Seattle
Information Technology

Artificial Intelligence Usage Report

2026 – Quarter 3 (October 1, 2026)



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Executive Summary

This quarterly report responds to the City Council's Statement of Legislative Intent (SLI) ITD-010S-A, adopted with the 2026 budget, which requested Seattle IT provide a series of reports on the City's investments in, and use of, Artificial Intelligence (AI). The quarterly report dates for 2026 are: Q1 (4/01/26), Q2 (7/01/26), Q3 (10/01/26), and Q4 (12/31/26). The first and second quarter AI Usage Reports were submitted on April 1 and July 1 respectfully, and covered information from the previous mayoral administration in 2025 through the end of the second quarter in 2026. Each quarterly report covers the following five areas and provides updated information from quarter to quarter.

1) Usage of Artificial Intelligence (AI) across City departments, including pilot projects, integrations into existing technologies and roadmaps for larger rollouts or distribution;
2) Financial costs for each of the AI initiatives (one-time and ongoing);
3) Plans for partnerships;
4) Significant lessons learned from prior testing and pilot projects; and
5) Workforce upskilling and education.

Since the first quarterly report, Mayor Katie B. Wilson announced on May 4th her AI vision. The mayor's AI vision embraces advancements in technology and safety; addresses workforce impacts; integrates environmental considerations; implements anti-bias guardrails; and advances forward-looking governance. The mayor outlined the following initiatives over the next several years, which are in alignment with Seattle IT's Responsible Artificial Intelligence (AI) Program and builds upon the 2025-2026 AI Plan:

1) Add to our existing technology risk assessments by developing an AI framework auditing process modeled after work in the European Union, aimed at developing strong labor and other standards across pre-procurement, procurement, and usage of Generative AI products for City work;
2) Identify and expedite use cases for AI innovation – like permitting acceleration – that are in line with our City values;
3) Develop a public-facing framework around our AI usage and governance;
4) Build on our external AI website to include an AI register that shows the basics of how AI tools work and the policies that govern them, as well as an AI hub that lists and connects to all the tools that may be in use; and
5) Continue to develop our internal City AI policy to ensure that Seattle sets the standard for responsible AI usage.

Additionally, on May 1st, Mayor Wilson announced specific action steps to help address the environmental concerns around AI data centers. On June 9th, the Seattle City Council adopted Council Bill 121214 and Resolution 32204 to enact a one-year moratorium on new large data centers and commit to studying the impact to the electrical grid, water usage, utility rates, land use and development, jobs and the economy, and public health.

Consistent with the executive summary in the first and second quarterly report, the following bullet points are a summary of the information provided within the five main sections of the quarterly report:

1) **Usage of Artificial Intelligence (AI) Across City Departments:**
    - 23 approved AI software and in active use. The number is up from 21 in the Q2 report.
    - 22 AI pilots and proofs of concept (1 executing, 5 building, 10 completed with decisions, 1 paused, and 5 under review). The number is up from 18 total in the Q2 report.
2) **Financial Costs of AI Initiatives:**
    - The financial section below starting on page eight includes two tables describing the most recent annual expenses for the approved AI software currently in use or will soon be used by City departments and the initial known costs associated with the AI pilots and proofs of concept.
    - The following three AI initiatives are part of the 2026 budget:
        - $400,000 AI Innovation Fund: The $400,000 was part of the Budget Carry Forward Ordinance passed at the June 23, 2026 City Council meeting. The $400,000 AI Innovation Fund will support citywide AI workforce upskilling and training focused on responsible, practical use of approved AI tools. Funding will build on existing Copilot Chat training, Responsible AI guidance, AI fundamentals, cybersecurity/risk awareness, and manager/director training efforts already underway. Planned uses include role-based AI fluency, applied practice labs, reusable job aids and prompts, manager/director readiness support, and targeted training for employees participating in approved AI pilots or enterprise tool evaluations. Seattle IT will track progress through reportable measures such as training participation, completion rates where available, role groups and departments reached, reusable learning materials developed, applied practice opportunities delivered, training gaps identified, and recommendations for where additional City-specific or vendor-supported training is needed. The Mayor's IT Subcabinet (MITS) AI Workgroup supports directing these funds towards upskilling and training for our employees.
        - $750,000 was appropriated in the 2026 Construction and Inspections Fund for the purchase and on-going subscription for an AI permitting tool. The Seattle Department of Construction & Inspections have not moved forward on implementing an AI permitting tool yet as they are evaluating several pilots. No update in Q3 for this funding.
        - $750,000 of General Fund was budgeted in the Seattle IT budget to support the work associated with permitting process improvements. No update in Q3 for this funding.
3) **AI Partnerships:**
    - In January 2026, Seattle IT completed a partnership agreement with the University of Washington (UW) that allows us to engage with researchers at UW for AI work, establishing a framework through which the City of Seattle and the UW will collaborate on artificial intelligence research, development, technical/professional services, and applied projects on a service order basis. UW completed this work and submitted a final report to the City.
4) **Lessons Learned:**
    - For Q3, no post-pilot evaluation templates were completed. The Archistar pilot ended in Q3, but the final post-pilot evaluation report won't be completed until Q4.
5) **Workforce Upskilling and Education:**
    - Please refer to the update above regarding the $400,000 AI fund to support upskilling and training for City employees.

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Usage of Artificial Intelligence (AI) Across City Departments

Seattle IT tracks all AI approved software and AI pilots across the City. The usage of AI by City departments are designated into two categories: 1) Approved AI Software and 2) AI Pilots and Proofs of Concept. Approved AI Software means the software is primarily an AI software and has passed Seattle IT's official review process. AI Pilots and Proofs of Concept are time bound initiatives to test feasibility, functionality, and business value of an AI software or initiative. The following tables provide a breakdown of the two categories and the status for them at the end of the third quarter of 2026.

