

2023 IMPACT REPORT

Leading the Way to Data-Driven Cities of the Future



JOHNS HOPKINS
UNIVERSITY

Bloomberg Center for
Government Excellence

Unlock
the power
of data for
public good.





CONTENTS

From Our Executive Director	4
-----------------------------	---

OUR IMPACT 7

By the Numbers	7
----------------	---

Bloomberg Philanthropies City Data Alliance	8
---	---

City AI Connect	10
-----------------	----

GovEx Academy	12
---------------	----

Bloomberg Harvard City Leadership Initiative Data Track	13
---	----

Collaborative Research	14
------------------------	----

Place-Based Work	15
------------------	----

In the Media	16
--------------	----

OUR FUTURE 19

Equipped to Scale	20
-------------------	----

Who is GovEx (Offices)	22
------------------------	----

Primed to Support the Data-Driven City of the Future	24
--	----

How Cities Use Generative AI	24
------------------------------	----

Prepared to Leverage AI for Impact	26
------------------------------------	----

OUR CITIES

Baltimore, Maryland	11
---------------------	----

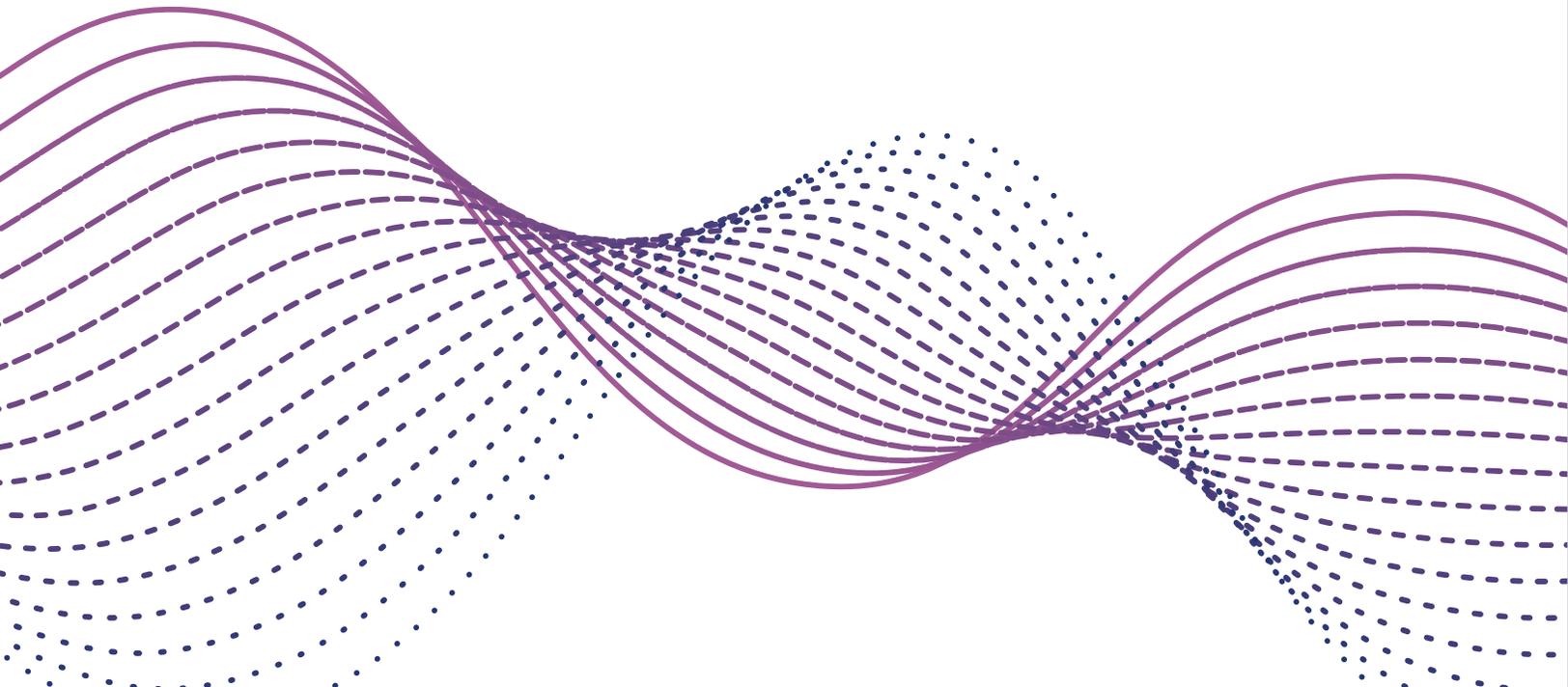
Montevideo, Uruguay	13
---------------------	----

New Bedford, Massachusetts	15
----------------------------	----

Seattle, Washington	17
---------------------	----

Letter from Our Executive Director

The Bloomberg Center for Government Excellence at Johns Hopkins University (GovEx) was founded with a simple, yet ambitious goal: help cities use data creatively and effectively to improve the lives of residents across the United States and around the globe. Over the past nine years, GovEx has established itself as a leading nonprofit partner, working alongside hundreds of city leaders and officials.



In recent years, the inevitability of a data-connected future has become widely accepted by most public sector leaders. At all levels of government, leaders understand that data is the critical resource for governing in the 21st century. With the rapid rise of generative artificial intelligence, the need for expert support and training for smart, sustainable development of cutting edge data tools has become more essential than ever.

GovEx is ready to lead the way.

In 2023, GovEx expanded our work into 10 additional countries and more than 150 new cities, counties, and states. As you'll read in these pages, we welcomed 22 new mayors into the Bloomberg Philanthropies City Data Alliance — bringing the total number of residents served by mayors in the program to 45 million.

