

Clive's Early AI Adoption Lessons Learned

Pete De Kock

Assistant City Manager, City of Clive

Iowa League of Cities 2025 Annual Conference

First, know how you *won't* use AI

- There will be variation among governments, but a responsible AI use policy must address the following:
 - The degree of risk in deploying any AI, including the potential of AI systems to produce biased and inaccurate outputs;
 - The imperative to protect sensitive personal information and abide by all relevant privacy regulations;
 - The importance of human oversight, especially when AI is being used to inform processes impacting individuals' rights, access to services, and other actions where human judgment is essential (e.g., hiring and firing employees, budgeting and procurement, writing and approving legal opinions).

Be pragmatic and start with the easy wins

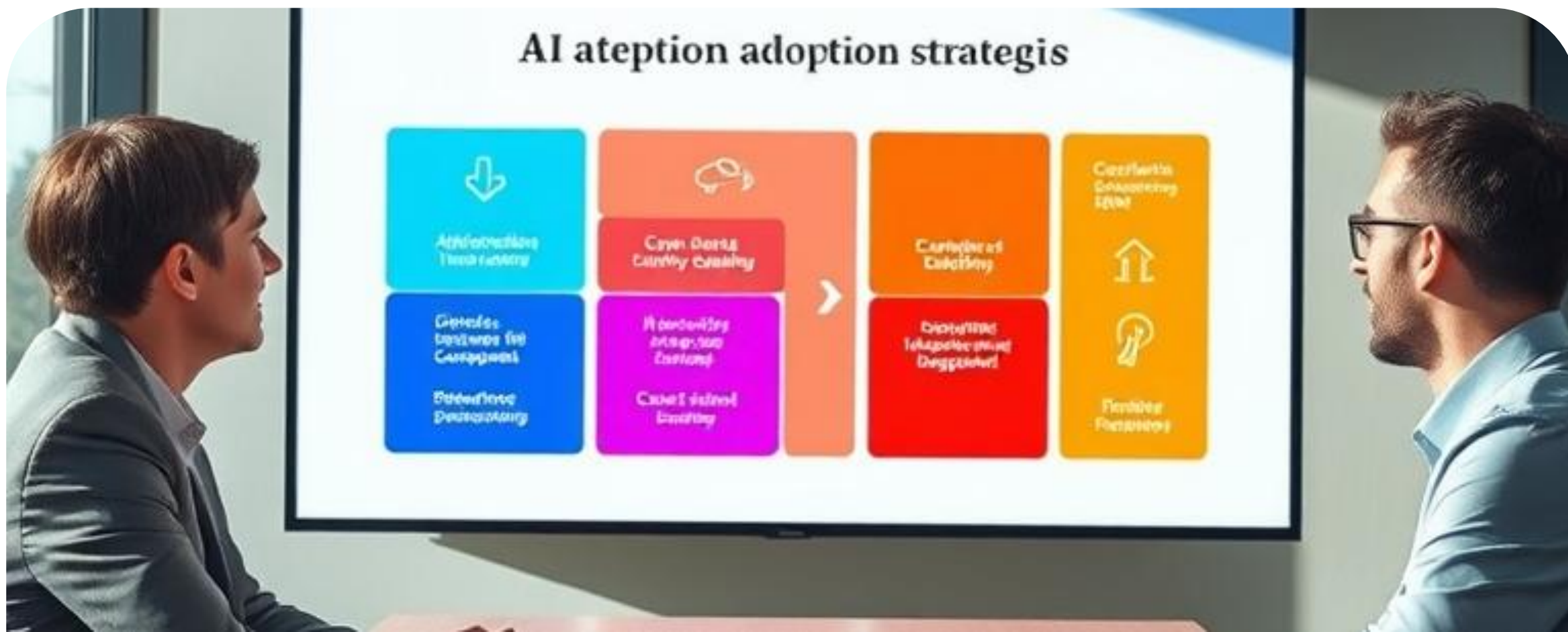
- Clive is using common-sense guidelines to direct how we explore AI opportunities on the horizon.
 - Look for time-consuming and repetitive tasks that may benefit from AI assistance.
 - Look for AI solutions that could benefit multiple departments, such as writing tools like Grammarly.
 - Before deploying any new tools, evaluate how we can first derive benefits from AI already available to your team, such as Microsoft Copilot

Other lessons learned so far....

