

Sunny — Denver's Generative-AI 311 Chatbot Reaches 12% of Citizen Inquiries and Spawns a Copycat in Aurora

AI in the Public Sector · Good practice · United States of America

Quality score: 73/100

Evidence strength: Strong

Summary

Denver's generative-AI 311 chatbot "Sunny" was handling 12% of all citizen-service inquiries by June 2024, two months after launch. Neighbouring Aurora copied the approach and Denver has since cut live-agent 311 phone hours -- but no independent impact audit has been published.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-09-05

[City and County of Denver, Technology Services \(311\), with vendor Citibot](#) — accessed 2026-09-05

[Government Technology - 311's Culture Shift in City Communications Now Aided by AI](#) — accessed 2026-09-05

[Axios Denver - Denver launches AI-powered chatbot Sunny](#) — accessed 2026-09-05

[CBS News Colorado - Denver utilizes AI bot to streamline help for residents](#) — accessed 2026-09-05

Cite this — Evidoria. *Sunny — Denver's Generative-AI 311 Chatbot Reaches 12% of Citizen Inquiries and Spawns a Copycat in Aurora*. Persistent ID: b528b3b1-2415-41b3-976c-5979559cd590.