We introduced City AI Connect, a global learning community and digital platform for cities to trial and advance the usage of generative artificial intelligence to improve public services. And, we are developing a new city data aggregator, building on lessons learned during the development and maintenance of the Coronavirus Resource Center, that will transform the way public officials, academics, journalists, and the public think about cities.

We expanded the offerings of the GovEx Academy, building bridges to new partners at Johns Hopkins University and other leading academic institutions to provide public sector leaders with the insights they need to make smart, equitable, and impactful policy decisions.

We aim to be the go-to resource for governments around the world as they seek to improve data proficiency and develop data-driven policy solutions drawing on the most cutting-edge technology, including AI and predictive analytics. Technological progress can present unique challenges in the public sector, but, where some see barriers, we see opportunities.

It is my responsibility and privilege to steer GovEx through this exciting time of opportunity and growth. In partnership with Bloomberg Philanthropies, Johns Hopkins University, and others across the public sector, GovEx will carve a new path toward a better future for all.



Amy Edwards Holmes
Executive Director
Bloomberg Center for
Government Excellence
Johns Hopkins University

Year in Review

FOR NEARLY A DECADE, GOVEX HAS BEEN A TRUSTED PARTNER

for mayors, chief data officers, and agency leaders working to increase data literacy across municipal workforces. In 2023, GovEx continued this flagship work supporting cities and grew its portfolio, connecting data-driven leaders across all levels of government and developing products that transcend municipal boundaries and inform the future.

SINCE 2015, GOVEX HAS ...



ADVISED

568 cities, counties, and states

IN

37 countries



EDUCATED

10,000+ public sector leaders through GovEx training opportunities



IMPACTED

45 million people around the world through Bloomberg Philanthropies City Data Alliance



RECRUITED

500+ local government leaders to join City AI Connect

Bloomberg Philanthropies City Data Alliance

IN COLLABORATION WITH

Bloomberg Philanthropies, we continued to expand the reach of our signature program, the Bloomberg Philanthropies City Data Alliance.

As part of the City Data Alliance, we provide executive education and coaching to mayors and cities across the Americas, helping them leverage data to strengthen local government operations, innovate public services, and produce better outcomes for residents.

In 2023, the inaugural group of 22 City Data Alliance cities completed the program's core Accelerator course and focused sessions on critical data practices. They accomplished incredible things in under a year:



completed comprehensive citywide data strategies.



created public-facing tools to help residents address areas of key concern.



hired new data staff, including seven novel Chief Data Officers.



completed Disaggregated Demographic Data Standards.



launched central data portals.



In May 2023, we welcomed mayors from 20 U.S., Latin and South American cities to Baltimore to kick off their participation in the Bloomberg Philanthropies City Data Alliance. The event featured remarks and sessions with Michael Bloomberg, Bloomberg Philanthropies CEO Patti Harris, and several mayors who completed the program in 2022, including Mayor Brandon Scott of Baltimore, and Mayor GT Bynum of Tulsa, Oklahoma.

MEET THE ALLIANCE

2022

Baltimore, MD
Baton Rouge, LA
Buenos Aires, Argentina
Charleston, SC
Chattanooga, TN
Detroit, MI
Fortaleza, Brazil
Guadalajara, Mexico
Kitchener, Ontario
Montevideo, Uruguay
Regina, Saskatchewan
Renca, Chile

Rio de Janeiro, Brazil
Riverside, CA
Rochester, MN
Rosario, Argentina
San Antonio, TX
San Pedro Garza García, Mexico
Scottsdale, AZ
South Bend, IN
Tempe, AZ
Tulsa, OK

2023

Arica, Chile
Buffalo, NY
Charlotte, NC
Chiclayo, Peru
Glendale, CA
Jackson, MS
Las Condes, Chile
Little Rock, AR
Maceió, Brazil
Maipú, Chile

Mendoza, Argentina
Mogi das Cruzes, Brazil
Montgomery, AL
Niterói, Brazil
Recife, Brazil
Rochester, NY
Seattle, WA
Sioux Falls, SD
Syracuse, NY
Washington, D.C.

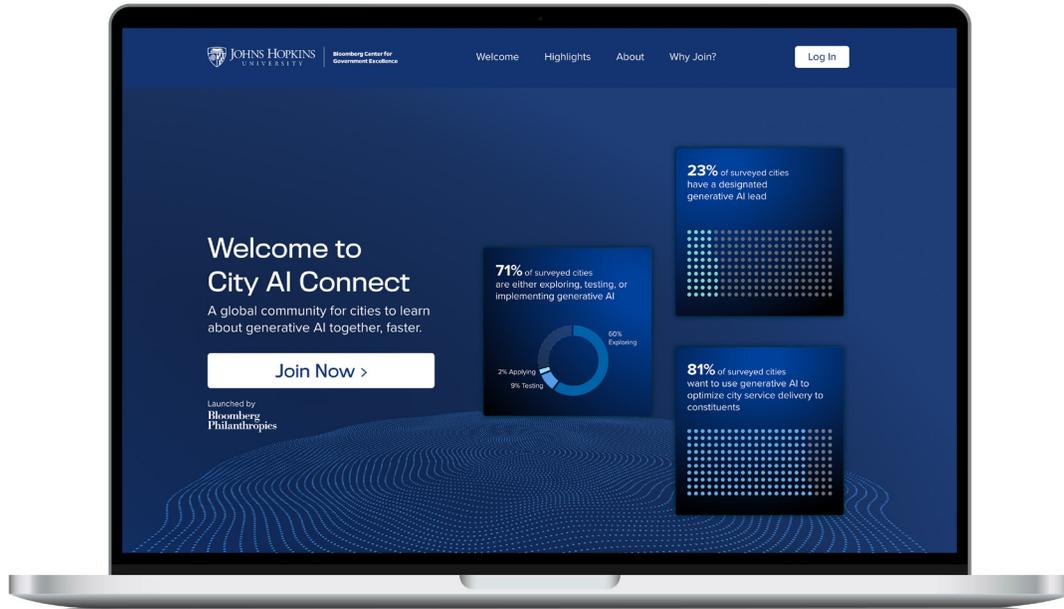
2024

Allentown, PA
Athens, GA
Guatemala City, Guatemala
Green Bay, WI
Luján de Cuyo, Argentina
Moncton, NB
Montego Bay, Jamaica
New Bedford, MA
New Haven, CT
Oakville, ON
Ottawa, ON
Paterson, NJ
Piura, Peru

