Breaking Barriers: 3 AI Use Cases for Inclusive, Accessible Local Government

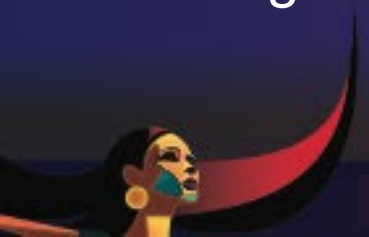
LOCAL GOVERNMENT HISPANIC NETWORK

LGHN Conference
January 27 – 29, 2025

Mesa Convention Center
MESA, ARIZONA

Today’s Learning Objectives

- **Discover AI’s Role in Accessibility and Equity:** Learn how AI helps governments break language barriers, improve access to information, and deliver inclusive services.
- **Explore AI Use Cases for Underserved Communities:** Examine case studies of Wordly, Polimorphic, and Madison AI, transforming government operations to serve marginalized populations.
- **Evaluate AI’s Challenges and Opportunities:** Assess AI’s potential to empower multilingual and underserved communities while enabling more equitable government services.



Today's Speakers

Noel Bernal I Moderator

Founder, Main Street Public

Parth Shah

CEO @ Polimorphic

Kirk Hendrickson

COO @ Wordly

Erica Olsen

CEO @ Madison AI

Madison AI

We build custom LLMs/AI assistants to help government leaders **save 5 hours a week** on tasks they do every day.

Work Tasks We Accelerate with Public Data & Custom LLMs

	w/Madison AI	Manually
Create a Funding Summary	5 min.	1 hr.
Draft a Staff Report	15 min.	5 hrs.
Prep for Council Meeting	3 min.	30 min.
Respond to a Council Question	10 min.	3 hrs.

Changing the way multi-language communities communicate with AI

Wordly

AI Translation & Captions

Innovative Team

- Founded 2019
- Silicon Valley Headquarters
- Ex Apple, HP, Intel, Nuance, SurveyMonkey

Robust Technology

- AI-powered
- Cloud Deployment
- Real-time, Simultaneous
- Multiple Patents

Proven Operation

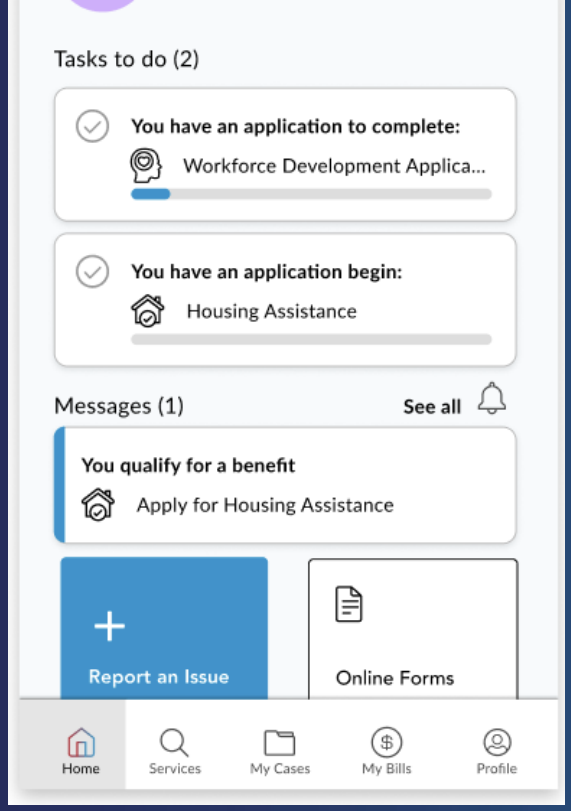
- 4M+ Users
- 100K+ Sessions
- 600M+ Minutes
- 24/7 Access and 24/7 Support

