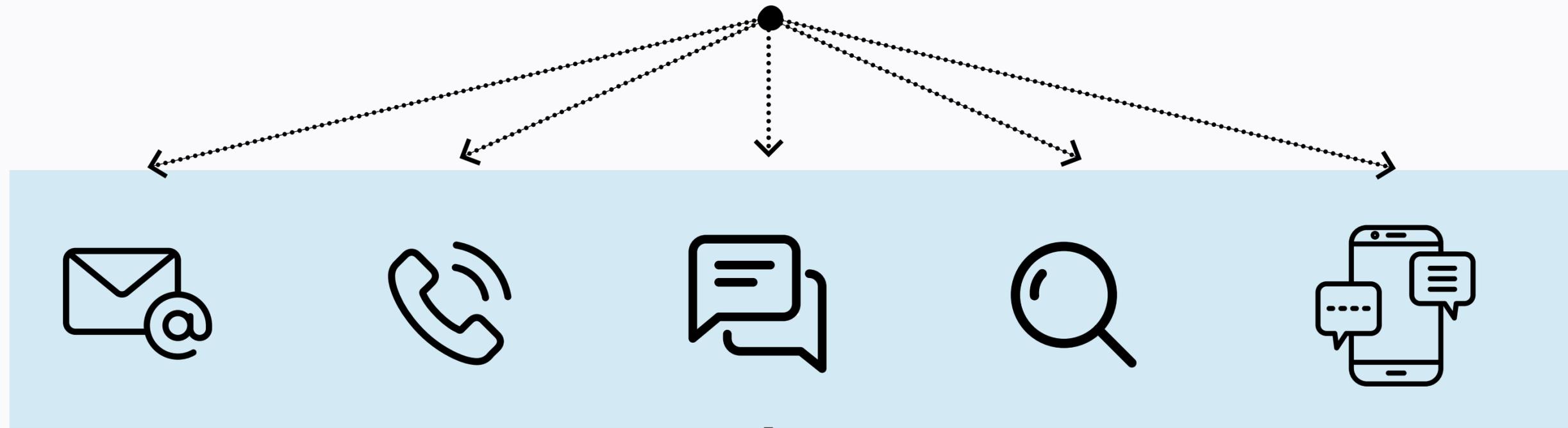**"** Where can I pay my property taxes? **"**
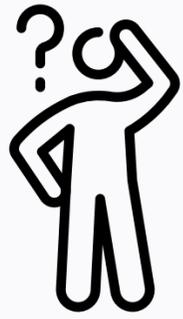
Constituents have an overwhelming number of questions

Staff is inundated with simple questions amidst other work they have to do

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AI can meets them wherever and whenever! Get answers fast and 24/7

Staff reclaims massive amounts of time to focus on the work they want to do!

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A.I. Phone Takes Search to the Next Level

## Ultimate experience for constituents:

- Never left on hold
- Questions can be answered 24/7
- No more phone trees - AI will triage them appropriately

