



# CITY OF CHULA VISTA

## Empowering Cities and their Residents with GenAI

### OVERVIEW

Located in San Diego County, the City of Chula Vista is the second-most populous city in the San Diego Metropolitan area, home to nearly 275,000 residents. In addition to many regulatory tasks, such as acting as a liaison between the public and elected officials, the City Clerk's office is responsible for responding to resident requests and inquiries about local legislation, municipal code, city council meeting topics, and local elections.

### CHALLENGE

The City of Chula Vista is growing, but with a limited budget, its public-facing staff struggled to balance their regular tasks while managing increasing public inquiries and requests. The City began exploring solutions to provide residents with more self-service options to ease the burden on staff.

### GENAI PILOT

The GenAI pilot is a chatbot model trained on a closed-source knowledge base of public information, including local legislation, municipal code, and city council meeting minutes dating back several decades. Once open to the public, residents can interact with the tool, asking conversational questions via text or voice. The tool can also translate spoken questions and answers into more than ten languages.

### SOLUTION

#### Approach

11:59 developed a Generative AI pilot for internal testing to explore how AI could help address these challenges. The pilot was designed to assist public-facing staff by quickly retrieving accurate information about the City, public events, and decisions made at City Council meetings—without requiring a formal inquiry. It leveraged over 100 years of City data to provide comprehensive responses.

#### Outcome

11:59 and the City of Chula Vista's City Clerk co-presented on the successes of the pilot and the benefits Generative AI can bring to cities at the City Clerk Association of California's annual conference in April 2024.