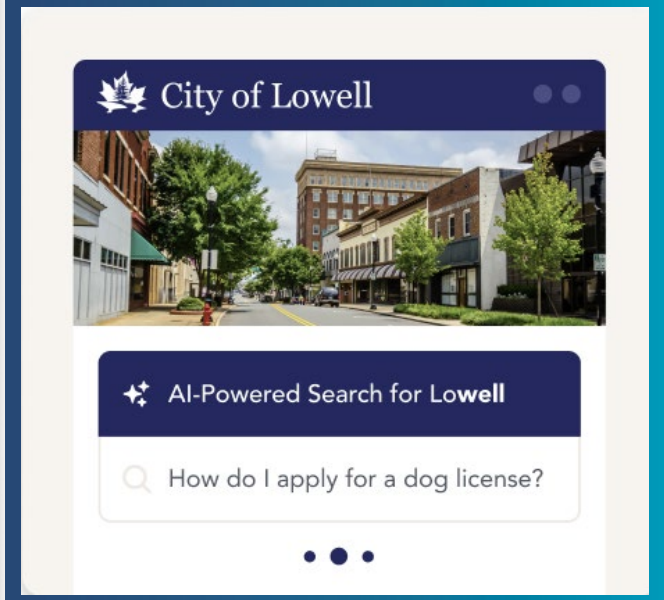
Global Adoption

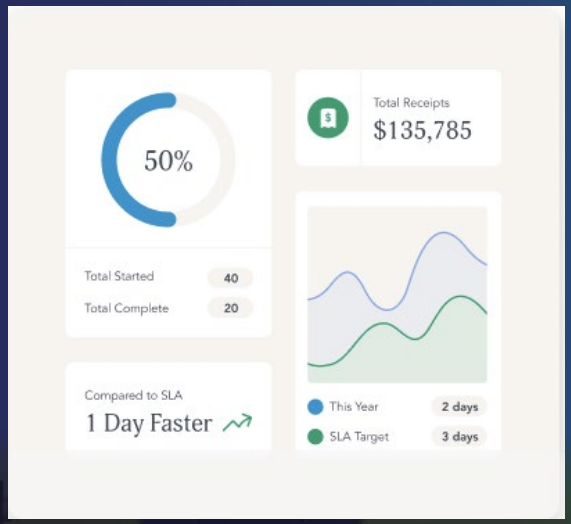
- 2,000+ Customers
  - Corporate
  - Association
  - Non-profit
  - Government
  - Education

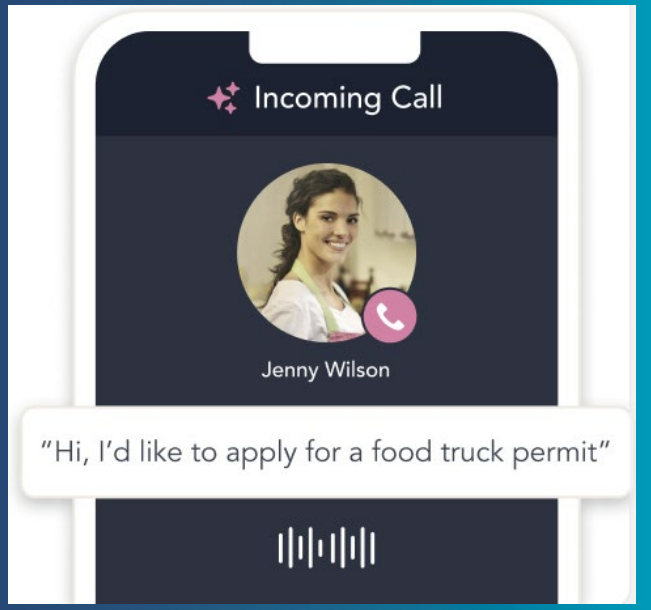
Our vision is to help governments provide a delightful customer service experience to their constituents

