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

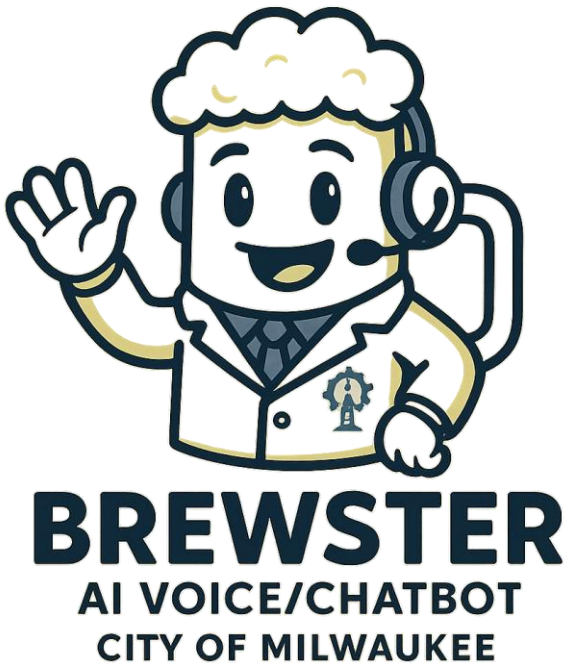
- Enterprise AI/LLM tool w/ integrated compliance and safety layers into the solution and searches contextualized w/ local government users and applications in mind
- No data access required & no retention.
- Folios with security features and ability to track use

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



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?

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