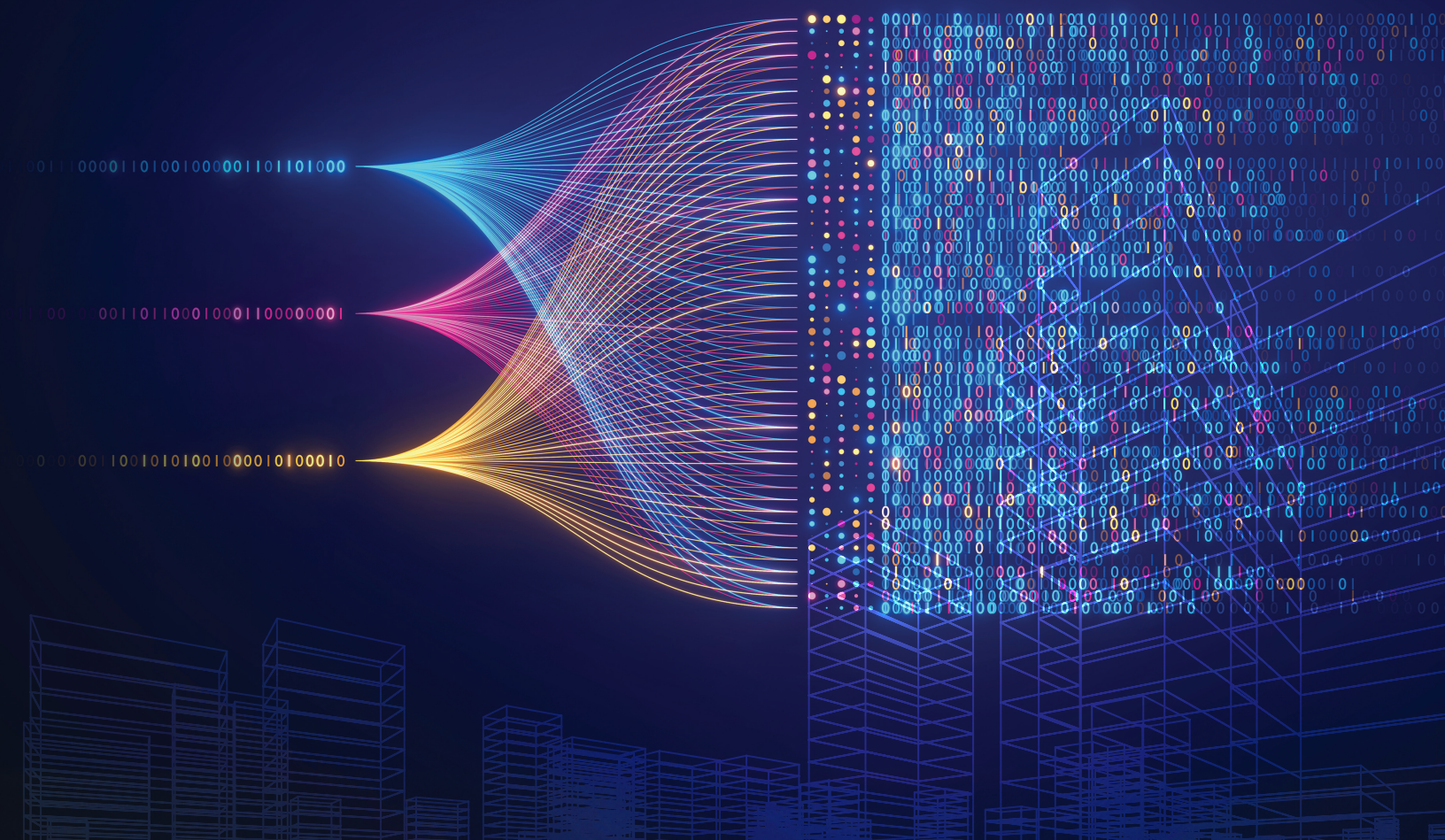


The United States Conference of Mayors

Building Your City's AI Strategy

A Roadmap for America's Mayors

June, 2025



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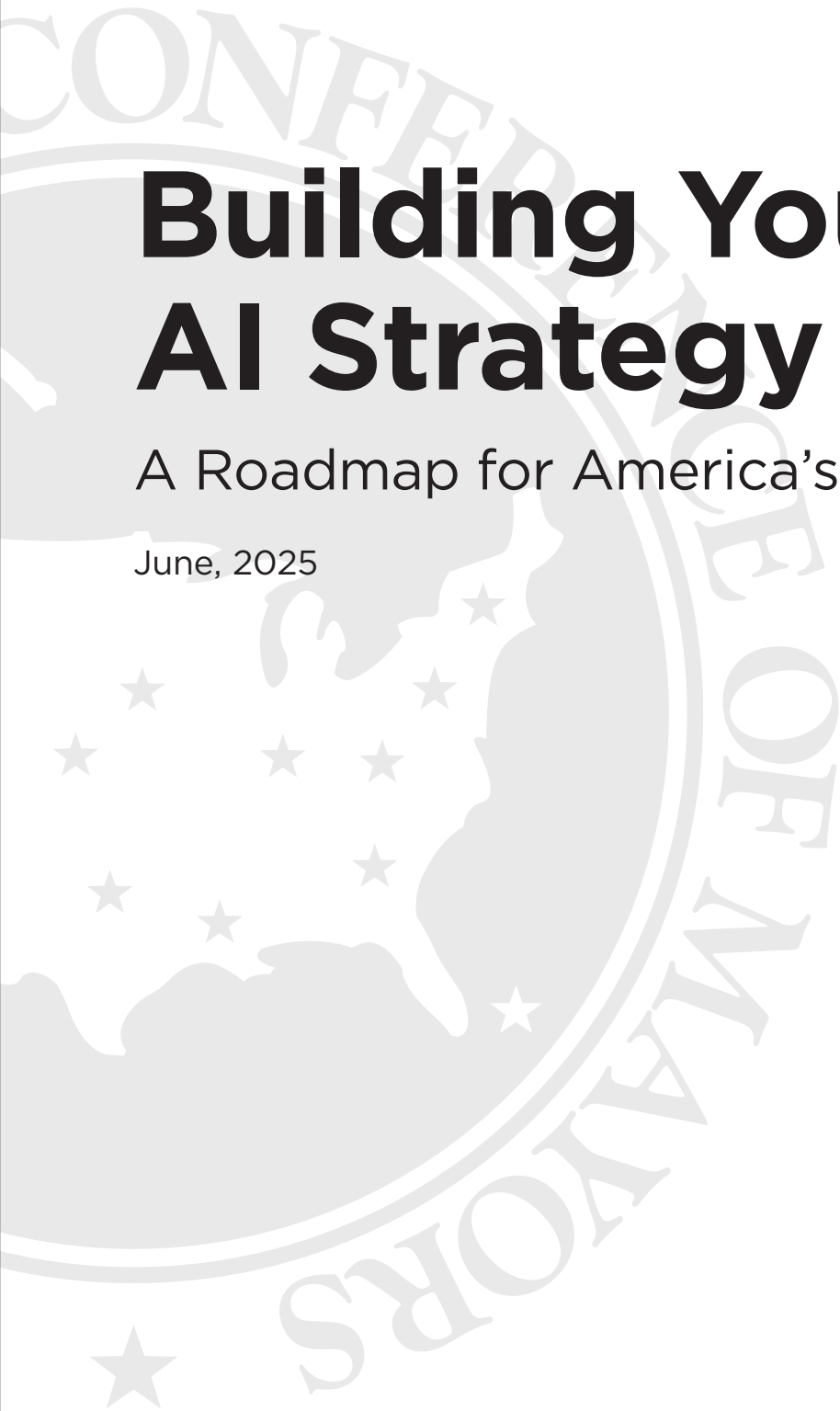
The United States Conference of Mayors is the official non-partisan organization of cities with each city represented in the Conference by its chief elected official, the mayor.

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Contents

Introduction	3
Section 1: Engaging Staff and Identifying Participants for the AI Workshop	5
Section 2: Pre-Workshop Section: General Survey on AI Usage and Needs	6
Section 3: Workshop Planning Overview	7
Section 4: Sample Agenda for the Workshop	8
Section 5: Detailed Agenda Breakdown	9
Section 6: Post-Workshop Follow-Up	12
Section 7: Drafting the AI Adoption Strategy: Options and Considerations	13
Section 8: Launching the AI Strategy and Community Communication	14
Appendix I: Examples of US City AI Strategies and Plans	15
Appendix II: AI Workshop Planning Checklist	16

Introduction

In 2025, the United States Conference of Mayors partnered with Google to help mayors and other city leaders implement the next generation of artificial intelligence (AI) tools in city governments. This guide offers a framework to help city leaders develop and host an “AI Adoption Workshop,” with the goal of increasing AI use to better deliver city services.

