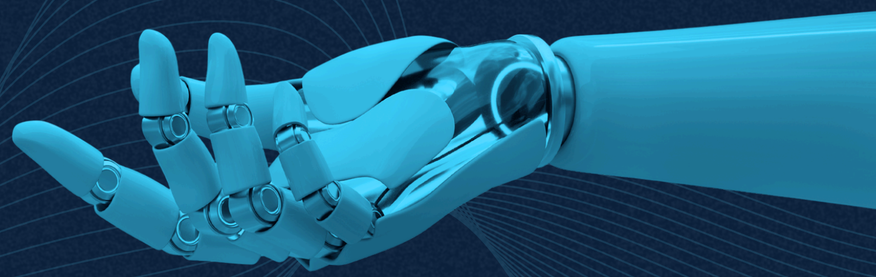
FLC
FLORIDA LEAGUE OF CITIES

AI QUICK START GUIDE FOR FLORIDA CITIES

A Practical Primer on Using Artificial Intelligence in Local Government

FEBRUARY 2026

WHAT IS AI?



Artificial Intelligence (AI) is the ability of machines to mimic human tasks like learning, reasoning, and problem-solving.

You already use it when you:

- Talk to voice assistants
- Use language translation
- Get content or data recommendations

In cities, AI can help with:

- Drafting reports and emails
- Translating public materials
- Answering questions with chatbots
- ... And more!

WHY CITIES SHOULD PAY ATTENTION

AI is a powerful tool to help cities:

- Deliver services more efficiently
- Reduce staff workload
- Improve resident engagement

Local leaders want guidance, examples, and training to move forward.

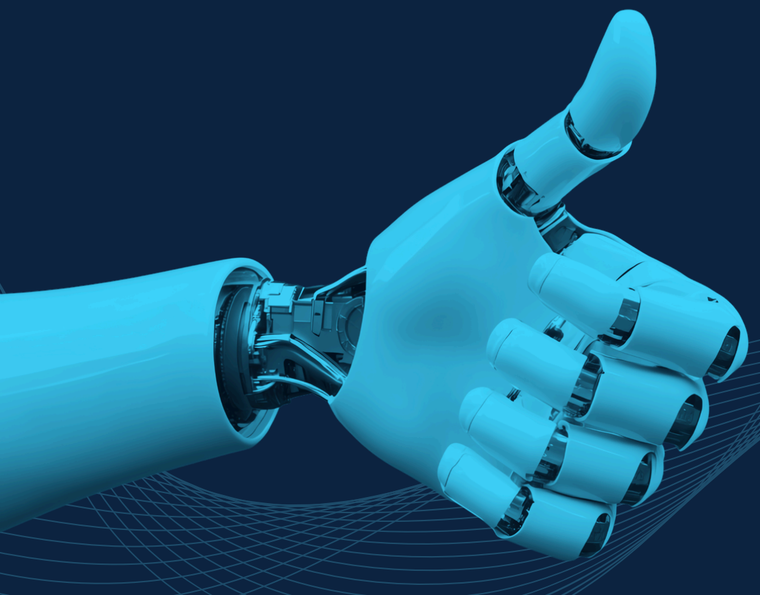
Survey Insights:

of city managers are open to AI

of elected officials are supportive or cautiously interested

WHERE AI CAN HELP

These tools support *smarter*, *faster*, and *more responsive* government.



Message Creation
Talking points, statements, speeches

Quality Control
Editing & enhancing text

Resident Services
Chatbots, multilingual responses

Research

Workflow Automation
Permitting, HR, finance

Summaries & Transcription
Meeting notes, reports, agendas

Analytics
Predictive tools for safety or infrastructure

Budgeting
Scenario modeling, report generation

TOP CONCERNS TO KEEP IN MIND

City leaders flagged key risks:

- Accuracy, bias, and fairness of AI outputs
- Data privacy and cybersecurity threats
- Legal compliance and liability issues
- Public trust and perception

The Bottom line:

AI must be used responsibly, with clear oversight and transparency.