polimorphic









Madison AI
Instant Access and Translation of Decades of Institutional Knowledge for Government Leaders & Staff
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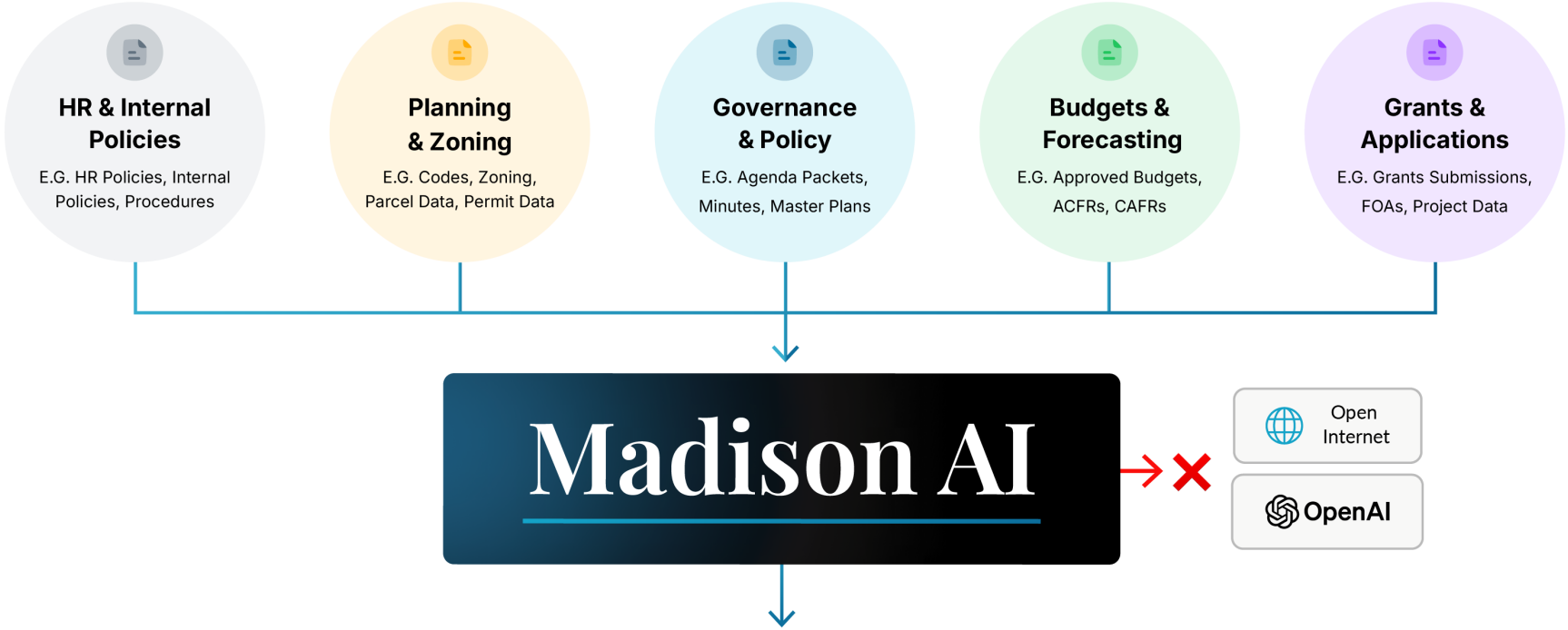
Custom, Domain Specific LLMs Built from Decades of Your Government's Files



Built to Accelerate Everyday Tasks for Government

Research

- Previous Council Action
- Zoning & Code Lookup
- Historical Property Search
- Grants Awards and Funding

Draft

- Staff Reports
- Planning Staff Reports
- Board Briefing
- Budget Summaries

Analyze

- Multi-Year Budget Analysis
- Code Discrepancy
- Grant Applications
- Zoning Approvals

