Artificial Intelligence for City Impact



City of Seattle
Information Technology Department

AI and Data Science Allow *and Require* Us to…



Solve Problems at Scale & Speed



Reinvent Our Processes & Organization



Be Responsible & Keep Trust

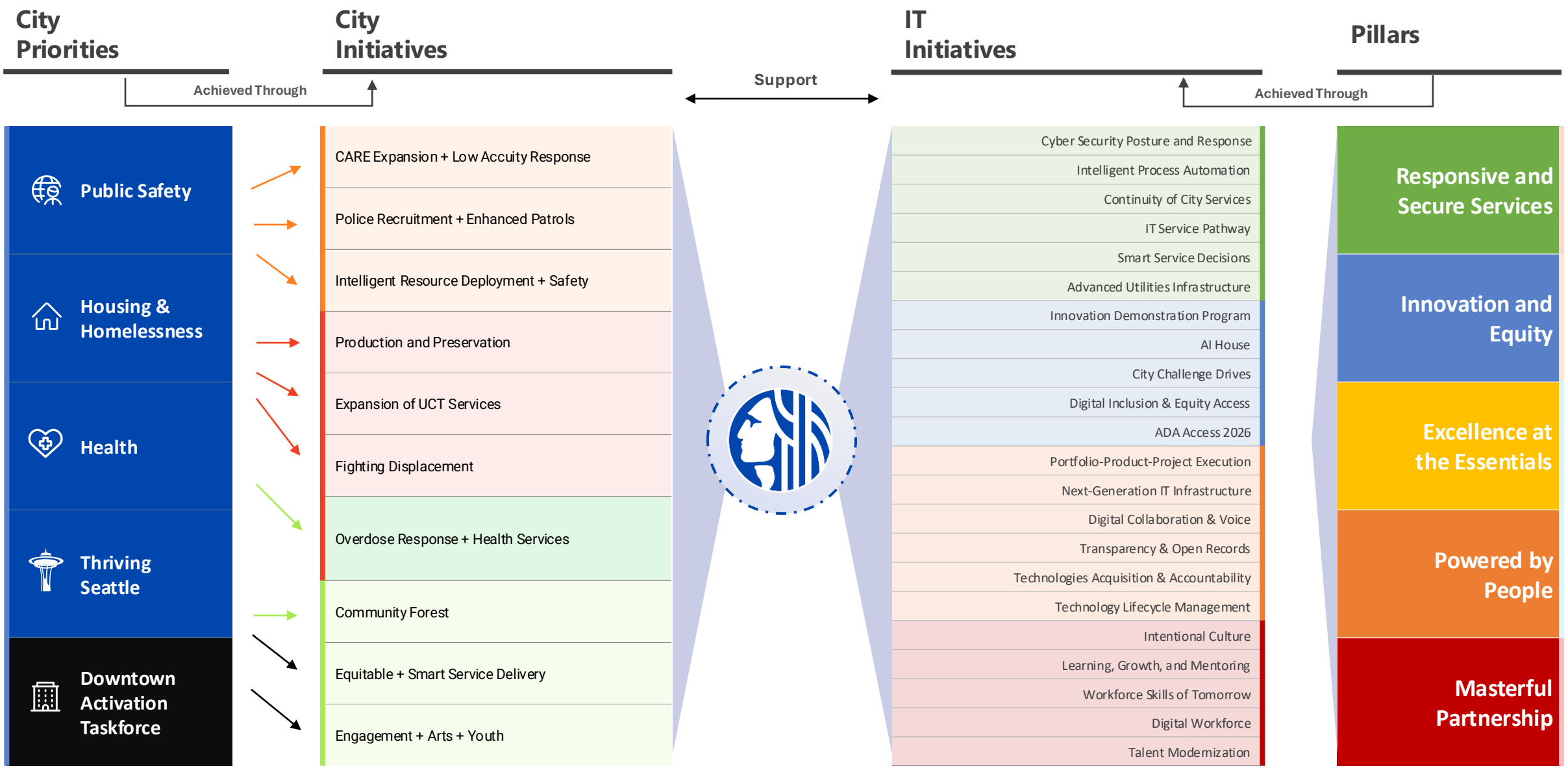


Partner Across Sectors

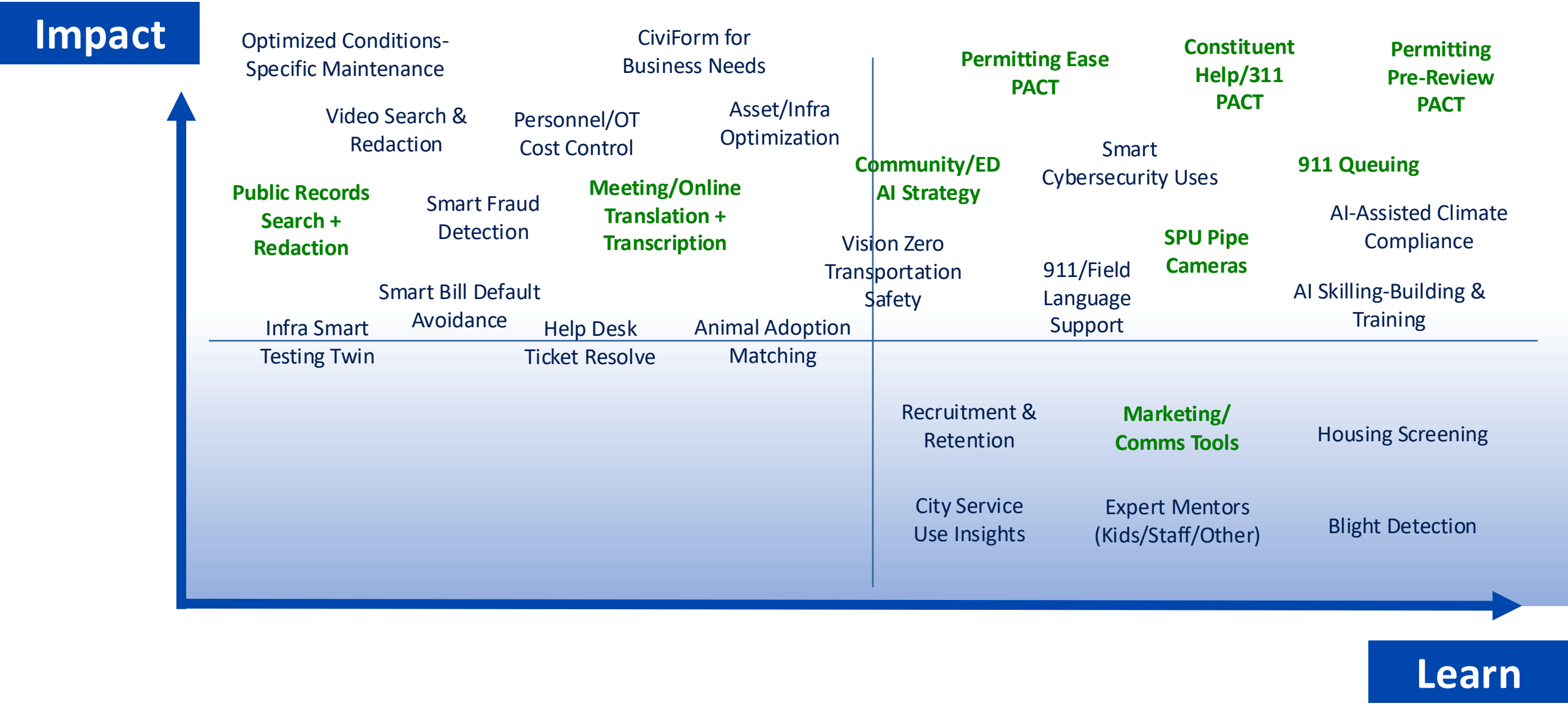


Bring Along Our People & Communities

Enable the City of Seattle's Priorities



AI Impact & Opportunity Roadmap



Strong Focus. Creating Outcomes.

01. Foundations

- Set guiding principles and update AI policy to target enabling AI to solve problems, ensure responsible use, and feed partnerships.
- Unify data approach with One Seattle Data Strategy.
- Create education programs that aligns organization on Fundamentals, Approaches, and Solution Building for the success of AI for Seattle.
- Engage the Private Sector, Non-Profit, Government, and Educational communities to enable joint work.
- Connect AI solutions to impact on work processes and jobs, to long-term economic and policy considerations.

02. Priorities

- Use AI, apply Responsible Use Frameworks, and map organization and community impacts.
- Create an initiative onboarding process to see and prioritize efforts. Build City's Intake, Review, Learn, and Operationalization Model.
- Support AI startups and accelerators.
- Mid-2024-Mid-2025 = Small bets on many options to learn. Refine strategy and approach to vendors and technology architecture. Bet on 1-2 shifts in industry model approaches and pricing.
- Mid-2025-Mid-2026 = Set City's AI Technology Architecture and procure for main vendors.

