



Seattle
Information Technology

Artificial Intelligence Usage Report

2026 – Quarter 1 (April 1, 2026)



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Executive Summary

During the budget process in fall 2025, the City Council requested Seattle IT provide a series of reports on the City's investments in, and use of, Artificial Intelligence. Please see Appendix B to view a copy of the 2026 Statement of Legislative Intent (SLI). This is the first 2026 quarterly report and responds to the information requested in [SLI ITD-010S-A](#) in the following five areas. Section five regarding workforce upskilling and education was not specifically requested in the SLI request, but this is an important component in our AI efforts so updates will be included from quarter to quarter. Subsequent quarterly reports will follow the same structure and provide new updates from the last quarterly report. The information in this first quarterly report reflects activity and initiatives from the previous mayoral administration from 2025 through early 2026. Upcoming quarterly reports will reflect Mayor Katie B. Wilson's updated Citywide AI strategy. Report due dates for 2026 are: Q1 (4/01/26), Q2 (7/01/26), Q3 (10/01/26), and Q4 (12/31/26).

- 1) Usage of Artificial Intelligence (AI) across City departments, including pilot projects, integrations into existing technologies and roadmaps for larger rollouts or distribution;
- 2) Financial costs for each of the AI initiatives (one-time and ongoing);
- 3) Plans for partnerships;
- 4) Significant lessons learned from prior testing and pilot projects; and
- 5) Workforce upskilling and education.

The City of Seattle has been at the forefront in developing policy and positioning Seattle as a national leader in responsible artificial intelligence implementation to better serve residents and businesses. Seattle was one of the first cities in the country to release a [generative AI policy](#) in April of 2023, which was then iterated and fully implemented [that October](#). The original policy established governing principles for the City's approach to AI including: innovation, accountability, reliability, fairness, privacy, explainability, and security. In practice, the policy was compliance-centric and did not set strategic direction, center efforts on the City's priorities, build for engagement with staff and partners, nor show positive impact through successful and responsible uses.

In September of 2025, the City of Seattle announced the rollout of the City's [2025-2026 AI Plan](#) paired with an [updated, 2nd-generation AI policy](#). This extended the guiding principles beyond generative AI to all general AI solutions with new trainings to empower the City to use this technology responsibly. The AI Plan serves as a guide for transitioning from an AI exploration phase into the strategic implementation of AI technologies. Our training and upskilling plan includes an introductory Citywide course, deep dive workshops on data science and data integrations, and partnerships with universities. The City is committed to working with labor partners to invest in the professional development of our employees, protect jobs, and preserve the rights of workers while improving the essential services the City provides.

In addition to the City's 2025-2026 AI Plan guidance, the City's AI efforts are being coordinated by the Mayor's Information Technology Subcabinet (MITS) AI Workgroup. The MITS AI Workgroup was formed in late 2025 and provides structured coordination on the City's growing and varied AI efforts, providing visibility and direction from the Mayor's Office, Seattle IT, and with input from lead departments. The Workgroup was formed to review, provide guidance, and evaluate AI projects and investments



departments propose to ensure they:

- 1) Are aligned with priorities set by the Mayor and City Council in Executive Orders, the Budget, and that significantly improve department performance;
- 2) Pass Security, Privacy, and Responsible Use checks;
- 3) Show real and quantified service improvements with adoption/satisfaction to produce value for City investment; and
- 4) Demonstrate trackable ongoing AI performance, appropriate behavior, and operational sustainability over time.

Seattle is positioning AI not as a cost center or a replacement for workers, but as a multiplier for trust, service improvement, and long-term community resilience. Seattle is demonstrating that innovation done right means choosing people first, choosing focus over fragmentation, and choosing public benefit over vendor hype.

Because the information requested in the SLI mostly aligns with the framework in the AI Plan, this first quarterly report will reference information frequently from the AI Plan. In preparing this first AI report to Council, Seattle IT consulted with Council President Joy Hollingsworth's Office and Councilmember Alexis Mercedes Rinck's Office (SLI sponsor) about the report and presentation to committee. While presented in more detail in the subsequent five sections of this document, the following provides a quick summary of the information requested in the SLI:

- **Usage of Artificial Intelligence (AI) Across City Departments:**
 - 22 approved AI software and in active use
 - 16 AI pilots (1 about to begin; 4 executing; 8 completed with decisions; 1 paused; and 2 in review)
 - 17 departments have reached out about new AI software
 - 6 departments are currently running AI pilots
- **Financial Costs of AI Initiatives:**
 - AI Innovation Fund (\$400,000 in the 2025 Year-End Supplemental for ITD-coordinated pilot projects): These one-time dollars were approved as a matching fund for use on initiatives from departments that would overcome burdens on staff, accelerate smart decision-making, and/or improve responsiveness to the community, requiring investment by departments to access the fund.
 - \$750,000 was appropriated in the 2026 Construction and Inspections Fund for the purchase and on-going subscription for an AI permitting tool.
 - \$750,000 was appropriated in the 2026 Information Technology Fund for the Permitting Accountability and Customer Trust (PACT) Program.
- **AI Partnerships:**
 - Working closely with labor partners to ensure that Seattle's AI future strengthens both our workforce and the communities we serve. AI is a tool to augment staff and service levels, not replace people.
 - In January 2026, Seattle IT completed a partnership agreement with UW that allows us to engage with researchers at UW on AI work.



- Completed three AI Community Innovation Hackathons from September to November 2025.
- **Lessons Learned:**
 - CivCheck: This pre-application screening tool for building permits showed an approximate 50% reduction in average days for intake review of permits and 35% reduction in correction cycles per review. 86% of SDCI pilot users reported business value from CivCheck.
 - Microsoft Copilot Chat: The pilot was conducted in 2025 from September to November over two separate waves totaling 500 users. City employees in the pilot self-reported 83% finding business value from having access to Copilot Chat, 79% had a positive user experience, and they reported an average time savings of 2.5 hours/week per user, showing reduced load and improved responsiveness.
- **Workforce Upskilling and Education (May 2025 to February 2026, with more planned for 2026):**
 - Total AI executive/senior manager upskilling sessions and attendees: 2, 44
 - Total upskilling and training sessions: 8
 - Total employee participation: 308
 - Total AI training employee website views: 1579
 - Total training video/presentation views: 699

Usage of Artificial Intelligence (AI) Across City Departments

Seattle IT maintains a detailed list of all AI software and AI pilots across the City and the information will be published on the [Seattle IT AI Program](#) website in Q2 2026. In this first quarterly report, please go to Appendix A to see the complete list describing the AI Software and Pilot name, functional and operational area, and the department lead for that AI technology. In describing the usage of AI by City departments, we are designating them into two categories: 1) Approved AI Software and 2) AI Pilots and Proofs of Concept. Approved AI Software means the software is primarily an AI software and has passed Seattle IT’s official review process. AI Pilots are time bound initiatives to test feasibility, functionality, and business value of an AI software or initiative. The following table provides a breakdown of the two categories and the status for them.

Approved AI Software (not pilots)	
Status	Total
In Active Use	22
In project phase (will be used)	5
No longer used	7
*Requested and under IT review	6

AI Pilots/ Proofs of Concept	
Status	Total
Executing or about to begin	5
Completed	
Deploy & Scale	3
Decision pending	1
Sunset	4
Paused/Cancelled	5
*Planned and under IT Review	2



In summary, nearly all departments are exploring and leveraging AI software in different capacities, either to improve workflow efficiency, or to provide value to residents. The following departments have consulted with Seattle IT about AI software and completed the software review approval process as required by our [AI Policy](#): 1) Human Services Department, 2) Seattle Public Utilities, 3) Office of Police Accountability, 4) Office of Sustainability and Environment, 5) Office of Inspector General for Public Safety, 6) Seattle Department of Transportation, 7) Seattle Police Department, 8) Community Assisted Response and Engagement (CARE), 9) Seattle Fire Department, 10) Seattle IT, 11) Seattle Department of Human Resources, 12) Seattle City Light, 13) Seattle Parks and Recreation, 14) Office of Economic Development, 15) Seattle Department of Construction & Inspections, 16) Office of Labor Standards, and 17) Office of Planning & Community Development. Six departments are currently running AI pilots: 1) Seattle Public Utilities, 2) Innovation & Performance Team, 3) Seattle Department of Construction & Inspections, 4) Seattle IT, 5) Seattle Police Department, and 6) Seattle Fire Department. AI software that has completed the pilot process, IT approved in alignment with our Responsible AI principles, data protection, data security, and governance, and is in a position to be deployed at an enterprise level to all City departments and employees include: 1) Microsoft Copilot Chat and 2) Microsoft Copilot Studio.

