Types of AI Tools (At a Glance)

City governments are discovering that artificial intelligence isn't a single piece of software; it's a toolbox of practical resources. From assistants that draft routine memos to transcription services that prepare meeting minutes, AI tools are quietly becoming part of day-to-day operations in city halls large and small.

A Growing Set of Everyday Tools

City employees are increasingly using AI to draft letters, summarize documents, organize meeting notes, translate materials, and triage service requests. These systems can analyze lengthy texts, suggest language improvements, and identify trends in data — tasks that once required hours of staff time.

In meetings, AI can automatically transcribe discussions, capture key decisions, and generate summary minutes. In planning and permitting offices, it can flag incomplete submissions or help route applications. In communications and resident services, it can simplify complex information and make it accessible in multiple languages.

These tools don't replace human judgment or accountability. They take on the routine and repetitive aspects of the job, allowing employees to focus on higher-value, people-centered work.

Options for Cities of All Sizes

AI tools now exist at every level of complexity and cost. Some integrate directly into the office software cities already use; others operate as simple web-based assistants. Even smaller municipalities without large IT teams can safely begin using AI on a limited scale, starting with tasks like drafting internal memos, summarizing reports, or creating routine public updates.

The key is to choose tools that match the city's data-sensitivity needs and capacity for oversight. Simpler systems can still yield meaningful efficiency gains when paired with clear guidance and staff training.

Using AI Safely and Transparently

Responsible use is essential. Any AI input or output, whether a draft policy, a translation, or a transcript, should be treated as a potential public record. Cities should document how they use AI, maintain human review for accuracy, and disclose AI involvement in public-facing materials when appropriate.

Enterprise-grade or government-cloud versions of tools are preferable for handling sensitive data. They provide stronger privacy, access control, and audit capabilities while allowing staff to benefit from modern AI features.

The following visual provides a quick orientation to the main categories of AI technologies used in city governments today, grouping tools into functional families. Together, they form a modern civic toolbox that can extend the reach of limited staff and budgets.

Type of AI Tools	Example Tools Used by Cities
Foundational AI Assistants (LLMs & Copilots)	Microsoft 365 Copilot
	ChatGPT Enterprise
	Gemini for Workspace/Gov
	Azure OpenAI Service
Document & Knowledge Search	Vertex AI Search
	Azure AI Search
	Box AI
	Microsoft Graph Connectors
General Meeting Transcription & Note-Taking	Otter.ai
	Fireflies.ai
	Fathom
	Airgram
	Avoma
	Supernormal
	Zoom for Government (AI Companion)

Official Meeting Transcription & Minutes	Microsoft Teams + Copilot
	Webex for Government
	Promethea
	WallFly
	Granicus Minutes/Agenda
	Rev Max / Rev AI
Translation & Accessibility	Google Translation Hub
	Microsoft Translator
	DeepL Starter
Communications & Content Creation	ChatGPT Enterprise
	Claude Pro
	Perplexity Pro
	M365 Copilot (Word/PowerPoint)
	Adobe Express/Firefly
	Acrobat AI Assistant
	Canva for Government
Research & Analysis Assistants	ChatGPT Enterprise
	Microsoft 365 Copilot
	Gemini for Workspace
Workflow Automation & RPA	UiPath Public Sector
	Power Automate + AI Builder
	ServiceNow Now Assist
Internal & Resident-Facing Chatbots	Tyler Resident AI Assistant
	Granicus GXA
	Copilot Studio (Power Virtual Agents)
	Dialogflow CX

	IBM Watsonx Assistant
IT, Data & Coding Assistants	GitHub Copilot (Enterprise)
	Databricks
	Snowflake Cortex
Permitting, Plan Review & Document Intelligence	Accela + ePermitHub
	OpenGov Permitting
	Tyler EnerGov
Predictive & Prescriptive Analytics	C3 AI
	Esri ArcGIS GeoAI
	Databricks
	Snowflake