Richmond, CA
Rionegro, Colombia
San Fernando, Chile
San Isidro, Argentina
San José, CA
San Miguel de Tucumán, Argentina
Santo Domingo, Dominican Republic
Tampa, FL
Tres de Febrero, Argentina
Vacaville, CA

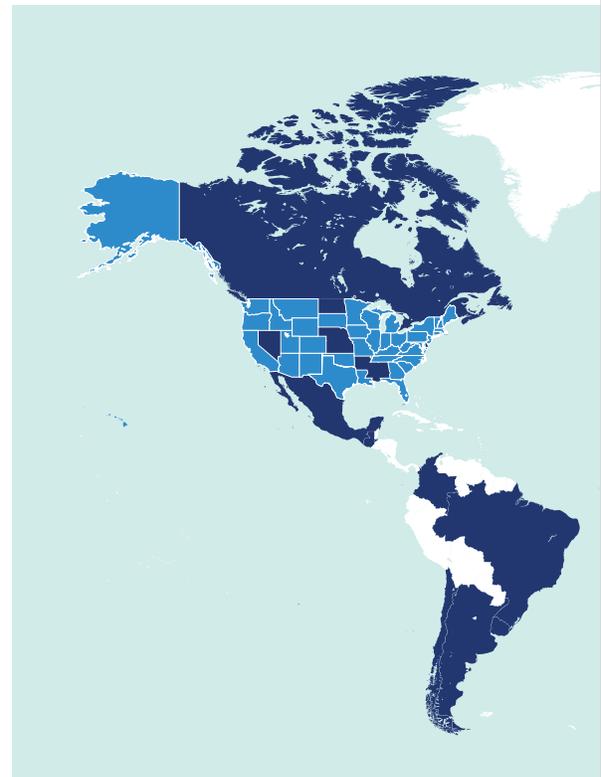
Bloomberg
Philanthropies
City Data Alliance

City AI Connect



WHEN GENERATIVE AI TOOL CHATGPT launched in late 2022, local government officials — like people in many other sectors — scrambled to see how they could adopt it into their work. In those early days, few cities had created guidelines for working with generative AI and local leaders were unsure how or if they should experiment with the emerging technology. GovEx was pleased to partner with Bloomberg Philanthropies to rapidly develop a platform where local officials from around the world could ask questions, share resources, and promote successful generative AI use cases.

In addition to a robust discussion board, exclusive resources, office hours with subject matter experts, and city spotlights, City AI Connect has hosted a wide range of live programming, including an overview of “Generative AI for Cities,” with Beth Blauer of Johns Hopkins University and Mitch Weiss of Harvard Business School, and a session on “Developing AI Guidelines for City Staff,” with city leaders from Boise, Idaho, Long Beach, California, and South Bend, Indiana. Members have also generated their own sessions, like an experience-sharing discussion on “Providing GenAI Tools and Training for City Staff,” created by Nuutti Kytö, a Data Scientist for the City of Helsinki.



Countries with cities in the community ■
 USA states with cities in the community ■

In its first six months, City AI Connect has grown to include:

46
mayors

58
CDOs, CIOs,
and CTOs

**Honorable
Mention**

*in Fast Company's 2024
World Changing Ideas Awards*

500+
local leaders

from

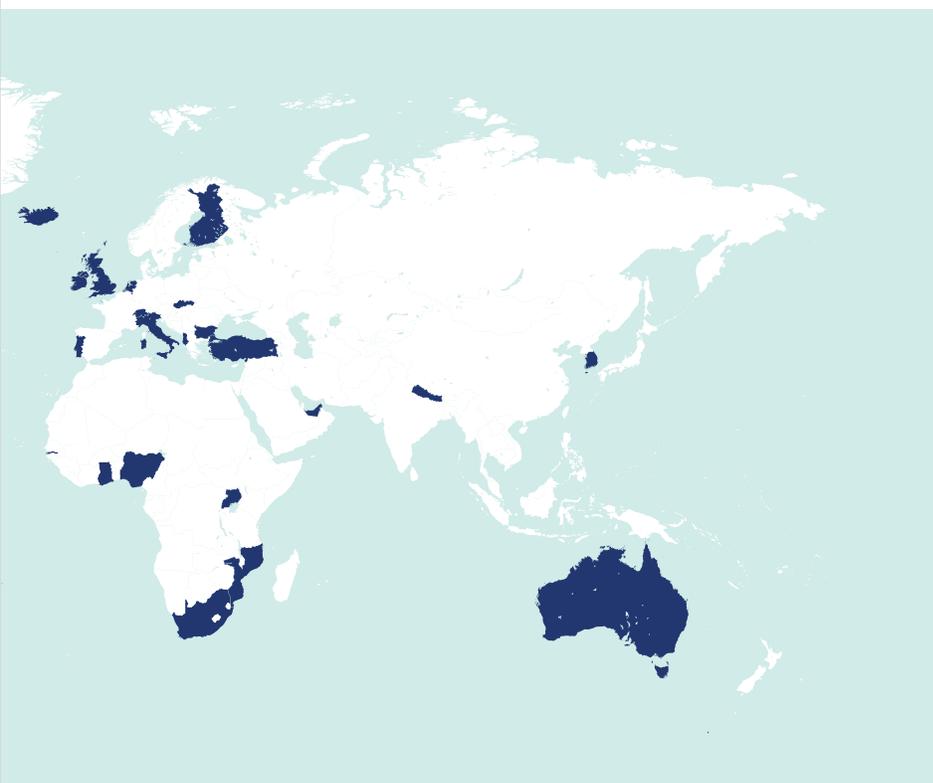
270+
cities

in

30+
countries

across

6
continents



OUR CITIES City Impact Spotlight

Baltimore

MARYLAND



GovEx has partnered with the City of Baltimore across four mayoral administrations on a wide range of projects and programs. In 2023, GovEx's collaborations with its hometown continued in several ways:

