Local Government
REIMAGINED CONFERENCE

APRIL 10 – 12, 2024 BOSTON, MASSACHUSETTS

Future-Ready Cities: Integrating AI into Performance Strategies

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The Performance Institute

Future-Ready Cities: Integrating AI into Performance Strategies

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Agenda

- Introductions
- AI Landscape
- Putting AI to Work Today
- Workshop: Performance Management

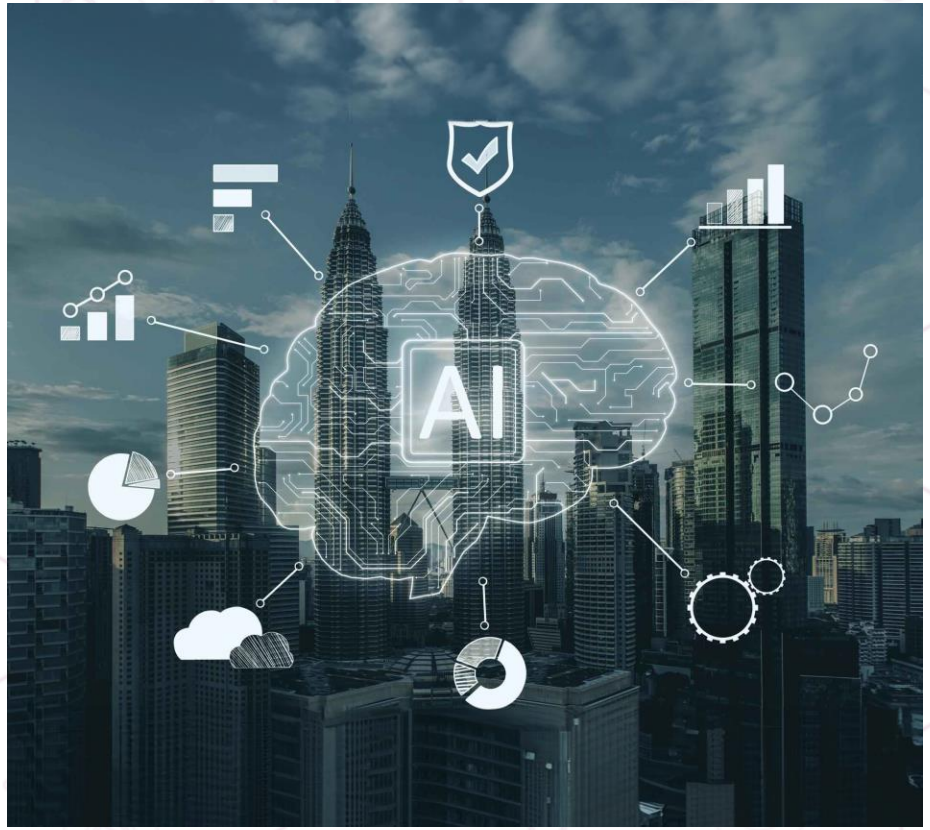
Problem

Cities face complex challenges:

- Aging infrastructure
- Budget constraints
- Growing populations.

AI tools can help

- Optimize city operations,
- Identify cost efficiencies
- Help organize, structure, and influence change



