



AI in Action How Artificial Intelligence is Transforming Work

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

Made in collaboration with AI

A little about me

- 3rd 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
- 1st in Digital Counties <150k
- 2nd for GovX in the Nation



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

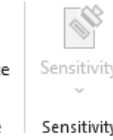
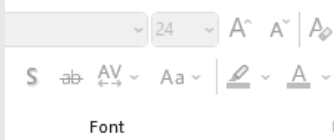
AI: The Big Picture

Connecting Innovation. Driving Future.



Let's Play...



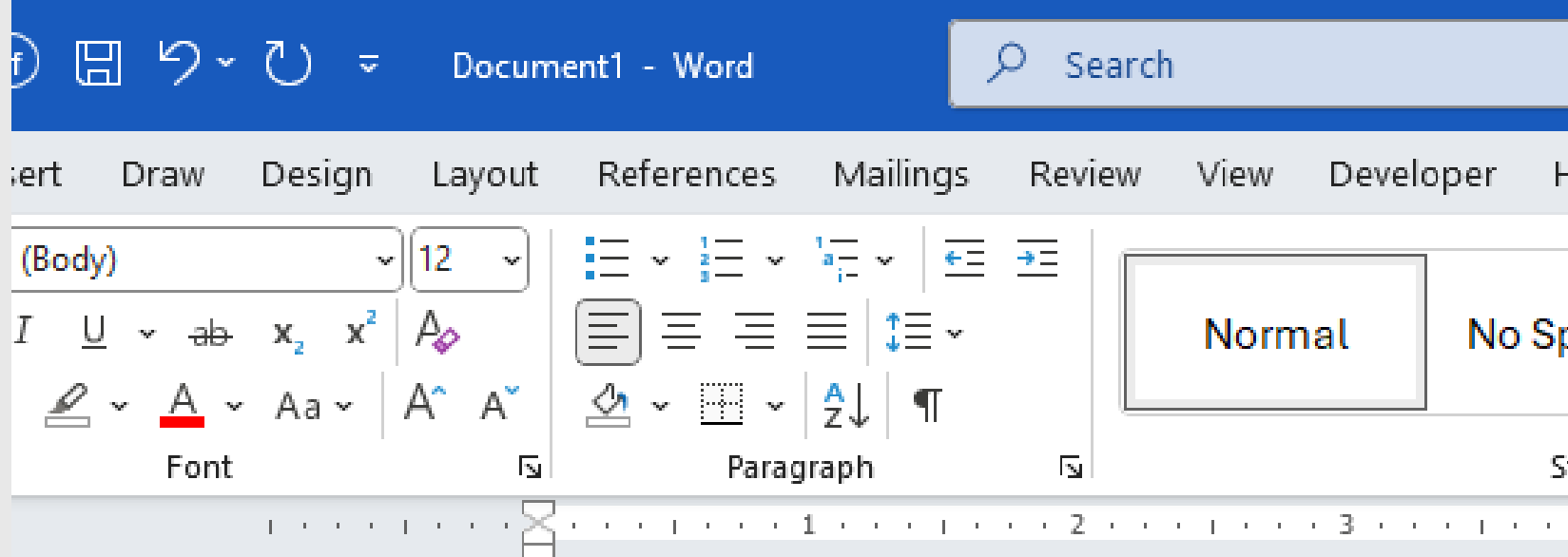


How AI Is Already Changing Business

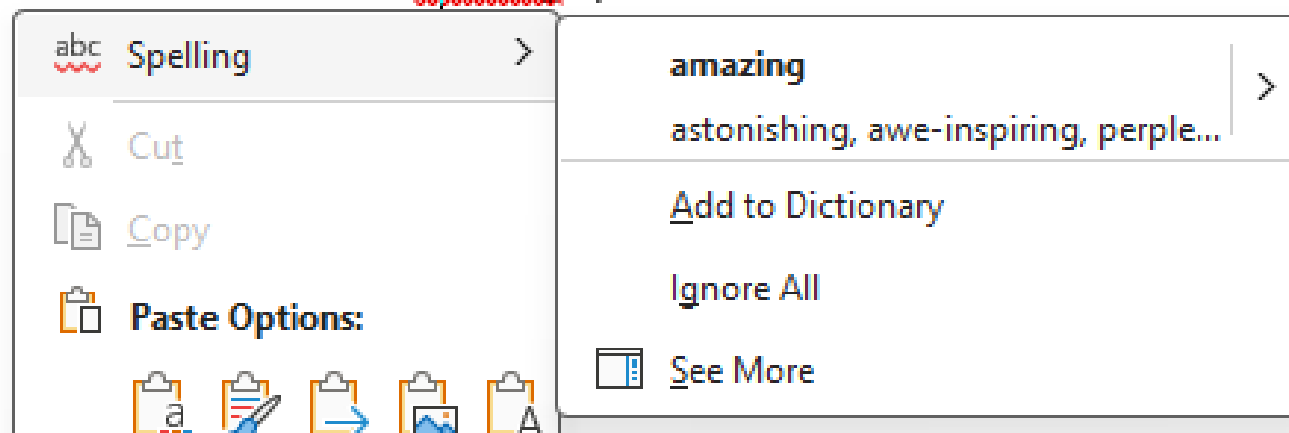
- **Marketing:** personalized outreach, automated social content
- **Operations:** demand forecasting, supply chain optimization
- **Customer Service:** chatbots, ticket triage, knowledge base creation
- **HR:** job posting, screening, onboarding
- You might be using it and not even know it
 - Your employees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

