

COUNTY OF YORK

MEMORANDUM

DATE: June 14, 2024

TO: York County Board of Supervisors

FROM: Mark L. Bellamy Jr., County Administrator 

SUBJECT: Launching CivicPlus chatbot on County's Website

I am excited to inform you that we are about to launch the CivicPlus chatbot on our existing website. This initiative directly supports the Board's strategic priority of enhancing digital accessibility and community engagement in York County, VA. The chatbot will provide our residents with 24/7 access to information and services, significantly increasing responsiveness and empowering citizens to obtain the information they need at any time.

A chatbot is an artificial intelligence (AI) tool designed to simulate conversation with users. It works by processing citizen questions and delivering accurate and relevant responses instantly. Our CivicPlus chatbot will handle a wide range of questions, including service requests, local event information, and general county resources. By offering immediate answers, the chatbot ensures that residents can access the information they need without waiting for business hours, thereby enhancing their experience and satisfaction.

The launch of the CivicPlus chatbot is a significant step towards modernizing our digital engagement and accessibility for all community members. This tool will empower our residents by providing them with a user-friendly, efficient way to interact with county services. Thank you for your support in launching this valuable resource. I am confident that the CivicPlus chatbot will be a vital asset in our ongoing efforts to improve service delivery and community engagement. Please let me know if you have any questions or need further information.

Wyatt/3589:aer