Massive ROI for staff

- Q&A makes up 50% of incoming calls - frees up staff
- Automatically logs tickets into the CRM, ensuring the ticket and analytics can be tracked
- Staff don't have to re-route calls to other departments, reducing both staff and constituent frustration
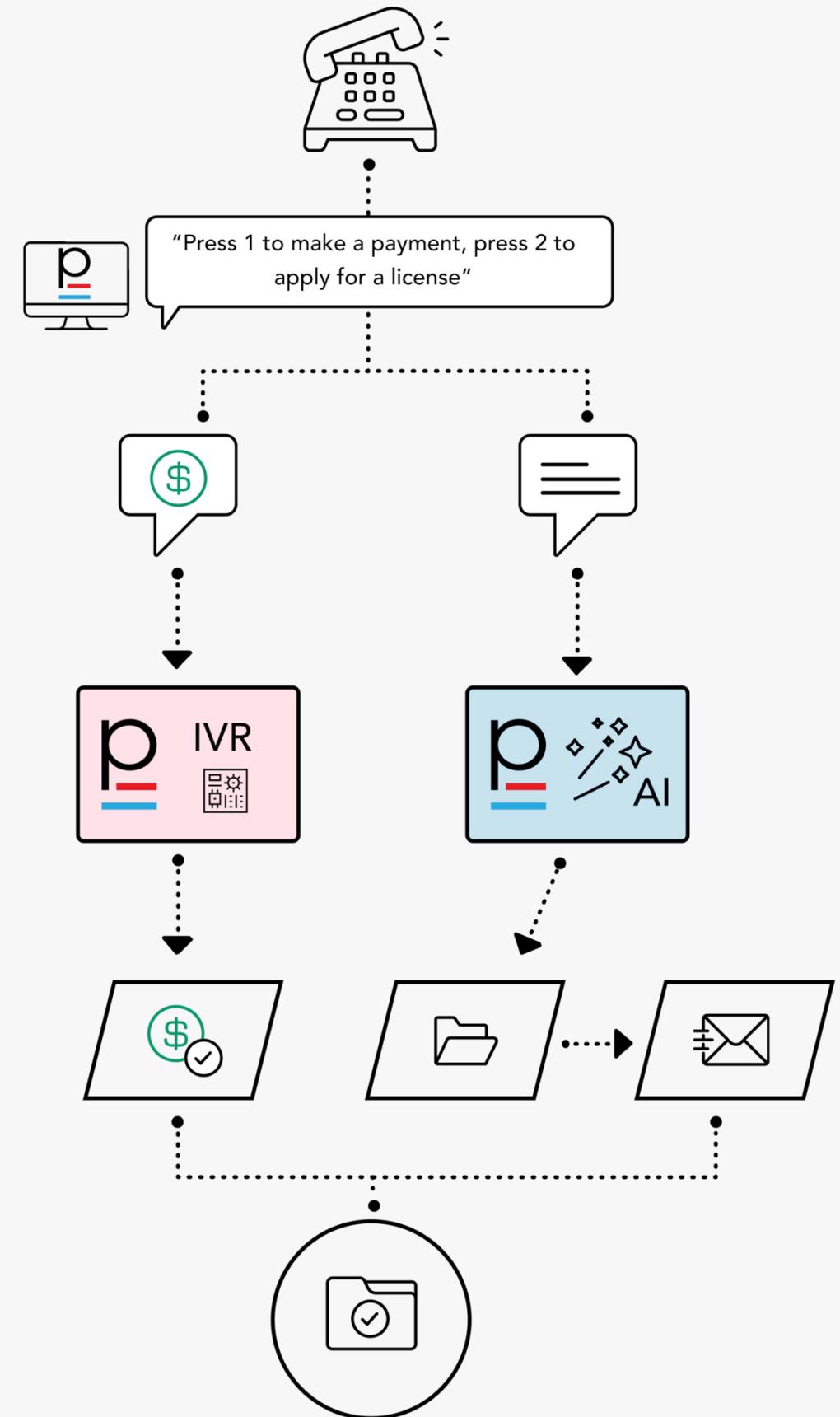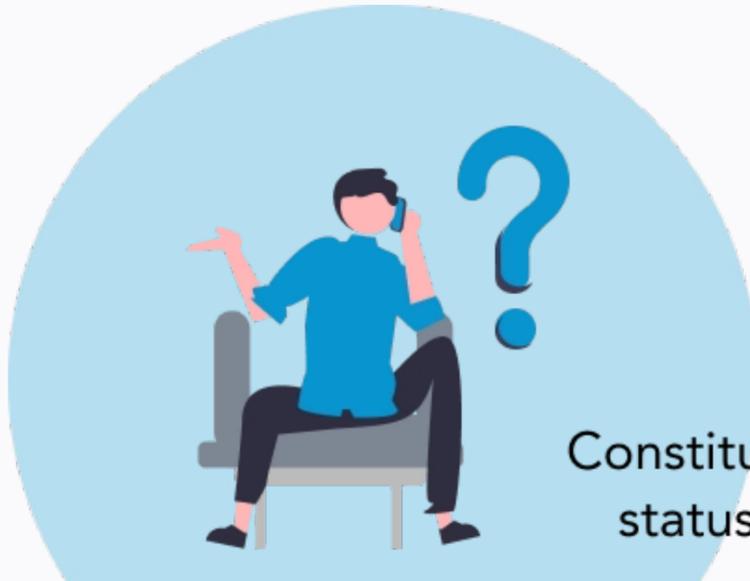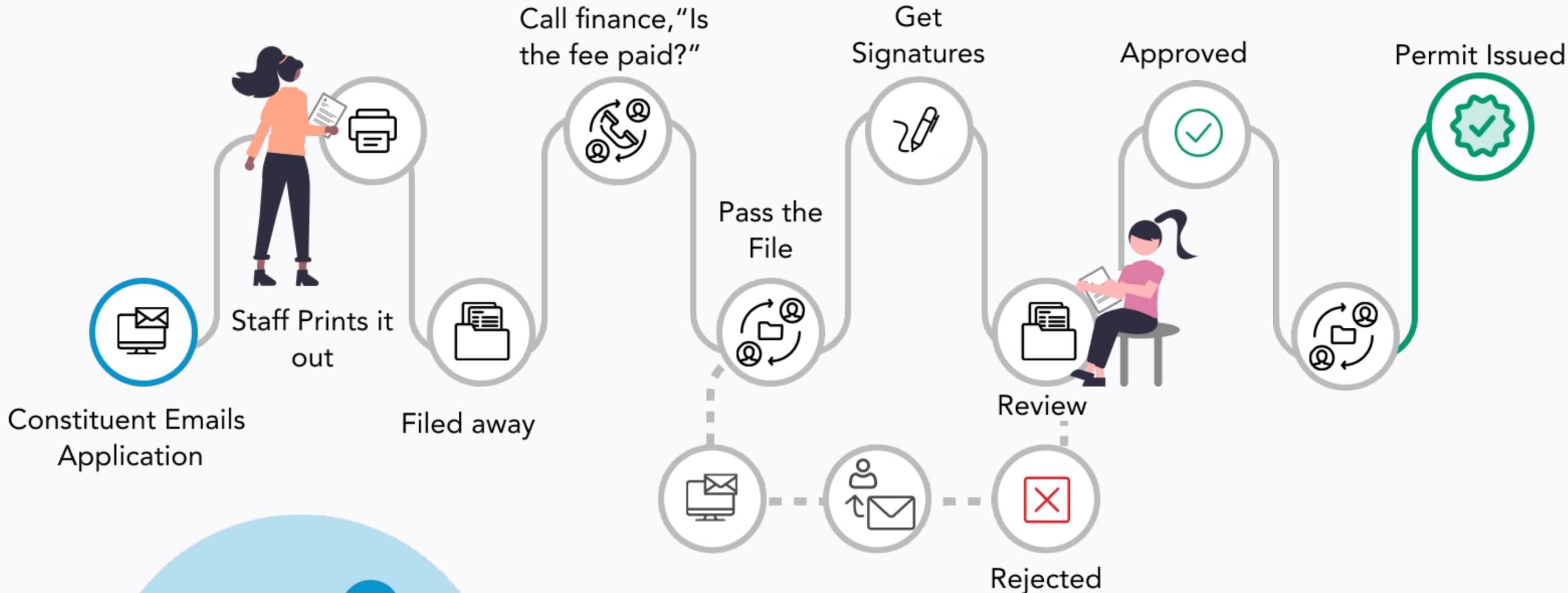
Part 2: I want to...
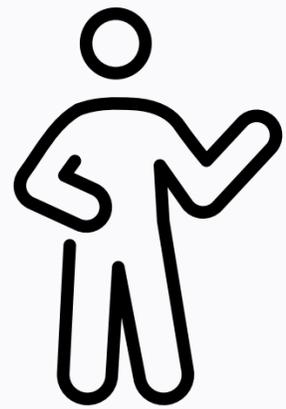
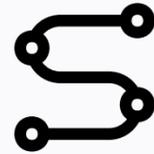" I want to apply for a permit! "

