



Memorandum

TO: Kevin J. Jackson, Village Manager *(Signature)*

FROM: Dan Yopchick, Chief Communications Officer *(Signature)*

FOR: Village President and Board of Trustees

DATE: December 12, 2025

SUBJECT: **Granicus Government Experience Agent**

Purpose

The purpose of this memorandum is to provide the Village Board with an informational update and answers regarding questions that arose during a discussion of the Granicus Government Experience Agent (GXA) at the Dec. 2nd regular meeting. The information has been provided by Granicus Account Executive Kim Steelman, who spoke at the Board meeting. It has also been reviewed with Village staff.

For questions, please contact Dan Yopchick, Chief Communications Officer, via email at dyopchick@oak-park.us or by phone at 708-358-5781.

Attachments:

1. Question and Answer Pairs for Oak Park, Illinois
2. Oak Park Proposal

cc: Lisa Shelley, Deputy Village Manager
Ahmad Zayyad, Deputy Village Manager
Jack Malec, Assistant to the Village Manager
Christina M. Waters, Village Clerk
All Department Directors

Question and Answer Pairs for Oak Park, IL

Q: How does Granicus prevent GXA from hallucinating?

A: GXA is designed to provide accurate, reliable answers by following strict safeguards:

- **Confidence Threshold:** It only responds when its confidence score meets a conservatively set threshold, ensuring the information closely matches the user's question.
- **Trusted Sources Only:** GXA uses data exclusively from official agency-provided sources. It does not pull information from the open internet, guess answers, or fabricate content.
- **Clarification When Needed:** If confidence is low, GXA may ask follow-up questions to refine the query and improve accuracy.
- **Transparency:** When GXA cannot answer based on available data, it clearly states that it does not know—rather than generating a misleading or false response. GXA also cites the sources it uses when it provides a response, making sure its answers are traceable.

This approach minimizes the risk of “hallucinations” and ensures responses remain grounded in verified agency data.

GXA's hallucination rate—the chance of fabricating an answer—is effectively zero. It doesn't invent information. When errors occur, they usually stem from incomplete or outdated details in the source content, which can lead to missing context for the user. We proactively address these issues during onboarding by reviewing and updating agency content.

Q: What guardrails are built into GXA?

A: GXA incorporates multiple layers of safeguards to ensure responsible and appropriate use:

- **Local Government-Specific Rules:** Beyond the protections in its underlying LLM, GXA enforces guardrails tailored for government contexts. It prohibits:
 - Providing opinions
 - Participating in conversations that promote violence, hate, bias, illegal activity, unethical acts, or insults

- Soliciting private or sensitive information
- **Public Information Only:** GXA is designed to access and process only public information. It does not require or store private data from end users.
- **PII Detection and Masking:** If a user shares personally identifiable information (e.g., “My name is Jane Doe. I live at 123 Main Street...”), GXA detects these patterns and masks them before storing any conversation history (e.g., “My name is {NAME}. I live at {ADDRESS}...”).
- **Extensive Testing:** Granicus has rigorously tested these guardrails across hundreds of scenarios to ensure conversations remain appropriate and compliant.

These measures help maintain privacy, security, and ethical standards while delivering accurate, helpful responses.

Q: What underlying LLM does GXA use?

A: As of **December 8, 2025**, GXA uses **Anthropic’s Claude Sonnet 3.7** model. Because this model is nearing the end of its supported lifecycle, Granicus is actively testing alternative models to ensure continued performance and reliability.

GXA’s architecture is designed for flexibility, allowing us to switch underlying LLMs as needed. Before any transition, we conduct rigorous testing to confirm that the new model meets or exceeds the following standards:

- **Accuracy and Fidelity:** Responses remain precise and trustworthy.
- **Low Latency:** Fast performance for real-time interactions.
- **Translation Ability:** Strong multilingual support.
- **Cost Efficiency:** Optimized for sustainable operations.
- **Empathic Tone:** Maintains a professional, user-friendly experience.

This approach ensures GXA continues to deliver high-quality, reliable service regardless of the underlying LLM.

Q: Has Granicus tested GXA to ensure it is not vulnerable to bad actors?