- Beth Blauer, who founded GovEx and oversees its work as the Associate Vice Provost for Public Sector Innovation at Johns Hopkins University, was temporarily embedded in Baltimore's City Hall, working with Chief Administrative Officer Faith Leach to, as Mayor Brandon Scott said in his State of the City address, "help us better leverage data and performance to drive innovation and improvements to city service delivery."
- In March, Baltimore launched the Baltimore Data Academy, a data practices curriculum to upskill data talent across the city's workforce. In just a few months, more than 500 city employees from virtually every city department took Academy courses, which were developed in collaboration with GovEx. GovEx is working with other cities to replicate the endeavor.

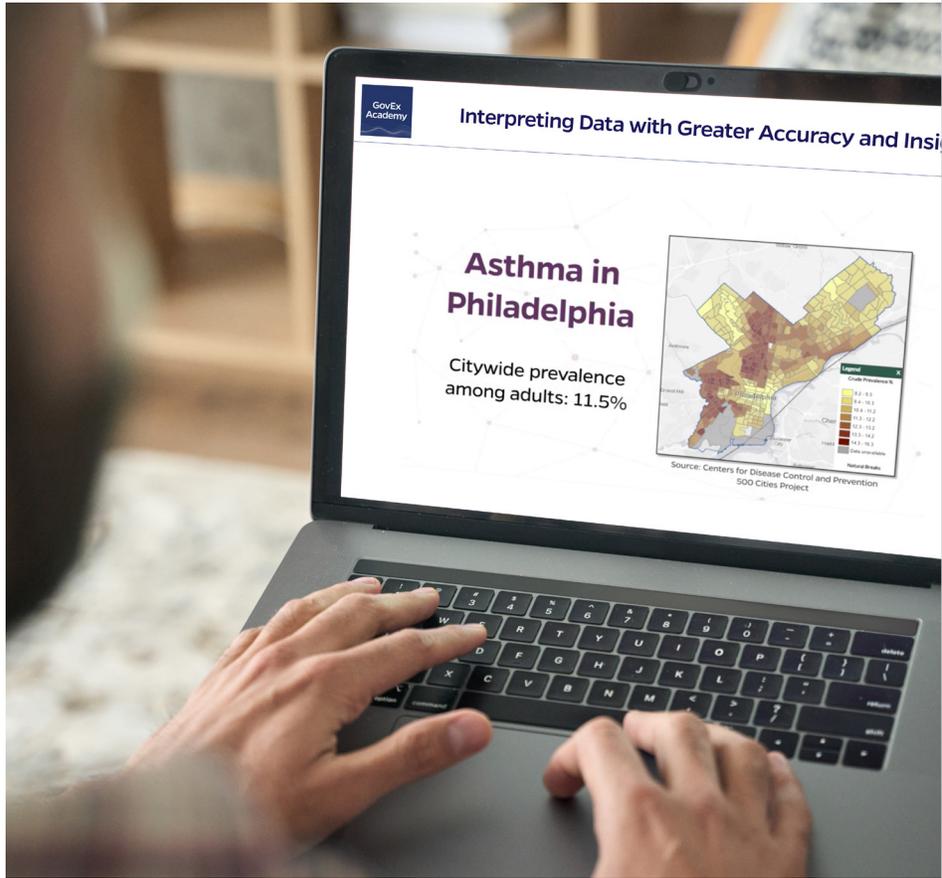
GovEx's continued engagement with Baltimore comes as the city experiences a remarkable renaissance, including the lowest homicide rate in a generation and major new investments in the downtown area.



GovEx Academy

THE GOVEX ACADEMY is our platform for live and self-guided learning across all of our programs and many partner programs, including the Bloomberg Philanthropies City Data Alliance, Bloomberg Harvard City Leadership Initiative Data Track, What Works Cities, and several place-based initiatives. It is the only training center designed and dedicated to improving data skills for the public sector workforce.

Academy courses focus on empowering public sector leaders and staff to manage, use, and communicate with data for public impact.



Courses include:

Live What Works Cities Sprints:
Data Inventory and Data Quality (8 sessions) <i>13 cities trained in 2023</i>
Implementing Data Governance (8 sessions) <i>15 cities trained in 2023</i>
Performance Analytics (8 sessions) <i>5 cities trained in 2023</i>
Communicating with Data (8 sessions) <i>6 cities trained in 2023</i>
Self-Guided Courses (464 total enrollments):
Getting Started with Performance Analytics
Getting Started with Data Standards
Getting Started with Data Management
Getting Started with Data Inventorying
Getting Started with Community Engagement for Analytics
Interpreting Data with Greater Accuracy and Insight



Bloomberg Harvard City Leadership Initiative Data Track

THE BLOOMBERG HARVARD CITY LEADERSHIP INITIATIVE, based at the Bloomberg Center for Cities at Harvard University, equips mayors and senior city officials to tackle complex challenges in their cities and improve the quality of life of their residents. GovEx leads the training for mayors in the Initiative’s Data and Evidence Track, helping them learn to use data to solve key problems, improve performance, and optimize public resources.

