



A Tale of Two Cities

The Data That Reveals Why / When / How
Staff AI Deployments Fail or Succeed

November 6, 2025

San Jose, California

GovAI Coalition Summit



AI Fluency
+ AI Impact
= AI Thriving
= Upskilled Staff



☒ Future-Proof



AI Underuse
+ AI Irrelevance
= AI Stagnation
= Lagging Staff

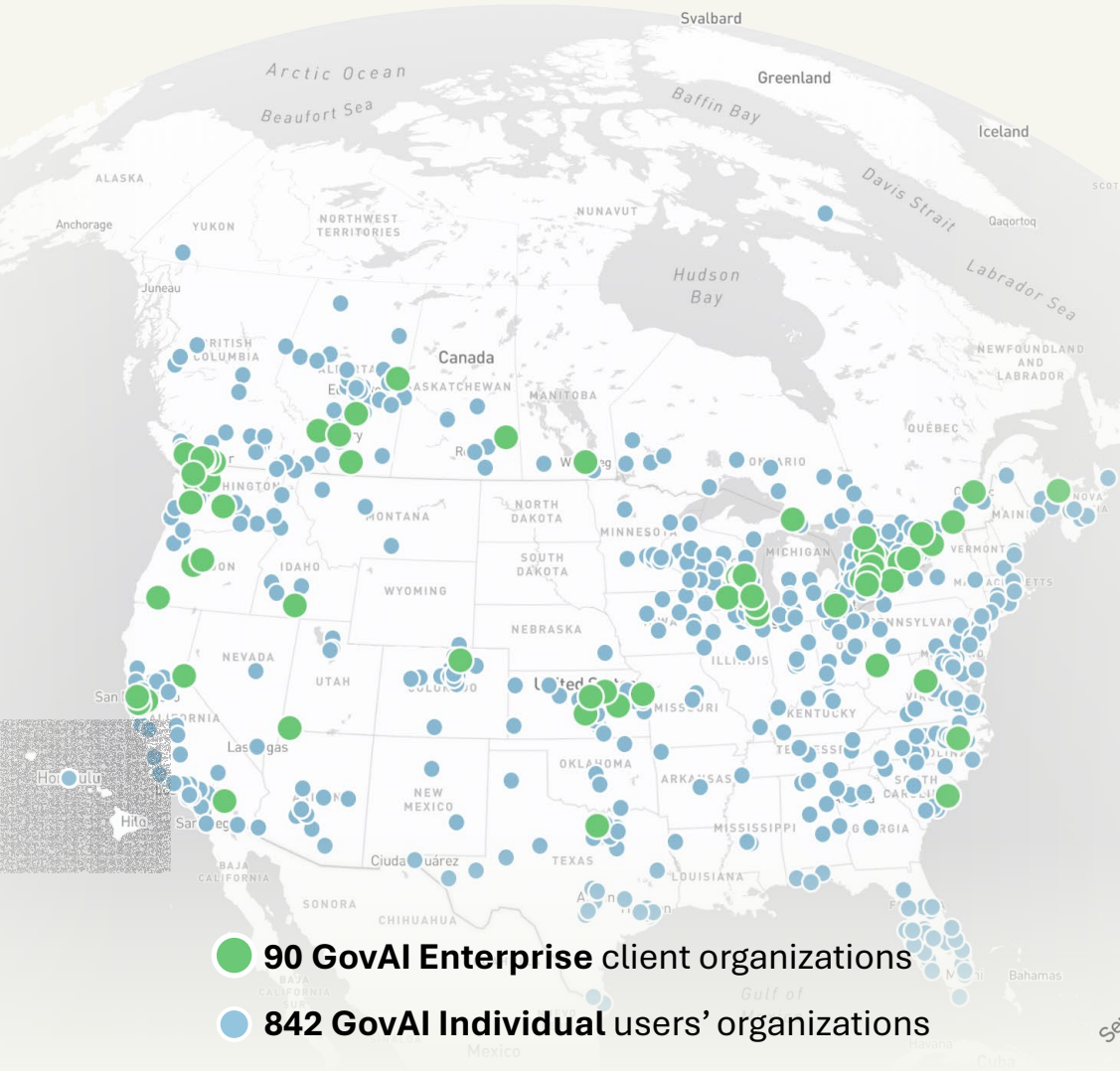
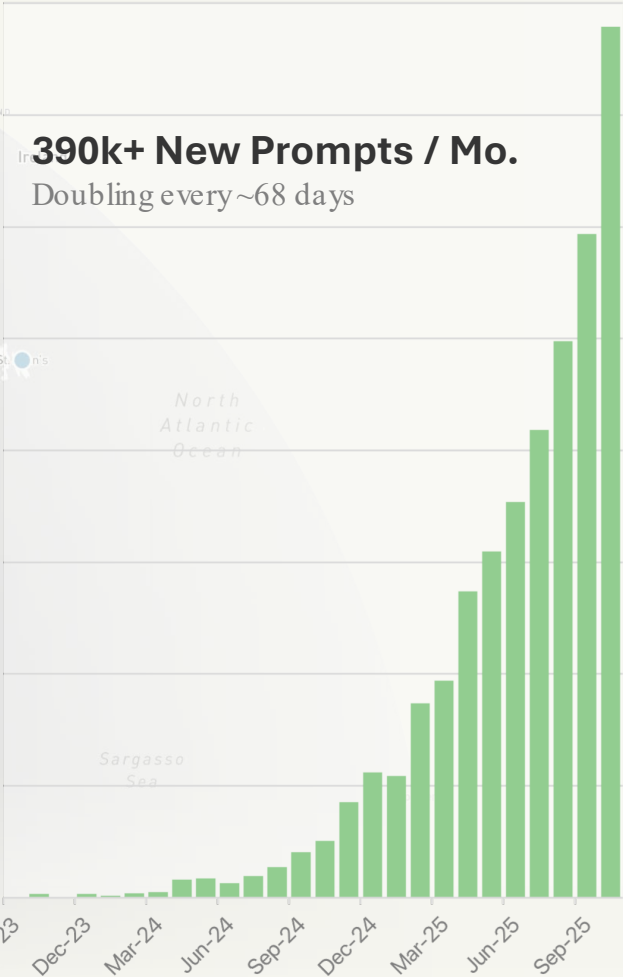
 Future-Fragile