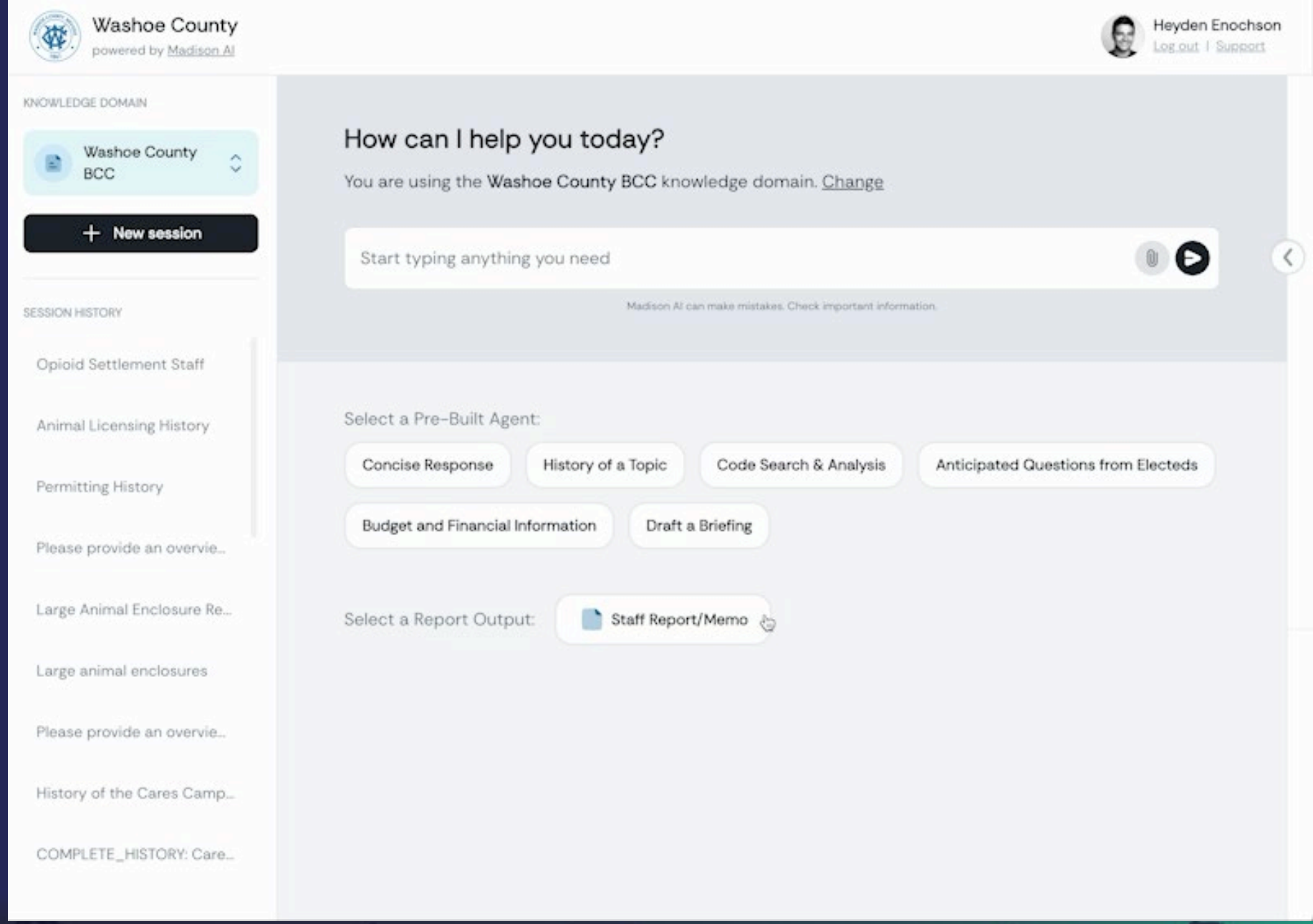
What are we solving for with GenAI?

- [illegible]
- [illegible]
- [illegible]

Madison AI

Washoe Knowledge Assistant

“Recommendation to approve a Cooperative Working and Access Agreement for Ground and Groundwater Tetrachloroethylene (PCE) Remediation between Gould Properties, LLC, Landowner and Washoe County for a term of five years [with an approximate project cost of $175,000.00] for completion of the Kietzke High-Mass Area Remediation Project.



Making Your Institutional Knowledge Accessible to ALL of your staff.

1

Historical Information without Historical Language Barriers

Madison AI smashes informational barriers with access to decades of records all instantly translated.

2

Artificial Intelligence That Supports ALL of Your Staff

The beauty of AI is that workflows can be accelerated in almost any language, supporting ALL of your staff.

