

Harnessing AI for Better Local Government: Opportunities, Risks and Real Results

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A quick reality check

**You're hearing big promises about AI,
some of it useful – much of it isn't.**

**Municipal applications can be very successful,
but they are specific.**

**This session focuses on what's actually working
today for Canadian municipalities.**



Setting Expectations

- Summarize complex or long material
 - Produce useful drafts very quickly
 - Checking inputs against requirements (triage).
- Can also produce confident errors
 - Do not know what is true or false
 - Require human review for anything that matters



Opportunities



Where municipalities are seeing results

- **Service delivery platforms for routine, repeatable interactions**
- **Streamlining planning and development**
- **Internal knowledge systems**
- **Infrastructure optimization**



Risks

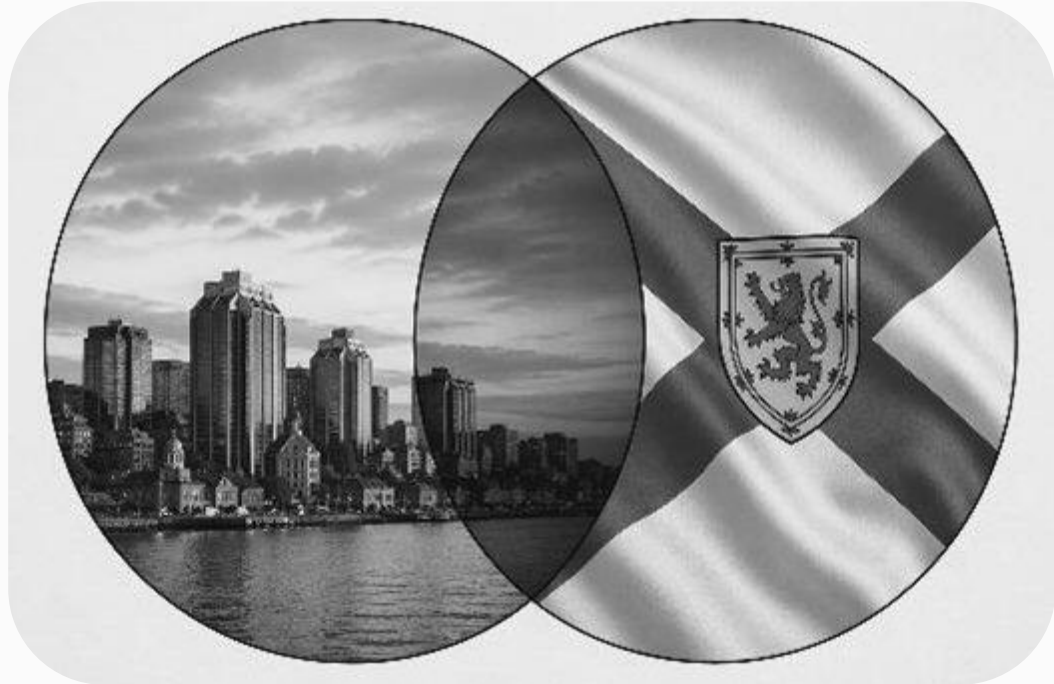


Where Things Go Wrong

- **Lack of organization governance**
- **Compliance and privacy (Bill 150)**
- **Use of “Shadow AI”**
- **Vendor claims not demo’d with real data**
- **Unrealistic expectations**



Bill 150 Readiness Roadmap



sovereigncopilot.ca/bill150roadmap



Real Results



King Township: Kingsley Virtual Assistant

- Moved 40% of inquiries to outside of office hours
- Kingsley et al reclaimed 1,000 staff hours/mo
- First, they created their AI governance framework



Kelowna: Development Inquiry Chatbot

- **AI-powered chatbots that guide residents through permit applications 24/7**
- **Reduced inquiry labour by 25%**
- **Automated routine zoning questions, routing difficult questions to staff**



Summerside: Asset Management / Deferral

- **Operating cost of grid down 25%**
- **Avoided million-dollar grid upgrade**
- **Renewable mix increased to 62%**



Edmonton: Building Permit Auto-Review

- Queue review and triage by AI, then sent to proper stream for processing
- 60% reduction in processing times; simple ones turned around in 1-2 days
- Rule-based AI engine interacts with human in the loop auditing



What works Today



Good AI Initiatives Have In Common:

- **Start small: one workflow, not a full system**
- **Keep humans in the loop for anything consequential**
- **Understand limitations of LLMs**
- **Governance before scale**



Questions

User: **The car wash is 50 meters away. Should I walk or drive?**

LLM: **Walking 50 meters takes approximately 45 to 60 seconds, which is less time than it takes to start a car and navigate a parking lot.**