Front-Row to the Paradigm Shift

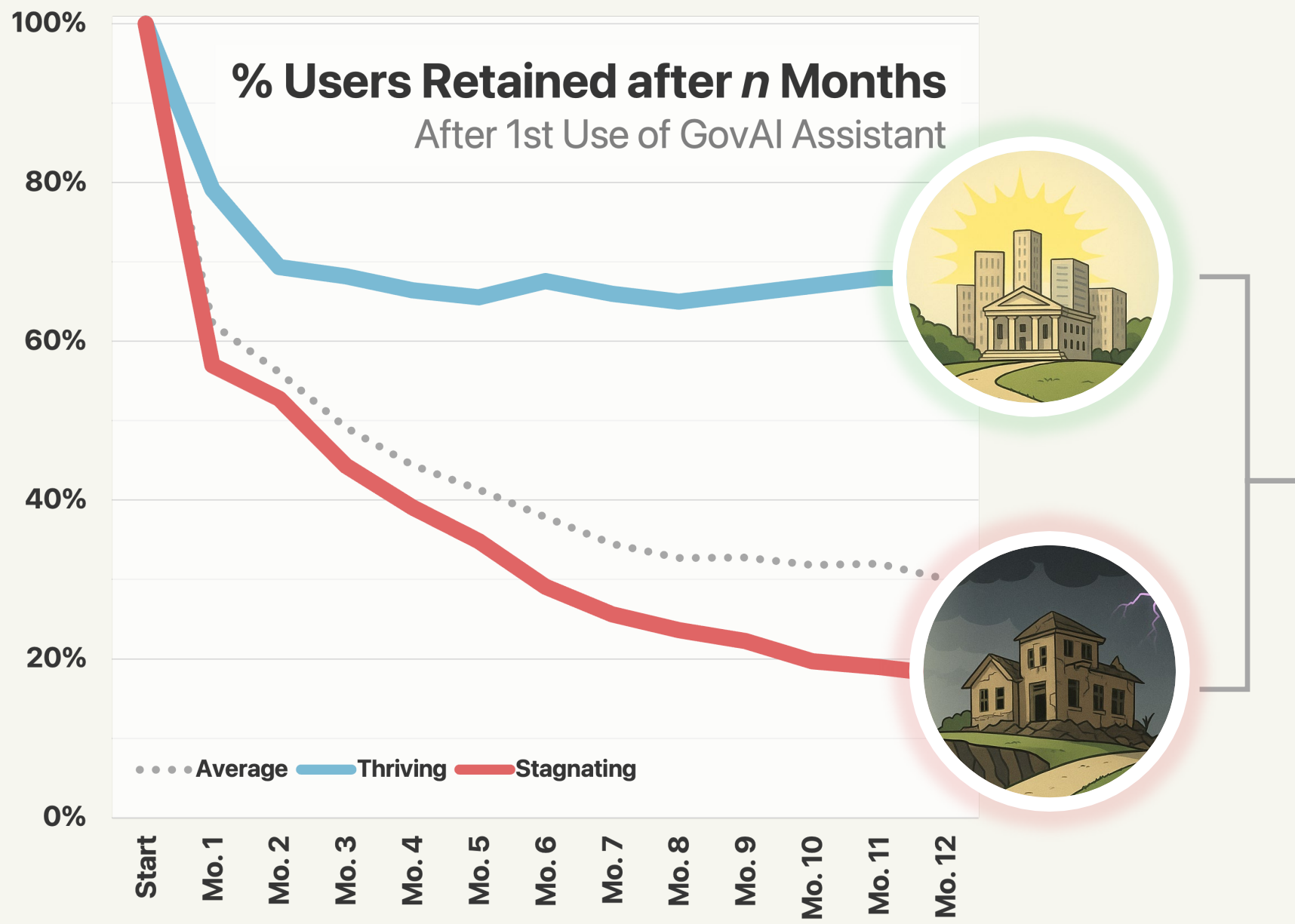
GovAI Select Clients



GovAI Usage Growth



● 90 GovAI Enterprise client organizations
● 842 GovAI Individual users' organizations



Our Analysis Dataset

- 500k** prompts
- 932** local gov'ts
- 24k** staff users
- 55** states / prov.

= 3 Primary Factors!

