



# AI in Action How Artificial Intelligence is Transforming Work

Virginia Municipal League | January 8, 2026  
Guest Speaker: Tim Wyatt

# A little about me

- 3<sup>rd</sup> year as VaLGITE President
- IT Director at York County Government
- 26 years in local government
- Worked for U.S. Army as Civil Service and Contractor
- Worked in the IT retail space
- 1<sup>st</sup> in Digital Counties <150k
- 2<sup>nd</sup> for GovX in the Nation



# AI: The Big Picture

Connecting Innovation. Driving Future.

## Topics

- What is AI
- Why should you care about AI
- Is AI going to replace everyone
- Common AI Initiatives
- Risks / Rewards of AI
- Group discussion



Let's Play...





# How AI Is Already Changing Business

- **Marketing:** personalized outreach, automated social content
- **Operations:** demand forecasting, supply chain optimization
- **Customer Service:** chatbots, ticket triage, knowledge base creation
- **HR:** job posting, screening, onboarding
- You might be using it and not even know it
  - Your employees are probably already using it

Click to add notes

Designer

How AI Is Already Changing Business

- Marketing: personalized outreach, automated social content
- Operations: demand forecasting, supply chain optimization
- Customer Service: chatbots, ticket triage, knowledge base creation
- HR: job posting, screening, onboarding

You might be using it and not even know it

- Your employees are probably already using it

How AI Is Already Changing Business

- Marketing: personalized outreach, automated social content
- Operations: demand forecasting, supply chain optimization
- Customer Service: chatbots, ticket triage, knowledge base creation
- HR: job posting, screening, onboarding

You might be using it and not even know it

- Your employees are probably already using it

How AI Is Already Changing Business

- Marketing: personalized outreach, automated social content
- Operations: demand forecasting, supply chain optimization
- Customer Service: chatbots, ticket triage, knowledge base creation
- HR: job posting, screening, onboarding

You might be using it and not even know it

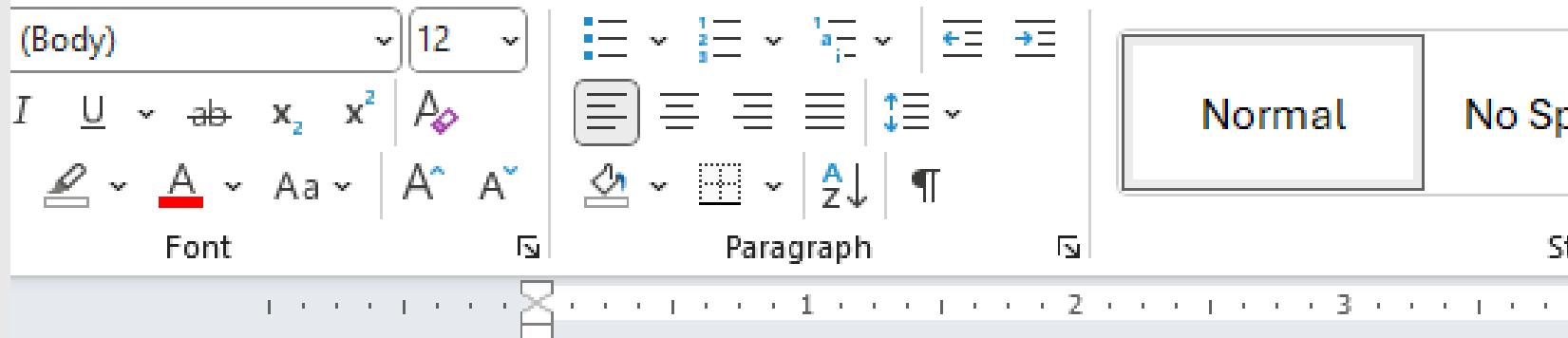
- Your employees are probably already using it

How AI Is Already Changing Business

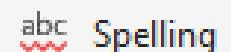
- Marketing: personalized outreach, automated social content
- Operations: demand forecasting, supply chain optimization
- Customer Service: chatbots, ticket triage, knowledge base creation
- HR: job posting, screening, onboarding

You might be using it and not even know it

- Your employees are probably already using it



I am an amzing speller



Spelling



Cut



Copy



Paste Options:

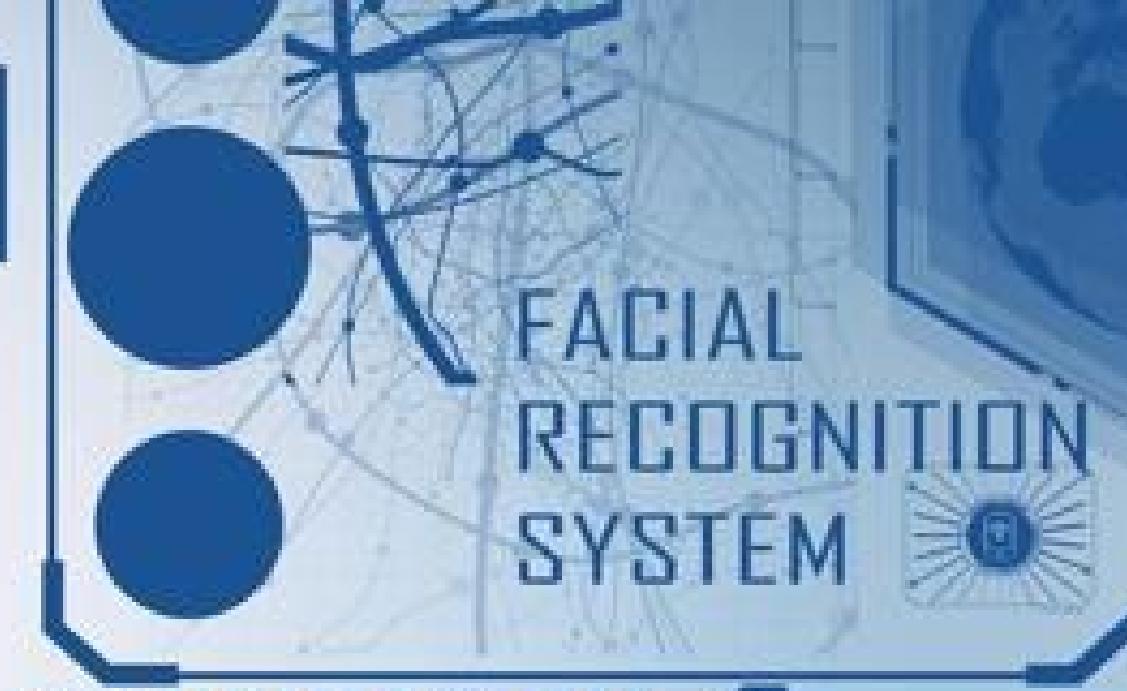
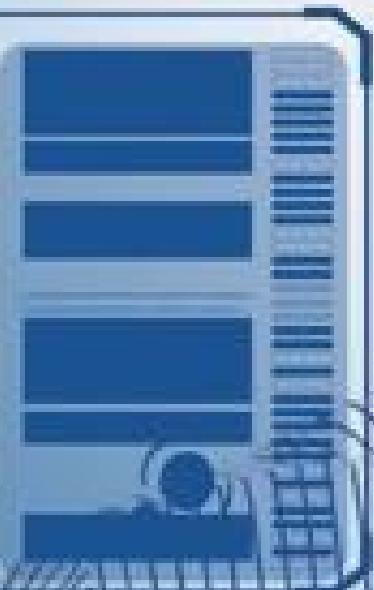
amazing

astonishing, awe-inspiring, perple...