Aligned with the civic priorities defined by the Mayor's Office, City Council, and departmental leadership, we are highlighting AI technologies to help accelerate permitting and housing, improve public safety, enhance the responsiveness of customer service for Seattle residents, and enable more accessible and plain-language interactions to remove barriers.

- **Public Safety:** The Seattle Police Department is actively exploring and implementing AI across several dimensions of public safety and operations. AI-assisted triage tools (Corti) are being piloted to improve dispatch decisions for non-emergency calls, helping direct resources more effectively. The department has also explored AI-powered tools to streamline body camera footage redaction (CaseGuard), and enhanced legal research capabilities have been enhanced through AI-assisted document search (Westlaw deep research). They have tested various general-purpose AI assistants to establish the governance, security, and configuration standards needed to responsibly deploy generative AI for everyday staff workflows, and are using learnings to build towards the streamlining of various business use cases using generative AI (C3, Amazon Q, and Claude). Coming up, AI and data analysis capabilities will be applied to support Missing and Murdered Indigenous People investigations, including efforts to better identify tribal affiliation in existing reports, and to strengthen homelessness data collection (ForceMetrics). To improve community access, SPD will experiment with chatbot interfaces that allow residents to submit crime reports directly (CaseX). While not every tool has moved forward, these efforts reflect SPD's commitment to thoughtfully evaluate AI's potential to support both officers and the communities they serve.
- **Permitting:** The Seattle Department of Construction and Inspections (SDCI) is piloting AI tools aimed at reducing the permitting backlog and improving the experience for both applicants and city reviewers. Pre-application screening tools are being evaluated to help applicants identify potential issues in their submissions before formal review. AI-powered plan review tools allow applicants to test their architectural and engineering designs against local zoning, land use, and building codes. On the customer service side, SDCI is piloting an AI-powered chatbot to intelligently route inquiries to the right support teams, with a phased approach that will eventually allow residents to self-serve for common questions while preserving the option to speak with a person. Together, these efforts reflect a thoughtful strategy to apply AI at multiple points in the permitting lifecycle — reducing friction for applicants, supporting staff efficiency,



and ultimately helping Seattle move projects forward more quickly.

- **Transportation Safety:** The Seattle Department of Transportation (SDOT) is piloting the use of AI powered video analysis tools to support Vision Zero efforts, signal timing, and operational awareness. These tools process video with GPU servers that use AI and machine learning to provide reports and metrics. Live streams from city owned traffic cameras provide vehicle counts, vehicle classification, speeds, red light running metrics, bus only lane violations, near miss analysis, crash detection, pedestrian crossings, and other metrics to describe how people use our roadways. These reports are useful in monitoring how people are detouring with the WSDOT Revive I-5 long-term closures. We are using these tools along Martin Luther King Jr Way S in partnership with Sound Transit as part of a federal grant to further our Vision Zero efforts on the corridor. We expect to also use the tools during the traffic changes around FIFA events as we work to keep people safe and moving along our roadways.
- **Communication Tools:** Several departments have requested tools to assist with text editing, help draft communications that address bias in language, generate copy using customizable templates to ensure consistency in voice, address challenges associated with complex and technical language in public-facing communications, generate an AI animated avatar in alignment with voice recording, and create presentations quicker. This group of software includes three that are currently in use: Grammarly, Textio, and Jasper.ai.
- **Chatbot Tools:** This category of tools simulates human-like conversations in natural language and may be used to handle basic customer requests and interactions. The chatbot dialogues with its user using machine learning to understand user input and provide real-time responses. This group of software includes two that are currently in use (Esri Support Chatbot and Microsoft Copilot Chat) and one not in use yet but will be soon (CaseX).

AI Integrations Into Existing Technologies:

As of February 2026, the primary AI tool that would integrate into our digital workplace tools and is ready for deployment at an enterprise level to all City employees is Microsoft Copilot Chat. After completing comprehensive testing, piloting, and training from August 2025 to February 2026, we are in position to operationalize Copilot Chat citywide as it aligns with Responsible AI principles, data protection, data security, and governance. By providing employees with an AI chatbot option on City devices and through the secured Microsoft 365 environment, it ensures we are transparent, equitable, and accountable. As with all digital workplace tools made available to employees, they are responsible for reviewing outputs, correcting errors, attribution, and ensuring the information aligns with City values. Enabling Copilot Chat does not have any additional license cost as part of our current Microsoft 365 license subscriptions and is included in our existing license structure.

All new AI-related technology requests are required to go through the official AI intake, security, and privacy review process. Identifying potential issues, addressing concerns, and integration feasibility are a core component of the evaluation workflow process. Looking forward, the following are operational systems and software that have been flagged that could potentially be assessed for integration opportunities.

- The Seattle Police Department's Data Analytics Platform (DAP) used by the SPD data science team are exploring an AI agent tool called "AI Navigator." The Accenture built tool is a generative AI-based platform designed to help organizations define AI strategies, build business cases, select architectures, and implement responsible AI.



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- The City of Seattle’s Geographic Information System (GIS) is built on Esri technology. GIS is a spatial data mapping and analytics platform integrated with many of Seattle’s major business systems including work management, asset management, permitting, utility billing, and more. Besides GIS’s unique ability to integrate with and analyze business system data, it is commonly used to provide a spatial dimension to all aspects of business processes and day-to-day decision making. GIS currently supports field operations, asset management, property and facilities management, emergency management, permitting and land use planning, transportation planning and design, environment and environmental justice, event planning and event management, and public access and outreach. Implemented in the late 1980s, GIS is today a crucial technology resource used by virtually all City departments and offices. The use of GIS is particularly pronounced in SDCI, SPR, SDOT, SPU, SCL, SPD, and SFD, all of whom have major investments in the technology.

In 2025, Esri released a browser-based AI chatbot that is available to all. This AI tool is not integrated into their products nor into other City technology solutions. In addition, Esri announced AI assistant tools that will be released in the future. These will be integrated to a number of their products currently used by the City of Seattle (ArcGIS Pro & ArcGIS Online). In 2026, Seattle IT will explore the potential benefits of these new tools and will go through the AI intake, security, and privacy review process.

- The City of Seattle uses Microsoft PowerBI and Tableau business intelligence tools. These provide capabilities for visualizing, analyzing, transforming, and understanding complex data.
 - Tableau offers an AI tool called “Einstein”, which is available to any licensed user as part of our existing Cloud licensing. Because there have been no specific asks or use cases presented, Seattle IT has not initiated any official AI security and privacy review process to enable “Einstein.”
 - Microsoft offers a version of Copilot integrated into PowerBI. Similar to the situation with Tableau’s Einstein product, Seattle IT has not initiated any AI security and privacy reviews at this time given the lack of requests or specific use cases.
- Oracle is a major relational database management system used across most City departments and offices. As part of the ITD Strategic Plan, Seattle IT is pursuing a 2026 workplan item to explore modernization and automation advancements for Oracle database administration. Our goal is to develop an understanding of the AI database features Oracle has integrated into their most recent versions and consider how they could be applied to the day-to-day work of database administration. This opportunity may allow Seattle IT to leverage AI to automation and process improvements, especially for activities that are repetitive and labor intensive. If successful, it would free up database administrator capacity to focus on higher-level needs and areas of data administration and data management that are less conducive to AI automation. An additional aspect of this initiative will apply a new but necessary focus on preparing and managing data for AI consumption. Since many of the potential AI implementations at the City of Seattle will rely on data, attention must be given to preparing data for AI use in order to achieve accurate and consistent results. Best practices will be developed and communicated to data-focused professionals around Seattle IT and the City.
- Accela is an online application submission and workflow management tool used by the city to manage many of our permitting, licensing, and code enforcement lines of business. It moves us closer to a goal of a unified point of entry for service offerings to customers and a consolidated system for our staff to improve efficiently through cross-departmental cooperation. Accela is



the application system behind the [Seattle Services Portal](#) website and is in the top five for most accessed website on Seattle.gov. There is currently two AI pilots related to improving the permitting process — CivCheck and Archistar. Because there have been no specific integration requests with Accela for these AI pilots, Seattle IT has not initiated an integration assessment.

