

Special Budget Work Session: AI Usage & Experience August 11, 2026



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How We're Using AI Today

- Cyber-Security and Platform Administration
- Customer Service and Resident Engagement
- Employee Productivity Enhancement

Future AI Initiatives

- Tyler Munis – AP & Invoicing
- Trimble Unity Maintain – AI-Assisted Query Generation
- Accela – AI Building Plan Review
- In-House AI Platform Development

Vendor Ecosystem



Current AI Solution Portfolio

Intelligence & Performance

Flock — camera analytics (PD)
Fusus — situational awareness (PD)
ChatGPT — general query support (Multiple)
PoliceReports.AI — report preparation (PD)
Granicus — transcription and minutes (Clerk)
FreshService — response and trend analysis
Filevine — legal case review and drafting (Legal)
OpenGov — bid document assistance (Finance)
Trimble Unity Maintain — natural language query
Placer.AI — economic and consumer analytics
*Snowflake Cortex AI — warehouse solution tools
*In-house LLM knowledge base (Multiple) **H-B**

Cybersecurity & Data

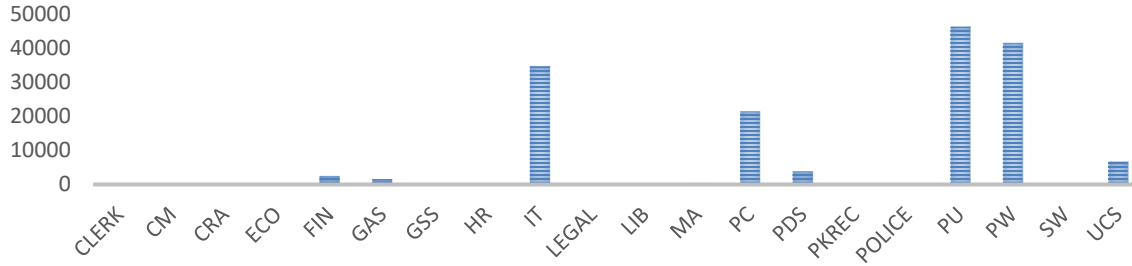
Security monitoring and event management
Vulnerability and exposure management
Security automation and incident response
Email gateway protection and filtering
Advanced threat detection and endpoint protection

Resident Engagement

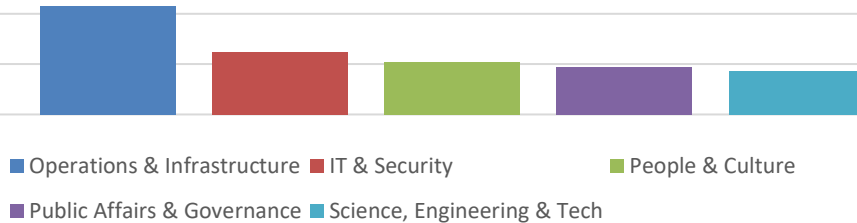
Cayla — customer service natural language call agent
CitiBot — website navigation agent
OpenCities — content governance and authoring assistance
SeeClickFix — resident issue determination
Accela — permit workflow assistance **H-B**
Genesys — live agent assist and call routing

ChatGPT Enterprise Usage

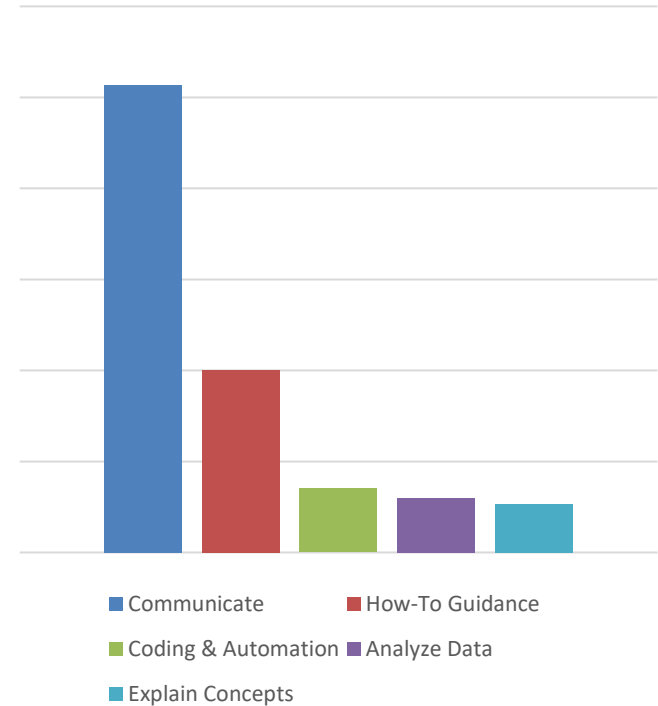
3-MONTH CREDIT EXPENDITURE BY DEPARTMENT



