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AI Has Brought ‘Breathing Room’ for Small Governments, Leaders Say.

The technology has allowed resource-strapped cities and towns to lighten their load in answering constituent questions more efficiently and focusing on the work that needs a human touch.

LONG BEACH, CALIFORNIA — Artificial intelligence has given small governments and their limited, overworked staffs “breathing room” to allow them to focus on the kind of work that needs more attention, local government leaders said last week.

Previously, local governments with a small staff would most often find themselves pulled away from their day-to-day work to deal with customer service questions, especially if they are in rural areas where the local government acts as a trusted resource.

But speakers said during the International City/County Management Association’s annual meeting last week that using AI for customer service chatbots to answer those routine questions has freed up staff to focus on the human-centric work that needs extra focus or attention to detail, while still ensuring that constituents’ questions are answered.

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Route Fifty

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