Roadmaps for Larger Rollouts:

The execution roadmap in the AI Plan states, *“Seattle IT will scale from pilot testing toward Citywide use of its first main AI options between 2025 and 2026, navigating the volatility of the AI marketplace with strategic discipline. Governance structures like the Mayor’s IT Subcabinet and centralized review will steer investments, ensuring alignment with community needs and ethical standards. Performance indicators and ROI analyses, including bias audits, user satisfaction, and supportability, will determine success.”* AI priority pilots are guided by high-impact opportunities and City priorities: 1) Enhancing public safety, 2) Streamlining permitting process, 3) Increasing utilities efficiency, 4) Improving government service access, 5) Expanding data analytics availability, 6) Increasing employee productivity, and 7) Improving community support.

These quarterly reports will highlight AI software that is ready for larger enterprise rollout and software currently being evaluated for a potential larger rollout in the future. Ready for larger enterprise rollout means the software completed the official pilot, proof of value, communication, and engagement process.

- **Ready for Larger Enterprise Rollout (Q1-2026):**

- Microsoft Copilot Chat: Copilot Chat is an AI-powered conversational assistant integrated into Microsoft 365, Edge, and Windows, designed to boost productivity by summarizing meetings, drafting content, editing, and searching. It acts as a side-panel assistant that understands context, allowing users to analyze files, generate content, save time on research, and automate tasks. Results from the pilot process are provided below under the lessons learned section.

- **Potential Larger Rollout in the Future (Under Review):**

- AI Governance Tools: Given security trends and briefings in late 2025, Seattle IT observed the need to take a new and layered approach to its Cybersecurity program in 2026. The advent of AI tools and agentic threats has shifted the field and how we can identify, protect, detect, and respond to threats. Seattle IT leadership has identified goals for a layered tools strategy from perimeter and domain traffic patterns, to data activity patterns, to device agents, to identify and access patterns. A new mix will be required to establish visibility, security guardrails, and compliance management for embedded, SaaS (Software as a Service), and native AI applications that currently does not exist. Further, it looks to be a fragmented vendor environment for the foreseeable future, making risks higher. Shadow AI usage and preventing inappropriate usage of AI in the City will be both crucial and difficult.
- NebulaONE (AI platform): nebulaONE is an AI platform and toolbox that uses market-leading models to create custom, secure, and useful AI agents within the City of Seattle Azure cloud environment. Platform allows for rapid prototyping in sandbox and ability to create customized personal AI agents in a low-code environment. IT plans to invest in nebulaONE, a low-code, sandbox environment for rapid AI development and



prototyping that is aligned with our data infrastructure and governance standards.

- Copilot Studio: The plan is to introduce Copilot Studio in production in the second half of 2026 based on approval. This capability extends the existing Citizen Developer paradigm of the Power Platform by allowing staff to create AI-enabled app and Copilots based on the guardrails of low-code strategy building app library and cost models. The solution built in Copilot Studio will go through a structured review and approval process that includes:
 - A mandatory vetting process before deployment
 - Data access and security controls
 - Compliance and responsible-AI safeguards
 - Operational oversight to ensure sustainability and alignment with business needs

Our goal is to empower employees with modern tools while ensuring responsible, transparent, and union-aligned implementation.

AI Pilot Request Process and Mayor’s Information Technology Subcabinet (MITS) AI Workgroup:

The City has established a centralized AI governance process to ensure responsible and effective adoption of AI technologies across departments. When a department identifies an AI solution they want to test, they submit a proposal through a standardized intake form that describes the business problem, anticipated value, and compliance with the City's Responsible AI policies. The AI Request Review Group—a staff-level team of subject matter experts convened by the City AI Officer—conducts rigorous analysis to assess whether AI is the right technical approach, evaluate business justification, check if existing city tools already solve the problem, and identify potential compliance concerns.

Based on their recommendation, the MITS AI Workgroup—comprised of leadership from key departments along with the Mayor’s Office and City Budget Office—will make final go/no-go decisions on whether pilots should proceed. Approved proposals then advance to detailed architecture, security, and privacy reviews before piloting begins. After pilots complete, departments submit a comprehensive evaluation that measures business impact, user experience, technical performance, and responsible AI compliance against citywide objectives, which informs the final decision on whether to scale to full deployment.

Security and Privacy:

[Seattle IT’s AI Policy](#) states, “*City of Seattle AI solutions must be used to solve meaningful challenges and enhance service delivery. At the same time, they must reflect Seattle values through responsible, secure and transparent use. Failures in AI-driven solutions erode public trust in City services and confidence in our staff, often at a greater scale than in traditional technologies. To mitigate these risks, all AI work, systems, and solutions must:*

- 1) *Adhere to established City security, privacy, and responsible use practices and principles.*
- 2) *Assess and control for risks at every stage from procurement to deployment (“go-live”).*
- 3) *Monitor and manage performance and impact throughout the solution’s lifecycle.”*



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The City's Chief Information Security Officer (CISO) ensures all AI solutions have the required controls, monitoring, and incident response, in accordance with the City's IT Security Policy (ITSP) and oversees the security practices of AI solutions.

The City's Chief Privacy Officer (CPO) role and responsibility includes: 1) Ensuring AI solutions are used in accordance with this policy and the City's Privacy Policy; 2) Coordinating review of AI solutions procured through ITD for use by City departments, including coordinating completion of the AI Vendor FactSheet, as detailed in the AI Acquisition & Operation Manual; 3) Overseeing the privacy practices of AI solutions; and 4) Creating and maintaining AI risks and impact criteria and the documentation to support the exception review process for AI solutions.

Additionally, as part of [SMC 14.18](#) ("Surveillance Ordinance"), all new technology acquisitions including all the technologies listed under Appendix A, are listed in the [CTO Quarterly Determination Reports](#). The quarterly report provides a list of all such technology acquisitions, the process followed, and the determinations for each of the technologies reviewed.

Financial Costs of AI Initiatives

For the financial costs reporting in this first quarterly report, we are recapping the 2024 financial strategy, providing an update on AI funding from the most recent budget decision at the end of 2025, and the general cost impact from software and pilots in 2025. Please note that we will include more detailed information about the technologies listed under Appendix A in the 2nd quarterly report. Seattle IT understands the importance of tracking AI financial information closely, knowing vendors will likely push minimal costs at the beginning and then costs ballooning in future years. We are tracking one-time and ongoing financial costs, including operations and maintenance fees, cloud storage fees, and subscription fees.