In 2023, our team coached 18 cities across two cohorts of teams participating in the Data Track. Each city focused on using data and performance management practices to address an enduring problem that residents care about — issues ranging from improving transit access, revitalizing neighborhoods, building safe communities, and improving service delivery. Mayors must know which data they need and how best to use it to improve outcomes for their residents. Developing data-informed systems and practices can enable cities to more effectively and equitably allocate resources, analyze problems, inform decisions, and manage performance to achieve better results, ultimately improving city residents’ lives.

Left, a screenshot from the GovEx Academy; Below, GovEx coaches with leaders of Iowa City, IA, one of the cities in the Bloomberg Harvard City Leadership Initiative Data and Evidence Track.



OUR CITIES City Impact Spotlight

Montevideo URUGUAY

The data committee and citywide data strategy that Mayor Carolina Cosse formed during her city’s participation in the Bloomberg Philanthropies City Data Alliance literally saved lives during the city’s multifaceted response to a recent water crisis, allowing the city to:

- Share real-time water-quality updates with residents,
- Identify safe well-water reserves, and
- Microtarget water-bottle delivery to people with medical conditions.



Collaborative Research

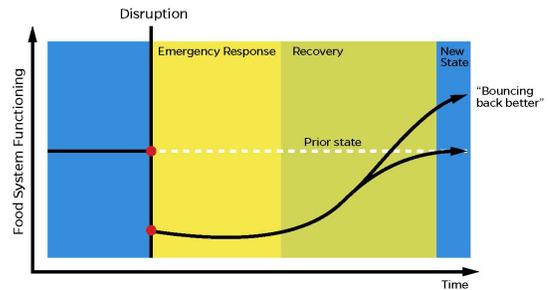
SINCE ITS FOUNDING IN 2015, GovEx has collaborated with partners across Johns Hopkins University to create tools and other resources to support the public sector.



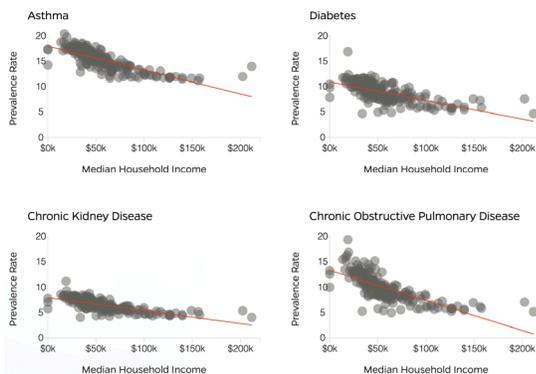
The most prominent collaboration was the **Coronavirus Resource Center**, the indispensable source for real-time data about COVID-19 infections, deaths, and vaccination rates. Launched in early 2020, the project garnered more than 2.5 billion website views before winding down in 2023 as local governments ceased COVID-19 data reporting. But the drive to collaborate continued in 2023, as GovEx’s Research and Analytics team led several other initiatives:

In the wake of food insecurity that resulted from the COVID-19 pandemic and the supply chain disruptions it caused, GovEx collaborated with the **Center for a Liveable Future** to produce a Food System Resilience Planning Guide to help cities use data to evaluate and strengthen their food systems.

Food System Resilience Planning Guide



BREATHE Center dashboard



In collaboration with Johns Hopkins University’s **Bridging Research, Lung Health, and the Environment (BREATHE) Center**, GovEx created a website that uses engaging interactive data visualizations to explain the different factors that cause asthma and how residents can take action using Baltimore City as an example, based on the BREATHE Center’s published research.



Place-Based Work

GOVEX WORKS IN VARIOUS capacities to help cities and communities use data to promote economic mobility, reduce racial disparities, and improve the wellbeing of their residents. Over the last several years, we have advanced this work as part of the Opportunity Accelerator initiative, launched in 2020.

GovEx coaches worked with five cities — Albuquerque, New Mexico; Tulsa, Oklahoma; Memphis, Tennessee; Oakland, California; and San Antonio, Texas — to build their capacity to collaborate with community partners and residents to identify barriers to economic mobility, co-design programs and solutions, and ensure outcomes that improve community wellbeing.

For example, the City of Albuquerque conducted a comprehensive assessment to better understand barriers to home buying for Black Albuquerqueans and provide targeted resources and services, narrowing the racial gap in housing. Tulsa worked with community members to identify a community governance model for the redevelopment of the site of Black Wall Street, ensuring that Black Tulsans, including the descendants of the Black Wall Street massacre, benefit from the redevelopment.

OUR CITIES City Impact Spotlight

New Bedford MASSACHUSETTS



New Bedford Mayor Jon Mitchell participated in the GovEx-led Bloomberg Harvard City Leadership Initiative Data Track and introduced data practices that led to fewer fires in the city.

- The New Bedford Fire Department (NBFD) was an early adopter of Mayor Mitchell's performance management program, shifting from reactive to proactive strategies.
- The NBFD analyzed fire data and identified 200 high-risk properties likely to be multi-family, non-owner occupied, and have a history of noncompliance.
- The Department proactively inspected all 200 properties before the end of 2023 and the city has seen a drop in structure fires in 2024.

2023 Media Highlights

Baltimore Mayor Brandon Scott touts city data usage during meeting of international mayors hosted by Bloomberg Philanthropies

The Baltimore Sun
May 2023

Baltimore Mayor Brandon Scott, right, speaks to Justin Elszasz, the city's chief data officer, during a meeting of international mayors to discuss data usage at the George Peabody Library.



The City of Mendoza and Ulpiano Suarez, chosen to join the City Data Alliance

Memo
May 2023

“

We are delighted to welcome the new cohort of innovative leaders to Baltimore and to Johns Hopkins University, where Bloomberg Philanthropies has helped create one of the world's leading centers working to advance the use of data in local governance.”