Add to Dictionary

Ignore All

 See More



VERIFICATION



Scanning... 63%



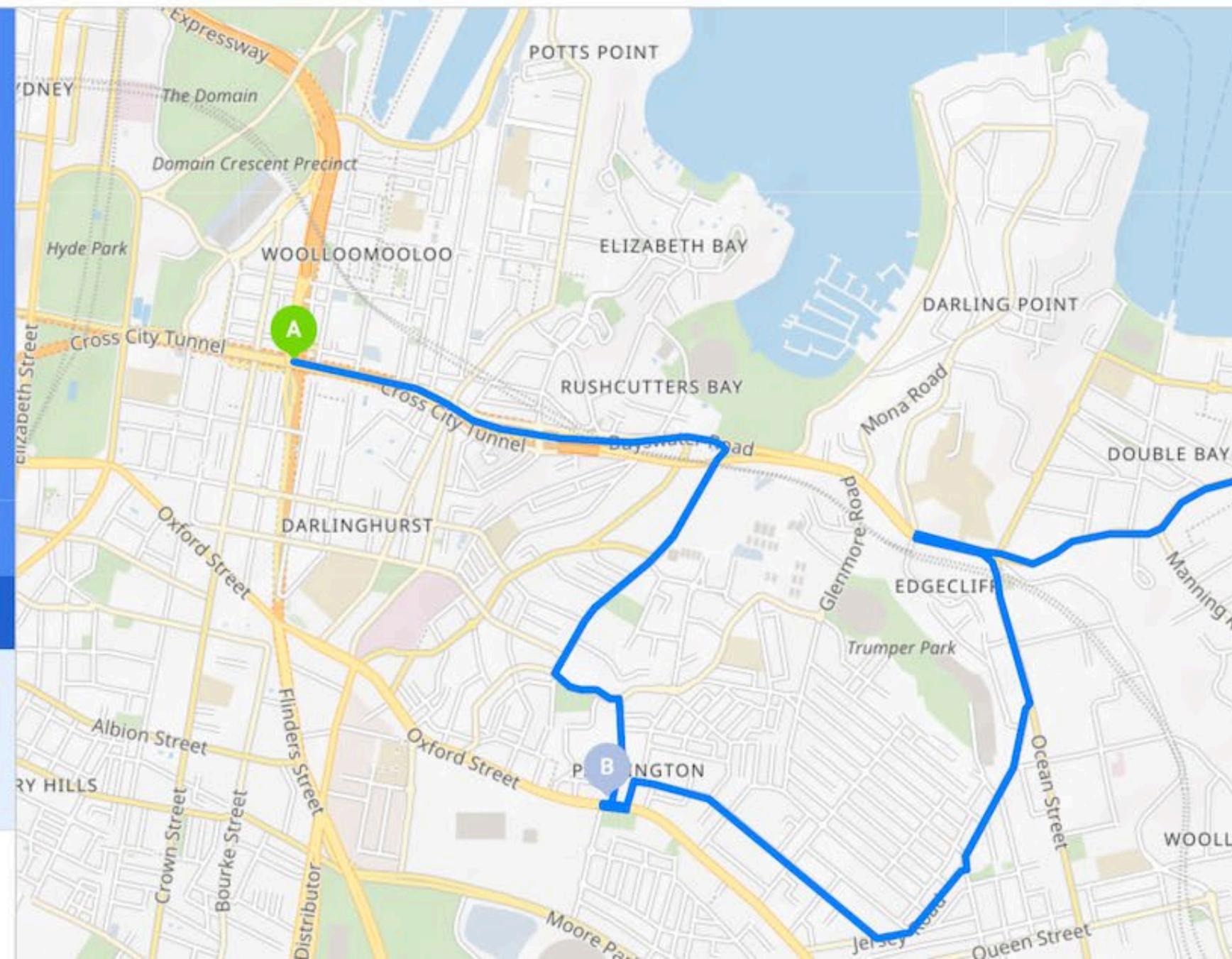
## Route Planner

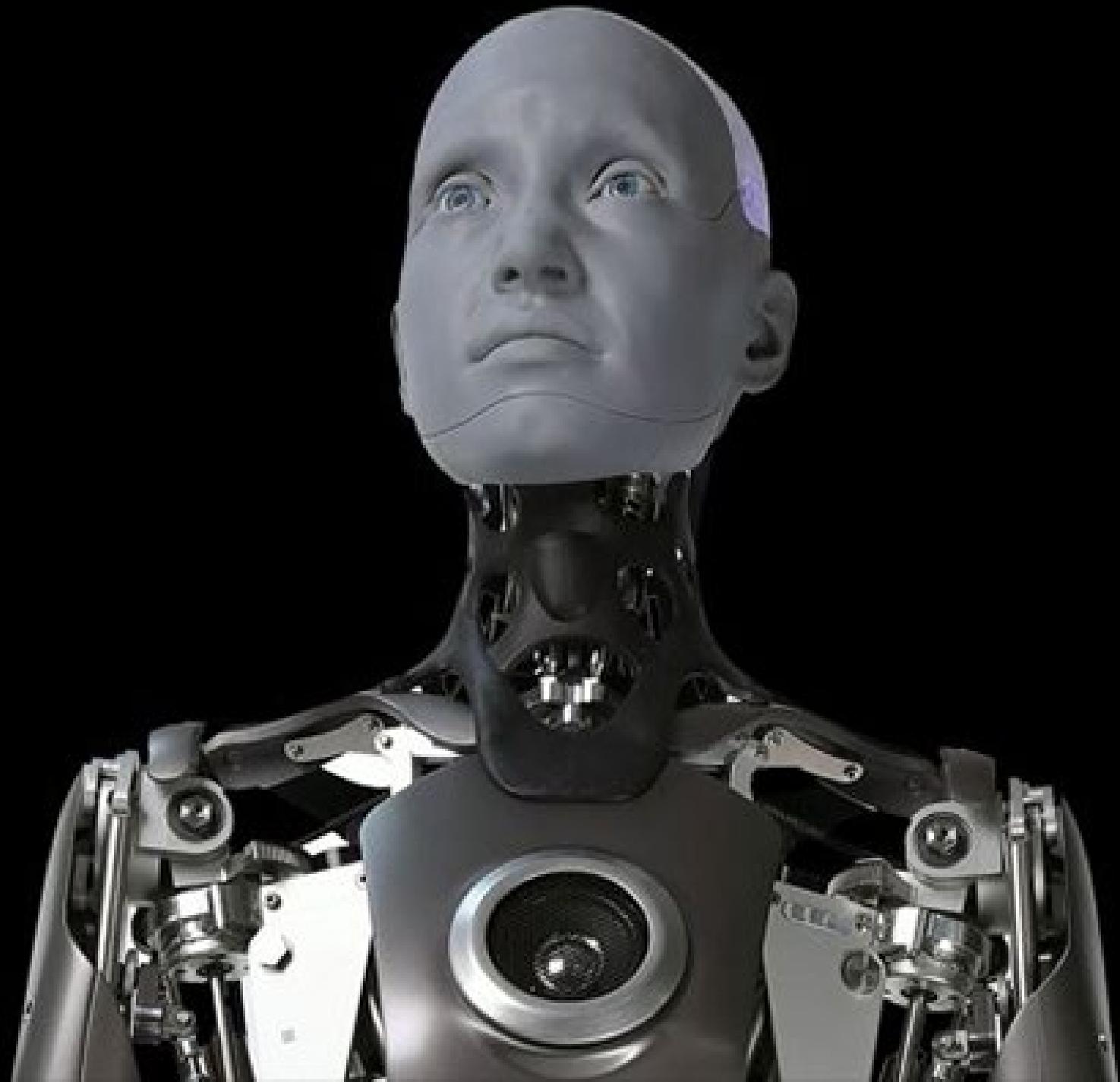
A 110 William Street, Sydney 2011, Australia xB 246 Oxford Street, Sydney 2021, Australia xC 86A Victoria Road, Sydney 2023, Australia x+ Add waypointSend to GPS Navigation ?

## Options



Car

7 min  
7.2 km+ Add to trip ?