The 3 Primary Factors

Building Organizational AI Fluency & AI Impact



Future-Proof

1. Rapid Turn-on
Value, Responsibility

2. Start General vs.
Full Onboarding

3. Front-Line Leaders
Matter 10x More

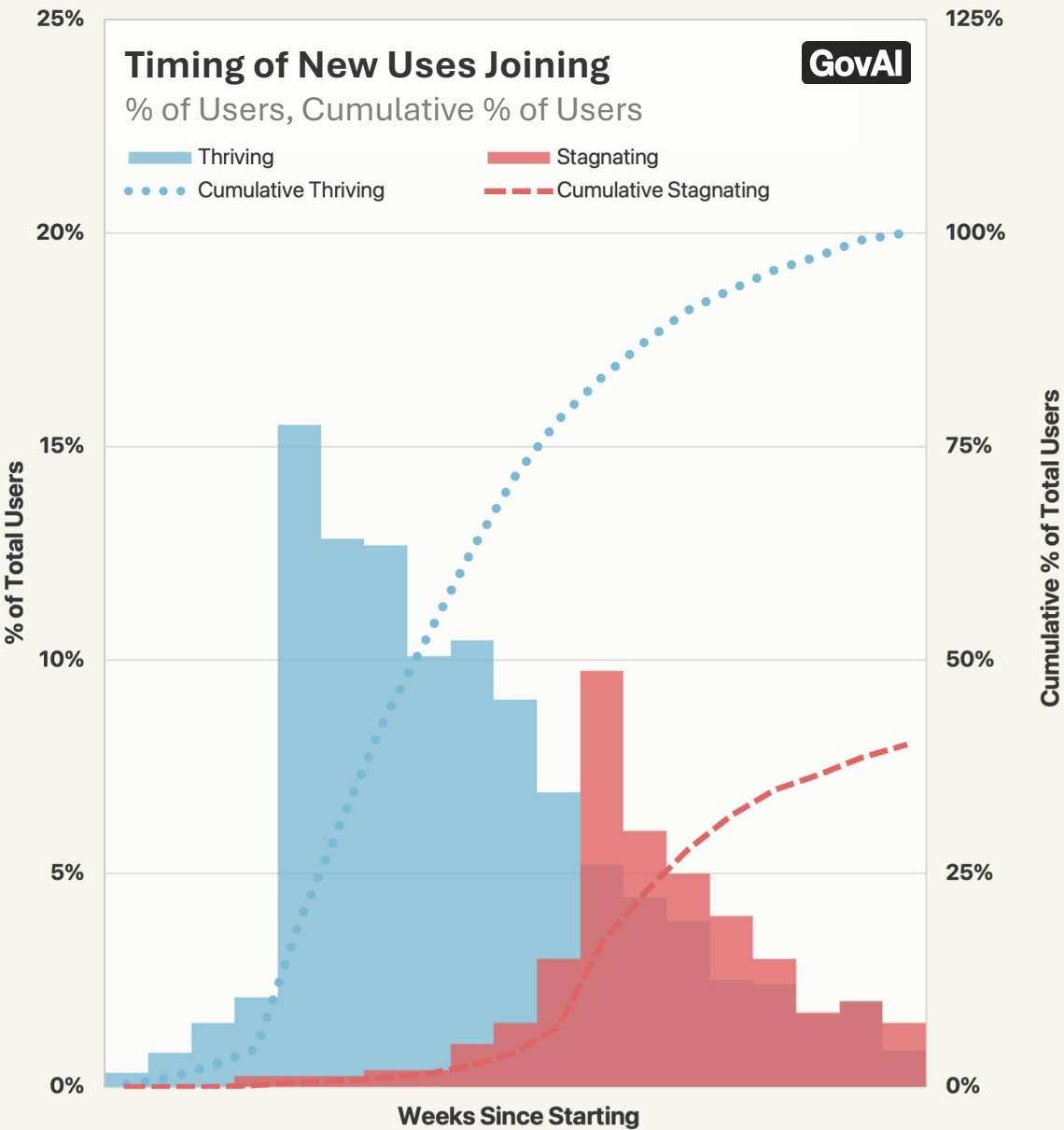


Factor #1:

Rapid Time-to-Value, Responsibly

Compliance, Data Management, Onboarding

Successful deployments don't get bogged down in endless configuration, data cleaning, and endless 'pilot groups' – they instead find a faster, more concentrated way to start safely.



AssistantFeedContentAdmin

Invite a PeerTown of CiviaCorry Flatt

Your Context

Municipal

Town of Civia

Ontario - Canada

About Me

English

Organization Retention Settings Have Been Enabled

Beginning of your conversation

Corry Flatt

22 seconds ago

Number of bids I need to run an RFQ

Purchasing bylaw.pdf

GovAI

21 seconds ago

To run a Request for Quotation (RFQ), a minimum of three competitive bids must be solicited unless approval to solicit fewer than three bids is obtained from the Director of Procurement Purchasing ordinance.pdf

City Council Meeting Summary Impact

Financial Analyst Job Description Draft

Inquiry About Recent Charge

Related Topics:

Procurement methods and thresholds.

Director of Procurement's role and approvals.

Competitive vs. non-competitive procurement processes.

Threads are not used to train models. GovAI can make mistakes.

I agree to abide by the Acceptable Use Policy.

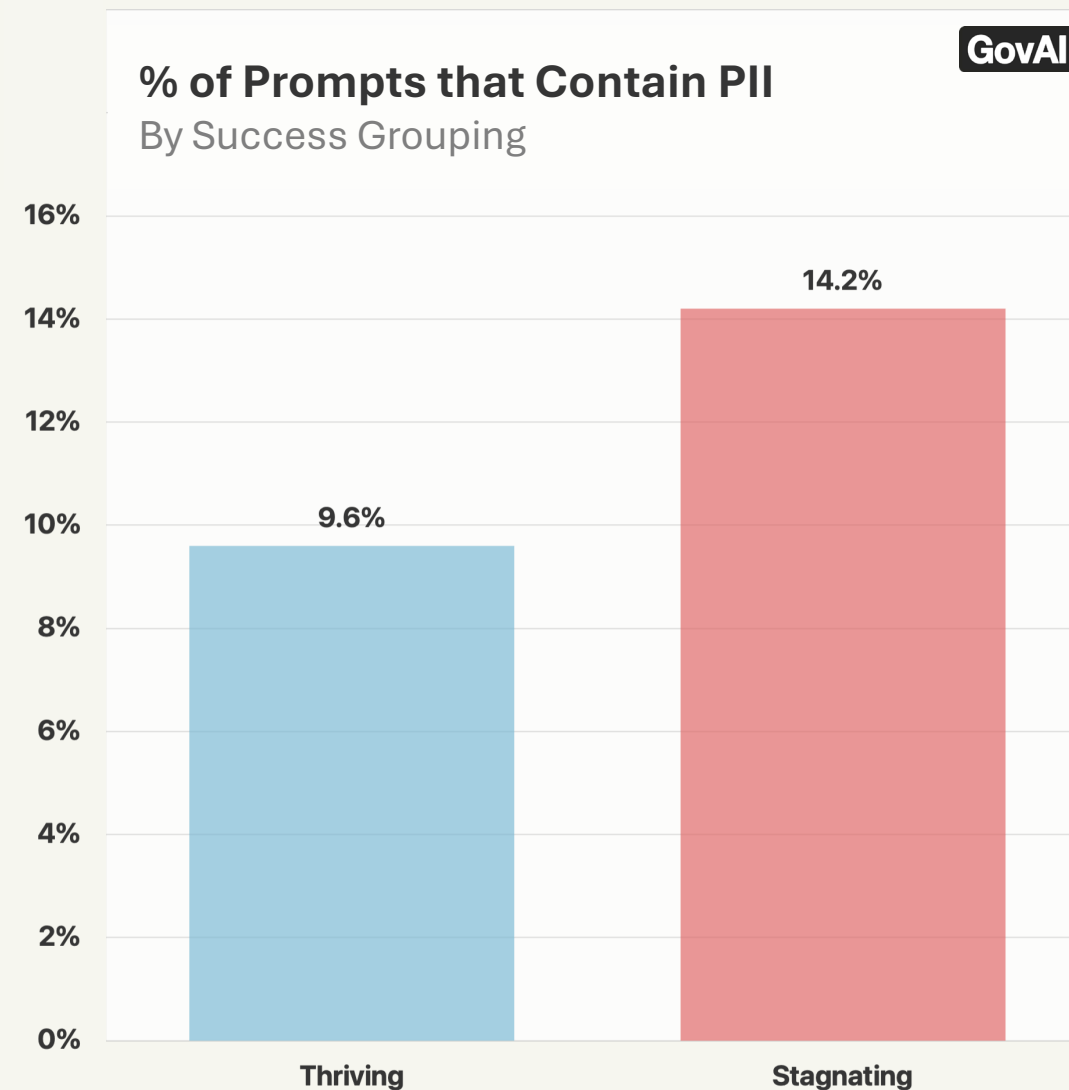
GovAI

Send

Give AI Policy Proper Teeth

The best AI policy in the world isn't enough to overcome human nature. To make AI safe and trusted, you need to provide active mitigation and in-app guidance to users.

Success is not just driving usage—even thriving organizations need additional safety controls.





GovAI 10 seconds ago

Subject: Inquiry Regarding Credit Card Charge

Dear Mayor [Mayor's Name],

I hope this message finds you well.

I am writing to inquire about a charge on the city credit card ending in [CreditDebitNumber] from Home Depot on Saturday, April 10th. Could you please confirm if this expense was related to city business or if it might have been an accidental personal expense?

If it was indeed a personal expense, kindly remember to keep personal transactions separate from city business in future to ensure compliance with our financial policies.

Thank you for your attention to this matter.