- **2024 Financial Strategy:** Seattle IT set a strategy for the City in 2024 to not make major AI investments until mid-2025 to mid-2026, as the vendor space and pricing were too early and dynamic. This proved correct as token, hardware, and model pricing have all fallen dramatically. Additionally, contract terms were harder to negotiate as vendors were struggling to respond to privacy and validation requirements for responsible use.
- **2025-2026 AI Innovation Fund (\$400,000):** [Council Bill 121113](#) appropriated \$400,000 in the 2025 Year-End Supplemental for ITD-coordinated pilot projects. These one-time dollars were approved as a matching fund for use on initiatives from departments that would show value to City priorities, overcome burdens on staff, accelerate smart decision-making, and/or improve responsiveness to the community, requiring investment by departments to access the fund. These are to be augmentive and 35% is designed to support core/common AI infrastructure that benefits everyone. Proposals would be submitted to the Mayor's IT Subcabinet (MITS) AI Workgroup for review. Seattle IT was not in a position to execute on these funds in 2025 because the MITS AI Workgroup process was being developed and the first AI Officer for the City of Seattle joined in December 2025. Seattle IT will propose carrying forward the \$400,000 in a special carryforward ordinance in Q2 2026.
- **2026 Council Budget Action SDCI-005-A-1:** \$750,000 was appropriated in the Construction and Inspections Fund for the purchase and on-going subscription for an AI permitting tool. The one-time cost of the tool is \$500,000 and the remainder would be an ongoing \$250,000 cost for subscriptions and integration.



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- **Creation of the Permitting Accountability and Customer Trust (PACT) Program:** \$750,000 was appropriated from the Information Technology Fund for the PACT Program to improve customer trust and service transparency. The investment supports end-to-end case visibility, more complete and accurate service information, performance and survey metrics, expanded language and accessibility features across web, mobile, chat, and virtual agents, and dashboards that show leadership, staff, and the public how the City is performing by case type. AI elements are focused on language support and virtual agents for contact center overflow. The funding also supports unifying the City's constituent relationship management (CRM), mobile app, and performance reporting platforms across departments to improve service and reduce long-term costs through shared implementation. One full-time equivalent (FTE) staff member was approved to support the CRM platform, integrations, and customer-facing service delivery. Together, these investments are intended to create a faster, more transparent, and more user-friendly experience for Seattle residents and businesses.
- **2025 AI Software Testing and Pilots:** Seattle IT and departments have obtained a significant amount of the major pilots on grants and Proof of Concept/Proof of Value projects, so as to minimize City investments until clear value is demonstrated. Investments that the City has made have been small in cost. Some existing systems have rolled out AI features and components that are incorporated into the subscription and licensing fees.
- **2026 AI Software and Pilots:** For the technologies listed in the table under Appendix A, Seattle IT will detail the 2026 financial costs for the approved AI software currently in use and pilot cost estimates in the second quarter AI report.

AI Partnerships

Success through partnerships is one of the four strategic pillars in our City of Seattle 2025-2026 AI Plan. The City's AI plan rests upon these four strategic pillars, providing a foundation for successful long-term use for people and City operations. Partnerships are represented by:

- Collaborating with academia (e.g., University of Washington), nonprofits, and industry to pilot solutions that reflect shared values.
- Engaging the public through educational campaigns, resident-focused tools, and community feedback mechanisms.
- Aligning with other governments to monitor policy impacts and advocate for responsible technology legislation.
- Partnering with our labor partners to ensure proactive engagement and clear communication.

We are collaborating with academia, industry, and communities to gain access to cutting-edge research, expertise and diverse perspectives that shape effective and ethical AI solutions. We are seeking out opportunities to engage the private sector, non-profit, government, and educational communities to enable joint work including:

- Innovation and Performance coordination to ensure collaboration and efforts are focused on City priorities around data analytics, performance metrics, and data objectives.
- Academic Collaborations with the University of Washington (UW) and Seattle University. In January 2026, Seattle IT completed a partnership agreement with the UW that allows us to



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engage with researchers at UW for AI work, establishing a framework through which the City of Seattle and the UW will collaborate on artificial intelligence research, development, technical/professional services, and applied projects on a service order basis. As part of this intergovernmental agreement, Seattle IT has allocated up to \$50,000 for the costs and invoicing requirements for the service order requests with the UW.

- Partnerships across sectors to address data-sharing, infrastructure readiness, and workforce upskilling by offering resources and aligning objectives.
- Industry and university engagement and activation in the form of support for local incubators and accelerators, participation in innovation challenges, partnerships with universities and non-profits, and acquisition of grant-funded projects to supplement City-funded efforts where they align with priorities. City initiatives have included AI House with the State of Washington (pre-AI Plan); constituent language and access support through Gooey.ai with support from the Rockefeller Foundation; an Intergovernmental Agreement with the University of Washington that allows the City to tap the UW for projects, research, and development; hackathons for permitting and customer response with local entrepreneurs and student groups at AI House and AI2; and development of an AI model with the UW Center for Responsibility in AI Systems and Experiences that evaluated State statutes, City ordinances and code, Directors Rules, and guidance for conflicts, gaps, and needs for clarification to accelerate permitting for housing and business.
- Community and non-profit partnerships to accelerate innovation while ensuring focus on public values and digital equity advocacy and build a resilient, inclusive, and empowered community to solve challenges non-profit service organizations face in delivering needed services, including joint work with and support for the GovAI Coalition.

Partnering With Labor:

City leadership has worked closely with labor partners and will continue to be a key ally to ensure that Seattle's AI future strengthens both our workforce and the communities we serve. AI is a tool to augment staff and service levels, not replace people. Efforts to retrain and reposition employees for future-ready roles get us to the service level goals Seattle aspires to. Piloting AI solutions without the input and collaboration of represented employees risks undermining both effectiveness and the trust that sustains successful innovation. The City's labor partners bring a critical understanding of workflows, resident interactions, and the on-the-ground realities that shape implementation. By working together, the City ensures that AI solutions are co-designed to enhance and not disrupt, and that we realize our shared vision of equitable, people-centered, high-performing municipal service.

Our collaborative work with labor was recently demonstrated as part of the Microsoft Copilot Chat outreach plan. We communicated the rollout plan and structured training with our union partners, both Local 17/Coalition and IBEW 77. We will continue to keep our labor partners up to date and informed about AI and Copilot specifically. The conversation themes centered around focusing pilots on AI opportunities that (1) relieve the burdens where employees identify them, (2) allow us to make much better decisions, and (3) enable levels of high responsiveness to staff and community that are not currently possible.

In January, Seattle IT began outlining an AI for Managers learning session focused on leadership oversight and accountability in AI adoption. This work is intended to support managers as departments begin exploring AI-enabled workflows and tools such as Copilot. Early planning focused on ensuring

managers have a shared understanding of the City’s Responsible AI expectations, privacy and public records considerations, and the role of leadership in evaluating appropriate use cases. The session concept also highlights the importance of responsible experimentation through targeted pilots, reinforcing that managers remain accountable for reviewing AI-supported work, protecting sensitive information, and ensuring alignment with City policies and operational standards as AI capabilities continue to evolve.

Regional and National Collaborations:

Seattle IT is in communication with the following government agencies and organizations regarding AI policy, current uses and trends, and regulation to navigate a complex and evolving AI landscape responsibly.

- **Washington State Legislature:** Seattle IT and the Office of Intergovernmental Relations monitored the following AI-related bills by state lawmakers during the 2025-26 legislative session.

Bill Number	Bill Description	Status
HB 2157 & SB 6120	Regulating high-risk artificial intelligence system development, deployment, and use.	Bill did not advance
HB 2667 & SB 6284	AI consumer protections.	Bill did not advance
HB 1622 & SB 5422	Allowing bargaining over matters related to the use of artificial intelligence.	Bill did not advance
HB 2225 & SB 5984	Regulating artificial intelligence companion chatbots.	Passed
HB 1170	Informing users when content is developed or modified by artificial intelligence.	Passed
SB 5956	Addressing artificial intelligence, student discipline, and surveillance in public schools.	Bill did not advance
SB 5886	Concerning personality rights.	Passed

- **Government AI Coalition:** Formed by the City of San Jose, CA, the Government AI Coalition is collaborating with government agencies across the country to develop standards that promote effective, equitable, trustworthy AI systems to better serve our communities. The GovAI Coalition is committed to using AI for social good, ensuring ethical and responsible AI governance, promoting vendor accountability, realizing improved efficiency, and fostering cross-agency collaboration and knowledge sharing. The Coalition is the largest collection of responsible AI partners spanning government, academia, non-profit, and related partners with 900 organizations, giving it the ability to influence industry and policy. As it moves to become a full non-profit organization in 2026, Seattle aims to be supportive.
- **MetroLab Network Generative AI for Local Governments Task Force:** This group is composed of individuals from cities, counties, non-profits, universities, and metropolitan planning organizations from around the country. Seattle’s work on MetroLab’s AI Task Force concluded, the work was published, and the organization has since been absorbed by the Federation of American Scientists (FAS).
- **State of Washington’s AI Community of Practice:** Seattle IT staff are engaged with WaTech’s AI



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Community of Practice, which continues to work to provide guidance for the development, procurement and implementation of AI technologies by Washington state agencies.