- There are many communities further along in their AI research and implementation. Learn from them.
 - [GovAI Coalition](#)
- Explore and share use cases with your colleagues
 - Document and share use cases among staff because coworker-to-coworker teaching will be essential for building Clive's collective AI knowledge base and skill set
 - The “Citizen Serve” error code....
- “AI slop” in any form can erode trust and damage your city's reputation
 - New tools make it easy to produce content, but they should not be used at the expense of quality.
 - Citations and generative AI use



Clive's AI Adoption Lessons





Joining the GovAI Coalition

COLLABORATION FOR RESPONSIBLE AI

In December 2024, Clive became a member of the GovAI Coalition, a collective that fosters responsible AI deployment among public agencies. This engagement connects us with useful resources, including draft policies, handbooks, and various best practices, helping guide our AI adoption efforts effectively.

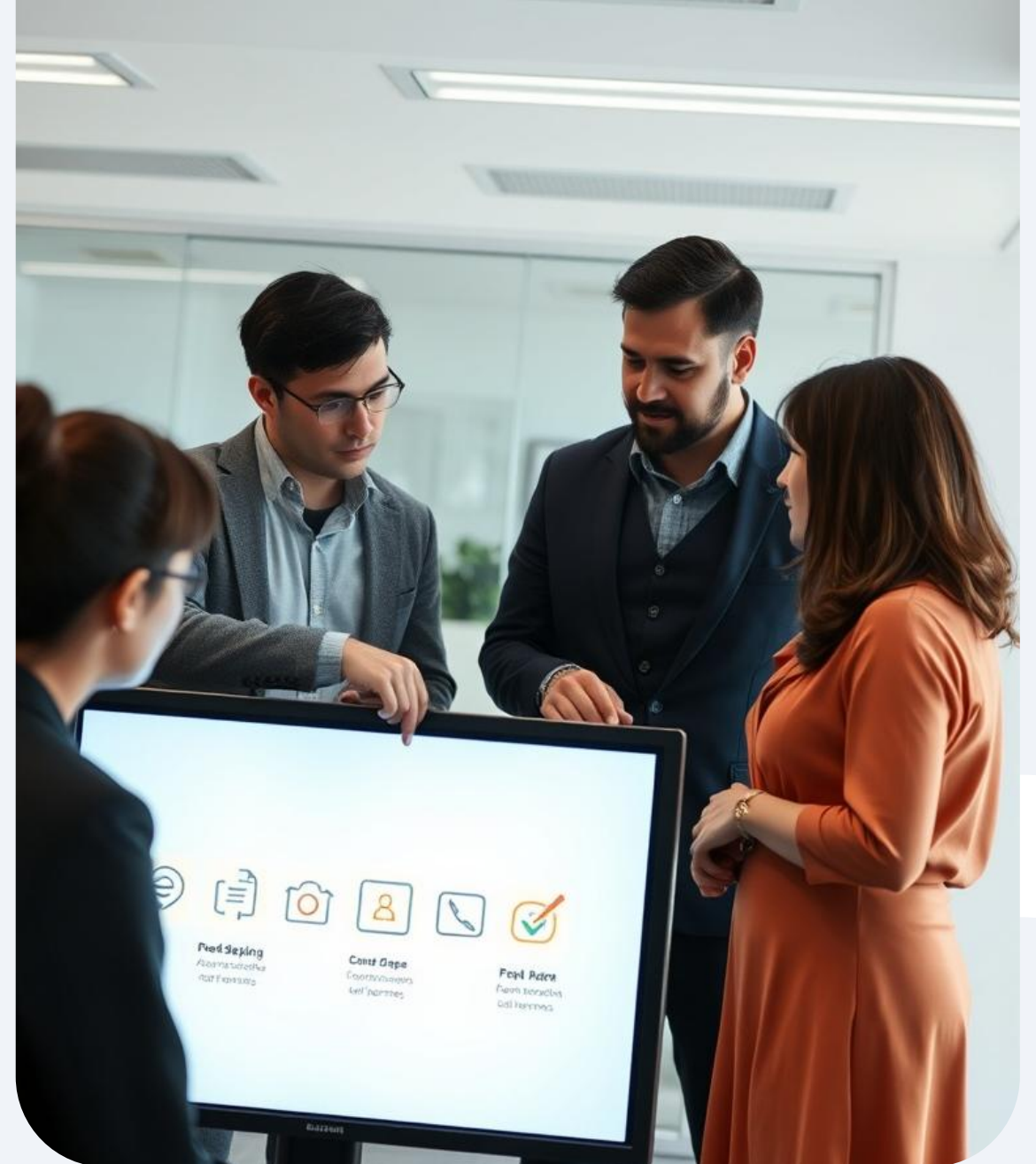




Exploring Use Cases with Staff

BUILDING COLLECTIVE KNOWLEDGE

Clive city staff utilize AI tools daily, achieving positive outcomes. To enhance our collective AI knowledge base, it's crucial to share these successful use cases. Documenting experiences allows us to identify effective applications and prioritize necessary policy areas. As we learn from one another, we simultaneously strengthen our city's AI strategies and foster collaboration among team members. This approach helps build a robust skill set essential for thoughtful AI implementation in serving our community.





Establishing AI Use Policies

GUIDELINES FOR RESPONSIBLE USE

Clive is developing AI use policies that emphasize managing deployment risks, protecting sensitive information, and ensuring human oversight. This approach prioritizes responsible AI application and adherence to privacy guidelines, aiming to minimize biases and maintain the city's accountability in service delivery.



Pragmatic AI Implementation

FOCUSING ON EFFICIENCY

Clive is focused on adopting AI for repetitive tasks to enhance efficiency. The city evaluates existing tools before exploring new solutions to maximize productivity. Successful initiatives include Greenie, the AI-powered assistant, which improves resident engagement, and the Property Tax Calculator, enabling residents to understand their taxes in relation to core city services. These projects exemplify Clive's commitment to practical and impactful AI integration in city operations.

