

#1

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, November 11, 2025 10:03:10 AM
Last Modified: Tuesday, November 11, 2025 10:03:25 AM
Time Spent: 00:00:14
IP Address: 131.241.31.164

Page 1

Q1

What is your name and jurisdiction?

Jeff Weckbach, Colerain Township

Q2

No

Do you use an AI platform for automated, 24/7 customer service calls using natural language processing?

Q3

Respondent skipped this question

If so, what operating system do you use and how would you rate it?

Q4

Respondent skipped this question

Please share any relevant policies and procedures with krista@columbiatwp.org and zhuett@C4LG.org

#2

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, November 11, 2025 10:05:54 AM
Last Modified: Tuesday, November 11, 2025 10:07:18 AM
Time Spent: 00:01:23
IP Address: 216.68.27.226

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Q1

What is your name and jurisdiction?

Matthew Vanderhorst

Q2

Yes

Do you use an AI platform for automated, 24/7 customer service calls using natural language processing?

Q3

If so, what operating system do you use and how would you rate it?

It's a chatbot called CitiBot. It's only been live for a week but so far it's worked well. Many communities use it with good results.

Q4

Respondent skipped this question

Please share any relevant policies and procedures with krista@columbiatwp.org and zhuett@C4LG.org

#3

COMPLETE

Collector:	Web Link 1 (Web Link)
Started:	Tuesday, November 11, 2025 10:08:41 AM
Last Modified:	Tuesday, November 11, 2025 10:09:20 AM
Time Spent:	00:00:39
IP Address:	69.61.193.21

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Q1

What is your name and jurisdiction?

City of Deer Park

Q2

No

Do you use an AI platform for automated, 24/7 customer service calls using natural language processing?

Q3

If so, what operating system do you use and how would you rate it?

n/a

Q4

Please share any relevant policies and procedures with krista@columbiatwp.org and zhuett@C4LG.org

n/a

#4

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, November 11, 2025 11:01:52 AM
Last Modified: Tuesday, November 11, 2025 11:04:02 AM
Time Spent: 00:02:09
IP Address: 216.196.183.67

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Q1

What is your name and jurisdiction?

Joanee Van Pelt - Village of Mariemont

Q2

Yes

Do you use an AI platform for automated, 24/7 customer service calls using natural language processing?

Q3

If so, what operating system do you use and how would you rate it?

We use Avaya phone system with automated AI voice to transfer calls accordingly

Q4

Respondent skipped this question

Please share any relevant policies and procedures with krista@columbiatwp.org and zhuett@C4LG.org

#5

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, November 11, 2025 11:03:52 AM
Last Modified: Tuesday, November 11, 2025 11:04:19 AM
Time Spent: 00:00:27
IP Address: 70.60.183.2

Page 1

Q1

What is your name and jurisdiction?

Rachel Leininger, Wyoming

Q2

No

Do you use an AI platform for automated, 24/7 customer service calls using natural language processing?

Q3

Respondent skipped this question

If so, what operating system do you use and how would you rate it?

Q4

Respondent skipped this question

Please share any relevant policies and procedures with krista@columbiatwp.org and zhuett@C4LG.org

#6

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, November 11, 2025 11:35:22 AM
Last Modified: Tuesday, November 11, 2025 11:35:35 AM
Time Spent: 00:00:12
IP Address: 66.161.221.162

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Q1

What is your name and jurisdiction?

City of Mason

Q2

No

Do you use an AI platform for automated, 24/7 customer service calls using natural language processing?

Q3

Respondent skipped this question

If so, what operating system do you use and how would you rate it?

Q4

Respondent skipped this question

Please share any relevant policies and procedures with krista@columbiatwp.org and zhuett@C4LG.org

#7

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, November 11, 2025 12:41:12 PM
Last Modified: Tuesday, November 11, 2025 12:41:53 PM
Time Spent: 00:00:40
IP Address: 66.161.159.90

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Q1

What is your name and jurisdiction?

Darlene Feldmann - City of Fairfield

Q2

No

Do you use an AI platform for automated, 24/7 customer service calls using natural language processing?

Q3

Respondent skipped this question

If so, what operating system do you use and how would you rate it?

Q4

Respondent skipped this question

Please share any relevant policies and procedures with krista@columbiatwp.org and zhuett@C4LG.org

#8

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, November 11, 2025 1:48:50 PM
Last Modified: Tuesday, November 11, 2025 1:49:18 PM
Time Spent: 00:00:28
IP Address: 174.97.203.208

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Q1

What is your name and jurisdiction?

City of Carlisle

Q2

No

Do you use an AI platform for automated, 24/7 customer service calls using natural language processing?

Q3

Respondent skipped this question

If so, what operating system do you use and how would you rate it?

Q4

Respondent skipped this question

Please share any relevant policies and procedures with krista@columbiatwp.org and zhuett@C4LG.org

#9

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, November 11, 2025 4:04:13 PM
Last Modified: Tuesday, November 11, 2025 4:04:32 PM
Time Spent: 00:00:18
IP Address: 66.161.246.158

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Q1

What is your name and jurisdiction?

