

City Servant and simpler public services

City Servant will offer a helpful front door for City services through text, voice and an optional live presenter. People should leave with a completed task or an honest explanation of what remains.

WHAT I WILL BRING FORWARD

- Guide users through maintained forms, display proposed answers, check missing information and provide source-linked explanations. Offer accessible text and a human handoff.
- Require approval before filing or changing a record, and show a receiving-system acknowledgement when a submission succeeds. A generated draft is not a filed application.
- Use the same guide in Agora for evidence, calculations and drafting. Keep campaign messaging out of service eligibility and official assistance.
- Develop non-emergency reporting first. Text911 must not imply emergency dispatch until a formal integration is approved; medical-photo assistance must remain outside diagnosis or clinical triage without validated clinical governance.

Delivery. Pilot a small group of common tasks alongside existing Van311 services. Compare completion, error and repeat-contact rates. Procure integration, content upkeep, accessibility and security, not just an avatar subscription.

Public measures. Publish cost per correctly resolved task, human escalation, source accuracy, completion, user comprehension and independent accessibility results.

Conditions. Modelled avatar savings require real-world verification. Keep human review for consequential decisions and confidential data in approved systems. No fabricated receipts, legal outcomes or official affiliations.

Connects to: 08, 15, 22, 24, 25, 27

Evidence notes: S09 in the full policy package.