— Amy Edwards Holmes
Executive Director, GovEx



Beth Blauer (right), Associate Vice Provost of Public Innovation at Johns Hopkins University, joins Amy Edwards Holmes (center), Executive Director of the Bloomberg Center for Government Excellence, and Amanda Dafflos (left), Executive Director of the Bloomberg Center for Public Innovation, at the new Johns Hopkins Bloomberg Center in DC on Oct. 25.

How citywide data strategies can connect the dots, drive results

Bloomberg Cities Network
September 2023

“

You see these pockets of promise across cities, across any government you look at. But what you want is for that to be the routine across the whole city.”

— Amy Edwards Holmes
Executive Director, GovEx

Johns Hopkins’ GovEx and Bloomberg Philanthropies launch platform to advance generative AI for public services

Technical.ly
October 2023



Data literacy: The drive to educate the public sector workforce

Route Fifty
December 2023

“

I think that’s where [GovEx] has a really unique role to play in translating data skills and making them applicable to what people are experiencing every day.”

— Melissa Schigoda
Director, Bloomberg Philanthropies City Data Alliance at GovEx

OUR CITIES City Impact Spotlight

Seattle WASHINGTON



Seattle Mayor Bruce Harrell, released the One Seattle Data Strategy during his participation in the Bloomberg Philanthropies City Data Alliance. Among the data-driven innovations detailed in Seattle’s data strategy:

- The CiviForm platform reduces barriers to services by allowing residents to apply for multiple programs at once, cutting completion times from 30 to five minutes and increasing Human Services applications by 300 percent.
- The Find it Fix It customer-facing application reduces response time for illegal dumping complaints from 30 to five days and squashed a backlog of 2,000 work orders.
- A Community Indicators Catalog helps workgroups across the city track and understand community conditions and advance racial and social equity.

OUR FUTURE



Looking Ahead

IMAGINE A WORLD in which cities — and public sector workers at large — are equipped to use data to solve problems, anticipate future challenges, and provide better services to more people.

In this ideal world, data infrastructure and capacity are embedded in all areas of government, from policy creation and performance management to workforce and community engagement. Data is shared securely across agencies and levels of government, and data forms part of every employee's role, from workers on the frontline to senior leadership.

With the relevant data and analytics at their fingertips, public sector leaders easily understand key government operations, measure the performance of programs, survey situational trends, and predict and plan for the future on a granular level, enabling seamless decision-making and improved outcomes. Decision-makers and frontline staff have access to real-time data and insights, helping them understand the

root causes of issues and meet the changing needs and expectations of residents quickly and efficiently.

Those working directly with data feel supported and connected to like-minded peers, with a diverse and empowered workforce reflecting the communities they support. And of course, with such a vibrant, nimble, and innovative data ecosystem embedded throughout the public sector, governments at all levels have no trouble attracting the talent they need to keep meeting residents' needs.

Charting a path to this data-driven vision of the future requires rigorous, evidence-based solutions tailor-made for the public sector — and GovEx is ideally positioned to help.

Equipped to Scale

There are many organizations that support data use in Government — including many GovEx partners — but GovEx’s structure and capabilities set it apart:

Field-Defining Research

GovEx provides rapid-response tools and analysis to help cities address emerging challenges.

Expert Advisors

GovEx is led by former government practitioners with academic grounding to share best practices and training.

Public Sector Connectors

GovEx convenes city leaders and the world’s foremost data thinkers to identify cutting-edge solutions.

What makes GovEx the go-to resource for municipal leaders looking to build a data-driven workforce?

GovEx is an independent center within Johns Hopkins University, the country’s first and largest research university, and a bedrock of rich research, expertise, and resources. A 2022 Morning Consult survey found that Johns Hopkins is the most trusted university in the U.S.

In 2022, Johns Hopkins University President Ron Daniels listed “creat[ing] the leading academic hub for data science and artificial intelligence” as one of his top ten goals for the university. (See opposite page.)

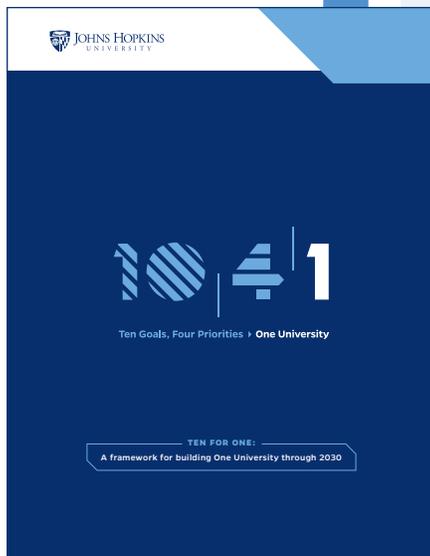
Since its founding, GovEx has partnered with a range of schools and departments within the

Johns Hopkins network, including Johns Hopkins Medicine, the Bloomberg School of Public Health, the Applied Physics Laboratory, and the Whiting School of Engineering, among others. The most prominent collaboration, working with a wide range of university partners on the Coronavirus Resource Center, demonstrated GovEx’s ability to create highly impactful data models and visualizations and has led to a wide range of additional collaborations.

Going forward, GovEx will be an integral part of two significant Johns Hopkins University initiatives: a novel Data Science and AI Institute and a new School of Government and Policy.

The Data Science and AI Institute will hire 80 new tenure-track faculty, 30 new endowed chairs as part of the Bloomberg Distinguished Professorships

In 2023, Johns Hopkins University released its "Ten for One Strategic Framework," outlining ten goals for the university through 2030. While GovEx's work is aligned with several of the goals, we are a particularly key component of the university's plans to achieve goal eight.