- **State of Washington’s Artificial Intelligence Task Force:** In 2024, the Washington State Legislature passed ESSB 5838, establishing an [Artificial Intelligence \(AI\) Task Force](#). Managed by the Attorney General's Office and although the City of Seattle is not a Task Force member, we monitor the reports and meetings.

Public-Private Partnerships:

- **AI House:** In March of 2025, the [AI House](#) was launched through a public-private partnership. A first-in-the-nation AI hub, focused on entrepreneurs, startups, investors, and community leaders building the next era of AI in Seattle. Launched through a partnership between the City of Seattle’s Office of Economic Development (OED), [AI2 Incubator](#), and [Ada Developers Academy](#), this hub provides co-working space, event space, and collaborative tools for founders creating AI-focused companies. The financial cost included a \$210,000 investment from OED to support programmatic needs and \$400,000 from Washington Department of Commerce for real estate. The goal of the partnership is to foster the unique talent and AI potential present in the Seattle area. Data from Greater Seattle Partners shows that Seattle is currently home to more than 400 AI companies, nearly 200 AI startups, and is a top ten location for AI job markets—all of which is contributing to the global AI market potential of up to \$15.7 trillion by 2030, positioning Seattle as an emerging global leader in AI. Through the AI House partnership, as AI projects mature, they can expand into long-term spaces in Downtown Seattle, fueling economic growth and growing the roster of AI companies in Seattle. From March 2025 through December 2025, OED’s support has contributed to:
 - 24 teams recruited to the incubators
 - \$40.6 million raised
 - 119 events were held with 11,153 participants
 - 127 resident experts (talented applied AI research leaders, founders & builders, engineering executives, product and design leaders, and startup executives)
- **Community Innovation Hackathons:** The Community Innovation Hackathon Series is hosted by Seattle’s Innovation and Performance Team in partnership with AI House. It brings together students, entrepreneurs, technologists, City staff, and community to co-create AI-powered solutions to critical City priorities. These hands-on events facilitate rapid design, prototyping, and presentation of data-driven solutions to specific challenges.
 - The first hackathon was on September 11, 2025, and focused on developing AI-powered tools to enhance Seattle’s Youth Connector web application, aiming to improve awareness and access to youth enrichment programs citywide. This event was based on City research, which identified awareness as the primary barrier to youth participation in mental health-supporting activities.
 - The second hackathon was on October 9, 2025, which focused on streamlining permitting processes. We have heard from the community that permits take too long. In response, we have new goals to speed up permitting timelines and to drive that work, the City created the [Permitting Accountability and Customer Trust \(PACT\)](#) team. PACT is designed to improve the speed, predictability, and transparency of permits for housing

and small businesses. The City’s PACT team challenged the hackathon participants to leverage AI and open data in creative ways that will further our goal of making construction permitting simpler, faster, and more transparent for everyone. All of the winning teams focused on ways to predict and illuminate the process of permitting for users as early as possible, to enable them to avoid pitfalls and anticipate delays.

- The third hackathon was on November 6, 2025, and focused on customer service requests. Teams were challenged to use open data and AI tools to prototype ideas that improve the customer service process or experience — to simplify processes, improve teamwork, and focus on what matters most: helping people and delivering better results.

Lessons Learned

The AI Plan provides in detail a structured Proof of Value (PoV) process and performance metrics to determine the return on investment (ROI). The AI Plan states, *“technologies are evaluated through a ‘Proof of Value’ framework that prioritizes City impact, cost, and operational experience over vendor hype and anecdote.”* The City’s AI Proof of Value framework ensures pilots are judged on clear objectives, business value, responsible use, and long-term supportability, not hype-fueled adoption we hear from sales staff. The return on investment analysis measures the benefits of technology to ensure thoughtful adoption will be specific to each pilot and dependent on the features and functions of the solution under consideration. In general, assessing the return on investment for a pilot will include the following performance metrics:

Objective	SMART (Specific, Measurable, Achievable, Relevant, and Time-Bound)
Business Value	By the end of a pilot, 80%+ of pilot users reported that they found business value in using the solution.
Alignment with Business Goals	Confirm that the solution aligns 100% with business goals and City values.
Responsible AI	By the end of the pilot, 100% of pilot users will be educated on the City’s Responsible AI principles.
Success Criteria	Establish a benchmark and record measurable benefits of an AI-supported solution compared to the previous solution/approach.
Accuracy and Reliability	Measure against the acceptable accuracy of output, including bias and hallucination audit results.
User Experience and Feedback	By the end of the pilots, achieve an 80%+ positive rating for overall user experience.
Supportability/Scalability	By the end of the pilots, achieve a “Yes” to supportability and scalability of the piloted solution at the City of Seattle.

The following highlights lessons learned using the proof of value framework evaluation process for technologies that have completed the testing and pilot process:

- CivCheck: This pre-application screening tool for building permits showed an approximate 50% reduction in average days for intake review of permits and 35% reduction in correction cycles per review. 86% of SDCI pilot users reported business value from CivCheck. This is an example of a tailored AI solution to address business problems but requires fine tuning in order to see



significant gains. CivCheck is still currently being evaluated among the AI prescreening tool pilots.

- Microsoft Copilot Chat: The pilot was conducted in 2025 from September to November over two separate waves totaling 500 users. We saw active and robust participation by departments and employees. City employees in the pilot self-reported 83% finding business value from having access to Copilot Chat, 79% had a positive user experience, and they reported an average time savings of 2.5 hours/week per user, showing reduced load and improved responsiveness. Staff found the tool easy to use and results from the pilot indicate the tool would help employees process their work where it may lessen being overwhelmed; help make better decisions; and/or help with responsiveness. Copilot Chat offers immediate business value through time savings, improved communication, and increased productivity, particularly for knowledge workers. While some limitations were noted, such as integration gaps and occasional inaccuracies, the tool was well received and demonstrated strong potential for broader use. This pilot demonstrated a significant desire and opportunity for AI assistants to be force-multipliers in workforce efficiency.
- C3 Pilot: By replacing manual, siloed workflows with AI-driven insights and interactive dashboards, the application reduced collision analysis time and highlighted safety hotspots. However, while the pilot showed exciting results, productionization would require significant effort, configuration, and internal staffing. SDOT is currently evaluating a 3rd party vendor integration and also assessing developing an internal solution that better aligns with our data architecture and governance.
- AI Governance Tools: Seattle IT piloted a tool to provide visibility and compliance monitoring for AI usage across the City of Seattle organization and to track any shadow AI usage. The tool detected 38 out of (at least) 56 shadow AI tools, which validated its value as part of a layered governance model, and is undergoing risk-based evaluation for tooling adoption. Based on the key learning, Seattle IT will implement new firewall configuration rules that will begin blocking unauthorized AI services in the City starting in the second quarter.

From the testing and evaluations conducted in 2025, we learned that proofs of concept developed by external consultants and vendors can be difficult and expensive to integrate into our production environments and to maintain. Examples include the C3 pilots from SPD and SDOT, and the SPU robotic vision project for pipe leakage detection.

