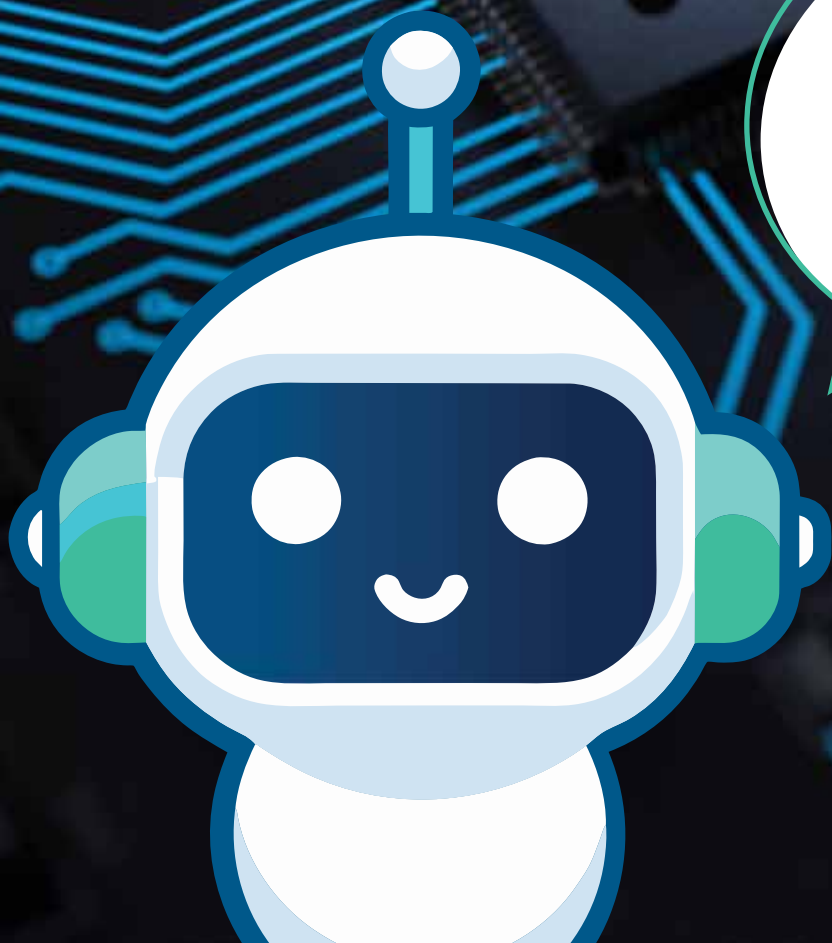


Hi! How can I help you?



AI in Government

Opportunities, Responsibilities, and the Road Ahead

Across Pennsylvania and throughout the country, Artificial Intelligence (AI) has quickly moved from a technology headline to a practical topic in borough offices. Clerks, managers, council members, and department heads are beginning to ask the same question: “What role should AI play in local government?”

For borough leaders, this question is not about technology alone. It is about public trust, responsible governance, and ensuring that any new tools truly improve service for residents.

Municipal governments often operate with small teams and increasing demands. Staff must manage public records, coordinate services, respond to residents’ concerns, and maintain transparency at every step. In this environment, even small im-

provements in efficiency can have a meaningful impact.

Artificial Intelligence has the potential to support many of these responsibilities. From summarizing meeting documents to helping residents navigate borough websites, AI tools can assist staff in handling routine tasks more efficiently.

However, adopting AI in government requires thoughtful consideration. Borough leaders must ensure that these systems operate transparently, respect public records requirements, and always maintain human oversight.

The opportunity for local governments is not simply to adopt Artificial Intelligence. The opportunity is to adopt it responsibly, in ways that strengthen service delivery while protecting the trust of the communities they serve.

Why AI Matters for Borough Operations

Most borough offices operate with limited staff and growing responsibilities. Clerks manage records and communications. Administrators coordinate multiple departments. Public works teams handle infrastructure needs while responding to resident requests.

