

From: ["Levitt, Karen" <karen.levitt@vancouver.ca>](mailto:karen.levitt@vancouver.ca)
To: ["Direct to Mayor and Council"](#)
Date: 3/10/2025 3:32:42 PM
Subject: Pilot Public Chatbot - Slight Delay

Dear Mayor and Council,

This is to let you know that the public chatbot launch is being delayed to end of day Wednesday March 12, to allow for some final efforts that will significantly improve the quality of responses provided to the public. It is noted that as the information bulletin shared publicly last Friday only referenced this week for the launch (not a specific day and time), no update to public communications is needed.

Thanks,

Karen

Karen Levitt, Deputy City Manager
karen.levitt@vancouver.ca

The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the x m k y m/Musqueam, S wx\u817 _wú7mesh/Squamish and s lilw ta /Tsleil-Waututh nations

From: Levitt, Karen
Sent: Thursday, March 6, 2025 3:29 PM
To: Direct to Mayor and Council
Cc:
Subject: Pilot Public Chatbot and Internal ServiceNow Chatbot

Dear Mayor and Council,

I'm pleased to share with you some exciting news about advances in our public and internal information support services. On Monday, March 10, we are launching two new artificial intelligence (AI) self-service tools – a public chatbot being piloted on vancouver.ca, as well as an internal chatbot to help staff 24/7 on the ServiceNow Service Portal.

The public chatbot accessed from vancouver.ca has more than 150 pre-vetted responses to the questions most frequently asked of 3-1-1 agents. Available on a few pages at first, this self-serve tool helps people find answers and information through our website from 4:30 pm to 8:30 am when 3-1-1's live chat service has ended for the day.

This follows the Mayor's Budget Task Force recommendations to optimize operational efficiencies. AI tools, like the chatbots, offer exciting possibilities for improving efficiency, customer engagement, and decision-making. These are support tools for our staff, to offset workload pressure on our teams and simplify routine tasks.

We will be issuing the following Information Bulletin separately, and we are informing teams in 3-1-1 and ServiceDesk. City staff will also have an

opportunity to read about these services on Currents. We will be sharing this in our social media channels as well, and Maria will share the links once they are live.

As part of the City's commitment to responsible AI adoption, this initiative aligns with the Ethical and Responsible Standards set forth by the Government of Canada. The City's AI Advisory Committee (AIAC) oversees the use of AI technologies within the City, with representation from Risk, Equity, Privacy, Legal, Indigenous Relations, Finance, Human Resources and Technology Services.

Technology Services is continuing to monitor the roll-out and welcomes feedback to help shape how we are using AI tools to further improve our processes.

Thanks,

Karen

////////////////////////////////////

New AI chatbot improves access to City information and support

The City of Vancouver is launching a new AI-powered chatbot on Monday, March 10 to assist the public after hours in finding information and answers to common questions.

Visitors to the vancouver.ca website will initially find this self-serve tool on select webpages of vancouver.ca. A full rollout across the website will happen over the coming months.

Residents requiring additional help can continue to access 3-1-1 agents via live chat from 9 am to 4 pm Monday to Friday or by phone from 7 am to 7pm Monday to Friday, and 8 am to 5 pm on weekends and holidays. The chatbot will be available daily from 4:30 pm to 8:30 am, providing immediate assistance when live chat support is unavailable.

How to use the City's chatbot:

Users can easily start a conversation by clicking on the chatbot icon at the bottom right of the webpage. The chatbot can help with:

- Answering frequently asked questions
- Directing users to relevant pages on vancouver.ca

The City encourages users to provide feedback through a short survey at the end of their AI chat. This valuable input will help improve tool's functionality and user experience.

The City's AI Advisory Committee (AIAC) oversees the use of AI technologies within the City, with representation from Risk, Equity, Privacy, Legal, Indigenous Relations, Finance, Human Resources and Technology Services. As part of the City's commitment to responsible AI adoption, this initiative aligns with the Ethical and Responsible Standards set forth by the Government of Canada.

Exploring the adoption of artificial intelligence aligns with one of [Council's Strategic Priorities](#) of Good Government. Through implementation of AI technology, the City can enhance service delivery and explore innovative solutions to meet the needs of residents, businesses and visitors.

-30-

Media contact:

Civic Engagement and Communications

media@vancouver.ca

Karen Levitt, Deputy City Manager
karen.levitt@vancouver.ca

The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the x m k y m/Musqueam, S wx\u817_wu7mesh/Squamish and s lilw ta /Tsleil-Waututh nations