



City Spotlights: AI in Human Resources

Disclaimer: This spotlight is for general information and is not legal advice. For the rules that apply to AI in hiring, public records, and the Sunshine Law, see the hub's [Legal 101: What to Know About AI and Florida Law](#), and check with your city attorney before deploying anything that affects employment decisions.

Florida cities have been quick to highlight AI's public-facing wins: chatbots that answer resident questions, tools that pre-screen permits, software that drafts meeting minutes.

Human resources gets less attention.

HR is internal work. The records are sensitive, and anything that touches hiring carries legal weight. Far fewer cities have said much in public about how AI helps their HR teams. The examples below come from governments that have discussed their efforts publicly, plus a look at why recruiting and hiring remain the most cautious corner of municipal AI.

Altamonte Springs: The city's HR team built a chatbot called "Herman Resources" on a large language model. Any of the city's 431 employees and 505 volunteers can ask it about leave policy or how to file a grievance and get an answer at any hour, in their own language, pulled straight from the city's personnel manual. Before the bot, those questions meant a manager or an HR staffer had to dig through a thick policy binder. City Manager Frank Martz says the bot gave the city back about 40 percent of a full-time position that once went to answering the same handbook questions again and again. Altamonte has also started using AI avatars to walk new hires through health insurance choices and first-day basics like logging in to city systems. Read more about the city's approach in [5 Questions About AI with Frank Martz](#) on the FLC AI Hub.

Miami-Dade County: The county went broader than a single tool. Its 2025 AI report names "Talent and Workforce Empowerment" as one of the three pillars of the county's AI strategy, and the county assessed how AI would change its jobs before deciding what to build. The HR-facing pieces are specific: a skills gap analysis across departments, training tailored to role and comfort level, AI certifications through partnerships with local colleges and universities, and defined career paths so employees who pick up AI skills have a reason to stay. Because the workforce holds one of the plan's three pillars, the employee side of AI sits on the county's 2025-26 roadmap rather than trailing the resident-facing tools.

The Hiring and Recruiting Frontier

Florida cities have moved most carefully with AI in hiring and recruiting, and the caution is earned. No Florida city currently advertises that it uses AI to screen or rank job applicants.

The legal ground shifted over the past 18 months, but the practical rule for cities did not. Title VII of the Civil Rights Act still bars hiring practices that disproportionately screen out protected groups unless the employer can show the practice is job-related and consistent with business necessity. That standard is written into the statute itself, so it applies to an algorithm the same way it applies to a written test. What changed is the federal enforcement posture.

The EEOC [withdrew its 2023 guidance on AI screening tools](#) in January 2025; an April 2025 executive order directed federal agencies to deprioritize disparate-impact enforcement; and in June 2026, the Justice Department [concluded](#) that the EEOC's disparate-impact guidelines are unconstitutional.

None of that closes the courthouse door. Private plaintiffs can still sue under Title VII, the Age Discrimination in Employment Act, the Americans with Disabilities Act, and the Florida Civil Rights Act, which gives applicants a separate state claim. The live example is [Mobley v. Workday](#), a federal collective action alleging an AI screening tool filtered out applicants over 40. Roughly 14,000 people have joined it. Florida's public-records law adds another layer: the prompts, the outputs and whatever a vendor keeps can all become records under Chapter 119.

The tools are not the holdup. [NEOGOV](#), the applicant-tracking system many Florida governments already use to post jobs, has added assistive AI for recruiting (smart job-posting recommendations, ad targeting and candidate outreach), and it stresses that final hiring decisions stay with HR, not the software. What is missing is a Florida city willing to point to a live AI hiring deployment.

City Tips

Start with employee self-service. Policy questions, benefits, and onboarding are lower-risk and faster to show value than anything that determines who gets hired or promoted.

Keep a person on every hiring and eligibility call. If you test AI in screening, treat its output as a suggestion. Confirm the tool is job-related, and check it for disparate impact before it ever reaches a candidate. The federal pullback on enforcement does not protect your city from a private lawsuit or a state claim.

Assume HR prompts and outputs are public records. Chapter 119 can reach them. Keep employee personal information out of public tools, log what you use, and bring your clerk and city attorney in early.

Ground the bot in your own policies, not the open web. Altamonte's bot answers are drawn from the city's personnel manual, which keeps responses checkable and helps staff trust them.

Pilot small and measure the time you get back. Track hours saved on repetitive questions before expanding to anything bigger.

What to Watch

Florida's Artificial Intelligence Bill of Rights: [SB 482](#) passed the Senate 35-2 in March 2026 and died in the House as the regular session ended. A special-session version ([SB 2-D](#)) died in a House subcommittee this spring. Both would have barred government AI contracts without a vendor affidavit disclaiming ownership by a foreign country of concern, a rule that would also apply to HR software purchases. A version may return during the 2027 legislative session.

Mobley v. Workday: The age discrimination collective action over AI screening tools is in discovery in federal court in California. Its outcome may shape how much risk sits with vendors versus the cities and companies that use their tools.

Sources: [Florida Politics on Altamonte Springs](#) · [5 Questions About AI with Frank Martz \(FLC AI Hub\)](#) · [Miami-Dade County 2025 AI Report](#) · [NEOGOV AI for Government](#) · [Legal 101 \(FLC AI Hub\)](#) · [CS/SB 482 \(2026\), Florida Senate](#) · [SB 2-D \(2026D\), Florida Senate](#) · [U.S. Department of Justice, June 2026 opinion](#) · [K&L Gates on the EEOC guidance withdrawal](#) · [Mobley v. Workday collective notice](#)