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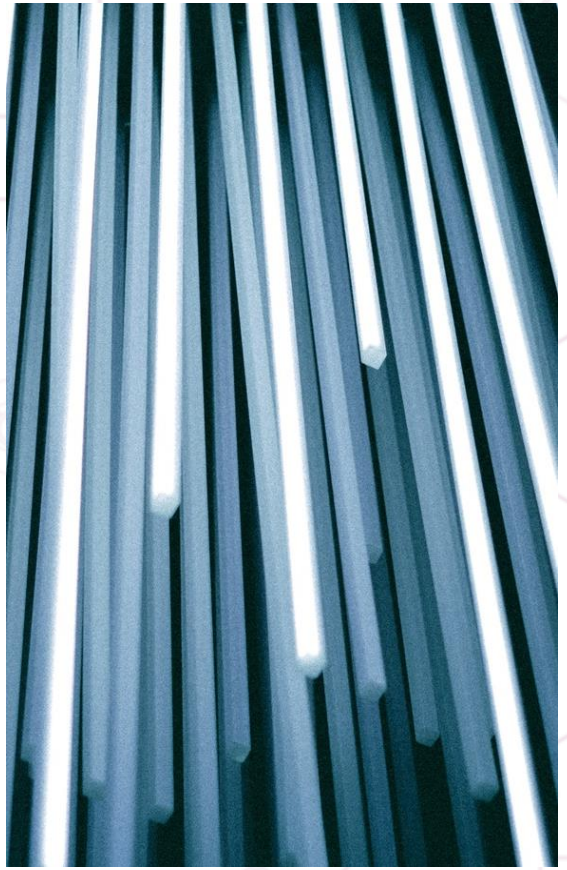
Artificial Intelligence Landscape

"AI" refers to technologies that are programmed to imitate human intelligence for complex problem solving.



Real-world examples include:

- ChatGPT: chatbots
- Alexa: Natural Language Processing
- Netflix Recommendations: predictive analytics
- Tesla Auto-Pilot: autonomous vehicles
- Phone Login: facial recognition

AI Success

Singapore

Singapore uses AI to predict traffic patterns and reduce congestion.

Chicago

Chicago uses AI for predictive analytics to allocate resources and services.

Barcelona

Barcelona utilizes AI to optimize public transportation and reduce pollution.

Key Benefits of AI for Cities

Improve operational efficiency

Use real-time data analytics and AI to optimize processes and resource allocation

Enhance public services

Leverage AI and data to understand citizen needs and improve service delivery

Advance sustainability

Apply AI to analyze emissions, energy use, waste etc. to meet environmental goals

Promote equity and inclusion

Use AI to identify and address systemic biases and ensure equitable access to services

AI can help cities leverage data to become more efficient, sustainable, and responsive to all citizens.

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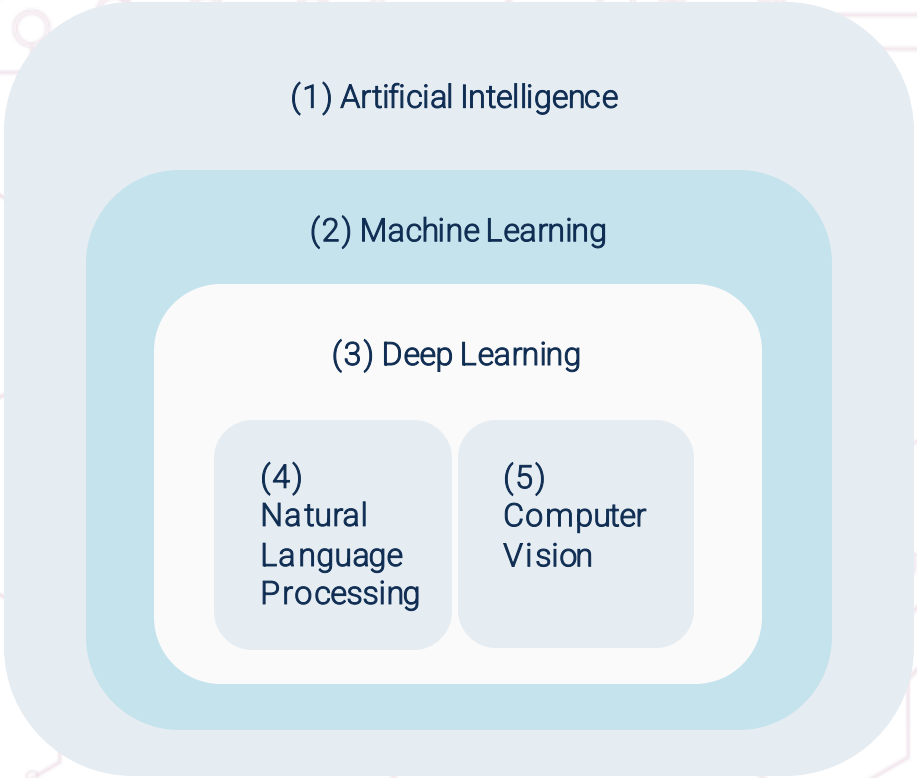
What excites you most about applying AI?

