



## LETTER TO THE COMMISSION

**LTC No: 25-225**

**TO:** Honorable Mayor and Members of the Fort Lauderdale City Commission

**FROM:** Rickelle Williams, City Manager *RW*

**DATE:** November 5, 2025

**SUBJECT: Progress Update – Artificial Intelligence (AI) Initiative**

---

The purpose of this Letter to the Commission (LTC) is to provide an update on the launch of the City's generative artificial intelligence (AI) pilot program. This citywide initiative is intended to improve efficiency and effectiveness across City services and will complement existing technology initiatives.

### **Microsoft Copilot Pilot Program Kickoff**

On October 1, 2025, the Information Technology (IT) Services Department began conducting workshops throughout the organization to support the adoption of AI with Microsoft Copilot. The pilot program includes fifty (50) licenses across all sixteen (16) departments. The initiative began with workshops that emphasized the following:

- Alignment of identified use cases with practical Copilot applications
- Evaluation of early usage metrics, adoption trends, and impact assessments
- Refinement of the City's AI policy and security settings to ensure alignment with current use, data protection, and industry best practices

### **Next Phases and Future Plans**

In January 2026, the City will begin an organization-wide rollout to assist staff with streamlining administrative functions, providing staff with more time to focus on service delivery. IT Services is also working on deploying additional Copilot AI agents to enhance City operations, including agents focused on service, compliance and audit tracking, and talent and performance management.

The City also formed an intradepartmental AI Think-Tank that meets regularly to discuss AI applications and develop smaller pilot projects to test their practicality.

## Technology Integration Across the Organization

The Microsoft Copilot initiative is the City's latest effort to use technology to enhance operations. Prior successful technology initiatives include:

- **Automated Quarterly Budget Projections:** In Fiscal Year (FY) 2020, the City implemented a budget formulation and management software solution that uses historic financial data and account-level organizational trends to generate quarterly budget forecast reports. This advancement streamlined internal workflows, reduced turnaround times for disseminating information, and enabled budget and departmental analysts to provide faster responses.
- **Neighbor Engagement:** In 2024, the City rolled out AskFTL, a public-facing chatbot developed to assist our residents with reporting issues and asking questions both via text message (866-938-9385) and the City's website. This service is available twenty-four (24) hours a day and receives over one thousand (1,000) inquiries a month.
- **Employee Engagement:** In 2024, the City introduced AskIT, an internal-facing chatbot used to assist City staff with accessing services provided by the Information Technology Services and Human Resources Departments.

AI initiatives are already enhancing productivity and operational efficiency, reinforcing its value as a transformative digital tool for the City. For additional information about the Microsoft Copilot initiative please contact Ron McKenzie, Chief Information Officer/ITS Director, at [mckenzie@fortlauderdale.gov](mailto:mckenzie@fortlauderdale.gov) or 954-828-4656.

c: D'Wayne M. Spence, Interim City Attorney  
David R. Soloman, City Clerk  
Patrick Reilly, City Auditor  
City Manager's Office  
Department Directors