

NASCIO State IT Recognition Awards 2026

Entry Submission



State / Jurisdiction: Washington, DC

Agency: Office of the Chief Technology Officer (OCTO)

Category: Artificial Intelligence

Project Title: DC 311 AI Transformation: Intelligent Voice Routing & Performance Intelligence

Project Dates: Q2 2025 – Present

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Executive Summary

Beginning in Q2 2025, the DC Office of the Chief Technology Officer (OCTO), in partnership with the Office of Unified Communications (OUC), fundamentally reimaged DC311 — transforming it from a conventional contact center into a modern, AI-powered resident service platform. The initiative deployed Amazon Q in Connect and Amazon Bedrock to classify resident intent and route calls in under two seconds, with validated testing projecting self-service completion rates of 45% from a baseline of zero. Every agent interaction is now auto-evaluated for quality and consistency at scale. Six unified performance dashboards consolidate data from 73 agency contact center instances across the District, giving leadership and supervisors unprecedented, real-time visibility into service delivery. The project is the first AI-powered 311 transformation of its kind among major U.S. municipalities and has already earned the StateScoop 2025 LocalSmart Award for Local IT Innovation of the Year and the inaugural AI 50 Award from the Center for Public Sector AI.

Project Description

IDEA

What problem does this project address?

For years, DC residents calling 311 experienced an inconsistent, often frustrating interaction with their city government. Calls were routed manually, wait times were unpredictable, and self-service options were nonexistent — meaning every eligible request required a live agent. At the same time, supervisors could only manually review a small random sample of agent interactions, leaving the vast majority of calls unexamined and making quality oversight both subjective and incomplete. Service delivery data was siloed across 73 agency contact center instances with no unified analytics layer, making enterprise-wide performance visibility impossible.

Why does it matter?

311 is the front door of DC Government for most residents. The quality and speed of that interaction directly shape public trust in city services. With hundreds of thousands of contacts annually, even modest improvements in self-service rates translate into millions of minutes returned to residents and significant reductions in agent workload — allowing staff to focus on the complex, high-need cases that truly require a human touch. At the same time, fair, consistent agent evaluation is a matter of workforce equity: the previous model left agents subject to inconsistent feedback based on a small, unrepresentative sample of calls.

What makes it different?

This project is among the first in the nation to deploy large language model-powered intent classification and self-service routing within a municipal 311 system at enterprise scale. Rather than layering AI onto legacy infrastructure, OCTO and OUC rebuilt the platform's intelligence from the ground up — combining Amazon Q in Connect, Amazon Bedrock, a unified cloud data infrastructure feeding Databricks, Tableau, and Amazon QuickSight, and a fully automated quality evaluation engine. The result is a system that learns from every interaction.

What makes it universal?

Every state and municipality operates some form of resident service line. The challenge of routing residents efficiently, evaluating agent performance fairly, and consolidating service data across agencies is universal. This project addresses all three simultaneously and offers a replicable blueprint for jurisdictions of any size. It directly aligns with the State CIO Top Ten Priority of improving digital government services and citizen experience.

IMPLEMENTATION

What was the roadmap?

The project unfolded in deliberate, validated phases:

- Q2 2025: Cloud migration completed, establishing the technical foundation for all subsequent AI work.
- Q3 2025: Unified data infrastructure deployed; Text-to-311 accuracy validated at over 90%.
- Q4 2025 (early November): AI-powered voice routing fully developed, tested, and deployment-ready, supporting nine self-service request types across six agencies: DMV, DOEE, DPW, DOH, DDOT, and DOB.
- Ongoing: Six performance dashboards live; auto-evaluation engine running across 100% of agent interactions; Phase 2 planning underway.

Success was defined at each phase by specific, measurable criteria — accuracy thresholds, pilot completion rates, and dashboard adoption — before the team advanced to the next stage.

Who was involved?

The project brought together OCTO staff, AWS specialists, OUC's Chief Information Officer and operational leadership, agency partners across six DC Government agencies, and legal counsel. Cross-functional collaboration was foundational: each voice at the table shaped a better outcome. The team's commitment to knowledge-sharing extended beyond DC — members participated in a panel at the Government Technology 2025 DC Digital Government Summit to share lessons with peer jurisdictions.

How did you do it?

The technical architecture centers on Amazon Q in Connect for intent classification and routing, Amazon Bedrock for natural language understanding, and a unified cloud data infrastructure feeding Databricks, Tableau, and Amazon QuickSight. Critically, the team invested as heavily in knowledge base development and supervisor change management as in the technology itself — ensuring the platform was adopted, not just deployed. Dashboards were designed for the supervisors and agents using them daily, not just for analysts.

IMPACT

What did the project make better?

DC residents now reach the right services faster. Calls are classified and routed in under two seconds. Nine self-service request types across six agencies are available without a live agent — a capability that did not exist before this project. Agents receive consistent, data-driven performance feedback rather than assessments based on a small random sample. Supervisors have a unified view of service delivery across the District. And an Agent Shout-Out Dashboard displays live customer testimonials directly on the call floor, creating an immediate motivational feedback loop between residents and the staff who serve them.

How do you know?

The results are quantified and measurable:

- Self-service routing: Validated testing projects 45% self-service completion across eligible request types, from a baseline of zero.
- Quality evaluation: 100% of agent interactions are now auto-evaluated — up from the small random sample previously reviewed manually.
- Data consolidation: Six performance dashboards unify data from 73 agency contact center instances, previously siloed.
- Voice routing speed: Intent classified and call routed in under two seconds.
- Customer satisfaction: Current baselines of 3.8/5.0 (voice) and 4.0/5.0 (chat), with a target of 4.2+ as the platform matures.
- External recognition: StateScoop 2025 LocalSmart Award for Local IT Innovation of the Year; inaugural AI 50 Award from the Center for Public Sector AI.

"A resident calling 311 today experiences something meaningfully better than they did a year ago — and the system will be even better a year from now." — DC 311 Project Team

What now?

Phase 2 is already underway, with plans to expand self-service coverage to additional request types and agencies, further develop the knowledge base, and deepen the platform's learning capabilities. The unified data infrastructure built for this project is designed to support future cross-agency AI and analytics initiatives across DC Government. OCTO and OUC are committed to sharing what works with peer jurisdictions — the panel at the 2025 DC Digital Government Summit reflects that posture, and it will continue.

Supplemental Information

Additional references and documentation:

- StateScoop 2025 LocalSmart Award — Local IT Innovation of the Year: <https://statescoop.com>
- Center for Public Sector AI — AI 50 Award: <https://octo.dc.gov/release/artificial-intelligence-task-force-wins-inaugural-ai-50-award>
- DC Office of the Chief Technology Officer: <https://octo.dc.gov>
- DC Tech Plan and AI Strategy: <https://techplan.dc.gov>