A: Yes. Granicus has implemented and validated multiple safeguards to protect GXA against misuse and malicious activity:

- **Prompt Injection Defense:** Extensive testing ensures GXA resists attempts to manipulate responses through harmful prompts.
- **Network Monitoring:** Continuous monitoring detects suspicious activity and intrusion attempts.
- **Rate Limiting:** Built-in controls prevent bot-driven attacks or excessive requests that could disrupt service.
- **Data Encryption:** All data is encrypted in transit and at rest using industry-standard encryption methods.
- **Penetration Testing:** Granicus has conducted internal security testing and will engage an independent third party for formal penetration testing in 2026 to further strengthen GXA's security posture.

These measures help maintain system integrity, protect sensitive information, and ensure GXA remains secure and reliable.

Q: What success / improvement metrics does Granicus have for GXA?

A: Granicus is actively working with the two county governments currently live with GXA to measure its impact (as we will with our customers currently in implementation, once they go live). These metrics will focus on areas such as:

- **Accuracy and Reliability:** How well GXA delivers correct, trusted responses.
- **Efficiency Gains:** Reduction in time to find information or complete tasks.
- **User Satisfaction:** Feedback from agency staff and residents on usability and helpfulness.
- **Adoption and Engagement:** Volume and frequency of GXA interactions compared to traditional channels.

While we do not yet have finalized statistics to share, these measurements are in progress and will inform future improvements and reporting.

Q: What agencies are using GXA?

A: As of **December 8, 2025**:

- **Live Deployments:**

- **Jackson County, Missouri** – County-wide implementation of GXA across their public site.
- **Wyandotte County, Kansas** – GXA deployed for tax, appraisal, and motor vehicle services. Currently available on 13 internal pages as part of a phased rollout (not visible on the homepage).
- **Upcoming Deployments:**
GXA is in the process of being implemented on **12 additional local government websites**, including:
 - Three cities in **Florida**
 - Two cities in **California**
 - One city each in **Kansas, Alabama, Arizona, and Texas**
 - **One police department in Illinois**
 - One village in **Illinois**
 - One city in **Illinois**

These deployments reflect growing adoption of GXA to improve citizen engagement and streamline information access. This list is growing rapidly.

Q: Does Granicus use customer data to train our model?

A: No, Granicus does not use customer data to train any model components. Agency data is ingested into a vector database that GXA references through its Retrieval-Augmented Generation (RAG) process to provide accurate answers, but this data is never used to train or fine-tune the underlying language model. If an agency removes its data from the RAG-connected database, GXA immediately loses all memory of and access to that information. Your data is used solely to answer end-user questions in real time and is not retained or repurposed for any other purpose. Granicus ensures that your agency retains full and exclusive ownership of its data at all times.

Q: What translator is used?

A: GXA uses Amazon Translate to detect the language of the end user's prompt and translate it into English for processing. Once the response is generated, Anthropic's Claude

LLM handles the translation back into the user's original language, ensuring accuracy and a natural tone in the final output.



Government Experience Agent + Service & Operations Cloud

Oak Park, IL



Your Public Service Roadmap

The Village Board has a clear commitment to delivering inclusive, transparent, and efficient public services.

Key Priorities

- ✓ Community Affordability
- ✓ Community Health and Safety
- ✓ Racial Equity
- ✓ Vibrant, Diverse, Connected Neighborhoods
- ✓ Sustainability & Resiliency
- ✓ Economic Vitality

Key Initiatives

- ✓ E.C.H.O. - Connecting residents to key services and resources in non-emergency situations.
- ✓ Open Data & Transparency Tools
- ✓ Digital Resident Services
- ✓ Language Access Policy

Like you, we're asking – how can AI/ML advance these goals and streamline these initiatives to be more cost effective and improve experiences for residents and government staff?

Delivering on Oak Park's Priorities

Community Affordability

Reduce the cost-of-service delivery by automating resident interactions and providing instant, accurate responses, freeing up staff time and lowering operational overhead without compromising service quality.

Health & Safety

Ensure residents have 24/7 access to health, safety, and mobility information—helping them navigate behavioral health programs, emergency services, and public safety resources without needing to contact staff directly.

Racial Equity

Deliver multilingual, ADA-compliant, and jurisdictionally accurate answers that ensure all residents—regardless of language, ability, or background—can access government services equitably and confidently.

Vibrant, Diverse, Connected Neighborhoods

Help residents easily discover and engage with housing programs, mobility services, and community initiatives—strengthening neighborhood connections and increasing participation in local resources.

