MEMORANDUM

LEGISLATIVE REFERENCE BUREAU

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To: Ald. Scott Spiker

From: Alex Highley, Legislative & Fiscal Services Specialist

Date: October 7, 2025

Subject: Municipalities Using Artificial Intelligence in Operational Processes

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The following memo is in response to your request for information on examples of how peer municipalities are incorporating artificial intelligence (AI) into their operational processes. Cities use AI technology to enhance a variety of municipal services and programs. Please let me know if would like more information covering a particular subject area.

Austin, TX

In 2022, developers in Austin waited an average of 345 days in order to receive a permit to build residential housing.[i] Last year, the City of Austin's Development Services Department announced plans to deploy Archistar software to partially automate review of residential building plans. Under this process, AI technology performs an initial review of documents submitted for new residential construction before staff members then conduct a secondary review. Incorporating AI is intended to speed up a slow, repetitive, multi-step permitting process by allowing reviewers to focus their energy on reviewing only specialized aspects of pending plans.

Boston, MA

Last year, the City of Boston began a partnership with Google's Project Green Light to optimize traffic signal timing and improve traffic flow in highly congested areas.[ii] Through this system, AI technology models traffic patterns and create signal-timing recommendations aimed at improving traffic flow and reducing emissions. The Boston Transportation Department's traffic engineers assess the AI's recommendations for safety, feasibility and effectiveness and subsequently implement appropriate recommendations. Once engineers implement a change, Project Green Light then measures new traffic patterns and further recommends any additional modifications.

Dallas, TX

In 2026, the City of Dallas will attach 100 AI-powered cameras to sanitation trucks to assist code enforcement by looking for nuisances such as high weeds, illegal dumping and graffiti.[iii] In rolling out this technology, which assigns each violation a "blight score" to help staff prioritize cases, the City hopes to more proactively catch violators and deploy City resources. During a four-day pilot, the cameras flagged over 3,000 violations with 95% accuracy. In addition to the cameras identifying problems, staff reviews each violation to ensure accuracy.

Kansas City, MO
In July 2025, the City of Kansas City announced it will partner with Bloomberg Philanthropies in order to analyze 311 data challenges.[iv] Under this program, the City will collect information to more quickly respond to 311 requests and provide prompt service to residents.

Los Angeles, CA
In 2024, the Los Angeles County Metropolitan Transportation Authority piloted deployment of AI-powered software at Union Station to identify passengers with hidden weapons and ensure they are prevented from boarding.[v] In February 2025, the agency's board of directors approved plans to expand the pilot program for a year.[vi] Along with providing archway screening at busy transit stations, the transit authority uses the Evolv Technology scanners to pinpoint where riders could possibly be carrying weapons. According to the chair of the LA County Board Janice Hahn, early evidence shows that the system has already deterred people from bringing guns and knives onto the Metro.

In testing, security officers' service weapons were detected with 100% accuracy each time, but the system produced 36% false positives. People flagged by the system are subject to searches by security officers, which last 10-15 seconds.

Following the January 2025 fires that destroyed 16,000 homes, buildings, and businesses in Los Angeles, the City and County began deploying a new AI tool to expedite the building permit approval process. E-check software Archistar expedites permit reviews by allowing property owners to pre-check their submissions to ensure compliance and prevent delays.[vii] This technology operates computer vision, machine learning and automated rulesets to instantly check proposed designs against local zoning and building codes during the assessment process.

Miami, FL
The City of Miami partnered with waste metering provider Compology to pilot a program of monitoring dumpsters at several sites from October to December 2021.[viii] By placing cameras in 40 dumpsters around government buildings, officials measured how often dumpsters were filling and could view the contents of discarded items. The program allowed officials to identify objects that did not belong in dumpsters and would notify building managers to remove them in order to promote recycling. The AI technology deployed in this project was trained on over 100 million data points such as the fullness of the dumpster, contents, and how often service is needed.

Olympia, WA
As of August 2025, the City of Olympia is considering using recommendations produced by AI to make "priority-based budgeting" decisions.[ix] In contracting with Tyler Technologies, the AI software collected data on the City's budget and generated suggestions for cutting costs and generating revenue. After organizing and scoring programs based on different variables, the analysis found that the City runs over 30 programs considered costly and low-impact, while offering suggestions for cost recoveries and grant funding. Although the AI system generated ways to save over $19 million, the City has yet to fully review the AI's report for errors or to make decisions based on the result of its findings.

Phoenix, AZ
The Phoenix Police Department is deploying an AI-powered call triage system for the Department's non-emergency line.[x] After being greeted by an AI system that can speak 36 languages, callers are asked the purpose of the call, and then transferred to various Police Department and community resources, including live dispatchers.

After completing a pilot program in 2023, the City of Phoenix implemented automated defect recognition (ADR) technology for its sewer assessment work. Deploying this AI software helps to save time and money by using deep learning to review CCTV inspection videos to identify potential defects in sewer pipes. So far, implementing AI in sewer assessments has enabled the City to optimize rehabilitation planning by providing accurate data on the condition of sewer pipes, and has also streamlined the data management process.

Pittsburgh, PA
Since 2012 the City of Pittsburgh has deployed the Scalable Urban Traffic Control (Surtrac) system's "smart" traffic signals, which use AI technology to control traffic lights in real time.[xi] Through this system, each light builds a traffic plan by gathering data on approaching traffic. It also aggregates traffic into groups and maps positions relative to other groups, enabling Surtrac to predict the size of traffic clusters and the timing for clusters to arrive at lights and clear intersections. Each light communicates the data it gathers to neighboring lights, allowing the system to build long-term plans and to adapt sequencing to minimize congestion.

Raleigh, NC
With the population of Raleigh growing, the City of Raleigh submits traffic video to the AI platform NVIDIA DeepStream to help manage street congestion and safety.[xii] After collecting information generated by hundreds of traffic cameras, this technology quantifies the number of vehicles entering and exiting intersections and creates a real time visualization for engineers to analyze, and for traffic crews and vendors to reprogram traffic lights.

Seattle, WA
A collaboration with the City of Seattle, AI startup CivCheck aims to streamline the building permitting process by cutting housing review cycles by at least 50%.[xiii] By uploading permitting plans to the AI software, the City can use the technology to identify unclear processes and complex regulations, pre-screen applications for completeness and compliance to help applicants fix errors before formal review, and summarize frequently misunderstood rules for new users.

Additionally, the City of Seattle is working with C3.ai, Microsoft and the Department of Transportation to analyze near-miss incidents on roadways to reduce accidents and fatalities and to identify dangerous streets.[xiv]

Twin Cities, MN
Multiple police agencies in the Twin Cities are deploying Draft One, which is a generative AI tool that produces police reports by transcribing the audio produced from body-worn camera footage.[xv] Subsequently, officers are required to review draft reports and contribute additional information. The use of the tool is intended to improve response times and save money on personnel costs by decreasing the amount of paperwork officers fill out manually.

Please let me know if you would like additional information.

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