03. Works

- Replaced City AI Policy with new. Policy treated as model at January US Conference of Mayors meeting.
- Created Data Enablement Division in IT to directly staff and support Data Administration, Analytics, Science.
- 38 pilots completed or active. Moved from organic to strategic.
- Served on Federal, State, and Local collaboratives. Feedback on 18 bills.
- Initial AI Pilot and Value Program in place. Iterating.
- Creating AI education program with materials in draft.
- Ready for labor partner discussions.
- Innovation Demonstration and Procurement Policy in Draft.

04. Impacts

- Results from work with Bloomberg Philanthropies/What Works Cities, DHS, Microsoft, C3, Gooey.ai and Rockerfeller Center, CivCheck, Center for Digital Gov, GovAI Coalition, MetroLab, et al
- Pricing and technical shifts occurred as predicted. AI malware products.
- Partnered to see AI2 AI House and Plug and Play accelerators launch.
- Shifts from <$50K efforts to >$100K and sponsored efforts.
- Led local government voice on DHS AI Safety and Security Board for playbooks and Framework.
- Governor's AI Coalition Data Governance Subcommittee draft data sharing template.

Current Challenge: Improving Permitting



Legacy Inefficiencies

Use AI to review codes and policies, identify outdated and redundant requirements that consume unnecessary resources, and streamline policies, ordinances, fees, and language to free capacity and accelerate process times.



Pre-Submittal Check Models

AI-based pre-checks that assess approval likelihood and suggest improvements to boost success rates.
Designed to accelerate and improve first-time approval using City code, ordinances, and best practices– from months to weeks.



Smart Inquiry

AI-powered chatbot that answers complex permitting and code questions in plain language.
Built on City code, ordinances, and trained human-reviewed responses.



Friendly Experience

Modern forms that support the City's primary languages, validate entries to reduce submittal errors, and offer smart, easy-to-follow guidance.
Includes basic cost estimators. Designed to be user-centered and intuitive.



Elevated Interaction

Quick, multilingual markup exchanges between staff and submitters. Verify calculations and determinations when needed.
Includes advanced fee estimators for more complex scenarios.

Example Resources...

- City of Seattle AI Policy
- GovAI Coalition
- GovTech Center for Public Sector AI
- MetroLab Resources
- DHS Playbook for Public Sector Gen AI Deployments
- DHS AI Safety and Security Guidelines for Critical Infrastructure
- DHS Roles and Responsibilities Framework for Artificial Intelligence in Critical Infrastructure



One Seattle

City of Seattle: Responsible AI Principles

- Innovation and Sustainability
- Transparency and Accountability
- Validity and Reliability
- Bias and Harm Reduction and Fairness
- Privacy Enhancing
- Explainability and Interpretability
- Security and Resiliency

Responsible Artificial Intelligence (AI) Program - Tech | seattle.gov

One Seattle: Mission and Vision Statements

Seattle IT Mission

Seattle IT puts powerful information and tools in the hands of people to unleash brilliance in service to our community.

AI Vision

Seattle's history of innovation drives us to lead in the use of AI, to create opportunities, remove barriers, improve service delivery, and enhance lives equitably and responsibly.

AI Strategic Plan: Phased Approach



1 Establish Direction

- Develop and communicate Vision, Mission and Principles
- Start Proof of Value/Pilots
- Identify Enterprise Solution requirements
- Identify internal training and resource requirements to support initiatives

2 Engage & Learn

- Establish Citywide AI Governance to identify and focus on desired goals and solutions
- Grow pilot program and establish success criteria
- Gather community input and share City AI direction
- Identify infrastructure needs to support AI solutions

3 Operationalize

- Select enterprise and departmental solutions based on pilot experiences and successes
- Establish model for new technology identification and adoption
- Adopt a results-based approach to standardizing platforms and solutions

City Direction



Current State

Goal State

Direction and Resources



AI Toolkit

- AI Contract Terms
- City's AI Policy
- AI Meeting Tools Guideline
- Pilot Request Process



Data Management and Records

- Public records request guidance
- State guidance on records retention



AI Skill-building

- Education/training
- Roadshows



Community Engagement

- AI literacy
- Responsible AI Program introduction