Sustainability & Resiliency

By shifting service interactions online, GXA reduces paper usage and in-person traffic, supporting Oak Park's Climate Action Plan and helping the Village meet its sustainability and resiliency goals.

Economic Vitality

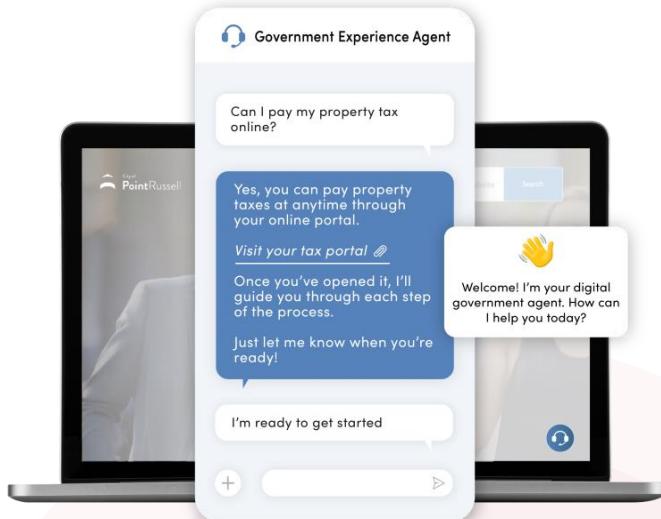
Simplify access to business-related services like permitting, licensing, and support programs—making it easier for entrepreneurs and small businesses to engage with the Village and contribute to economic growth.

GXA

Government Experience Agent

What is Government Experience Agent (GXA)?

AI-powered conversational digital agent



Provides **accurate, clear, consistent answers** 24/7

Easy to interact with – natural, conversational responses

Gives residents answers any time they want – avoiding inconvenient website searches or waiting in line

Current Approaches Have Proven Ineffective



Build Your Own (Using Commercial LLM)



(Fewer guardrails, may favor general Internet content, leading to hallucinations/inaccuracies, difficult to set up and maintain)



Chatbot Only Providers



(Do not identify data content gaps, AI only [e.g. limited testing], lack scale of validation, no plans for agentic use cases)



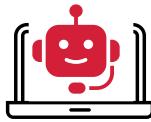
Generic Rules Based



(Low quality, not context aware nor conversational, laborious for staff)

From Possibility to Priority

Governments who prioritize digital agents/GenAI solutions will see key outcomes



Demand for Virtual Agents

78%

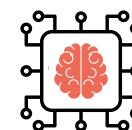
Of surveyed citizens **see benefits of using virtual agents** for government services
(Accenture)



Dissatisfied Customers Are

2x

More likely **to reach out for help 3+ times**, which consumes staff time and increases costs



Call Volume Reduction

33%

When AI-powered agents are **implemented for specific intent/use case** vs. generic features
(Gartner)



Deploying a digital agent **costs 30% less than a live agent** (Forrester)



Digital agents can improve service delivery for local governments **by up to 71%** (NASCIO)



Built for Effortless Access to Government



Most Accurate, Most Secure

- ✓ Unlike LLMs, uses only trusted, agency-approved data
- ✓ Safety guardrails limit unwanted experiences while ensuring highest data governance standards



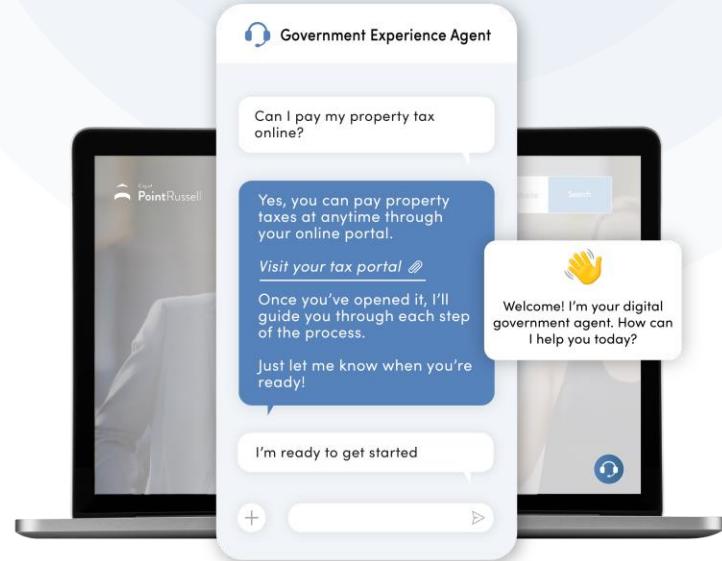
Far Exceeds Legacy Chatbots

- ✓ Understands resident intent – doesn't rely on rules or hierarchies alone to respond
- ✓ Excels at natural, helpful interactions leading to more positive outcomes
- ✓ Intentional onboarding program to confirm accuracy



The Best Answers. Instantly.

