



ENDPOINT SOLUTIONS

AI Readiness — Delivery Report



Client: Township of Elderidge

Date: 2026-06-11

Prepared by: Michael-Paul Hart, Endpoint Solutions

Confidential — prepared for Township of Elderidge leadership. Not for distribution.

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OVERALL MATURITY

30

Emerging

Combined maturity across the assessed stages.

ENGAGEMENT

Industry: Local government

Primary sponsor: Karen Whitlock, Township Administrator

Executive summary

Elderidge is at the very start of the AI journey, which is appropriate for a public body accountable to residents and to strict transparency and records laws. Data sits in aging, siloed systems, there is no cloud strategy, and there is no AI skill or policy. But a few constituent-facing use cases — 311/constituent responses, permit-processing support, public-records search, and meeting-minutes transcription — could return real staff time with low risk if introduced carefully. The path is deliberate: establish an AI-use and public-records policy first, then pilot one narrow, vendor-supported, resident-facing use case.

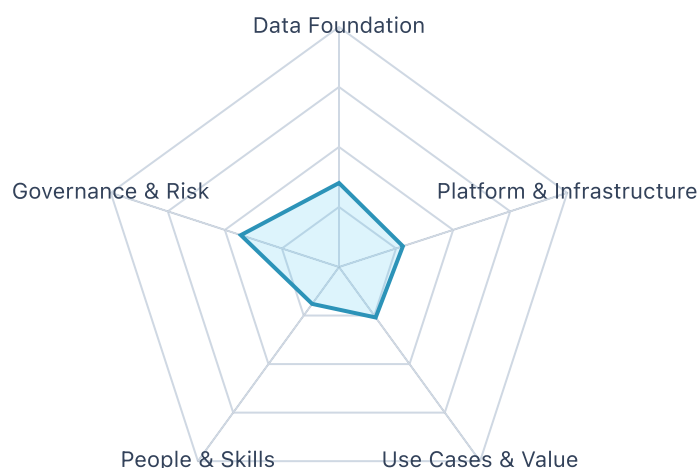
Current-state overview

Township operations run on long-standing on-premise systems for permitting, finance, and records, largely siloed from one another, with reporting done manually. There is no cloud infrastructure and no AI in use. Staff are capable but stretched, with low AI literacy and no in-house technical skill. Public-records (FOIA/OPRA-style), procurement, and transparency requirements shape everything, and there is no AI policy or ownership. Leadership is interested but appropriately cautious about resident data and public trust.

Maturity scorecard

STAGE	SCORE	INTERPRETATION
01 Data Foundation	35%	Emerging
02 Platform & Infrastructure	28%	Emerging
03 Use Cases & Value	26%	Emerging
04 People & Skills	19%	Unprepared
05 Governance & Risk	43%	Developing

Maturity profile



Top findings & business implications

- 1. Constituent service and records handling are the clearest AI opportunities** — 311/constituent response drafting, permit-processing support, public-records search, and meeting transcription can return meaningful staff time with low risk when scoped carefully.
- 2. Aging, siloed systems and no cloud footprint block progress** — Records and operational data are hard to access across departments; any AI — or better transparency reporting — is limited until data can be reached safely.
- 3. No AI-use or public-records policy for a transparency-bound body** — Before AI touches resident data or public records, the township needs an AI-use policy aligned to records law, procurement, and an assigned owner — none exist yet.

Domain observations

01 • DATA FOUNDATION — 35%

Siloed across on-premise permitting, finance, and records systems with informal governance and hard cross-department access. Reporting is manual. Reaching this data safely is the foundational constraint.

02 • PLATFORM & INFRASTRUCTURE — 28%

On-premise only with no cloud footprint, no AI tooling, and no integration. Introducing AI realistically means a first, modest move to vendor-hosted, government-appropriate services rather than on-prem build.

03 • USE CASES & VALUE — 26%

Sensible, resident-facing ideas — constituent/311 response support, permit-processing assistance, public-records search, and meeting-minutes transcription — but none identified formally, piloted, or owned.

04 • PEOPLE & SKILLS — 19%

No AI literacy, no in-house skill, no training, and no change-management capacity. Adoption will require heavy vendor support and a very concrete, low-risk first win to build confidence and public trust.

05 • GOVERNANCE & RISK — 43%

No AI-use policy and unclear accountability, with transparency, records-retention, and procurement rules that must shape any adoption. Shadow AI is limited (appropriately cautious). This is the gating area.

