

Top 10 Current Uses of AI in Work

(Grouped from June 6, 2026 AGM Poll Results - full data is available in the Appendix starting on page 5)

1. Writing, Editing & Professional Communication

- Drafting and rewriting emails, memos, and letters
- Improving tone (polished, softer, more professional)
- Grammar and spelling corrections
- Translation (e.g., English ↔ French)

👉 **One of the most common and consistent use cases**

2. Research, Information Gathering & Learning

- Quick research on technical topics
 - Acting as an “advanced search engine”
 - Learning new concepts, standards, and tools
 - Reviewing codes, regulations, and documentation
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3. Report Writing & Technical Documentation

- Drafting reports and proposals (RFPs, technical submissions)
 - Creating templates and structured documents
 - Summarizing technical content
 - Supporting inspection reports and field documentation
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4. Summarization & Meeting Support

- Summarizing documents and large datasets
- Generating meeting minutes and transcripts
- Extracting key points from reports

- Preparing presentations
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5. Productivity & Administrative Automation

- Automating repetitive tasks
 - Scheduling and calendar management
 - Organizing workflows and documents
 - General “efficiency boost” across daily tasks
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6. Data Analysis, Forecasting & Decision Support

- Analyzing datasets and trends
 - Supporting budgeting and financial models
 - Forecasting and business insights
 - High-level engineering or operational analysis
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7. Technical Problem-Solving & Engineering Support

- Troubleshooting software, equipment, and systems
 - Supporting programming (PLC, SQL, PowerShell, LISP, firmware)
 - Assisting with engineering calculations and configurations
 - Reviewing drawings, specifications, and standards
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8. Project Management & Planning

- Creating schedules and project plans
 - Assisting with estimating and procurement
 - Supporting construction and facilities management tasks
 - Organizing project information and documentation
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9. Software Development & Automation

- Writing and debugging code
 - Automating workflows (e.g., filling forms, scripts)
 - Supporting CAD, GIS, and modeling tools
 - Building internal tools and processes
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10. Marketing, Sales & Business Operations

- Creating marketing content and visuals
 - Supporting proposals and sales processes
 - Analyzing customer or operational data
 - Optimizing logistics (e.g., travel planning)
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Cross-Cutting Insight: Limited / No Use

A significant portion of respondents reported:

- **Not using AI at all**
- **Minimal or cautious use**
- Barriers due to:
 - Company policies and regulations
 - Privacy and security concerns
 - Lack of trust in accuracy
 - Industry restrictions (e.g., engineering compliance)

👉 This is a **major parallel theme alongside active use**

Key Takeaways

- AI is primarily used for **efficiency and communication**, not full automation
- Most users treat AI as:
 - A **drafting assistant**
 - A **research tool**
 - A **productivity enhancer**
- **Human verification remains critical** in almost all responses
- Adoption is **uneven**, with clear divides between:

- Frequent users (daily workflows)
- Non-users (policy, risk, or readiness barriers)