AI offers cities significant advantages. From streamlining city operations to optimizing resources to improving citizen engagement, AI can automate certain tasks while freeing up city staff for complex, human-centric work. To get there, a well-structured adoption workshop can serve as a crucial platform to explore AI's possibilities, learn from other cities' experiences, and begin to discover the best way AI can support your community's specific needs.

Ultimately, the workshop should catalyze the development of a comprehensive city AI usage policy, strategy, and/or playbook. The insights and collaborations generated will form the essential foundation for guiding both the bold and responsible adoption of AI, ensuring alignment with city values and enhancing the quality of life for all residents.

Section 1:

Engaging Staff and Identifying Participants for the AI Workshop

A successful AI adoption workshop requires engaging city leadership and staff – both decision makers and those who will use AI tools – and involving community participants.

Suggested Attendees:

To ensure comprehensive representation, invite key city leadership (Mayor, Council, City Manager) to signal commitment; heads of major departments (IT, Public Works, Safety, Planning, Finance, HR, Legal) who oversee implementation areas; relevant managers, analysts, and frontline staff from high-potential departments for operational knowledge; IT and data specialists (CIO, CDO, cybersecurity, analysts); legal and procurement staff for compliance and contracts; and optionally, community stakeholders (university experts, business/non-profit leaders, digital equity advocates) to broaden perspective, while keeping the focus on internal city adoption.