Artificial Intelligence can assist with many of these operational tasks.

For example, AI tools can help draft reports, summarize long documents, organize meeting notes, and assist with internal research. These tools can also help borough teams analyze large volumes of information faster than traditional manual processes.

In many cases, AI does not replace staff. Instead, it allows employees to spend less time on repetitive ad-

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ministrative work and more time on tasks that require judgment and local knowledge.

Another area where AI can help is communication with residents. Many borough websites contain large amounts of information about permits, meetings, services, and regulations. Residents often struggle to find what they need.

AI powered assistants can help residents quickly locate information on borough websites, understand permit requirements, or find meeting schedules. This can reduce the number of routine phone calls to municipal offices and improve access to information for the public.

However, these tools must be carefully designed to ensure accuracy and compliance with public record requirements.

Balancing Innovation with Public Trust

Local governments have an important responsibility to protect public trust. Borough officials manage taxpayer resources, oversee public records, and make decisions that affect their communities. Because of this responsibility, it is natural for municipal leaders to approach Artificial Intelligence with caution.

New technologies often raise important questions. Will the information be accurate? Who is accountable for decisions? How will data be protected?

These are reasonable concerns, and borough leaders should address them before adopting any AI system.

At the same time, it is important to recognize that AI is not intended to replace the people who serve in local government. In most practical situations, AI functions as an assistant rather than a decision maker.

Artificial Intelligence can help staff organize information, summarize documents, draft routine communications, and locate answers within large collections of municipal policies or records. These capabilities allow employees to spend more time on community engagement, problem solving, and strategic work.

With appropriate guardrails, human oversight, and clear internal policies, AI can become a valuable productivity tool. Borough employees remain responsible for reviewing information, applying professional judgment, and ensuring that public communication reflects the values and responsibilities of local government.

The goal is not to remove the human role in government. The goal is to equip public servants with better tools to serve their communities effectively.

Where Boroughs Are Unlocking AI's Potential

Across the country, local governments are moving beyond curiosity and beginning to explore practical ways to use Artificial Intelligence. Borough teams are discovering that AI can help stretch limited budgets, support overworked staff, and provide faster service to residents.

While adoption is still in its early stages, several practical use cases are already emerging.

Streamlining Administrative Workflows

One of the most immediate benefits of AI is its ability to assist with document heavy administrative work.

Borough staff spend significant time reviewing meeting transcripts, drafting communications, and compiling reports. AI tools can help with tasks such as summarizing council proceedings, drafting initial outlines for policy updates or community newsletters, and organizing notes from planning discussions.

These tools allow staff to focus more time on strategic work and community engagement.

Enhancing Resident Self Service

Many borough websites contain valuable information, but residents often struggle to find it quickly.

AI powered assistants can help transform municipal websites into round-the-clock information hubs. These systems organize existing public information and allow residents to ask questions in plain language.

Residents may ask questions such as:

"How do I apply for a building permit for a new deck?"

"When is the next borough council meeting and what will be discussed?"

"Where can I find the holiday trash and recycling schedule?"

Instead of navigating multiple pages, residents receive direct answers based on information already published by the borough.

Preserving Institutional Knowledge

Many borough governments rely heavily on the experience of long serving employees. When those employees retire, valuable knowledge can be difficult to replace.

Artificial Intelligence can help organize and preserve institutional knowledge by making historical documents easier to search and reference.

Decades of policies, council resolutions, and reports can be centralized into searchable systems, making it easier for staff across departments to access information when needed.

Optimizing Infrastructure and Public Safety

AI is also beginning to support operational areas of local government.

Some municipalities are exploring tools that analyze traffic patterns to improve signal timing, identify road maintenance needs, or support emergency service planning using historical response data.

