

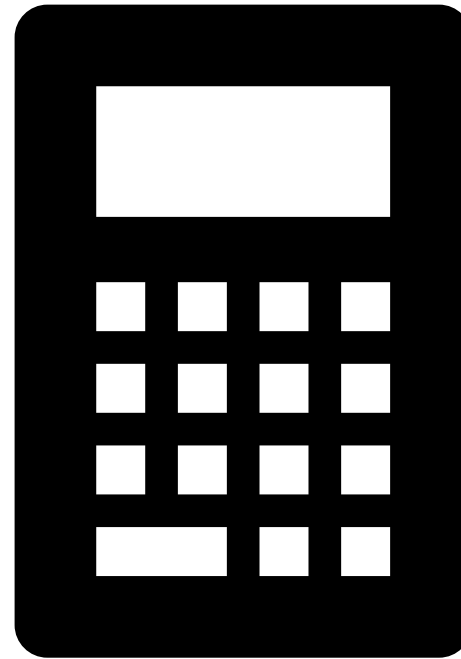
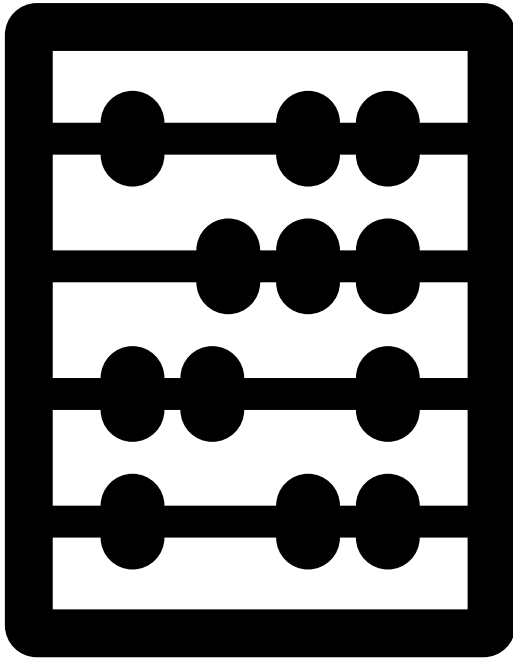
Smart Governance: Leveraging AI to Serve Communities Better

Smart Governance – Leveraging AI to Serve Communities Better

September 23, 2025

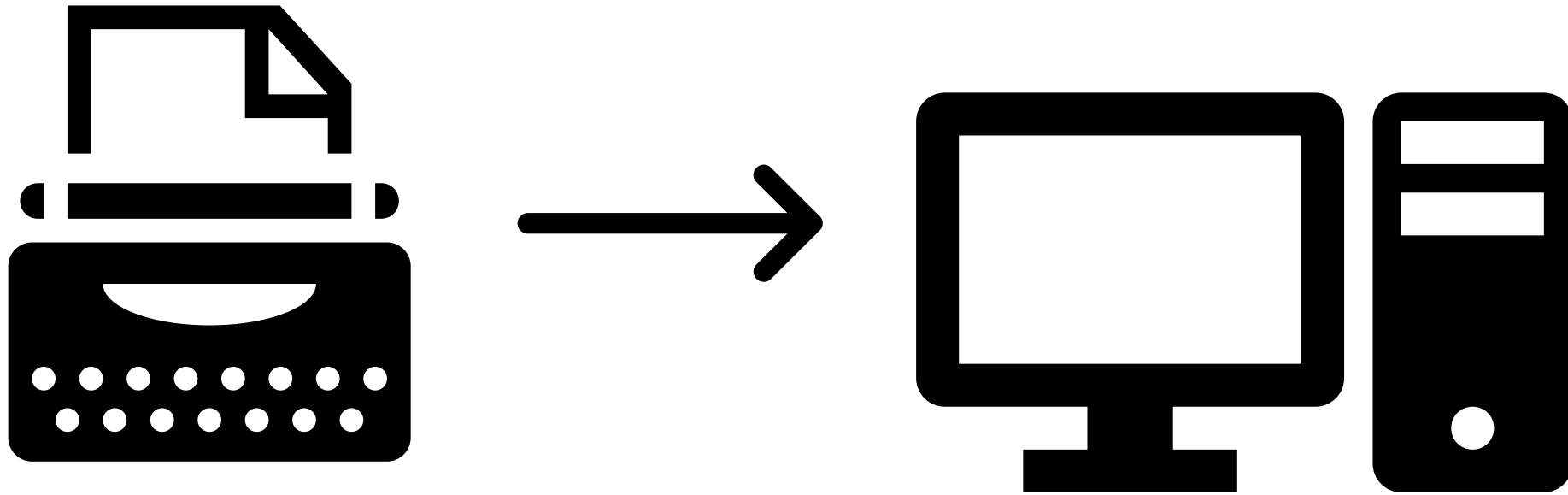


Do we remember when...



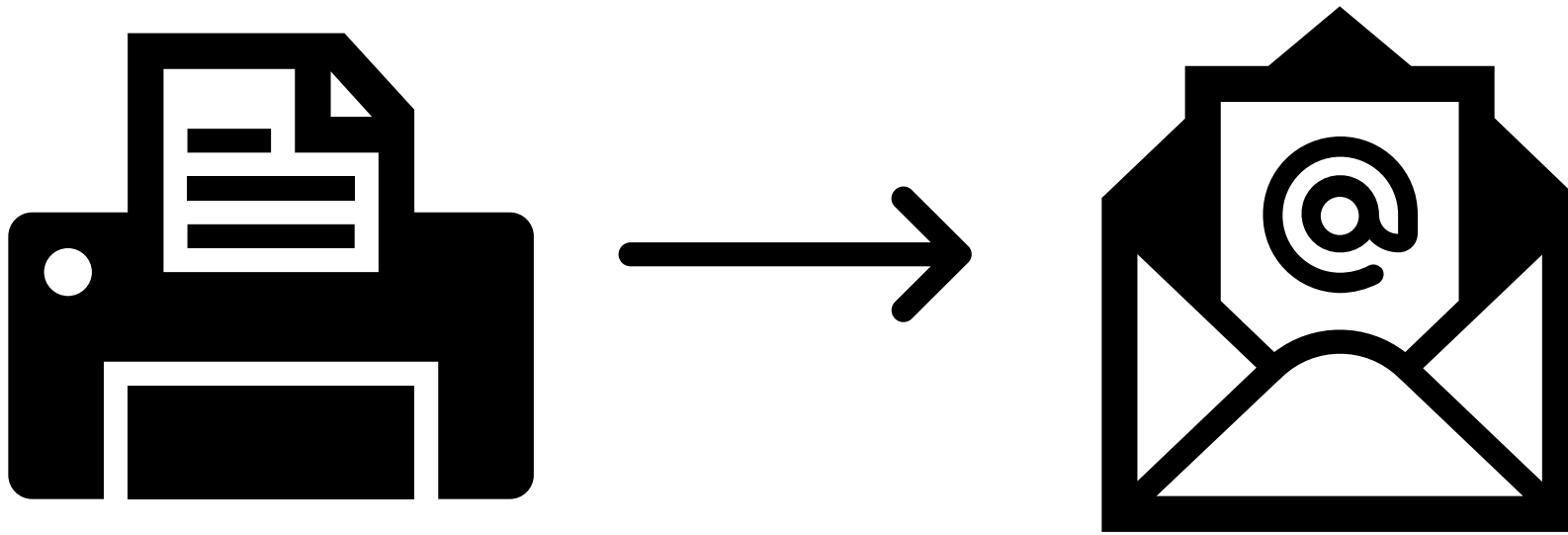
1970-1980

Do we remember when...



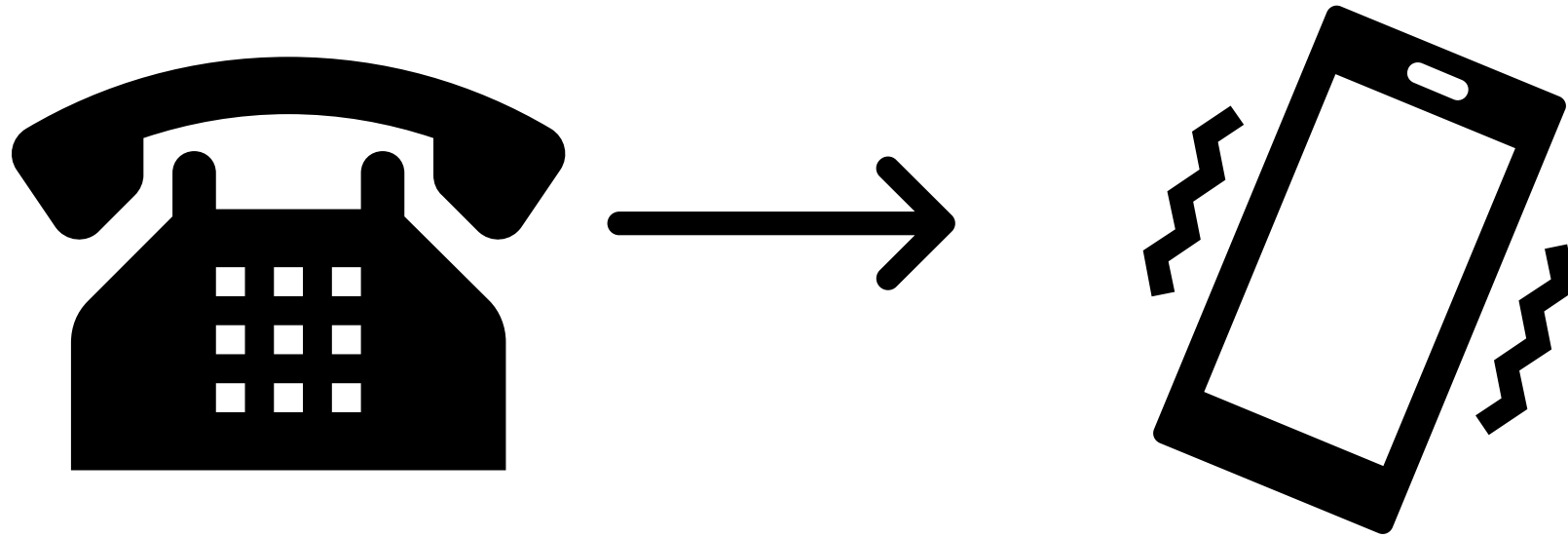
1980-1990

Do we remember when...



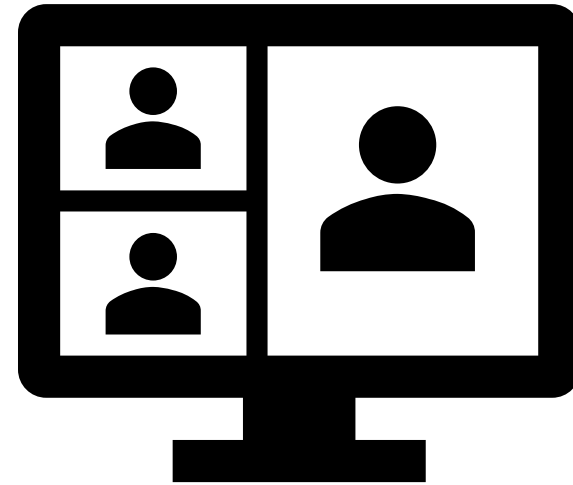
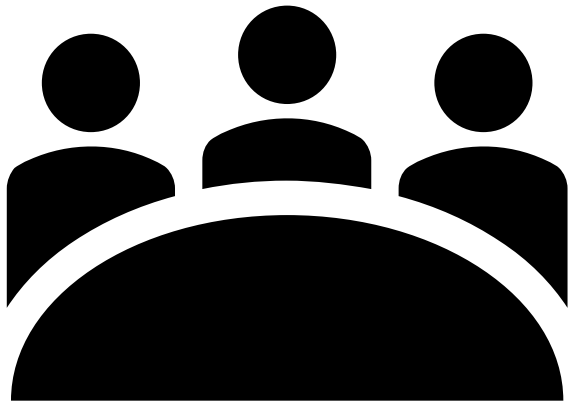
1990-2000

Do we remember when...



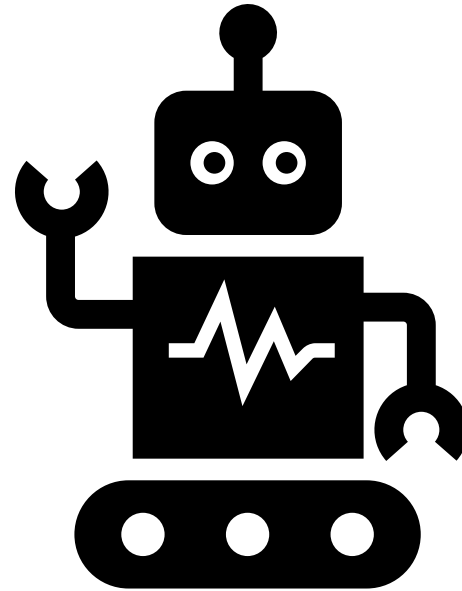
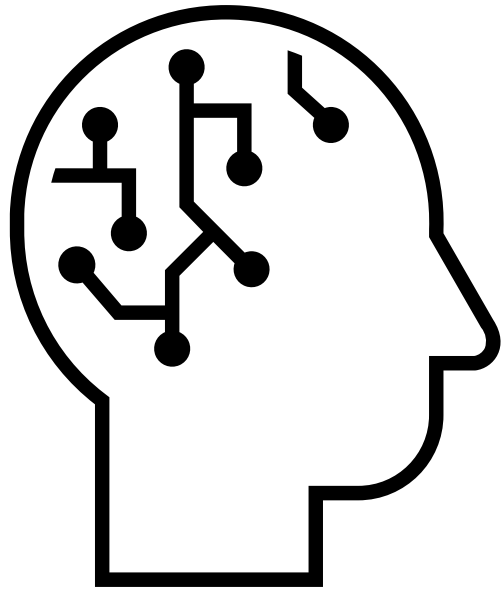
2000-2010

Do we remember when...



2010-2020

How will we remember this decade?



***Artificial
Intelligence
(AI)***

2020-2030

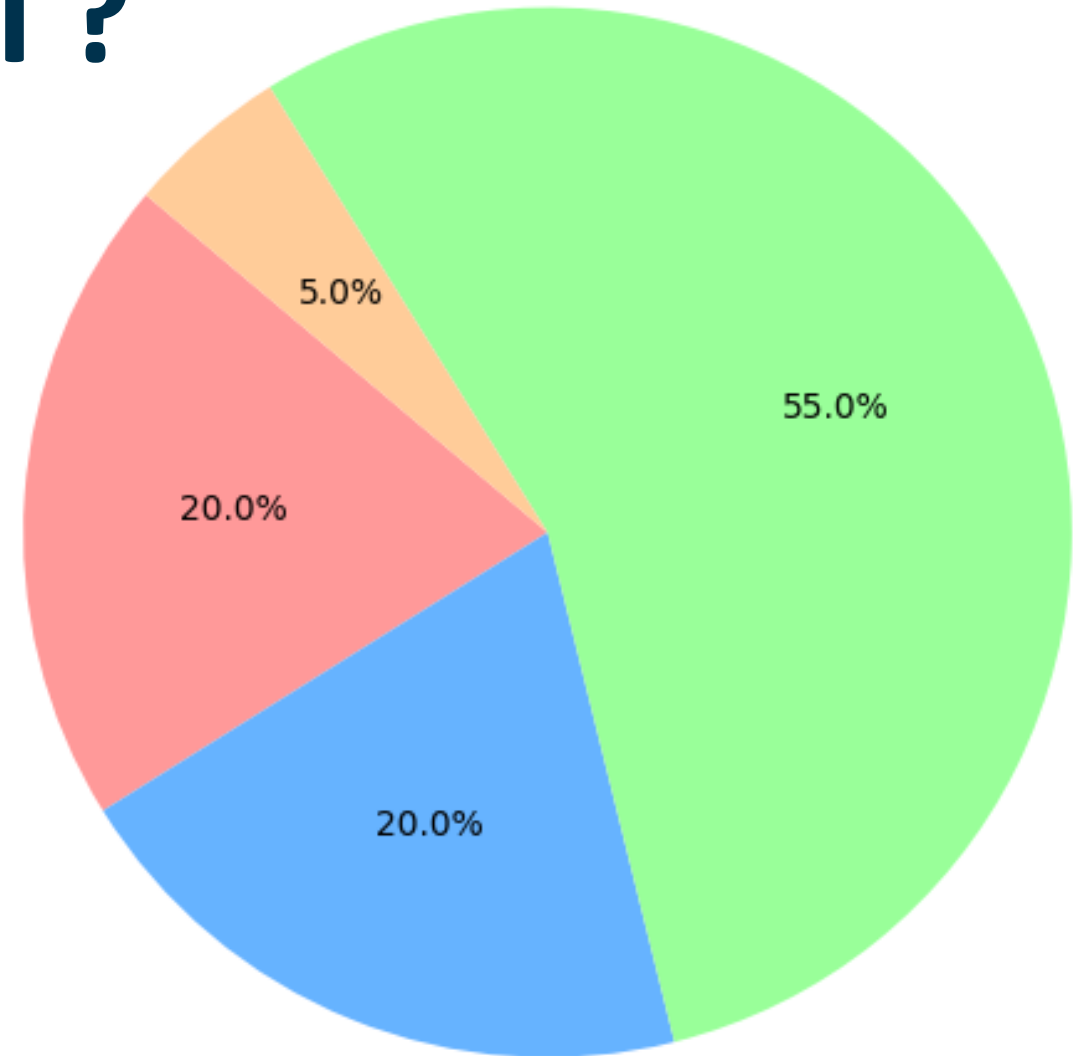
Poll: Who is using AI ?

1. Actively Using

2. Early Stages

3. Unsure/Not Enough Info

4. No Plans



Data sources: Conference panels audience polls and regional workshops 2024-2025.

Image source: Generated image prompt, Microsoft 365 CoPilot, Sept. 2025.

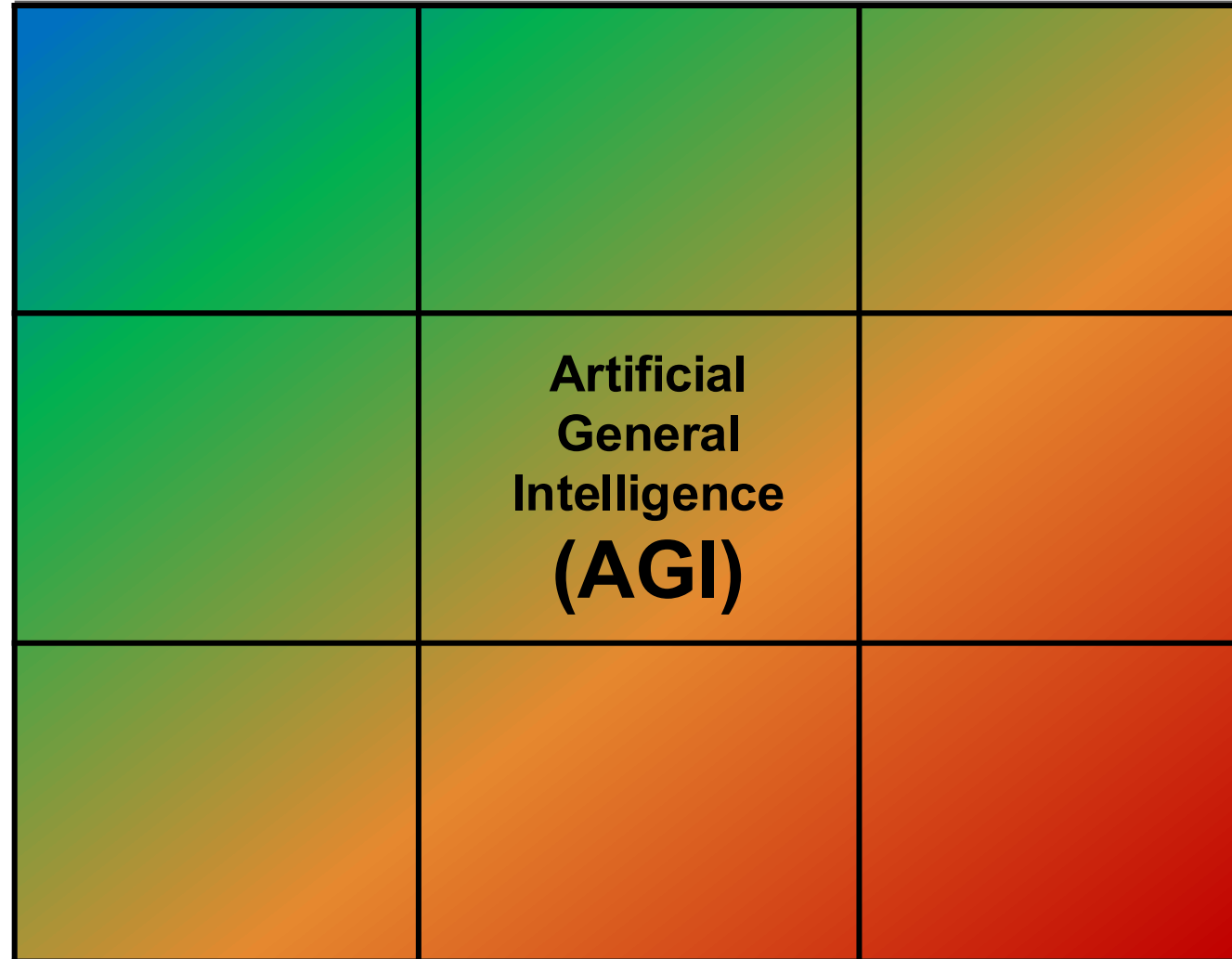
What exactly...is AI?

“The capability of a machine to imitate intelligent human behavior.”

“Computer systems that can perform tasks that typically require human intelligence — such as understanding language, recognizing patterns, learning from data, and making decisions.”

Types of AI: A Heat Map

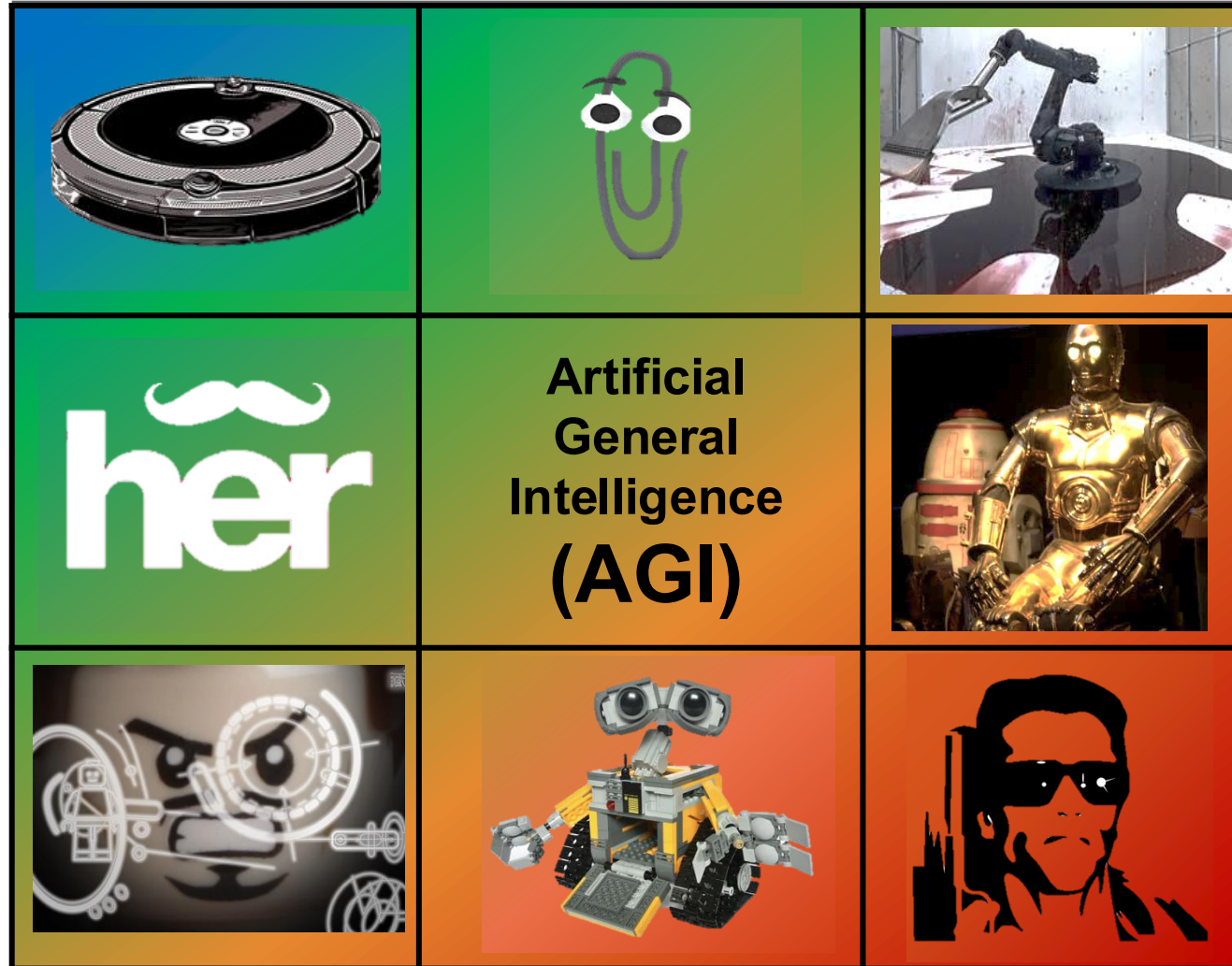
Artificial
Narrow
Intelligence
(ANI)



Artificial
Superintelligence
(ASI)

Types of AI: A Pop Culture Heat Map

**Artificial
Narrow
Intelligence
(ANI)**

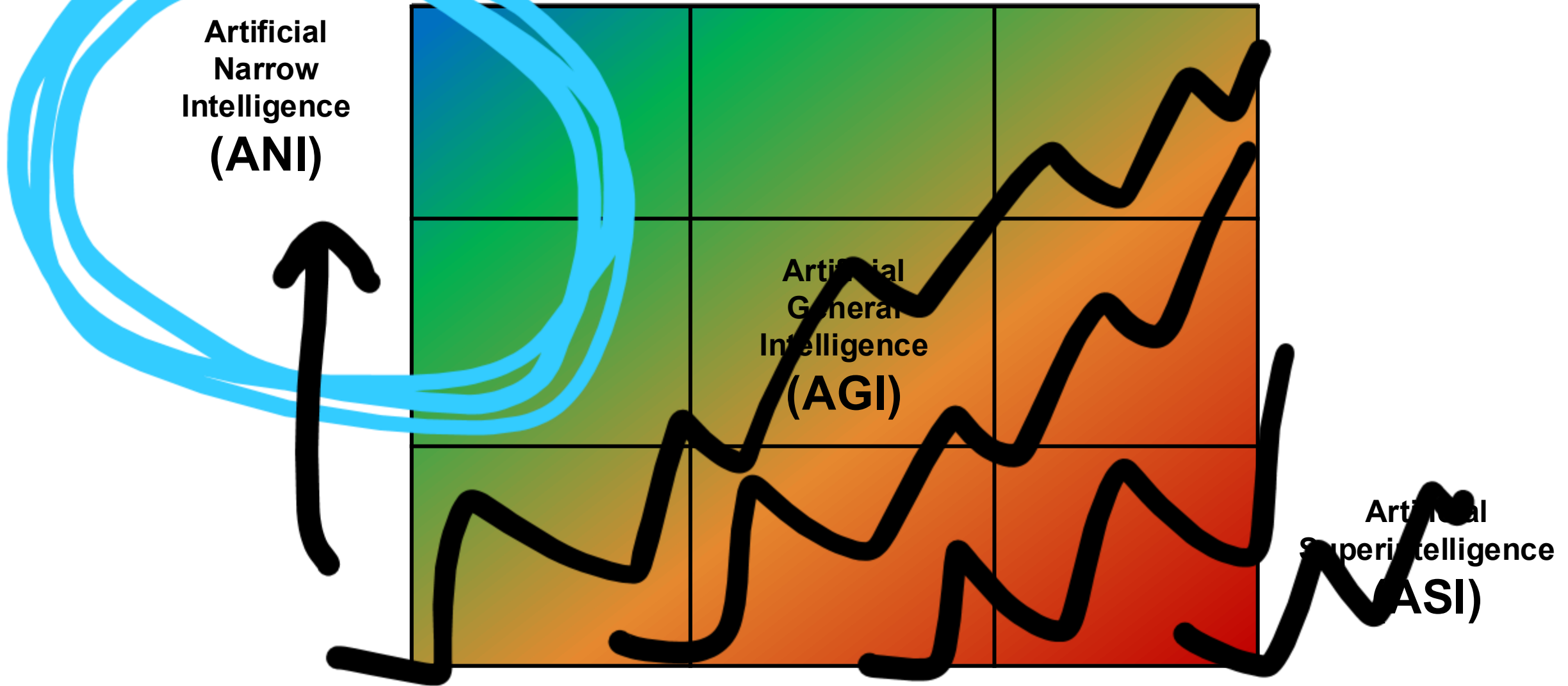


**Artificial
Superintelligence
(ASI)**

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3. Guggenheim Museum, Sun Yuan & Peng Yu, 2016
4. Public Doman + Clipart
5. "Droind and cp30" by hngstrickland is CC
6. Jarvis Lego - STICK KIM's licensed as CC
7. Toy "21303 WALL•E" by Brickset is licensed CC
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Type of AI: A Pop Culture Heat Map



Private Sector AI Systems

NETFLIX

Google

 Spotify

alexa


Uber

facebook®



Face ID

Other Public Sector AI Systems



How Can Local Governments Start with AI?



Responsible AI
Principles



Policy +
Governance



Privacy Impact
Assessments + Security



Piloting, Training &
Education



Relationships
and Monitoring

AI Systems: Local Government Use Cases

Built-In, Inclusive with M365 Licences (Paid Annual Subscriptions Also Available)



PORT MOODY
CITY OF THE ARTS



Microsoft 365
Copilot

- ✓ Chat, voice recognition, prompting, agents in CoPilot App or Teams
- ✓ Does not expose corporate records to external 3rd parties or other AI
- ✓ Connected only to the user's profile and security, limited record access
- ✓ Draft, personalize and polish any form of written communication
- ✓ Can upload and analyze Office documents, images and PDFs
- ✓ Research, media scans, calendar reminders, drive time calculations
- ✓ Generate images, data, tables and pictographs or presentation decks
- ✓ Draft code, formulas, calculate math, self-guided training
- ✓ Locate and interpret policy and bylaw language, can write/edit/proof
- ✓ Generate highlights of meetings, transcripts, recaps, action items, emails – categorized by speakers, dates, subjects

Prompts: The 5 W's Can Turn Hours to Minutes

“Provide an overview of the agenda for next week’s council meeting.”

“Prepare a speech for the mayor to deliver at the upcoming civic event.”

“Summarize the community feedback gathered from our recent survey.”

“Analyze and compare our publicly reported bylaw and police service call data with that of other municipalities.”

“Please do a media scan of all mentions of solid waste and recycling in our region.”

Thanks!

**We'll have time for
questions at the
end!**





CHARTING UBCM 2025 THE COURSE





Artificial Intelligence at City of Vancouver

Union of BC Municipalities

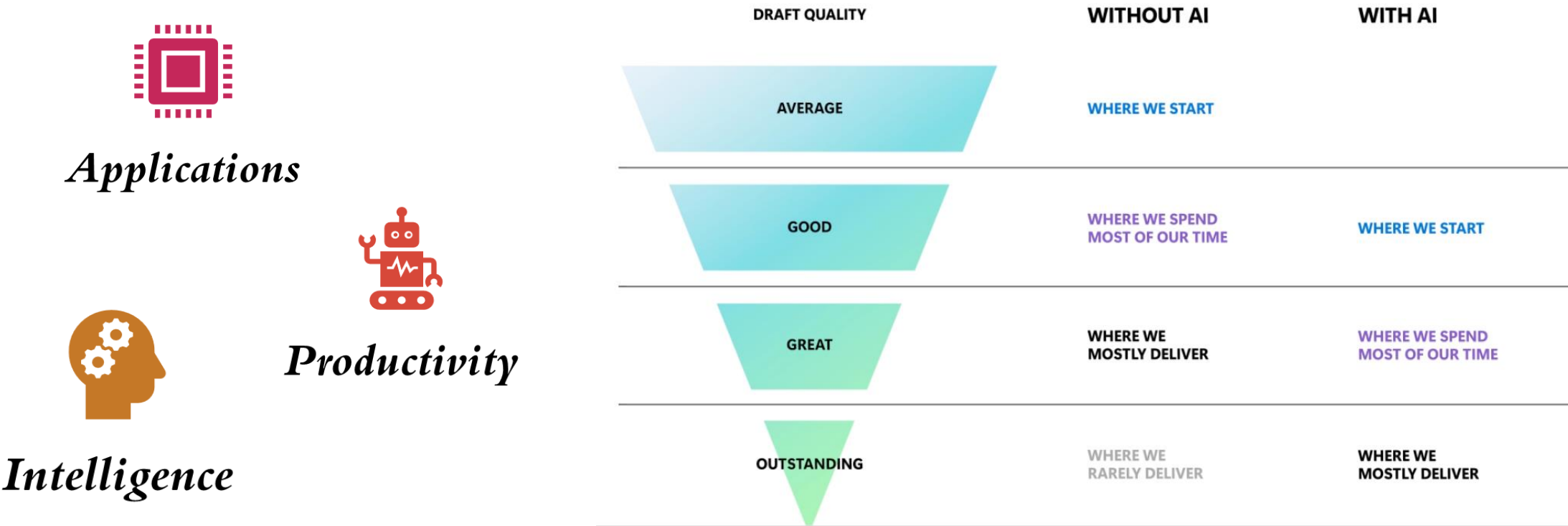
Sept 23, 2025

Aman Sidhu

Director, Enterprise Data, Analytics, and AI

Artificial Intelligence Overview

Artificial Intelligence encompasses a wide range of technologies that enable computers to perform tasks that typically require human intelligence

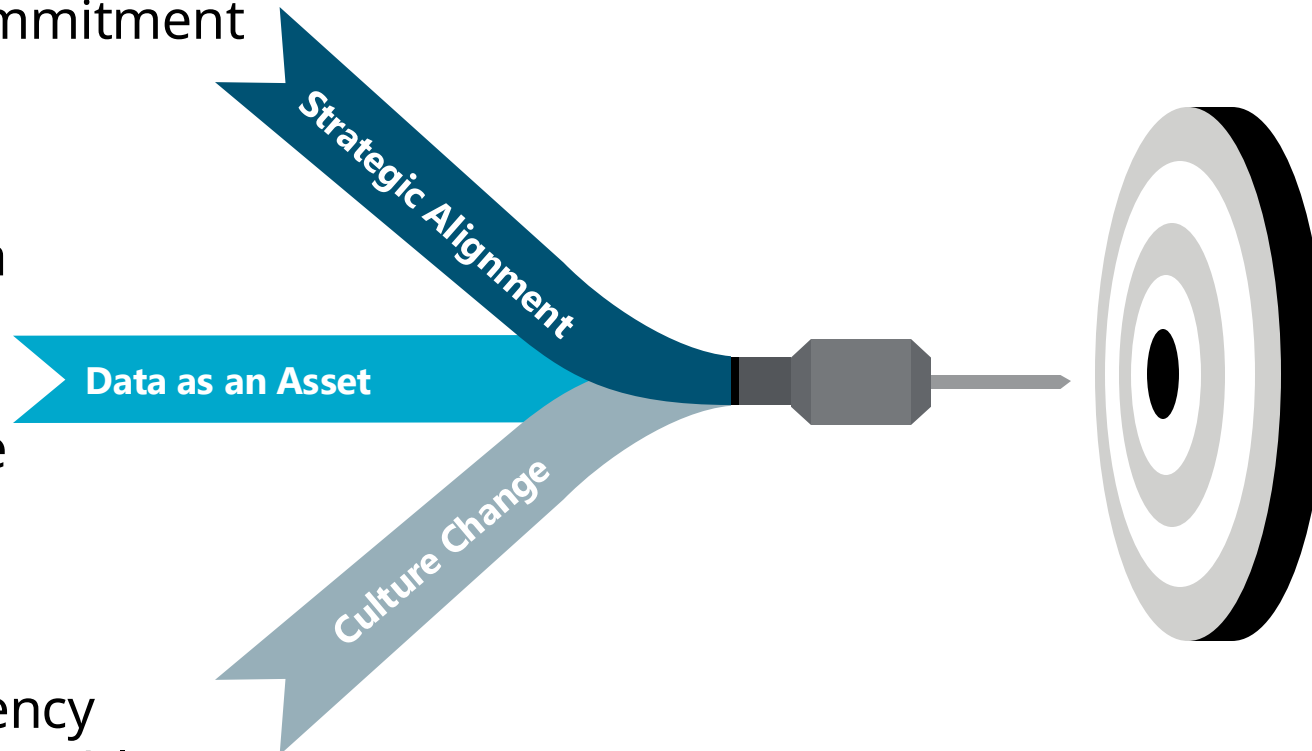


Enablers for effective use of AI

- Council Priorities
- Leadership commitment

- High quality data
- Enterprise data platform
- Data governance

- Training
- Transparency
- Business enablement
- Innovation



1. Service delivery improvements
2. Insights to support decision making
3. Automation of City processes
4. Citizen engagement and personalization

A blue arrow pointing to the right, containing the year "2024" in white text.

2024

Service Delivery

Significant opportunity to leverage AI in government to improve efficiency, service delivery and decision making

Ongoing initiatives in CoV, partnering with best-in-class vendors, startups, and other munis to advance

Operational Governance

Security, ethics, legal, and privacy are key considerations

Developing responsible AI use guidelines, Privacy Impact Assessments and partnering with ATIP office

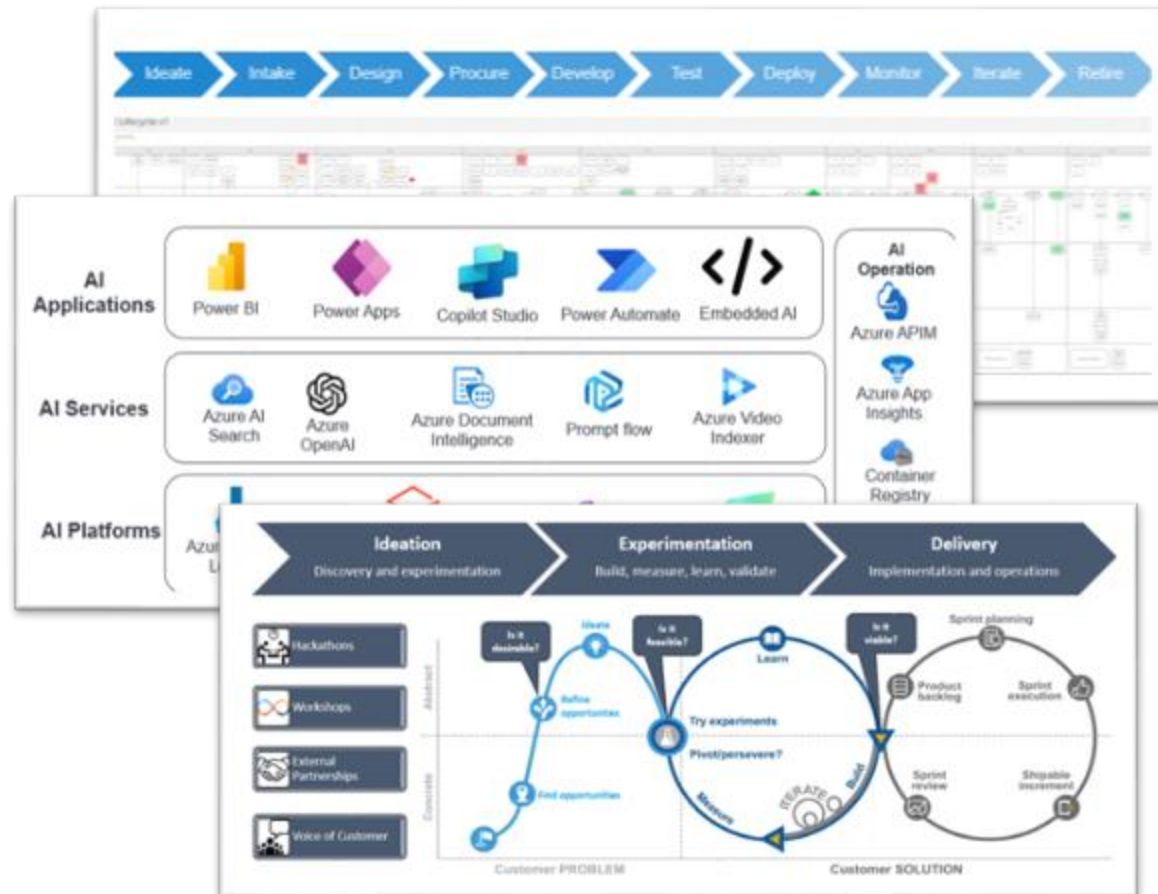
People & Culture

Implementing AI requires human capability

Developing a culture of innovation, providing training for staff and learning from broader community. Building data governance committee

AI Program – **Delivery** and Operational Governance

Delivery



Operational Governance

AI Delivery - Solutions

Launched and Live

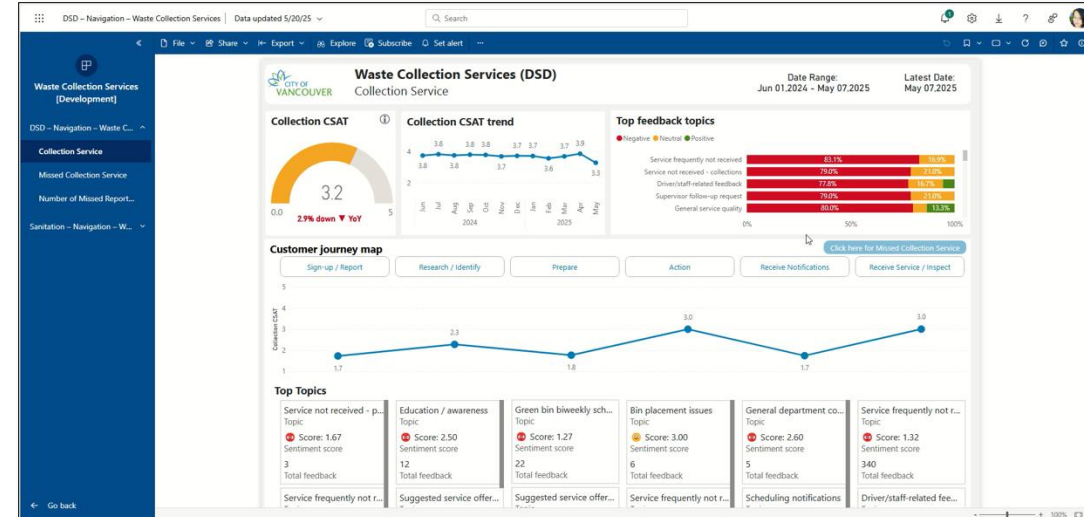
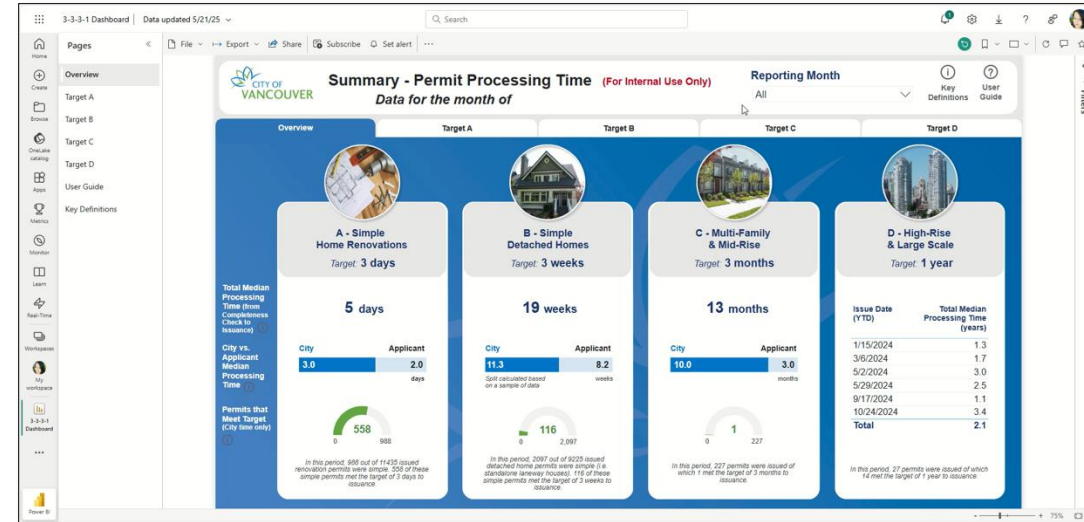
- License Plate Recognition
- 3331 Permit Processing Dashboard
- CoV Website Chatbot
- Conditions Management Application
- Job Analysis and Description Engine (JADE)
- Copilot Chat
- FIFA Document Intelligence
- Sentiment Analysis

Pilots & Proof of Concepts

- Voice of the Customer
- CivCheck: Building Plan Review
- M365 Copilot and productivity AI assistants
- Empty Homes Tax Identity Verification
- Short-Term Rental Enforcement – AI Assisted Evidence Review
- Digital Bylaw Management
- FIFA Common Operating Platform

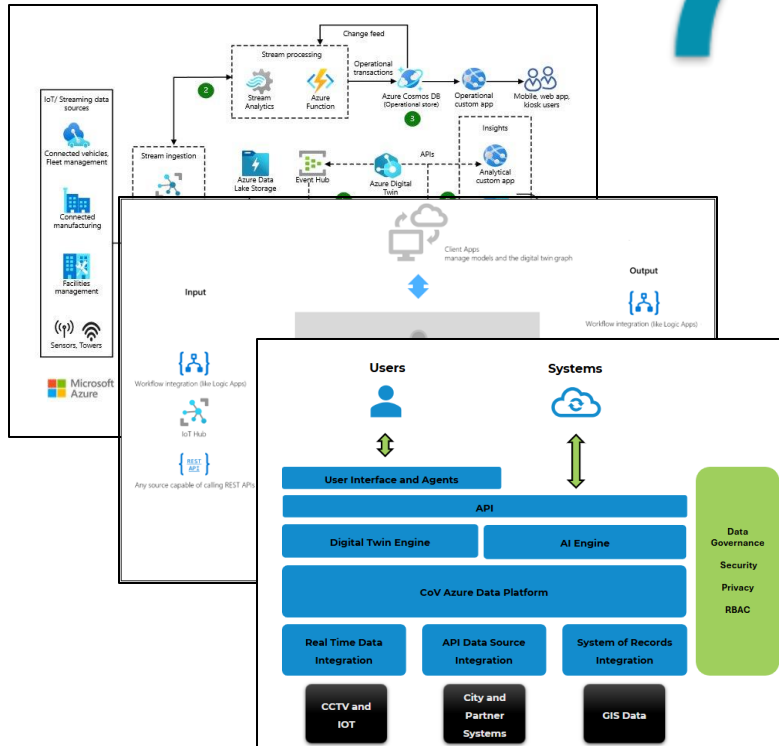
Federally Funded AI Development

- Flood Hazard Identification Mapping Program



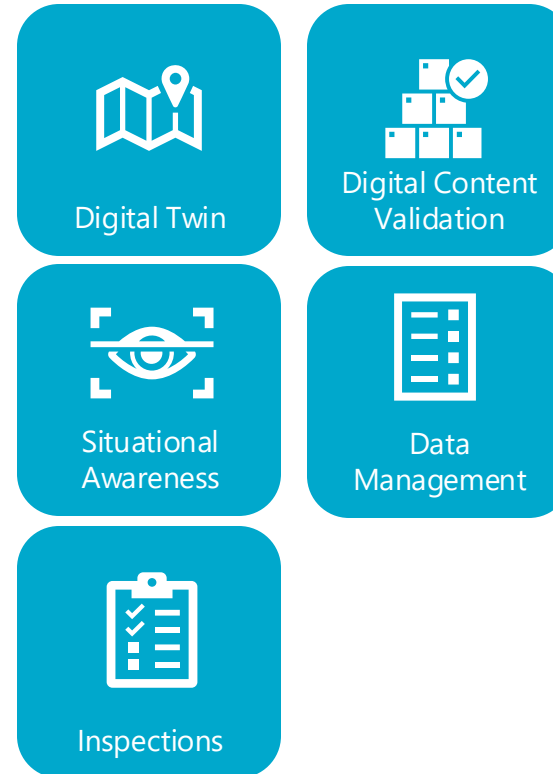
Artificial Intelligence – 2025 Forward

Technical Capabilities



- Database cloud infrastructure
- AI infrastructure
- Digital twin infrastructure

Enterprise Capabilities



Business Products

Situational Awareness

- FIFA Common Operating Platform
- Flood Hazard

Digital Content Management

- Short Term Rentals Enforcement
- Empty Homes Tax Audit
- Digital Bylaw Management

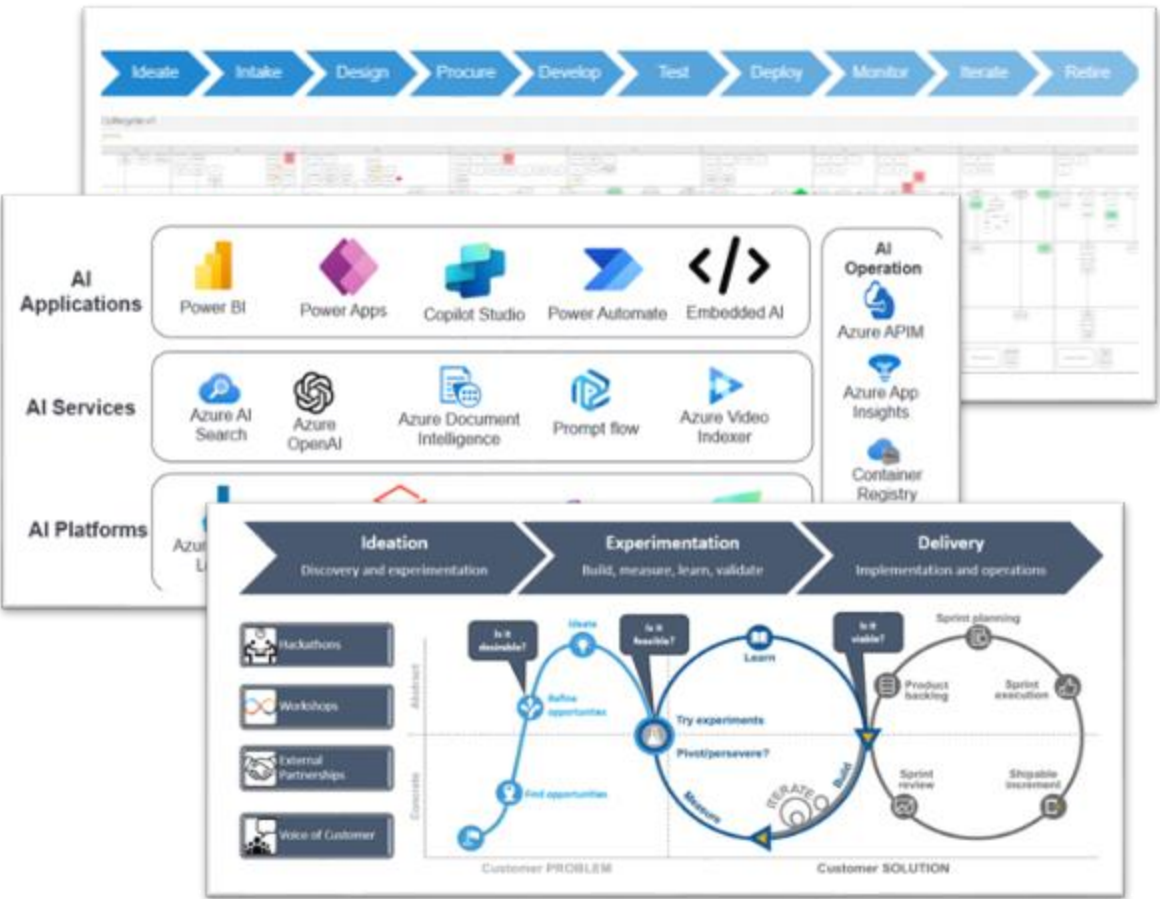
Inspections, Asset Management

- Single Resident Occupancy Inventory and Management

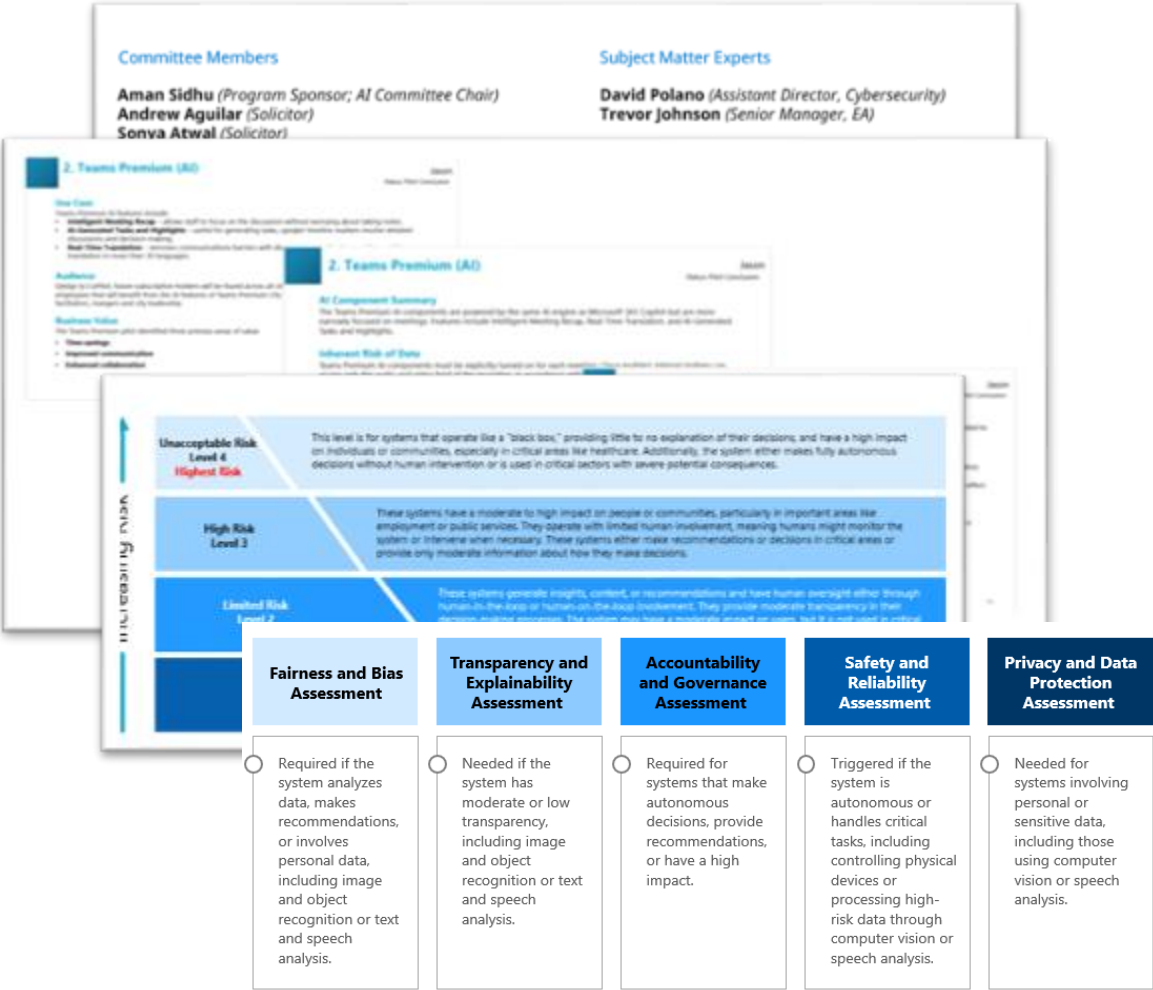
AI Program – Delivery and Operational Governance



Delivery



Operational Governance



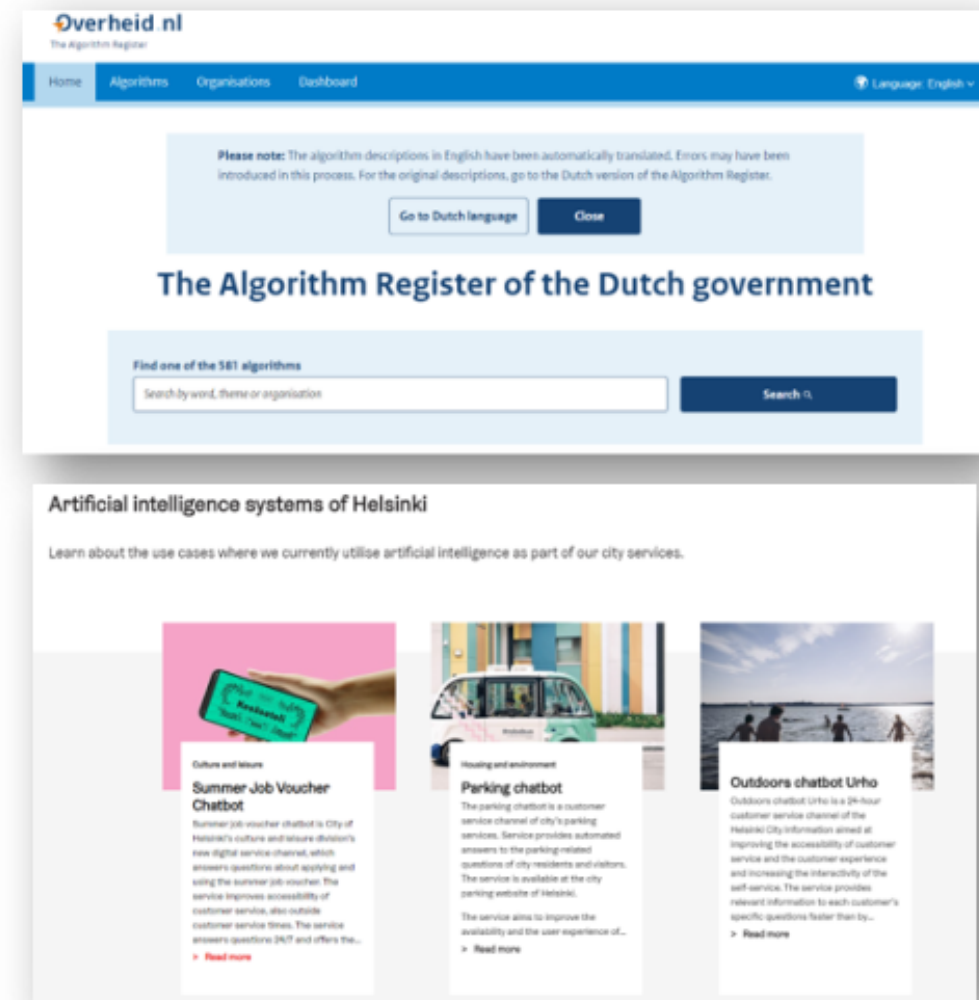
AI Operational Governance - AI Register

The **AI Register** is a central repository to collect information related to the **use of Artificial Intelligence** throughout the *City of Vancouver*

The **AI Register** was created to enable **transparency** and foster **trust** using the principles of Responsible and Ethical AI delivery.

Public Service organizations such as the Dutch Government, the City of Helsinki and the UK Government have all publicly deployed an AI register to foster a sense of **trust and transparency** with their citizens.

By gathering this information, in the future, the City of Vancouver will be enabled to share AI driven improvements through our **Open Data Portal**.



AI Operational Governance - AI Register



Microsoft Lists

+ Add new item

Edit in grid view

Undo

Share

Copy link

Export

Forms

New

Automate

Integrate

EXT-Enterprise Data, Analytics, and Artificial Intelligence (TS) - EDA and AI - PMO

AI Register

All Items

+ Add view

Name	Description	Phase	Requesting De...	Requestor	Users (Busines...	External/Inter...	Status	PIA Obtained	Justification fo...	Completed Milestones
3331 Permit Processing Dashboard Initiative (Permit Improvement)	<p>Council priority.</p> <p>This model will provide insight into the delivery metrics for various permit types for the City of Vancouver. The targets as defined by City Council are: 3 days for renovations, 3 weeks for single-family homes, 3 months for multifamily homes, and 1 year for large projects.</p> <p>This dashboard is powered by AI for two purposes. The model defines exclusionary criteria (data cleansing) and then categorizes remaining data where the model then extracts key entities from text-based fields in posse and merges this information with structured data. This process ensures the correct identification and categorization of permits into their respective processing time categories and highlights any exceptions for focused tracking for the last two targets (multi-family homes and large projects).</p>	12. Operational (Clos	CMO	Karen Levitt	City Council, BPPS, CMO, PDS, DBL	Internal	Completed	✓	⊗	<ul style="list-style-type: none">- Ideation complete _Dec 23- PoC for AI created -Feb 24- Pilot with Manual extracts (Feb to Jun 2024)- Go Live Jun 11-We are in Phase 2 to be delivered in early October-The tool went live on Nov 22, 2024.
Voice of Customer Dashboard for Waste Management	<p>Creation of a Voice of the Customer (VoC) dashboard which aims to analyze customer feedback, highlight their pain points and identify areas where the City can improve service delivery. The initial use case for VoC is missed collection services. This will include missed garbage and green bin report data, city services feedback related to missed collections and a customer experience survey. The dashboard's qualitative analysis component utilizes AI-powered text analytics to categorize customer feedback from each data source into relevant themes and topics, thereby enhancing the understanding of customer needs and improving service delivery.</p> <p>- Version 1 of PoC Dashboard</p> <p>-Service Blueprint creation underway to refine the dashboard requirements</p> <p>- New dashboard with service blueprint created</p> <p>-Updated Journey classification model</p> <p>-Added new classification model for garbage vs greenbin (Feb 2024)</p>	4. Pilot	Digital Channels and Customer Experience	Setal Moraria	CoV Management	Internal	On track			<ul style="list-style-type: none">-Process for deployment to production underway
Vancouver.ca Informational Chatbot	<p>External-facing chatbot designed to answer citizen inquiries on the Vancouver.ca website. Initially, the chatbot's capabilities will be focused on providing responses based on information that is already publicly available on the website, without delving into complex workflows such as those related to permit processing. The first phase of the project includes an internal deployment coupled with rigorous testing to evaluate the chatbot's performance and effectiveness. Based on the outcomes of this phase, a decision will be made regarding its external deployment to assist citizens by answering their questions directly and efficiently.</p>	10. Production	CX under Digital Service Delivery	Setal Morzaria	Public	External & Internal	On track	✓	⊗	<ul style="list-style-type: none">-Deployed to production On Mar 14th-Release 1.1 with robustness and UX improvements and automation being planned
EHT (Empty Home Tax) Audit Automation	<p>Challenge: The current audit process for verifying compliance with the EHT is time-consuming and can be inefficient due to the need for specific documentation from citizens. This results in a prolonged audit process, increased workload for city</p>	3. Prototyping	Financial Services Group	Deepak Saini (Manager Vacancy Taxation)	Audit team in Vacancy Taxation	Internal	Deferred	✓	⊗ PIA attached	<ul style="list-style-type: none">- Created a demo with sample data Dec 2024-Developing a proof of value

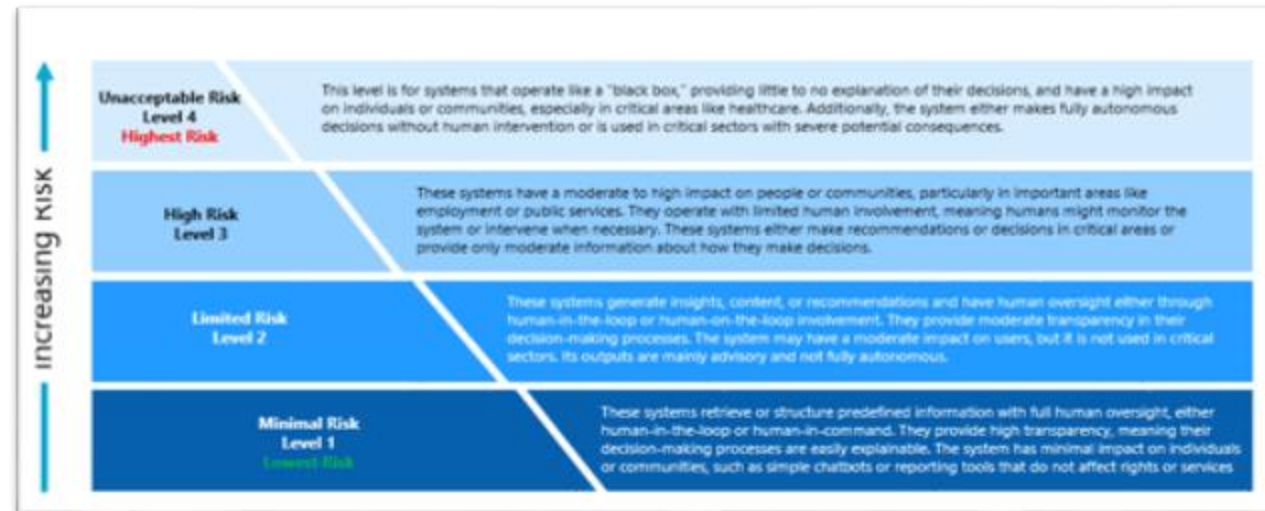
CLT provides strategic oversight for the Technology Services Annual Plan

Committee Members

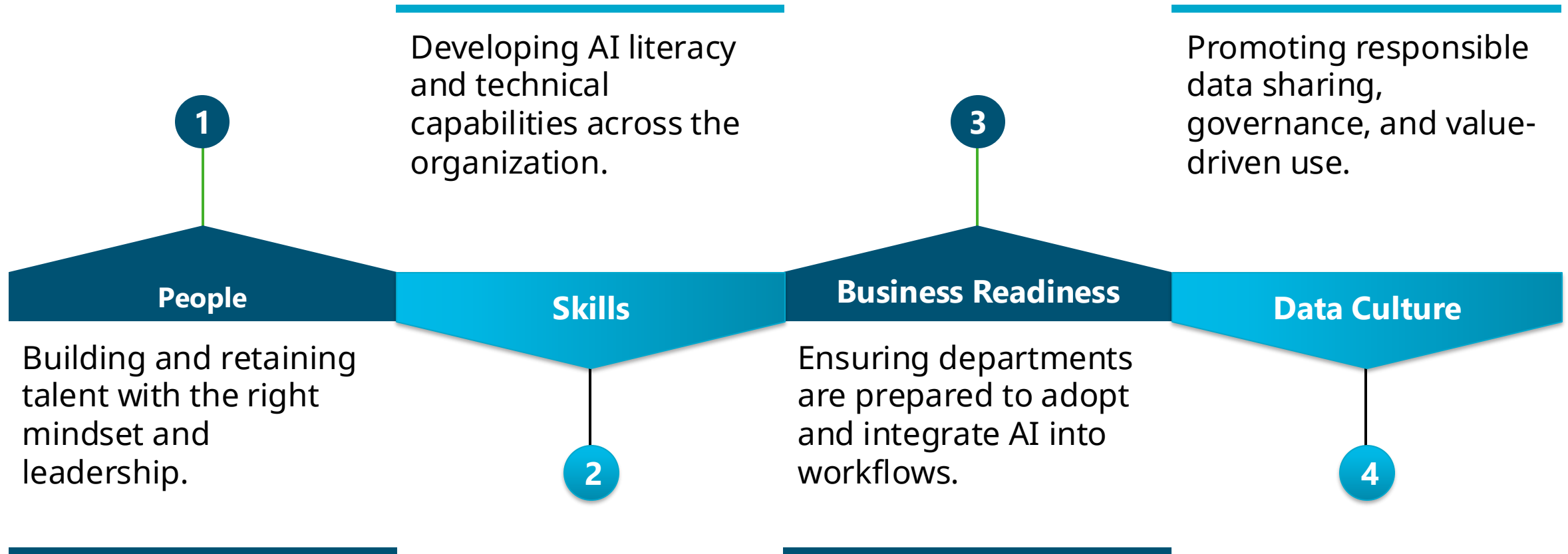
Director, Enterprise Data, Analytics, & AI
Solicitor
Director, Access to Information
Director, Financial Services
Chief Risk Officer
Sr. Manager Indigenous Relations
Chief Technology Officer
Director, Talent Strategies
Chief Equity Officer

Subject Matter Experts

Associate Director, Cybersecurity
Senior Manager, Enterprise Architecture



AI Success - People & Culture



	2025	2026
Service Delivery Significant opportunity to leverage AI in government to improve efficiency, service delivery and decision making	Total of 21 AI projects delivered or in progress. Partnered with Microsoft on delivery of five (5) initiatives, federal gov't grants for two (2) initiatives, and one (1) startup from the bay area.	Continued implementation of solutions improving service delivery and delivering efficiencies. Success measures and KPI reporting.
Operational Governance Security, ethics, legal, and privacy are key considerations	Implemented Responsible AI use guidelines, AI Advisory Committee, AI Assessment. In progress - CoV sized, responsible AI framework, AI operational delivery program.	Operational governance aligned to federal and provincial privacy, legal, and risk frameworks right-sized for CoV operations.
People & Culture Implementing AI requires human capability	Implemented data readiness assessment, data governance committee, data management, copilot training.	AI and information security training operational. Technical skills for staff

Significant opportunity to leverage AI in government to improve efficiency, decision making and service delivery



Considerable progress made – technical infrastructure in place and 21 AI initiatives underway

Security, ethics, legal and privacy continue to be important considerations



AI Advisory council, data governance and data classification policies established.

Success implementing AI requires investment in both technical and human capabilities and a broad enterprise culture change



Sustained investment in people, skills, business readiness, data culture and technology.

Thank you!



CHARTING UBCM 2025 THE COURSE



Kelowna's Digital Transformation: *Planning and Development*

September 2025 - UBCM

Kelowna's Digital Transformation – Planning and Development

AI Chatbots

Connecting Fast-Track processes and AI Chatbots

Using AI/Data in other ways

What's next?

AN UNILELY JOURNEY INTO THE WORLD OF ARITIFICIAL INTELLIGENCE

I've always thought the planning and building related information (while written in English) is like learning another language for many people who may need to access it.

Although I'm a bit of a nerd...I'm not at
tech guy...At all...

2018/19 the BC Government Development Process Review



- ▶ Grant process to follow

2021 UBCM Grant application



1. AI “chatbots”
2. Infill Housing
Fastrack

The Details:



2021 Grant application ask: \$350,000 approx. for A1 work



Matched by in-kind work/expertise from Microsoft for a similar amount



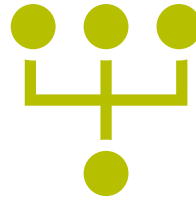
*Grant commitment to share what we learned

Results: In the fall of 2023 we released our first in a series of AI supported chatbots (and other tools)

The Details:



AI Chatbots



AI searchable Zoning Bylaw, BC
Building Code, Electrical Code,
Plumbing & Gas Codes



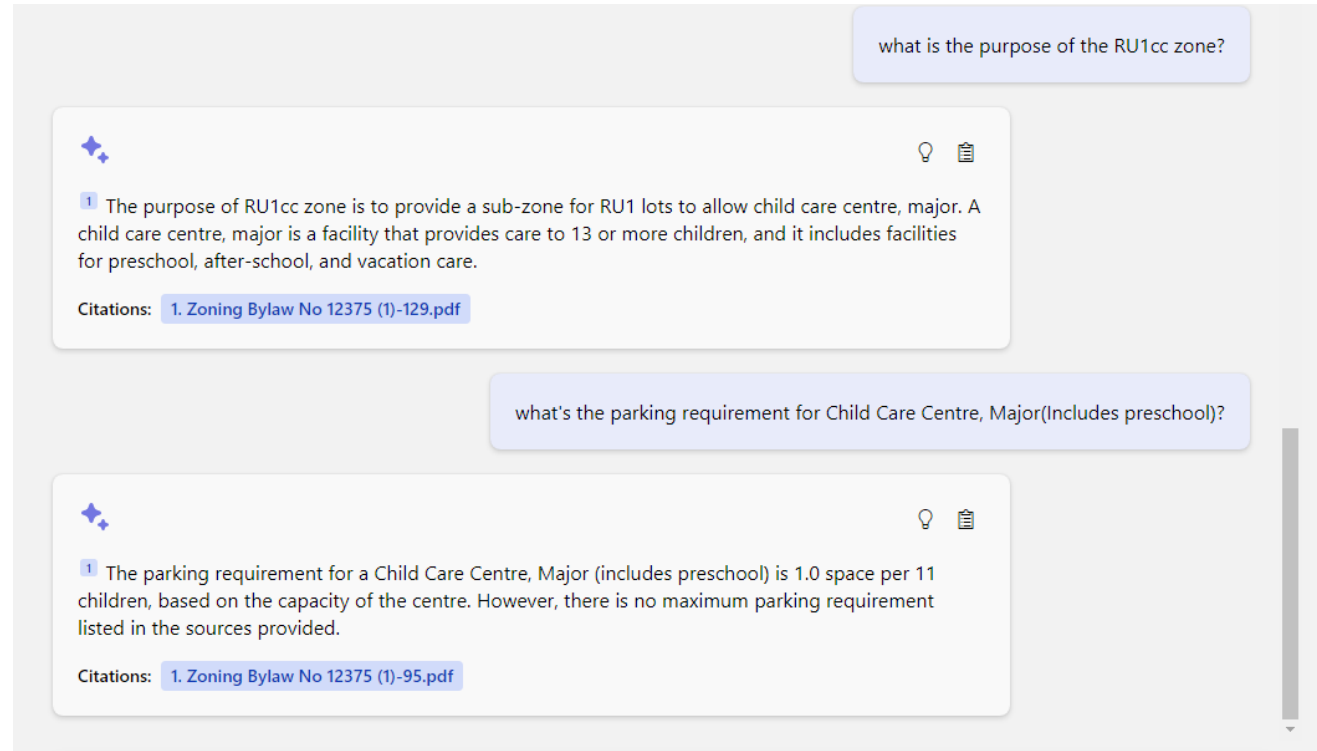
Chatbots to help
customers/community navigate
various permit types

OpenAI – Permitting Use Cases



OpenAI Permitting Use Case

Instantly interact and learn
more about your City's zoning
bylaws



The screenshot displays a chat interface with two messages. Each message includes a lightbulb icon, a document icon, a citation number, and a link to a zoning bylaw PDF.

Message 1:

what is the purpose of the RU1cc zone?

¹ The purpose of RU1cc zone is to provide a sub-zone for RU1 lots to allow child care centre, major. A child care centre, major is a facility that provides care to 13 or more children, and it includes facilities for preschool, after-school, and vacation care.

Citations: [1. Zoning Bylaw No 12375 \(1\)-129.pdf](#)

Message 2:

what's the parking requirement for Child Care Centre, Major(Includes preschool)?

¹ The parking requirement for a Child Care Centre, Major (includes preschool) is 1.0 space per 11 children, based on the capacity of the centre. However, there is no maximum parking requirement listed in the sources provided.

Citations: [1. Zoning Bylaw No 12375 \(1\)-95.pdf](#)

Building permits & inspections

[Home](#) > [Homes & building](#) > [Building permits & inspections](#) > [Apply for a building permit](#)[Apply for a building permit](#)Single family homes /
carriage houses

Small multi-family home

Mobile homes

Apartment renovation /
additionDetached shed / garage /
workshopCommercial, industrial &
multi-family building

Tenant improvement

Swimming pools

Solid fuel burning appliance

Demolition/decommission

Sign permit

Racking Permits

Fast Track Infill

Approved building permits

What do you want to build?

Each building requires a separate building permit application. Please ensure all documents attached are pertaining to the specific building permit application only.

New

Single Family Homes &
Carriage Houses

New

Small Multi-Family
(2, 3, or 4-plex)

New



Mobile Homes



Apartments

Detached Sheds,
Garages & WorkshopsNew Commercial,
Industrial & Large
Multi-Family Buildings

Tenant Improvements

New



Swimming Pools



Need help?

Click here and start chatting

Chat now

Since then...

- ▶ We've added more tools. We're using AI chatbots to help property owners understand what additional density they can put on their property through infill development

Small multi-family homes

[Home](#) > [Homes & building](#) > [Building permits & inspection](#)

New online application process:

[APPLY FOR A PERMIT](#)[UPDATE AN APPLICATION](#)

If you're experiencing an issue with the new application process:

[REPORT AN ISSUE](#)

How to prepare to apply:

[+ New small multi-family homes](#)



The purpose of the Multi-Dwelling Zones (MF1, MF2, MF3, MF4) are to designate land for infill housing, ground-oriented housing, and apartment housing, with compatible secondary uses. This type of housing includes townhomes, condominiums, micro-suites, long term rentals, and apartments. These zones do not permit short-term rental accommodation as a principal use. The "r" subzone designation means the property has committed to rental only tenure of the dwelling units (long-term). Principal uses some principal uses in these zones are: Townhouses, Stacked Townhouses (MF2, MF3), Apartment Housing (MF3), and Group Home.

11:15 AM

Your property falls within an accepted zone.

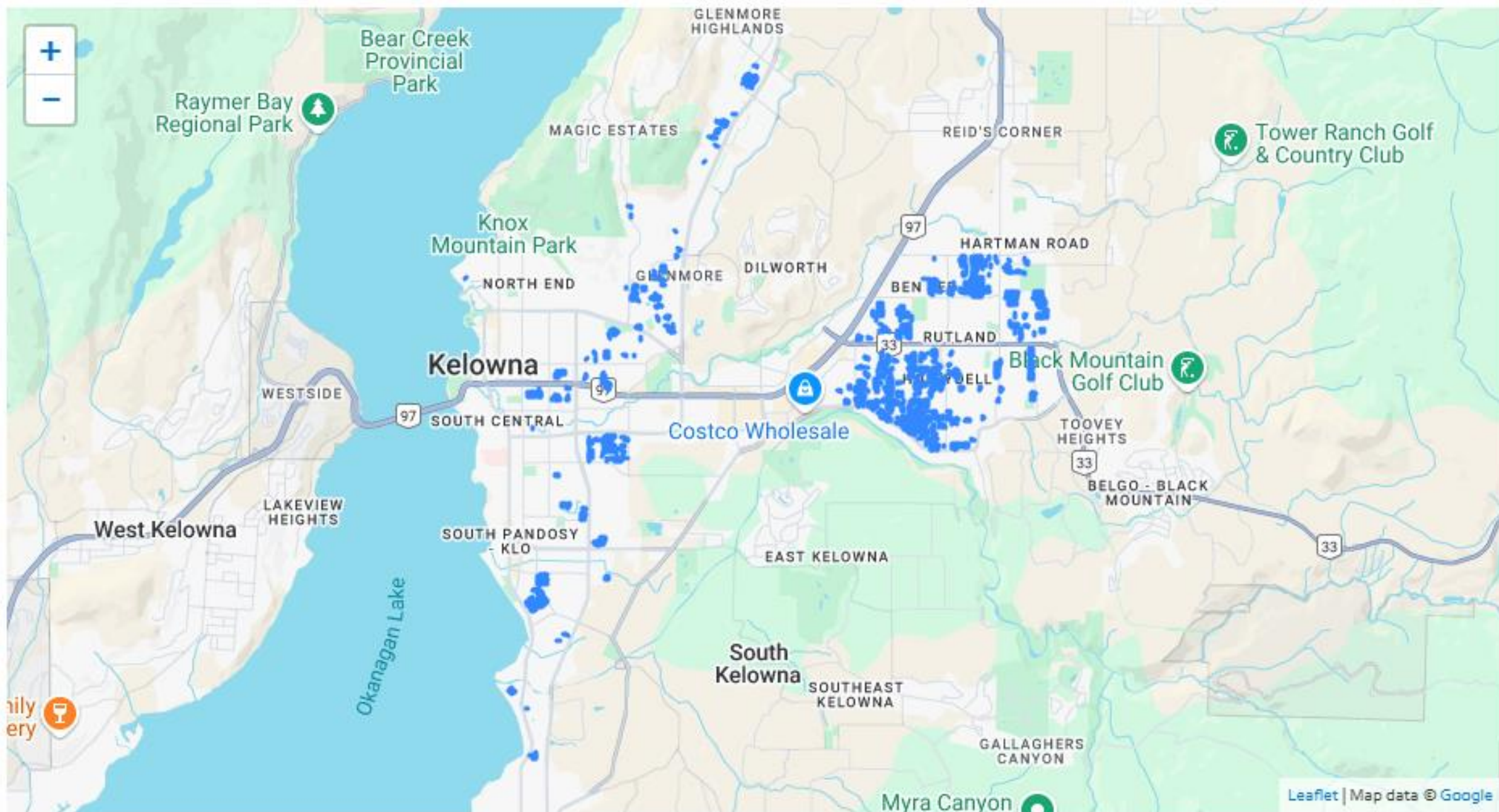
**For information purposes only. To confirm your eligibility, please contact planning.*

11:15 AM

Please click through the button **Latest message** to learn more about



powered with ♥ by [zammo.ai](#)



Building better for today and tomorrow with infill housing

Need help?

"Fast-Track" eligible lots

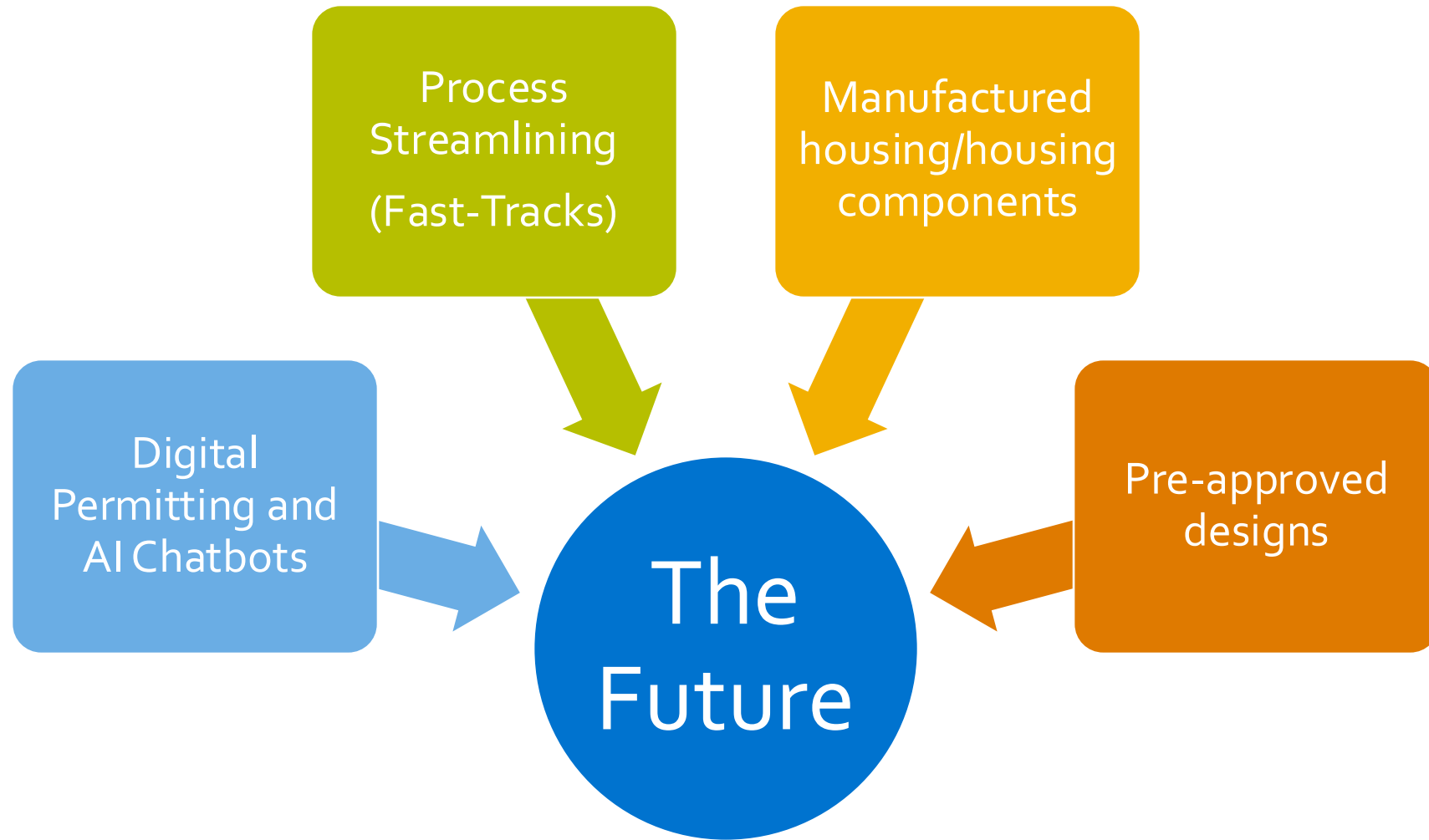
More than 1,300 MF1-zoned laneless lots in the City's Core Area are now eligible for 'fast-track' approval. This means that if your lot is eligible and you wish to proceed with an application for infill, your Development and Building Permit application can be approved within 10 business days if you're working with a pre-approved multiplex design.

See below for more details about the development process.

Lots not eligible for Fast-Track, but still eligible for infill

The majority of residential lots within the Permanent Growth Boundary are eligible for infill of 4 to 6 units and can follow the standard application process.

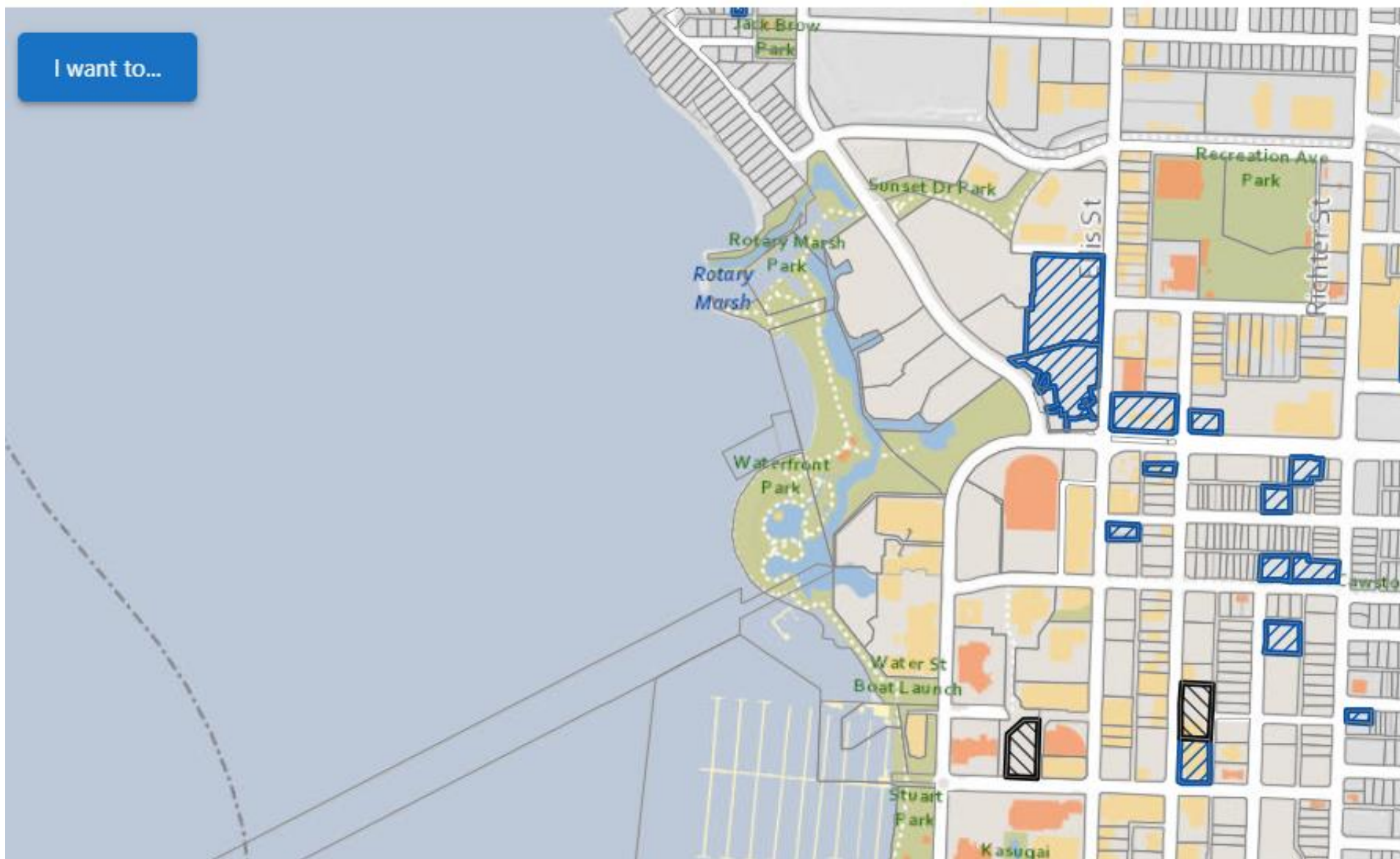
Lots that are not eligible for the Fast-Track may still be eligible for redevelopment. Contact the Planning Department at 250-469-8626 or planninginfo@kelowna.ca for more information about redevelopment potential.



Model City – Kelowna's Digital Twin

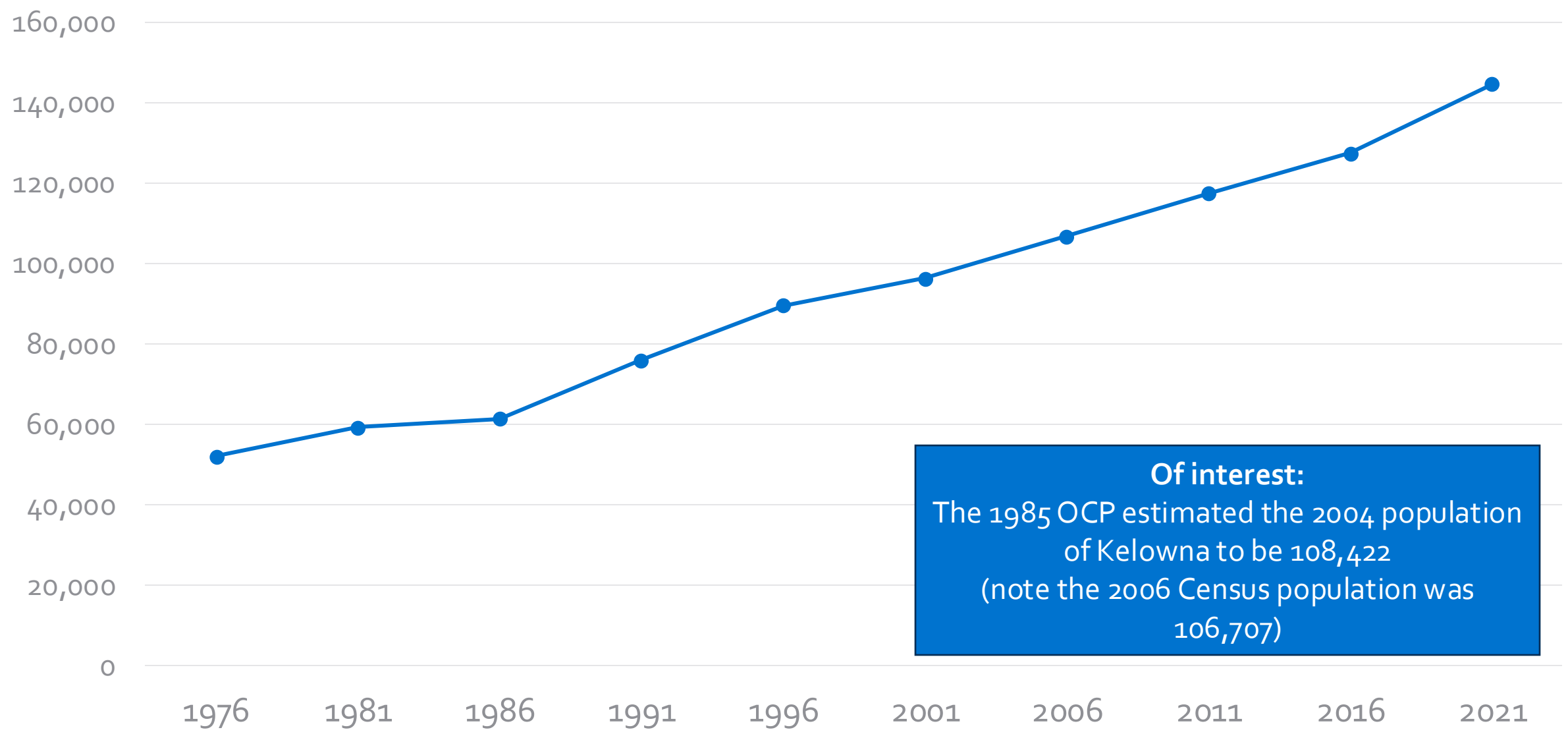


Buildings Under Application

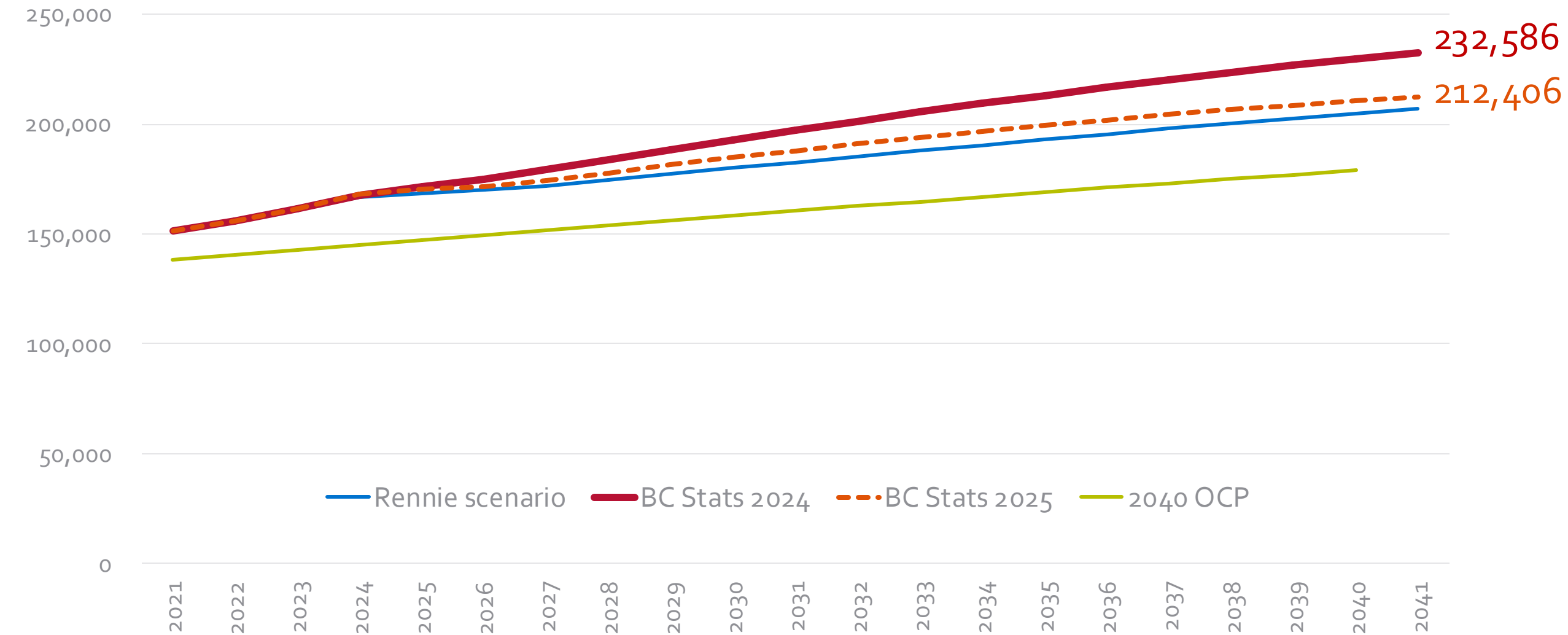


City of Kelowna

Census population growth 1976 - 2021



Population growth to 2041



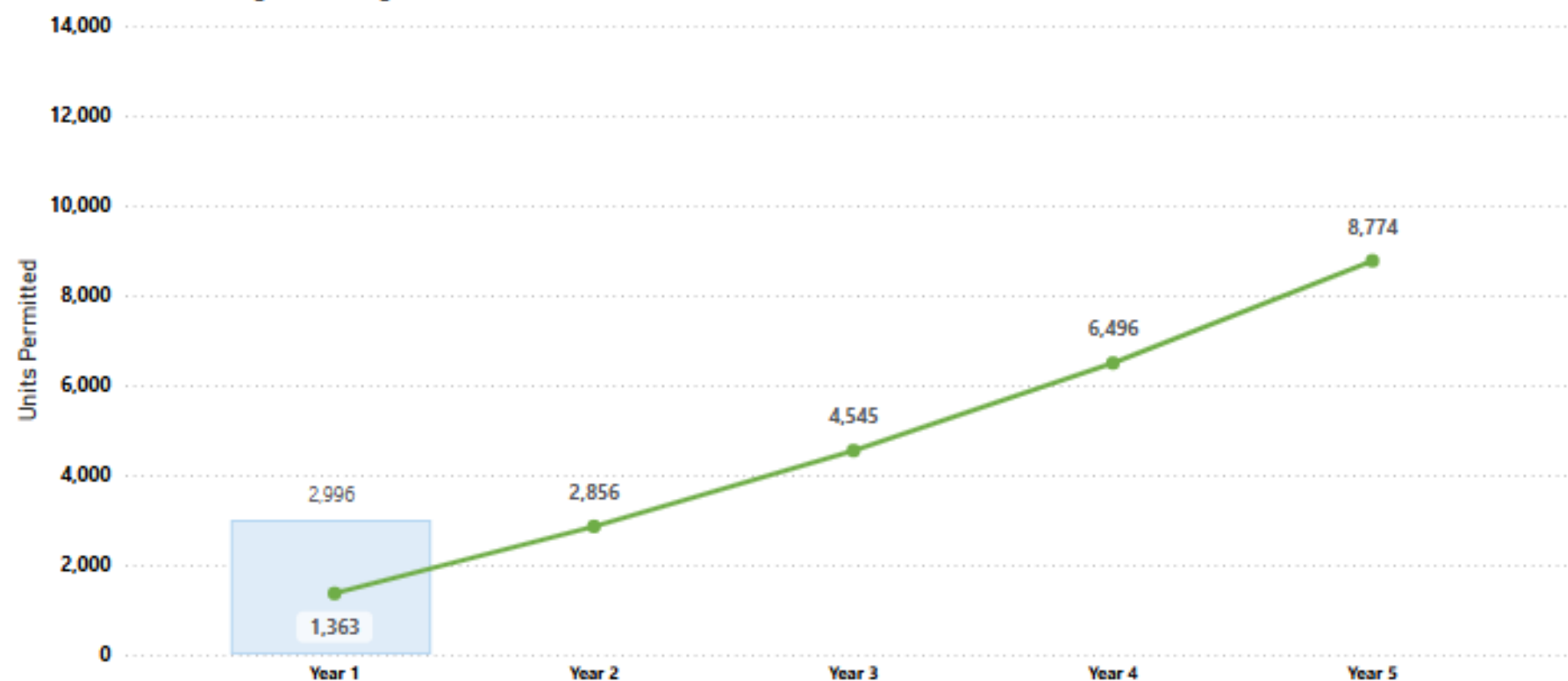
Housing Dashboard

Housing Targets

Data Source: City of Kelowna

From Total 5-Yr Targets to Annual Cumulative Targets

○ Cumulative OP Dwelling Units ● Target



Housing Target: Net new units required to meet housing target.

Annual cumulative targets are set to increase from 14-yr average completions (~1,232/yr.) at a linear growth rate.

Total 5-yr Housing Target (units)

8,774

Proposed annual rate of increase

	Year 1	Year 2	Year 3	Year 4	Year 5
	5%	10%	18%	28%	40%

The graph measures the monthly number of homes issued occupancy permits measured against Kelowna's housing targets. The housing targets are shown as graduated annual housing targets, leading towards the total 5-year housing target. Kelowna's housing targets are aligned with the official housing targets provided by the Province.

Housing Dashboard

Rental Prices

All

Studio

1 Bedroom

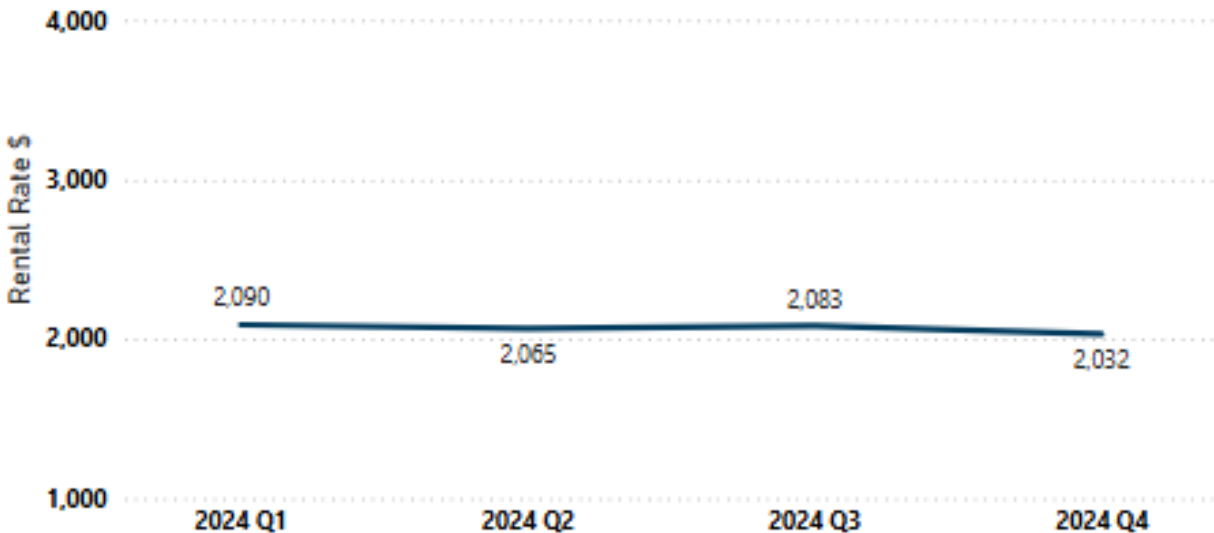
2 Bedroom

3 Bedroom +

Data Source: KNEW Research

Rental Prices in the Primary Market

Bedroom Type ● All



Rental Prices in the Primary Market

BuildingType	2024 Q1	2024 Q2	2024 Q3	2024 Q4
All	\$2,090	\$2,065	\$2,083	\$2,032

All

Condo

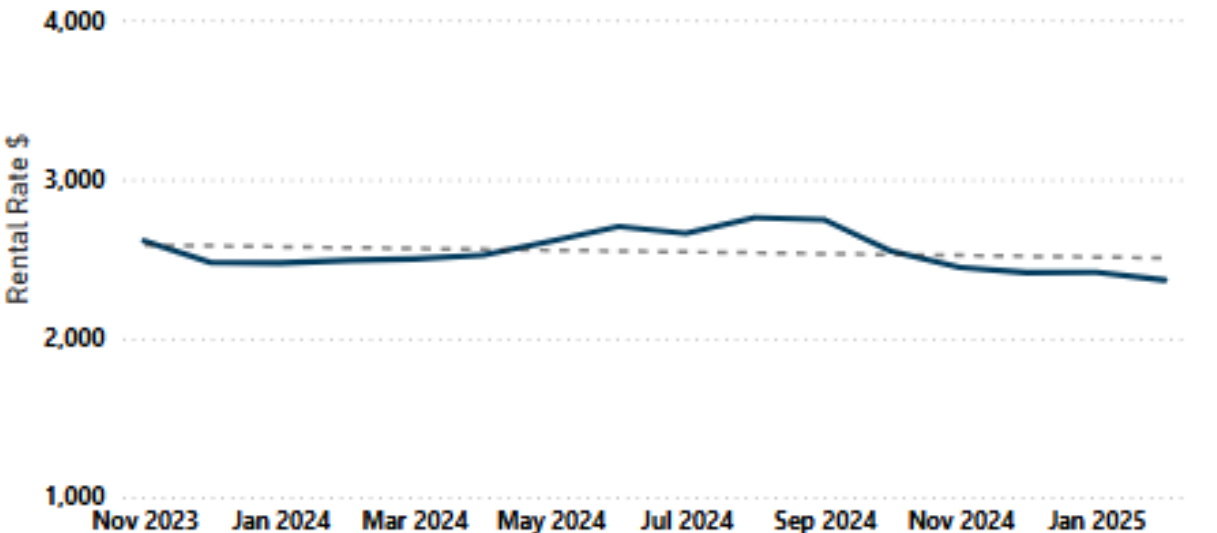
Single Family

Townhome

Data Source: KNEW Research

Rental Prices in the Secondary Market

Building Type ● All



Rental Prices in the Secondary Market

Year	2023		2024							
BuildingType	November	December	January	February	March	April	May	June	July	August
All	\$2,613	\$2,475	\$2,472	\$2,489	\$2,498	\$2,523	\$2,609	\$2,702	\$2,660	\$2,759

COK has covered a lot of ground from a digital transformation perspective



Experimenting and use of AI chatbots to improve customer service and help communicate and simplify complex information



Using mapping tools to envision the future of our city

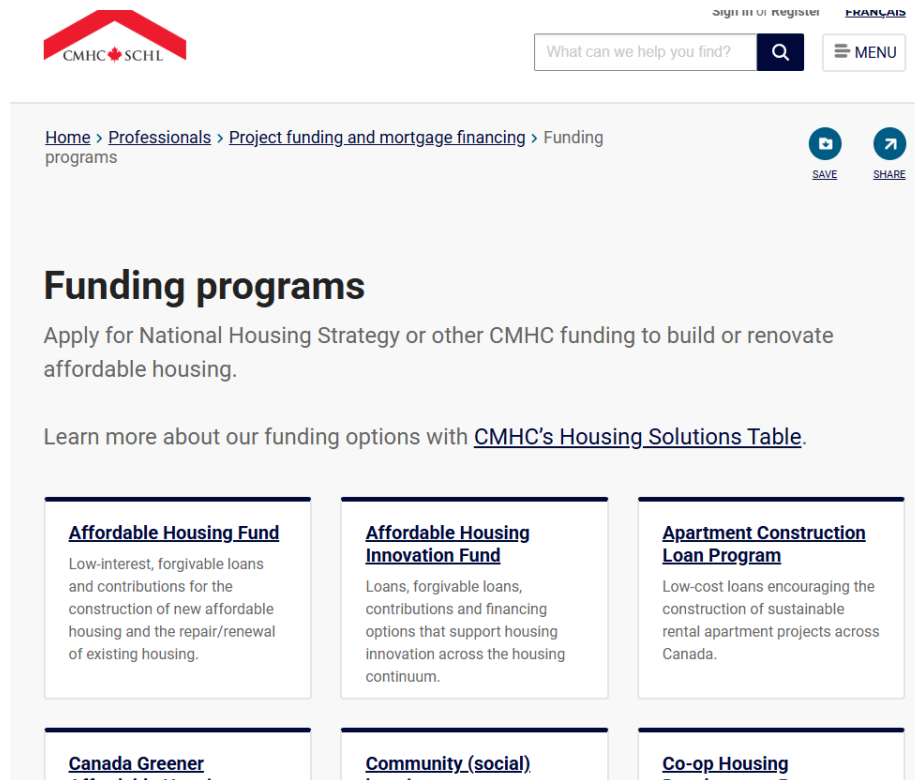


Using data to help predict how and where our City will grow

What's next?

How do I pay for it?

Who can build if for me?

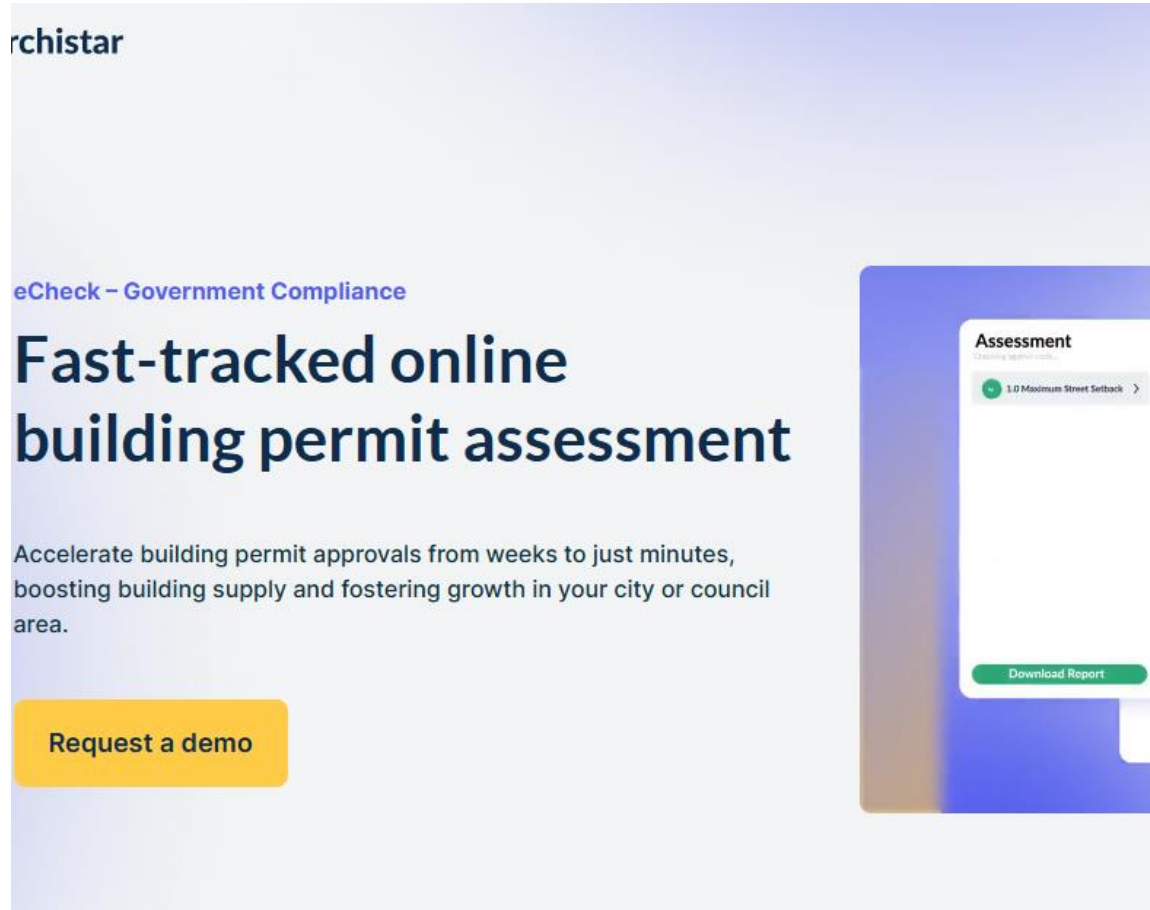


**Canadian
Home Builders'
Association**



City of Kelowna

What's next?



rchistar

eCheck – Government Compliance

Fast-tracked online building permit assessment

Accelerate building permit approvals from weeks to just minutes, boosting building supply and fostering growth in your city or council area.

[Request a demo](#)

Assessment

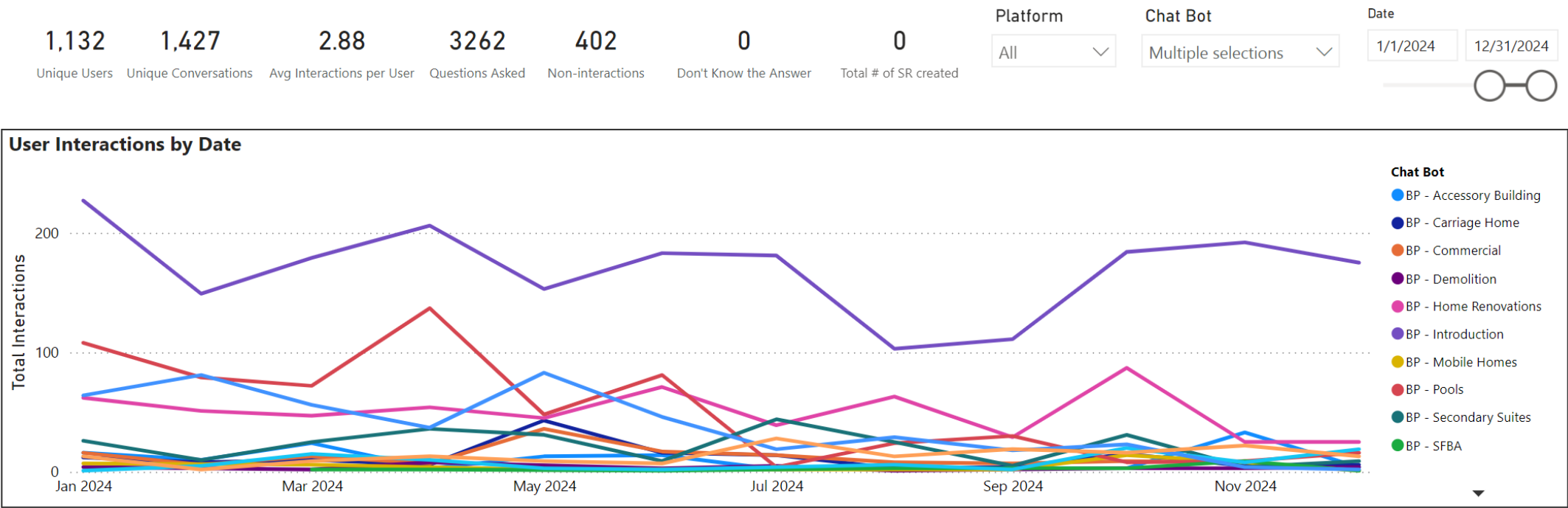
Customize approval rules...

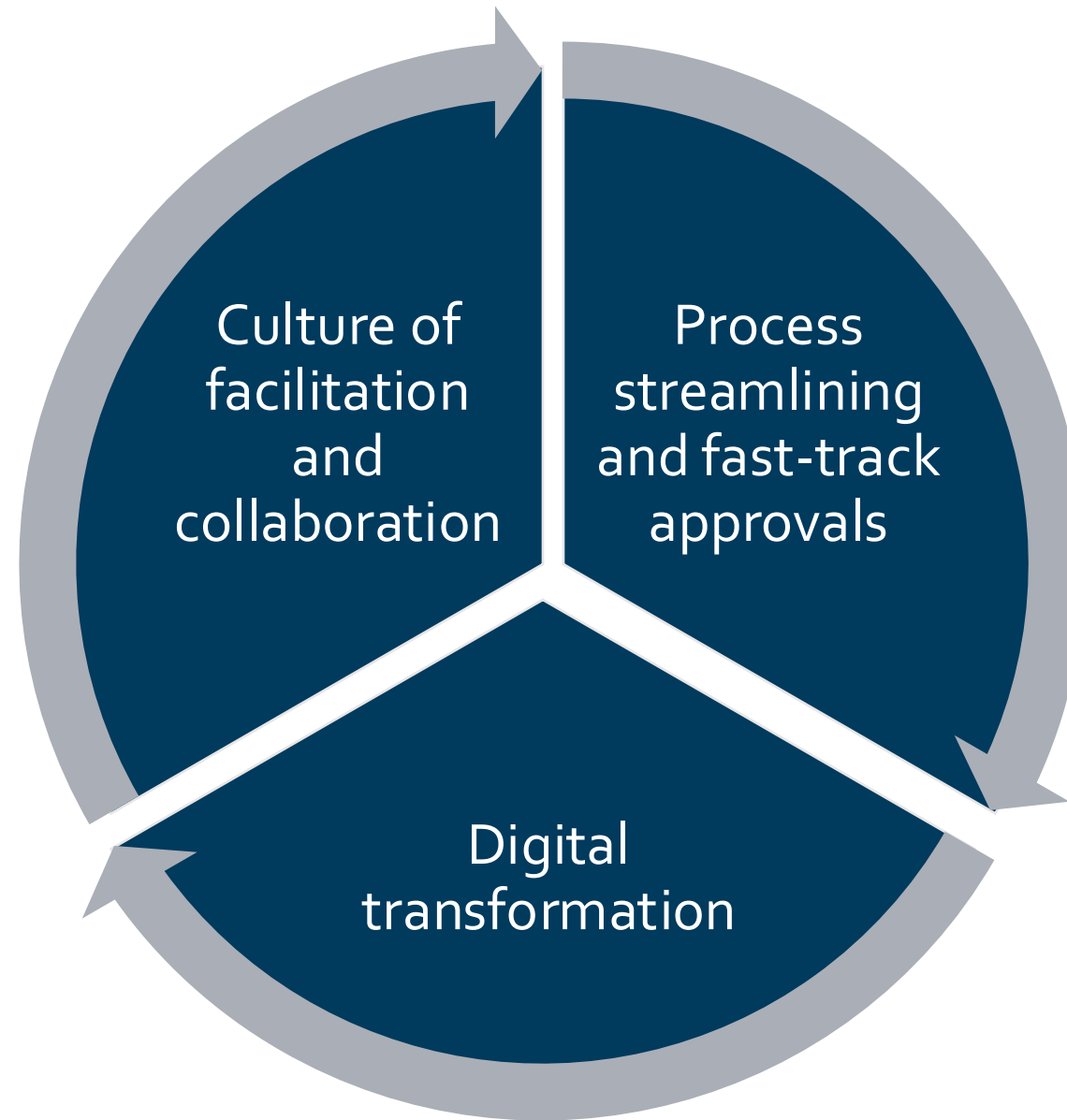
1.0 Maximum Street Setback >

Download Report

- Digital Compliance checking for various permit types when the business case makes sense
- *Eliminate poorly used AI tools (information quality risks)*

PLAYER STATS - KAI







Digital Assistant
support (staff,
customers)

Process streamlining,
pre-approved designs,
digital plan check, ai plan
check

File management software,
documented processes and robust
data collection (housing)

City of **Kelowna**



Questions?

For more information, visit kelowna.ca.