Workforce Upskilling and Education

Workforce upskilling is one of the four strategic pillars in the [City of Seattle 2025-2026 AI Plan](#). In summary, we have launched training programs, lunch and learns, and community events to meet the following goals in the AI Plan:

- Launching a comprehensive Citywide AI training program with tiers focused on Fundamentals, Approaches, and Solutions;
- Reskilling staff to navigate ethical AI use and prepare for shifts in roles and responsibilities; and
- Establishing continuous education, cultural change management, and collaboration with unions to support workforce transitions.

Furthermore, the AI Plan states, *“we are working with industry partners to develop an AI skilling*



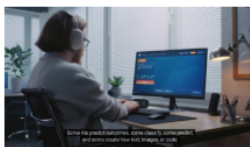
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program centered on *AI Fundamentals, AI Approaches, and AI Solutions*. *AI Fundamentals ensures that everyone—from officials to managers to front-line employees—can distinguish fact from fiction, understand core AI concepts, account for required human decision-making, and speak the general terminology the City will use. This common grounding empowers all City staff to approach new AI opportunities with informed caution, recognize ethical considerations such as bias and privacy, and uphold community trust by knowing how to safeguard sensitive data and ensure equity.* Upskilling staff to develop and support AI solutions includes a three-phased approach:

- Phase 1: Developing Citywide introductory AI overview training in-house.
- Phase 2: Holding upskilling workshops focusing on data science, responsible use, and operational support to develop a detailed training for a deeper dive into issues and next steps to integrate AI into our environment.
- Phase 3: Partnerships with academic and industry institutions to create a curriculum for ITD and other developers.

City Employee AI Training Program: The City of Seattle employee AI Training page went online in 2025 and is accessible by all city employees to explore available AI training resources. Below are screenshots of the training page and the available AI training courses.

^ City of Seattle Training



Responsible AI at the City of Seattle

seattlegov.sharepoint.com

This is an overview of the City of Seattle's approach to responsible AI, highlighting its One Data Strategy, human oversight requirements, workforce training, and commitment to equitable, effective, and transparent AI use in public service.



Understanding AI - A Guide for City of Seattle Staff

seattlegov.sharepoint.com

This guide introduces City of Seattle staff to the fundamentals of AI, emphasizing its potential to improve City services. It outlines key concepts like machine learning, generative AI, and human oversight, while stressing the need for privacy, bias mitigation, and staff training.

^ LinkedIn Learning & Cornerstone Courses

Agentic AI: Building Data-First AI Agents	Foundations of Responsible AI	Responsible AI for Managers	AI Meets Accessibility
Everyday AI Concepts	Artificial Intelligence Foundations: Machine Learning	Programming Foundations: Artificial Intelligence	Introduction to Artificial Intelligence

Upskilling Workshops: Comprehensive AI upskilling effort ensures the entire organization is on the same page—aligned in language, priorities, and process—so the City can responsibly harness AI to serve its residents. The following ongoing upskilling sessions occurred from August 2025 to February 2026, with more planned for 2026:



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- Microsoft Copilot Chat — 2 Sessions (August 18, 2025)
 - Learning in three levels: (1) Foundations, (2) Approaches, and (3) Solutions Building
 - Prompt guidance, data handling, and cross-department readiness
- Microsoft Copilot Chat (October 8, 2025)
 - Two cohort-specific sessions introducing prompt design, applied use cases, and responsible AI practices
 - 110+ participants across departments; aligned with POL-211 and Responsible AI Principles
- ChatGPT Pilot (November 2025-January 2026) - ChatGPT pilot is currently paused.
 - After thorough review, current capabilities of OpenAI ChatGPT and its integration with Microsoft Purview and the Pay-As-You-Go model in Microsoft 365 Government Community Cloud (GCC) do not meet the required compliance standards. On February 10, leadership and key stakeholders agreed to pause the ChatGPT Pilot indefinitely to ensure adherence to Washington State and City of Seattle regulations regarding data handling. All pilot assets (education, governance, communications) will be retained for future use. When the pilot is able to restart, we will reach out to coordinate efforts for finalizing configuration and onboarding pilot users. Seattle IT's Business Solutions Division will continue collaborating with OpenAI and Microsoft to advance capabilities for government customers in Washington State.
- Citywide AI Curriculum— Foundations Track (October 2025 – March 2026)
 - Core modules on Responsible AI, data literacy, and safe tool use.
 - Integrated into onboarding and continuous learning for all employees.
- AI Community of Practice (AI Champs Network)
 - Monthly peer sessions and shared learning channel for applied AI practices and troubleshooting.
- Copilot Chat Lunch-n-Learns (November 2025): Advanced prompting, workflow integration, and live Q&A with vendor specialists.
- AI Safety Awareness — Jefferson Community Center (October 27, 2025): Community event on principles of and safe practices with AI. Target audience included young adults and seniors in the community. This was a free community event. Seattle IT partnered with AI Safety Awareness Project, a non-profit organization we have worked with since early 2025.
- AI for Managers — Responsible Use & Oversight (in progress, rollout in 2026)
 - Practical workshop for supervisors to embed responsible AI practices into team operations.
 - Reinforces leadership accountability and governance maturity.

In summary, the following metrics reflect city employee engagement for the above City Employee AI Training Program and Upskilling Workshops from May 2025 to February 2026, with more planned for 2026:



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- Total AI executive/senior manager upskilling sessions and attendees: 2, 44
- Total upskilling and training sessions: 8
- Total employee participation: 308
- Total AI training employee website views: 1579
- Total training video/presentation views: 699



Appendix A: AI Software and AI Pilots Table

The following department acronyms are used in the following tables and are provided as a reference:

Acronym	Department
CARE	Community Assisted Response & Engagement
Citywide	Multiple Departments
FAS	Finance and Administrative Services
HSD	Human Services Department
I&P	Innovation and Performance
ITD	Information Technology Department
OED	Office of Economic Development
OIG	Office of Inspector General
OLS	Office of Labor Standards
OPA	Office of Police Accountability
OPCD	Office of Planning & Community Development
OSE	Office of Sustainability & Environment
SCL	Seattle City Light
SDCI	Seattle Department of Construction & Inspections
SDOT	Seattle Department of Transportation
SFD	Seattle Fire Department
SHR	Seattle Human Resources
SPD	Seattle Police Department
SPR	Seattle Parks & Recreation
SPU	Seattle Public Utilities

AI Software Table:

Software	Department	Category	Status	Description & Business Case
Textio	OPA, OSE, OIG	Augmented writing	Currently in use	Textio is an augmented writing platform that analyzes drafts and suggests edits to reduce bias and improve clarity and reach. Multiple departments use Textio to help HR and hiring teams craft job postings and candidate communications that align with DEI and RSJI standards.



Derq	SDOT	Business-specific use case	Currently in use	Derq provides a machine learning platform that counts, classifies, and monitors roadway activity, speeds, collisions, and near-miss events. SDOT uses Derq to analyze pedestrian and vehicle behavior, capture short video clips of near misses for engineering review, improve safety analysis, support operational decisions efficiently at scale, and support real-time signal timing adjustments.
Currux	SDOT	Business-specific use case	Currently in use	Currux provides a machine learning platform that counts, classifies, and monitors roadway activity, speeds, collisions, and near-miss events. SDOT uses Currux to analyze pedestrian and vehicle behavior, capture short video clips of near misses for engineering review, improve safety analysis, support operational decisions efficiently at scale, and support real-time signal timing adjustments.
BLTN	SPD	Business-specific use case	Currently in use	BLTN is a CJIS-secure, cloud-based platform for creating and sharing criminal information bulletins with images and videos. It allows detectives to create online bulletins, curated feeds, and facilitates communication between detectives handling related cases by alerting them to the possibility of a connection between their cases. SPD uses BLTN to modernize information sharing, improve investigative collaboration, and help detectives quickly identify related cases across units and partner agencies.
Corti	SPD, CARE, SFD	Call triage	Currently in use	Corti provides AI-powered audio analysis that supports real-time decision-making for medical dispatch and triage. This system has been in place since 2019. It listens to the first 30 seconds of