3

Better Understanding Creates Better Engagement

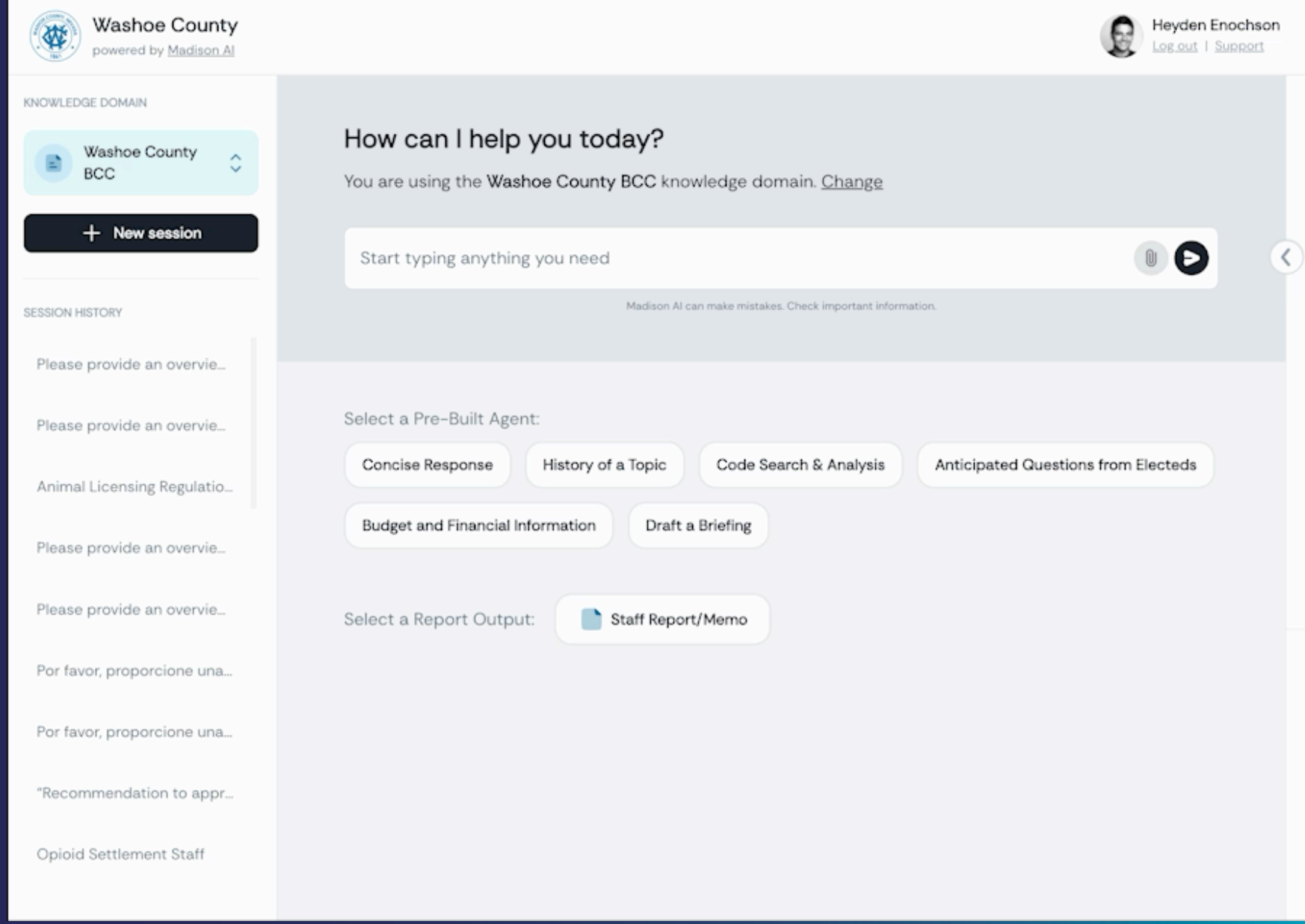
There's a huge emphasis on retaining the staff you have. Supporting their work, culture, and language creates better employee engagement.

Madison AI

Institutional Knowledge Made Multi-Lingual

Please provide an overview of the rules and regulations regarding {animal licensing}, including relevant codes, chapters and the specific sections. Be sure to cite the applicable legal references, permit options and requirements, any key provisions, and proposed amendments. Return results in Spanish.

Follow Up – What are the specific requirements for obtaining a variance permit for a larger number of dogs or cats in Washoe County?



Washoe County Overview
Eric P. Brown, County Manager

Key Takeaways

Madison AI

- [illegible]

  [illegible]

- [illegible]

  [illegible]

- [illegible]

  [illegible]

HOLD WORDLY SLIDES

Two-Way AI Translation For Equitable Community Engagement

Wordly

AI-Powered Translation

Making Today's Meeting More Inclusive & Accessible

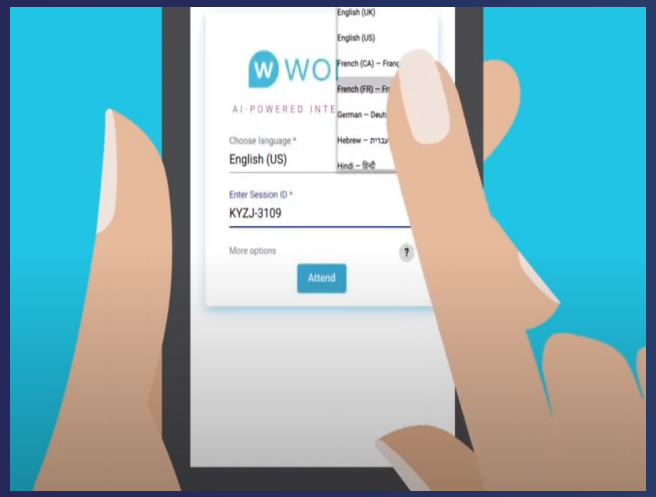
Access captions and translation from your phone or computer