AI Landscape



(1) Learn and improve without explicit programming.

Fraud detection, predictive maintenance, targeted advertising.

(2) Artificial neural networks to learn from lots of data.

Image recognition, natural language processing, self-driving cars.

(3) Understand digital images/videos like humans.

Facial recognition, defect detection, self-driving cars

(4) Derive meaning from human language.

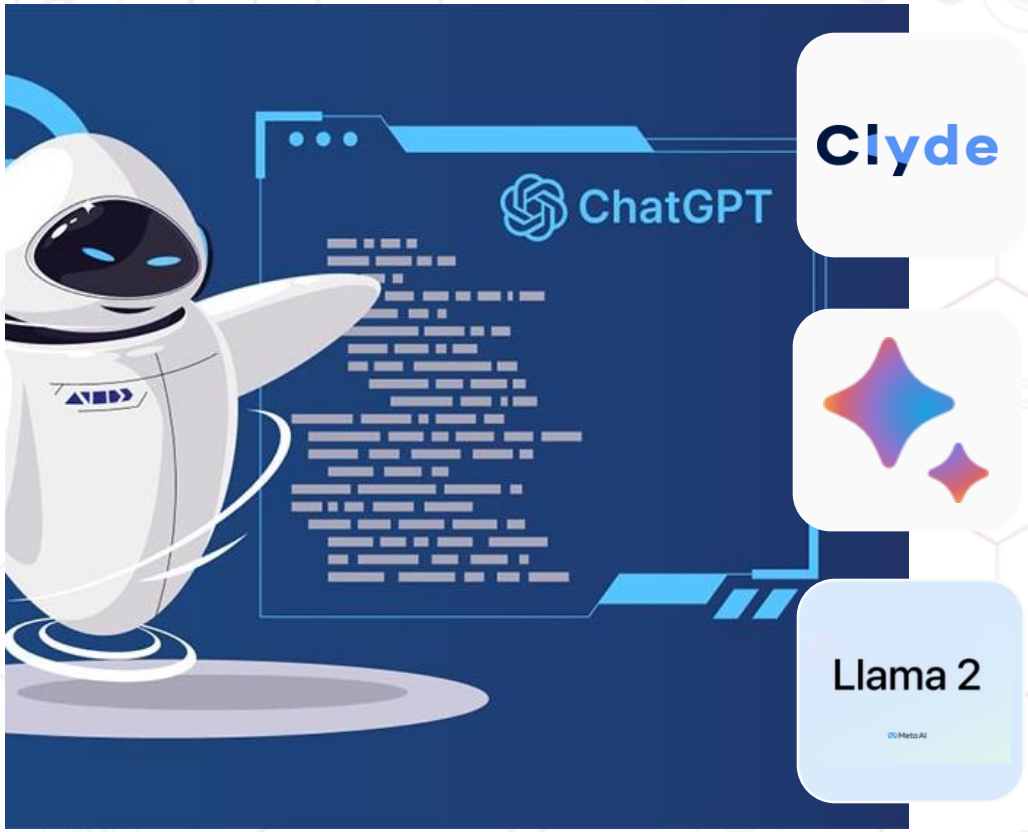
Chatbots, voice assistants, text summarization, language translation

Buzz or Breakthrough?

What Changed with Large Language Models (LLMs)?

Real Breakthroughs

1. AI models that can understand and generate human-like text with unprecedented accuracy and fluency.
2. Fine-tuning a generalized AI model to perform well on specialized tasks with relatively little additional training data.



