

Save Time.  
Cut Costs.  
Serve Better.



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Demo with us!

 CITIBOT

[www.citibot.io](http://www.citibot.io)

 CITIBOT






The Resident-First, AI-Powered Government  
Communications Platform

Empowering  
Government.  
Serving  
Residents.



# Resident-First AI Platform

Built specifically for the government, Citibot blends enterprise-grade AI with human-centered design to ensure equity, trust, and accessibility. Residents receive verified, accurate information across every channel, supported by our closed-system AI that prioritizes compliance, privacy, and security.

-  **Multi-Channel Access:** 24/7, multilingual support across web, text, and social.
-  **ADA & Accessibility Compliance:** AI governance that supports ADA compliance and WCAG alignment.
-  **Reduce routine call volume** by 30–60% in 30 days.
-  **Accurate & Up-to-Date Content:** Ensure residents always receive accurate, reliable information.
-  **Integrations & Data Intelligence:** Fast, accurate answers from connected systems.



## Real Results for Modern Government



Roseville, CA answered questions in **14 languages** in the **first two months**.



City & County of Denver, CO **saved \$500K** in the first **18 months**.



**Saved 1 Month** of staff time in the first 6 months.

Citibot helps governments modernize service delivery, reduce operational strain, and improve resident satisfaction — all while maintaining compliance, accessibility, and security.

- Save 1 month of staff time per year
- Increase resident services without adding staff
- Support 70+ languages automatically
- Ensure accurate, ADA-compliant website content
- Increase resident trust with faster response times

# AI Assistant for Government

Provide residents with instant answers and 24/7 support via a multi-channel AI Assistant.

## Build Trust Through High-Quality Digital Experiences

### 24/7 Availability

Provides residents with instant support — day or night.

### Multi-Channel

Meet residents on their preferred platform — with one cohesive experience.

### Service Requests

Allows residents to submit service requests directly for faster follow-up.

### Multilingual

Support 70+ languages with AI that recognizes and responds in each user's native language.

### Automated Answers

Automatically responds to commonly asked questions using your approved website content.

### Save Resources

Reduces call volume and repetitive tasks so staff can focus on higher-priority work.

Our platform unifies your website content and trusted data sources into one reliable AI experience.

# Fully Managed. Fully Branded.

Citibot manages everything from implementation to launch, making it easy for your team to get started. We deliver custom branding, seamless integration, and hands-on support—ensuring your AI assistant reflects your community while meeting the highest standards for accessibility, security, and performance.

## Available on your Residents Preferred Channel

### Web Chat

Branded AI assistant for your website

### Text Chat

Your Government, One Text Away

### WhatsApp

Serve Your Multilingual Population

### Messenger

Serve Residents on Their Favorite Platforms

### Text Alerts

Real-Time Alerts for Your Community

### AI Voice

AI-Powered Phone Support, 24/7

# AI Voice

Set a New Standard for Resident Phone Experiences.  
Easily add best-in-class AI Voice Agents into your agency's phone system.

## Trusted by



## How AI Voice works



Answers calls 24/7 with **natural, human-like voices**—including localized accents.



**Supports the most commonly spoken languages** in your community for inclusive service.



Enables **instant answers, service requests,** and **smart routing** to the right department.



Sends **automatic text follow-ups** with call details and helpful resources.

# Refresh

## Refresh Your Website in Hours — Not Months

Keep your content accurate, accessible, and aligned, without overwhelming your team.

## What Refresh Evaluates

### Accuracy

AI scans every page to ensure content is correct, consistent, and free of duplication — so residents always get reliable information.

### Current

Flags pages that haven't been updated recently, prompting staff to refresh content and guarantee human oversight where it's needed most.

### Persona

Refresh makes your web content speak with one consistent voice across your website.

### Accessibility

Flags common accessibility issues (e.g., missing alt text) and helps support ADA compliance and WCAG 2.1 alignment.