How are you currently using artificial intelligence (AI) in your work?
I use AI for research and knowledge base information
I use it for research and game programming.
yes, I use it.
My role doesn't currently require the use of AI, however, I frequently check for backup.
I am not and I am convinced the use of AI in any role that requires some application of ethics should be prohibited. Lastly I have witnessed many professionals asking AI for technical information that comes back wrong or incomplete which ends up being harmful to their project and organization.
grammar check, drafting meeting minutes, technical brainstorming
Use for editing
Not using.
use for searching information through multiple documents. responding to rfps. AI responses, alone, should not be treated as gospel without some form of alternate method to confirm the results.
Copilot assists with emails, scheduling, and filling in the fluff areas for reports, it all still needs to be checked but it's about 80% there and matches writing styles
as a tool for reporting, research and overall repetitive work related task.
I often leverage AI tools such as ChatGPT and co-pilot to to improve my English communication skills, especially when composing emails, reports, and professional correspondence. AI helps me correct grammar, improve sentence structure, and enhance the clarity and professionalism of my writing. It also assists me in drafting documents, rephrasing messages, and organizing ideas more effectively, allowing me to communicate with colleagues, vendors, and clients with greater confidence and efficiency
AI platform is used to get some information on any random topics like
1. Health
2. Education etc
I use it for research, creating document templates, Grammar corrections
Not at work, but for research and also my own learning. AI is really useful to learn with.
I am not currently using AI
I use AI to support technical documentation, report writing, project planning, data analysis, and professional communication. It helps improve efficiency, organize information, and streamline routine tasks while supporting informed engineering decisions.
Quoting
- create ideas, text and emails
It is very frequently to write brief notes for council meeting.
yes.for information
My Accenture infrastructure and capital projects allow us to use all kind of artificial intelligence,helped me a lot
To help re-write emails
No using AI
very cautiously and carefully
not using ai
hardly using it in an official capacity.
As per company policy, we use the Copilot tool for our day to day task to make sure we covered company IP.
Not using AI
not really using AL
- Mostly learning how to use AI to assist in general efficiency
- some general research
- document Drafting and idea gathering
Présentations, Surveys, Research, Automated tasks
I do use it frequently for writing modifications, asking questions, reports and presentations
I am not using AI at work as for now. It might be used in future to make SOPs, OTOs etc.
electromechanical troubleshooting for machines, controllers, drivers
find parts for new projects
For ideas only.
AI improves efficiency by helping me access information faster, while all decisions and actions are still verified and carried out according to building procedures and standards. helps me save time on administrative and research tasks so I can focus more on building operations and occupant comfort
Very minimally.
no
n/a
to turn frustration issues into a professional polished request for collaboration.
to write down the inspection reports.
not really very rare so far.

Appendix

use AI to improve productivity, project planning, and decision-making. AI helps me draft reports, analyze project data, create project schedules, develop presentations, summarize meetings, and generate communications. I also use AI to research building technologies, troubleshoot IT issues, support facility operations, and automate repetitive administrative tasks. This allows me to focus more on strategic planning, problem-solving, and delivering projects efficiently.
not at all.
My company is a little behind the times, although there is an AI roadmap, we are still months, if not years, away from implementation of any meaningful AI tools. I believe this lack in progress is the result of regulation in our industry.
AI is in the process of being integrated into business processes for my current workplace. Still allot of work to come.
Using AI to help in budgeting, content creation and financial models
very useful sometimes
Using Claude to write code (literally changing the firmware on a USB device during this AGM, from instructions from AI). My students use Gemini and ChatGPT to try and answer questions about labs, but it is not that great so we have some good conversations about why they need to bolster their foundational skills before they can fully understand how to navigate incorrect suggestions. We have a new course being developed just in AI. I ask students to use AI profiles to check their work.
In our company, AI tools are being used to automate repetitive tasks, summarize and highlight key points in a technical document and report.
Other use of AI is to generate presentations and reports.
application intake review. Checking drawings have specific text
Scanning documents for municipal design criteria, updates to OPSS, proof reading work for spelling, grammar, and other errors
Nothing
Microsoft copilot for emails an documents/ spreadsheets
get explained by sending pictures to AI
To navigate internal information such as policy, standard, procedure project by project, copilot for summarising responses pr gather more information
A lot and very helpful
We don't use AI for core engineering tasks, design layouts, or hydraulic calculations.
N/a
Can I use AI to answer this question? We use AI to summarize large amounts of data.
Grammar correction, Microsoft Pilot (personally not used but coworkers do)
Scheduling appointments and managing calendars
Creating presentations and documents
I use AI as a technical assistant to streamline network configurations, troubleshoot Cisco router and switch commands, and assist with complex PLC ladder logic design.
Not currently using AI in my department
No
Not using
Marketing visuals, industry trends, business improvements for process improvement with documentation flows
We are not. The PEO has released guidelines that are strongly against the use of AI for engineering related work. I don't see the use for the MS suite AI either.
i am retired
No using much
With the rapid development of AI, I would be interested in OACETT offering a full course on practical AI use in engineering technology, construction inspection, reporting, quality control, and workplace productivity.
Teaching course deliveries for research and Capstone delivery
This has not started for Chatham-Kent PUC. I will begin a project this year.
Trouble shooting and typing
Technical submittal reviews with verification.
I've had success using Copilot to write LISP routines in Civil3D to automate some niche, tedious tasks.
Developing training. Taking meeting notes
Use of AI is primarily to assist with sales and technical documents, writing narratives,
I currently use AI tools to support tasks such as drafting professional communications, summarizing technical documents, improving clarity in reports, and preparing for meetings. I also use it to help structure ideas and enhance productivity in my professional development in engineering and construction.
Reaserch only
Mainly for troubleshooting problems that may arise within software.
No, I'm not comfortable with it. But my organization uses it for various aspects in work. We use co-pilot a lot.
0%
N/A - not approved
I use it daily for short tasks and quick thinking
Transcribing notes and assistance with programming.
At work, I only occasionally use AI. Mostly, I've used it to ask a quick questions regarding equations and regulations, but mostly I keep AI use to my personal time outside of work.
inquiry
Using all over
I am using right now