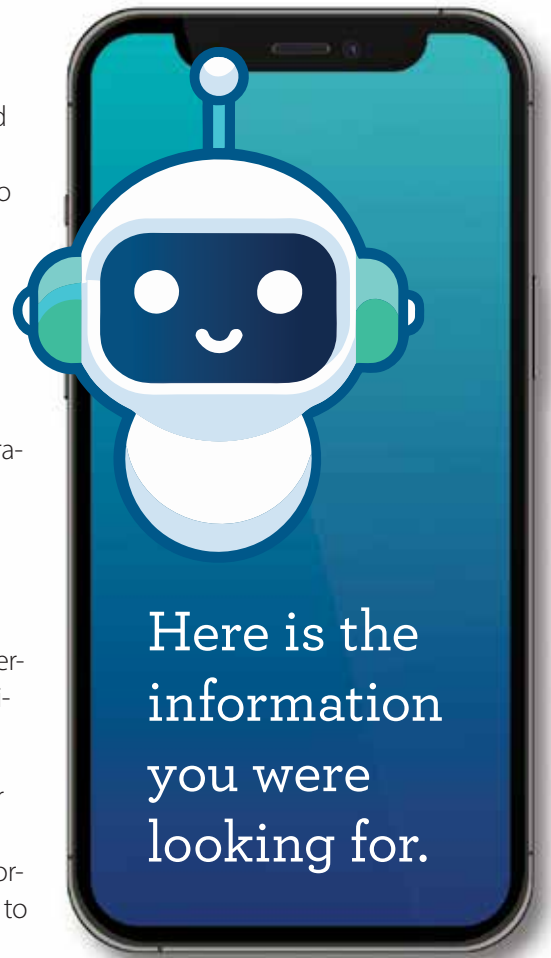
AI enabled sensors can also monitor environmental conditions such as water levels or air quality, helping borough leaders respond more quickly to potential risks.

Five Things Borough Leaders Should Consider Before Adopting AI

Artificial Intelligence can offer meaningful benefits for local governments, but successful adoption requires careful planning.

START WITH A CLEAR PURPOSE

AI should solve a real operational challenge. Many boroughs begin with document summarization, website assistance, or internal research tools that reduce administrative workload.



MAINTAIN HUMAN OVERSIGHT

AI should assist staff, not replace judgment. Any AI generated content used in official communications should always be reviewed and approved by a human.

PROTECT SENSITIVE INFORMATION

Municipal data often includes confidential legal, personnel, or financial information. Boroughs should establish clear policies about what information can and cannot be entered into AI systems.

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ENSURE TRANSPARENCY AND ACCOUNTABILITY

Because local governments operate under public records laws, borough leaders should consider how AI generated work may become part of official records and ensure systems support transparency.

BEGIN WITH SMALL PILOT PROJECTS

Rather than adopting large systems immediately, many municipalities begin with small pilot programs that allow staff to gain experience and evaluate effectiveness.



Artificial Intelligence will continue to shape how governments operate. For boroughs, the goal should not be to chase every new technology trend. The goal should be to identify tools that genuinely improve public service while maintaining transparency, accountability, and trust.

Looking Ahead

Local governments have always adapted to new technologies. Email, digital records, and online services all transformed how borough offices operate. Artificial Intelligence represents another step in that evolution.

When adopted thoughtfully and guided by clear policies, AI can help borough teams work more efficiently, communicate more effectively with residents, and improve access to public information.

Artificial Intelligence will not replace local government. However, boroughs that learn how to use it responsibly will be better equipped to serve their communities in the years ahead. **B**



ABOUT THE AUTHOR

Himanshu Goil is a global technology leader and entrepreneur focused on advancing

Artificial Intelligence in government and regulated industries. With more than two decades of experience in SaaS development and cloud modernization, he serves as Chief Executive Officer of Ignatiuz and founder of TechForGov.

Himanshu is the creator of IGNA™, an Artificial Intelligence platform designed to help governments and enterprises deploy agentic AI systems with structure, transparency, and measurable outcomes.

He regularly speaks at international conferences on responsible AI adoption, digital transformation, and practical frameworks that help organizations introduce Artificial Intelligence while maintaining strong governance and public trust.