



# DOA- Office of Innovation Fall/Winter 2025 Report

## Finance & Personnel Committee

# Innovation Office - Success Defined

- Utilize data and facilitate collaboration and experimentation to identify and implement new inventive ways of delivering services
- Help build and systematize citywide processes changes and the use of technology for promoting improvement and driving cost-saving changes within departments
- Enable the City to attain fiscal stability while ensuring vital services are efficiently provided to enable residents and businesses to thrive & enhance the work experience of our employees

# Innovation Office Operations

**I.O. strategy is to create an environment for experimentation & continuous improvement, learning & growth**

**We assist City Depts & projects through: Ideation, Consulting, Implementation/Execution**

**Idea generation comes through:**

- Dept inventory survey of innovation ideas & projects
- EY Study
- Intergovernmental exploration & discussion
- Project ideas generated by City leadership

# 2025 Innovation Policy/Service Highlights

Legislation Passed: Wisconsin Center District revised PILOT agreement; Chapter 98 conduit system revision; Medicare Advantage plan; Licensing reform for non-consensual towing companies; Wauwatosa workforce tracker software licensing agreement; Habitual Parking Violator ordinance; Municipal Court non-traffic deposit schedule revisions; DPW Special Event fee revisions; Police lateral bonus

Internal Operations: GovAI enterprise AI/LLM chatbot; Exploration of AI voice system for potential pilot; FPC-MPD police recruitment marketing strategy; Data Advancement Working Group & Police Recruitment & Retention Working Group

External Projects/Policy: Non-consensual towing admin fee adjustment; DPW outstanding communication firm receivables collections; motor vehicles registration fee adjustment

# 2025 Innovation Office Summary

✓ 9 legislative matters approved since spring

✓ Assortment of admin changes & budgetary inclusions passed

□ Net result:

➤ Adding over \$6.1m in new revenue &/or other net savings

➤ Changes to enhance our recovery and collection of receivables & outstanding debts

➤ Established pathway for inclusion of AI tech for future City efficiencies/improvements

➤ Meeting police MOE for 2025



# Projects in the Works

- Enterprise-wide Telecom Audit
- Accounts & Outstanding Receivables Working Group
- FPC multifaced police recruitment strategy though consultant Safeguard
- Midtown – mixed-use project involving MPL and Election Commission
- Countywide review of assessment services w/ Wisc. Policy Forum
- Camp RISE program review
- External partnerships with corporate/non-profit/academia world
- MKE YouthForce
- Employee home down payment assistance program

# Future Targeted Projects



- **SLCIP policy**
- **OPEB health policy**
- **Employee engagement survey**
- **MFD non-resident Motor Vehicle Accident Cleanup Fee**
- **ITMD fiber usage cost recovery**
- **Revision to City AI policy**
- **County-City discussions on CAD & employee health clinics, etc.**

# Internal AI Chatbot

## **Civia GovAI Pilot**

- Enterprise AI/LLM tool w/ integrated compliance and safety layers into the solution and searches contextualized w/ local government users and applications in mind
- No data access required & no retention.
- Folios with security features and ability to track use

**2026 – phased rollout w/ training, comms, feedback loops**

**GovAI has the ability to upload and create function-specific Custom Assistants that can reference source material for City or department-specific agentic workflows.** Some Examples:

- A Milwaukee City Ordinance Assistant which can help City Staff answer questions on internal policies/ordinances
- A Contract Review Assistant that understands the context of City Contract terms/requirements and can assist legal teams with initial reviews of agreements

# External AI Technology Pilot



**BREWSTER**  
AI VOICE/CHATBOT  
CITY OF MILWAUKEE

## UCC- City Hall Operator - AI IVR Voice System (Voice Assistant) - Plus

- IVR being explored for fronting 286-City by integration of city website & databases to provide answers for key resident questions
- Includes integration into City systems for service ticketing & redirecting calls, and ability to generate SMS follow-up with residents
- Supplementary multi-channel text (SMS) & email systems to assist residents with info and service requests (coordinating three systems)
- Remedy for overnight & weekend CHO 286-City challenge
- Multi-lingual function will provide interaction for Spanish speakers

# The End

**Questions? Thoughts?**

**Set up a visit with us?**

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“More is lost by indecision than wrong decision. Indecision is the thief of opportunity. It will rob you blind.”

- Cicero