(1A) Open Another Window on Computer

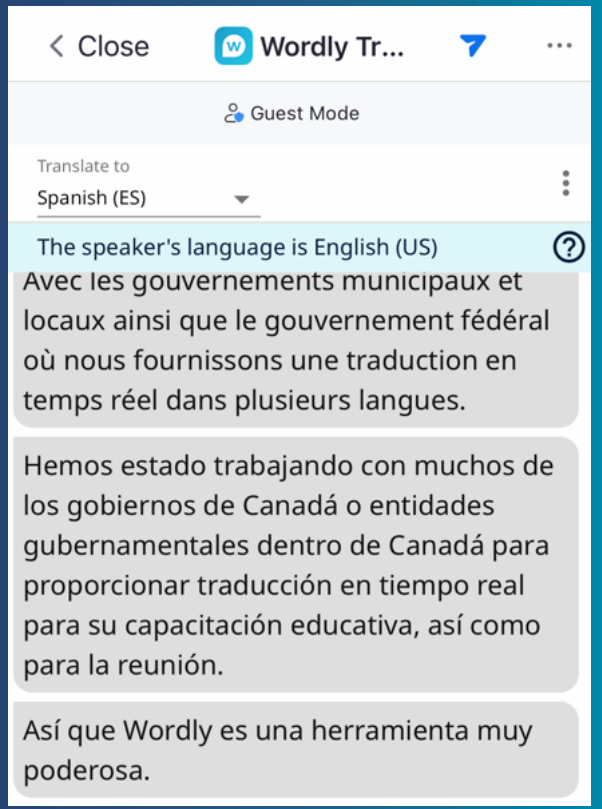
https://attend.wordly.ai/join/SYFP-4850

(1B) Scan QR Code on Phone

(2) Select Language

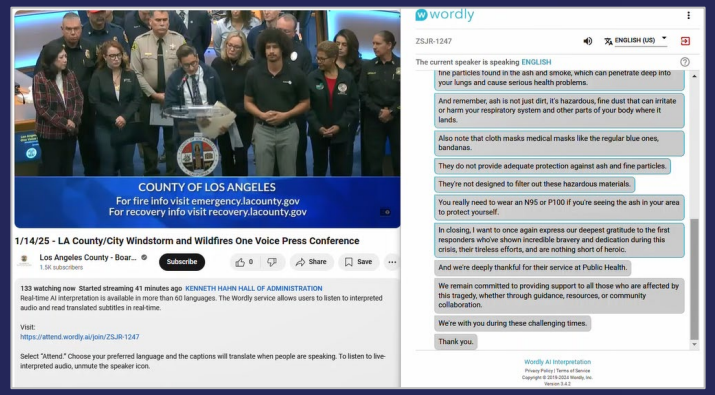


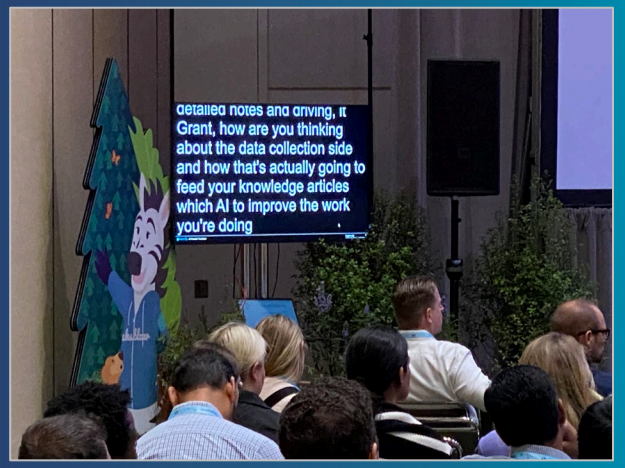
(3) Start Reading Captions

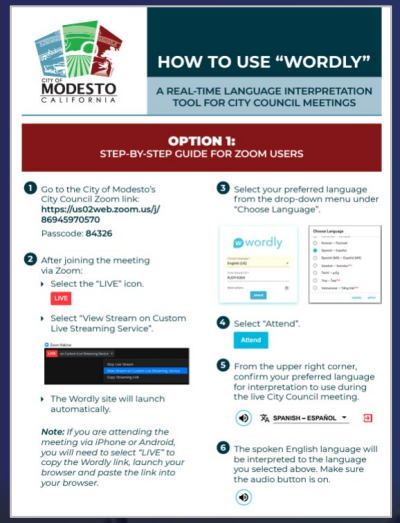


Wordly in Action

In-Person + Virtual Government Meetings







The Problem Wordly Solves

Easy and affordable multilingual communication for everyone

Millions Of Daily Multilingual Meetings & Events

In-person + Virtual
Community Meetings
Government Sessions

Language Barriers Create Large Communication Gaps

Low Engagement
Limited Inclusivity
Reduced Accessibility

Interpreters Not Practical For Most Organizations

Expensive
Hard to Use
Not Scalable

Wordly Solved the Problem with AI

- ✓ **Easy to Use**
- ✓ **High Quality**
- ✓ **Affordable**

The Challenge of Supporting Diverse Communities

Bridging the language barrier

- Over 20% of the U.S. population speaks a language other than English at home -- 25 million Americans do not speak English

- Traditional approaches make it difficult for residents to participate during community meetings & activities in languages other than English

- A diverse community wants to participate and **be heard**

Bridging the Language Barrier at Modesto, CA

Founded – 1870

Tagline - Water Wealth Contentment Health

Population – 218,000

Location – Central Valley

Awards – Smart 50

Modesto’s challenge

- Significant portion of community speaks Spanish, and many other languages
- 40% of Modesto's population is Hispanic (U.S. Census Bureau) - many only speak Spanish
- Looking for service that allows residents to see / listen to city presentations in other languages at live meetings so everyone can participate
