PUBLIC TECHNOLOGY INSTITUTE

A DIVISION OF FUSION LEARNING PARTNERS

2024:
AI AND CITY/COUNTY GOVERNMENT SURVEY RESULTS

FOREWORD

Dear Local Government IT Executive:

With this survey report, the Public Technology Institute (PTI) explores a timely topic on the mind of every local government IT executive: whether the IT organization is adequately prepared for the deployment of AI in government operations and service delivery.

When it comes to the "drive for AI" in your jurisdiction, be sure to get out and take the lead in providing resources and developing guidelines. As your organization explores AI tools and applications, be an advocate for putting in place guardrails. Perhaps most importantly, don't go it alone - take a collaborative approach. What are the questions you should be asking of other agencies, management and elected officials? What should they be asking you?

Surveys such as this one are important resources for you as a government technology leader; they provide an opportunity to compare your organization's needs or status within the local government IT community while providing a sense of the overall state of a topic or issue nationally. PTI would like to thank those local government IT executives who participated in this survey, and for their ongoing commitment to public service.

Adam Frumkin, CGCIO
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Chair, PTI Leadership Council

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BACKGROUND

PTI conducted this survey of city and county government IT executives to provide a snapshot of the Artificial Intelligence landscape in cities and counties. The 2024: AI and City/County Government Survey Results is part of PTI's ongoing efforts to highlight the pressing issues impacting local government IT, to analyze and share the results with the local government IT community, and to develop programs that might provide guidance and address possible needs identified through this research.

Two hundred local government IT executives - PTI member officials and local government graduates and current students of the PTI / Rutgers University Certified Government CIO (CGCIO) certification program, were contacted to take part in the survey. A representative sample of fifty-five local leaders participated. Survey participants represent a cross-section of large to smaller jurisdictions, cities and counties. The survey was conducted in July-August 2024. PTI values the privacy of survey participants. Results are completely confidential and the data only reported in the aggregate.

For a couple of questions, we wanted to provide a comparison between how local and state government IT executives responded. For this, we repeated questions cited in the 2024 NASCIO report *Generative Artificial Intelligence and its Impact on State Government IT Workforces*.
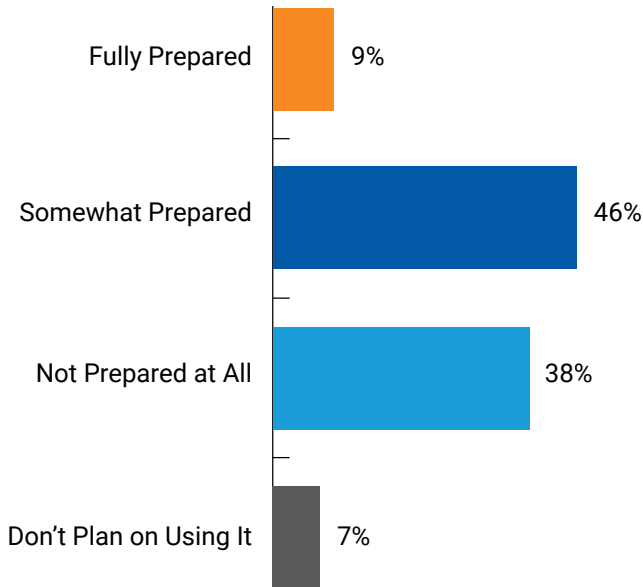
KEY FINDINGS

- **53%** of IT executives are developing AI governance policies and frameworks.
- **38%** of IT executives feel their organization is not prepared to make productive and safe use of AI tools and technologies.
- The top three concerns local government IT executives have regarding the impact of GenAI on the government technology workforce:

  #1 security

  #2 privacy issues

  #3 lack of necessary skills

SURVEY RESULTS

We began the survey with the question:
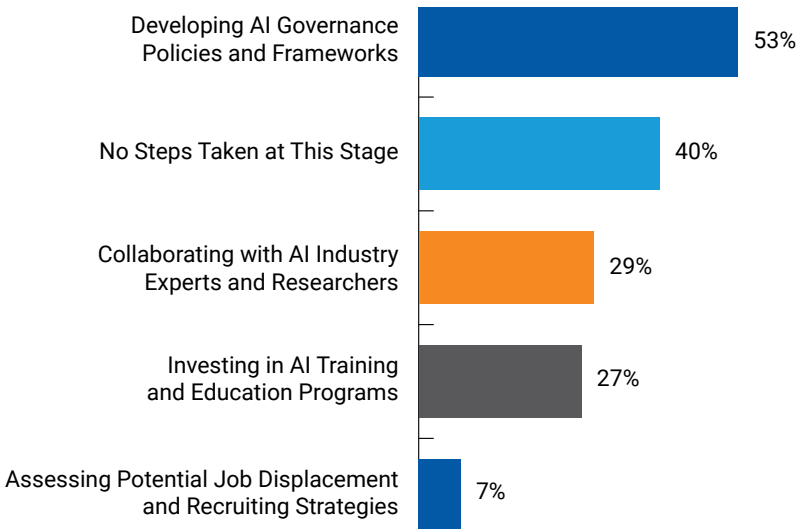
How prepared is your organization to make productive and safe use of AI tools and technologies?

Fully Prepared — 9%

Somewhat Prepared — 46%

Not Prepared at All — 38%

Don't Plan on Using It — 7%

- 46% responded that they are somewhat prepared, that they either have a policy or are working on one.
- 38% responded that their organization is not prepared at all, that they need to start on a policy & guidelines and trying to figure out where to start.

Next, we asked the steps that their organization is taking to address the potential impact of GenAI on the local government workforce. Respondents were provided with a list of actions or steps and asked to select which steps, if any, they are taking (respondents could select multiple responses).

What steps is your organization taking to address the potential impact of GenAI on your local government's workforce?

Developing AI Governance Policies and Frameworks — 53%

No Steps Taken at This Stage — 40%

Collaborating with AI Industry Experts and Researchers — 29%

Investing in AI Training and Education Programs — 27%

Assessing Potential Job Displacement and Recruiting Strategies — 7%

- 53% shared they are developing AI governance policies and frameworks
- 40% have taken no steps at this stage
- 29% are collaborating with AI industry experts and researchers
- 27% are investing in AI training and education programs
- 7% are assessing potential job displacement and recruiting strategies

What impact do you believe that AI will have on local government operations and service delivery over the next three years?

	2023	2024
Dramatic Change	58%	53%
Little Change	42%	47%
No Change	0%	0%

We noted the following shift in perception from last year to this year:

- 53% expect dramatic change compared to 58% in 2023
- 47% expect little change compared to 42% in 2023

Are you confident that your local government's current technology workforce has the expertise to fill key roles and skillsets with the advent of GenAI?

To better understand workforce and training needs we compared how local government IT executives and state CIOs responded to the same question When asked "Are you confident that your local government's current technology workforce has the expertise to fill key roles and skillsets with the advent of GenAI?"

	STATE*	LOCAL
Highly Confident	4%	4%
Slightly Confident	16%	22%
Neutral	29%	33%
Less Confident	39%	34%
Not At All Confident	12%	7%

