



# City Spotlights

## Analytics

Artificial intelligence is helping cities turn large amounts of data into practical insights. From predicting infrastructure needs to analyzing service requests, AI-based analytics tools allow city staff to spot patterns and forecast trends without replacing the expertise of department staff. Many cities begin with analytics projects that use existing data from 311 systems, transportation sensors, inspections, and public works operations. Below are a few examples of how Florida cities are putting these tools to work.

**Coral Gables:** The city built an Urban Analytics Artificial Intelligence Platform that aggregates data from traffic, public-safety, multimodal, and environmental sensors and runs business intelligence analytics on it. The platform can be used for traffic studies, emergency operations, and public-facing dashboards through the city's Smart City Hub.

**Orlando:** The Orlando regional digital twin incorporates operational and sensor data and is being developed to support scenario mapping and future machine learning applications. The platform can help decision-makers simulate flooding impacts and predict traffic bottlenecks to inform long-range planning.

**Tampa:** A Tampa pilot used Waycare's (now Rekor) machine learning and AI platform to analyze traffic data from sensors, cameras, Waze, and vehicle telematics. City and public safety officials used the system for real-time traffic management and predictive analytics to support faster incident response and better resource allocation.

**Tamarac:** The city uses AI-powered analytics in several operational areas, including real-time KPI dashboards and multilingual virtual agents with analytics. AI-powered license plate recognition tools help analyze traffic patterns and support public safety operations.

### City Tips

- **Start with a specific problem.** Traffic management, inspections, and operational dashboards are often stronger starting points than broad "AI strategy" efforts.
- **Use existing data first.** Sensors, 311 systems, finance records, and inspection data often provide enough information for an initial pilot.
- **Keep staff in the loop.** AI analytics should support human judgment, not replace it.

- **Be clear about outcomes.** Track whether analytics improved response times, forecasting, targeting, or operational efficiency.
- **Prioritize transparency.** Explain what data is being used, what the tool does, and how staff review the results.