				911 calls and flags low acuity calls for triage to a nurse line. This is a visual cue only to assist with dispatch decisions.
Esri Support Chatbot	ITD, Citywide	Chatbot	Currently in use	Esri is the City's GIS vendor. The support chatbot helps users diagnose and resolve GIS-related error messages. A small number of city staff use it to reduce time spent troubleshooting, enabling faster resolution of common Esri support issues.
Microsoft Copilot Chat	ITD, Citywide	Chatbot	Currently in use	Microsoft Copilot Chat is a generative AI assistant included with City licenses that supports drafting, summarizing, editing, and file analysis. Staff who participated in the pilot use it as a productivity tool to generate documents, refine presentations, and summarize content quickly. Copilot Chat is approved by IT for Citywide use.
Jasper.ai	SHR, SDOT	Communications; Copy generation	Currently in use	Jasper.ai is a generative content platform that produces customizable copy aligned with brand and voice guidelines. Departments use Jasper to maintain consistent messaging, simplify technical language for public audiences, and support multilingual communication needs.
BlastPoint	SCL	Customer targeting	Currently in use	BlastPoint is a predictive analytics tool that merges utility data with public and proprietary datasets to model customer behavior. Seattle City Light uses it to identify customer propensities, target communications, and improve engagement efficiency and cost-effectiveness.



Placer.ai	SPR, OED, SDOT	Geospatial analysis	Currently in use	Placer.ai uses AI and anonymized mobile location data to estimate visitor counts and analyze foot traffic behavior. Departments use it to understand visitation trends in neighborhoods, support economic forecasting, and plan for facilities, maintenance, and energy needs.
Topaz AI	ITD	Image editing	Currently in use	Topaz Photo AI is an image enhancement tool that reduces noise and sharpens or upscales imagery using AI. The Seattle Channel uses it to improve photo and video asset quality for broadcast and digital content.
Synthesia.ai	ITD, SHR	Learning & Development	Currently in use	Synthesia creates AI-generated videos with avatars using uploaded scripts or documents. Various departments use it to streamline production of training materials without requiring on-camera recordings.
Articulate AI Assistant	ITD, SPD, SPU, SDCI, HSD, SCL	Learning & Development	Currently in use	Articulate's AI Assistant accelerates creation of e-learning content within the Articulate platform. Staff use it to generate, refine, and polish training modules more quickly.
Adobe Captivate	SPU	Learning & Development	Currently in use	Adobe Captivate is an e-learning authoring tool with generative features for text, images, avatars, and transcripts. SPU staff uses it to develop interactive training courses for staff.
Powtoon - Text to Speech converter	SPD	Learning & Development; Text to speech generation	Currently in use	Powtoon is a rapid authoring tool for creating animated training content with built-in text-to-speech. SPD uses it to produce leadership and employee development training videos without separate voiceover software.



Otter.ai	SPD, OPA	Notetaker; Workflow automation	Currently in use	Otter.ai is an AI notetaking and transcription tool. Staff use it to automate transcription of interviews and virtual meetings, reducing manual documentation time.
Qualtrics	SDCI, HSD	Text analysis	Currently in use	Qualtrics provides survey tools with integrated text analysis to measure sentiment and engagement. Departments use it to understand pain points for staff and customers and to analyze feedback more quickly.
OpenGov AI-powered Public Procurement	FAS, Citywide	Workflow automation; Content creation	Currently in use	OpenGov's AI drafting tool uses natural language generation to produce initial scopes of work (SOW). Used to accelerate RFP development and research.
Westlaw Deep Research (Thomson Reuters)	SPD, OPA	Workflow efficiency; Content extraction	Currently in use	Deep Research enhances legal research within Westlaw using generative AI capabilities. SPD and OPA are testing it to search legal documents more efficiently and reduce time spent on complex research tasks.
Axon Fusus	SPD	Object recognition	Currently in use	Fusus is a real-time crime center platform with AI-powered object recognition for non-biometric labels in video (i.e. clothing object or color). This image labeling accelerates searches through video evidence and receive alerts matching investigative criteria.
Figma	SPU, SDOT, various	Workflow efficiency	Currently in use	Figma is a cloud-based design and prototyping tool with AI features such as semantic search, automated UI drafts, and image editing. Departments use it for UI/UX design efficiency and collaborative prototyping.
Grammarly	SHR	Workflow efficiency	Currently in use	Grammarly is an AI-powered writing assistant for grammar, clarity, and style. SHR uses it to improve communication consistency but plans to sunset the tool in 2026.



Chat.D-ID	OLS	Presentation creation; Text to voice generation	Never used	Chat.D-ID generates animated avatars and text-to-speech presentations. OLS considered using it to create presentation content using recorded staff voices for training and communication, but it was never used.
ForceMetrics	SPD	Business-specific use case	Not used yet but will be soon	ForceMetrics provides data linkage and visualizations across public safety data sources. SPD uses it to improve tribal affiliation data, enhance homelessness-related data collection, and support analysis of key programs like Missing and Murdered Indigenous People.
CaseX	SPD	Chatbot	Not used yet but will be soon	CaseX is a chatbot-based crime and incident reporting tool for residents to report low-level crimes. CaseX will replace an existing system and will streamline intake for low-level reports, improve user experience, and route cases accurately without requiring in-person response.
Telestream Stanza	ITD	Transcription & Translation; Workflow efficiency; Accessibility	Not used yet but will be soon	Telestream Stanza provides AI-driven transcription and captioning with editing and timing tools. ITD uses it to support retroactive accessibility work and ensure compliance with FCC and WCAG standards.
BA CoPilot	SCL	Workflow automation	Not used yet but will be soon	BA CoPilot generates business process diagrams and SOPs from text or images. SCL plans to use it to accelerate process documentation and standard operating procedure creation.
AWS Comprehend Medical	SFD	Workflow automation; Content extraction	Not used yet but will be soon	Comprehend Medical extracts medical information from unstructured text. SFD uses it to identify vital signs and treatments from EMS and hospital narratives to streamline clinical information extraction.



Remini AI	ITD	Image editing	Used in the past but not currently	Remini is an AI image-enhancement plugin used for sharpening and improving photo quality. ITD previously used it for Seattle Channel media production before replacing it with Topaz AI.
Fathom AI	SPU (single use by contractor)	Notetaker; Voice-to-text transcription	Used in the past but not currently	Fathom AI transcribes and summarizes virtual meeting content. A contractor with SPU used it to analyze focus group conversations in a contractor-led engagement.
Beautiful.ai	OPCD (single user)	Presentation creation	Used in the past but not currently	Beautiful.ai generates presentation slides from prompts. A staff member used it to quickly produce visually appealing presentations, but it is no longer used by staff.
Axon ALPR (Automated License Plate Reader)	SPD	Object recognition	Used in the past but not currently	Axon ALPR uses computer vision to capture license plates and vehicle characteristics from patrol vehicle cameras. SPD uses it to automatically identify vehicles linked to warrants, missing persons, or investigations. ALPR was recently turned off.
Amazon Q (ASQ SQD)	SPD	Chatbot	Used in the past but not currently	Amazon Q for Business is a chatbot that provides access to public and internal job aids. SPD explored it as a solution for a low-risk generative AI assistant for general business tasks. However, it did not meet the needs of the business, and the team is exploring Claude as an alternative.
AiDash	SCL	Business-specific use case	Used in the past but not currently	AiDash uses satellite imagery and AI to analyze vegetation management needs for utilities. Seattle City Light used it in the past to assess vegetative clearances, tree health, and buffer compliance around transmission systems.
WellSaid Labs	SPD	Learning & Development;	Used in the past	WellSaid uses AI voice avatars to produce voiceover audio from



		Video generation; Text to voice generation	but not currently	scripts. SPD previously used it to create instructional eLearning content.
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AI Pilots Table:

Technology/Pilot Name	Department	Pilot Status	Decision (after pilot completion)	Summary/Description
Archistar	SDCI	Executing		Archistar reviews architectural and engineering plans against zoning, land use, and building codes to help applicants identify compliance issues. SDCI is piloting it for similar reasons as CivCheck—to improve completeness and quality of submissions and reduce review cycle times. Archistar is building out the PoC and testing will begin pending SDCI prioritization.
Permit Application Navigator (PAN) Copilot project	SDOT	About to begin		PAN is a Copilot Studio–based chatbot that guides applicants through SDOT permitting processes, translating project details into correct permit pathways. SDOT is pursuing it to reduce confusion caused by the multi-agency permitting environment and high customer support volume. The team is currently building out the chatbot.
ChatGPT	ITD	Cancelled		ChatGPT is a generative AI chatbot used for workplace productivity tasks. Seattle IT determined public records and compliance risks were too high at the time, leading to cancellation of the pilot. The City may reconsider once required security capabilities exist.