Appendix

I currently use AI to support my work in construction and project management. It helps me prepare reports, analyze project information, improve technical documents, create presentations, and draft professional emails. I also use AI to assist with estimating, scheduling, problem-solving, and learning new industry standards and software. AI helps me work more efficiently, save time, and improve the quality of my work while maintaining professional judgment for final decisions.
For email writing
Not yet
- For research and information
- For writing and communication
- Technical work
to find out unknown steps to solve issues.
No
just partially at work
Not in my position as a civil site super
Yes.
I'm not
cyber security, programming, and schematic review and lit reviews
we are not using it,
To have required certification in my field
I use A.I to code software that automates workflows for my job. this includes filling pdf form fields
We are not using AI much.
Not being used
In Procurement for proposals, technical specifications,. Also in survey response result summaries and characterizations.
Preparation of meeting minutes
Document translation (English to French & reverse)
Frequently
At most I use AI to help craft a letter or memo. For it to take my writings and formulate a better formed letter that can be seen as more impactful and linguistically articulate.
n/a
Copilot
Just personal use to improve my productivity and save time.
no
Rewrite reports/emails in a more defined tone (softer, more polite, more polished and professional, etc.)
To work with proper law
I am retired.
to optimize sales call travel.
analyze sales data
Collecting data for R&D and betterment of the product. Also for the continuous improvement of all factors.
not using it
Mostly for research.
For my field of inspection and geotechnical/environmental work, AI can help with:
* Preparing borehole logs and field reports.
* Analyzing soil and groundwater data.
* Summarizing site observations.
* Organizing project documentation.
* Assisting with technical writing and report drafting.
I use AI to support my daily work tasks. I use it for writing and improving emails, creating reports, summarizing documents, checking grammar, and quickly finding technical information. AI also helps me learn new concepts faster, solve small problems, and improve my overall productivity at work.
Co-pilot to take meeting notes
retired.
I use it in web searches and voice over on videos
Use of AI is still on hold; IT is in the process of refining its capabilities
For research
Not implemented at my workplace.
on occasion
not yet started
Report writing and building code research
I use it quite frequently. Can help to answer or search quickly some info/answers that would take more time before.

