



City Spotlights: AI Chatbots

Florida cities are increasingly turning to AI-powered chatbots to improve access to information, streamline services, and reduce strain on staff. These tools offer multilingual support, 24/7 availability, and integration with key city systems — making them a practical entry point for municipalities exploring AI. Below are a few examples of how cities across the state are using chatbots to meet resident needs and free up staff time for higher-level work.

Fort Lauderdale: Launched an AI-powered web and SMS chatbot branded “Ask FTL” that provides service information access in 71 languages, automating routine interactions and freeing staff for more complex issues.

Palm Beach: Introduced “Ask Poli,” a 24/7 AI chatbot supporting 70+ languages, improving resident access to agenda/minutes, and simplifying permit questions.

Miami: Launched “Codebot AI,” a chatbot designed to answer frequently asked questions and guide residents through code-related processes on its Code Compliance website, routing more complex issues to staff.

Cape Coral: Introduced “CeCe,” an AI web bot that provides 24/7 assistance for city services and programs, offering faster resident responses and deeper engagement outside typical business hours.

Coral Gables: As part of a new 311/CRM system, rolled out “AIDA,” an Artificial Intelligence Digital Assistant bot designed to help residents navigate the city’s [Smart City Hub](#) public platform and find useful e-government tools and information, such as digital city services, mobile apps, citizen engagement tools, open data, interactive maps, traffic and environmental sensor dashboards, and transparency portals.

City Tips

- Start with the most frequent questions and build your bot’s knowledge base there. Solve 50% of volume before tackling the long tail.
- Multilingual support is increasingly table stakes, not just Spanish plus English. Automate translation and toggle language choice visibly.

- Integrate the bot with existing systems (311, CRM, permit portals) to ensure that chat doesn't just answer but *acts* (forms, routing, status updates).
- Establish governance. Treat bot chats as public records, keep logs, include disclaimers ("may be wrong; see official page"), and ensure accessibility (e.g., screen readers).
- Measure meaningful outcomes — issues solved without staff, reduction in hold times/emails, use among non-English speakers — not just number of chats.