# Traditional

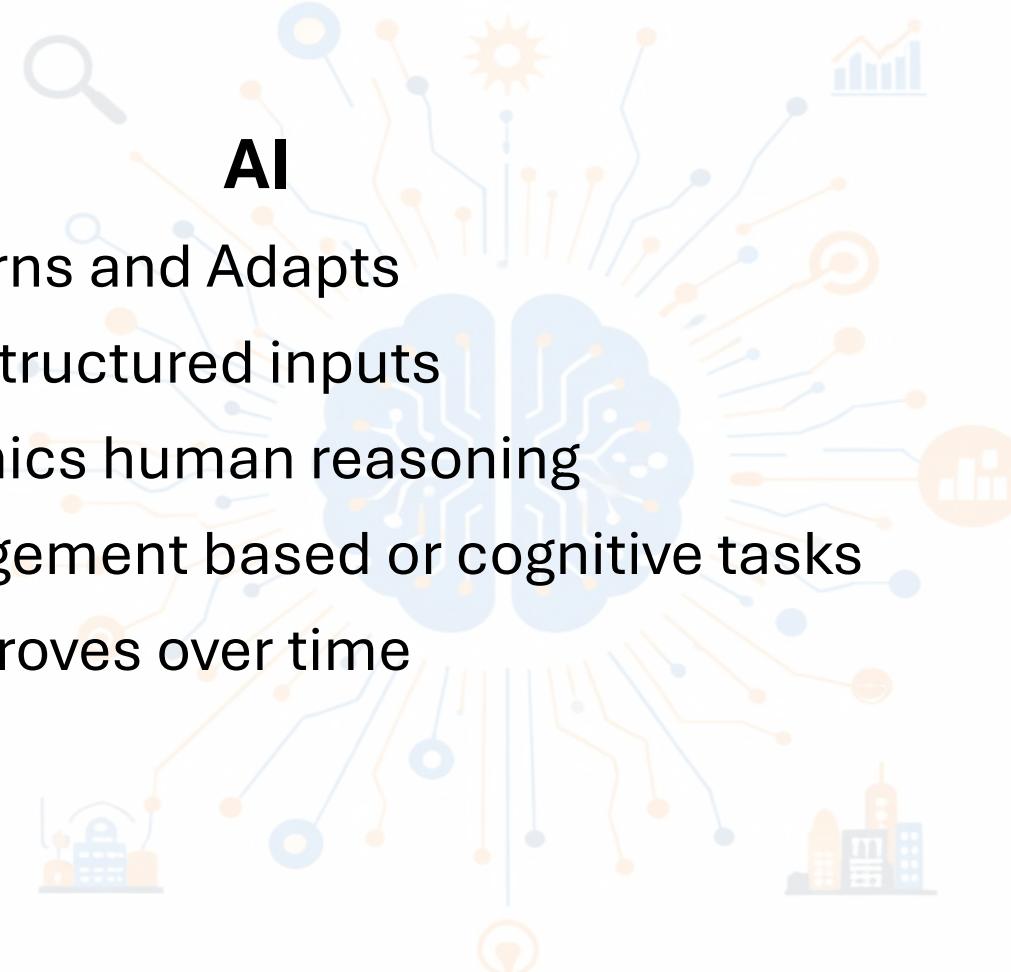
## Traditional

- Follows strict rules
- Structured repetitive tasks
- Mimics human actions
- High-volume, rules-based workflows
- Performs what it's programmed to do, no adaptation

# AI

## AI

- Learns and Adapts
- Unstructured inputs
- Mimics human reasoning
- Judgement based or cognitive tasks
- Improves over time



# What is AI

# Where is AI

- Now
  - Specific software focused on AI
  - Most software says using AI
- Soon
  - Integrated into “everything”
  - Robots in homes and workplaces









# What is AI

- Learns from examples
- Consumes large data
- Smart Intern
- Your staff is already using it
- AI amplifies people
- Not Free

CEO of Nvidia - *You're not going to lose your job to AI, but you're going to lose your job to someone who uses AI.*

2009



# Evolution of the Pit Stop

1950



2013





# Preparing for AI Enhancement

- **Security & Policy Readiness**
  - Protect intellectual property and customer data
  - Establish clear boundaries before use
- **Management Acceptance**
  - AI isn't an IT initiative, it's a leadership initiative
  - Start with encouragement, not mandates
- **Employee Acceptance**
  - Address fear through exposure and wins
  - Encourage exploration and idea-sharing
- **Digitization**
  - AI can't learn from what it can't consume
- **Data Scrubbing**
  - Audit accuracy, format consistency, and permissions
  - AI can't fix messy inputs, it magnifies them

# Practical Local Government AI Use Cases

- Call / ticket triage
- Video and text redaction
- 24/7 citizen virtual assistant
- Multilingual service access
- Helpdesk support
- Sewer inspections
- Meeting notes
- Permit task automation
- Cyber threat detection
- Documentation
- Reports and Modeling
- Brainstorming

# When to Credit AI

- Protecting your reputation
- If your citizens feels tricked, you lose
- Would you credit your assistant?



# AI RISKS

- Risk is never 0%, but should be mitigated
- **Examples....**

# Misinformation / Lack of Clarity



Searched 4 sites

Q "York County Virginia government next board meeting room location" bing.com

▼ York County — Meetings | York County, VA yorkcounty.gov

▼ York County — Board of Supervisors | York County, VA yorkcounty.gov

▼ York County — Agenda | York County, VA yorkcounty.gov

The next board meeting for York County will be held in the East Room of York Hall, located at 301 Main Street, Yorktown, VA 23690. The meetings are scheduled for the first and third Tuesdays of every month, except for July and November ([York County](#)) ([York County](#)).