With great power comes responsibility

Exciting Opportunities

- Direct, context aware access to learn and explore any topic
- Mundane laborious digital tasks requiring a "human touch" be automated.
- Creative and artistic abilities for everyone
- Multi-model (audio, video, image, text) agents
- Fast, easy access to powerful AI agents

New Challenges

- Mis-information and mis-guided trust (Hallucinations)
- Decreased reliance on "information worker" means some job displacement
- Disputes over information and creative work rights
- Bad actors can abuse these agents to deceive and influence.
- Environmental impact on heavy compute intensive data processing

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What is your biggest AI concern?

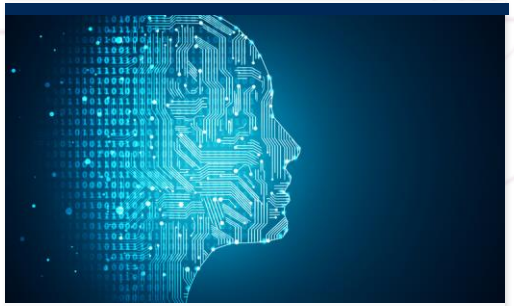
Possible Slido alternative

What is your biggest AI concern?
•Biased outcomes
•Lack of transparency
•Over-reliance on technology
•Staff resistance

Core Principles for Ethical AI

Fairness

Ensure AI systems do not perpetuate or exacerbate existing biases.



Transparency

Provide visibility into how AI systems operate and make decisions.

Accountability

Have clear mechanisms to determine responsibility for AI system outcomes.

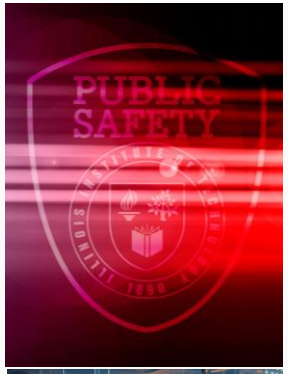
Human Oversight

Enable human monitoring of AI systems to identify issues.

Strategic Areas for Applying AI

Transportation

Use AI for traffic prediction, congestion management, and optimization of routes and schedules.



Public Safety

Leverage AI for crime prediction, resource allocation, and analysis of crime data.

Health

Harness AI for disease diagnosis, personalized medicine, and optimization of healthcare operations.

Infrastructure

Employ AI in infrastructure monitoring, predictive maintenance, and resilience planning.

Government Operations

Apply AI to streamline operations, enhance citizen services, and inform policy decisions.

Performance Management

Apply AI to accelerate, organize, translate and deliver performance management strategy.

AI for Performance Management

Strategic Planning with AI

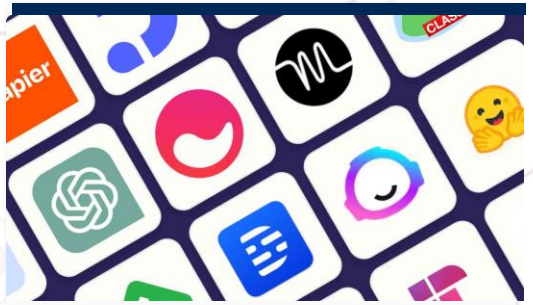
Use AI to analyze data, identify trends, and model scenarios to inform goal setting and strategic plans.

Optimizing with AI Analytics

Apply AI and advanced analytics to optimize processes, resource allocation, and service delivery.

AI-Powered Citizen Services

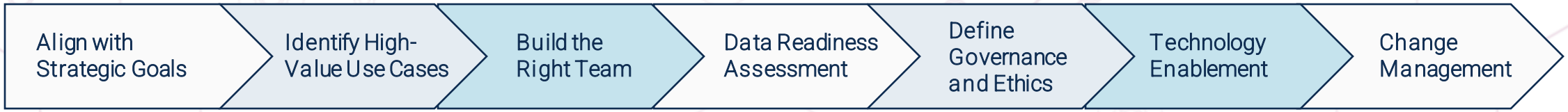
Deploy chatbots, virtual agents, and predictive analytics to improve citizen experience and accessibility of services.



