

*“The chatbot is a live, active public information channel that city staff continually update and monitor. Like any digital communication tool, the City reviews feedback and makes regular improvements to ensure the information provided is accurate and helpful.*

*We take the ethical use of AI in sensitive or vulnerable contexts very seriously. Our platform includes guardrails and transparency tools that allow city teams to review, edit, and correct responses quickly when issues are identified. We work closely with all of our government partners to ensure that the technology supports, not replaces, trusted human communication channels.”*

*Parth Shah, CEO of Polimorphic*