Suggested Speakers/Panelists (General Considerations):

Draw speakers from diverse categories: external experts (academics, leaders from other cities, the startup community in your city, local and national technology leaders, educators, consultants); internal champions (staff demonstrating AI potential or addressing challenges).

Section 2:

Pre-Workshop Section:

General Survey on AI Usage and Needs

To ensure the workshop is tailored to the specific needs and priorities of your city, it's crucial to gather information from city staff beforehand. A general survey, like the one below, can be an effective way to do this.

General Survey on AI Usage in City Services

Dear City Staff,

Our city is planning an AI Adoption Workshop to explore how artificial intelligence (AI) can help us improve city services, enhance the quality of life for our residents, and optimize our limited resources. You will receive an invitation to this important event soon.

To help us prepare and ensure the workshop addresses the topics most relevant to our work, we are gathering initial input with this brief survey. Your feedback is essential to shaping a productive and meaningful workshop. Please take a few minutes to complete this survey.

1. Are you currently using any AI-powered tools or applications in your work? (Yes/No)
2. If yes, please describe the tools and how you use them.
3. In your opinion, what are the most time-consuming or inefficient tasks in your department?
4. What areas of city services do you think could be modernized or improved with AI? (e.g., permitting, customer service, traffic management, public safety)
5. What are your biggest concerns about the potential use of AI in your work? (e.g., job security, accuracy, bias)
6. What training or resources would you need to effectively use AI-powered tools in your work?
7. Do you have any ideas for how AI could be used to better serve our residents?
8. Are there any specific examples of AI applications in other cities that you think would be beneficial for our city?
9. How important do you think it is for the city to adopt AI technologies? (Very important / Important / Neutral / Not very important / Not at all important)
10. Are you comfortable with the city using AI? (Yes/No)
11. What would increase your comfort level with AI?

Thank you for your participation. By adopting AI systems, we're looking to diminish the administrative workload allowing you to dedicate your expertise to more valuable, human-centric responsibilities, including strategic planning and direct community engagement. Your feedback will help us ensure that our AI initiatives are effective, responsible, and beneficial for all, starting with a well-informed workshop.

Section 3:

Workshop Planning Overview

For your initial workshop, you can maximize its impact with some careful planning. This section outlines key logistical considerations and opportunities to leverage AI tools during the event itself.

Leveraging AI During the Workshop:

Incorporating approved AI tools (approved by your city's IT department) into the workshop can enhance accessibility, efficiency, and engagement:

- **AI-Powered Closed Captioning and Translation:** Utilize AI speech-to-text services to provide real-time closed captions for presentations and panel discussions displayed on screens or attendee devices. This significantly improves accessibility for individuals with hearing impairments and can aid comprehension for attendees who primarily speak languages other than English.
- **AI Note-Taking and Transcription:** Employ AI-driven transcription tools to automatically generate a text record of keynote speeches, panel discussions, and potentially even breakout sessions (with appropriate consent). Some tools can also offer initial summaries or identify key themes, providing a valuable head start for the official note-takers and the post-workshop strategy drafting team. This can supplement in-person note-takers who are essential for capturing nuance and context.
- **LLM for Quick Technical Q&A:** During breakout sessions or workshops, groups could potentially use an approved Large Language Model (LLM) as a quick reference tool. If technical questions arise about specific AI concepts, definitions, or general capabilities (not city-specific confidential information), an LLM can provide rapid, informative answers, allowing the group to maintain focus on strategic discussion rather than getting bogged down in basic terminology.
- **AI-Generated Summaries:** At the end of key sessions or the entire day, an AI tool could be used to generate a quick summary of the main points discussed (based on transcripts or notes), which could be shared as a fast follow-up with attendees or used by the closing speaker.
- **Sentiment Analysis (Post-Workshop):** AI sentiment analysis tools could be used to quickly gauge overall attendee reactions and identify common themes in open-ended comments, complementing manual review. Copy and paste digital form information into an LLM or scan physical feedback forms and upload them to the LLM for review.

Section 4:

Sample Agenda for the Workshop

The AI Adoption Workshop is a day dedicated to collaboratively envisioning and shaping your city's technological future. More than just a series of presentations, this gathering will be the foundation for the initial draft of a comprehensive AI strategy tailored specifically for your community.

The agenda below, structured for a productive day from 9 AM to 3 PM can be adapted to best suit specific goals and resources. The ultimate aim is to emerge from this workshop with a clearer vision, a stronger consensus, and concrete next steps towards leveraging AI to better serve your community.

