

Citywide AI & Technology Efficiencies Report

Introduction

A number of cities across Texas have begun adopting AI in some service areas – traffic management, data integration and customer service. The City of Kyle for example uses "Agent Kyle," An agentic AI tool that assists residents 24/7 via phone, web, and chat, and is integrated with the city's ordinances, fees, and databases. The Town of Addison, Texas is using AI to organize decades of files and systems of record to help staff instantly find past actions, anticipate council questions, and draft reports in less time. Like most cities, Schertz uses AI to speed up basic tasks, like writing reports. Staff have been meeting with vendors of AI products to better understand how they work, what level of investment is (both money and staff time is required) and what areas cities are seeing the most returns.

The information below provides a high-level look at what Schertz is doing city-wide and also what departments are doing to utilize technology to create efficiencies.

CITY-WIDE TECHNOLOGIES & EFFICIENCIES

1. Artificial Intelligence (AI) Tools

Used across multiple departments to improve productivity, communication, and content creation.

- **ChatGPT / Gemini**
 - Drafting emails, SOPs, reports, and communications
 - Research and quick-reference support
 - Idea generation (e.g., park naming, business identification)
- **Grammarly AI**
 - Enhances writing quality for budget narratives, emails, and SOPs
- **Envato AI / Canva AI**
 - Rapid creation of marketing materials and graphics
 - Reduces outsourcing costs and design turnaround time
- **Emerging AI on the Horizon (Monitoring Phase)**
 - AI Plan Review
 - AI Virtual Assistants (CityView, City website)
 - AI-enhanced infrastructure modeling
 - Metadata automation and chatbots (Library)

2. Citywide Standardization via Microsoft Products

Widely adopted platform improving collaboration and reducing duplication.

- **Microsoft Teams**
 - Centralized communication
 - Virtual meetings reduce travel time and increase efficiency
 - Integrated tools (Shifts, Planner) for scheduling and project tracking
- **SharePoint / OneDrive**
 - Centralized document management and internal portals

- Improves access, collaboration, and version control
 - **Microsoft Suite (General Use)**
 - Communication, reporting, and operational support across departments
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3. Asset Management & Work Order Systems

Standardizing tracking and maintenance across departments.

- **OpenGov / Cartegraph (Enterprise Asset Management)**
 - Used by Parks, Fleet, Facilities, Public Works
 - Tracks assets, maintenance, repairs, and work orders
 - Improves lifecycle management and planning
 - **Operative IQ**
 - Inventory and asset tracking (EMS)
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4. Geographic Information Systems (GIS)

Citywide mapping and analytics tool.

- **Used by:**
 - Public Works (infrastructure tracking, dashboards)
 - Engineering (capital planning, utilities)
 - Parks (asset mapping, planning)
 - Planning (zoning, development tracking)
 - **Efficiency Gains**
 - Improved decision-making
 - Public transparency via dashboards
 - Faster access to spatial data
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5. Document Management & Paperless Systems

Reducing manual processes and improving accessibility.

- **Laserfiche / Digital Records**
 - Planning & Development document retrieval
 - Serves as the City's primary records repository
 - Enhances responsiveness to open records requests
 - **Agenda & Meeting Management (AgendaQuick)**
 - Web-based system for creating and publishing meeting agendas and minutes
 - Streamlines agenda submission workflows
 - **DocuSign**
 - Digital signatures for contracts and approvals
 - Faster turnaround, improved compliance
 - **Paperless Initiatives**
 - Finance, Court, Utility Billing transitioning to fully digital workflows
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6. Customer & Public-Facing Digital Services

- **Invoice Cloud**
 - Online payment processing
- **CivicRec**

- Program registration and facility rentals
 - **Library Mobile App / Online Systems**
 - Self-service, catalog access, and account management
 - **Community Apps & Portals**
 - Police app for public communication
 - CityView customer portal for permits and services
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7. Communication, Scheduling & Workflow Tools

- **Monday.com**
 - Project and workflow management (Public Affairs)
 - **Snap Schedule / Slate**
 - Staff scheduling (Library, EMS)
 - **Toggl Track**
 - Time tracking for reporting and reimbursements (Library)
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8. IT & Automation Tools

- **Freshservice**
 - IT service management; improved resolution time and communication
 - **Splashtop**
 - Remote IT support; reduces travel time
 - **Keeper**
 - Automated password management and auditing
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9. Specialized Operational Systems

- **SCADA (Public Works)**
 - Real-time monitoring of water/wastewater systems (8,000+ data points)
 - **PAVER (Engineering)**
 - Pavement lifecycle and maintenance planning
 - **AutoCAD / SketchUp / Adobe**
 - Design, planning, and document editing
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PUBLIC SAFETY HIGHLIGHTS (POLICE, FIRE, EMS)

