

ChatAmsterdam — Amsterdam's In-House Generative-AI Assistant for Municipal Civil Servants

AI in the Public Sector · Good practice · Netherlands

Quality score: 53/100

Evidence strength: Moderate

Summary

After tightening its generative-AI rules in February 2025, Amsterdam piloted ChatAmsterdam with 800+ civil servants over six months (34,000+ prompts, 10,000+ chats), then launched it municipality-wide in May 2025 as a data-sovereign alternative to commercial chatbots.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	1/3
Transparency, fairness & accountability	2/3
Transferability / demonstrated replication	1/3
Scalability beyond pilot	2/3
Governance, capability & sustainability	2/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-24

[Gemeente Amsterdam \(City of Amsterdam\)](#) — accessed 2026-08-24

[Amsterdam AI: Amsterdam launches ChatAmsterdam](#) — accessed 2026-08-24

[Privacy-web.nl: Gemeente Amsterdam launches AI assistant for civil servants](#) — accessed 2026-08-24

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