Sample Agenda: AI Adoption Workshop

9:00 am - 9:30 am	Opening Remarks <ul style="list-style-type: none"> Mayor's Welcome Address Introduction to Workshop Goals & Objectives Overview of Survey Results
9:30 am - 10:15 am	Session 1: Visioning the Future of AI in Your City Government <ul style="list-style-type: none"> Presentation by a leading expert on AI trends and municipal applications.
10:15 am - 11:00 am	Session 2: Panel: AI Success Stories from Other Cities <ul style="list-style-type: none"> Discussion featuring representatives from cities with successful AI implementations.
11:00 am - 12:00 pm	Session 3: Leveraging AI to Transform City Departments <ul style="list-style-type: none"> Breakout sessions focused on specific city departments (e.g., transportation, public works, community development). Presentations by city staff on potential AI applications in their departments.
12:00 pm - 1:00 pm	Lunch
1:00 pm - 2:00 pm	Session 4: Addressing the Ethical and Security Challenges of AI <ul style="list-style-type: none"> Presentations by experts in AI ethics, law, and cybersecurity. Interactive Q&A session.
2:00 pm - 3:00 pm	Session 5: Building a Responsible AI Strategy for Our City <ul style="list-style-type: none"> Workshop: Developing guiding principles for AI adoption. Group discussions: Identifying concrete steps for implementation and outlining the AI strategy structure. Closing Remarks and Next Steps.

Section 5:

Detailed Agenda Breakdown

This section provides a deeper dive into each agenda item, offering suggestions for content, speakers, and guiding questions to ensure each session is productive and engaging.

Opening Remarks: (9:00 AM - 9:30 AM)

Overview: The introduction should clearly articulate the specific, measurable objectives for the day, ensuring all participants understand the intended outcomes. Presenting a concise overview of the pre-workshop survey findings at this stage serves to immediately connect the day's agenda to the expressed needs and concerns of city staff, demonstrating that their input is valued and foundational to the discussions.

Suggested Speakers: The Mayor can deliver the welcome address, conveying vision and commitment. The Chief Information Officer (CIO) or Workshop Lead can outline the day's objectives, agenda, and logistics. They can also present a high-level summary of the key findings from the staff survey.

Session 1: Visioning the Future of AI in Your City Government (9:30 AM - 10:15 AM)

Overview: This session aims to provide a high-level, forward-looking perspective on the role of AI in shaping the future of city services and governance. The keynote speaker should inspire attendees by painting a picture of the possibilities and discussing emerging AI trends relevant to the public sector. The goal is to broaden horizons and set an ambitious yet achievable context for the day's discussions.

Suggested Speakers: An academic expert in AI and public policy, a visionary leader from a city known for innovation, or a technology leader specializing in government solutions. Select someone who can speak compellingly about future possibilities while remaining grounded in the practicalities relevant to local government.

Guiding Questions/Prompts for Speaker:

- What are the most significant AI trends cities should be watching over the next 3-5 years?
- Beyond efficiency, how can AI fundamentally change the relationship between cities and their residents?
- What foundational steps should cities take now to prepare for a more AI-driven future?

Session 2: Panel: AI Success Stories from Other Cities (10:15 AM - 11:00 AM)

Overview: Following the keynote, this panel discussion grounds the potential of AI in real-world examples. This session aims to make AI adoption feel more concrete and achievable by showcasing diverse applications and sharing valuable lessons learned from those already navigating this space.

Suggested Speakers: Representatives from other municipalities (peers from similar-sized cities or those known for specific AI initiatives), local university researchers involved in civic tech projects, a private sector technology partner, or leaders from non-profit organizations using AI for public good. Aim for diverse examples across different service areas (e.g., traffic management, public safety analytics, citizen service chatbots, permit streamlining).

Guiding Questions/Prompts for Panel:

- Can you share a specific example of an AI project in your city/organization, including the problem it aimed to solve, the implementation process, and the measurable results?
- What was the most unexpected challenge or lesson learned during implementation?
- How did you approach staff training and manage change associated with the new technology?
- How did you ensure resident buy-in, address ethical concerns, and maintain transparency?
- What advice would you give to a city just starting its AI journey?

Session 3: Leveraging AI to Transform City Departments (11:00 AM - 12:00 PM)

Overview: These sessions transition the attendees from external inspiration to internal application. It provides an opportunity for city staff to actively engage and connect the broader potential of AI discussed earlier to the specific operational realities and challenges within their own departments. Encouraging staff presentations fosters ownership and surfaces ground-level insights into where AI could provide the most value, leveraging the practical knowledge of those performing the work daily.

Suggested Facilitators/Speakers: Department Heads or Designated Leads can facilitate breakout sessions for their respective areas (e.g., Public Works, Planning, Parks & Rec, Police/Fire, Customer Service). Adding an expert from an IT department, local technology companies or universities can help answer technical questions for the group. The sessions can come back together at the end for staff to present the findings from each group discussion.

Guiding Questions/Prompts (for Breakout Sessions):

- Based on the survey results and our morning discussion, what are 1-2 specific, time-consuming tasks or inefficient processes in our department that AI could potentially address?
- What data do we currently have or need to make such an AI application feasible?
- What would be the ideal outcome if AI could help with [specific task]?
- What are the immediate concerns or questions our team has about implementing AI for this purpose?