Appendix

Use AI to support trouble shooting equipment problems.
I am not using it until I stop hearing about the mistakes it makes and I have some assurance as to its security and privacy. However, I an't control its use by my resources and that is discturbing.
Not using it. I am mostly retired now. I can see lots of bad ideas for it.
I use it pretty often.
Not applicable.
not being used due to privacy concerns and the security level of the work I do
There is training on going but not totally being used, but very helpful in getting information.
Minimal Use currently.
Not really, but intend to use that soon
Copilot for document review and summary, meeting transcripts.
taking my brash and brunt emails and softening them to prevent hard feelings :)
Not fully using it.
To restructure the processes
NO
I use AI for coding (PowerShell, SQL, etc.). I avoid using it for communications. People don't want to talk to robot.
im ai using only for team communication. sending emails.
Troubleshooting c3D, updating RFPs,
limited
General search/helping support implementation of projects; source code development and assistant, a manual database search backed by AI and implementing into our ERP
communication
writing
data analysis and decision support
Data analytics, engineering calculations, forecasting and business analysis and insights
Dont use it
I use AI to improve productivity and efficiency by assisting with research, data analysis, report writing, technical documentation, meeting summaries, project planning, and drafting professional communications. I also use AI to learn new tools, troubleshoot technical issues, and automate routine tasks while ensuring outputs are reviewed for accuracy.
I am retired so I am not really using AI that much for anything
For email communication
N/A
I work for York Region. We have begun to integrate AI into our work flows. Our policy permits us to use CoPilot only.
Cad applications. GIs
To increase productivity in the small day to day tasks which are time consuming
I use AI every day to perform research on articles at work. Or even to analyze massive amount of data.
Admin automation.
meeting minutes
email searching and report checking
Gathering information
Use it at work to create specific templates and topics about some construction methodologies
I use AI to improve productivity and efficiency in my daily work. It helps me draft, refine emails, summarize documents and meetings.
Not using AI
To Learn quicker and Improve my work time
for grammar and spelling check up.
n/a
quick math checks, researching
Simplify and clarify O&M manuals, help draft procedures, take meeting notes, generate dashboards
I'm using it to create rough drafts of technical documents, complex excel spreadsheets, and programs for estimating and project management.
Don't using
Currently, I am leveraging AI to assist in the transcription of meetings I chair and aid in drafting meeting minutes.
for grammar and research
day to day work, and also learning things faster than hitting the textbooks (if time is a constraint)
To ask questions to a chat bot
I'm not using it at all.
To assist with long arduous tasks when appropriate
No, although City of Toronto uses Outlook for emails written by AI

Appendix

- analyzing reports at a high level - referencing standards
Yes
Currently we are using Ai in automotive parts assembly, quality and ordering. Due to the nature and knowledge it can not be shared publicly yes. Ai has come into the automotive world like a tidal wave.
Not using AI
using for reference purposes
Document and marketing material creation based on detailed prompts
Currently, I use AI as a more advanced Google when I need to research a specific material or topic. I have used Google's NotebookLM by giving it building code sources and asking it questions, and it tries to answer using only the sources I have provided. This makes it more specific to the code that I use for work and keeps general, outdated information out.
I started using AI about 3 months ago as a support tool in my work. Since then, I have used it to help draft and improve emails and reports, summarize information, and quickly understand technical topics.
Although I am still new to it, I find it helpful for saving time and improving the clarity of my work.
Automated design in project modeling/Revit.
I'm using Chatgpt mostly to ask question and get information
We use Microsoft Co-Pilot in our company for transcribe and Teams Summary.
Yes, most of the time I use AI as an intelligent assistant for gathering information, conducting data analysis, and keeping records. It helps me quickly synthesize raw data, identify trends, and format summaries for our documentation. This automates manual sorting and ensures our records remain accurate and organized.
VERY LITTLE
Yes, every day
I use AI to support research, technical writing, document review, data analysis, project planning, and administrative tasks. AI helps improve productivity by generating draft reports, summarizing technical information, assisting with problem-solving, and automating routine tasks. I also use AI as a learning tool to stay current with emerging technologies, industry standards, and best practices.
we Claude for every aspect of our work
I use AI to assist project estimating , proposal writing , technical documents , email communication and data analysis.