- Diverse community wanted a more consistent solution for the community that was technology based - a lot of other cities using interpreters, and most are only offering on a “request” basis
- Wanted a solution for in-person and virtual meetings via Zoom

Modesto Solution

AI-powered translation and captions

- Selected Wordly AI-powered live translation and caption solution
- Spent three months testing and preparing the language access service for public use
- Enables members of community who don't speak English to listen, participate, and engage in city council meetings - in person & Zoom
- Interprets speakers into over 60 languages
- Promotes transparency and engagement between city management and residents
- Accessed through a QR code or website - gives participants the ability to choose their preferred language during the session

- First City in state of California to launch this service
- One of the few cities that offers a hybrid city council meeting option

Increased Accessibility & Inclusivity for City Meetings

- **Easy Implementation** – no special onsite hardware requirements (e.g., no sound booth, special headsets, etc.)
- **Out-of-the-Box Integration** – Pre-configured Zoom integration for virtual sessions
- **Fast Session Setup** – Only takes a few minutes to set up for each meeting
- **Broad Inclusivity** – Select from over 60 languages with both audio and caption options
- **Increased Accessibility** – Captions provide access for hearing impaired and work as alternative to sign language
- **High Quality** – Custom glossary helps ensure names and other important terms are transcribed correctly
- **Affordable** – One price for captions, subtitles, audio translation, and transcripts – for all languages