Session 4: Discussing AI Challenges and Opportunities: From Ethical Considerations to Using AI in Cybersecurity (1:00 PM - 2:00 PM)

Overview: No exploration of AI is complete without a frank discussion of its inherent challenges and opportunities. This session is dedicated to proactively addressing the critical ethical, legal, and security dimensions of AI implementation. Topics such as algorithmic bias, data privacy, transparency in decision-making, cybersecurity vulnerabilities, and their impact on the workforce must be addressed head-on.

Suggested Speakers: Invite experts such as specialists in AI ethics (from academia or dedicated organizations), municipal law (focusing on data privacy and technology), and cybersecurity (specifically AI opportunities and vulnerabilities). The City Attorney's office should be involved. An internal lead, perhaps the CIO or a designated data privacy officer, can discuss the city's current policies and framework.

Guiding Questions/Prompts:

- What are the primary ethical risks cities face when implementing AI (e.g., algorithmic bias, lack of transparency)?
- How can we build safeguards into our AI systems to ensure fairness and equity?
- What data privacy regulations must we adhere to, and how does AI impact compliance?
- What are the key cybersecurity risks associated with AI tools, and how can we mitigate them?
- How do we ensure 'human-in-the-loop' oversight for critical decisions?
- How can we address staff concerns about AI's impact on their roles proactively? (Link back to survey concerns).
- How can AI help us better secure our systems from cybersecurity threats?

Session 5: Workshop: Building a Responsible AI Strategy for Our City (2:00 PM - 3:00 PM)

Overview: This culminating session transitions the day's learning and discussions into tangible outputs. The primary goal is to collaboratively synthesize key insights and begin formulating the foundational elements of the city's AI strategy. The workshop discussion focuses on translating the day's ideas into concrete, actionable next steps, assigning potential ownership, and identifying resource needs. This session ensures the workshop concludes not just with ideas, but with a clear path forward, including an initial outline for the city's formal AI strategy document.

Suggested Facilitators: Engage experienced facilitators (internal or external) skilled in strategic planning and group consensus building. The workshop lead/CIO should guide the process.

Workshop - Guiding Principles: This interactive portion focuses on establishing the ethical and operational compass for the city's AI journey. Prompt engagement from participants by asking them: *If we consider AI as a key component of our city's broader digital transformation, and based on today's discussions, what are the non-negotiable values that must underpin every AI initiative in [City Name]? Let's brainstorm and refine these down to 3-5 core guiding principles.*

Encourage discussion around values like Human-Centered (prioritizing resident and staff well-being), Transparent (ensuring clarity in how AI is used), Secure (protecting data and systems), Accountable (defining responsibility for AI actions), and Efficient (using AI to improve services effectively). Use large pads, digital whiteboards, or collaborative documents to capture ideas, group similar concepts, debate wording, and achieve consensus on the final set of principles.

Group Discussion - Concrete Steps & Strategy Structure: This part translates the agreed-upon principles and the day's brainstorming into a practical plan and the skeleton of the formal AI strategy document.

Guide the discussion with prompts like: *Now that we have our guiding principles, what are the essential components of a comprehensive AI strategy document for our city? Let's outline the key sections.* Encourage discussion around sections such as:

- **Vision & Goals:** Where do we want to be with AI in 3-5 years?
- **Guiding Principles:** (As defined in the workshop).
- **Governance Framework:** Who oversees AI implementation? (e.g., AI Task Force/Steering Committee - Should we form one? Who should be on it? What is its mandate?). What are the approval processes for new AI projects?
- **Priority Use Cases:** Based on Session 3, what are the initial 1-2 pilot projects we should pursue? How will we select future projects?
- **Implementation Roadmap:** High-level timeline for pilots, policy development, training.
- **Data Management & Infrastructure:** What are our data needs and policies?
- **Ethics & Risk Mitigation:** How will we operationalize our principles and address concerns? What specific policies or review processes do we need? e.g., AI Use Policy, Bias Assessment Checklist.
- **Cybersecurity Measures:** How will we ensure security?
- **Workforce Impact & Training:** What training programs are needed? How will we support staff through changes?.
- **Community Engagement & Transparency:** How will we keep the public informed and involved?
- **Next Steps:** Who should take the lead on drafting this strategy and overseeing these initial steps? What immediate resources (personnel time, budget for training/pilots, technology) are necessary to get started?

Aim to leave the session with a clear list of actions, assigned owners (even if tentative), and an understanding of immediate resource implications.

Closing Remarks: The Mayor or workshop lead should briefly summarize the key takeaways, specifically mentioning the agreed-upon principles and outlining the next steps and strategy structure. Reiterate commitment, thank participants for their active engagement, and clearly state how the momentum from the workshop will be carried forward.

Section 6:

Post-Workshop Follow-Up

The energy and insights generated during the AI Adoption Workshop are invaluable, but the real work begins after the event concludes. Maintaining momentum and translating discussion into action requires a structured follow-up process.

Key Follow-Up Actions: Within a few days of the workshop, distribute a personalized thank-you email to all participants, including attendees, speakers, and facilitators. This communication should provide access to essential resources, such as links to presentation slides, consolidated notes captured during sessions (particularly highlighting outputs from breakouts and the strategy workshop).

