Second Civic Innovation Challenge: Use Cases

The Civic Innovation Challenge aims to highlight real world use cases that show how communities can harness technology and collaboration to solve everyday civic challenges. Applicants should have —or be in the process of building —technology or business solutions that support priorities identified in the following uses cases.

City of Bellevue
Bellevue welcomes innovation submissions that support the strategic target areas, council priorities and the three specific use cases below. If you have any questions about submissions for Bellevue, please email innovation@bellevuewa.gov and/or plan to attend office hours.

- Bellevue's Strategic Areas and Objectives
- Bellevue's Council Priorities
- **Accelerating Public Records Search and Review with AI**
  The proposed use case is to explore how AI and large language models (LLMs) could transform the initial search and discovery phase of the public records process. The goal is for AI to interpret a public records request and conduct an initial search across authorized city systems and repositories to identify potentially responsive records before staff begin detailed responsiveness, privilege, exemption, and redaction review. In an ideal future state, an AI-assisted system could interpret a public records request and search all city repositories to identify and prioritize the records most likely to satisfy the request. Rather than relying primarily on exact keyword matches, the system would use the meaning and context of the request to identify records that are substantively relevant, even when the terminology used in the request and the terminology contained in the records differ. The prioritized results could allow City Clerk's Office staff to identify and review the most relevant information earlier and potentially provide meaningful records to the requestor sooner.

- **Traffic Camera Video Identify and Capture Automation**
  This use case would address the requirement to do a diligent search of all systems to provide responsive records to a records request per RCW 42.56 Public Records Act. The envisioned solution utilizes some form of computer intelligence to receive specific input including location, date, time, description of incident (car make, model, color, action, etc.), scan the ecosystem of traffic cam video footage, identify the exact clip that is responsive to the request and download the responsive footage to a specified location. City Clerk's Office staff would do a final review of the footage to validate responsiveness before uploading and sending it to the requestor.

- **Digital Twin for Wilburton and the Grand Connection: Future Growth and Placemaking**
  The Wilburton district and Grand Connection corridor represent one of Bellevue's significant long-term redevelopment opportunities, requiring coordination across land use, transportation, parks, utilities, and economic development. A digital twin would provide a virtual environment where planners, developers, residents, and stakeholders can visualize future conditions and evaluate design alternatives. The platform could model pedestrian activity, public space utilization, development scenarios, environmental impacts, and transportation connectivity along the corridor. This Proof-of-Concept would explore whether immersive visualization and predictive analytics can enhance public engagement, accelerate planning processes, and support data-driven investment decisions.

King County Information Technology (KCIT)

Applicants must sign up to be a vendor through the King County E-Procurement Supplier Portal to be considered for a design partnership with KCIT.

- **AI-Driven Qualitative Analysis of Maintenance Comments for Proactive Service**
  Automatically categorizes and analyzes the 40,000+ customer comments Metro receives yearly, surfacing recurring complaint patterns and high value opportunities to impact overall customer experience.

  King County Metro receives over 40,000 customer comments each year, covering everything from bus operations and bus stops to the website and Access paratransit. Each comment Metro receives is sent to the appropriate team or program for follow-up. While individual responses and escalations address acute issues, such as locating lost and found items and repairing broken facilities, currently Metro does not fully utilize the richness of the data that comes from customer comments. This pilot proposal aims to make better use of Metro's customer comment data through AI-driven qualitative analysis on an aggregate scale.

  1. Opportunity: Pilot Program on Maintenance Comments
     Piloting an AI tool to regularly analyze maintenance related customer comments will give the Transit Facilities Division (TFD) more opportunities to understand customer sentiment and respond more quickly as issues arise. TFD responds to requests regarding maintenance issues at Metro's bus stops and shelters through a variety of channels, including customer comments. TFD has seen an increase in the number of corrective work orders for illegal dumping, unsanitary conditions, and hazardous waste since 2022. While the average remediation time has dropped significantly since 2023 through TFD's immense efforts, identifying hotspots and tracking changes in severity, frequency, or customer sentiment still requires slow, manual data review.

     The AI-supported pilot program could provide the TFD business analysts with continuous qualitative analysis of maintenance customer comments and proactive trend reporting. By aligning Metro's broader customer-comment maintenance categories with TFD's detailed categories and regularly highlighting hotspots, temporal patterns, and comment severity, the pilot could:

     a. Identify high-need locations earlier, enabling preventive cleaning and reducing remediation time.
     b. Lower corrective work-order volume by addressing issues before they escalate.
     c. Improve service for underreported areas. Currently, Metro analyzes its customer comments quantitatively to illustrate changes in the volume of comments per topic area, such as bus no shows or fare media, over time. While meaningful, using context-aware insights to flag stops where prolonged issues may disproportionately affect low-income or underserved riders, who are Metro's priority populations.

     In addition, using AI to assess the content of these comments will strengthen the Research Team's and Customer Communication and Service's (CSS) ability to identify more granular patterns and trends, helping the agency address customer concerns more proactively. If successful, this pilot could support expanding the tool to other comment categories and departments beyond Metro that value customer feedback, giving teams a scalable tool to generate more actionable insights from customer comments.

- **SMART-alerts: AI for Accessible and Accurate Transit Alerts**
  AI drafts public transit service-alert text (reroutes, delays) faster and more consistently than staff writing each alert by hand, aiming to get rider notifications published sooner and accurately

  1. King County Metro (Metro) has the most riders of any transit agency in the northwestern United States. Metro provides bus, on-demand, paratransit, vanpool and water taxi services, and operates the Seattle Streetcar, Sound Transit Link light rail and Sound Transit Express buses. We deliver extensive mobility

for the region, providing approximately 289,417 weekday trips in June 2026 and ~ 90 million trips annually across 132 bus routes and nearly 7,000 stops, connecting residents, workers, and visitors through one of the nation's largest and most diverse transit systems.
See, https://kingcounty.gov/en/dept/metro/about/data-and-reports/performance-reports.