Prioritizing High-Impact AI

Identify high-value use cases through stakeholder input and assessment of AI capabilities.

Strategic AI Adoption Roadmap



Evaluate organizational readiness, data infrastructure, and identify high-potential use cases to target for AI adoption.

Launch short pilot projects on selected use cases to demonstrate value and build internal capabilities.

Scale pilots into production trials across departments to refine solutions and measure broader impact.

Develop a roadmap for enterprise-wide deployment based on lessons learned and establish proper governance.

Implement mechanisms for ongoing performance tracking, model retraining, and integration of new advances.

Workshop Instructions

1. Select a delegate to report back team results.
2. For each topic we discuss, rank your organization 1-5
3. Share and report to your group your experience
4. Average your group scores

Breakout Icebreaker

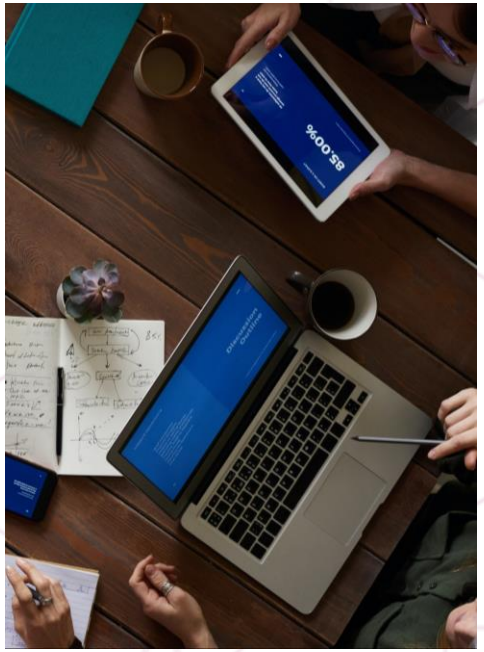
How are you personally using AI or Chatbots?

1. I have not experienced any real benefits from chatbots.
2. AI chatbots felt magical at first but I have not experienced much value.
3. I have some standard use cases where I use AI bots but it is infrequent.
4. I have found some interesting and helpful ways to weave AI into my life from time to time.
5. AI bots has transformed the way I work and live. It has saved me lots of time and I use it almost daily

Breakout Topic 1

Building the Right Team for AI

1. AI is determined as a fad or negative impact to people and process.
2. AI has been determined a nice to have so people are exploring and experimenting on their own.
3. AI is a topic of discussion and we are in the learning and exploring phase.
4. We have an understanding and selected use cases but are awaiting the correct people, training, process and technology.
5. We have subject matter experts, data, and analytics / AI embracing and currently or planning to roll out new AI capabilities.



Breakout Topic 2

Maximizing Data Integrity

1. Data collection is inconsistent for majority of measures due to the variety of sources we manually source it from

2. We have a systematic approach to data that includes secure databases for 50% of measures

3. Data is collected in a uniform and consistent manner for the majority of our measures

4. Data is systematically distributed and analyzed in a consistent and uniform manner

5. Data is validated and verified through sampling and independent means

Breakout Topic 3

Define measurable goals and KPIs to track impact

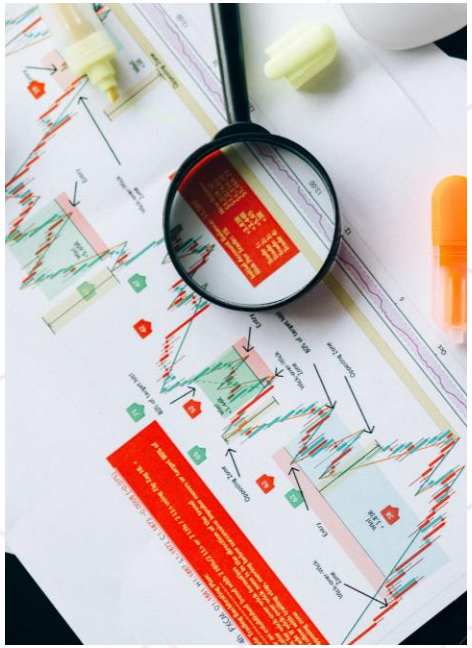
1. We use input data w/little or no rigor, i.e.... we track expenditures and headcount as main measures