Best regards,

Corry Flatt

Director of Planning

The 3 Primary Factors

Building Organizational AI Fluency & AI Impact

1) Rapid Time-to-Value, Responsibly



✓ Future-Proof

2) Start General vs. Full Onboarding

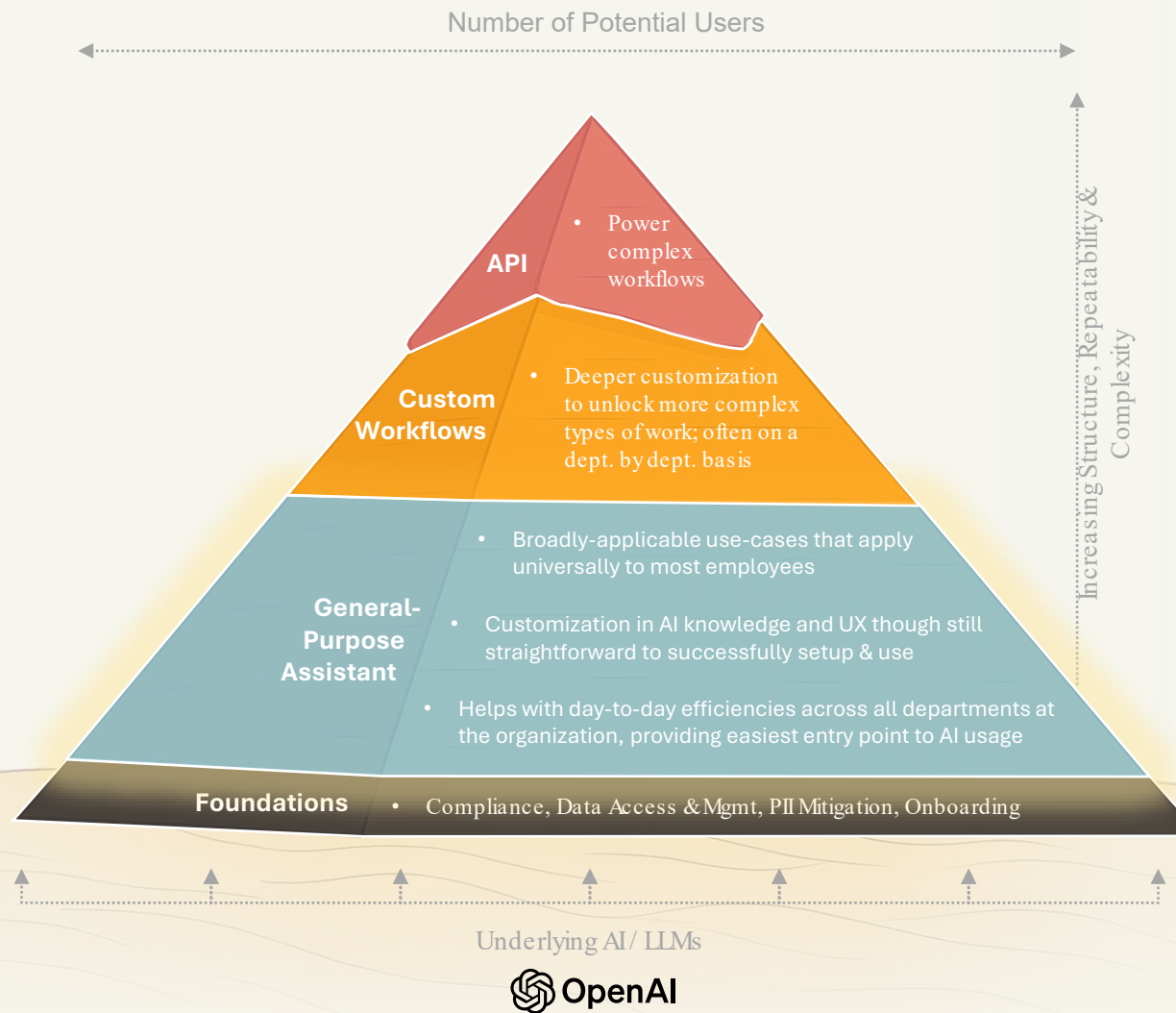
3) Front-Line Leaders Matter 10x More



Factor #2:

Start General, with Full Onboarding

Organizations that start with general use-cases and full on-boarding programs outperform those that don't