Approved AI Software (not pilots)				
Status	**Q1**	**Q2**	**Q3**	**Q4**
In Active Use	22	21	23	
In development phase (will be used)	5	4	3	
No longer used	7	9	9	
***Requested and under IT review**	6	7	7	

In the third quarter, two additional software were added to the active use list — Pocketalk and Smartcat. Pocketalk is an AI-powered, handheld translation device used by the Community Assisted Response & Engagement (CARE) department that provides real-time, two-way voice translation across more than 92 languages. It lets people talk to each other in different languages by translating what one person says out loud and showing it on a screen. CARE oversees the Community Crisis Response (CCR) Divisions, which consists of public safety first responders who are dispatched to emergency and non-emergency calls in Seattle. CCRs routinely encounter community members who don't speak English, requiring translation services. This app quickly allows for a translated conversation so the CCR can assist the community member in a more timely manner. Smartcat is a platform the Office of Immigrant and Refugee Affairs (OIRA) have used since 2021 to manage translation services from a centralized hub. This system allows the City to work with community translators on projects to quickly and easily produce in-language materials to serve our immigrant and refugee communities. The system utilizes Large Language Model (LLM) powered machine translations to aid human translators. All translations are approved by human translators.

AI Pilots / Proofs of Concept				
Status	**Q1**	**Q2**	**Q3**	**Q4**
Executing or about to begin	5	5	7	
Completed				
Deploy & Scale	3	0	3	
Decision pending	1	0	1	
Sunset	4	1	5	
Paused/Cancelled	5	1	7	

Under IT Review	2	3	5	
Please note the numbers above for each quarter reflect what is in flight (executing or about to begin) and the net new status changes (completed, paused/cancelled, and under IT review) for that quarter. The quarterly numbers are not cumulative and do not add up to the total number of pilots and proofs of concept to date.				

In the third quarter, the following status changes occurred for AI Pilots and Proofs of Concept projects:

- The Archistar pilot status was updated from executing to completed with decision pending. Archistar is a permit pre-screening software product that reviews architectural and engineering plans against adopted zoning, land use and building code regulations, helping applicants submit higher quality applications. The post-pilot evaluation template is in the process of being completed.
- Two new pilots in the building phase started in the third quarter bringing that to a net total of seven in Q3. They are Corti Assistant and Genesys Agent Copilot. Corti has a medical transcribing application called Corti Assistant that the department is interested in piloting in the field. The application transcribes the content that EMTs/Medics are saying in their interactions with patients and further sorts it into the appropriate forms and fields. Genesys Agent Copilot is a real-time AI assistant that draws on knowledge content during live interactions, detecting customer intent, surfacing relevant knowledge articles, suggesting responses/scripts, and generating post-call summaries. The department hopes to conduct a 6-week live pilot with 10-12 customer service agents by the end of 2026.
- Two new pilots that are under review started in the third quarter — SPU HR Chatbot and SCL AI Assisted Design Checker. The SPU HR Chatbot using the MS Copilot Studio application will allow Seattle Public Utilities (SPU) employees to ask human resources (HR) related questions, including information on public website and information in Workday or other HR applications. MS Copilot Studio is the best tool to build a HR bot with seamless integrations. Seattle City Light (SCL) is developing an internal AI-assisted tool that reviews engineering drawings and work orders against SCL design standards. The tool uses a large-language-model-based workflow to analyze documents, retrieve relevant standards, and generate traceable review outputs. The University of Vermont is providing consulting support only; all software development, deployment, and ongoing operation will occur in-house.

AI Use by City Departments:

The following table provides a view into all City departments by listing the approved AI software in active use or will soon be used by that respective department. Please consult Appendix A to see the description and business case for the AI software. Outside of Microsoft Copilot Chat, which is the only AI tool currently available to all departments, 21 departments are currently using approved AI software and 20 departments are not using any approved AI software. The majority of the approved AI software in use by City departments is limited to a select number of licensed users and are not deployed to all employees within that department.

Acronym	Department	Approved AI Software in Active Use	Not used yet but will be soon
ARTS	Office of Arts and Culture	Jasper.ai	
CA	Office of the City Auditor	n/a	

CARE	Community Assisted Response & Engagement	- Pocketalk	
CBO	City Budget Office	Jasper.ai	
CEN	Seattle Center	n/a	
Citywide	Citywide	-ESRI Support Chatbot (licensed ESRI users) -MS Copilot Chat	-Microsoft Copilot Studio -Teams Premium
CPC	Community Police Commission	n/a	
DEEL	Department of Education and Early Learning	n/a	
DON	Department of Neighborhoods	n/a	
FAS	Finance and Administrative Services	Jasper.ai OpenGov - AI powered Procurement Module	
HE	Office of Hearing Examiner	n/a	
HSD	Human Services Department	Articulate AI Assistant	
IP	Innovation and Performance	n/a	
ITD	Information Technology Department	-Articulate AI Assistant -Jasper.ai -Synthesia.ai -Telestream Stanza -Topaz AI	
LAW	Law Department	n/a	
LEG	Legislative Department	n/a	
MO	Mayor's Office	Jasper.ai	
OCR	Seattle Office for Civil Rights	n/a	
OED	Office of Economic Development	-Jasper.ai -Placer.ai	
OEM	Office of Emergency Management	n/a	
OEO	Office of the Employee Ombud	n/a	
OERF	Office of Economic and Revenue Forecasts	Placer.ai	
OH	Office of Housing	Jasper.ai	
OIG	Office of the Inspector General	n/a	
OIR	Office of Intergovernmental Relations	n/a	
OIRA	Office of Immigrant and Refugee Affairs	-Jasper.ai -Smartcat	
OLS	Office of Labor Standards	n/a	
OPA	Office of Police Accountability	-Otter.ai -Westlaw Advantage	
OPCD	Office of Planning & Community Development	n/a	
OSE	Office of Sustainability & Environment	n/a	

RET	Seattle Employees' Retirement System	n/a	
SCL	Seattle City Light	-Articulate AI Assistant -BlastPoint -Jasper.ai -OpenGov - AI powered Procurement Module	-Whale
SDCI	Seattle Department of Construction & Inspections	-Articulate AI Assistant -Qualtrics	-Whale
SDHR	Seattle Department of Human Resources	-Jasper.ai -Synthesia.ai - Grammarly	
SDOT	Seattle Department of Transportation	-Currux -Derq -Figma -Jasper.ai -OpenGov - AI powered Procurement Module -Placer.ai	-Whale
SEEC	Ethics and Elections Commission	n/a	
SFD	Seattle Fire Department	Corti	AWS Comprehend Medical
SMC	Seattle Municipal Court	Synthesia.ai	
SPD	Seattle Police Department	-Articulate AI Assistant -Axon Fusus -BLTN -Otter.ai -Westlaw Advantage (Thomas Reuter)	-Corveris OneReport -ForceMetrics Velocity
SPL	The Seattle Public Library	n/a	
SPR	Seattle Parks & Recreation	-Jasper.ai -Placer.ai	
SPU	Seattle Public Utilities	-Adobe Captivate -Articulate AI Assistant -Figma -OpenGov - AI powered Procurement Module -Synthesia.ai	

Financial Costs of AI Initiatives

Seattle IT is tracking one-time and ongoing financial costs closely, including operations and maintenance fees, cloud storage fees, license fees, and related AI token pricing. The financial information below is organized into three subsections: 1) Financial information in table format describing the most recent annual expenses for the approved AI software currently in use or will soon be used by City departments, 2) Financial information in table format describing initial known costs associated for the AI Pilots and Proofs of Concept, and 3) AI initiatives included as part of the 2026 adopted budget.

