



Memorandum

To: Mayor and Members of Council

From: Jennifer Caietta
Director of Corporate Services

Date: Tuesday, June 17, 2025

RE: King Township Recognized with MISA's Excellence in Municipal Systems Award and AMCTO's E.A. Danby Awards for Leadership in Innovation with Artificial Intelligence

King Township has been recognized by the Municipal Information Systems Association of Ontario (MISA) and the Association of Municipal Managers, Clerks and Treasurers of Ontario (AMCTO) for its innovative use of artificial intelligence (AI) to enhance citizen services and improve internal operations.

The Township earned [MISA's Excellence in Municipal Systems Award](#), which honours municipalities that lead the way with impactful, forward-thinking technology initiatives. The award was presented during a ceremony on June 3 at the MISA Ontario's Annual Conference & Trade Show. King's AI program stood out for its comprehensive and strategic approach to using AI across multiple areas of service and operations to address challenges and business needs.

On June 10, King Township received the [E.A. Danby Award](#) in the class of municipalities of 20,000 or more, for demonstrating an initiative and willingness to explore innovative techniques that produce tangible results related to the efficiency and effectiveness of the municipal corporation. This achievement was awarded to the Township by the Association of Municipal Managers, Clerks and Treasurers of Ontario (AMCTO) during the 2025 AMCTO Conference Awards Gala.

King's AI program launched in April 2024 with the creation of its [Digital Transformation Framework](#), and has already delivered strong results with the rollout of multiple AI-driven solutions. Innovation highlights include:

- **Kingsley – AI-Powered Virtual Assistant on king.ca:** Residents have turned to Kingsley over 1,000 times to find answers to diverse questions ranging from permits, traffic calming studies and rules for raising chickens to garbage collection schedules. Approximately 40% of interactions occur outside of regular business hours, demonstrating the value in 24/7 accessibility.
- **Microsoft 365 Copilot:** Township staff are leveraging Copilot to handle over 1,500 operations on average per month. This includes drafting documents,

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summarizing content, creating presentations and more. This number represents more than 1,000 hours being returned to the Township via AI, and staff are using this time savings to focus on more strategic initiatives, reduce backlogs and advance projects.

- **AI Invoice Processor:** An AI Invoice Processor has automated the handling of more than 130 invoices, freeing up staff time for more complex tasks and streamlining what was once a manual process. Staff now simply forward these invoices to the AI Processor.
- **CITYROVER:** AI vision technology automatically gathers accurate data on road infrastructure and prepares efficient action plans, resulting in shorter repair times.
- **Responsible AI Roadmap:** King has also taken a leadership role in responsible AI use. The Township developed one of the first municipal [Responsible AI Roadmaps](#), outlining its principles, maturity assessments and future plans.
- **Responsible AI Usage and Procurement Guide:** King developed an internal guide that provides steps and best practices for using and acquiring AI software and tools, to support ethical and effective AI adoption.

Winning two awards for our AI program is a significant achievement for King, as it underscores our commitment to innovation and excellence in leveraging technology. These accolades are a testament to our forward-thinking approach and our dedication to generating value for our residents, community, and staff.

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Jennifer Caietta
Director of Corporate Services

The Corporation of the Township of King