CONFIDENCE: 100%

what room is the next board meeting being held at?

yorkcounty.gov/661/Meetings

Home > Board of Supervisors > Meetings

## Meetings

### Meetings

- 6 p.m.
- 1st Tuesday of every month (except for July and November)
- 3rd Tuesday of every month
- York Hall  
301 Main Street  
East Room  
Yorktown, VA 23690

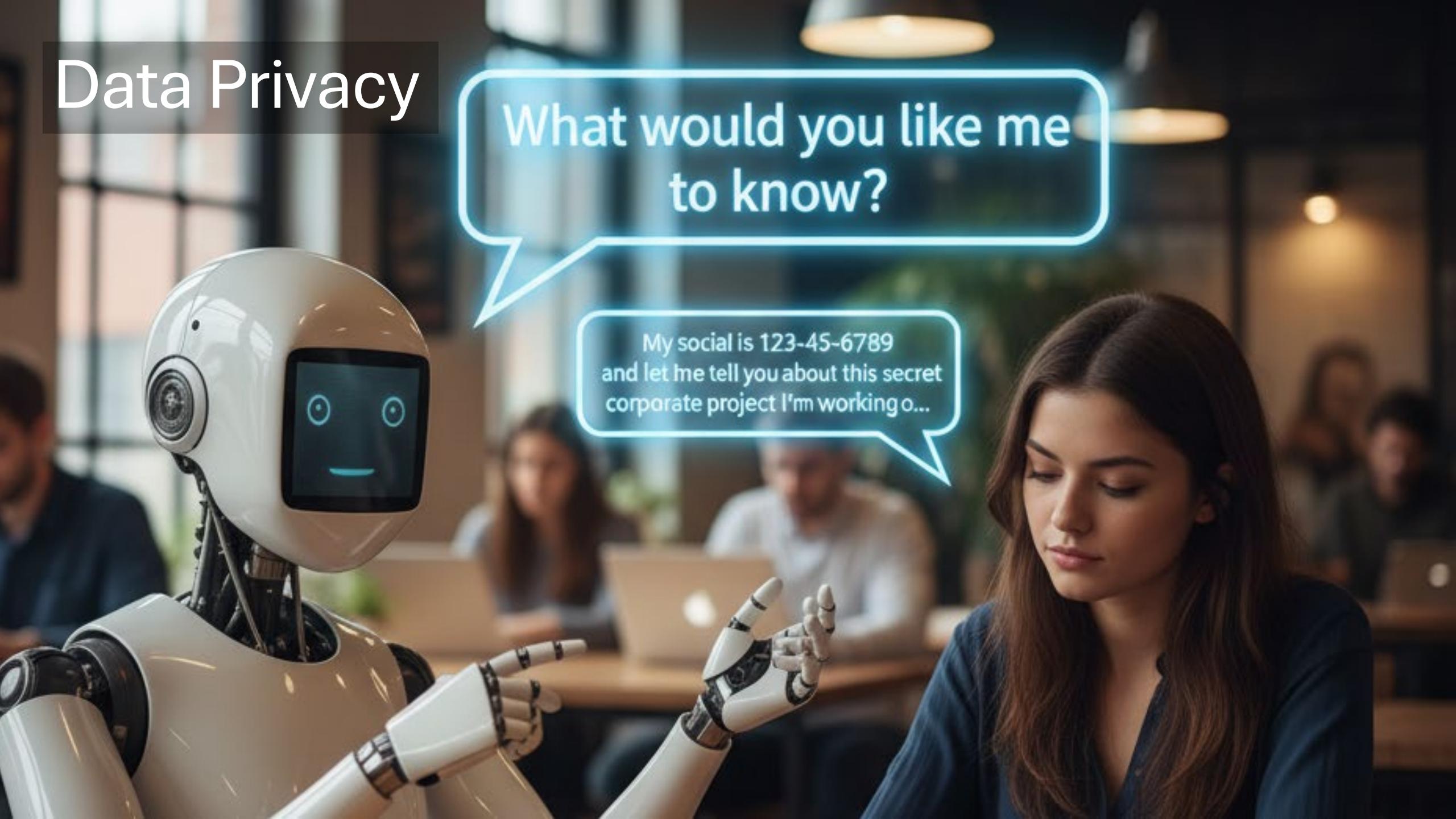
Residents are invited and encouraged to attend Board of Supervisors meetings as often as possible. Regular Meetings are also televised live on the cable channel YCG-TV and are rebroadcast at 11 a.m., 6 p.m., and 11 p.m. Wednesday, Thursday, and Friday; 3 p.m. on Saturday and Sunday.

#### Meeting Etiquette



Deepfakes

# Data Privacy



What would you like me  
to know?

My social is 123-45-6789  
and let me tell you about this secret  
corporate project I'm working o...