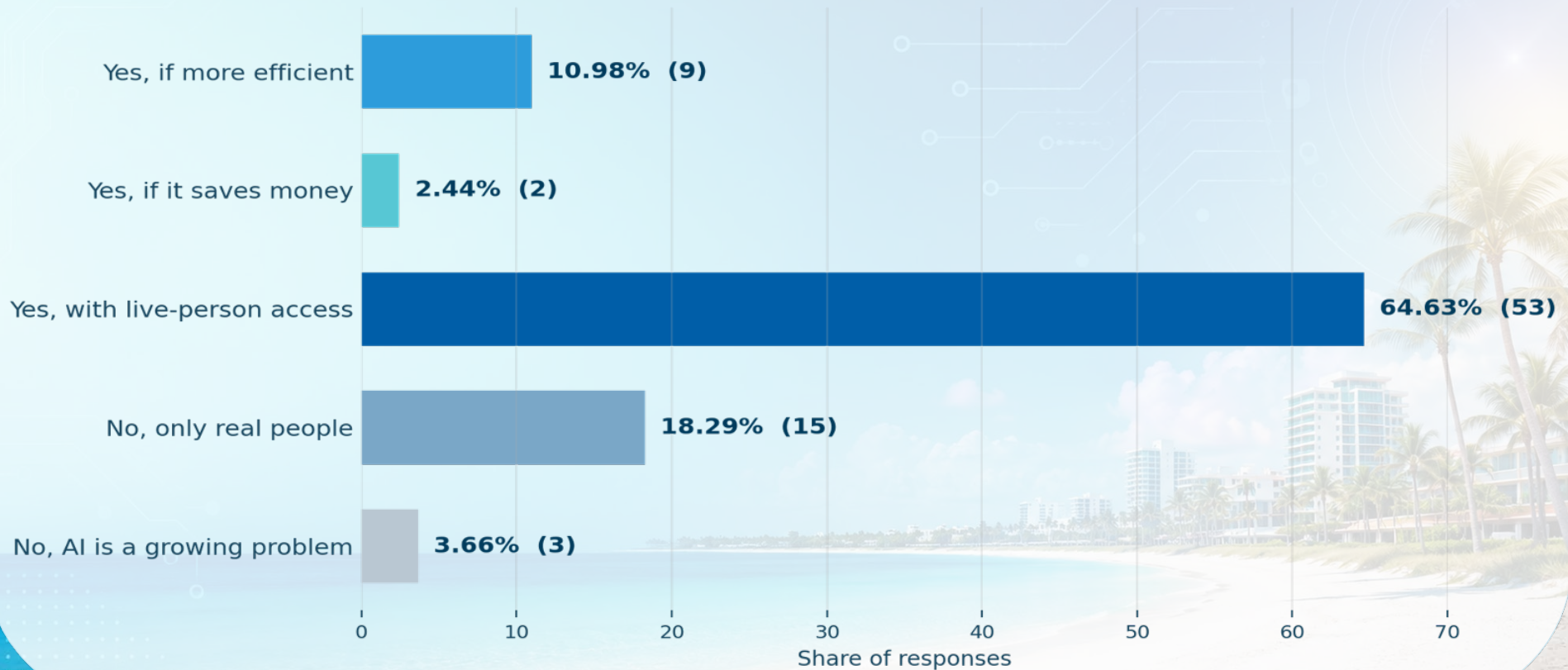
TOP FIVE CONVERSATION TOPICS



TOP FIVE TASK TYPES



Customer Service AI Support Poll



AI Use Observations & Trends

1. The use of AI tools has been focused on subject matters/tasks which lend themselves to large volume data sets, multi-variable topics, graphics and summation of complex topics.
2. If the trends in the consumption of tokens (ChatGPT credits) persist as a larger number of employees are provided access, use costs could increase significantly.
3. Growth in user engagement has been encouraging, but quantification of the value added to service productivity is not measurable; AI use has primarily contributed to quality of performance.
4. Continued user training and education will be needed to optimize usage of tools and extend the credit rates of credit consumption.

AI Adoption Looking Forward

1. The nature of work performed across the organization is field oriented and labor intensive. Currently, AI solutions are not reliable in irregular or unpredictable settings. Until robotics and AI develop to a point of handling unstructured settings and fluid objective setting (at an affordable price point), broad AI adoption in city service environments will be slow.
2. The current cost trends are not favorable for realizing cost savings in the near term. Many of the products with the highest value potential are produced by companies with the largest debt obligations, slowing price reductions and market adoption.
3. Currently, the most successful AI solutions are highly specialized, while most job roles perform diverse job functions. Meaning a single job could require 4 or 5 separate agent solutions to perform the equivalent tasks and production. AI adoption will likely increase at a rate proportional to the diversity of agent competences and reliability.
4. Existing software solution providers will focus on deeper AI integrations, improving “AI agency” in task execution and net productivity. The challenge in the market will be to control compute and token expense to insure competitive pricing and rates of adoption.

QUESTIONS?

Thank You !!