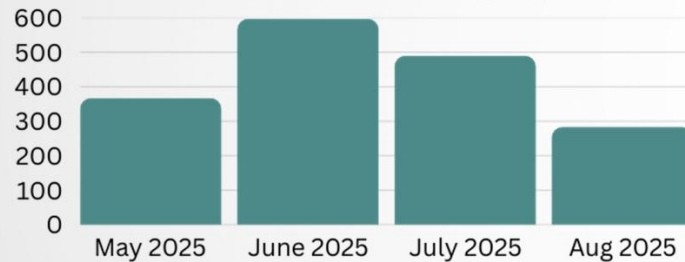
City of Clive



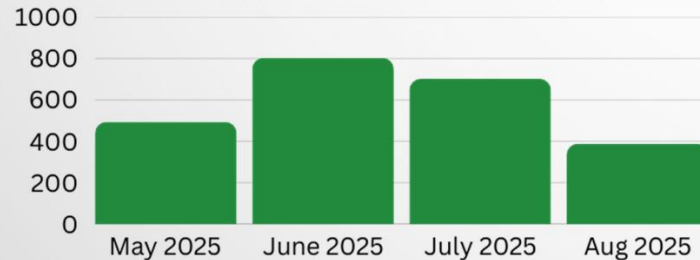
Ask Greenie

Web Chat
Text Chat
Text Alerts
Multilingual

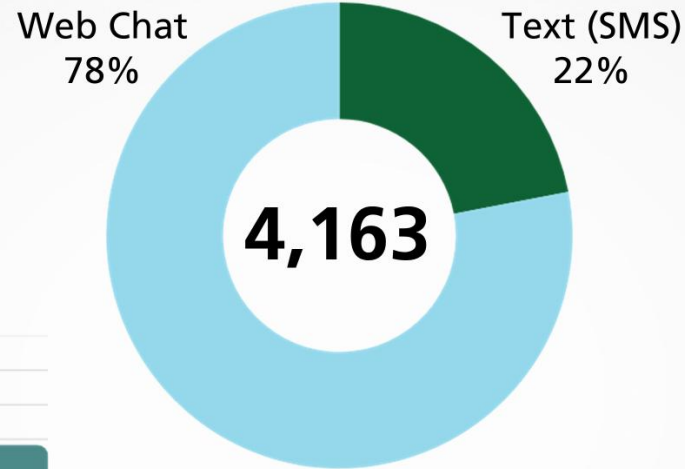
Total Residents Engaged



Total Communications



Total Communications



Most Popular Topics:

- Utility bill, online bill pay
- Trash collection, recycling
- Library hours, drop-off
- Lawn watering restrictions
- Recreation events

Totals (December 2024 - September 2025)

Residents Engaged

3,051

Alert Sign Ups

570

Questions

3,300

Languages Used:

- English
- Spanish
- French
- Swedish
- Polish



“Code vibing” to create Clive’s Property Tax Calculator and Taxpayer Receipt



Enter Your Assessed Property Value:

CALCULATE

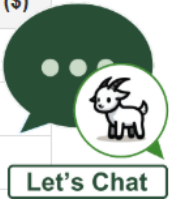
Municipal Property Tax Breakdown

Category	Current Fiscal Year	Proposed Fiscal Year	Change (\$)	Change (%)	Per Month Cost	Per Month Change (\$)
General Fund	\$1624.31	\$1645.88	\$21.57	1.33%	\$137.16	\$1.80
Debt Service	\$342.94	\$374.72	\$31.78	9.27%	\$31.23	\$2.65
Trust & Agency	\$331.35	\$332.03	\$0.68	0.20%	\$27.67	\$0.06
Total	\$2298.60	\$2352.62	\$54.02	2.35%	\$196.05	\$4.50



General Fund Subcategory Breakdown

Subcategory	Current Fiscal Year	Proposed Fiscal Year	Change (\$)	Change (%)	Per Month Cost	Per Month Change (\$)
Public Safety	\$599.43	\$613.80	\$14.37	2.40%	\$51.15	\$1.20
Culture, Recreation, Library	\$353.60	\$355.46	\$1.85	0.52%	\$29.62	\$0.15
General Government	\$238.08	\$227.85	\$-10.24	-4.30%	\$18.99	\$-0.85
Public Works	\$213.52	\$214.58	\$1.05	0.49%	\$17.88	\$0.09
Capital Projects	\$135.20	\$138.03	\$2.83	2.09%	\$11.50	\$0.24
Community & Economic Development	\$72.33	\$66.49	\$-5.83	-8.07%	\$5.54	\$-0.49
Transfer Out	\$9.69	\$27.69	\$18.00	185.88%	\$2.31	\$1.50
Health & Social Services	\$2.44	\$1.97	\$-0.47	-19.36%	\$0.16	\$-0.04



On Clive's AI horizon...



- Complete and adopt Clive's AI use policies and guidelines; incorporate as appropriate in other policies and standard contract language:
 - [City of Boston, Massachusetts AI Use Guidelines](#)
 - [City of Tempe, Arizona Ethical AI Policy](#)
- Launch AI-use transparency page:
 - [City of Wichita, Kansas](#)
- Leverage more Copilot agents, with a focus on improved project management and content creation
- Leverage Grammarly to create more consistent style and voice among Clive content creators
- Evaluate a Clive-specific LLM tool
- ESRI and GIS
- Where are we headed with law enforcement applications?
- Where are we headed with network security risks?