ARTIFICIAL INTELLIGENCE AND GenAI IN MOTION:

County Innovations and Use Cases

NATIONAL ASSOCIATION of COUNTIES NACo® | COUNTY TECH XCHANGE

The transformative potential of artificial intelligence (AI) is becoming more realized in counties across America. As the AI journey continues to unfold, counties are now piloting new public-facing use cases that range from translation services that aid in constituent case management and online county website chatbot services, to improved monitoring technologies for wildfires, property assessments and accessibility infrastructure. This publication highlights a unique cross-section of counties who have integrated exciting new public-facing and internal-facing use cases on AI and generative artificial intelligence (GenAI).

Backdrop

Counties are on the frontlines of providing timely constituent services, maintaining critical infrastructure, and delivering results for communities. As emerging technologies such as AI and GenAI permeate into the public sector, counties have a unique opportunity to expand capacity for key functions and improve efficiency. To help counties explore opportunities responsibly, NACo's Artificial Intelligence Exploratory Committee published the AI County Compass in July of 2024. The purpose of the Compass is to assist with counties in their journey on integrating AI and GenAI into their county operations and services.

Use Cases

This publication highlights a unique cross-section of counties who have integrated exciting new public-facing and internal-facing use cases on AI and GenAI. The representative counties come from a cross section of states and can be categorized into five themes:

Government Operations & Workflow Automation
Choosing key vendors and establishing partnerships

Public Service & Resident Engagement
Enhancing public access to information, legal assistance, and service delivery

Emergency & Resource Planning
Using historical data and AI to forecast demand and enhance emergency response readiness

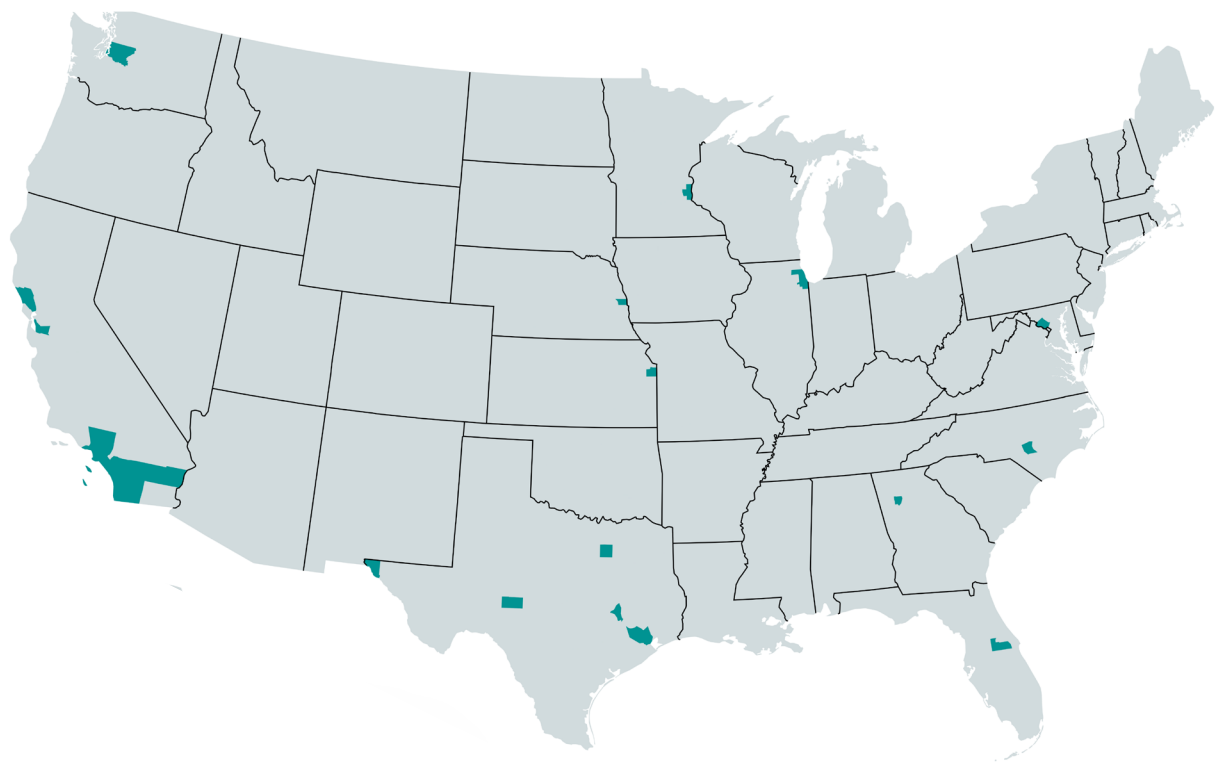**Education & Population Planning**
Forecasting demographic changes and infrastructure needs, using AI

Cybersecurity & Data Privacy
Enabling secure, controlled use of AI within government environments

SELECT USE CASES IN COUNTIES ACROSS AMERICA

Select List of AI and GenAI County Use Cases

COUNTY/STATE	AI/GenAI USE CASE
Los Angeles County, Calif.	GenAI for Workflow Automation
Orange County, Calif.	Custom GPTs in Action: Unlocking Enterprise Knowledge with AI
San Diego County, Calif.	Secure ChatAI Virtual Assistant
Sonoma County, Calif.	AI-Enabled Project Management with OnePlan
Riverside Calif.	AI in integrated services
Orange County, Fla.	AI-Powered Procurement Efficiency
Cook County, Ill.	AI Predictive Analysis for Zoning
Cobb County, GA **Johnson County, Kansas**	AI enhanced dispatch training simulations for training new and seasoned deputies
Johnson County, Kansas	Priority Based Budgeting
	Natural Language AI Documentation Assistant
	AI Powered Clinical Virtual Scribe for Health Care

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COUNTY/STATE	AI/GenAI USE CASE
Montgomery County, M.D.	A multi-lingual Chatbot designed to answer non-emergency questions
Ramsey and Washington Counties, Minn.	AI Powered Composting
Douglas County, Neb.	GeoAI for ADA Curb Ramps Inventory
Cumberland County, N.C.	County AI Initiative
Dallas County, Texas	AI-Driven e-Filing Automation
Alameda County, Calif. Harris County, Texas	Legacy Code Modernization
Brazos County, Texas	Emergency Management Tabletop Simulation build with AI
El Paso County, Texas	AI Self-Help Kiosk for Court and Government Department Information
Harris County, Texas	Business Workflow Generation
Schleicher County, Texas	DebtBook GASB 87 Lease Management software, AI extraction tool
Schleicher County, Texas	Election Volunteer Video
Utah County, UT	AI platform for Emergency Response
Chesterfield County, Va.	▪ Circuit Court Chatbot ▪ Public Information Assistant ▪ Fire/EMS Incident Forecasting ▪ Student Population Forecasting
King County, Wash.	Omni channel customer service chatbot with translation

More details of each use case can be found using the QR code here. Additional implementation details, including contact name and lessons learned, are available through the NACo Tech Xchange Unlimited Subscription. More information can be found at https://www.naco.org/ai-use-cases