HOW TO GET STARTED

01

CHOOSE A PILOT PROJECT

Focus on value and low risk

02

INVOLVE KEY PEOPLE

Legal, IT, admin, and users

03

EVALUATE TOOLS CAREFULLY

Safety, cost, fit, reliability

04

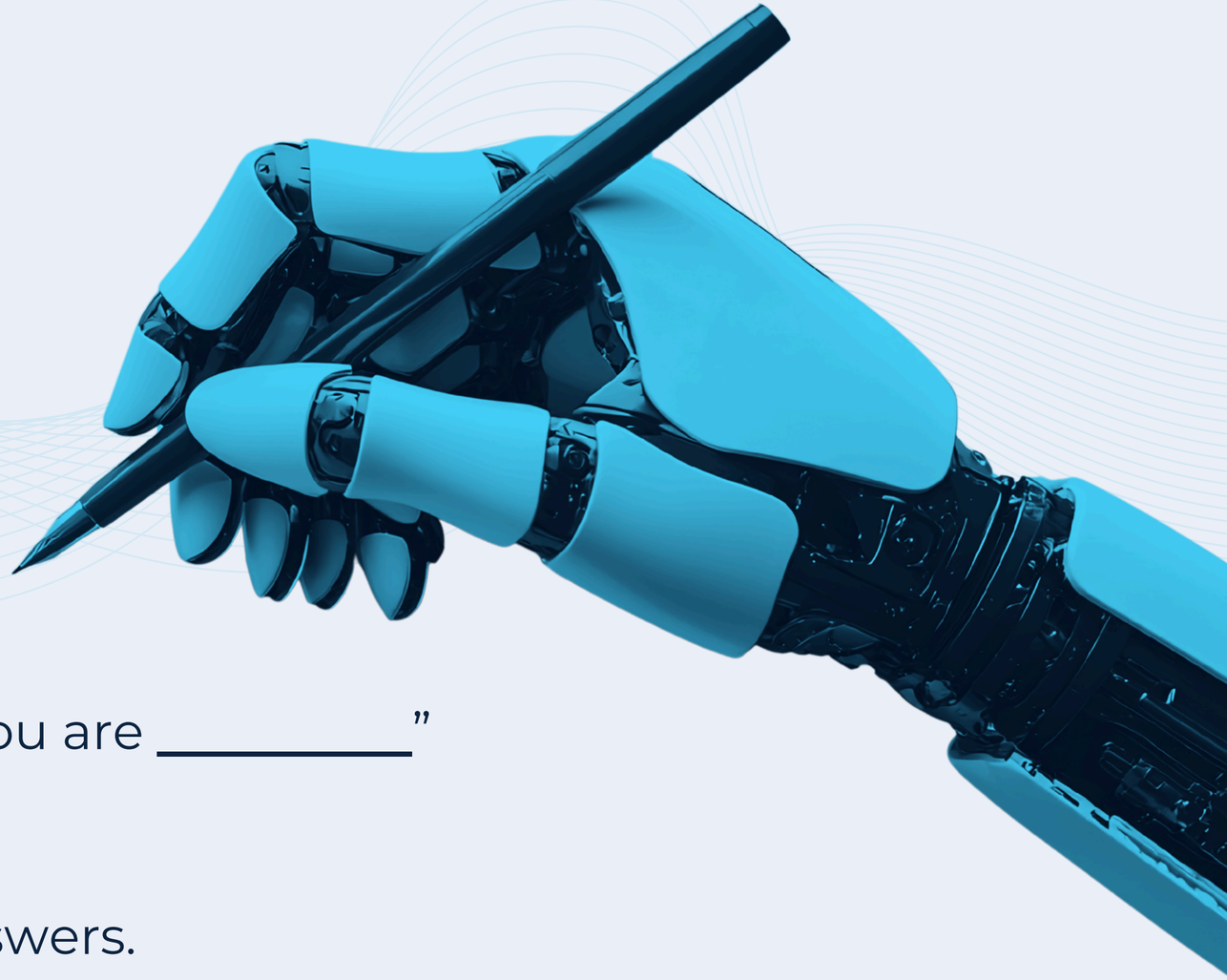
MEASURE RESULTS

Time saved, better service, fewer errors

GOOD STARTER IDEAS:

Translate newsletters, automate routine emails, summarize meetings

TIPS FOR WRITING PROMPTS



- Start by telling it to adopt a persona: “You are _____”
- Give clear examples and explanations.
- Include details to get more relevant answers.
- Specify the desired length of the output.
- Describe your desired tone, style, or format.

OUTPUT MISSED THE MARK?

FIX IT!

Too *simple*?
“Revise with expert-level writing” OR
“Rewrite to an 11th-grade reading level.”

