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To: ["Direct to Mayor and Council"](#)  
Date: 3/6/2025 4:28:46 PM  
Subject: Pilot Public Chatbot and Internal ServiceNow Chatbot

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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](http://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](http://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

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City of Vancouver

Information Bulletin

March 7, 2025

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](https://vancouver.ca) website will initially find this self-serve tool on select webpages of [vancouver.ca](https://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](https://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.

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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.

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