It's also vital to reiterate the key outcomes achieved during the workshop, specifically summarizing the agreed-upon guiding principles and the concrete next steps identified in the final session. Include a link to a brief post-workshop feedback survey (see below) to capture immediate reactions and further thoughts. Finally, clearly outline the immediate next phase in the strategy development process, whether it's the formation of a specific working group or the appointment of a lead drafter, and communicate the anticipated timeline for delivering a first draft of the strategy document.

Post-Workshop Feedback Survey: Sending a short survey shortly after the workshop allows you to capture valuable feedback while the event is still fresh in attendees' minds. This feedback can help assess the workshop's effectiveness, identify any lingering questions or concerns, gauge interest in future involvement, and provide additional qualitative data to inform the strategy drafting process. Keep the survey concise to encourage completion.

Sample Survey Questions:

- Overall, how satisfied were you with the AI Adoption Workshop?
☐ Very dissatisfied ☐ Dissatisfied ☐ Neither dissatisfied or satisfied ☐ Satisfied ☐ Very satisfied
- Which session or discussion did you find most valuable, and why?
- What was your single most important takeaway from the workshop?
- Do you have any remaining questions or concerns about AI adoption in our city that were not fully addressed?
- Based on the workshop discussions, would you be interested in participating in a working group or task force to help develop the city's AI strategy or pilot projects?
☐ Yes ☐ No ☐ Maybe
- If yes, are there specific areas (e.g., ethics, specific use cases, policy development) you are most interested in contributing to? (Optional)
- Do you have any other comments or suggestions regarding the workshop or the city's approach to AI?

Section 7:

Drafting the AI Adoption Strategy: Options and Considerations

With the workshop providing the foundational direction, the next crucial phase involves synthesizing this input into a strategy document. There are several effective ways to structure this drafting process. The best approach depends on your city's specific culture, available resources, desired timeline, and the complexity of the issues surfaced during the workshop. Careful consideration should be given to balancing speed, city culture, and the depth of expertise required.

Approach Option 1: Dedicated Working Group/Task Force: One common approach is to establish a dedicated AI Strategy Working Group or Task Force. This involves forming a cross-departmental team composed of key stakeholders who attended the workshop, ensuring representation from diverse perspectives like IT, legal, various service departments, and potentially community members. This group collaboratively drafts the strategy based on the workshop's outputs. The strength of this model lies in its ability to foster broad buy-in and incorporate varied expertise directly into the drafting process. However, it can sometimes be time-consuming to coordinate schedules and achieve consensus on precise language, necessitating strong leadership to maintain progress and a clear definition of the group's mandate, roles, meeting frequency, and decision-making authority.

Approach Option 2: Appointed Lead Drafter: Alternatively, the city could appoint a Lead Drafter. This could be someone from the mayor's office, CTO or CIO teams, or a dedicated project manager. This individual takes responsibility for synthesizing the workshop materials and writing the initial draft. The draft is then circulated to key stakeholders or a designated review group for feedback through iterative cycles. This method can often be faster and more efficient in producing a cohesive first draft with a consistent voice. The potential drawbacks include the significant effort required from one person and the risk that the initial draft might not fully capture all nuances until the review stage, requiring more active effort to cultivate buy-in during reviews. Success here depends on selecting a drafter with strong writing skills, a solid grasp of the subject, the ability to integrate diverse inputs, and establishing clear review timelines.

Approach Option 3: Hybrid Model: A Hybrid Approach offers a balance between the two. This could involve a small core drafting team of two or three people writing specific sections based on their expertise, drawing heavily on workshop notes and the agreed-upon strategy outline. This core team then works closely with a broader working group or key stakeholders, seeking input and review at predefined milestones. This model leverages specific expertise efficiently while still incorporating collaborative input, though it requires clear coordination and defined interaction points between the drafters and reviewers.

Approach Option 4: External Expertise Engagement: Another variation could involve engaging external expertise. A consultant or academic partner with experience in municipal AI strategies could be brought in to facilitate the working group, assist the lead drafter, or even produce the initial draft based on the workshop outputs and further stakeholder interviews. This can bring valuable outside perspective and specialized knowledge but requires budget allocation and careful management to ensure the final strategy truly reflects the city's specific context and priorities.

Timeline and Accountability:

Define and communicate a deadline for completing the first draft of the AI strategy, approximately four to six weeks following the workshop, to create a sense of urgency and a clear target. Crucially, commit to sharing this draft with all workshop attendees, or at minimum the designated working group or key reviewers, by the established deadline. This action demonstrates tangible progress and opens the door for essential feedback based on the workshop's discussions.

Section 8:

Launching the AI Strategy and Community Communication

Once the AI strategy or playbook is finalized, a thoughtful launch and communication plan is essential to build awareness, foster trust, and encourage broad engagement both internally among city staff and externally with the broader community.