Too *formal*?
"Make it more conversational" OR “Use simple words (no more complicated than necessary)”

Wrong *voice*?
“Replicate the following tone and style:”
(then include a sample of your original writing)

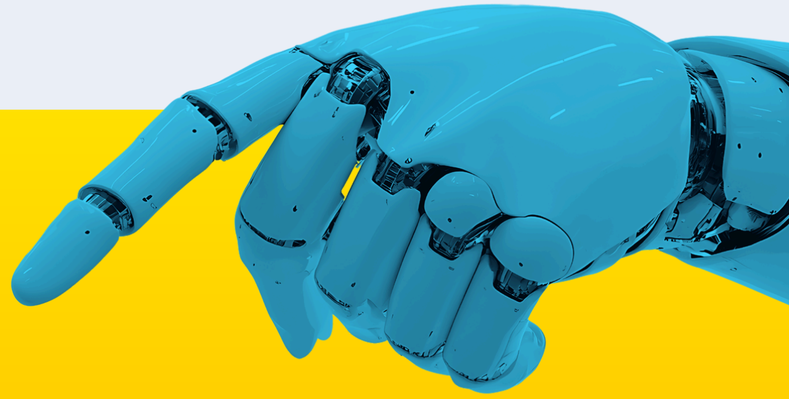
Wrong *tone*?
“Did your last response miss anything important? If so, fix it.”

Missing *something*?
“Rewrite to be more assertive and direct.”

BUILD YOUR AI TEAM

To get it right, include:

- City Manager or Department Head
- IT or Technology Lead
- Legal Advisor
- Communications Officer
- Finance or Procurement Contact

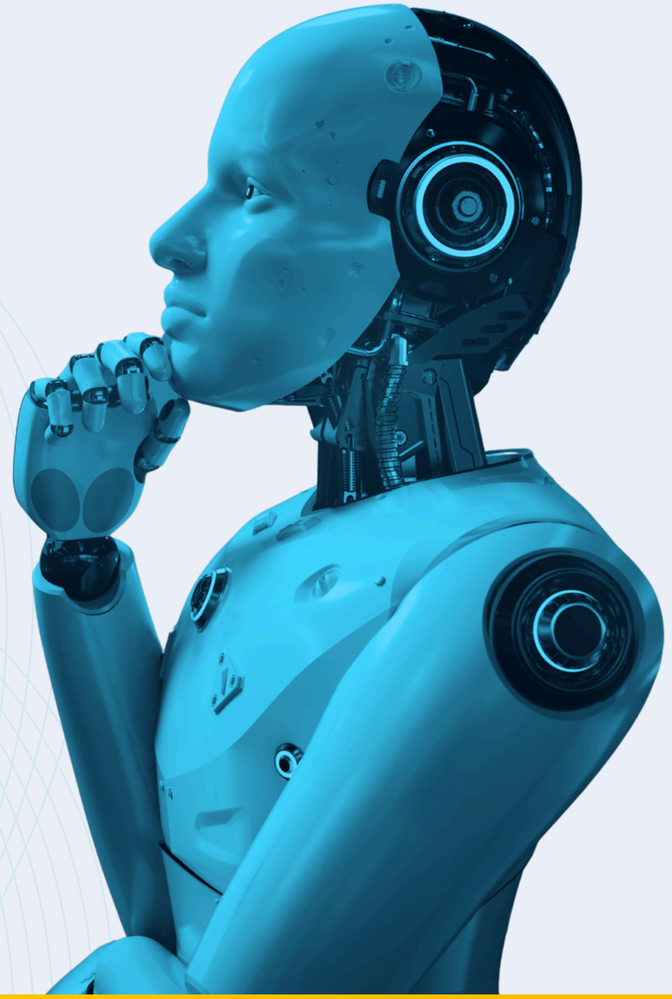


PRO TIP:

Consider forming a small AI working group to test tools and share results internally.

QUESTIONS TO ASK BEFORE YOU BEGIN

- What city problem are we solving?
- Who approves this project or tool?
- What data is being used, and where is it stored?
- How will we measure success?
- Are we complying with Florida’s public records laws?