2. Metro maintains a robust alert system (alert) that provides timely updates on delays, reroutes, and stop closures across its transit network. These alerts are updated as conditions change to give riders timely, route specific information on service impacts and their causes, such as construction or special events. Metro also offers email, SMS, and RSS subscription options, enabling riders to receive personalized notifications about schedule changes, disruptions, and other critical updates. Alerts become part of Metro's GTFS feed and appear in 3rd party trip planning applications. This system ensures the public can plan efficiently and remain informed about current service conditions. Metro sends an average of about 1,291 district alerts per month in 2026, with June peaking at 1,731 for Men's World Cup service needs. These numbers represent district IDs assigned to alerts, many involving planned reroutes and stop closures. They do not include instances where the same district ID is republished with updated information, which can require nearly as much effort as preparing a new alert.

3. Today, the alert creation process is a highly manual process driven by disparate upstream workflows and tight turnaround times. A small group of staff on the Customer Information Technological Resources and Solutions (CITRS) team must interpret reroute details from multiple systems and formats, including email, SharePoint, Coordinate (a geospatial coordination tool used to track right-of-way impacts, assign work, and house documentation for all construction related transit service disruptions), and internal documents, and synthesize them into clear customer-facing alerts. This creates delays, increases the risk of human error, and affects riders' ability to navigate the system confidently, especially when there is construction or other service impacts. As Metro continues to expand service and improve reliability, the current workflow presents a growing bottleneck that affects transparency, accessibility, and customer experience.

4. This pilot introduces a practical and low-risk opportunity to streamline and standardize alert generation through a secure generative AI document parser. The system will automatically ingest planned reroute and stop-closure documents placed in a designated location by staff so the information can be compared against King County GIS Street data, standard General Transit Feed Specification (GTFS) files (e.g. stops.txt, shapes.txt), and GTFS - real time (RT) Alert feed for quality control. It will output a draft transit alert, that details missed and used stops by route and direction, and a proto-GTFS files for ingestion into Metro's TRANSIT-Alerts platform where CITRS staff will review, and revise the alert if needed, before publishing the alert.

5. Beyond automating reroute and stop closure alert generation, the pilot will also enhance quality and accessibility by:
    a. Plain-language alert improvements.
    b. AI should apply standards to draft alerts in clearer, more accessible plain language. This benefits every rider by:
        i. Reducing misinterpretation, which is especially critical for sudden or complex reroutes.
        ii. Improving cognitive accessibility, which helps riders with learning differences, neurodivergence, or stress-induced processing challenges better understand the message.
        iii. Accelerating comprehension, allowing riders to quickly determine how a reroute affects their trip, especially valuable during transfers or time-sensitive travel, while giving them a clearer understanding of changes that can contribute to a greater sense of safety and confidence in navigating their journey.

iv. Directly improves translation quality, by simplifying structured phrasing and vocabulary to reduce ambiguity for machine translation models (see below).

c. Consistency checks against existing alerts:
   i. The workflow automatically compares newly generated alerts to existing ones, flagging discrepancies and elements requiring staff review. This strengthens quality control, reduces human error, and supports responsible use of AI by maintaining human-in-the-loop validation at every stage.

d. If the first three goals are successful, the solution can expand to multilingual alert generation. Beginning with Spanish, vetted and verified alerts would be translated through an internal workflow so staff can review.

- **Harnessing AI to Understand Parks Visitation**
  Utilize anonymized mobile-location data to estimate how many people visit specific parks and trails, replacing manual visitor counts and anecdotal observation for maintenance/capital planning decisions.

  King County Parks currently lacks reliable, consistent, and scalable visitation data across our parks, trails, and open spaces. We rely heavily on anecdotal observations, manual counters, intermittent field counts, and community feedback—none of which are sufficient for making data-driven decisions about maintenance, capital investments, equity in access, programming, or long-term planning. AI-supported mobile device analytics offers an opportunity to produce accurate, privacy-protected visitation insights that allow Parks to understand real utilization patterns across our entire system. This includes daily and seasonal trends, equity-related access gaps, event attendance, pre- and post-project impact evaluation, and even the monetized environmental and economic benefits associated with public land use. This will help with resource prioritization, strategic planning, and project / levy evaluation goals.

- **Community driven ideas targeted at innovative and impactful ways to accomplish an Executive policy goal**
  Specific Policy goals include:
  1. Breaking the Cycle: Addressing homelessness, addiction and incarceration.
  2. Building More: Expanding housing, childcare, transit, and infrastructure.
  3. Be in Community: Making King County government more visible, connected, and community driven.
  4. Better Government: Delivering a government that is more transparent, efficient, and accountable.

Washington Technology Solutions (WaTech)

- **Start Your WA State Business: One-Stop-Shop**
  This use case proposes a single online "front door" for new business owners in Washington. Instead of researching and applying to multiple agencies on their own, an owner would answer a short set of questions about their business (e.g. type, industry, location, whether they'll have employees or hire subcontractors, etc.), and receive a personalized checklist of every license, permit, registration, and certification that applies to them, with links to apply and a way to track status and next steps. Existing small business owners could use the same platform to manage their state business information in one place and get notified when a renewal is coming up or a requirement changes. This isn't meant to replace the tools that already exist, like BLS or the SOS filing system. It's meant to connect them into one guided experience, so an owner always knows what they've done, what's left, and where to go next.