Internal Launch:

Before a public announcement, ensure city staff, particularly those involved in the workshop and those whose work will be impacted by AI initiatives, understand the strategy. Consider an internal launch event led by the Mayor or City Manager, departmental briefings, dedicated intranet resources, and training sessions focused on the strategy's goals, guiding principles, governance structure, and implications for specific roles. Highlighting how the strategy incorporates staff feedback from the workshop and surveys can enhance buy-in.

External Launch and Community Communication:

Transparency and clarity are paramount when communicating the AI strategy to the public. The goal is to inform residents about the city's approach to AI, explain potential benefits and safeguards, and provide avenues for ongoing feedback.

- **Formal Announcement:** Issue a press release and hold a press conference led by the Mayor to officially announce the AI strategy. Highlight the commitment to responsible innovation and resident benefits.
- **Dedicated Web Presence:** Create a section on the city's website dedicated to the AI strategy. This should include the full strategy document, an easy-to-understand summary or FAQ, information on guiding principles (especially ethics and equity), details on the governance structure, and updates on pilot projects or implementations.
- **Public Summaries:** Develop concise, accessible summaries of the strategy using plain language, infographics, or short videos for distribution through various channels.
- **Social Media Campaign:** Use the city's social media channels to share key aspects of the strategy, highlight potential benefits with concrete examples, address common questions, and direct residents to the dedicated web page.
- **Community Meetings/Forums:** Host public meetings (in-person or virtual) or town halls dedicated to discussing the AI strategy, answering resident questions, and gathering feedback. Partner with community organizations or libraries to reach diverse audiences.
- **Media Outreach:** Engage local news outlets to cover the strategy launch and ongoing AI initiatives, ensuring accurate reporting on the city's goals and progress.
- **Ongoing Updates:** Establish a regular cadence for providing updates on the implementation of the AI strategy, including progress on pilot projects, policy developments, and opportunities for public input.

A proactive and transparent communication approach will help build public trust and ensure the community understands how the city is leveraging AI for the collective good.

Appendix I:

Examples of US City AI Strategies and Plans

Reviewing existing AI strategies and guidelines from other municipalities can provide valuable insights and inspiration. Below are summaries and links to examples from several US cities known to be active in this space.

- **Austin, TX:** Austin City Council directed the establishment of AI use guidelines in Feb 2024. The city developed internal Generative AI Standards (based on San José's) and formed an AI Advisory Committee (AIAC). Austin is also committed (via Open Government Partnership) to co-creating and testing a framework for AI accountability, including assessment processes and reporting mechanisms for bias and errors.
- **Boise, ID:** Adopted regulation establishing guidelines and principles for responsible and ethical AI use within the city. Focuses on ensuring confidential information isn't compromised, validating AI-generated content, and staff accountability. Applies to all AI forms, including Generative AI. Boise also established an AI Ambassador program to spread knowledge across departments.
- **Boston, MA:** Provides guidance for city employees on using generative AI, emphasizing fact-checking, disclosure of AI use, and prohibiting the input of sensitive or private data. Explores specific applications like procurement chatbots.
- **Cary, NC:** As of early 2025, the Town Council directed staff to create policies for AI use, focusing on transparency and protecting personal information. The town has minor uses (transcription, 911 call automation testing) and is exploring thermal imaging for firefighting. Cary has previously used AI tools for data-driven policy recommendations (e.g., e-scooters).
- **Chattanooga, TN:** The city's Department of Innovation Delivery and Performance has an AI for Good Working Group and is actively experimenting with AI, including developing chatbots for city codes and participating in AI-driven mobility projects with university partners to optimize public transport.
- **Chicago, IL:** Outlines the city's principles and goals for AI adoption, focusing on people-first digital services, sustainable technology, data-driven decision-making, security, workforce empowerment, and civic partnerships.
- **Denver, CO:** Denver hosted a DenAI Workshop focused on AI for public benefit and issued an RFP (March 2025) seeking AI vendors to improve city operations, governed by an existing AI framework. Initiatives include internal/external chatbots (Sunny for 311) and plans for AI in project review/permitting.
- **Detroit, MI:** Detroit added an AI invitation statement to all city RFPs (Dec 2024), encouraging vendors to propose innovative AI solutions to enhance services and performance, aiming to better understand AI's civic applications. Examples include translation and predictive maintenance.
- **New York, NY:** Outlines 37 actions across seven initiatives focusing on building internal AI knowledge, establishing responsible procurement and use standards, modernizing data infrastructure, and engaging the public.
- **San José, CA:** Developed early guidelines for city employees' use of generative AI.
- **Seattle, WA:** Establishes a policy framework and vetting process for the acquisition and use of generative AI tools, requiring due diligence regarding intellectual property, attribution, and data protection.
- **Tempe, AZ:** One of the first cities with an AI policy, focusing on transparency, fairness, accountability, and protection of individual rights. Emphasizes human oversight and collaboration between humans and AI systems.
- **Washington, D.C.:** Defines the District's core AI values (Safety, Equity, Accountability, Transparency, Privacy) and sets strategic benchmarks, processes for agency adoption, and establishes an AI Taskforce and Advisory Group.