## How Refresh works



**Scan** - Identifies web and PDF issues across accuracy, outdated content, tone, accessibility, and clarity.



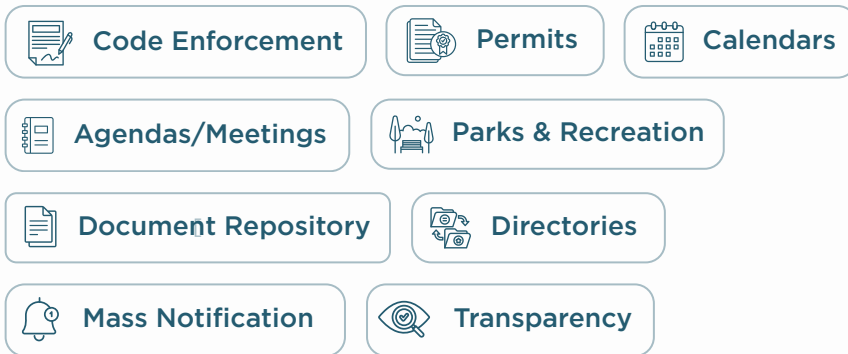
**Recommend** - Provides clear, specific updates so teams know exactly what to change.



**Explain Why** - Outlines why each change matters — so you always understand how it improves trust, clarity, and accessibility.

# Deep Integrations & Data Intelligence

Citibot doesn't only use web and PDF content to build its chat knowledge base for external and internal chatbots. We unify data from existing systems and platforms that cities use every day. This fusion of verified data sources produces cohesive, context-aware answers - simplifying resident experiences and enabling governments to deliver faster, more informed answers to questions.








Ready to get Started?



## Insights & Reporting

Citibot overlays sentiment, topic, and time critical information, in real-time, to inform the city on what residents are really asking.

Know the critical data points to serve your community better

-  Total Interactions with Chat History
-  Top Resident Inquiry Topics
-  Average Sentiment by Topic
-  Response & Engagement Rate
-  Keyword Performance Tracking

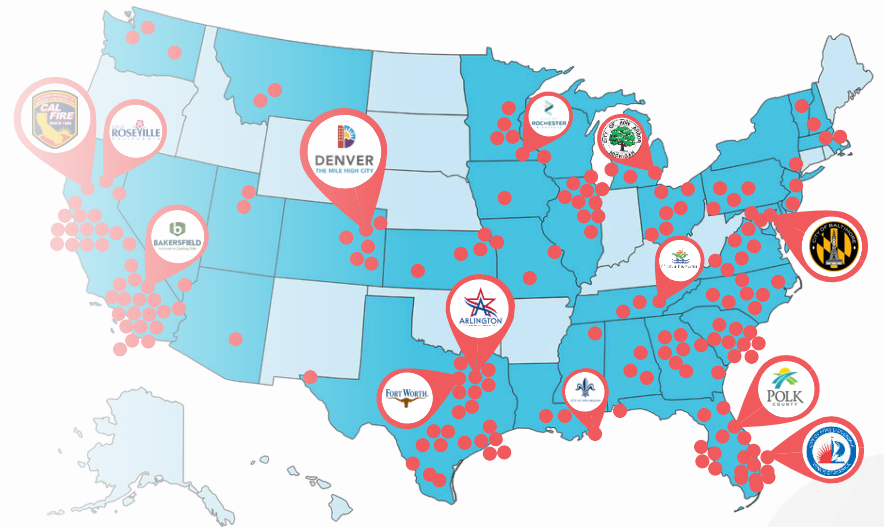
# ABOUT CITIBOT

## WHO WE ARE




Founded by Bratton Riley—whose passion for civic innovation was inspired by his father’s 40 years as Mayor of Charleston—Citibot was built on a simple belief: local government should be accessible, responsive, and give everyone a voice.

We help governments deliver accessible, unified digital experiences that make it easier for residents to get answers and engage with their community — **because better digital experiences build stronger trust with your residents.**

## Powering AI-Driven Service for 200+ Governments Across the U.S.



## WHO WE SERVE

-   
**Local Government**
-   
**311's & Call-Centers**
-   
**Government Agencies**

Citibot has been empowering municipalities for the past decade, but our reach extends far beyond cities and counties. We serve a wide variety of government agencies—from appraisal districts to mosquito control, public safety departments, and specialty service authorities. No matter your role, if you’re helping residents, we’re here to help you.