2. We have defined activity and output measures using some rigor to set targets to track service quantity levels

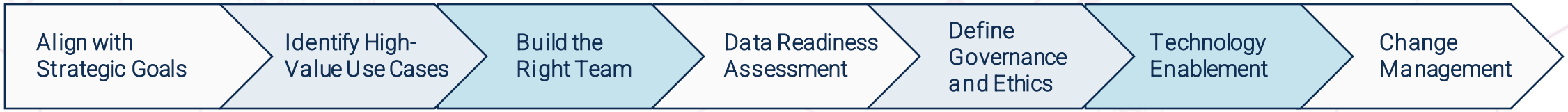
3. We have reliable measures that are focused on efficiency and output/service quality

4. We have balanced measures that reflect organization effectiveness

5. We have developed a suite of aligned measures to drive continuous improvement



Strategic AI Adoption Roadmap



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Overcoming Resistance to Change

Education and Training

Provide training and education to build competencies needed for new systems and processes.

Involve Stakeholders Early

Get input from stakeholders early and co-create solutions to ensure buy-in.

Pilot and Iterate

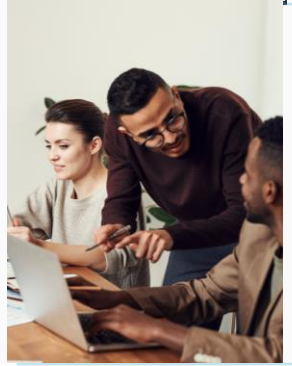
Test changes through small pilots, gather feedback, and refine approaches before full implementation.

Communicate Benefits

Clearly communicate benefits of change to individuals and the broader community.

Incentivize Adoption

Provide incentives for early adopters and supporters of change initiatives.

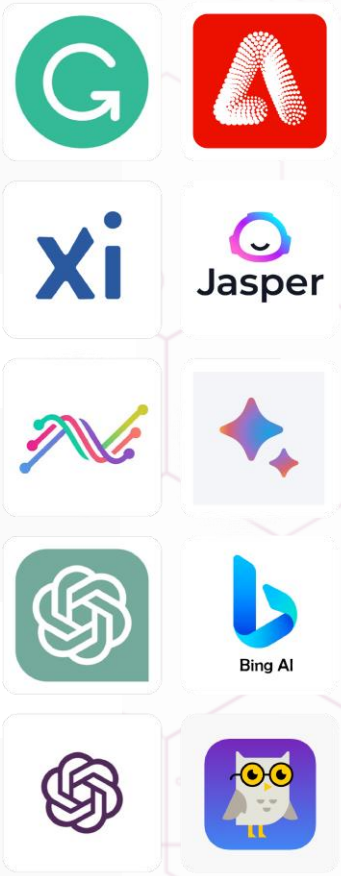


Leadership Support

Ensure visible leadership commitment and support for change at all levels.

Where to Start? Experiment with Chat Bots

R	ROLE	Serve as a concise AI integration advisor.
I	INSTRUCTION	Develop a streamlined strategic outline for AI adoption.
S	STEPS	1. Quick Scan & Goals: Assess digital readiness and set immediate AI objectives. 2. Actionable Roadmap: Establish a simple, phased plan for quick AI integration 3. Evaluation & Culture Shift: Define key success metrics and foster an AI-ready mindset.
E	END GOAL	Provide a straightforward, actionable guide for rapid and effective AI adoption.
N	NARROWING	Condense to a 3-page summary with clear, non-technical language.



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What is your biggest takeaway?

Thank You

How to reach speakers, where to get more info?

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