- ✓ Validation fueled by 30 billion annual govt-to-resident touchpoints
- ✓ Deeply connected to GXC primary citizen service applications
- ✓ Ongoing support from Granicus government experience experts to optimize resolution rates



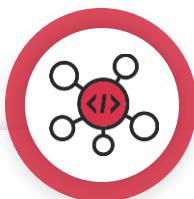
A Solid Foundation is Crucial for Effective Public Sector AI/ML

Criteria to achieve highest accuracy when providing answers to residents' questions



Purposeful Guardrails

To ensure appropriate, authoritative answers while not compromising citizen data



Tuned on Gov't Specific Sources & Workflows

Leading to jurisdictionally accurate responses, aligned to public sector values



Context Aware, Expert Enhanced

For a better, more accessible customer experience, increasing usage and resolution rates

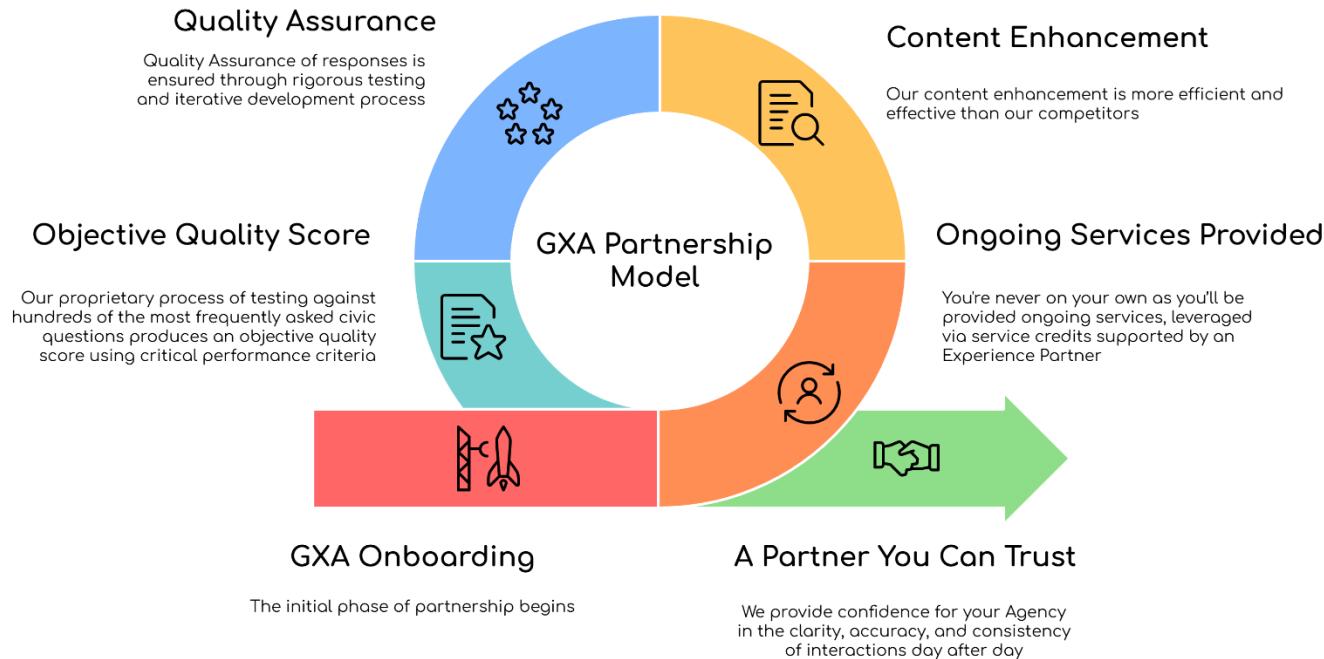


Agency Retains Messaging Control

Never surrender control over what answers are used to answer questions

More than Just Technology: An Experience Design Partnership

We bring together Connected Technology, Experience Services, and Data-Driven Insights to ensure high quality outcomes



Customers Succeeding with GXA



Wyandotte County, KS

Goal: To save calls, staff time, and costly spend on a 24/7 call center.