Appendix II:

AI Workshop Planning Checklist

This checklist provides a high-level overview of key tasks across the planning, execution, and follow-up phases of hosting an AI Adoption Workshop and developing the subsequent strategy.

Phase 1: Pre-Workshop Planning & Preparation (Approx. 2-4 Months Prior)

- ☐ **Define Workshop Goals & Scope:** Clearly articulate what the workshop aims to achieve (e.g., educate staff, identify use cases, draft principles, launch strategy process). Define the scope – internal focus or include external stakeholders?
- ☐ **Secure Leadership Buy-in:** Gain commitment and visible support from the Mayor, City Manager, and key department heads.
- ☐ **Form Planning Committee:** Assemble a cross-departmental team (IT, Mayor's Office, Comms, key departments) to oversee planning.
- ☐ **Set Budget:** Determine available resources for venue, speakers, materials, catering, technology, etc.
- ☐ **Select Date & Venue:** Choose a date that avoids major conflicts and secure an appropriate venue with necessary AV capabilities, especially if you're doing live demos and need to ensure there is a quality internet connection in addition to typical audiovisual needs.
- ☐ **Develop Draft Agenda:** Outline key sessions, topics, and timings based on workshop goals .
- ☐ **Identify & Invite Participants:** Finalize the internal and external attendee list based on roles and relevance. Send save-the-dates.
- ☐ **Identify & Secure Speakers/Facilitators:** Invite and confirm featured speakers, panelists, and session facilitators. Manage logistics (travel, fees).
- ☐ **Develop Pre-Workshop Survey:** Finalize and distribute the staff survey to gather input for agenda refinement.
- ☐ **Synthesize Survey Data:** Analyze survey responses (potentially using approved LLMs) and prepare summaries/presentations for the workshop opening.
- ☐ **Refine Agenda:** Adjust session topics and focus based on survey feedback.
- ☐ **Develop Workshop Materials:** Prepare presentation slides, facilitator guides, note-taking templates, and feedback forms.
- ☐ **Send Formal Invitations & Reminders:** Distribute formal invitations with the final agenda and logistical details. Send reminder emails closer to the date.

Phase 2: Workshop Execution (Day Of)

- ☐ **Note-Taking:** Ensure designated note-takers capture key points and decisions accurately in each session.
- ☐ **Facilitate Interaction:** Encourage Q&A, participation in workshops, and networking during breaks.
- ☐ **Collect Feedback:** Distribute or provide links to post-workshop feedback surveys towards the end of the day.
- ☐ **Closing Remarks:** Summarize key outcomes and clearly state immediate next steps.

Phase 3: Post-Workshop Follow-Up & Strategy Drafting (Hybrid Model Example)

- ☐ **Immediate Thank You & Materials (Within 1 week):** Send thank-you emails with links to presentations, consolidated notes, and the feedback survey link. Reiterate key outcomes and next steps.
- ☐ **Analyze Feedback Survey:** Review survey responses to gauge satisfaction and gather further input.
- ☐ **Consolidate Notes:** Compile detailed notes from all sessions into a single repository.
- ☐ **Form Core Drafting Team & Review Group:** Based on workshop discussions and survey interest, establish a small team (2-3 people) to draft the strategy and a larger group of key stakeholders for review.
- ☐ **Core Team Synthesizes Workshop Output:** Drafting team reviews all notes, survey data, and feedback to create a detailed outline based on the structure discussed in Session 5.
- ☐ **Draft Initial Strategy Sections (Set Deadline: e.g., 2-3 weeks):** Core team drafts initial sections (e.g., Vision, Guiding Principles, Governance Framework).
- ☐ **Review Cycle 1 (Set Deadline: e.g., 1 week):** Share initial sections with the broader review group for feedback.
- ☐ **Incorporate Feedback & Draft Remaining Sections (Set Deadline: e.g., 2-3 weeks):** Core team revises initial sections based on feedback and drafts the remaining parts (Use Cases, Roadmap, etc.).
- ☐ **Review Cycle 2 (Set Deadline: e.g., 1-2 weeks):** Share the complete rough draft with the review group and potentially all workshop attendees for comprehensive feedback.
- ☐ **Final Revisions:** Core team incorporates final feedback to produce a near-final version of the strategy.
- ☐ **Leadership/Legal Review:** Submit the draft strategy for review by city leadership and the legal department.

Phase 4: AI Strategy Launch & Communication

- ☐ **Finalize Strategy Document:** Incorporate any final edits from leadership/legal review.
- ☐ **Develop Internal Communication Plan:** Plan for internal launch event, departmental briefings, intranet resources, and initial training.
- ☐ **Develop External Communication Plan:** Plan for press release, web content, public summaries, social media campaign, community forums, media outreach.
- ☐ **Internal Launch:** Execute internal communication plan to inform city staff.
- ☐ **Public Launch:** Execute external communication plan to inform residents and stakeholders.
- ☐ **Establish Ongoing Communication:** Implement plan for regular updates on strategy implementation, pilot projects, and future engagement opportunities.



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