

Artificial Intelligence

Briefing on AI Use in The City of Grand Rapids



Major Grand Rapids company laying off 400 people due to AI, 200 in West Michigan

Story by Brian McVicar, mlive.com • 6d • 4 min read

The Headlines Say AI Is Taking Over the World. They're Not Wrong.



Sam Stanton
Founder | AI Strategist | Creative Instigator | Helping
Toward What's Next!

MAY 30, 2025 10:53 AM ET

What Happens When AI Replaces Workers?

IDEAS

AI



by Luke Drago and

Bill Gates predicts only three jobs will survive the AI takeover. Here is why

AI could replace equivalent of 300 million jobs - report

28 March 2023

Chris Vallance Technology reporter

Walmart

Walmart CEO says he can't think of a single job that won't be changed by AI—here's how today's workforce can prepare

Story by Jessica Coacci • 23h • 3 min read

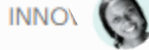
AI hype is crashing into reality. Stay calm.

MIT report: 95% of generative AI pilots at companies are failing

BY SHERYL ESTRADA
SENIOR WRITER AND AUTHOR OF CFO DAILY

Just How Bad Would an AI Bubble Be?

The entire U.S. economy is being productivity



AI Is About To Have Its Dot-Com Bubble Moment. That's A Good Thing

By [Cortney Harding](#), Contributor. © Cortney Harding is an expert in VR, AI, an...

[Follow Author](#)

Voices
Michael Hiltzik
Business

Say farewell to the AI bubble, and get ready for the crash

Topics for Today

- Groundwork that has been laid preparing for increased AI engagement
- Highlight where departments are engaging with AI powered systems and tools.
- Council on AI

Why AI, Why Now?

- **AI Is Transforming How We Do Business Every Day. That Transformation Has Led To A Transformation In Expectation.**
- **The City Of Grand Rapids Has Always Viewed Technological Advancements As A Key Component Of Driving Quality Services.**

Foundations In Place

- **In 2023, the IT Leadership Committee Began The Creation Of An AI Governance Policy. Some Key Lessons Learned Along The Way**
 - The Policy Had to Reflect Intentionality and Clear Purpose
 - Smart Engagement Meant Encouraged Use
- **In 2024, AP 24-01 Was Adopted By The City Manager**
- **Administrative Policy 24-01**
 - Aligned To The City's Core Values
 - Gives Guidance On Specific Use Cases
 - Human In The Loop Principles (HITL)
 - Addresses Ethical Principles And Bias
 - Encourages Data Sharing

AI In Action

- **Departments Engaging AI Tools**
 - **Cybersecurity Real Time Analysis Of Network Traffic And Logs**
 - **Generative AI Use For Document Creation, Summarizing, Image Creation, Counterpoint Considerations, Etc**
 - **FOIA Processing And Redaction**
 - **Route Optimization For Dispatching Efforts**
 - **Predictive Analysis For Staffing Needs**
 - **Video Analysis Of Sewer Video For Maintenance And Repair**
 - **Scanning Of Income Tax Documents To Eliminate Manual Entry**

AI On The Roadmap

- **Areas Where Departments are Exploring, Piloting, And Planning AI Engagements**
 - Automated Transcription
 - Legal Research
 - Records Management And Search
 - Agentic AI (AI Chatbots)
 - Geospatial Imagery And Planning

The Next Step- Forming a Council On AI

- **This Council Will Serve In An Advisory Capacity To The City Manager.**
- **The Council Will Be Comprised Of Departmental Decision-Makers.**
- **One To Two External Volunteer Advisors From Local Universities Specializing In AI Will Be Included To Provide Academic And Technical Expertise.**
- **It Will Be Instrumental In Shaping The City's AI Smart Strategy.**

What Is An AI Smart Strategy

- **A Comprehensive Framework That Guides How The City Of Grand Rapids Adopts, Integrates, And Governs AI To Achieve Its Goals Effectively And Responsibly.**
- **Key To This Framework Is Ensuring It Is Strategic, Scalable, Ethical And Aligned With Our Goals.**

Council Focus Areas



Develop Organizational
Objectives



Identify High-Impact
Use Cases



Develop A Robust
Data Strategy



Recommend Reskilling
and Upskilling
Opportunities



Ensure Ethical Use and
Evolve Governance



Framework for
Measurement of
Operational Success



Evaluate AI's
Sustainability Impact

THANK YOU
QUESTIONS?