8

Create the leading academic hub for data science and artificial intelligence to drive research and teaching in every corner of the university and magnify our impact in every corner of the world.

We seek to become the leading university center for data science and application, one that makes emphatic contributions to scholarship and society in vital fields. To achieve this goal, we will:

- **Build a universitywide hub for data science and translation** that will provide a platform for sophisticated data-driven discovery to inform our research, education, and clinical and service activities.
- **Grow our leadership in data science and artificial intelligence** through investments in faculty and staff with expertise in these areas, as well as multidisciplinary colleagues who are driving discovery in areas that will be transformed by data.
- **Define how the sharing of data in an ethical manner can responsibly shape the future** of knowledge and science.

program, and 30 AI-focused research scientists and engineers, all of whom will contribute to an enormous new body of knowledge that GovEx will draw from.

The School of Government and Policy, the university's first new academic division since 2007, will be based at the Hopkins Bloomberg Center, the university's new Washington D.C. campus. Continuing to function with autonomy, GovEx will operate as part of the new school, benefitting from robust academic resources while delivering on-the-ground experiences, research, and analysis to students, faculty and partners.



The new Hopkins Bloomberg Center in Washington, D.C.

OUR PEOPLE



GovEx has recruited some of the best and most experienced thinkers and practitioners in government and academia. With this team, GovEx has the capacity and reach to help government leaders at all levels transform data practices to meet challenges and achieve their visions.



GovEx is organized into six offices:



GovEx Chief of Staff

The Office of the Chief of Staff handles planning and operations across GovEx and steers our strategic work on data and performance practices.



Strategy and Partnerships

The Office of Strategy and Partnerships identifies, cultivates, and strengthens mission-aligned strategic partnerships that enable access to GovEx's research and analytical capabilities, coaching and technical assistance, and best-in-class programs.



Research and Analytics

The Office of Research and Analytics conducts research, performs advanced data analysis, develops tools, and provides technical assistance and training while serving as a trusted resource for best practices in data collection, management, and interpretation.



GovEx Academy

The Office of the GovEx Academy oversees the development and execution of learning and development programs including strategic planning, curriculum design and development, instructional design and delivery, instructional technology, and team and project management.



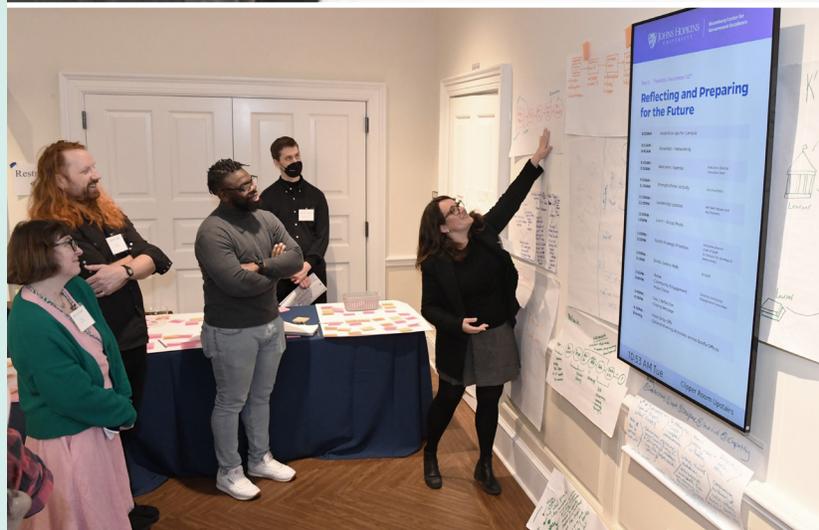
City Data Alliance

The Office of the City Data Alliance, in partnership with Bloomberg Philanthropies, leads the Bloomberg Philanthropies City Data Alliance, which identifies the most advanced and ambitious cities in North, Central, and South America that want to take their data expertise to the next level.



Communications

The Office of Communications tells the stories of GovEx's programs, people, expertise, and outcomes, both externally and with internal partners and funders, to expand the organization's reach, influence, and impact.



Primed to Support the Data-Driven City of the Future

GovEx has a unique opportunity to continue to leverage the knowledge and growing expertise from across Johns Hopkins University to support cities on path to delivering better outcomes for residents by focusing on their capacity to use data to drive change.

To deliver data-driven results, cities must have foundational data systems, citywide data strategies, and a robust set of analytics practices—all leveraging internal and external data to inform decision—making and track resident impact. As cities consider the adoption of AI, GovEx will help them conduct readiness assessments, develop and test AI reliability and, ultimately, adopt AI to optimize resident services, improve the experience of living in cities, and conduct predictive analysis to shape the city of the future.

A strong data practice and AI have the potential to greatly improve the lives of city residents but can cause harm if not adopted responsibly. GovEx will help cities realize the benefits of AI and mitigate the risk of harm to residents. Responsible adoption of AI uses high-quality data to understand operations in new ways and to predict resident needs to keep people safer, healthier, and connected to expanded opportunity. For example, cities are using AI to reduce traffic congestion for routine traffic and for special events and have also used AI to manage traffic to reduce air pollution.

