



## Memorandum

**Memorandum No: 23-032**

**Date:** February 16, 2024

**To:** Honorable Mayor, Vice Mayor, and Commissioners

**From:** Greg Chavarria, City Manager   
Greg Chavarria (Feb 16, 2024 17:24 EST)

**Re:** Ask FTL

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On February 15, 2024, the City's Strategic Communications office launched a new AI-powered customer service platform, Ask FTL. Ask FTL includes an accessible web chat assistant on the City's website and a text message feature.

Ask FTL empowers residents with swift access to answers, information on city services, and easy submission of service requests. The bot is able to communicate in 71 languages and can be accessed via the City's website ([www.fortlauderdale.gov](http://www.fortlauderdale.gov)), where both desktop and mobile users will notice the feature on the bottom right section of their browser window. Clicking on the icon launches a chat window, greeting residents and prompting them to enter their questions or service requests.

To start a conversation via text message, residents can text "Hello" to **(866) 938-9385**. Ask FTL immediately responds with a short greeting explaining the ways residents can use the service and a link to sign up for text message notifications.

If a Fort Lauderdale resident needs assistance or help from City staff at any time during the interaction, they can send in a message with Ask FTL, and the appropriate staff member can follow up with them.

If you have any questions about this new service, please contact Ashley Doussard, Strategic Communications Division Manager at 954-828-4743 or via email at [adoussard@fortlauderdale.gov](mailto:adoussard@fortlauderdale.gov).

c: Anthony G. Fajardo, Assistant City Manager  
Susan Grant, Assistant City Manager  
Thomas J. Ansbro, City Attorney  
David R. Soloman, City Clerk  
Patrick Reilly, City Auditor  
Department Directors  
CMO Managers

# Commissioner Memo 24-032 AskFTL

Final Audit Report

2024-02-16

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