Designer





I am an amzing speller





FACIAL
RECOGNITION
SYSTEM

VERIFICATION

Scanning... 63%

Route Planner

- 🔄
- 🚗**
- 🚌
- 🚶
- 🚲
- 🚝
- 🚆
- ✈️

- A** 110 William Street, Sydney 2011, Australia ✕
- B** 246 Oxford Street, Sydney 2021, Australia ✕
- C** 86A Victoria Road, Sydney 2023, Australia ✕

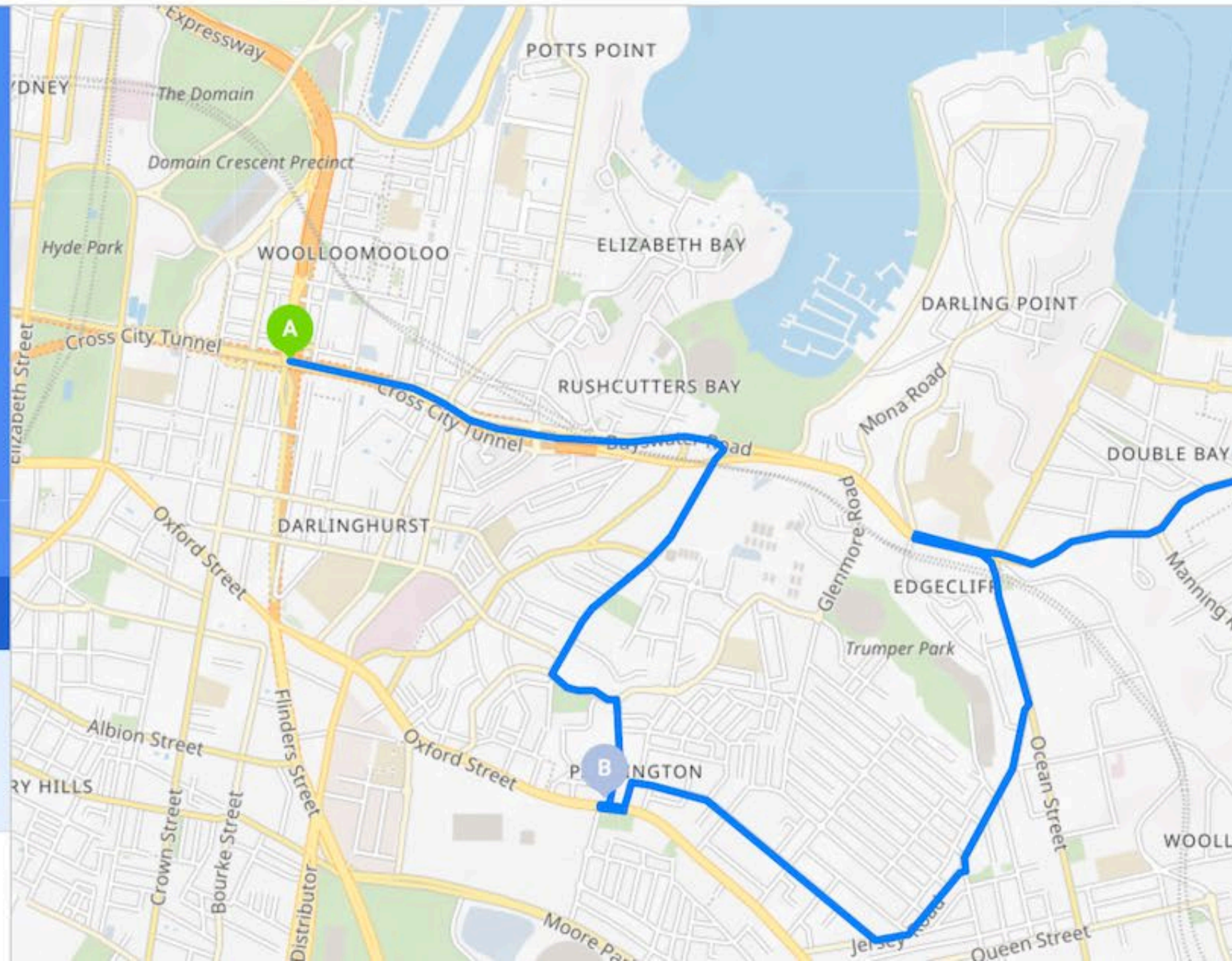
+ Add waypoint

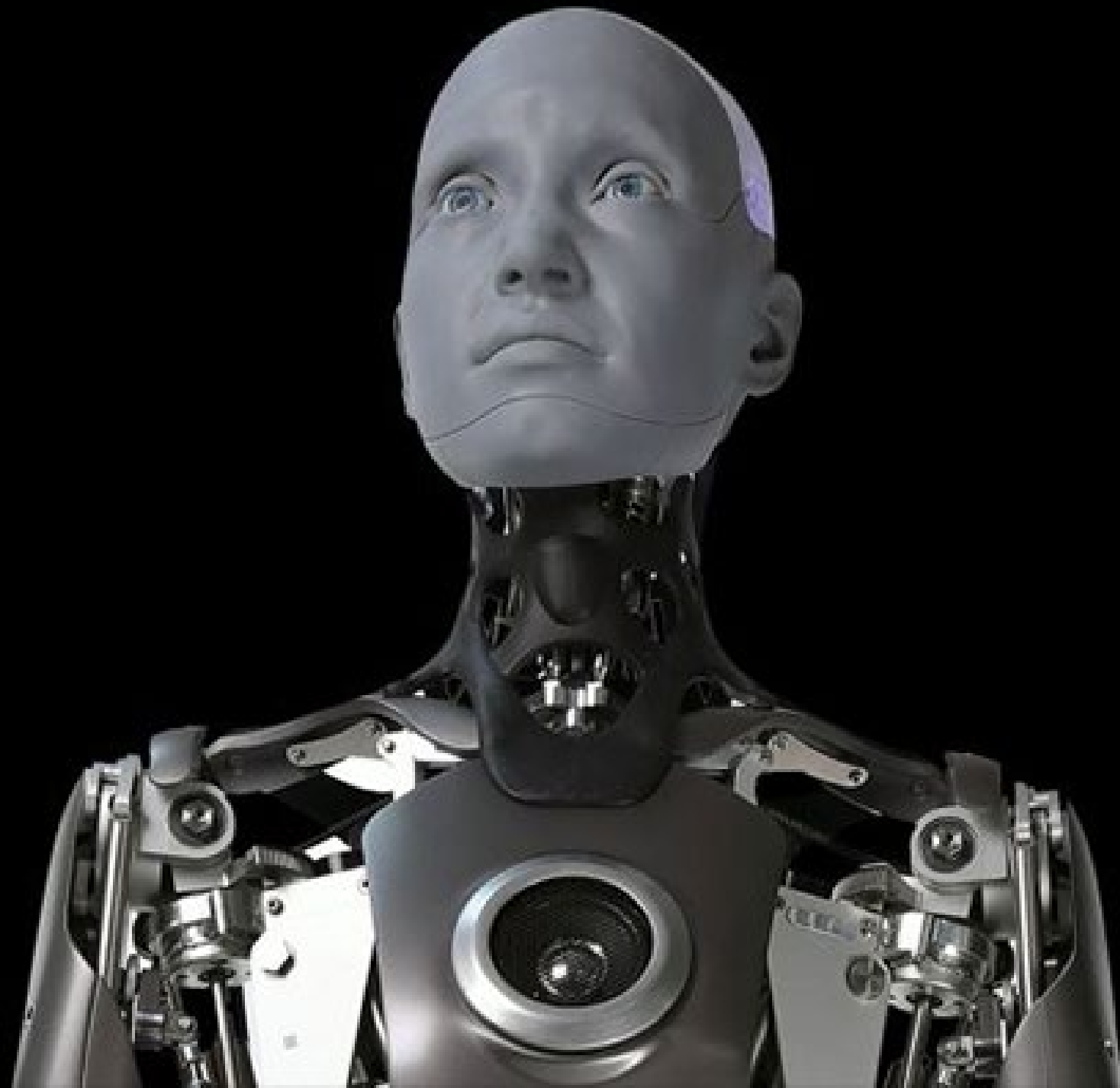
📱 Send to GPS Navigation ?

Options ▾

🚗 Car 7 min 7.2 km

📅 Add to trip ?