# AI Bias

August 2018 Accuracy on Facial Analysis Pilot Parliaments Benchmark

**98.7%**



**DARKER  
MALES**

**68.6%**



**DARKER  
FEMALES**

**100%**



**LIGHTER  
MALES**

**92.9%**



**LIGHTER  
FEMALES**

amazon

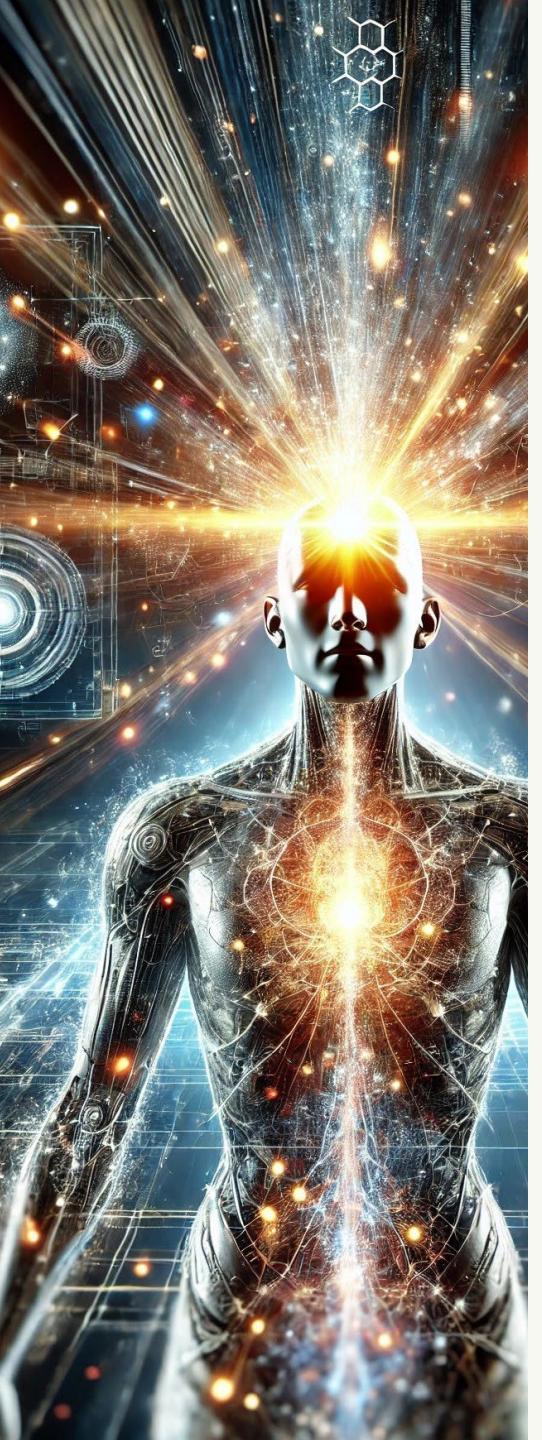
Amazon Rekognition Performance on Gender Classification

A close-up photograph of a wooden gavel resting on a polished wooden desk. The gavel has a dark, polished wooden head with a circular base and a silver-colored metal band around the middle. In the background, a person wearing a dark suit and a white shirt is visible, though slightly out of focus. The lighting is warm and focused on the gavel.