Doug Wehmeyer - Village of Lockland

Q2

No

Do you use an AI platform for automated, 24/7 customer service calls using natural language processing?

Q3

Respondent skipped this question

If so, what operating system do you use and how would you rate it?

Q4

Respondent skipped this question

Please share any relevant policies and procedures with krista@columbiatwp.org and zhuett@C4LG.org

#10

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, November 11, 2025 8:37:37 PM
Last Modified: Tuesday, November 11, 2025 8:38:07 PM
Time Spent: 00:00:29
IP Address: 69.61.243.170

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Q1

What is your name and jurisdiction?

Scot Lahmer Amberley Village

Q2

No

Do you use an AI platform for automated, 24/7 customer service calls using natural language processing?

Q3

Respondent skipped this question

If so, what operating system do you use and how would you rate it?

Q4

Respondent skipped this question

Please share any relevant policies and procedures with krista@columbiatwp.org and zhuett@C4LG.org

#11

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, November 12, 2025 8:19:53 AM
Last Modified: Wednesday, November 12, 2025 8:20:31 AM
Time Spent: 00:00:38
IP Address: 69.61.162.234

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Q1

What is your name and jurisdiction?

Claudia Carroll/Pierce Township

Q2

No

Do you use an AI platform for automated, 24/7 customer service calls using natural language processing?

Q3

Respondent skipped this question

If so, what operating system do you use and how would you rate it?

Q4

Respondent skipped this question

Please share any relevant policies and procedures with krista@columbiatwp.org and zhuett@C4LG.org

#12

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, November 12, 2025 8:40:38 AM
Last Modified: Wednesday, November 12, 2025 8:40:57 AM
Time Spent: 00:00:19
IP Address: 74.219.232.36

Page 1

Q1

What is your name and jurisdiction?

Steve Sievers, Anderson Township

Q2

No

Do you use an AI platform for automated, 24/7 customer service calls using natural language processing?

Q3

Respondent skipped this question

If so, what operating system do you use and how would you rate it?

Q4

Respondent skipped this question

Please share any relevant policies and procedures with krista@columbiatwp.org and zhuett@C4LG.org

#13

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, November 12, 2025 8:43:09 AM
Last Modified: Wednesday, November 12, 2025 8:43:24 AM
Time Spent: 00:00:14
IP Address: 66.117.198.210

Page 1

Q1

What is your name and jurisdiction?

Green Township

Q2

No

Do you use an AI platform for automated, 24/7 customer service calls using natural language processing?

Q3

Respondent skipped this question

If so, what operating system do you use and how would you rate it?

Q4

Respondent skipped this question

Please share any relevant policies and procedures with krista@columbiatwp.org and zhuett@C4LG.org

#14

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, November 12, 2025 8:48:57 AM
Last Modified: Wednesday, November 12, 2025 8:49:24 AM
Time Spent: 00:00:27
IP Address: 216.196.244.58

Page 1

Q1

What is your name and jurisdiction?

Addyston

Q2

No

Do you use an AI platform for automated, 24/7 customer service calls using natural language processing?

Q3

Respondent skipped this question

If so, what operating system do you use and how would you rate it?

Q4

Respondent skipped this question

Please share any relevant policies and procedures with krista@columbiatwp.org and zhuett@C4LG.org

#15

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, November 12, 2025 9:17:01 AM
Last Modified: Wednesday, November 12, 2025 9:17:11 AM
Time Spent: 00:00:10
IP Address: 69.61.192.46

Page 1

Q1

What is your name and jurisdiction?

City of Loveland

Q2**No**

Do you use an AI platform for automated, 24/7 customer service calls using natural language processing?

Q3**Respondent skipped this question**

If so, what operating system do you use and how would you rate it?

Q4**Respondent skipped this question**

Please share any relevant policies and procedures with krista@columbiatwp.org and zhuett@C4LG.org

#16**COMPLETE**

Collector: Web Link 1 (Web Link)
Started: Wednesday, November 12, 2025 10:00:33 AM
Last Modified: Wednesday, November 12, 2025 10:01:17 AM
Time Spent: 00:00:43
IP Address: 216.68.204.86

Page 1

Q1

What is your name and jurisdiction?

Jennifer Kaminer - Village of Fairfax

Q2**No**

Do you use an AI platform for automated, 24/7 customer service calls using natural language processing?

Q3**Respondent skipped this question**

If so, what operating system do you use and how would you rate it?

Q4**Respondent skipped this question**

Please share any relevant policies and procedures with krista@columbiatwp.org and zhuett@C4LG.org

#17

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, November 12, 2025 10:46:57 AM
Last Modified: Wednesday, November 12, 2025 10:47:13 AM
Time Spent: 00:00:16
IP Address: 66.42.226.2

Page 1

Q1

What is your name and jurisdiction?

Mark Wendling

Q2

No

Do you use an AI platform for automated, 24/7 customer service calls using natural language processing?