RESPONSIBLE AI USE

Do's and Don'ts

DO

- Focus on specific problems AI can solve
- Review legal and ethical considerations
- Engage and train your staff
- Share what works with other cities

DON’T

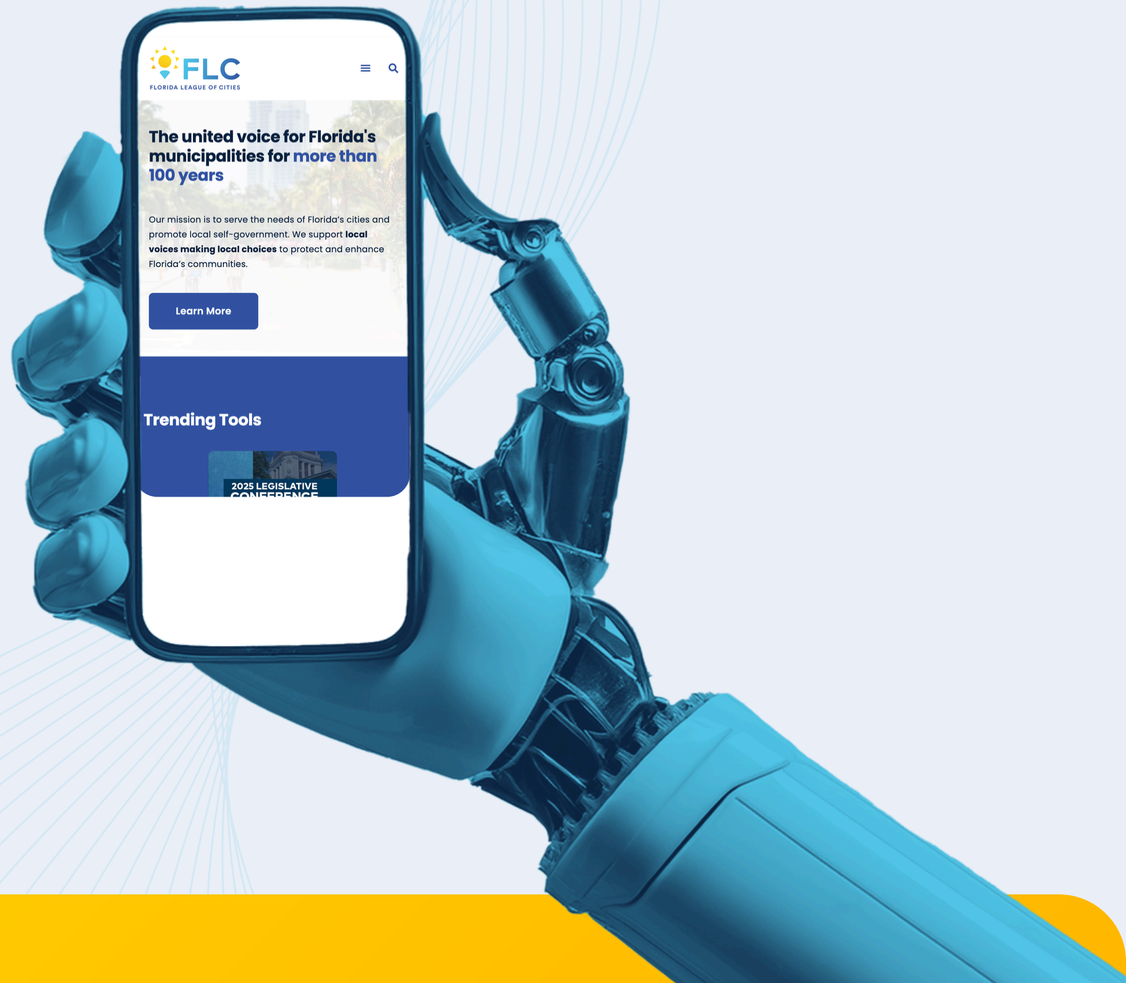
- Deploy AI tools without oversight
- Input sensitive or confidential information
- Assume the AI is always accurate
- Eliminate jobs without a workforce plan

FLORIDA-SPECIFIC:

Sunshine & Public Records

- Treat AI inputs/outputs used for city work as potential public records
- Define how to store, label, and retrieve
- Require staff to export & file AI outputs linked to decisions – with human sign-off

HOW FLC CAN HELP

Explore the FLC AI Hub for:

- Guides and quick-start PDFs
- Legal templates and usage policies
- Use cases from Florida cities
- Webinars and monthly email digests
- Peer connections and expert input