

Public Works and Environmental Services Department Innovation Unit

Innovation Unit Projects



Innovative Technology

Whether through Artificial Intelligence (AI), Machine Learning (ML), Augmented and Virtual Reality (AR/VR) or the Internet of Things (IoT), the Broward County Innovation Unit stays abreast of emerging technologies as it partners with County agencies and other organizations to help address business challenges and identify and implement innovative solutions.



[Broward.org/Innovation](https://www.broward.org/Innovation)

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Chat-Bots

Virtual Assistant

After exploring several innovative tech alternatives, the Innovation Unit, in collaboration with Broward County Enterprise Technology Services and multiple agencies, has launched the Broward County Virtual Assistant, "Sunny," on select broward.org websites, including Consumer Protection (broward.org/consumer), Innovation (broward.org/innovation), and ePermits One Stop (broward.org/epermits)!

Sunny looks for links and information to answer most County related questions solely on Broward.org web pages, sometimes employing artificial intelligence, or AI.



Data Insights

Working collaboratively with County agencies, the Innovation Unit creates and publishes dynamic dashboards and reports representing real-time and specific datasets, leading to better informed decisions and a more accountable government.

The Interactive Contracts Management Dashboards access multiple data sources for a singular point of data visualization. This invaluable self-service tool has allowed County staff to manage contract resources more effectively and efficiently, making real-time decisions based on current contract data.