1. Computer-Aided Dispatch (CAD) & Response Optimization

- Central Square CAD (Police & EMS)
 - Enhanced dispatch processes (Fire/EMS)
 - 90% of calls processed in under 60 seconds
 - Real-time routing and closest-unit dispatch
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2. Mobile Technology & Field Devices

- **iPads (Fire & EMS)**
 - Replaced laptops/Toughbooks
 - Savings:
 - ~\$5,000 per fire unit
 - ~\$5,000 per MDT replacement

- ~\$1,000 vs \$6,000 (EMS)
 - Enables real-time reporting and field data entry
 - **Mobile CAD & Field Apps (Police)**
 - Real-time updates and reporting
 - Citation and evidence upload tools
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3. Records & Reporting Systems

- **ImageTrend (Fire & EMS)**
 - Unified reporting and patient care records
 - Automated data entry via ID scanning
 - **Tyler RMS (Police)**
 - End-to-end records management and reporting
 - **RescueNet Billing Integration (EMS)**
 - Eliminates duplicate data entry
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4. Training, Policy & Personnel Management

- **Vector Solutions / Target Solutions / PoliceOne Academy**
 - Online training and certification tracking
 - **PowerDMS / Lexipol**
 - Policy management and compliance tracking
 - **Power FTO**
 - Field training tracking (Police & EMS)
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5. Communication & Radio Systems

- **Motorola Radios (Police)**
 - GPS tracking and improved communication
 - **Station Alerting Systems**
 - Faster response times (Fire & EMS)
 - **Pulsara App (EMS)**
 - Direct hospital communication, reduces radio traffic
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6. Emergency Response Enhancements

- **Opticom / Intersection Preemption**
 - Faster and safer emergency response
 - Reduces vehicle wear and fuel consumption
 - **MioVision (Police)**
 - Traffic signal prioritization
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7. Drones & Advanced Field Technology

- **Drone programs (Police & Fire)**
 - Scene assessment
 - Search and rescue
 - Improved situational awareness
- **Thermal Imaging (Fire)**

- Lower-cost replacements saving ~\$5,000 per unit

8. Security & Access Systems

- **Knox Box (Fire & EMS)**
 - Rapid access to buildings
 - Remote programming and audit tracking

9. Investigation & Enforcement Tools (Police)

- **Cellebrite**
 - Digital forensics
- **TruNarc**
 - Narcotics identification
- **Trimble Total Station**
 - Crime/accident scene reconstruction

10. Fleet & Equipment Efficiencies (Fire)

- Reduced outfitting costs (~\$30,000 savings per admin vehicle)
- In-house plastic welding (~\$10,000 savings per unit)

DEPARTMENT-SPECIFIC HIGHLIGHTS (NON-PUBLIC SAFETY)

City Secretary / Records Management

- AgendaQuick for agenda and minutes automation
- Laserfiche as centralized records repository
- SharePoint development for internal resources and records guidance
- Evaluation of electronic bulletin board modernization

Finance

- Fully paperless records
- Automated customer notifications
- AI-assisted writing tools

Human Resources

- **ADP System**
 - End-to-end employee lifecycle management
 - Payroll, onboarding, benefits, performance tracking
- Workflow automation and self-service tools

Purchasing

- **Bonfire (Euna)**
 - Digital procurement and RFP management
- DocuSign for contracts

Public Affairs

- Social media automation (Social News Desk)
- AI-driven content and design tools

Library

- RFID automation, self-checkout, and digital services

- Polaris ILS (cloud-based)
- Extensive self-service and remote access tools

Parks

- Asset management (OpenGov)
- GIS planning tools
- Smart splash pad monitoring (reducing manual checks)

Fleet & Facilities

- Diagnostic tools, telematics (planned), and repair databases
- Predictive maintenance initiatives

Public Works

- SCADA system
- GIS dashboards
- Telemetry for tracking equipment

Engineering

- Infrastructure modeling (in progress)
- Virtual inspections (planned)
- GIS-integrated planning tools

Planning & Community Development

- **CityView**
 - Permitting, inspections, licensing, and customer portal
- Virtual inspections and digital workflows
- Monitoring AI-assisted plan review tools

Economic Development

- **HubSpot**
 - CRM and business tracking
- AI-assisted business intelligence and research
- CREXI for real estate analytics

KEY THEMES & TAKEAWAYS

- **Standardization** (Microsoft, OpenGov, GIS) is reducing duplication and improving collaboration
- **Mobile-first strategy** (iPads, apps) is significantly lowering hardware costs
- **AI adoption** is widespread but primarily assistive (writing, research, design)
- **Automation & integration** are reducing manual entry and speeding workflows
- **Public safety integration** has improved response times, safety, and coordination
- **Shift to cloud & remote systems** is improving accessibility, security, and scalability
- **Tracking** how other cities are using AI