- 4% of local respondents responded they are highly confident
- 22% slightly confident
- 33% neutral
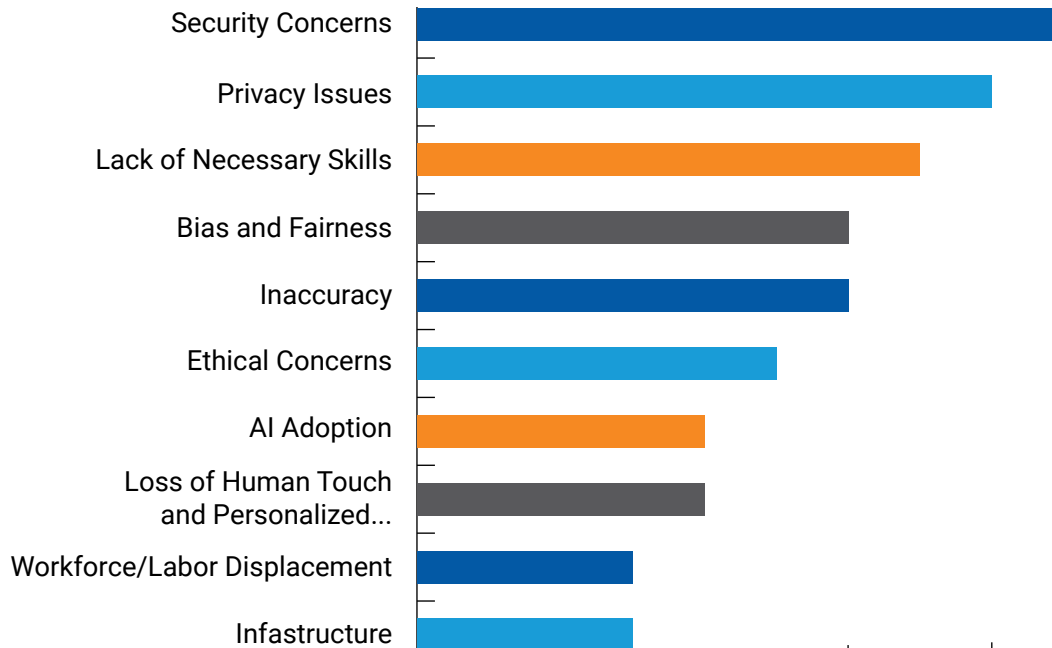- 34% are less confident
- 7% responded not at all confident

* NASCIO report *Generative Artificial Intelligence and its Impact on State Government IT Workforces,* produced with McKinsey & Company in April 2024.

What concerns do you have regarding the impact of GenAI on your local government's technology workforce, including contractors and staff augmentation?

Regarding the concerns local government IT executives have about the impact of GenAI on the government technology workforce, including contractors and staff augmentation, we again compared the same question asked of state executives. Respondents were asked to rank a list of choices provided.
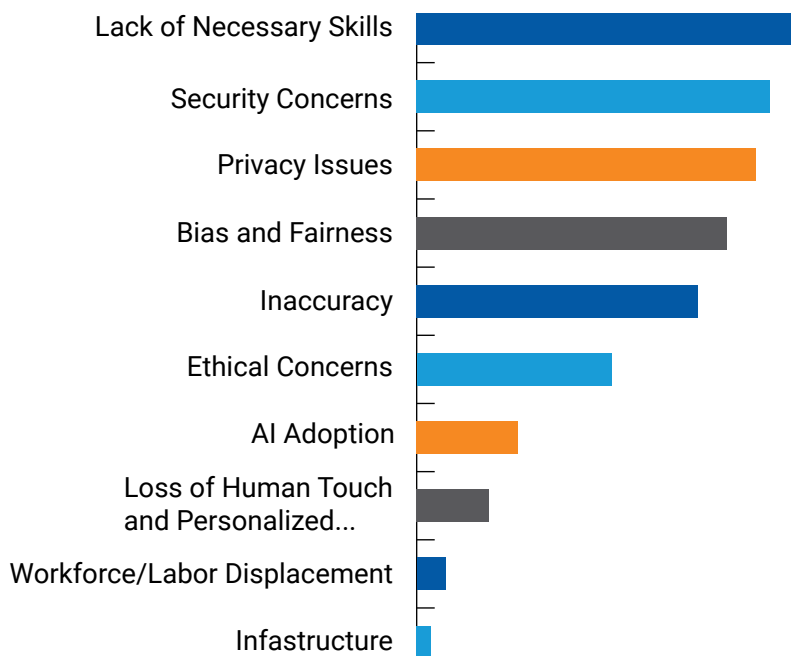
For local government executives, the top three concerns are 1- security, 2-privacy issues, and 3- lack of necessary skills.

