

Connecting City Systems Builds Resident Trust — Edinburg, Texas Shows What That Looks Like in Practice

Ask Edinburg connects CivicClerk, Municode, the City's events calendar and website through one AI-powered experience — giving residents one place for answers.

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EINPresswire.com/ -- Most residents don't think about city government in terms of departments or platforms. They just want to know when trash pickup is, what happened at last night's council meeting, or whether Saturday's event is free. Whether that answer lives in an agenda system, a code library, or an events calendar isn't something they should have to figure out — and increasingly, they don't have to.

That's the premise behind [Ask Edinburg](#), an AI-powered assistant developed with [Citibot](#) and launched in 2026. Available through the City's website, it connects to CivicClerk, Municode and the City's events calendar, so a resident can ask what was discussed at the last City Council meeting or what's happening this weekend — then follow up asking which of those events are free, or appropriate for a 15-year-old. Ask Edinburg tracks the thread of the conversation, so "this weekend" still means something two questions later.

The results suggest residents trust it to hold up its end. Since launch, residents have logged more than 3,300 communications across nearly 2,000 sessions. The assistant answers 89.6% of questions without a human handoff, with only 19 escalations recorded during the reporting period. Calendar and event questions made up 380 of those conversations, City Council questions another 331, and utilities 509 — with "water" the single most common keyword, appearing in 389 communications.

"Our goal with Ask Edinburg was to make it easier for residents to access City information, regardless of where that information lives. Residents shouldn't have to know which system holds



a council agenda, an ordinance or information about an upcoming event. They should be able to ask a question in their own words and get connected to the information they need. By bringing our existing systems together through AI, we're creating a simpler and more accessible experience for our community."

— Daniel Vera, Director of Information Technology, City of Edinburg

Ask Edinburg doesn't replace CivicClerk, Municode or the events calendar — each still owns its data, agendas, code and community listings the same as before. What it adds is a single front door: one place residents can ask about any of it, without needing to know it was ever separate to begin with.

"Edinburg is a great example of where AI in local government is headed. AI chat gives residents a simpler way to connect with their city, and its impact grows even further when it connects the systems a city already relies on. Edinburg has created an experience where residents don't need to know which system holds the information they need — they can simply ask a question and get connected to the right answer."

— Bratton Riley, Co-Founder and CEO, Citibot

Ask Edinburg is available now through the City of Edinburg's website, with text-message access planned as a future phase.

About the City of Edinburg

Edinburg is a city in the Rio Grande Valley of South Texas, home to more than 100,000 residents. For more information, visit <https://cityofedinburg.com/>.

About Citibot

Citibot helps government agencies improve resident access to information and services through AI-powered chat and voice solutions.

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