

Timi — Timișoara's 24/7 AI Assistant Logs 4,000 Citizen Conversations in Its First Month

AI in the Public Sector · Good practice · Romania

Quality score: 40/100

Evidence strength: Moderate

Summary

Timișoara City Hall launched 'Timi', a 24/7 multilingual AI assistant for appointments, applications and complaints, built into a platform used by 141,000 residents. It logged 4,000 conversations in month one and was named an EU good-practice case by Interreg Europe.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-08-26

Timișoara City Hall (Primăria Municipiului Timișoara) — accessed 2026-08-26

Primăria Timișoara — official launch notice — accessed 2026-08-26

Digi24 — national TV coverage of the pilot — accessed 2026-08-26

Radio România Timișoara — Interreg Europe recognition — accessed 2026-08-26

Tion.ro — one-month usage update (4,000 conversations) — accessed 2026-08-26

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