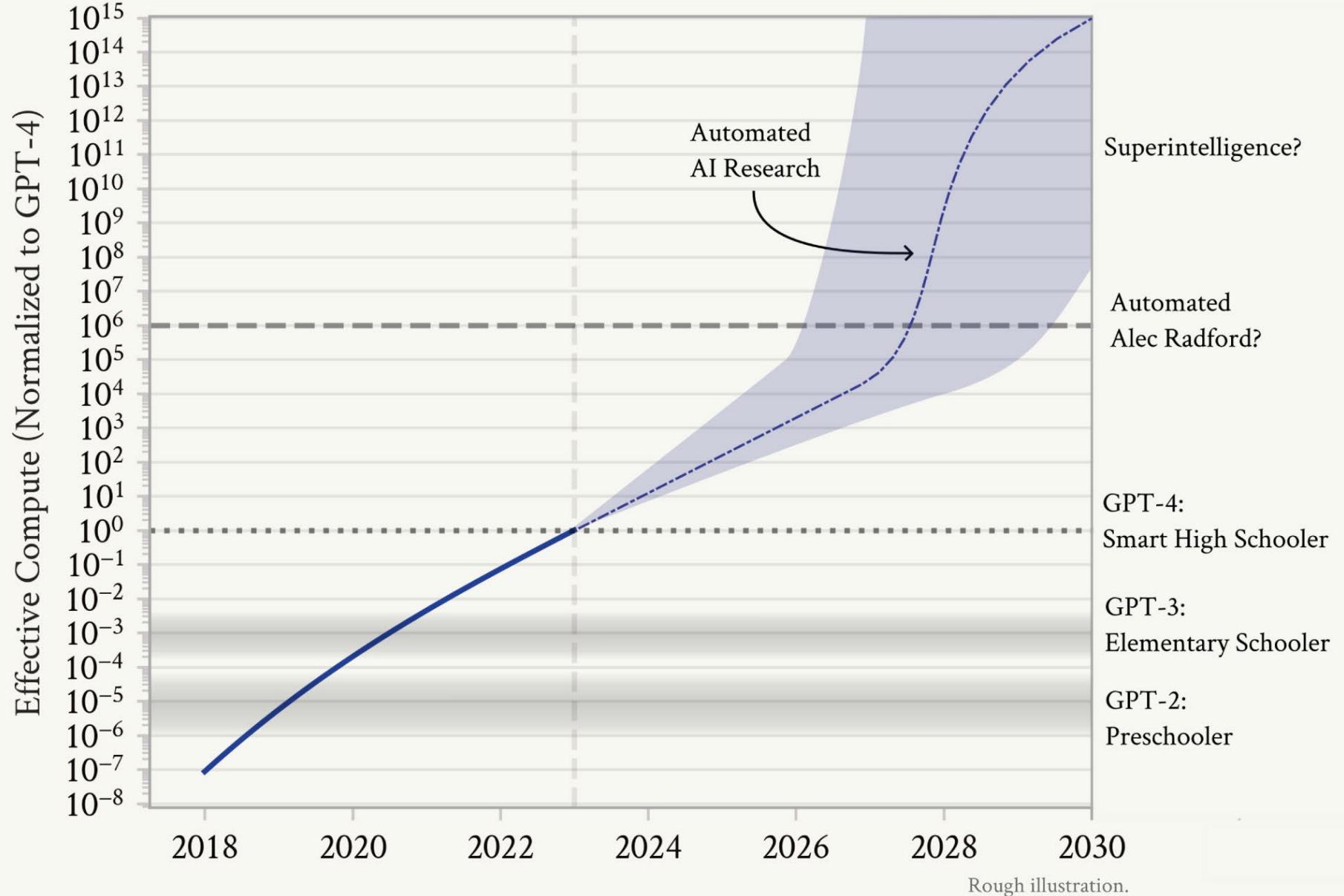
Legal

# Overreliance

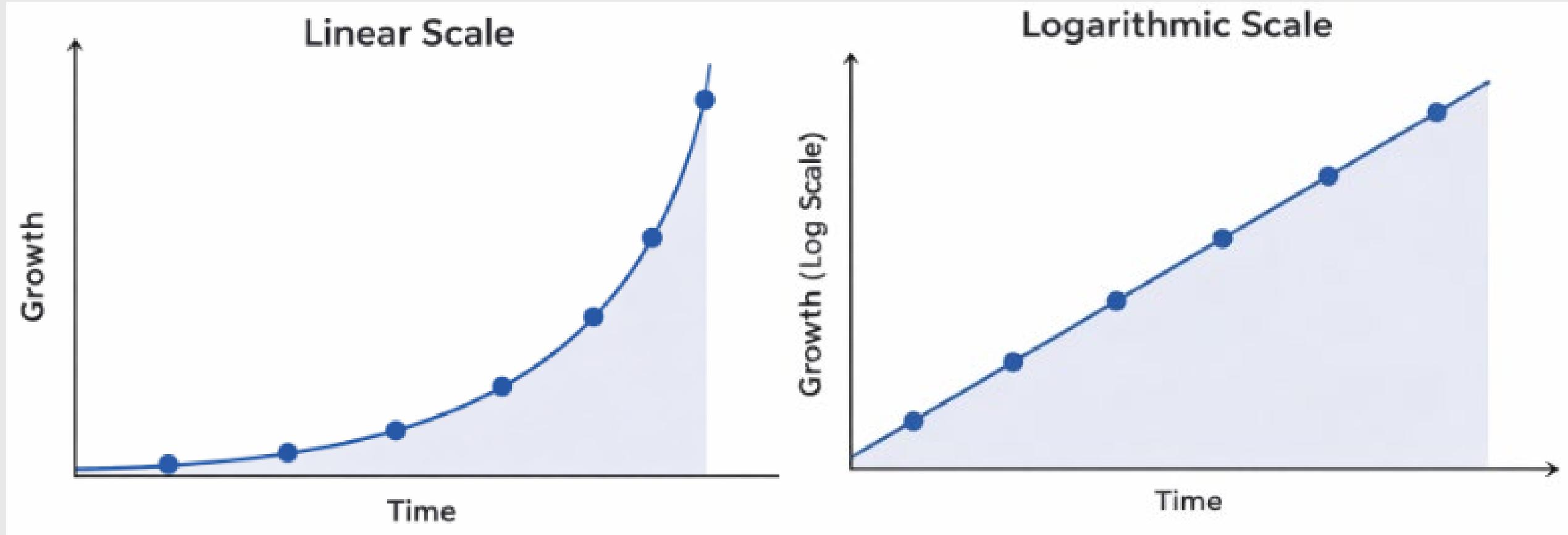


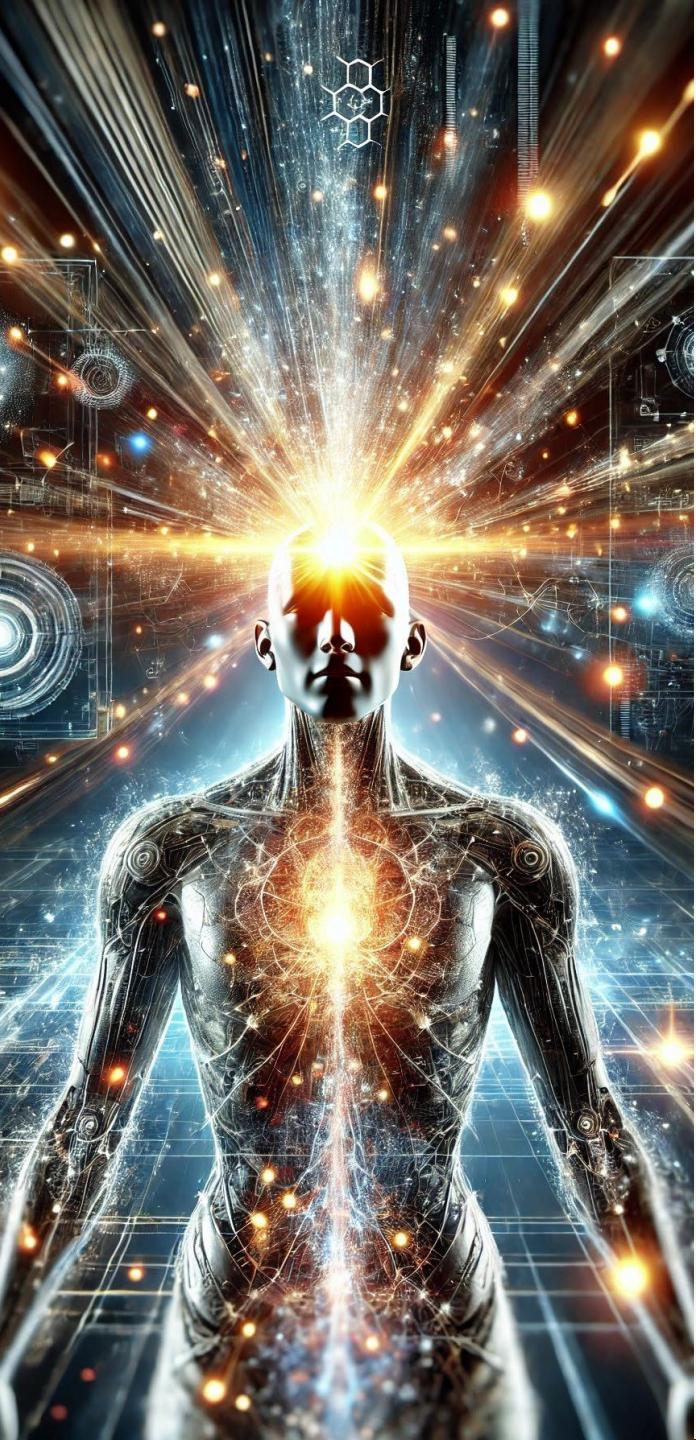


## Scenario: Intelligence Explosion

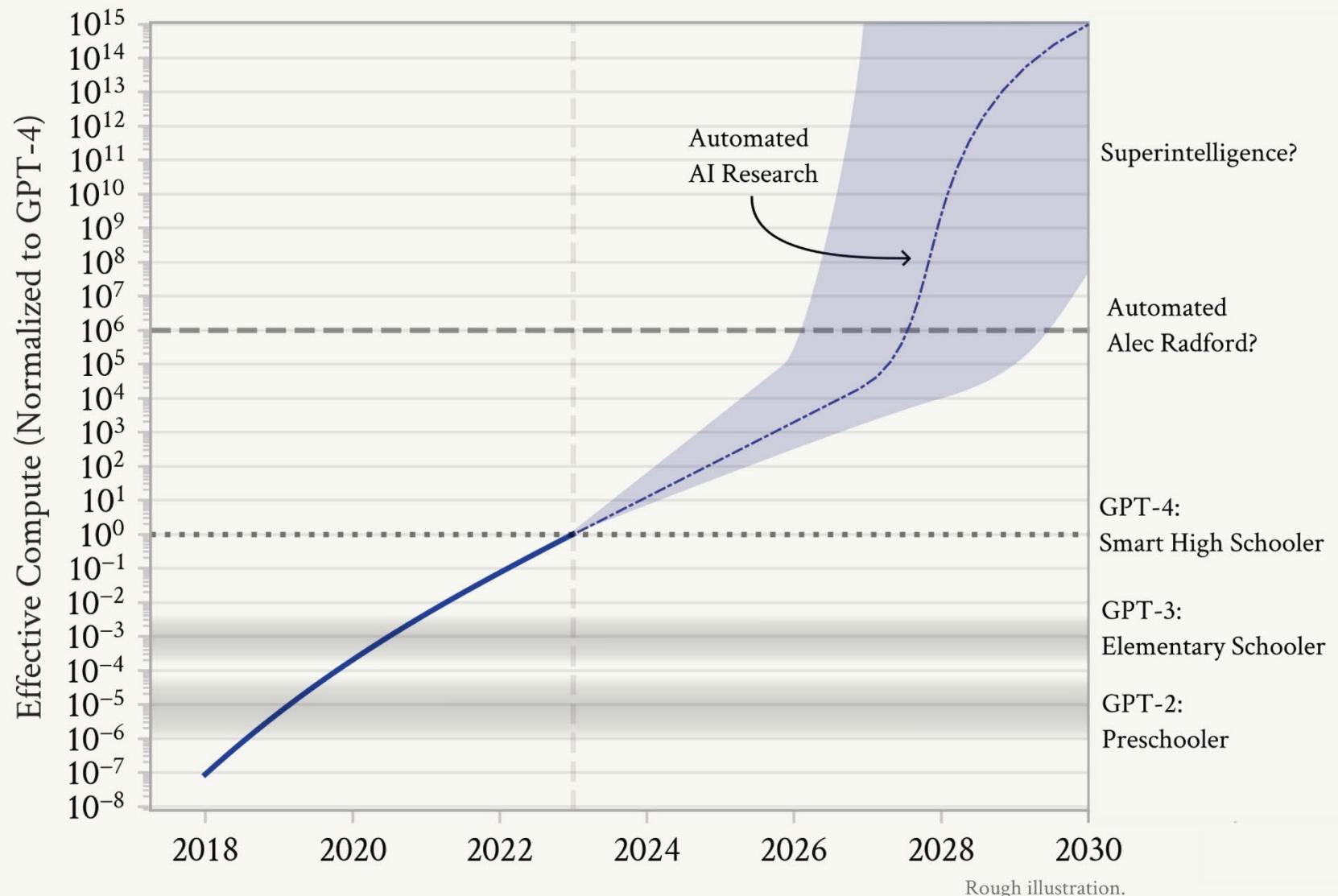


# Linear vs Logarithmic





## Scenario: Intelligence Explosion



# LEADING CHANGE



- Empower people to explore
- Keep humans in the loop
- Be transparent about use
- AI adoption is a cultural shift

# Open Q&A / Group Conversation





# Thank you

If there's one thing I hope you take away today, it's that AI isn't the future, it's the present. The question isn't *if* it will change your work, but *how you as a leader will guide that change.*