Traditional

AI

What is AI

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

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

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

1950

Evolution of the Pit Stop

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

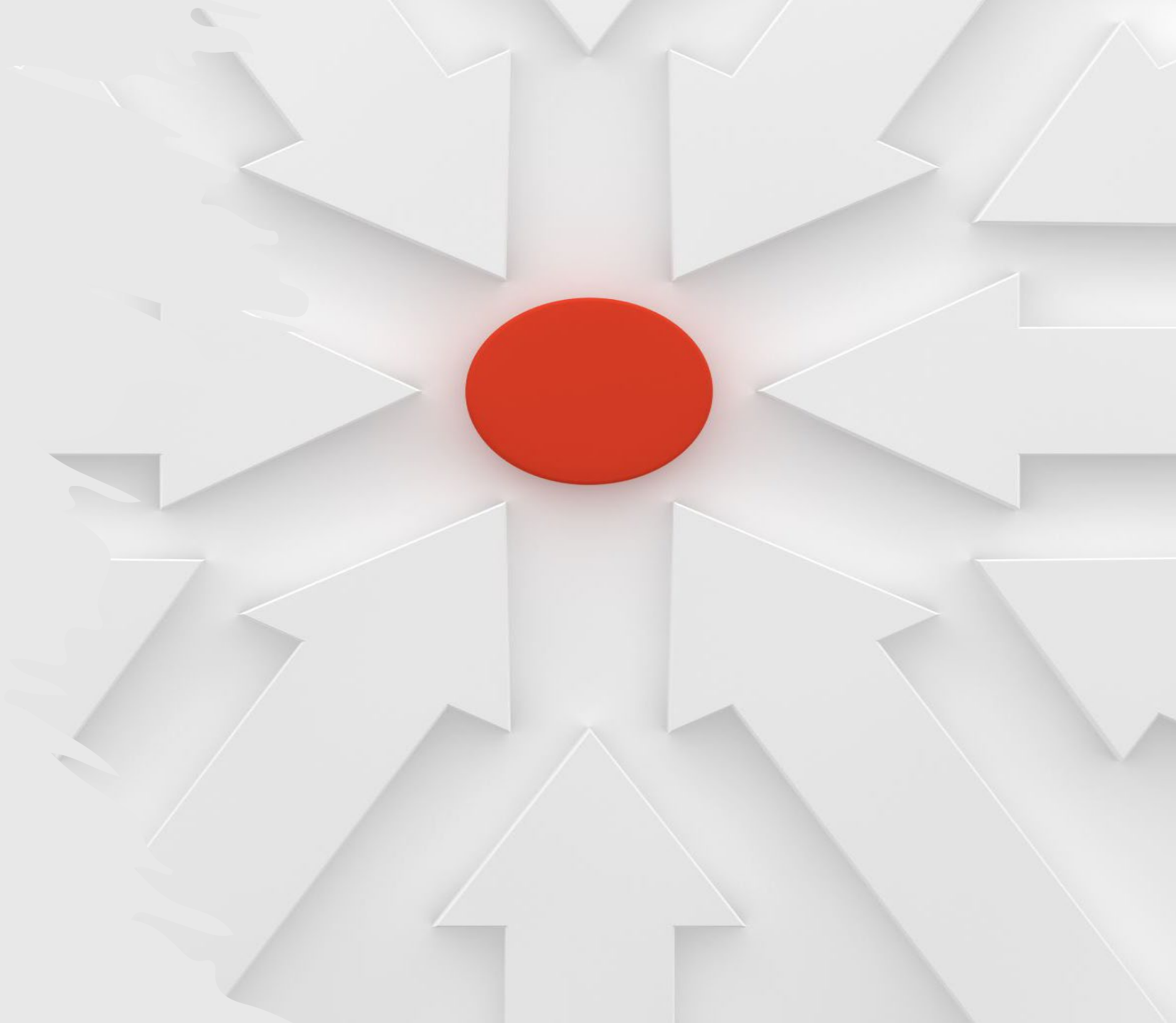
When to Credit AI

- 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

what room is the next board meeting being held at?