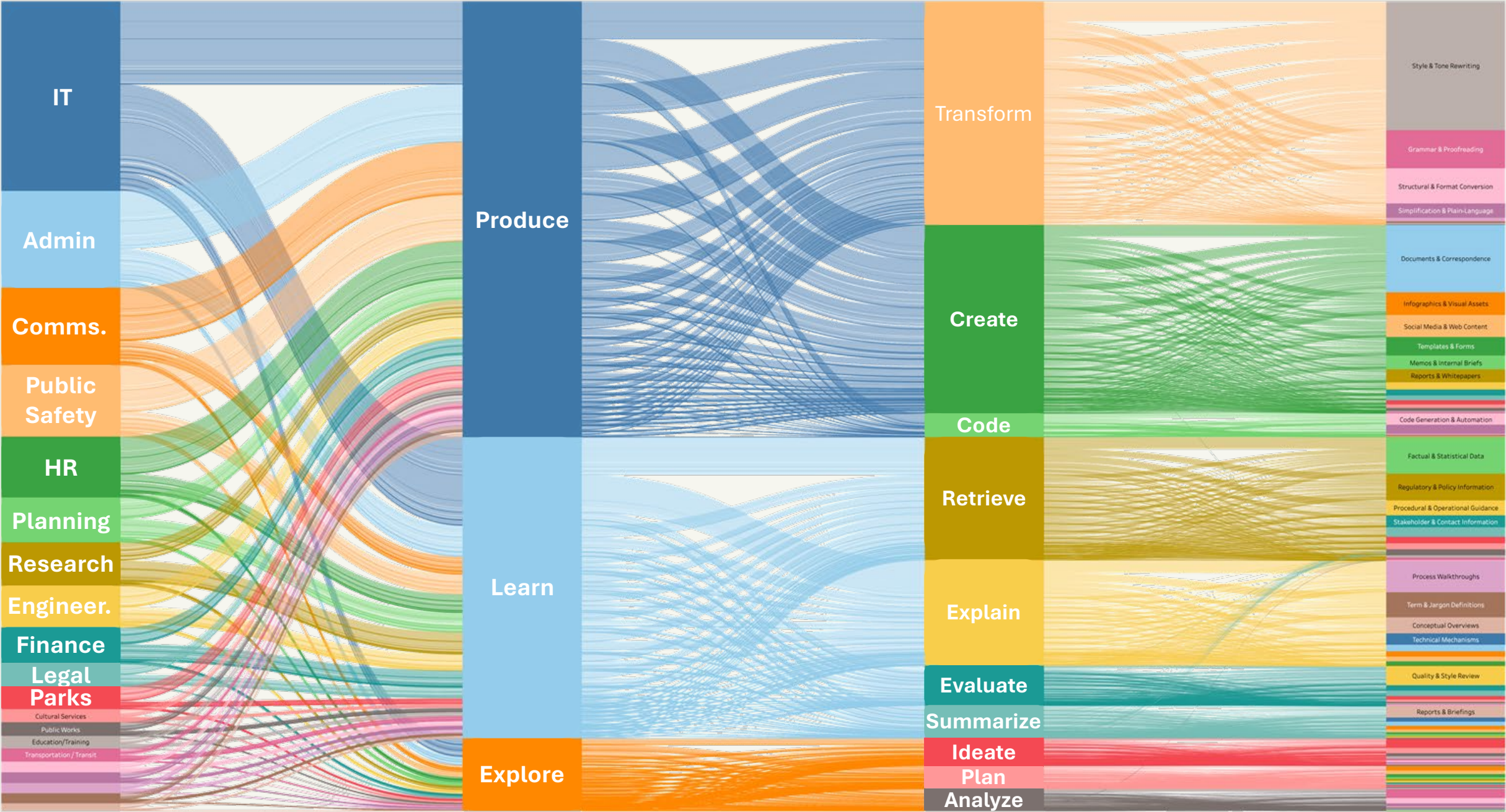


User Dept Top 20

User Purpose

User Intent

User Task

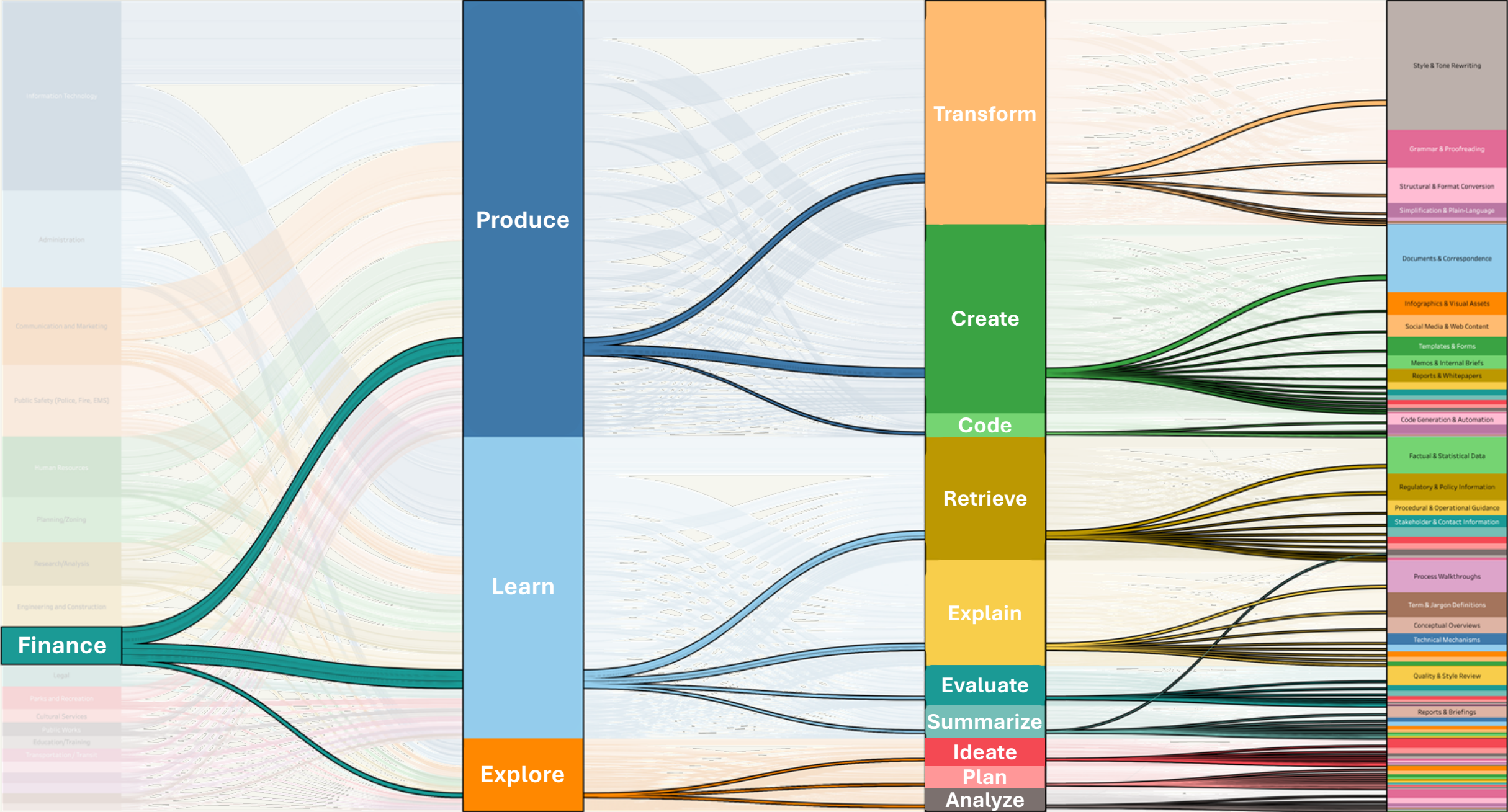


User Dept Top 20

User Purpose

User Intent

User Task

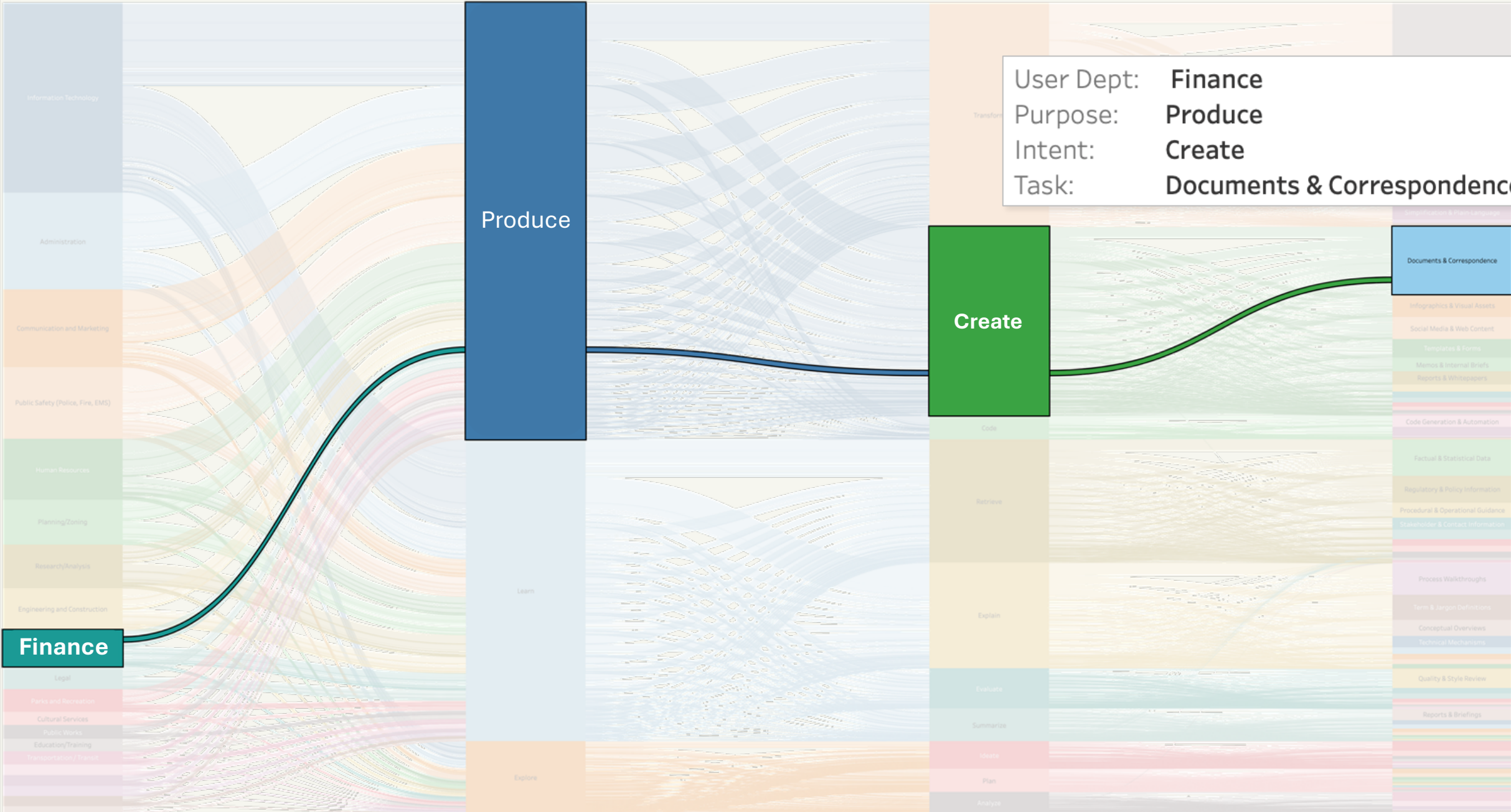


User Dept Top 20

User Purpose

User Intent

User Task



us.govai.com/assistants/thread/92976?threadPage=1

GovAI: The AI Assistant Built for Government

Corry Flatt

Threads > Mid-Year Budget Holdback Announcement

Thought for 5 seconds

Clarifying budget holdback measures

I need to provide examples of cost-saving measures while ensuring compliance with California public agency constraints. This includes mentioning key compliance disclaimers, such as no layoffs or service

Exemptions (Do Not Cut Without Prior Approval)

- Legally mandated services and regulatory compliance activities (e.g., ADA, Title VI, OSHA/Cal/OSHA, public records timelines).