Q3

Respondent skipped this question

If so, what operating system do you use and how would you rate it?

Q4

Respondent skipped this question

Please share any relevant policies and procedures with krista@columbiatwp.org and zhuett@C4LG.org

#18

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, November 12, 2025 11:34:42 AM
Last Modified: Wednesday, November 12, 2025 11:35:42 AM
Time Spent: 00:00:59
IP Address: 66.42.178.78

Page 1

Q1

What is your name and jurisdiction?

Beth Gunderson, Sycamore Township

Q2

No

Do you use an AI platform for automated, 24/7 customer service calls using natural language processing?

Q3

Respondent skipped this question

If so, what operating system do you use and how would you rate it?

Q4

Respondent skipped this question

Please share any relevant policies and procedures with krista@columbiatwp.org and zhuett@C4LG.org

#19

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, November 12, 2025 1:17:05 PM
Last Modified: Wednesday, November 12, 2025 1:17:19 PM
Time Spent: 00:00:14
IP Address: 66.42.140.2

Page 1

Q1

What is your name and jurisdiction?

Kelli Kline - City of Lebanon

Q2

No

Do you use an AI platform for automated, 24/7 customer service calls using natural language processing?

Q3

Respondent skipped this question

If so, what operating system do you use and how would you rate it?

Q4

Respondent skipped this question

Please share any relevant policies and procedures with krista@columbiatwp.org and zhuett@C4LG.org

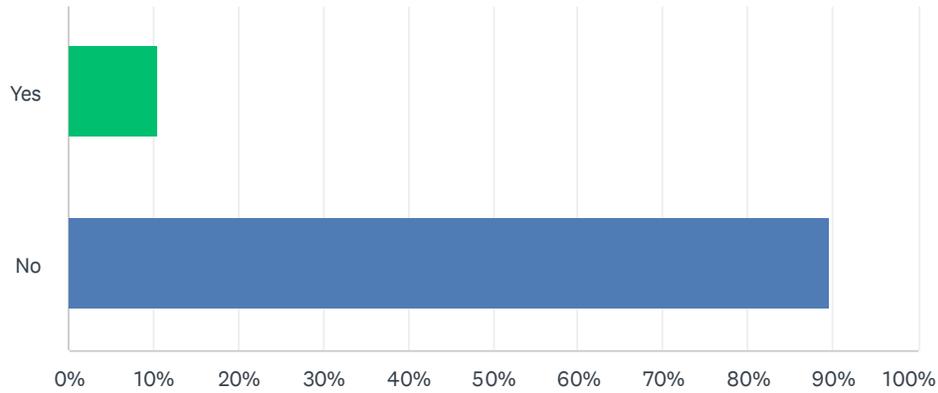
Q1 What is your name and jurisdiction?

Answered: 19 Skipped: 0

#	RESPONSES	DATE
1	Kelli Kline - City of Lebanon	11/12/2025 1:17 PM
2	Beth Gunderson, Sycamore Township	11/12/2025 11:36 AM
3	Mark Wendling	11/12/2025 10:47 AM
4	Jennifer Kaminer - Village of Fairfax	11/12/2025 10:01 AM
5	City of Loveland	11/12/2025 9:17 AM
6	Addyston	11/12/2025 8:49 AM
7	Green Township	11/12/2025 8:43 AM
8	Steve Sievers, Anderson Township	11/12/2025 8:41 AM
9	Claudia Carroll/Pierce Township	11/12/2025 8:21 AM
10	Scot Lahrmer Amberley Village	11/11/2025 8:38 PM
11	Doug Wehmeyer - Village of Lockland	11/11/2025 4:05 PM
12	City of Carlisle	11/11/2025 1:49 PM
13	Darlene Feldmann - City of Fairfield	11/11/2025 12:42 PM
14	City of Mason	11/11/2025 11:36 AM
15	Rachel Leininger, Wyoming	11/11/2025 11:04 AM
16	Joanee Van Pelt - Village of Mariemont	11/11/2025 11:04 AM
17	City of Deer Park	11/11/2025 10:09 AM
18	Matthew Vanderhorst	11/11/2025 10:07 AM
19	Jeff Weckbach, Colerain Township	11/11/2025 10:03 AM

Q2 Do you use an AI platform for automated, 24/7 customer service calls using natural language processing?

Answered: 19 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	10.53% 2
No	89.47% 17
TOTAL	19

Q3 If so, what operating system do you use and how would you rate it?

Answered: 3 Skipped: 16

#	RESPONSES	DATE
1	We use Avaya phone system with automated AI voice to transfer calls accordingly	11/11/2025 11:04 AM
2	n/a	11/11/2025 10:09 AM
3	It's a chatbot called CitiBot. It's only been live for a week but so far it's worked well. Many communities use it with good results.	11/11/2025 10:07 AM

Q4 Please share any relevant policies and procedures with krista@columbiatwp.org and zhuett@C4LG.org

Answered: 1 Skipped: 18

#	RESPONSES	DATE
1	n/a	11/11/2025 10:09 AM