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%

yorkcounty.gov/661/Meetings



ing Notice

ons to the Board

ocedure

pcoming

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



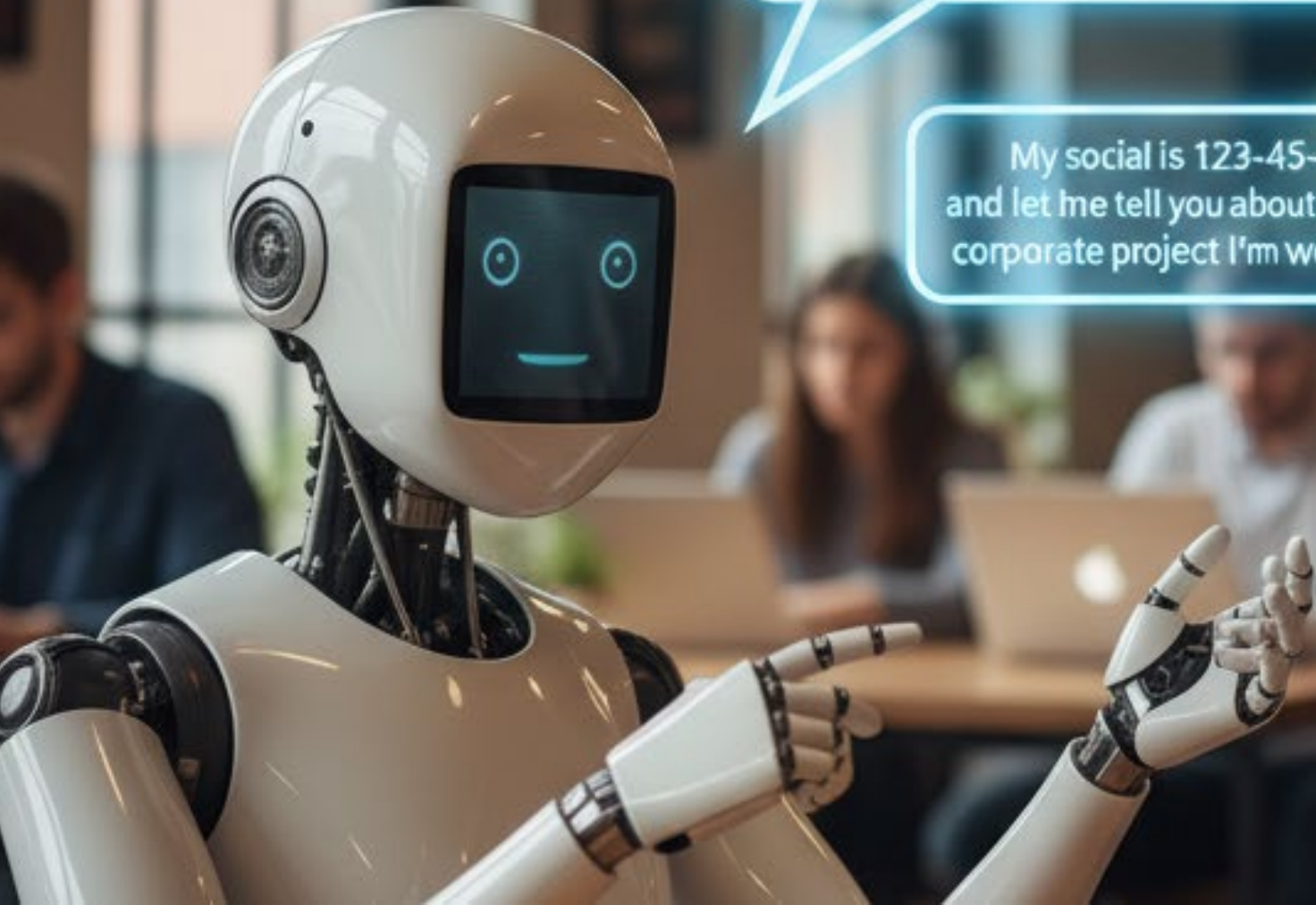
