

AI Cheat Sheet for CAOs of Municipalities Implementing AI in 5 Strategic Steps



💡 Start with free tiers to test. Most paid versions offer a 7–14 day trial.

1. Identify High-Impact Use Cases

Start with what matters most.

Top candidates:

- Automating permit processing
- Automating communications channels and content
- Transcription with AI query capabilities
- Email writing for day to day inquiries

2. Start with a Low-Risk Pilot

- Test small before going big.
- Choose 1 high-impact, low-complexity area.
- Example: Deploy an internal chatGPT account with shared AI Agents.
- Set a 90-day success window.

3. Get Your Data House in Order

AI is only as smart as your data.

- Identify key datasets: permits, complaints, utilities, budgets.
- Clean, centralize, and label the data.
- Quick win: Start a shared data repository in SharePoint or Google Drive.

4. Upskill Internally

- Empower your staff to use AI.
- Host a "Lunch & Learn" with live demos.
- Offer basic AI training
- Appoint an internal "AI Champion" in each department.

5. Focus on Ethics & Transparency

- Ensure decisions made with AI are explored and tested
- Establish governance policies: What data is used? Who approves AI decisions?
- Ensure the data being used is not confidential

Final Tips

- Don't wait for perfect – iterate fast.
- Communicate wins to Council and the public.
- Think "AI as an assistant," not a replacement

Smart Prompts for CAOs

Social Media Posts

Prompt: "Write a concise LinkedIn or Facebook post (under 150 words) from [NAME] announcing [a new initiative/community event/council decision], highlighting benefits to residents, using an inclusive and professional tone."

Ask it to: "Include hashtags" or "Make a version for Facebook"

Hiring & Job Ads

Prompt: "Write an engaging municipal job posting for a [Job Title], highlighting public service values, career growth, and equity. Include plain-language and community-oriented tone."

Follow up: "Draft 3 interview questions for this role."

Press Releases

Prompt: "Create a formal press release announcing [topic or event], written for media and community stakeholders. Include a quote from the CAO and contact info for follow-up."

Optional: "Use Canadian Press (CP) style."

Speech Writing

Prompt: "Write a 2-minute speech for a CAO at [event or announcement], using a warm, sincere tone. Mention staff, community partnerships, and key values."

Add: "Include a respectful land acknowledgment."

✂ Bonus Everyday Prompts for Staff

Prompt: Newsletter

"Write a short community update (150 words) for residents about [topic]. Friendly, clear, bilingual optional."

Meeting Notes

"Summarize these meeting notes into bullet points and action items."

Council Briefing

"Turn this background report into a one-pager briefing for Council."

Grant Writing

"Draft a funding proposal paragraph for [project], highlighting community benefit and alignment with [funder name] priorities."

Quick Start for CAOs

- ✓ Choose 1 task (social post, speech, or job ad)
- ✓ Try it in ChatGPT (free) or Google Gemini
- ✓ Save great prompts in a shared "Prompt Library" for staff
- ✓ Schedule a 30-min demo session with your comms or HR teams

READY FOR THE NEXT LEVEL?

Chatbots | Admin Automation | Transcription Tools
Fast, Practical Steps for CAOs

1. Deploy a Municipal Chatbot

Use case: 24/7 resident support for FAQs, permits, garbage pickup, taxes, etc.

Steps:

- Define scope (e.g., FAQs, permit requests, etc)
- Collect existing content (website pages, documents, service outlines)
- Choose a platform

Bonus: Add voice-to-text and escalation to live agent.

Work with RDP to:

- Train the bot on municipal data (using secure embeddings).
- Configure it for multi-language support (EN/FR)
- Deploy on your website & Facebook Messenger
- Test & Launch with a feedback form to iterate.

2. Automate Admin Tasks

Use case: Speed up processing of forms, approvals, emails, reminders.

Steps:

- Identify repeatable admin tasks (e.g., form intake → routing, email responses).
- Select tools:
 - Microsoft Power Automate
 - Zapier
 - OpenAI API (via RDP for secure workflows)

Bonus: Use AI to summarize large attachments into action steps.

RDP Can:

- Build flows that connect your email, PDFs, spreadsheets, calendars.
- Automate document generation (e.g., permit letters, council notices).
- Send reminders, status updates, approvals to staff/residents.

3. Transcribe & Summarize Meetings

Use case: Fast documentation of Council meetings, public hearings, or interviews.

Steps:

- Record meeting audio (Zoom, Teams, or any .mp3/.wav).
 - Upload to RDP's transcription engine powered
- Bonus:** Transcripts can be used for searchable archives or council recaps.

> **Built with Municipal needs in mind**

> **Canadian data residency**

> **Secure API integrations**

> **Trained on your data — not the public internet**

> **Fully customizable & supported by RDP's implementation team**

RDP Delivers:

- Accurate transcript (including timestamps & speaker tags).
- Redaction & customization
- Executive summary (AI-generated).
- Action items + decisions list.

Ready to Start?

 Book a discovery call with Revolution Data Platforms

Let's build your AI toolkit — aligned with your services, brand, and privacy policies.