Wordly bridges language barriers for 200+ municipalities

Sample Customers

Key Takeaways

Wordly
AI Translation & Captions

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AI FOR SERVICE-FIRST LOCAL GOVERNMENTS
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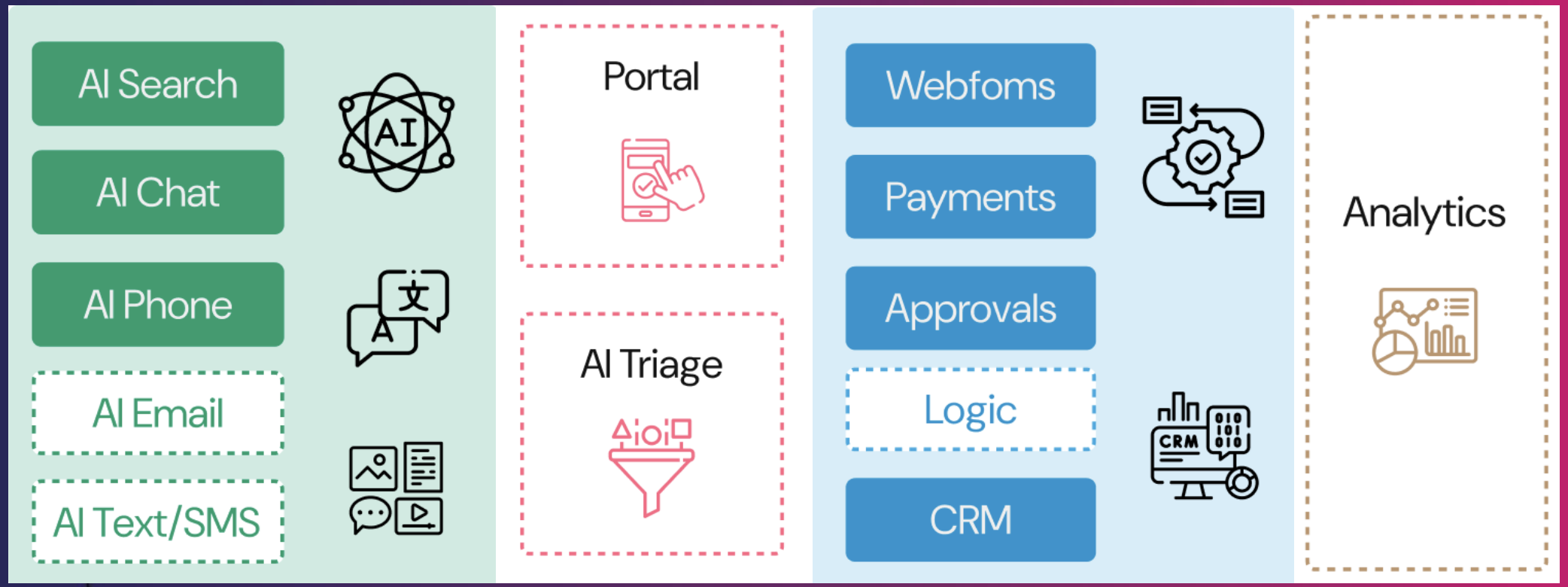
Our AI Front Desk



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Our AI Front Desk

Answer Resident Questions	Direct Resident to Staff Workflow	Help Staff Deliver Services	Insights for Decision Making
AI Search	Portal	Webfoms	Analytics
AI Chat	AI Triage	Payments	
AI Phone		Approvals	
AI Email		Logic	
AI Text/SMS		CRM	

Serving Diverse and Underserved Communities

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Residents can easily find answers to their questions

- Without needing to go deep into a website or a phone tree
- And in many different languages

Government services accessible 24/7

- Not just during business hours, which can be difficult for those with inflexible working hours

ADA compliant

- PDFs are not accessible!

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Case Study: Rose AI in Pacifica, CA

- Awarded the prestigious Innovation Award from the Municipal Information Systems Association of California (MISAC)
- Designed to understand and respond to queries in everyday language, making City information more accessible to all community members regardless of language proficiency

"Rose AI not only represents our commitment to innovation and excellence, enhancing service delivery, streamlining processes, increasing productivity, and improving public access to essential yet often complex information. It's a game-changer in how our residents access information, making City services more accessible, transparent, and efficient and positioning Pacifica as a smarter and more responsive city."

Yulia Carter, Assistant City Manager

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Case Study: Disaster Response in Palm Beach, FL

- After Hurricane Milton, Palm Beach discovered how essential AI can be during response
- Gets residents immediate answers while freeing staff time
- The AI can be scraped to include the most current information for residents

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Key Takeaways

Provide accessible, best-in-class service to residents

AND

Free up staff time for strategic tasks

PANEL DISCUSSION

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What strategies can local government practitioners use to overcome structural and systemic issues from being integrated in AI applications?

How can local governments best prepare for future AI advancements, and what role do partnerships with AI companies play in scaling these solutions?

What have you learned from working with diverse and underserved communities?

I envision a future where AI helps government…

Audience Q&A

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Closing Remarks

Noel Bernal I Moderator

Founder, Main Street Public

Parth Shah

CEO @ Polimorphic

Kirk Hendrickson

COO @ Wordly

Erica Olsen

CEO @ Madison AI

Thank You Panelists, Attendees and Sponsors