



Agenda Item

File #: 25-2880

Requested Agenda Date:

5/6/2025

Requested Agenda Title:

Budget Adjustment: The Information Technology Division Requests to Rebudget \$30,000 Originally Approved in 2024 from the Smart Government Fund for the AI Chatbot Project

Requested Agenda Item Description: This request was originally approved in 2024 from the Smart Government Fund. The funds were placed in the IT budget, but due to some issues with the original product chosen by the team, IT was not able to utilize the funds. We are requesting that they be re-budgeted to IT.

AI Chatbot Project: Salt Lake County (SLCo) websites cater to a demographically diverse audience offering a search function with text prediction and easy-to-navigate menus but lack the user enhancement that a chatbot feature can provide. Chatbots using current AI advancements can seamlessly handle natural language queries, providing relevant links and information to assist users effectively on a 24/7 basis, often resulting in reduced calls to County offices for questions of a general nature.

Requested Action: Discussion - Vote Needed

Presenter(s) (with titles): Hoa Nguyen, Council Budget and Policy Analyst

Time Needed: Less than 5 MINS

Is this Item Time-Sensitive and/or Requesting a Time-Certain? No

Requesting Staff Member: Megan Hillyard, Administrative Services Department Director

Are Supporting Documents Needed for this Agenda Item Request? Yes