



ACHIEVEMENT AWARDS



SUBMISSION FORM

All submission forms must include the following information. Separate submission forms must be turned in for each eligible program. **Deadline: July 1, 2025.** Please include this submission form as the first page of your electronic entry. If you do not receive an email confirming receipt of your entry within 3 days of submission, please contact [Gage Harter](#).

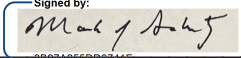
PROGRAM INFORMATION

County: Arlington County
Program Title: Document Search using Artificial Intelligence and Machine Learning
Program Category: Technology

CONTACT INFORMATION

Name: Lynne Porfiri
Title: Chief of Staff
Department: Office of the County Manager
Telephone: 703-228-0599 Website: www.arlingtonva.us
Email: lporfiri@arlingtonva.us

SIGNATURE OF COUNTY ADMINISTRATOR OR DEPUTY/ASSISTANT COUNTY ADMINISTRATOR

Name: Mark J. Schwartz
Title: County Manager
Signature: 

1. Award Executive Summary

Arlington's Department of Technology Services (DTS), in collaboration with the County Board Office (CBO), has developed an advanced Artificial Intelligence/ Machine Learning (AI/ML) - enhanced [document search](#) feature within the County website. This innovative solution leverages cloud-based AI/ML technology to enable efficient document retrieval for both county staff and the community. The document search was first piloted to enable the community and staff to better find information related to County code, house plats and Board minutes dating back to 1933. Subsequent to the initial launch, the ability to search all county contracts via the County's contracts portal was also included in the search capabilities.

2. The Problem Being Addressed

The Department of Technology Services was approached by the County Board Office (CBO) and the County Manager's Office (CMO) to create a more efficient way for county staff and community members to locate documents on the public website. Prior to the implementation of the AI/ML document search, finding specific information in Board minutes and other documents was a time-consuming process. Users had to manually search and read through documents, often resulting in phone calls to CBO and CMO staff for assistance. This inefficiency prompted the need for a solution that would free up staff time and improve the user experience.

3. How the Project Meets the Award Criteria

- **Innovation:**

The County's document search leverages cloud-based Machine Learning (ML) technology to allow users to efficiently locate specific information on the public website. Developed exclusively by DTS, this solution utilizes various cloud-based services to create an advanced document search application. By harnessing ML technology, the system can accurately search through vast amounts of information and documents, enhancing the user experience for both the community and staff.

- **Collaboration:**

DTS initially collaborated with County Board staff to gather requirements and develop the new feature. This collaboration extended to the Department of Finance and Management (DMF) and the County Manager's Office (CMO). The cross-departmental partnership allowed for the capture and documentation of unique requirements, further enhancing the document search capabilities.

- **Customization:**

The AI/ML-enhanced document search was customized to meet the specific needs of Arlington County. By working closely with various departments, DTS ensured that the solution addressed the unique requirements of each department, resulting in a highly tailored and effective document search application.

- **Model for Other Localities:**

The use of AI and ML cloud services in this project serves as a model for other jurisdictions with technical developer staff. The reliance on secure, available, and approved cloud services accelerated the development of the document search

application. This approach demonstrates how other localities can leverage cloud-based AI/ML technology to develop similar solutions in a timely and efficient manner.

4. How the Project Was Carried Out

The Department of Technology Services utilized existing developer resources to design, develop, and implement the technical architecture of the document search application. The staff had prior experience developing AI/ML applications for the County. Additionally, close collaboration with “product owners” in various departments ensured that the requirements were accurately captured and met. This collaboration led to detailed requirements that accelerated the development process.

5. Project Results

Arlington introduced the new [document search](#) feature last year, creating a centralized document repository with generative AI search technology. The initial focus allowed users to leverage AI to search County Board meeting minutes dating back to 1932. Real Estate House Cards and all County Code information were also added to the search function during this initial phase. Subsequently, Requests for Proposals, contracts, and public meeting minute documents were included in the AI-enabled search. Arlington plans to add other key document types to the search tool in future phases, aligning with its [Open Government](#) policy of transparency and easy access to information.