Deepfakes

DEEFAKE MORGAN FREEMAN

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

amazon

98.7%

68.6%

100%

92.9%



**DARKER
MALES**



**DARKER
FEMALES**



**LIGHTER
MALES**



**LIGHTER
FEMALES**

Amazon Rekognition Performance on Gender Classification

Legal

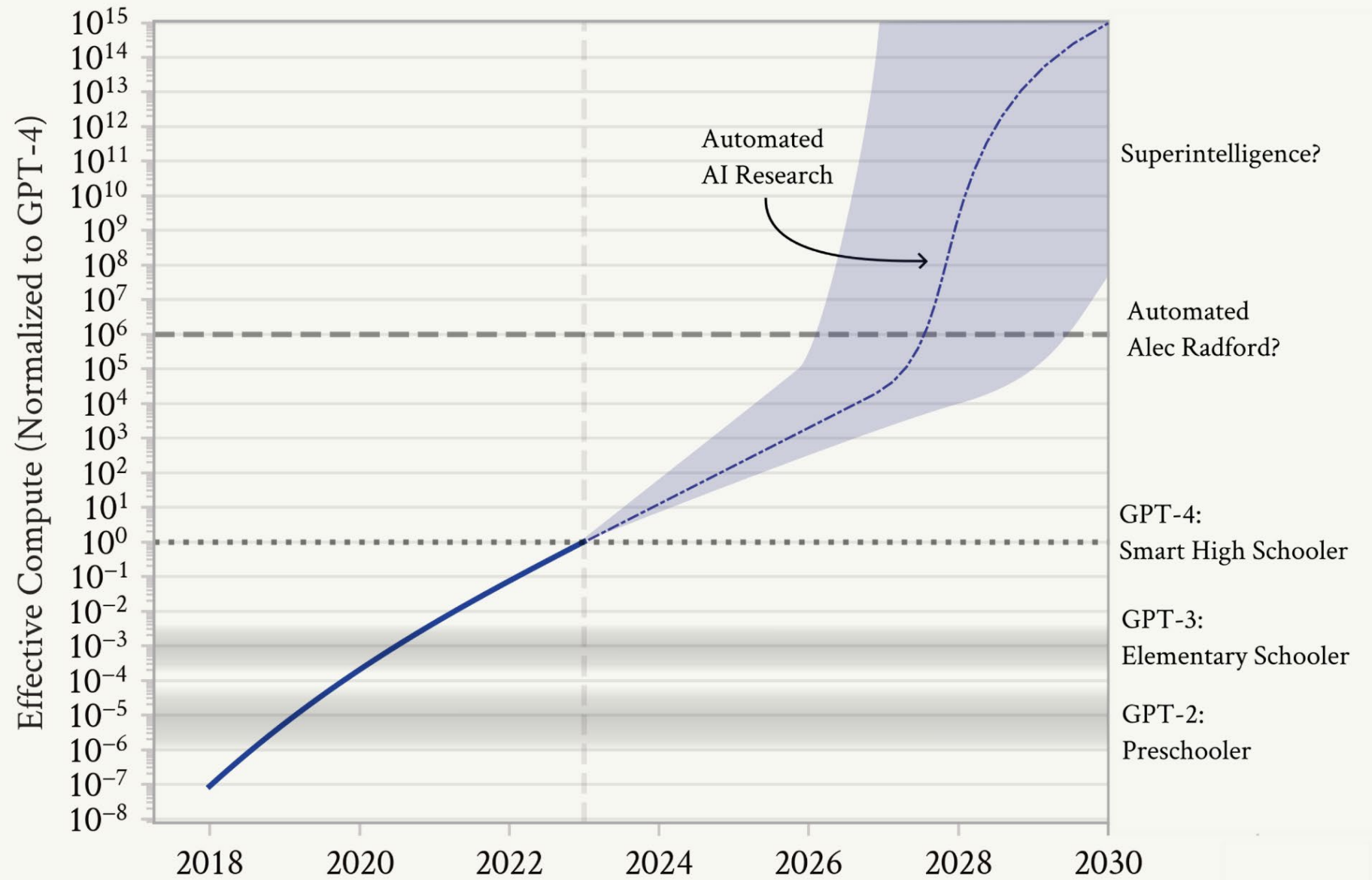


Overreliance





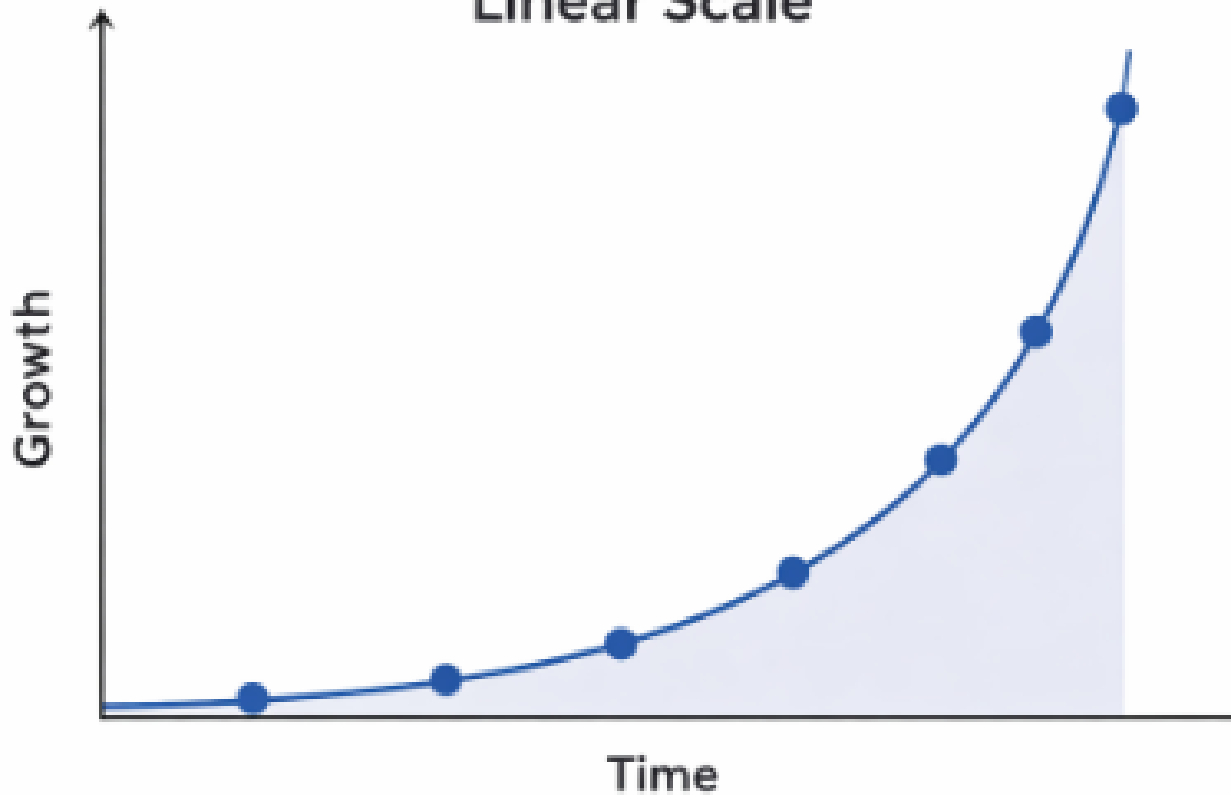
Scenario: Intelligence Explosion



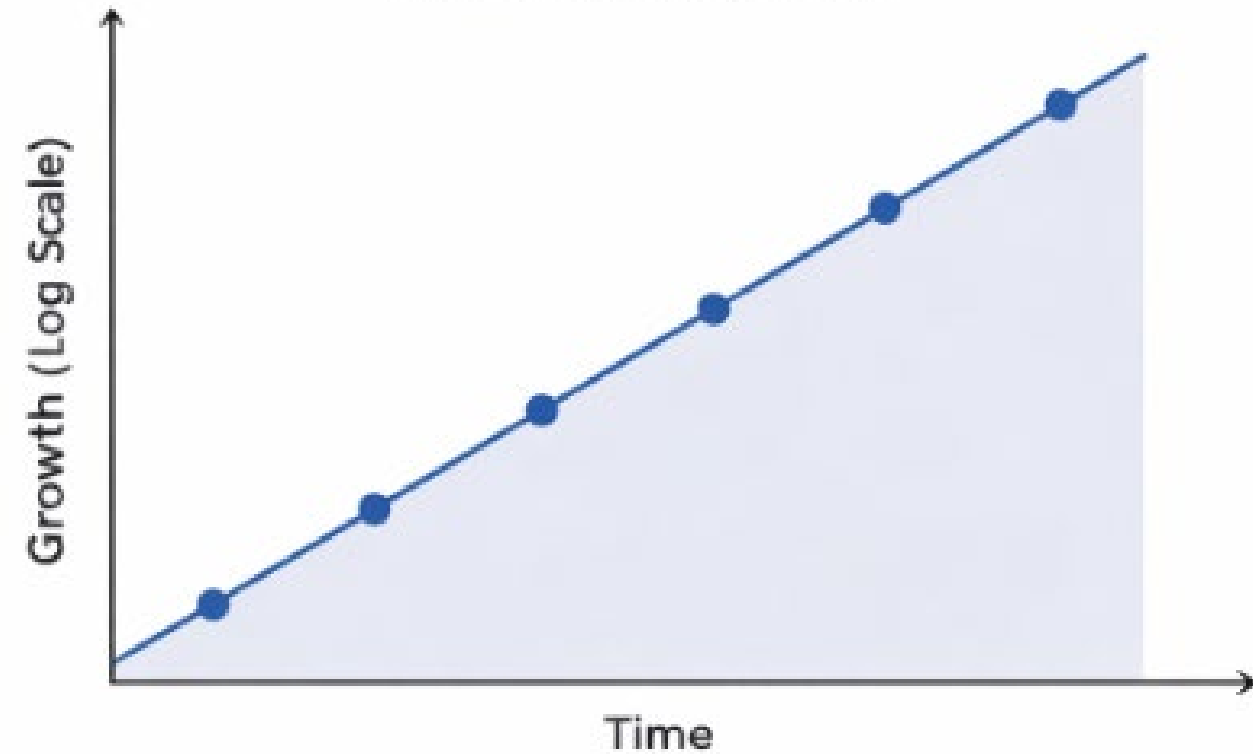
Rough illustration.