Risk register

RISK	AREA	SEVERITY	OWNER
Resident data or public records handled by AI without a records-aligned policy	Governance & Risk	Critical	Township Administrator
Aging, siloed on-prem systems limit safe data access	Data Foundation	High	IT / Clerk
No owner, skills, or change capacity to sustain an AI effort	People & Skills	High	Township Administrator
Public-trust / transparency exposure if AI use outpaces governance	Governance & Risk	Medium	Township Administrator

Recommended priorities

05 • GOVERNANCE & RISK

Establish an AI-use + public-records policy

Define AI acceptable use aligned to records law, procurement, and transparency, and assign an owner — the prerequisite for any resident-facing pilot.

03 • USE CASES & VALUE

Pilot one narrow, resident-facing use case

Run a tightly-scoped, vendor-supported pilot — constituent-response support or meeting-minutes transcription — to prove time savings with low risk.

AI readiness roadmap

0–30 days

ACTION	OWNER	PRIORITY	EFFORT
Draft an AI-use policy aligned to public-records, retention, and procurement rules; assign an owner Outcome: A safe, compliant path to pilot · Vendor: Endpoint · Depends on: Legal / solicitor review	Township Administrator	High	Low
Inventory what data the permitting, finance, and records systems hold and can safely expose Outcome: A realistic data picture · Vendor: Endpoint	IT / Clerk	High	Low

31–90 days

ACTION	OWNER	PRIORITY	EFFORT
Pilot meeting-minutes transcription or constituent-response support with a government-appropriate vendor Outcome: Proven time savings, low risk · Vendor: Endpoint · Depends on: Policy in place	Clerk's office	High	Medium

91–180 days

ACTION	OWNER	PRIORITY	EFFORT
Improve records/permit search and cross-department reporting Outcome: Faster service without AI risk · Vendor: Endpoint	IT / Clerk	Medium	Medium
Basic AI-awareness session for staff and department heads Outcome: Shared understanding + public trust	Township Administrator	Medium	Low

181–365 days

ACTION	OWNER	PRIORITY	EFFORT
If the pilot succeeds, expand to permit-processing support and evaluate a 311/constituent assistant Outcome: Time back for residents, at scale · Vendor: Endpoint · Depends on: Pilot results	Township Administrator	Medium	Medium

AI tools & vendor ecosystem

VENDOR	ROLE / COVERAGE	RENEWAL / NOTES
Permitting / land-management system	Permits, inspections, code	Annual — 07/2026
Municipal finance / ERP	Budget, AP/AR, payroll	Annual — 12/2026
Records / agenda management	Minutes, agendas, public records	Annual — 03/2027

Documentation reviewed: Cloud & infrastructure overview (where workloads run) · Known risks, constraints, or regulatory requirements

Evidence notes: Public-records, retention, and procurement rules are the defining constraints. No AI-use policy, no data catalog, and no AI vendor agreements on file. System data-access options need confirmation with the vendors.

Renewal & contract calendar

RENEWAL	VENDOR	ROLE / COVERAGE
Annual — 07/2026	Permitting / land-management system	Permits, inspections, code
Annual — 12/2026	Municipal finance / ERP	Budget, AP/AR, payroll
Annual — 03/2027	Records / agenda management	Minutes, agendas, public records

Next steps

1. Review this report with leadership and confirm the priorities.
2. Assign owners and target dates to the roadmap actions.
3. Decide where ongoing technology advisory support is appropriate.

Appendix — discovery responses

01 • Data Foundation

How centralized is your business data?	Mostly siloed
Confidence in data quality / consistency	Mixed
Data governance in place?	Informal
How easily can teams access the data they need?	Hard
Data types you want AI to use	Structured/DB, Documents

02 • Platform & Infrastructure

Primary environment for workloads	On-prem only
AI / automation tooling in use	None
Path from pilot to production	None
How integrated are core systems?	Siloed

03 • Use Cases & Value

Have you identified AI use cases?	A few ideas
Are success metrics defined?	No
AI pilots underway?	None
Who drives AI use cases?	No one

04 • People & Skills

General AI literacy across the org	Low
In-house AI / ML skills	None
AI training / enablement offered?	No
Change management for AI adoption	None

05 • Governance & Risk

AI acceptable-use policy?	None
Ungoverned (shadow) AI usage	Limited
Data security / privacy controls for AI	Basic

How scoring works

Each answer maps to a 0–100 maturity value based on what it signals. Stage scores are the average of the answered, scored questions in that stage; the overall score is the average of assessed stages. Some questions are informational context and are not scored. Bands: AI-Ready 80+ · Advancing 60+ · Developing 40+ · Emerging 20+ · Unprepared 0+.

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