" I want to build a deck on my house! "

" I want to pay my property taxes! "

Most Government Processes Today are Busy Work!

Constituent Emails Application

Staff Prints it out

Filed away

Call finance, "Is the fee paid?"

Pass the File

Get Signatures

Review

Rejected

Approved

Permit Issued

Constituent calls for status... waiting

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Polimorphic CRM

Constituent comes by, calls, emails, fills a form, or makes an AI search for a request or a service

Automatically Assigned to the correct staff member[s]

Staff is walked through steps making sure nothing is missed

Single source of truth reduces time checking in with other departments

Staff are kept in the loop for when the project closes

Constituent Experience: They are emailed a copy of a sanitized tracker and can follow along at home

The Future of Customer Service
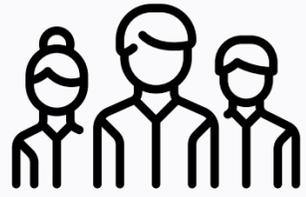
1. **Artificial Intelligence** to help manage volume of customer requests
2. **Process Automation & Digitization** to streamline fulfillment of those requests
3. **CRM** to track and provide analytics. *"If you can't measure you can't manage"*

Aritificial Intelligence

Process Automation & Digitization

CRM
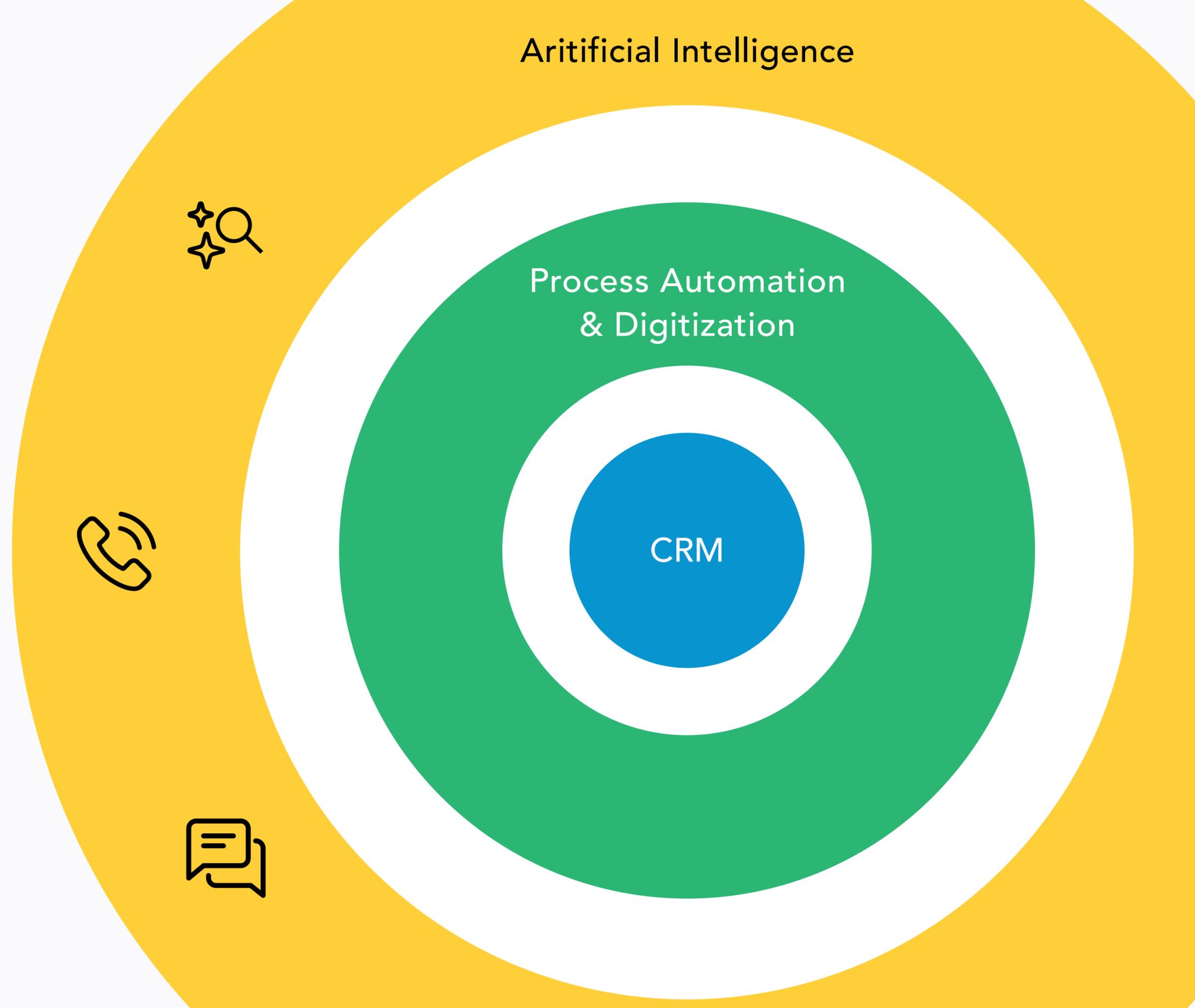
Exercise #4

Has your position changed?

If so, how?

What other questions or doubts do you have?

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