Financial Costs: Approved AI Software (*currently in use or soon to be used*)

Software	Department	Functional Category	Status	Financial Information
Adobe Captivate	SPU	Learning & Development	Currently in use	Adobe Captivate is a separate tool billed on a per license basis under our Adobe enterprise contract. The most recent annual cost for licenses totaled approximately $1,300.
Articulate AI Assistant	ITD, SPD, SPU, SDCI, HSD, SCL	Learning & Development	Currently in use	The most recent annual cost for licenses totaled $78,307.54.
AWS Comprehend Medical	SFD	Workflow automation; Content extraction	Not used yet but will be soon	The project to implement AWS Comprehend Medical is still under development. The annual cost for AWS Comprehend Medical is not a fixed cost with expenses based on the number of records processed and the volume of text per record processed. Because 2026 is the first year SFD is using AWS Comprehend Medical, the projected annual cost estimate is $24,757.70.
Axon Fusus	SPD	Object recognition	Currently in use	Fusus is the Real Time Crime Center platform with an annual cost of $300,000. This part of the tool for the AI-powered object recognition capability for non-biometric labels in video (i.e. clothing object or color) does not break out the cost as an individual expense line item. The AI functionality is built into the overall software annual cost.
BlastPoint	SCL	Customer targeting	Currently in use	The most recent annual cost totaled $280,000.

BLTN	SPD	Business-specific use case	Currently in use	The total two-year license cost of $179,208.40 for the software is funded by a grant. SPD is billed $16,808 in taxes for the two years of service. The AI functionality is built into the overall software and does not specifically have an expense line item for the AI functionality.
Corveris OneReport (formerly CaseX)	SPD	Chatbot	Not used yet but will be soon	The potential annual cost is $50,000 for the contract. This project is on pause until next year.
Corti	SFD	Call triage	Currently in use	The AI-powered audio analysis function is built into the overall annual software license cost and does not separate this AI function as a separate additional expenditure.
Currux	SDOT	Business-specific use case	Currently in use	The most recent expenses totaled $9,721.72.
Derq	SDOT	Business-specific use case	Currently in use	The most recent expenses totaled $289,517.66.
ESRI Support Chatbot	ITD, Citywide	Chatbot	Currently in use	No additional cost to existing ESRI licenses.
Figma	SPU, SDOT, various	Workflow efficiency	Currently in use	The most recent annual cost totaled $2,184.93.
ForceMetrics Velocity	SPD	Business-specific use case	Not used yet but will be soon	The most recent annual cost totaled $71,374.38.
Grammarly	Multiple Departments	Workflow efficiency	Currently in use	The most recent annual cost for licenses totaled $13,332.
Jasper.ai	SDOT, SHR, ARTS, CBO, SPR, FAS, MO, OED, OH, SCL, OIRA, ITD	Communications; Copy generation	Currently in use	The most recent annual cost for licenses totaled $95,415.77.
Microsoft Copilot Chat	Citywide	Chatbot	Currently in use	No additional cost to existing M365 licenses.
Microsoft Copilot Studio	Citywide	Agent Builder	Not used yet but will be soon	No cost in 2026. Based on interest by departments, we are

				estimating a projected cost of $10,000 in 2027 and $15,000 in 2028. The expenses are associated with license fees for Copilot Studio.
OpenGov - AI powered Procurement Module	FAS, SCL, SDOT, SPU	Wo rkflow automation	Currently in use	The current five-year contract with OpenGov runs from 2024 to 2028 with a recent annual cost of $371,554.63 for 2026. OpenGov recently incorporated AI features into the overall OpenGov service and we are working with the vendor to better understand those features and associated costs.
Otter.ai	SPD, OPA	Notetaker; Workflow automation	Currently in use	The most recent annual cost totaled $6,629.11.
Placer.ai	OERF, OED, SDOT	Geospatial analysis	Currently in use	The most recent annual cost totaled $71,407.49.
Pocketalk	CARE	Translation	Currently in use	The most recent annual cost totaled $50.
Qualtrics	SDCI	Text analysis	Currently in use	The most recent annual quote totaled approximately $123,000. The AI functionality is built into the overall software and does not specifically have an expense line item for the AI functionality.
Smartcat	OIRA, Citywide	Translation	Currently in use	The most recent annual cost totaled $49,344.
Synthesia.ai	ITD, SHR, SPU, SMC	Learning & Development	Currently in use	The most recent annual cost totaled approximately $68,000.
Teams Premium	Citywide	Workflow efficiency	Not used yet but will be soon	$7/user/month
Telestream Stanza	ITD	Transcription & Translation; Workflow efficiency; Accessibility	Currently in use	The 2026 annual cost totaled $4,449.64.

Topaz AI	ITD	Image editing	Currently in use	One-time cost of $199.
Westlaw Advantage (Thomas Reuter)	SPD, OPA	Workflow efficiency; Content extraction	Currently in use	The most recent annual cost totaled $406.88 per month for two accounts.
Whale	SDCI, SCL, SDOT	Workflow efficiency	Not used yet but will be soon	The most recent annual cost for licenses totaled $9,613.

Financial Costs: AI Pilots / Proofs of Concept

Pilot Name	Department	Functional Category	Pilot Status	Pilot Cost
UW-MSFT Policy Review Engine	ITD	Policy Review	Executing	$50,000
Claude Cowork	SPD	Workforce productivity	Building	To be determined.
Corti Assistant	SFD	Transcription	Building	To be determined.
Genesys Agent Copilot	SPU	Customer service	Building	$50,880
Permit Application Navigator (PAN) Copilot project	SDOT	Permitting	Building	$0
Zendesk Chatbot	SDCI	Customer service	Building	$0
Claude Code	ITD	Workforce productivity	Under Review	Preliminary estimated cost for 2027 is $50,000.
Govstream.ai	SDCI	Permitting	Under Review	Preliminary estimated cost for 2027 is $100,000.
SCL AI Assisted Design Checker	SCL	Engineering design check	Under Review	$0
SPU HR Chatbot	SPU	Chatbot	Under Review	$0
Waypoint Transit	SDOT	Transportation planning	Under Review	$10,000
AI for SPU Workplace Efficiency - HR Chatbot	SPU	Workforce productivity	Completed	$0
Archistar	SDCI	Permitting	Completed	$9,800
C3 Pilot for near miss analysis	SDOT	Public safety	Completed	$25,000

C3 Pilot for SPD Workforce efficiency	SPD	Workforce productivity	Completed	$1
Caseguard	SPD	Redactions	Completed	n/a
CivCheck	SDCI	Permitting	Completed	$2,500
DWW Pipe Data Quality Control	SPU	Pipe inspection	Completed	$60,000
Gooey.AI SeaMore Voice Bot - Proof of Concept	ITD	Customer service	Completed	$0
Microsoft Copilot Chat	ITD	Workforce productivity	Completed	$0
Microsoft Copilot Studio	ITD	Workforce productivity	Completed	$0
Knit.it	ITD	Vendor management	Paused	$10,000
Microsoft M365 Copilot	ITD	Workforce productivity	Not started	$0
ChatGPT	ITD	Workforce productivity	Cancelled	$0
ThriveBot	ITD	Customer service	Cancelled	$0
UW-MSFT Customer Service Bot	ITD	Customer service	Cancelled	n/a
UW-MSFT Business Assistance Bot	ITD	Customer service	Cancelled	n/a

Financial Costs: AI Initiatives in the 2026 Adopted Budget

- **2025-2026 AI Innovation Fund ($400,000)**: Council Bill 121113 appropriated $400,000 in the 2025 Year-End Supplemental for ITD-coordinated pilot projects. These one-time dollars were approved as a matching fund for use on initiatives from departments that would show value to City priorities, overcome burdens on staff, accelerate smart decision-making, and/or improve responsiveness to the community. As part of CB 121209 (2025 Budget Carry Forward) adopted by the City Council on June 23, 2026, the $400,000 was included as part of the carryforward ordinance for use in 2026. The $400,000 AI Innovation Fund will support citywide AI workforce upskilling and training focused on responsible, practical use of approved AI tools. Funding will build on existing Copilot Chat training, Responsible AI guidance, AI fundamentals, cybersecurity/risk awareness, and manager/director training efforts already underway. Planned uses include role-based AI fluency, applied practice labs, reusable job aids and prompts, manager/director readiness support, and targeted training for employees participating in approved AI pilots or enterprise tool evaluations. Seattle IT will track progress through reportable measures such as training participation, completion rates where available, role groups and departments reached, reusable learning materials developed, applied practice opportunities delivered, training gaps identified, and recommendations for where additional City-specific or vendor-supported training is needed. The Mayor's IT Subcabinet (MITS) AI Workgroup supports directing these funds towards upskilling and training for our employees

- **2026 Council Budget Action SDCI-005-A-1**: $750,000 was appropriated in the Construction and Inspections Fund for the purchase and on-going subscription for an AI permitting tool. The one-

time cost of the tool is $500,000 and the remainder would be an ongoing $250,000 cost for subscriptions and integration. The Seattle Department of Construction & Inspections have not moved forward on implementing an AI permitting tool yet as they are evaluating several pilots and no amount of the funds has been spent to date. No update in Q3 for this funding.

- **Permitting Acceleration and Process Improvements**: $750,000 of General Fund was budgeted in the Seattle IT budget to focus on permitting process improvements. The CRM process and integrations for end-to-end customer case between case management systems will be planned at a future date based on the roadmap and upgrades for Work and Asset management systems. No update in Q3 for this funding.

AI Partnerships

For quarterly updates in this section of the report, we are providing a table that represents the four strategic partnership pillars defined in the City's 2025-2026 AI Plan and whether we have updates to share reflecting the previous quarter.

Partnerships are represented by	Q1	Q2	Q3	Q4
Collaborating with academia (e.g., University of Washington), nonprofits, and industry to pilot solutions that reflect shared values.	Yes, please see Q1 report.	No updates.	Yes, please see the bullet point below.	
Engaging the public through educational campaigns, resident-focused tools, and community feedback mechanisms.	Yes, please see Q1 report.	No updates.	No updates.	
Aligning with other governments to monitor policy impacts and advocate for responsible technology legislation.	Yes, please see Q1 report.	Yes, please see Q2 update below.	No updates.	
Partnering with our labor partners to ensure proactive engagement and clear communication.	Yes, please see Q1 report.	Yes, please see Q2 update below.	No updates.	

- In January 2026, Seattle IT completed a partnership agreement with the UW that allows us to engage with researchers at UW for AI work, establishing a framework through which the City of Seattle and the UW will collaborate on artificial intelligence research, development, technical/professional services, and applied projects on a service order basis. UW completed this work and submitted a final report to the City.

Lessons Learned

Prior reports provided detailed information regarding the proof of value framework methodology for evaluating AI pilots using the following evaluation metrics in the table below. After the pilot is completed, the business owner of the department submits a comprehensive post-pilot evaluation template that measures business impact, user experience, technical performance, and responsible AI compliance against citywide objectives, which informs the final decision on whether to scale to full deployment. The AI Review Team assesses the results and provides a recommendation to the Mayor's Information Technology Subcabinet (MITS) AI Workgroup on whether to proceed to deployment.

Objective	SMART (Specific, Measurable, Achievable, Relevant, and Time-Bound
Business Value	By the end of a pilot, 80%+ of pilot users reported that they found business value in using the solution.
Alignment with Business Goals	Confirm that the solution aligns 100% with business goals and City values.
Responsible AI	By the end of the pilot, 100% of pilot users will be educated on the City's Responsible AI principles.
Success Criteria	Establish a benchmark and record measurable benefits of an AI-supported solution compared to the previous solution/approach.
Accuracy and Reliability	Measure against the acceptable accuracy of output, including bias and hallucination audit results.
User Experience and Feedback	By the end of the pilots, achieve an 80%+ positive rating for overall user experience.
Supportability/Scalability	By the end of the pilots, achieve a "Yes" to supportability and scalability of the piloted solution at the City of Seattle.

In Q3, Seattle IT did not receive or complete any new post-pilot evaluation templates. The Archistar pilot by SDCI related to permitting ended in Q3, but the final post-pilot evaluation report won't be completed until Q4.

Workforce Upskilling and Education

In the Q1 and Q2 report, we highlighted updates for the four training programs defined in the City's 2025-2026 AI Plan. In collaboration with the new CTO and Mayor's Office, we have updated the overall training program and the following table describes the updated tasks/initiatives and estimated target date. Continuous training and education will be engrained in our AI journey. The City is dedicating ongoing time and resources to encourage continual training and educating staff members.

Workforce Upskilling Task/Initiative	Estimated Target Date
Develop Citywide AI Fluency and Role-Based Training Strategy Success criteria: Resource gap/overlap review completed; survey drafted, reviewed, and ready to launch by end of October; priority audiences, role-based training needs, applied lab opportunities, and vendor-scope inputs identified.	Q4 2026
Role based training for Copilot Chat	Q4 2026
Develop future training approach for Copilot Studio and approved agent-building capabilities	Q4 2026 (dependent on tool readiness)

Success criteria: Training needs, governance dependencies, user readiness considerations, and potential pilot audiences identified. Delivery dependent on tool approval, security/privacy readiness, and enterprise rollout decisions.	
Department leadership training Success criteria: Schedule four AI workshops with Department leaders.	12/31/2026
Develop AI onboarding and training materials for new hires Success criteria: New hire AI awareness materials drafted, including responsible use, approved tools, Copilot Chat basics, data handling reminders, and links to City AI resources.	Q4 2026
Develop vendor scope for outsourced AI training Success criteria: Scope includes public sector AI fluency, role-based training, manager/director readiness, applied labs, reusable assets, and reporting measures.	Q3 2026
Manager and director AI readiness training Success criteria: Leadership training approach supports oversight, responsible use, escalation, and adoption.	Q4 2026
Applied practice labs / role-based prompting labs Success criteria: Pilot sessions delivered and feedback collected.	Q4 2026
Reusable training assets and sustainment model Success criteria: Job aids, prompts, use case examples, and 2027 sustainment recommendations delivered.	Q4 2026

Appendix A: AI Software and AI Pilots Table

The following department acronyms are used in this document and are provided as a reference:

Acronym	Department
ARTS	Office of Arts and Culture
CA	Office of the City Auditor
CARE	Community Assisted Response & Engagement
CBO	City Budget Office
CEN	Seattle Center
Citywide	Citywide
CPC	Community Police Commission
DEEL	Department of Education and Early Learning
DON	Department of Neighborhoods
FAS	Finance and Administrative Services
HE	Office of Hearing Examiner
HSD	Human Services Department
IP	Innovation and Performance
ITD	Information Technology Department
LAW	Law Department
LEG	Legislative Department
MO	Mayor's Office
OCR	Seattle Office for Civil Rights
OED	Office of Economic Development
OEM	Office of Emergency Management
OEO	Office of the Employee Ombud
OERF	Office of Economic and Revenue Forecasts
OH	Office of Housing
OIG	Office of the Inspector General
OIR	Office of Intergovernmental Relations
OIRA	Office of Immigrant and Refugee Affairs
OLS	Office of Labor Standards
OPA	Office of Police Accountability
OPCD	Office of Planning & Community Development
OSE	Office of Sustainability & Environment
RET	Seattle Employees' Retirement System
SCL	Seattle City Light
SDCI	Seattle Department of Construction & Inspections
SDHR	Seattle Department of Human Resources
SDOT	Seattle Department of Transportation
SEEC	Ethics and Elections Commission
SFD	Seattle Fire Department
SMC	Seattle Municipal Court
SPD	Seattle Police Department
SPL	The Seattle Public Library
SPR	Seattle Parks & Recreation
SPU	Seattle Public Utilities

AI Software Table (sorted by status group and alphabetically by software name):

Software	Department	Category	Status	Description & Business Case
Adobe Captivate	SPU	Learning & Development	Currently in use	Adobe Captivate is an e-learning authoring tool with generative features for text, images, avatars, and transcripts. SPU staff uses it to develop interactive training courses for staff.
Articulate AI Assistant	ITD, SPD, SPU, SDCI, HSD, SCL	Learning & Development	Currently in use	Articulate's AI Assistant accelerates creation of e-learning content within the Articulate platform. Staff use it to generate, refine, and polish training modules more quickly.
Axon Fusus	SPD	Object recognition	Currently in use	Fusus is a real-time crime center platform with AI-powered object recognition for non-biometric labels in video (i.e. clothing object or color). This image labeling accelerates searches through video evidence and receives alerts matching investigative criteria.
BlastPoint	SCL	Customer targeting	Currently in use	BlastPoint is a predictive analytics tool that merges utility data with public and proprietary datasets to model customer behavior. Seattle City Light uses it to identify customer propensities, target communications, and improve engagement efficiency and cost-effectiveness.
BLTN	SPD	Business-specific use case	Currently in use	BLTN is a CJIS-secure, cloud-based platform for creating and sharing criminal information bulletins with images and videos. It allows detectives to create online bulletins, curated feeds, and facilitates communication between detectives handling related cases by alerting them to the possibility of a connection between their cases. SPD uses BLTN to modernize information sharing, improve investigative collaboration, and help detectives

				quickly identify related cases across units and partner agencies.
Corti	SFD	Call triage	Currently in use	Corti provides AI-powered audio analysis that supports real-time decision-making for medical dispatch and triage. Corti Call Triage has been in use since 2019 and the additional AI functionality to support dispatchers for low acuity calls did not begin until December 2023. The technology listens to the first 30 seconds of 911 calls and flags low acuity calls for triage to a nurse line. This is a visual cue only to assist with dispatch decisions.
Currux	SDOT	Business-specific use case	Currently in use	Currux provides a machine learning platform that counts, classifies, and monitors roadway activity, speeds, collisions, and near-miss events. SDOT uses Currux to analyze pedestrian and vehicle behavior, capture short video clips of near misses for engineering review, improve safety analysis, support operational decisions efficiently at scale, and support real-time signal timing adjustments.
Derq	SDOT	Business-specific use case	Currently in use	Derq provides a machine learning platform that counts, classifies, and monitors roadway activity, speeds, collisions, and near-miss events. SDOT uses Derq to analyze pedestrian and vehicle behavior, capture short video clips of near misses for engineering review, improve safety analysis, support operational decisions efficiently at scale, and support real-time signal timing adjustments.

Esri Support Chatbot	ITD, Citywide	Chatbot	Currently in use	Esri is the City's GIS vendor. The support chatbot helps users diagnose and resolve GIS-related error messages. A small number of city staff use it to reduce time spent troubleshooting, enabling faster resolution of common Esri support issues.
Figma	SPU, SDOT, various	Workflow efficiency	Currently in use	Figma is a cloud-based design and prototyping tool with AI features such as semantic search, automated UI drafts, and image editing. Departments use it for UI/UX design efficiency and collaborative prototyping.
Grammarly	Multiple departments	Workflow efficiency	Currently in use	Grammarly is an AI-powered writing assistant for grammar, clarity, and style.
Jasper.ai	SDOT, SHR, ARTS, CBO, SPR, FAS, MO, OED, OH, SCL, OIRA, ITD, PKS	Communications; Copy generation	Currently in use	Jasper.ai is a generative content platform that produces customizable copy aligned with brand and voice guidelines. Departments use Jasper to maintain consistent messaging, simplify technical language for public audiences, and support multilingual communication needs.
Microsoft Copilot Chat	Citywide	Chatbot	Currently in use	Microsoft Copilot Chat is a generative AI assistant included with City licenses that supports drafting, summarizing, editing, and file analysis. Staff who participated in the pilot use it as a productivity tool to generate documents, refine presentations, and summarize content quickly. Copilot Chat is approved by IT for Citywide use.
OpenGov AI-powered Public Procurement	FAS, SCL, SDOT, SPU	Workflow automation; Content creation	Currently in use	OpenGov's AI drafting tool uses natural language generation to produce initial scopes of work (SOW). Used to accelerate RFP development and research.

Otter.ai	SPD, OPA	Notetaker; Workflow automation	Currently in use	Otter.ai is an AI notetaking and transcription tool. Staff use it to automate transcription of interviews and virtual meetings, reducing manual documentation time.
Placer.ai	OERF, OED, SDOT	Geospatial analysis	Currently in use	Placer.ai uses AI and anonymized mobile location data to estimate visitor counts and analyze foot traffic behavior. Departments use it to understand visitation trends in neighborhoods, support economic forecasting, and plan for facilities, maintenance, and energy needs.
Pocketalk	CARE	Translation	Currently in use	Pocketalk is an AI-powered, handheld translation device that provides real-time, two-way voice translation across more than 92 languages. It lets people talk to each other in different languages by translating what one person says out loud and showing it on a screen.
Qualtrics	SDCI, HSD	Text analysis	Currently in use	Qualtrics provides survey tools with integrated text analysis to measure sentiment and engagement. Departments use it to understand pain points for staff and customers and to analyze feedback more quickly.
Smartcat	OIRA, All City Departments	Translation	Currently in use	Smartcat is an enterprise platform OIRA has used since 2021 to manage translation services from a centralized hub. This system allows the City to work with community translators on projects to quickly and easily produce in-language materials to serve our immigrant and refugee communities. The system utilizes LLM powered machine translations to aid human translators. All translations are approved by human translators.

Synthesia.ai	ITD, SHR	Learning & Development	Currently in use	Synthesia creates AI-generated videos with avatars using uploaded scripts or documents. Various departments use it to streamline production of training materials without requiring on-camera recordings.
Telestream Stanza	ITD	Transcription & Translation; Workflow efficiency; Accessibility	Currently in use	Telestream Stanza provides AI-driven transcription and captioning with editing and timing tools. ITD uses it to support retroactive accessibility work and ensure compliance with FCC and WCAG standards.
Topaz AI	ITD	Image editing	Currently in use	Topaz Photo AI is an image enhancement tool that reduces noise and sharpens or upscales imagery using AI. The Seattle Channel uses it to improve photo and video asset quality for broadcast and digital content.
Westlaw Deep Research (Thomson Reuters)	SPD, OPA	Workflow efficiency; Content extraction	Currently in use	Deep Research enhances legal research within Westlaw using generative AI capabilities. SPD and OPA are testing it to search legal documents more efficiently and reduce time spent on complex research tasks.
AWS Comprehend Medical	SFD	Workflow automation; Content extraction	Not used yet but will be soon	Comprehend Medical extracts medical information from unstructured text. SFD uses it to identify vital signs and treatments from EMS and hospital narratives to streamline clinical information extraction.
Corveris OneReport (formerly CaseX)	SPD	Chatbot	Not used yet but will be soon	CaseX is a chatbot-based crime and incident reporting tool for residents to report low-level crimes. CaseX will replace an existing system and will streamline intake for low-level reports, improve user experience, and route cases accurately without requiring in-person response.

ForceMetrics	SPD	Business-specific use case	Not used yet but will be soon	ForceMetrics provides data linkage and visualizations across public safety data sources. SPD uses it to improve tribal affiliation data, enhance homelessness-related data collection, and support analysis of key programs like Missing and Murdered Indigenous People.
Microsoft Copilot Studio	Citywide	Agent Builder	Not used yet but will be soon	Microsoft Copilot Studio is a low-code graphical platform used to build, customize, and manage AI-powered agents and workflows. Core capabilities include: building conversational AI and automation logic, grounded in your own knowledge base, and enterprise data integration.
Teams Premium	Citywide	Workflow efficiency		The premium version of Microsoft Teams has enhanced data security features and AI-powered automated meeting transcription and meeting notes. The "Intelligent Recap" feature provides automated meeting notes and action items, in addition to a meeting transcription. Instead of downloading the transcript, prompting Copilot Chat to summarize, and sending out meeting notes and action items, this whole process would be automated.
Whale	SDCI, SCL	Workflow efficiency	Not used yet but will be soon	Whale is an AI powered standard operating procedure (SOP) software. For procurement, this means teams can document every step of purchasing workflows — vendor selection, purchase order creation, approval chains, and contract review — ensuring everyone follows the same procedures every time. This software supports performance improvements by making it significantly easier to update SOPs.

AiDash	SCL	Business-specific use case	Used in the past but not currently	AiDash uses satellite imagery and AI to analyze vegetation management needs for utilities. Seattle City Light used it in the past to assess vegetative clearances, tree health, and buffer compliance around transmission systems.
Amazon Q (ASQ SQD)	SPD	Chatbot	Used in the past but not currently	Amazon Q for Business is a chatbot that provides access to public and internal job aids. SPD explored it as a solution for a low-risk generative AI assistant for general business tasks. However, it did not meet the needs of the business, and the team is exploring Claude as an alternative.
Axon ALPR (Automated License Plate Reader)	SPD	Object recognition	Used in the past but not currently	Axon ALPR uses computer vision to capture license plates and vehicle characteristics from patrol vehicle cameras. SPD uses it to automatically identify vehicles linked to warrants, missing persons, or investigations. ALPR was recently turned off.
Beautiful.ai	OPCD (single user)	Presentation creation	Used in the past but not currently	Beautiful.ai generates presentation slides from prompts. A staff member used it to quickly produce visually appealing presentations, but it is no longer used by staff.
Fathom AI	SPU (single use by contractor)	Notetaker; Voice-to-text transcription	Used in the past but not currently	Fathom AI transcribes and summarizes virtual meeting content. A contractor with SPU used it to analyze focus group conversations in a contractor-led engagement.
Powtoon - Text to Speech converter	SPD	Learning & Development; Text to speech generation	Used in the past but not currently	Powtoon is a rapid authoring tool for creating animated training content with built-in text-to-speech. SPD uses it to produce leadership and employee development training videos without separate voiceover software.

Remini AI	ITD	Image editing	Used in the past but not currently	Remini is an AI image-enhancement plugin used for sharpening and improving photo quality. ITD previously used it for Seattle Channel media production before replacing it with Topaz AI.
Textio	OPA, OSE, OIG	Augmented writing	Used in the past but not currently	Textio is an augmented writing platform that analyzes drafts and suggests edits to reduce bias and improve clarity and reach. Multiple departments use Textio to help HR and hiring teams craft job postings and candidate communications that align with DEI and RSJI standards.
WellSaid Labs	SPD	Learning & Development; Video generation; Text to voice generation	Used in the past but not currently	WellSaid uses AI voice avatars to produce voiceover audio from scripts. SPD previously used it to create instructional eLearning content.
BA CoPilot	SCL	Workflow automation	Never used	BA CoPilot generates business process diagrams and SOPs from text or images. SCL plans to use it to accelerate process documentation and standard operating procedure creation.
Chat.D-ID	OLS	Presentation creation; Text to voice generation	Never used	Chat.D-ID generates animated avatars and text-to-speech presentations. OLS considered using it to create presentation content using recorded staff voices for training and communication, but it was never used.

AI Pilots / Proofs of Concept Table (sorted by pilot status and then alphabetically by pilot name):

Technology/Pilot Name	Department	Pilot Status	Decision (after pilot completion)	Summary/Description
UW-MSFT Policy Review Engine	ITD	Executing		This project used a Retrieval-Augmented Generation (RAG) based model to analyze Washington State statutes, City ordinances, rules, and fees to identify contradictions, overlaps, and opportunities to streamline policy. ITD and SDCI collaborated with UW to build this PoC with the expected outcome of producing a prioritized roadmap of recommended policy updates, as reusable methodologies. UW team has produced prototype and the next step is to work with SDCI on evaluation.
Claude Cowork	SPD	Building		The Claude chat assistant is the prospective solution under the Generative AI Adoption program. This program is focused on exploring a chat-based job aid to assist SPD employees, enabling access to agency specific knowledge base with tailored guardrails. Under this phase of the project the application will provide advanced search for most employees. Some specialized users will have access to advanced business support functions. No operational (police) specific function (aiding in service delivery, drafting reports) is authorized, during this phase.

Corti Assistant	SFD	Building		Corti Assistant is an application within the Corti platform that transcribes content that EMTs and medics are saying in their interactions with patients, and further sorts it into the appropriate forms and fields. They are working to integrate with our medical records provider.
Genesys Agent Copilot	SPU	Building		Part of Genesys Phase 2 - Genesys implementation of SPU's HR customer service operations. Agent Copilot is a Genesys feature that listens to calls and surfaces relevant knowledge articles to customer service agents to improve their service delivery. For the first milestone, the team hopes to implement Agent Copilot on "Moves" topics and conduct a 6-week live pilot with 10-12 customer service agents by the end of 2026.
Permit Application Navigator (PAN) Copilot project	SDOT	Building		PAN is a Copilot Studio–based chatbot that guides applicants through SDOT permitting processes, translating project details into correct permit pathways. SDOT is pursuing it to reduce confusion caused by the multi-agency permitting environment and high customer support volume. The team is currently building out the chatbot.
Zendesk Chatbot	SDCI	Building		The Zendesk AI chatbot supports automated ticket intake and routing within the existing customer service platform. SDCI is piloting it to reduce misrouted tickets, surface self-help resources, and improve customer experience. The pilot will begin in April.

Claude Code	ITD	Under Review		30-day pilot of Claude Code for use in app modernization efforts.
Govstream.ai	SDCI	Under Review		12-week Proof of Concept to evaluate feasibility of an AI driven application completeness and eligibility assistant for subject-to-field-inspection permits, one of SDCI's highest volume permit types.
SCL AI Assisted Engineering Design Checker	SCL	Under Review		SCL is developing an internal AI-assisted tool that reviews engineering drawings and work orders against SCL design standards. The tool uses a large-language-model-based workflow to analyze documents, retrieve relevant standards, and generate traceable review outputs.
SPU HR Chatbot	SPU	Under Review		Copilot studio application for SPU HR chatbot for SPU employees to ask HR related questions, including information on public website and private information in Workday or other HR Applications.
Waypoint Transit	SDOT	Under Review		Waypoint Transit offers AI-powered tools designed to streamline city planning and traffic analysis for planners. Their platform integrates various data sources, such as crash reports, GIS layers, and transit feeds, into a unified system, enabling efficient geospatial analysis, corridor studies, safety audits, and multimodal transportation planning. Waypoint also supports Vision Zero initiatives, tailoring workflows to meet the unique needs of municipalities and planning firms.

AI for SPU Workplace Efficiency - HR Chatbot	SPU	Completed	Scale to production. Currently waiting on Copilot Studio rollout.	This PoC compared chatbots built in Copilot Studio and Leena AI to answer HR questions using SPU's documented policies and procedures. SPU pursued this to help employees find information without searching multiple repositories. Following the PoC, a decision was made to go with the CoPilot Studio version.
Archistar	SDCI	Completed	To be determined; evaluation report in progress.	Archistar reviews architectural and engineering plans against zoning, land use, and building codes to help applicants identify compliance issues. SDCI is piloting it for similar reasons as CivCheck—to improve completeness and quality of submissions and reduce review cycle times. Archistar is building out the PoC and testing will begin pending SDCI prioritization.
C3 Pilot for near miss analysis	SDOT	Completed	Sunset	This PoC used C3 AI's Safety Analysis platform to unify collision, speed, and roadway data and identify high-collision intersections. SDOT tested it to support Vision Zero efforts. Key learnings showed significant time savings in some areas, but also revealed that scaling the solution would require significant cost, configuration, and internal staffing. SDOT is now considering other vendors or internal solutions.
C3 Pilot for SPD Workforce efficiency	SPD	Completed	Sunset - explore alternate solutions (Claude)	This PoC evaluated natural-language querying and analytics for SPD's policy, law, and structured datasets. SPD pursued it to improve efficiency in answering internal client questions. Key outcomes showed the tool had low risk but also low reward, struggled with structured queries, and produced limited value, leading

				SPD to explore alternatives like Claude.
CaseGuard	SPD	Completed	Sunset	CaseGuard uses AI to identify and redact sensitive information—such as faces, license plates, and computer screens—from body-worn video. SPD piloted it to support public disclosure reviews but found the system did not meet pilot requirements.
CivCheck	I&P, SDCI	Completed	Decision Pending	CivCheck is an AI-assisted pre-screening tool that helps applicants submit complete, review-ready permit applications. SDCI tested CivCheck because many applications arrive incomplete, driving low first-pass approval rates and lengthy correction cycles.
SPU Drainage & Wastewater (DWW) Pipe Data Quality Control	SPU	Completed	Sunset – explore vendor solutions	This PoC evaluates machine-learning and generative-AI-derived metrics for improving DWW pipe inspection data quality. SPU is testing whether AI-enhanced dashboards can support more accurate risk assessments and better business decisions.
Gooey.AI SeaMore Voice Bot - Proof of Concept	ITD	Completed	Sunset	SeaMore was a voice-based AI assistant designed to provide rapid answers to common resident questions and reduce contact center call volume. The City tested it to explore a modern, centralized entry point for resident inquiries. Key learnings showed the platform was easy to use but had mixed translation performance; a later full pilot would have tested business value and call-volume impact.

Microsoft Copilot Chat	ITD	Completed	City-wide deployment	Copilot Chat provides AI-powered support for drafting, summarizing, coding assistance, and content analysis across Microsoft 365. Seattle IT piloted it to improve productivity and streamline communication. Key learnings: users experienced significant time savings, better communication, and strong value despite occasional inaccuracies. The tool demonstrated strong potential for broader use.
Microsoft Copilot Studio	ITD	Completed	City-wide deployment	Copilot Studio enables low-code creation of chatbots and conversational agents. IT tested it to empower citywide teams to build internal AI tools. Key learnings: it performed well for internal use cases, offered strong integration with Microsoft tools, and showed potential for scalable deployment. Technology not yet suitable for external-facing chatbots due to technical limitations, but there is a roadmap to address these issues.
Knit.ai	ITD	Paused		Knit.ai analyzes support tickets to evaluate vendor performance, enabling organizations to track service levels and identify underperforming contracts.
Microsoft M365 Copilot	ITD	Not started	Paused due to security concerns.	M365 Copilot integrates AI into Microsoft applications to enhance workflows and recommendations. The pilot was never started due to security concerns.
ChatGPT	ITD	Cancelled		ChatGPT is a generative AI chatbot used for workplace productivity tasks. Seattle IT determined public records and compliance risks were too high

				at the time, leading to cancellation of the pilot. The City may reconsider once required security capabilities exist.
ThriveBot	ITD	Cancelled		ThriveBot was an external-facing conversational assistant intended to help residents access information about services, benefits, and activities, built as part of the Copilot Studio pilot. Key outcomes indicate that while the bot itself did not produce a usable external product, the work demonstrated the potential and limitations of Copilot Studio for future City use.
UW-MSFT Customer Service Bot	ITD	Cancelled		This pilot aimed to build a multilingual AI chatbot to help residents find answers to common City questions.
UW-MSFT Business Assistance Bot	ITD	Cancelled		This pilot sought to create an AI assistant to help businesses navigate City licensing, permitting, and support services in multiple languages.

Appendix B: Council SLI ITD-010S-A

SEATTLE CITY COUNCIL

2026 STATEMENT OF LEGISLATIVE INTENT

V2

ITD-010S-A

Request that Seattle IT provide a series of reports on the City's investments in, and uses of, Artificial Intelligence

SPONSORS

Alexis Mercedes Rinck, Rob Saka, Mark Solomon, Robert Kettle, Sara Nelson

CENTRAL STAFF SUMMARY

This Statement of Legislative Intent (SLI) requests that Seattle Information Technology (Seattle IT) provide a series of reports on the usage of Artificial Intelligence (AI) across City departments, including pilot projects, integrations into existing technologies, and roadmaps for larger rollouts or distribution. The reports should also detail the financial costs for each of the AI initiatives (one-time and ongoing), any plans for partnerships, and significant lessons learned from prior testing and pilot projects.

The City has taken a deliberative approach to testing AI products over the past couple of years, and in 2024, Seattle IT established a strategy for the City to delay any major AI investments until late 2025 or early 2026. At this time, the majority of the AI initiatives have been cost-free or relatively inexpensive, resulting in the City having almost no ongoing AI liabilities.

Earlier this year, the City released its 2025–2026 AI Plan, which provides a guide for transitioning from an AI exploration phase into the strategic implementation of AI technologies. The Mayor has also established an IT Subcabinet AI Workgroup to steer AI investments, which is intended to ensure that proposed investments are aligned with priorities set by the Mayor and the Council, meet security and privacy requirements, and produce value through improved service delivery.

The Council requests that Seattle IT submit quarterly AI reports to the Council committee with oversight of Information Technology. Seattle IT should work with the chair of the committee to determine whether the reports should be submitted as written reports or should be presentations to the committee.

Responsible Council Committee(s): Parks, Public Utilities & Technology

DUE DATE: April 1, 2026