- Existing debt service, insurance, and utilities essential to health and safety.
- Restricted and grant funds when the proposed use would violate funding terms.
- The protected "in-flight" project list below.
- Any change that would trigger layoffs or reductions in regular hours; these are not authorized under this directive.

Points

- Budg
- Purchasing/Contracts: Purchasing Manager [insert name/contact]

- Complex prompt with many factors to consider

solution, but shows the
providing auditability and

ensuring compliance
constraints (the user's

with appropriate sections

regulatory compliance
in the memo

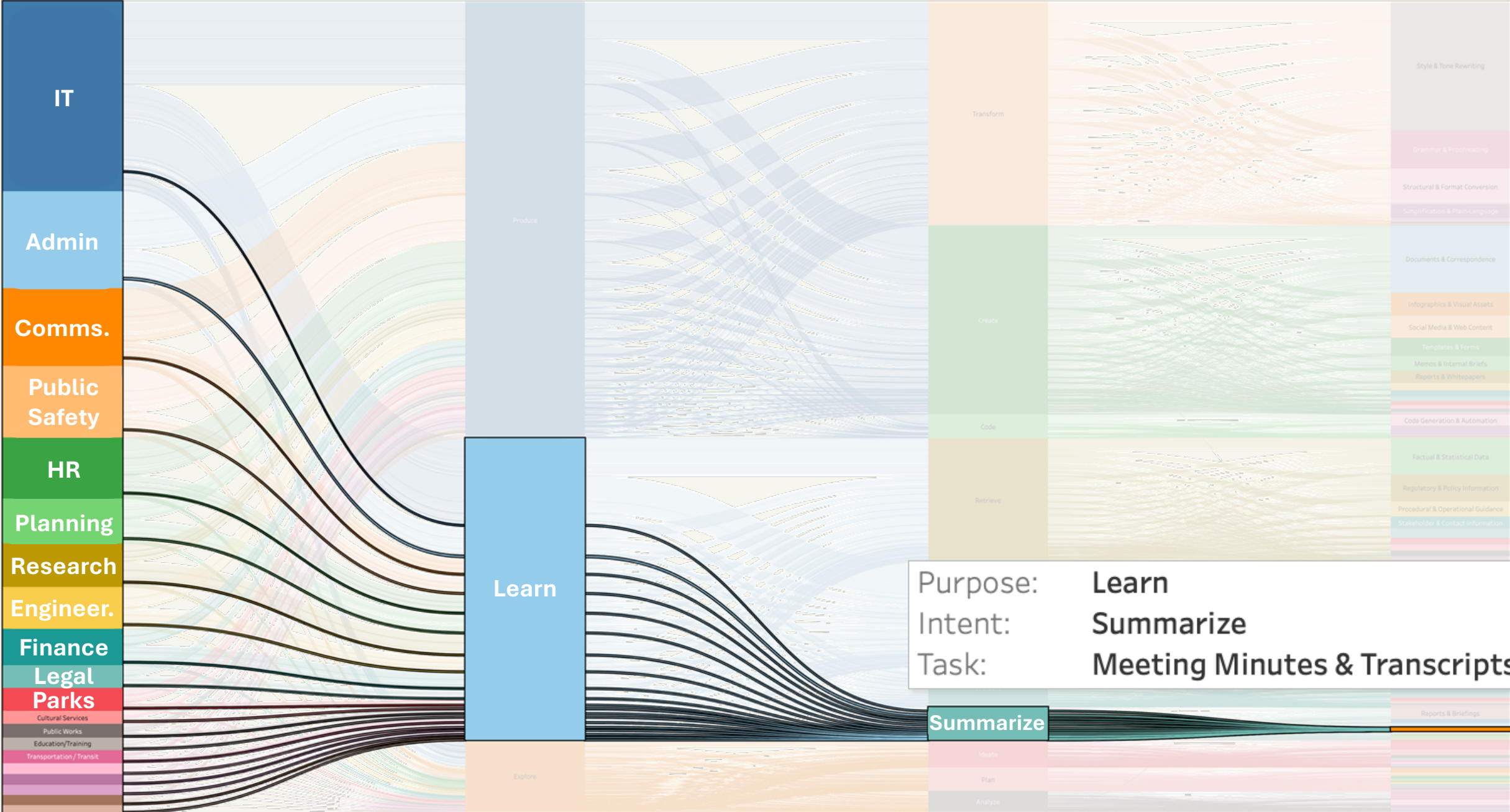
and timelines for action

User Dept Top 20

User Purpose

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User Task



Assistant

Feed

↓ This is the link that GovAI will summarize – 8 pages of council minutes

Confirmed Council Actions:

Implications for Planning and Zoning:

- **Upcoming Policy Changes:** The movement of Ogden's land use policy onto the consent agenda, and subsequent approval, signals **imminent regulatory changes** in that neighbourhood. Monitoring rezoning requests or public feedback soon will be essential.

- **Public Hearings:** New policies and redesignations for certain properties will be

Suggested Next Steps:

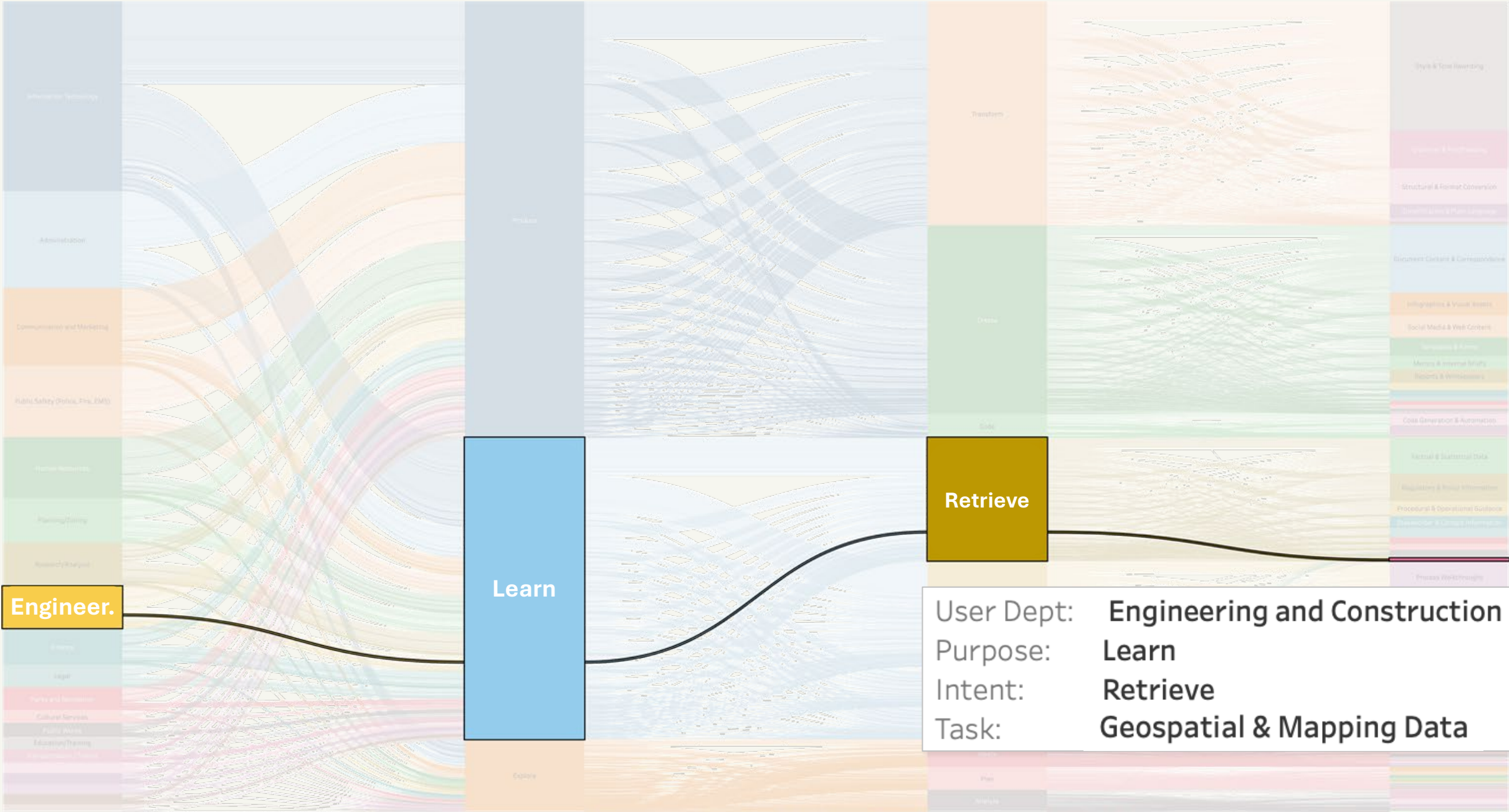
- **Review attached applicant and community reports for engagement tactics.**
- **Monitor public hearing outcomes for impacts** on local planning priorities.
- **Compare redesignation rationales and responses** to clarify your own zoning update approaches.

User Dept Top 20

User Purpose

User Intent

User Task



↓ Engineering-> Extract Geo Data from Service Card Image



Ext
out

ROLL NUMBER
LOT | BLK.
1
DATE OF APPL
PERMIT NUMB
INSTALLATION
SIZE OF SERV
LOCATION AT
INVERT AT P.L.
LENGTH OF CO
METER SIZE &
DEPTH OF MA
DIST. FROM W
MEASURED FR
RISER
TYPE OF PIPE



ROLL NUMBER	100
LEGAL DESCR	
LOT	BLK.
1	17

DATE OF APPLICATION
PERMIT NUMBER
INSTALLATION DATE
SIZE OF SERVICE
LOCATION AT P.L. ✓
INVERT AT P.L.
LENGTH OF CONNECTION
METER SIZE & TYPE
DEPTH OF MAIN
DIST. FROM WYE TO M.H.
MEASURED FROM M.H. No.
RISER
TYPE OF PIPE

ca.govai.com/assistants/thread/124556?threadPage=1

GovAI: The AI Assistant Built for Government

GovAI: The AI Assistant Built for Government

Corry Flatt

Threads > Extract Water Service Table

Extracted table (WATER / SANITARY SEWER / STORM SEWER)