HOW CITIES USE GENERATIVE AI

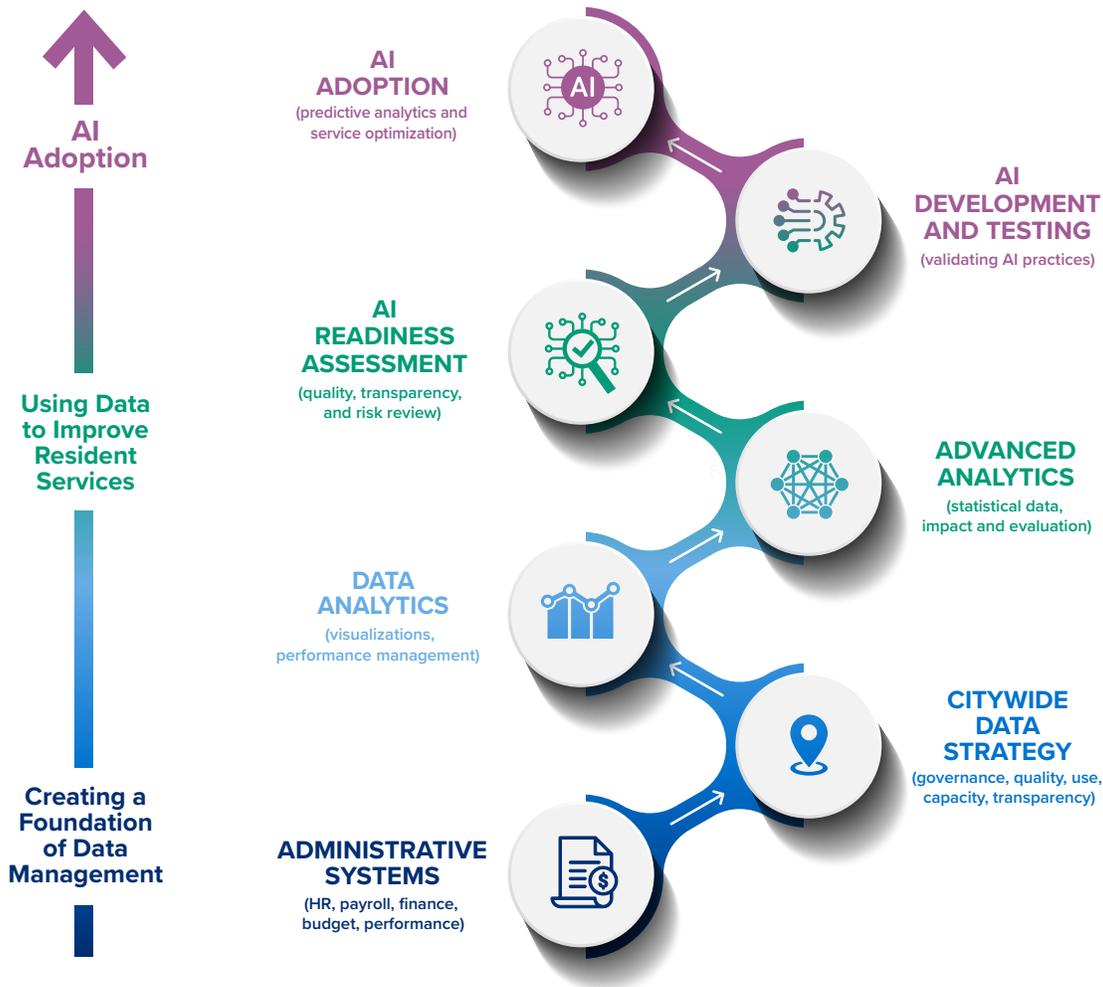
Cities around the world are already leveraging generative AI to increase access to quality data and address their most pressing challenges



Buenos Aires, Argentina

Buenos Aires, one of the first cities to participate in the Bloomberg Philanthropies City Data Alliance, launched the “Boti” chatbot in 2019 and it has evolved along with the capabilities of generative AI. Boti served as the official government channel for information about testing and vaccinations during the COVID-19 pandemic but has now expanded to connect residents with details about services such as bike sharing and social services.

Pathway to the Data-Driven City of the Future



Chattanooga, Tennessee

Chattanooga, Tennessee, another City Data Alliance city, is using generative AI to process 50 million data points related to its electric and conventional buses, allowing the city to optimize transit operations, projecting to increase efficiency by 40 percent and save \$140,000 annually in fuel costs. The city also leveraged generative AI to create a “digital twin” of the city that predicts Chattanooga traffic conditions, allowing the city to identify and target areas for improvement.

Prepared to Leverage AI for Impact

Research conducted by Bloomberg Philanthropies in partnership with the Centre for Public Impact shows that while more than three quarters of mayors surveyed globally reported interest in leveraging generative artificial intelligence to streamline administrative processes, enhance data-driven decision-making, and improve citizen engagement, only 2 percent are implementing the technology. Most cited a lack of awareness and insufficient digital fluency and technical expertise as barriers to adoption.

The survey showed that mayors are most interested in using AI for improving traffic and transportation, followed by infrastructure, public safety, environmental and climate projects and education.



Cities have been using AI to manage fleet vehicles and to predict the maintenance required to reduce breakdowns that allow them to ensure prompt service and save money. AI also has the potential to predict the needs of residents, identify households that are experiencing economic distress, and provide earlier interventions that reduce the barriers to aid and services. For

example, cities have used AI to predict residents who are at-risk of becoming homeless and intervene sooner to keep families in their homes and also save the city money overall.

In recent years, GovEx has recruited experts and developed partnerships that have prepared the organization to provide the support cities need to adapt and innovate. Our coaching staff draws on its vast collective experience working in government to anticipate challenges preventing public sector workers from leveraging the latest technology. Our data analysts are among the foremost experts in the field at adapting data tools, including generative AI, for use in the public sector. Our trainers tap years of experience in online learning to develop and deliver curricula to reach government staff on all levels, in all sectors.



Washington D.C.

Washington D.C., which joined the City Data Alliance in 2023, launched the Compass app, which uses generative AI to answer resident questions and create maps from open data sets. Users can employ Compass to map a range of information from the city's bike lanes to an inventory of species of trees planted across the city. The tool emerged after Mayor Muriel Bowser signed DC's AI Values and Strategic Plan, requiring agencies to assess if using AI is in alignment with the values the city sets forth.



**Bloomberg Center for
Government Excellence**