City of Marco Island

To: City Council

From: Mario Blanco, Sr. Network Specialist, Information Technology

Date: June 16, 2025

Re: City of Marco Island Intro to AI:

The AI Task Force was established by City Manager Mike McNees to explore how Marco Island can safely and effectively use artificial intelligence. Its mission is to research potential AI tools, recommend those that benefit the community, and develop a clear policy to guide responsible AI use across the city.

The AI committee members:

Mario Blanco
Ray Leshinger
Zurima Luff
Dan Zunzunegui
Stuart McElvey
Josh Ooyman
Emily Iacobucci
Matt Hayes

What is AI?

Artificial Intelligence (AI) is a type of technology that allows machines or software to mimic human abilities like learning, decision-making, and problem-solving.

Open AI tools are built to be general-purpose. They can help with writing, brainstorming, answering questions, and more but because they're trained on so much information throughout the internet, they may sometimes make mistakes or "hallucinate" (make up answers).

Closed AI systems are only trained on approved data sources. They protect privacy by keeping data and operations secure and private, use encryption, and do not share user data, reducing the risk of leaks or misuse.

Because closed AI only uses approved, accurate data sources (i.e. city records or official databases), it's less likely to make up incorrect answers.

How AI Benefits the City of Marco Island:

Cities around the world are embracing AI to become smart cities using technology to improve traffic, safety, energy use, and public services. By adopting these innovations, Marco Island can stay ahead, improve quality of life, and better serve its residents.

AI Task Force Accomplishments:

AI Policy

- The purpose of this artificial intelligence (AI) policy is to ensure responsible, legal, and ethical use of artificial intelligence technology across City of Marco Island Government.
- This policy applies to all City of Marco Island Government exempt and classified employees, contractors, consultants, temporary employees, and other workers in various city departments.
- Employees must critically evaluate AI-generated content and remain accountable for the final output. AI must support—not replace—human judgment.

AI Products currently being evaluated:

Grammarly
The City currently uses Grammarly and its AI features to help staff write clearer, more professional reports. Its AI checks grammar, spelling, and tone, and also suggests better word choices and sentence structure, making documents more polished and effective.

Otter AI
City employees currently use Otter.ai to transcribe meetings, public hearings, and interviews in real time, ensuring accurate records without manual note-taking. It streamlines documentation, improves accessibility, and makes it easy to search, share, and review key decisions and discussions.

ChatGPT Team
City employees can use ChatGPT to interpret complex datasets, generate visual graphs, and write clearer, more concise language for reports. It helps uncover patterns, highlight anomalies, and communicate data-driven insights effectively across departments.

Various Website ChatBots
A website chatbot instantly answers common questions—like trash pickup, transit info, or permits— even after hours. Citizens can quickly ask about bills, potholes, or licenses without browsing menus, saving time and reducing frustration.

Crowdstrike
The City of Marco Island uses CrowdStrike's AI-powered Falcon platform to detect and stop cyber threats in real time. It helps protect city systems by automatically identifying suspicious activity and responding instantly to contain risks.

Blue Voice
Blue Voice is an AI-powered platform designed to assist law enforcement officers by providing immediate access to accurate legal, policy, and community resources. It aims to enhance decision-making, reduce errors, and improve interactions between officers and the communities they serve.

Axon VR
Axon VR is a virtual reality training platform that uses AI to help law enforcement officers practice de-escalation, communication, and decision-making skills. It features realistic, adaptive scenarios powered by AI-driven conversations, allowing officers to train safely and effectively in immersive environments.

Conclusion:

These and future AI tools will enhance the City of Marco Island to operate more efficiently, make data-driven decisions, and boost communication with residents. By streamlining workflows, improving data sets, and supporting smarter planning. As new AI tools come to fruition the AI task force will continually evaluate and provide guidance. Ultimately, AI empowers the city to better serve its community today while strategically preparing for the challenges of tomorrow.