Linear vs Logarithmic

Linear Scale

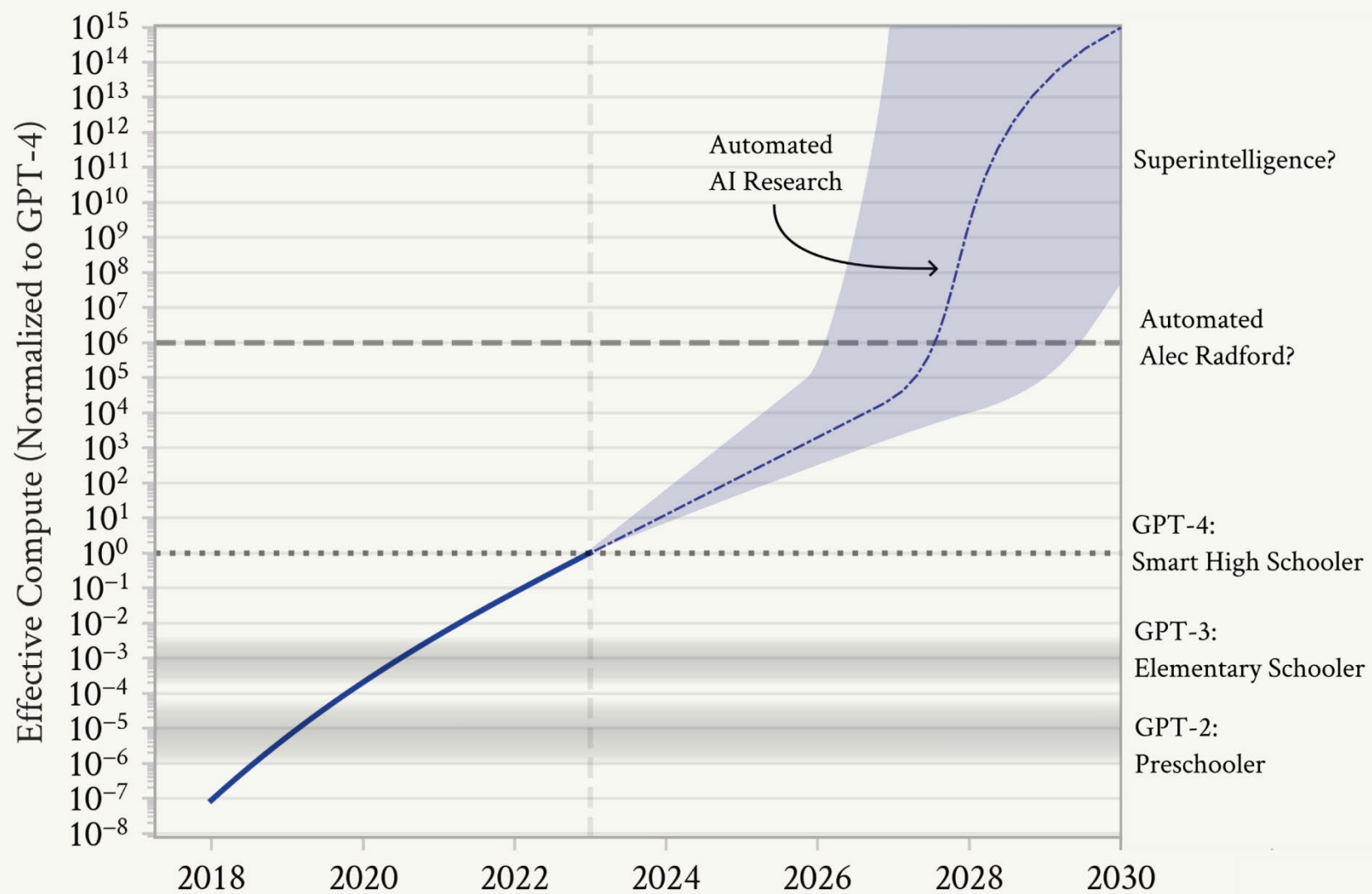


Logarithmic Scale





Scenario: Intelligence Explosion



Rough illustration.

LEADING CHANGE

A woman in a dark business suit stands in the center, gesturing with her right hand towards a glowing circular digital interface. Behind her, a diverse group of ten business professionals in suits stands in a line. They are on a dark, cracked surface that appears to be a city street at night, with glowing blue digital lines and patterns on the ground. In the background, a city skyline with tall skyscrapers is visible under a dark sky with a bright orange and yellow glow on the left side. The overall scene is futuristic and high-tech.

- 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.

Made in collaboration with AI