- ✓ Launched Beta GXA in **2 weeks** supporting **400+ questions**
- ✓ **80% accurate** with no additional training
- ✓ new web processes **improved** accuracy
- ✓ Available in **5 languages**



Waco, TX

Goal: To improve the customer experience in tandem with launching a new integrated call center.

- ✓ Granicus worked with them to refresh their website, it not only provided **more accurate & complete search results**, but also offered a **consistent experience on every page**



Jackson County, MO

Goal: To help residents efficiently and confidently self-serve answers related to tax assessment, property information, and DM

- ✓ Granicus provided the resources needed to recreate content **using a human-centered approach** that also ensured different demographics could **easily access and use the website**.

"By investing in generative AI, **we expect to deliver a significantly improved customer experience** — providing residents with accurate, 24/7 support while reducing the burden on our staff. We anticipate this will **not only increase trust** in our services but also **drive long-term ROI** through greater efficiency and resident satisfaction."

-Crystal Sprague, Director of Performance and Innovation, Unified Government - Wyandotte County/Kansas City, KS

Service Cloud

What's Included in Service Cloud

Service Cloud Enhanced

Digitize services across the enterprise

| | |
|--|--|
|  Dedicated Experience Partner |  Granicus Website |
|  Annual Service Credits |  Enterprise Forms & Workflows |
|  Quarterly CX Program Review |  Engagement HQ |
|  Enhanced Technical Support |  govDelivery |
|  Priority Support and Enhanced Response Times | |
|  Quarterly Technical Support Review | |

Introducing Granicus Service Cloud

Designed to make government services work for residents and staff



Enable Inclusive Government

- ✓ Use tech to connect residents to the information and services they need where they are
- ✓ Simplify government with easy-to-access and easy-to-understand websites, forms, communications, and engagement tools



Go Paperless to Innovate / Modernize

- ✓ Digitize services to make government work better for everyone
- ✓ Consolidate solutions and vendors to eliminate tech debt, mitigate risks, and reduce staff burden



Build a Stronger Community with Data Insights

- ✓ Use data to understand resident needs and address service delivery gaps
- ✓ Personalize communications and outreach to drive better community outcomes



Granicus Experience Services



All solutions powered by Government Experience Cloud include **ongoing Experience Services**, providing your agency with a proactive, long-term strategic partner in the design, optimization, and continuous delivery of exceptional, human-centered citizen experiences.

Operations Cloud

Operations Cloud Legislative w/Self-Managed Video

Current

- Impacted GXC Product(s)
 - Legistar
 - Open Platform Suite
 - Meeting Efficiency Suite
 - Government Transparency Suite
 - Granicus Encoding Appliance Software

Future

- Government Experience Cloud:
 - Operations Cloud Governance Teams with Self-Managed Video
 - Legistar Bundle (Legistar + eCommerce + Meeting Efficiency Suite + Open Platform Suite)
 - Unlimited Operations Cloud Email Communications
 - Clerk Forms & Workflows (up to 15)
 - Self-Managed Video (Live Cast upgrade)
 - Live Cast Encoder
 - Live Cast Encoding Software
 - Experience Services Partner
 - Data Insights
 - Experience Services Credits
 - Premium Video Support

Granicus Operations Cloud

Designed to optimize and streamline critical government operations



Maximize Operational Efficiency & Tech Value

- ✓ Use connected tech to simplify operations, recover valuable staff time and resources, and create space for high-impact projects
- ✓ Stay involved and increase understanding of tech to anticipate future needs and maximize product functionality



Avoid Risk & Ensure Compliance

- ✓ Proactively meet legal requirements and avoid costly fines, fees, and penalties
- ✓ Eliminate technology security and data confidentiality worries



Build Trust, Accountability & Participation

- ✓ Improve public access to information and increase opportunities for self-service
- ✓ Employ technology to improve the ease and quality of public participation



Access Experience, Expertise & Support

- ✓ Use actionable data insights to drive proactive governing
- ✓ Increase use, adoption, and ROI of tech investments

