

AI Futures

Redesigning the relationship
between city & citizens



LATEST NEWS

Amsterdam City Hall Rolls Out Services in 40 Languages, Queues Plunge

Multilanguage Service fails: Stereotypes in Responses to Dialects

LATEST NEWS

Amsterdam City Hall Rolls Out Services in 40 Languages, Queues Plunge

Multilanguage Service fails: Stereotypes in Responses to Dialects

CHALLENGE

The use of AI in municipal services is still in the early stages, while technological possibilities are evolving rapidly.

CHALLENGE

The use of AI in municipal services is still in the early stages, while technological possibilities are evolving rapidly.

FROM PRINCIPLES TO PRACTICE

Amsterdam's vision on AI

- Human centric
- Reliable
- Future Proof



Can AI make the
interaction more
human?

Can AI improve
accessibility?

What's the balance
between **convenience** and
control?

Future scenario 1

**Personal
Service,
Powered by AI**



Future scenario 2

**The city
interacts with
your AI agent**

Future scenario 1

**Personal
Service,
Powered by AI**



Future scenario 2

**The city
interacts with
your AI agent**



Hoe kunnen we je helpen?

Comment pouvons-nous vous aider?

Ons prototype kan je nu alleen helpen met een paar dingen:
bezwaar op een parkeerboete, een fout geparkeerde auto
melden, iets melden in de openbare ruimte of een evenement
vergunning voor een buurtfeest aanvragen. Probeer het gerust!



Klik om te starten met opnemen

Wat je inspreekt, wordt niet bewaard. Het wordt automatisch verwijderd.

Future scenario 1

Personal
Service,
Powered by AI



Future scenario 2

**The city
interacts with
your AI agent**



■ Inkomend bericht van jouw persoonlijke AI-agent:

Misschien heb je wel recht op subsidie voor het buurtfeest, zal ik dit proberen aan te vragen?

Ja, start →

Experiences of Amsterdam residents

- Option for human contact
- Building trust
- Autonomy & Control



Experiences of Amsterdam residents

- Option for human contact
- Building trust
- Autonomy & Control



"Just like a new employee who starts by fetching coffee and, once they prove themselves, is given increasingly heavier responsibilities."

**Can AI make the
interaction more
human?**

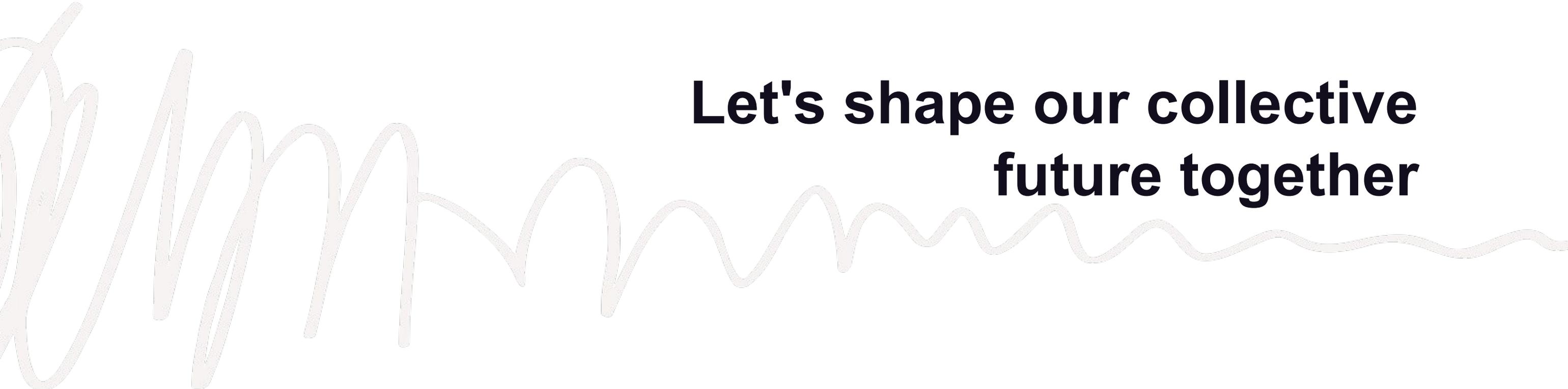
**Can AI improve
accessibility?**

**What's the balance
between convenience and
control?**

AI Futures helps us develop design principles for AI and new forms of interaction in our public service.

It shows that **imagination, participation, and ethics** are just as important as technology.

So we design **reliable** and **people-centered** interactions—now and in the future.



**Let's shape our collective
future together**

AI Lab / Innovatie

Let's connect

✉ ai-balie@amsterdam.nl

🖥 <https://openresearch.amsterdam/nl/page/110474/ai-lab>

