



Meeting Agenda Item Coversheet

MEETING DATE:		July 14, 2026		Submitted By: Mayor O'Connor / City Manager	
SUBJECT: <i>This will be the name of the Item as it will appear on the Agenda</i>		Presentation and Discussion Regarding the Citibot AI Resident Communication Platform			
STAFF RECOMMENDATION: (MOTION READY)		Approval to Purchase the Citibot AI Resident Communication Platform			
SUMMARY and/or JUSTIFICATION:		Mayor O'Connor is requesting City Council approval to purchase the Citibot AI Resident Communication Platform for the City of Westlake. Citibot Refresh is an AI-powered platform designed to help local governments keep their websites accurate, accessible, and up to date. Citibot Refresh scans every page of a website to identify issues such as outdated content, duplicate information, broken links, accessibility gaps, and inconsistent tone. It then provides clear recommendations so teams can quickly resolve issues and maintain a trustworthy, resident-focused digital experience. This also includes the remediation of PDFs to ensure they are accessible. The proposed platform includes: • Interactive AI-powered web chat • AI voice assistant for incoming calls • Multilingual support in more than 70 languages • Citibot Refresh website management and accessibility tools • Analytics dashboard and reporting • Implementation, staff training, hosting, maintenance, and ongoing technical support The proposed first-year cost is \$18,000, which includes implementation and annual subscription fees. Annual subscription costs are estimated at \$16,275 in Year 2 and \$17,089 in Year 3. Approval of this item will authorize the City to move forward with purchasing and implementing the Citibot AI Resident Communication Platform.			
SELECT, if applicable		AGREEMENT:		BUDGET:	
		STAFF REPORT:		PROCLAMATION:	
		EXHIBIT(S):		X	OTHER:
IDENTIFY EACH ATTACHMENT. <i>For example, an agreement may have 2 exhibits, identify the agreement and Exhibit A and Exhibit B</i>		Exhibit A – Citibot Proposal Exhibit B – Citibot Brochure Exhibit C – Citibot Refresh Fact Sheet Exhibit D – Citibot Refresh Flyer			
SELECT, if applicable		RESOLUTION:		ORDINANCE:	

IDENTIFY FULL RESOLUTION OR ORDINANCE TITLE <i>(if Item is <u>not</u> a Resolution or Ordinance, please erase all default text from this field's textbox and leave blank)</i> <u>Please keep text indented.</u>		
FISCAL IMPACT <i>(if any):</i>	With annual recurring subscription costs thereafter	\$18,000