Field	Water	Sanitary Sewer
Date of application	Feb. 1, 1971	Sept. 14, 1976
Permit number	—	—
Installation date	Jan. 28, 1971	July 10, 1978
Size of service	3/4"	4"
Location at P.L.	18' W of S.E. Δ	5'
Invert at P.L.	—	-3.7'
Length of connection	—	14'
Meter size & type	5/8" Neptune	—
Depth of main	—	-5'
Dist. from wye to M.H.	—	175'
Measured from M.H. No.	—	A-1
Riser	—	No
Type of pipe	Cu	PVC

ADDRESS OF PROPERTY
220 SEACROFT

	WATER
DATE OF APPLICATION	FEB. 1, 1971
PERMIT NUMBER	
INSTALLATION DATE	JAN. 28, 1971.
SIZE OF SERVICE	3/4"
LOCATION AT P.L. ✓	18' W OF S.E. Δ
INVERT AT P.L.	
LENGTH OF CONNECTION	
METER SIZE & TYPE	5/8" NEPTUNE
DEPTH OF MAIN	
DIST. FROM WYE TO M.H.	
MEASURED FROM M.H. No.	
RISER	

le

The 3 Primary Factors

Building Organizational AI Fluency & AI Impact

1) Rapid **Time-to-Value**, Responsibly



✓ Future-Proof

2) **Start General** w. Full Onboarding

➤ **Front-Line** Leaders
Matter 10x More

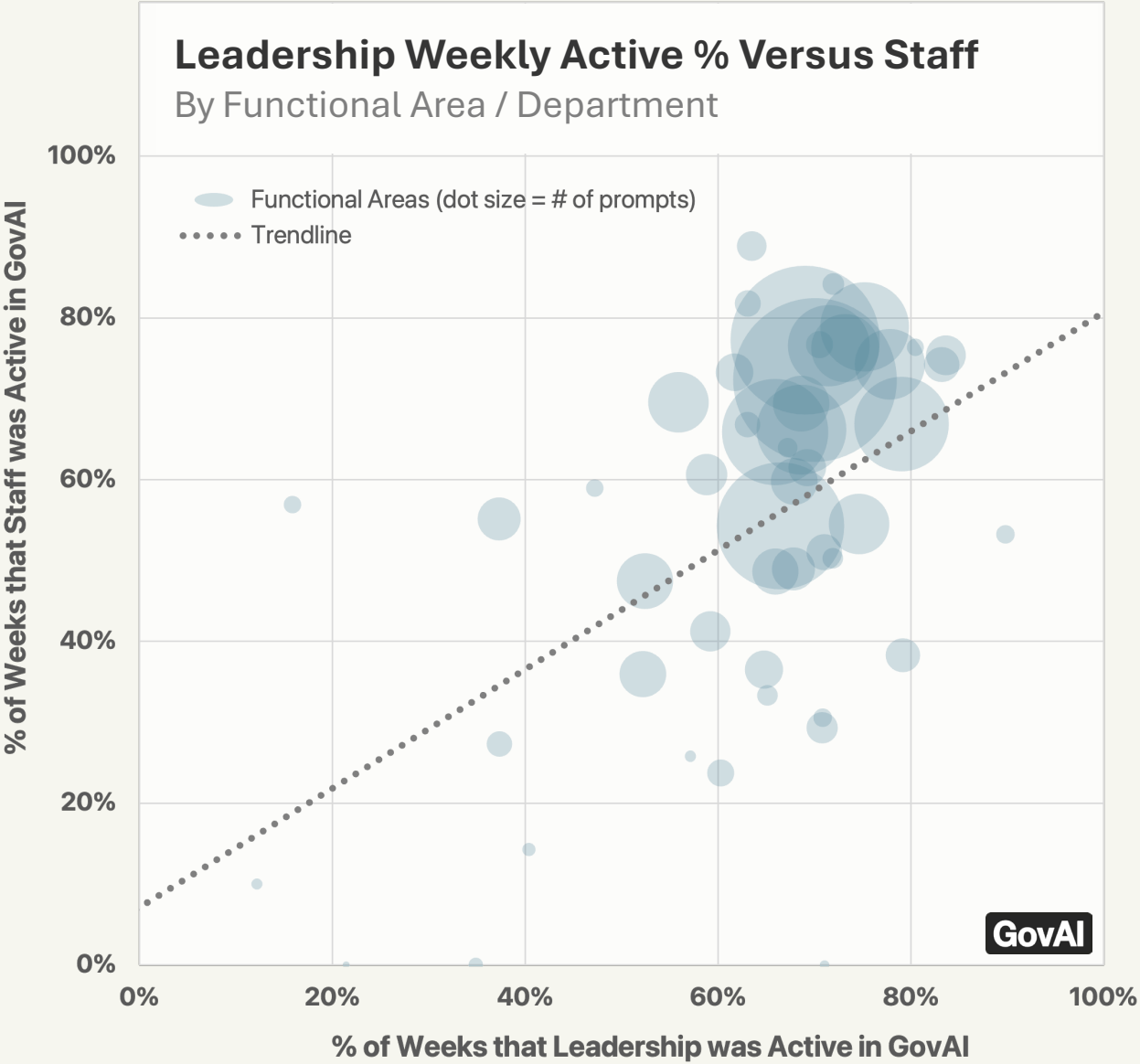


Factor #3

Leadership on the Front-Lines

While leadership participation varies by functional area & level, groups with active front-line leaders using AI create more active staff too.

Correlation Strength of Staff Usage vs. Leader Usage		
w. Manager	w. Director	w. C-Suite





User Functional Area

Volume of prompts for each users functional areas

↓ Uh-oh, we should talk to her...

Rafaela Oliveira

roliveira@govai.com

5

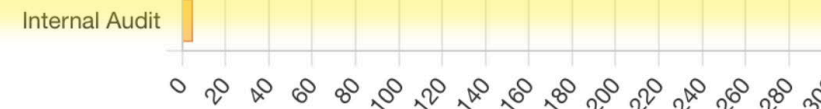
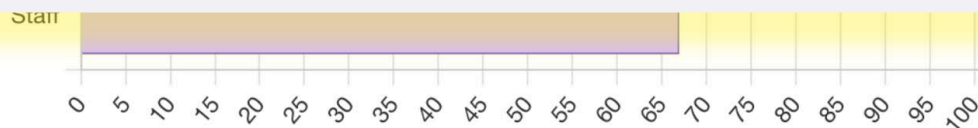
prompts

Willow Stuart

wstuart@govai.com

62

prompts



Top Active Users

Most active users in the selected time period

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IMPACT #1

🔌 16% Staff Force-Multiplier

Active Users gain 25+ hours of workload per month

IMPACT #2

❤️ 87% Users Want to Keep AI

% users responding "I'd be Very Disappointed to lose GovAI"

IMPACT #3

🛡️ 95% Reduction in PII Egress

Compliance becomes easily and quickly achievable



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visit us @
Table #5