ThriveBot	ITD	Cancelled		ThriveBot was an external-facing conversational assistant intended to help residents access information about services, benefits, and activities, built as part of the Copilot Studio pilot. Key outcomes indicate that while the bot itself did not produce a usable external product, the work demonstrated the potential and limitations of Copilot Studio for future City use.
UW-MSFT Customer Service Bot	ITD	Cancelled		This pilot aimed to build a multilingual AI chatbot to help residents find answers to common City questions.
UW-MSFT Business Assistance Bot	ITD	Cancelled		This pilot sought to create an AI assistant to help businesses navigate City licensing, permitting, and support services in multiple languages.
Microsoft Copilot Chat	ITD	Completed	City-wide deployment	Copilot Chat provides AI-powered support for drafting, summarizing, coding assistance, and content analysis across Microsoft 365. Seattle IT piloted it to improve productivity and streamline communication. Key learnings: users experienced significant time savings, better communication, and strong value despite occasional inaccuracies. The tool demonstrated strong potential for broader use.
Microsoft Copilot Studio	ITD	Completed	City-wide deployment	Copilot Studio enables low-code creation of chatbots and conversational agents. IT tested it to empower citywide teams to build internal AI tools. Key learnings: it performed well for internal use cases, offered strong integration with Microsoft tools, and showed potential for scalable deployment. Technology not yet



				suitable for external-facing chatbots due to technical limitations, but there is a roadmap to address these issues.
CivCheck	I&P, SDCI	Completed	Pending	CivCheck is an AI-assisted pre-screening tool that helps applicants submit complete, review-ready permit applications. SDCI tested CivCheck because many applications arrive incomplete, driving low first-pass approval rates and lengthy correction cycles.
AI for SPU Workplace Efficiency - HR Chatbot	SPU	Completed	Scale to production. Currently waiting on Copilot Studio rollout.	This PoC compared chatbots built in Copilot Studio and Leena AI to answer HR questions using SPU's documented policies and procedures. SPU pursued this to help employees find information without searching multiple repositories. Following the PoC, a decision was made to go with the CoPilot Studio version.
Gooey.AI SeaMore Voice Bot - Proof of Concept	ITD	Completed	Sunset	SeaMore was a voice-based AI assistant designed to provide rapid answers to common resident questions and reduce contact center call volume. The City tested it to explore a modern, centralized entry point for resident inquiries. Key learnings showed the platform was easy to use but had mixed translation performance; a later full pilot would have tested business value and call-volume impact.
CaseGuard	SPD	Completed	Sunset	CaseGuard uses AI to identify and redact sensitive information—such as faces, license plates, and computer screens—from body-worn video. SPD piloted it to support public disclosure reviews but found the



				system did not meet pilot requirements.
C3 Pilot for near miss analysis	SDOT	Completed	Sunset	This PoC used C3 AI's Safety Analysis platform to unify collision, speed, and roadway data and identify high-collision intersections. SDOT tested it to support Vision Zero efforts. Key learnings showed significant time savings in some areas, but also revealed that scaling the solution would require significant cost, configuration, and internal staffing. SDOT is now considering other vendors or internal solutions.
C3 Pilot for SPD Workforce efficiency	SPD	Completed	Sunset - explore alternate solutions (Claude)	This PoC evaluated natural-language querying and analytics for SPD's policy, law, and structured datasets. SPD pursued it to improve efficiency in answering internal client questions. Key outcomes showed the tool had low risk but also low reward, struggled with structured queries, and produced limited value, leading SPD to explore alternatives like Claude.
UW-MSFT Policy Review Engine	ITD	Executing		<p>This project used a Retrieval-Augmented Generation (RAG) based model to analyze Washington State statutes, City ordinances, rules, and fees to identify contradictions, overlaps, and opportunities to streamline policy. ITD and SDCI collaborated with UW to build this PoC with the expected outcome of producing a prioritized roadmap of recommended policy updates, as reusable methodologies.</p> <p>UW team has produced prototype and the next step is to work with SDCI on evaluation.</p>



SPU Drainage & Wastewater (DWW) Pipe Data Quality Control	SPU	Executing		This PoC evaluates machine-learning and generative-AI-derived metrics for improving DWW pipe inspection data quality. SPU is testing whether AI-enhanced dashboards can support more accurate risk assessments and better business decisions. PoC results are pending and readout is expected in April.
Zendesk Chatbot	SDCI	Executing		The Zendesk AI chatbot supports automated ticket intake and routing within the existing customer service platform. SDCI is piloting it to reduce misrouted tickets, surface self-help resources, and improve customer experience. The pilot will begin in April.
Microsoft M365 Copilot	ITD	Paused	Paused due to security concerns.	M365 Copilot integrates AI into Microsoft applications to enhance workflows and recommendations. The pilot was never started due to security concerns.
Knit.it	ITD	Review		Knit.ai analyzes support tickets to evaluate vendor performance, enabling organizations to track service levels and identify underperforming contracts.
Waypoint Transit	SDOT	Review		Waypoint Transit offers AI-powered tools designed to streamline city planning and traffic analysis for planners. Their platform integrates various data sources, such as crash reports, GIS layers, and transit feeds, into a unified system, enabling efficient geospatial analysis, corridor studies, safety audits, and multimodal transportation planning. Waypoint also supports Vision Zero initiatives, tailoring workflows to meet the



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				unique needs of municipalities and planning firms.
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Appendix B: Council SLI ITD-010S-A



2026 STATEMENT OF LEGISLATIVE INTENT

V2

ITD-010S-A

Request that Seattle IT provide a series of reports on the City’s investments in, and uses of, Artificial Intelligence

SPONSORS

Alexis Mercedes Rinck, Rob Saka, Mark Solomon, Robert Kettle, Sara Nelson

CENTRAL STAFF SUMMARY

This Statement of Legislative Intent (SLI) requests that Seattle Information Technology (Seattle IT) provide a series of reports on the usage of Artificial Intelligence (AI) across City departments, including pilot projects, integrations into existing technologies, and roadmaps for larger rollouts or distribution. The reports should also detail the financial costs for each of the AI initiatives (one-time and ongoing), any plans for partnerships, and significant lessons learned from prior testing and pilot projects.

The City has taken a deliberative approach to testing AI products over the past couple of years, and in 2024, Seattle IT established a strategy for the City to delay any major AI investments until late 2025 or early 2026. At this time, the majority of the AI initiatives have been cost-free or relatively inexpensive, resulting in the City having almost no ongoing AI liabilities.

Earlier this year, the City released its 2025–2026 AI Plan, which provides a guide for transitioning from an AI exploration phase into the strategic implementation of AI technologies. The Mayor has also established an IT Subcabinet AI Workgroup to steer AI investments, which is intended to ensure that proposed investments are aligned with priorities set by the Mayor and the Council, meet security and privacy requirements, and produce value through improved service delivery.

The Council requests that Seattle IT submit quarterly AI reports to the Council committee with oversight of Information Technology. Seattle IT should work with the chair of the committee to determine whether the reports should be submitted as written reports or should be presentations to the committee.

Responsible Council Committee(s): Parks, Public Utilities & Technology

DUE DATE: April 1, 2026