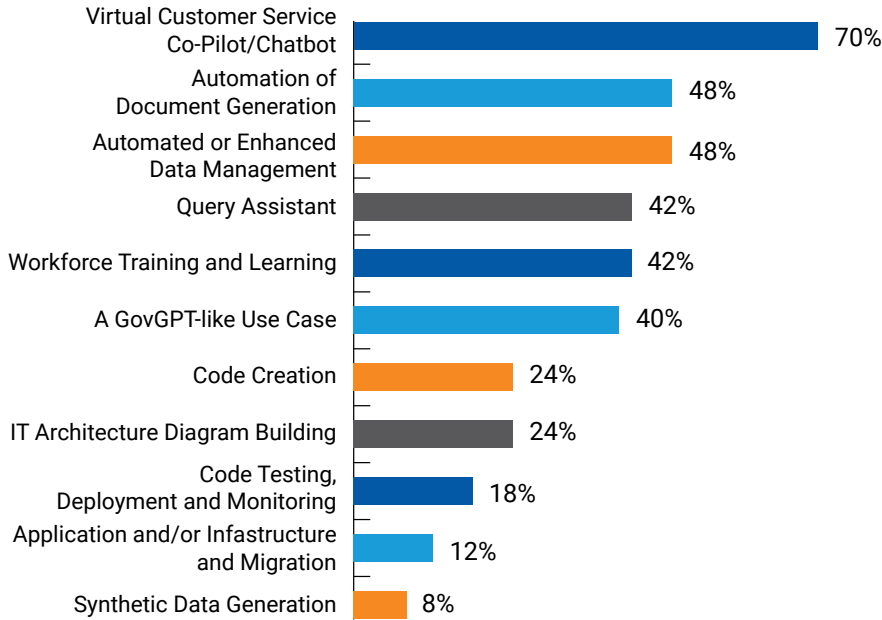**See how all concerns rank for local government executives:**

For state executives, lack of necessary skills ranked first, followed by security concerns and privacy issues.

See how all concerns rank for state government executives*:

* NASCIO report *Generative Artificial Intelligence and its Impact on State Government IT Workforces*, produced with McKinsey & Company in April 2024.

Which of the following applications supported by GenAI is your organization most actively considering? (Select all that apply.)

Application	%
Virtual Customer Service Co-Pilot/Chatbot	70%
Automation of Document Generation	48%
Automated or Enhanced Data Management	48%
Query Assistant	42%
Workforce Training and Learning	42%
A GovGPT-like Use Case	40%
Code Creation	24%
IT Architecture Diagram Building	24%
Code Testing, Deployment and Monitoring	18%
Application and/or Infastructure and Migration	12%
Synthetic Data Generation	8%

With regard to the use of applications supported by AI, the top five being actively considered by local government executives are:

- Virtual customer service co-pilot/chatbot
- Automated or enhanced data management & automation of document generation (tied)
- Workforce training and learning & query assistant (tied)

Is there a single individual who has been assigned responsibility for coordinating AI development?

Yes	11%
No	63%
Responsibility of >1 Individual	26%

Asked if a single individual has been assigned responsibility for coordinating AI development in their organization:

- 11% responded yes
- 63% responded no
- 26% responded that coordination is the responsibility of more than one individual.

Several respondents stated that this is the responsibility of the IT executive.

RESOURCE

https://www.amazon.com/Artificial-Intelligence-Governments-Everything-Yesterday-ebook/dp/B0CW1LX5ZN/

This primer serves as a comprehensive guide for local and state government officials, employees, and policymakers seeking to understand and leverage the potential of AI. In this primer, we delve into the core concepts of AI technology, exploring its various applications within the government sector. Practical examples highlight how AI is already utilized to address real-world challenges that municipalities and state agencies face.

ABOUT PTI

Public Technology Institute - a division of on-profit Fusion Learning Partners - supports local government officials through research, education, professional development, executive-level consulting services, and national recognition programs.

Since our inception, PTI has focused on raising the profile of today's IT professional, ensuring that IT has a seat at the table when it comes to decisions, and helping to build/strengthen the professional/leadership/management skills of IT professionals. With a focus on navigating the emerging trends that will impact government IT and service delivery, PTI has created a collaborative leadership development environment that rewards sharing solutions and identifying leading practices together. In IT roles that often leave leaders feeling like they're on an island, PTI also provides opportunities to make valuable professional connections.

The Value of PTI Membership:

· Professional Development

· Learning and Networking Events

· Research

· Information-sharing

· Member Recognition

PTI has expanded its membership offerings to provide members with access to significant public sector research and certification resources.

By joining PTI, everyone in your organization can take advantage of PTI membership benefits that are designed to strengthen you and your staff in their individual roles and as a team.

To find out more about PTI, visit: