

AI Strategy and Roadmap

2025 - 28

City of
SACRAMENTO
Information Technology





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Message from the CIO



Darin Arcolino

Artificial intelligence is rapidly transforming the public sector, and in the City of Sacramento, we have already begun integrating it into our operations. This includes initiatives like our 311 virtual agent and early explorations of generative AI.

Over the past year, we have established a thoughtful foundation for future developments. We created a citywide AI policy to ensure the safe and ethical use of AI, launched an AI Working Group to enhance our internal capabilities, and joined the GovAI Coalition to align with best practices in the public sector.

Additionally, we have initiated a comprehensive Data Strategy, surveyed staff to assess organizational readiness, and conducted an AI Strategy Workshop with our IT Leadership Team and Gartner to shape our collective vision.

This AI Strategy and Roadmap for 2025-28 demonstrates our commitment to using AI thoughtfully, responsibly, and with purpose. It provides a clear and practical plan for integrating AI throughout our organization while prioritizing transparency, equity, and accountability. Our goal is not to utilize technology for its own sake, but to enhance the human impact of government, improve services, and empower both our workforce and our residents.

This strategy has been developed in close collaboration with departments across the City, as well as external partners. It recognizes that successful AI adoption requires more than just tools. It demands strong governance, ethical frameworks, data stewardship, and continuous learning.

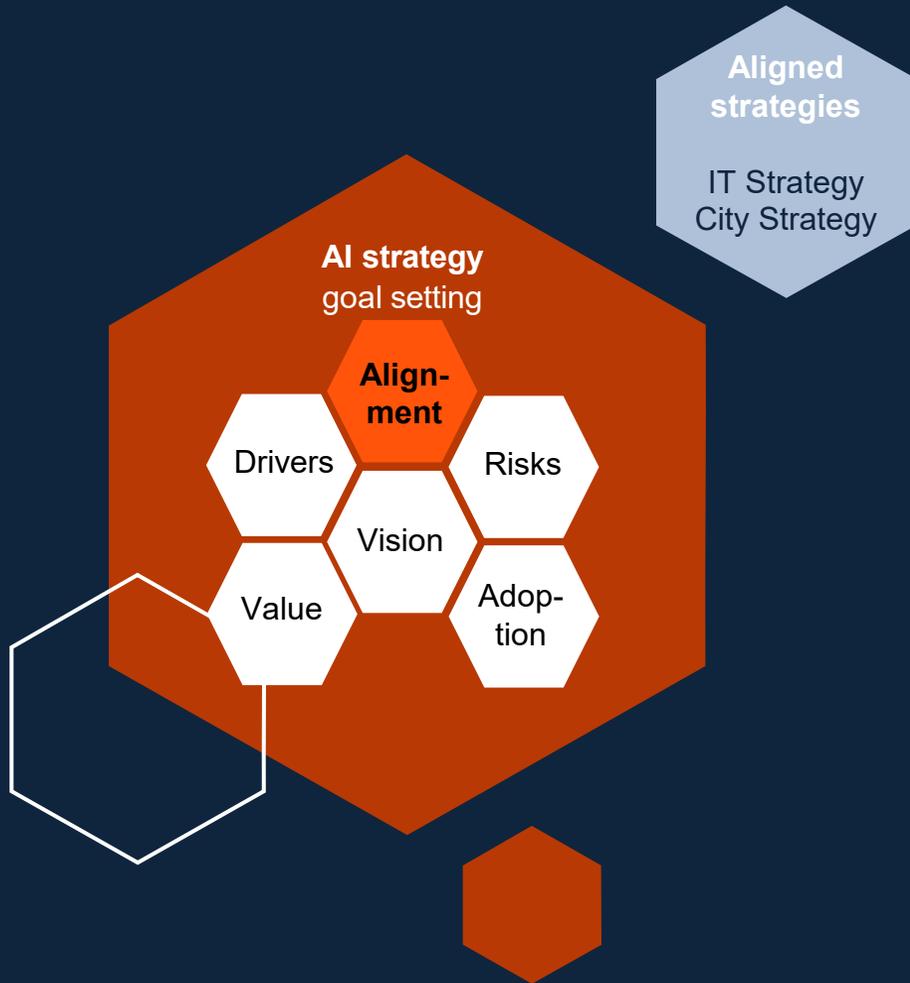
The strategy marks the beginning of our journey. With effective governance, the right tools, and strong partnerships, we are prepared to guide our city toward an AI-enabled future that aligns with our values and addresses the changing needs of our community.

"Our AI Strategy lays the foundation for the next generation of public service, where innovation and accountability go hand in hand."

Our AI Strategy Approach

Building an AI Strategy and Roadmap involves a structured approach to aligning AI initiatives with business goals, ensuring feasibility, and enabling sustainable implementation. Here are the five steps we used in our approach.

- 1 Develop** the AI Foundation and Governance
 - Develop an AI Policy with defined roles and responsibilities.
 - Establish an AI Working Group in collaboration with City departments.
 - Join the GovAI Coalition to proactively shape the future of AI in government with peer cities.
- 2 Assess** Current Capabilities and Data Readiness
 - Survey staff for AI readiness and prioritize quick wins.
 - Evaluate our data maturity with a Data Strategy and Governance Plan.
- 3 Align** Goals with Business Objectives
 - Create an AI Vision.
 - Align with the City's strategic goals and IT Vision.
- 4 Identify and Prioritize** AI Use Cases
 - Plan AI Workshop with the IT Leadership Team.
 - Invite strategic partners to present their AI Roadmap.
- 5 Build** an AI Roadmap
 - Categorize initiatives by impact and feasibility.
 - Create a clear roadmap to ensure a phased, manageable implementation.



AI Strategy – Alignment

Strategic Alignment of AI with Organizational Goals

AI Strategy Alignment

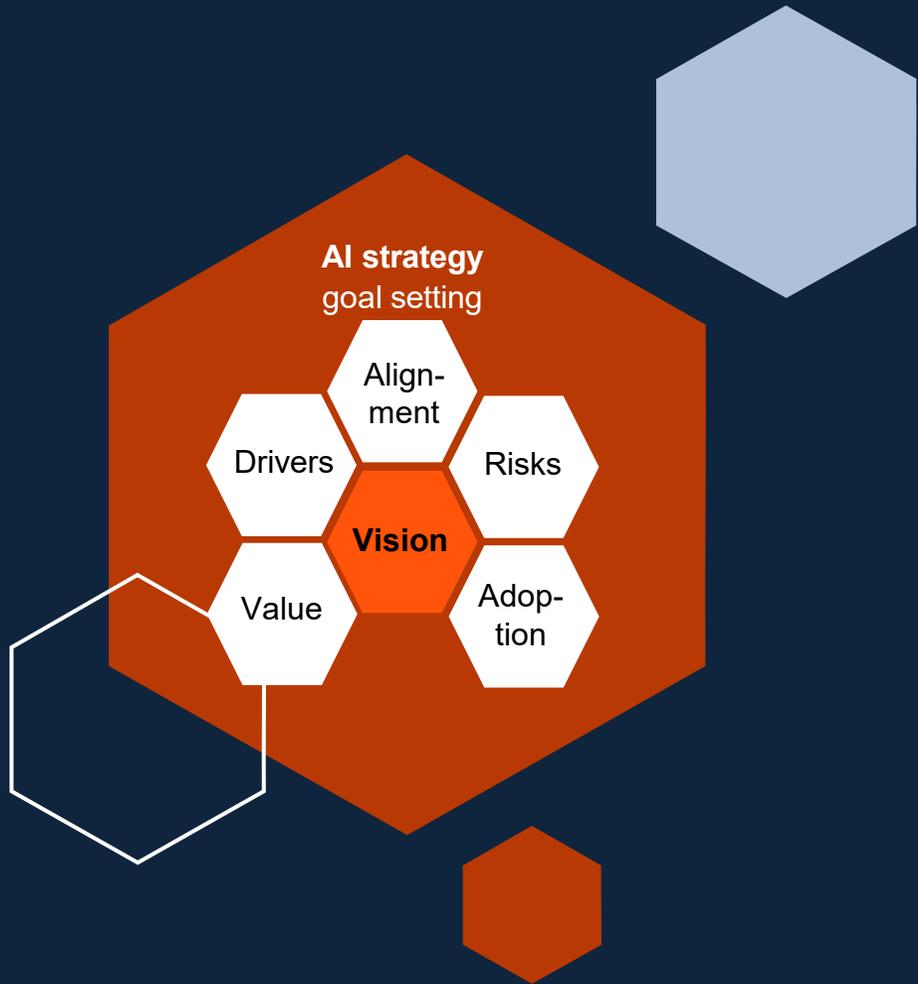
AI will play a pivotal role in **engaging** citizens, **empowering** both residents and city employees, and **improving** services across various sectors. By aligning with the City of Sacramento's IT Vision and the City's strategic goals, AI can drive **greater business value** through **cost savings**, **efficiency improvements**, and **data-driven decision-making**. In doing so, it will help Sacramento foster a **sustainable, equitable, and prosperous** future while enhancing the lives of all its residents.

IT Vision

Through the use of technology, we ENGAGE, EMPOWER, and IMPROVE the lives of the citizens of Sacramento.

City Goals

Foster a sustainable, equitable, and prosperous city for all residents by focusing on economic development, inclusive housing, climate action, and community well-being.



AI Strategy – Vision

Defining the Vision: What AI Means for Our Future

AI Vision

Our vision for the use of AI in the City of Sacramento is aligned with our overarching IT and city mission and vision statements, which inform our guiding principles for the use of AI.



Vision

We will responsibly and ethically leverage AI to optimize city services and drive economic growth, creating a more efficient, inclusive, and sustainable Sacramento for all.

To effectively advance this AI Vision, we created an AI strategy with the following goals:

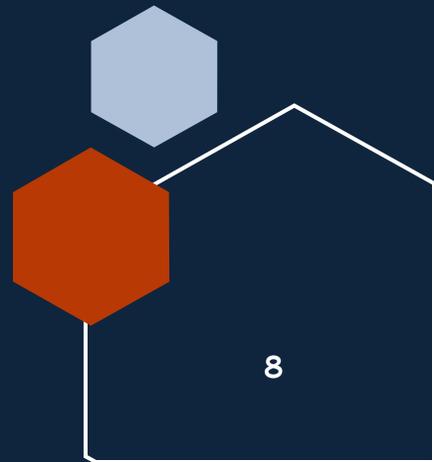
Communicate and champion the organization's AI Vision and ambition.

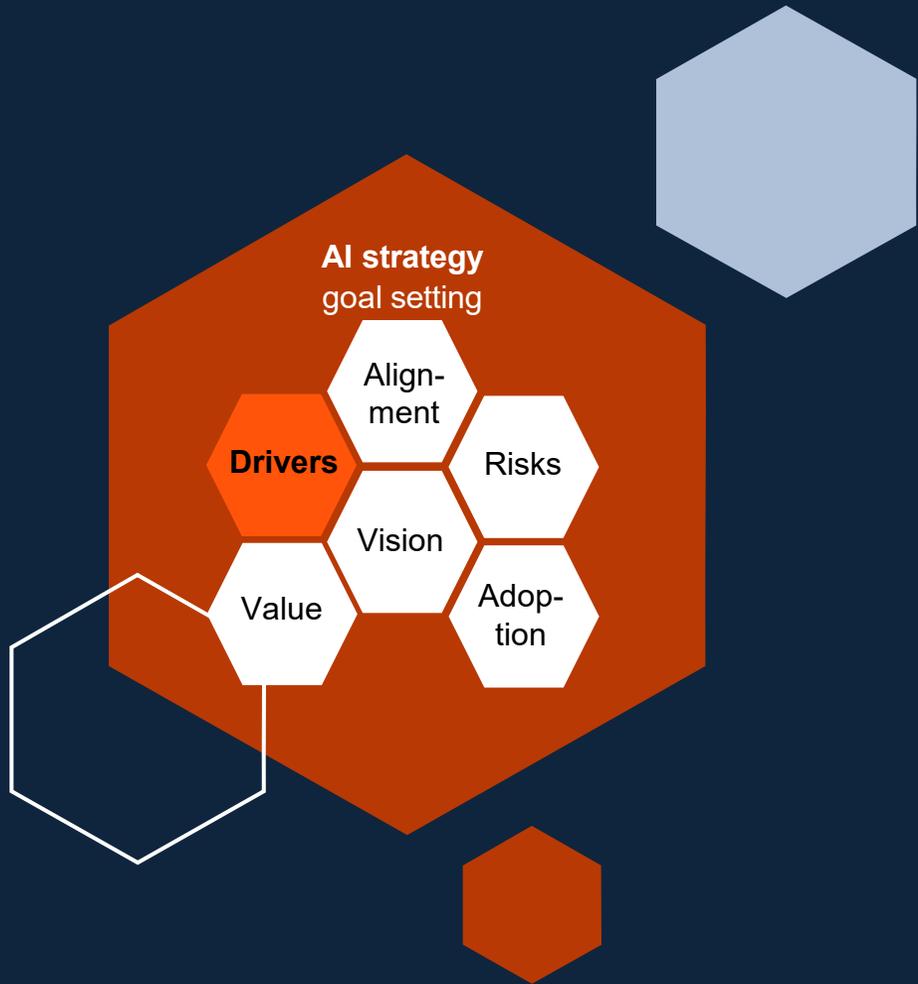
Build business and technical skills to increase the probability of success.

Implement the AI Strategy and prioritize actions to scale AI across the organization.

Govern AI in a responsible, transparent, and accountable manner.

Innovate by pursuing new technologies, use cases, and business models that AI can empower.





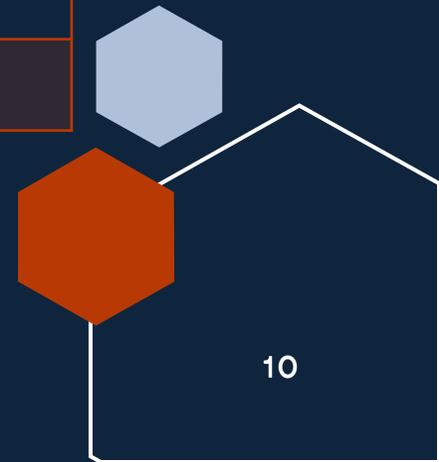
AI Strategy – Drivers

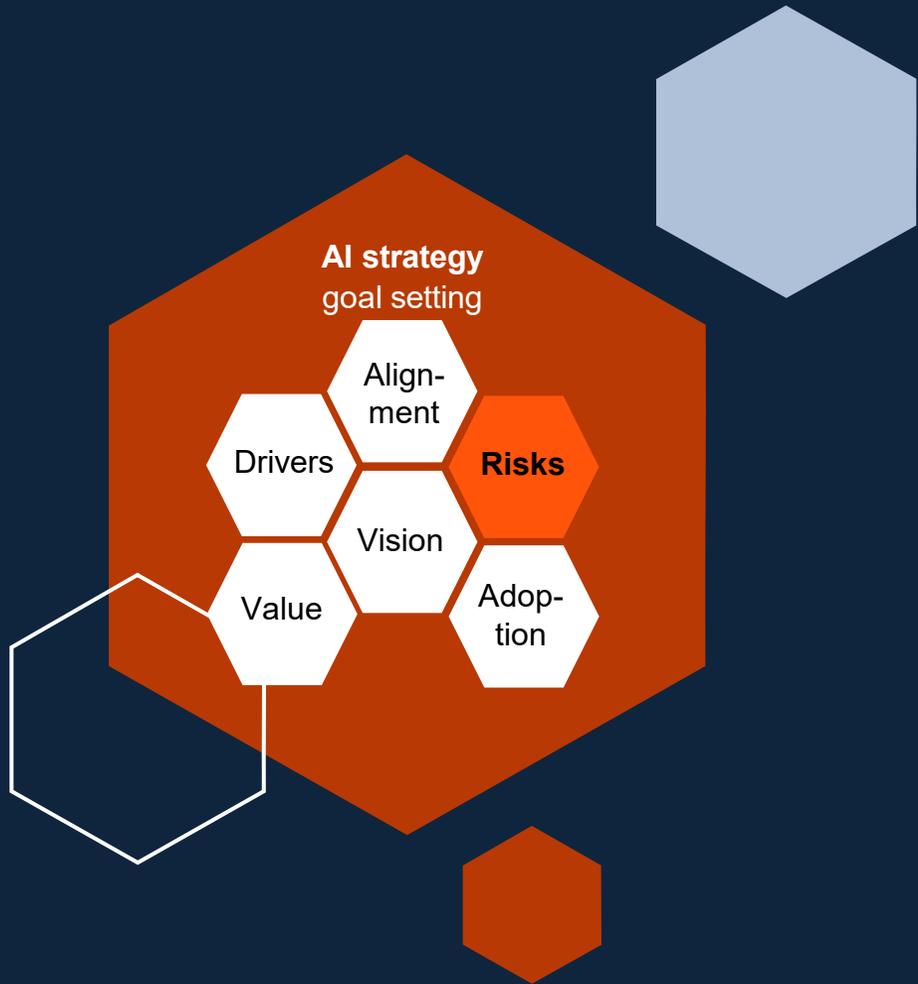
Key Drivers of AI Adoption and Strategic Relevance

AI Drivers

AI opportunities as identified in the AI Use Case Employee Survey and the AI Strategy Workshop. These are the forces enabling and accelerating AI development and adoption.

Automate repetitive tasks	Enhance decision-making	Equitable access to services
Enhance data analysis	Improve response times	Enhance data visualization
Improve communications	Enhance time management	Filling in knowledge gaps
Predictive Analytics	Reduce call volume	Potential cost savings
Improve accuracy and quality of work	Improve productivity	Resource optimization
Enhance collaboration	Improve the customer experience	Enhance cybersecurity
Revenue generation	Increase digital literacy	Increase transparency



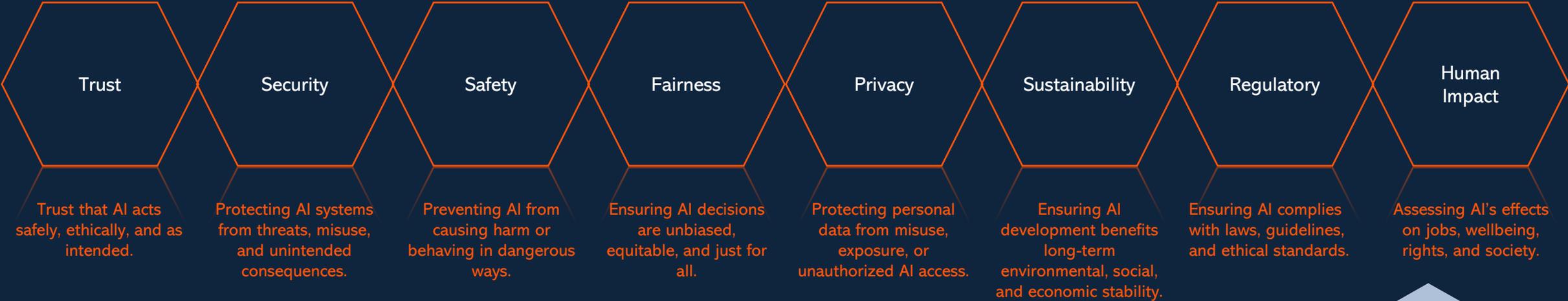


AI Strategy – Risks

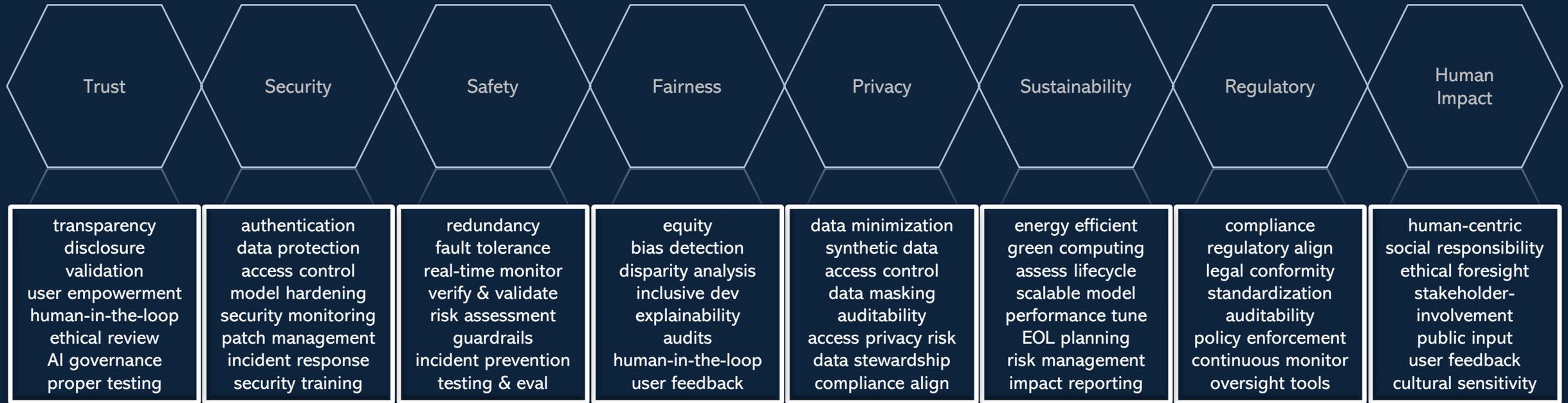
Understanding and Managing the Strategic Risks of AI

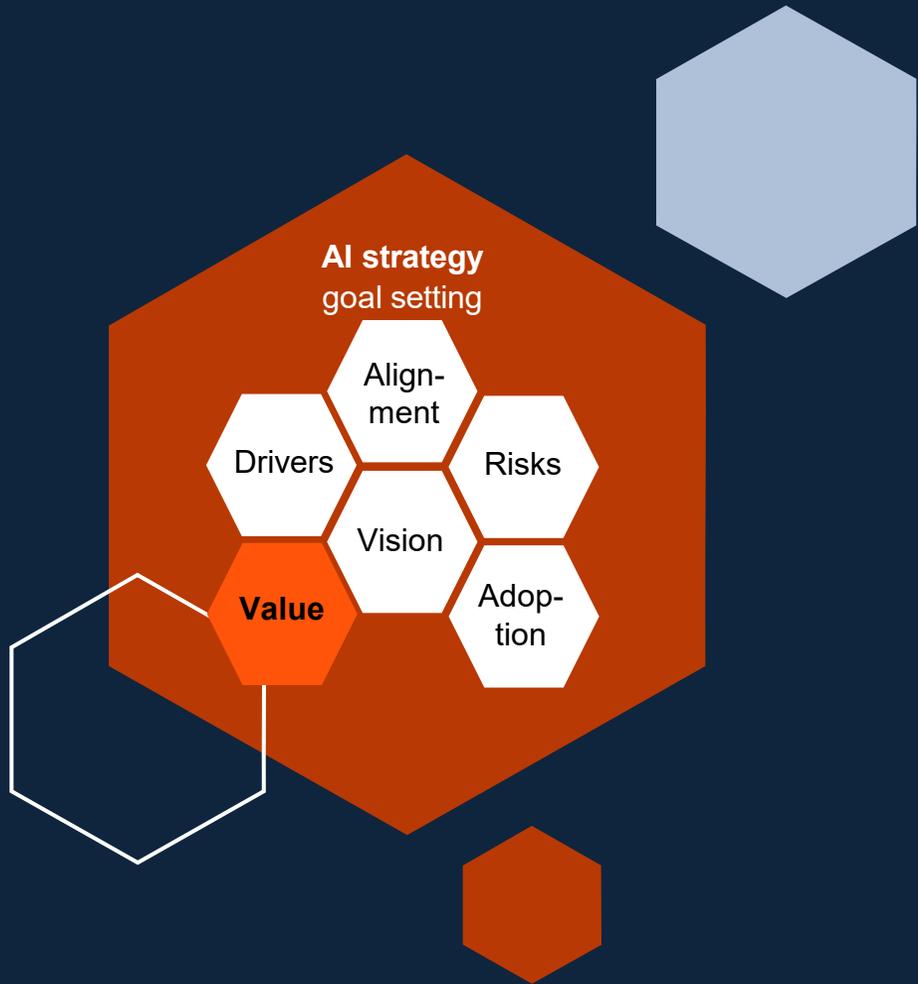
AI Risks

The value of AI can only be fully realized when its risks are effectively managed through clear, transparent, and comprehensive AI risk policies. The City is committed to applying AI in a responsible, human-centric, secure, and compliant manner that upholds the trust of all stakeholders.



Mitigating AI Risks





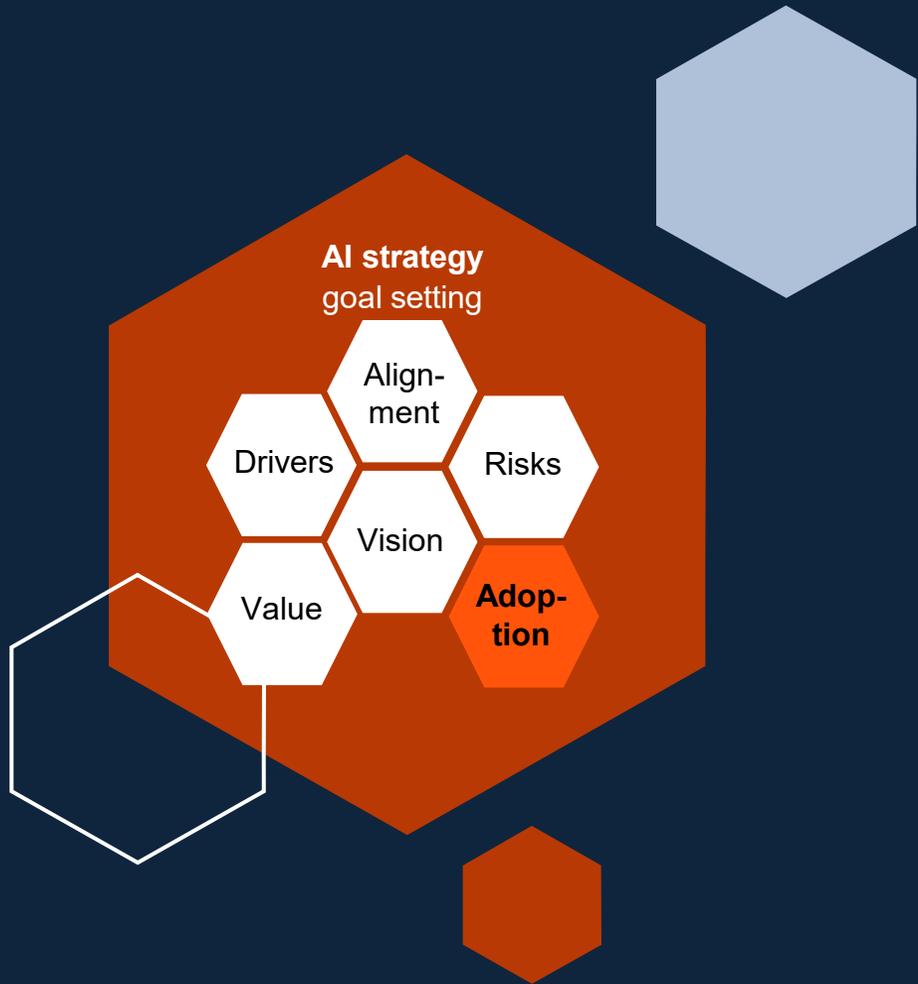
AI Strategy – Value

Realizing Business Value Through AI-Driven Transformation

AI Value

AI creates value for the City of Sacramento by improving service delivery, enhancing operational efficiency, and enabling data-driven decision-making to better serve the community. Our strategy ensures that the technology is aligned with our goals and delivers measurable returns.

Strategic Goal	Key Metrics	AI Use Cases to Pursue
Improved Customer Experience	Customer satisfaction index and service request resolution time	Personalized recommendations, intelligent chatbots, and sentiment analysis
Enhancing Operational Efficiency	Cost savings, time saved, and service processing time	Automating workflows and common tasks, and predictive maintenance
Enabling Data-Driven Decisions	Data usage in decisions and staff adoption rates	Predictive analytics for resource allocation and real-time dashboards
Advance Equity and Accessibility	Equity index improvements and language access rates	Automatic language translation and bias detection in decision systems
Boost Public Safety and Resilience	Emergency response times and crime rate reduction	AI for disaster preparedness and early warning, and predictive policing with ethical safeguards
Promote Environmental Sustainability	Emissions reductions and energy savings	Smart traffic management and energy-optimized buildings



AI Strategy – Adoption

Strategic Pathways to Scalable AI Adoption

AI Adoption

Adoption will be guided by a phased, inclusive approach that prioritizes transparency, workforce readiness, and alignment with community values. By fostering collaboration and building internal capacity, the City will ensure AI tools are responsibly integrated to enhance public services and trust.



Inspiration

Show what is possible with proof of concepts and partnerships. Learn from the inside and out with feedback from employee surveys and peer city case studies.

SacGPT, Microsoft Copilot, AI Employee Readiness Survey, GovAI Coalition



Ideation

Generate many ideas through workshops, interdepartmental meetings, and stakeholder groups. Effective ideas are rooted in real problems or opportunities.

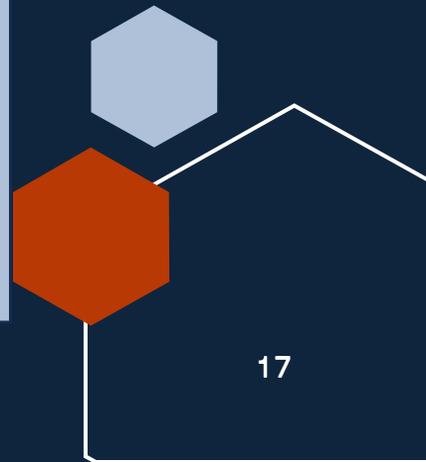
AI Strategy Workshop, IT Check-in Meetings, AI Working Group



Prioritization

Evaluate and rank initiatives across multiple criteria to focus resources on quick wins and high-impact ideas worth long-term investment.

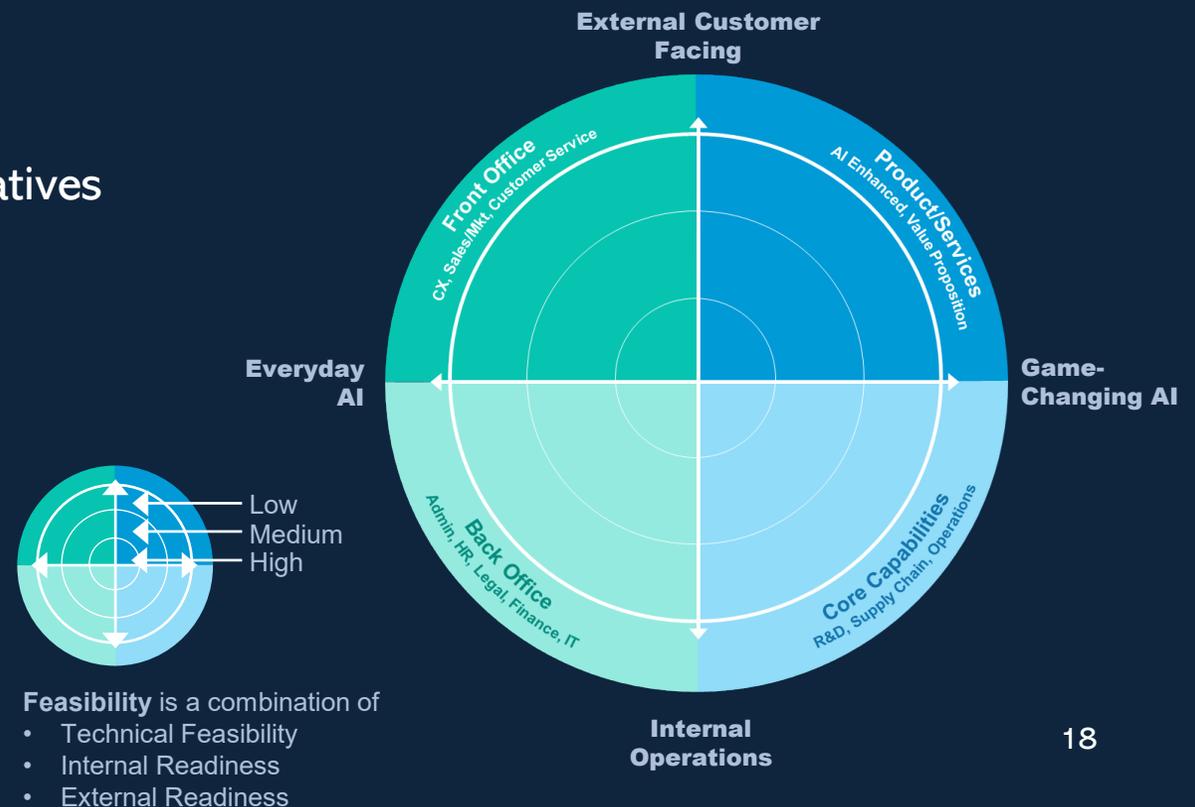
Public impact, Equity, Feasibility, Strategic Alignment, Ethical Integrity, Scalability, Resource Efficiency



AI Roadmap

Our AI roadmap outlines a phased approach to integrating intelligent solutions across key business functions, driving efficiency and innovation. Each milestone is designed to align with strategic goals, ensuring scalable and responsible AI adoption.

- Current State - Implemented or active projects
- Future State – Our AI ambition with opportunities
- Using the AI Opportunity Radar to categorize initiatives with impact and feasibility



AI Roadmap – Products and Services

New value propositions that lead to new offerings and business models. AI has a game-changing impact and is externally facing.



- 1** Electronic Plan Check
Leveraging AI to streamline the electronic plan check process and reduce the review cycle, enabling faster, more accurate reviews by automating code compliance and design validation.
- 2** Community Online Reporting
Utilizing AI to enhance community online reporting in policing by intelligently categorizing reports, identifying patterns, and enabling faster response to public concerns.
- 3** Automated Bus and Bike Lane Enforcement
Deploying AI-enabled cameras for automated bus and bike lane enforcement by detecting violations in real-time through camera systems, improving compliance, and ensuring safer, more efficient streets.

AI Roadmap – Core Capabilities

Core capability innovation in key strategy and operations. AI has a game-changing impact and is internally facing.



- 1** Waste Container Monitoring
Leveraging AI-powered image recognition and sensor data to monitor waste container compliance, optimize collection schedules, and reduce overflow and illegal dumping.
- 2** Bin Not Out
Utilizing AI for "Bin Not Out" detection by analyzing street-level imagery to identify missed waste pickups, helping improve service efficiency and responsiveness.
- 3** Fleet Maintenance
Enhancing fleet maintenance by using AI to predict vehicle issues before they occur through real-time data analysis, reducing downtime and extending asset life.
- 4** Water Leak Detection
Applying AI to water leak detection by analyzing satellite imagery and radar to identify anomalies, enabling early intervention and reducing water loss.
- 5** AI Traffic Management
Leveraging AI for traffic management by analyzing real-time traffic data to optimize signal timing, reduce congestion, and improve emergency response routes, while also enhancing pedestrian safety through hazard detection.

AI Roadmap – Back Office

Productivity and efficiency upgrades throughout the back office. AI has an everyday impact and is internally facing.



- 1** Microsoft Copilot
Integrating advanced language models into back office tools to enable users to generate text, automate tasks, and analyze data through natural language prompts.
- 2** AP Automation
Leveraging machine learning and natural language processing to streamline accounts payable processes by automatically extracting invoice data, matching purchase orders, and processing payments with minimal human intervention.
- 3** SacGPT
Utilizing an internal company GPT tool, designed to quickly provide accurate answers by leveraging City-specific data for streamlined information access and decision-making.
- 4** Body Worn Camera Report Generation
Utilizing advanced speech recognition and natural language processing to automatically generate accurate and detailed incident reports from body camera footage, reducing manual documentation time for officers.
- 5** Generative AI Redaction
Intelligently identify and redact sensitive or confidential information from documents using AI models, ensuring data privacy and compliance with regulatory standards.
- 6** Law File Document Review
Leveraging natural language processing to efficiently analyze, categorize, and summarize legal documents, helping legal teams quickly identify key information and streamline case preparation.

AI Roadmap – Front Office

Excellence in citizen and customer experience. AI has an everyday impact and is externally facing.

- 1** 311 Virtual Agent
Leveraging an AI conversational assistant that helps residents quickly access city services and information by handling common requests and inquiries through natural language interactions, 24/7.
- 2** AI Integrated Contact Center
Enhancing customer service by incorporating language translation for multilingual support and automating call wrap-up tasks, enabling agents to focus on complex issues while improving efficiency and reducing handling time.



AI Roadmap – Gantt Chart

