![National Association of Counties - County Tech Xchange logo]

Speakers

Brett Frazier
Assessor
Madera County, Calif.

Grant Guttschow
General Manager, State & Local Government
C3.AI

Exploring the Art of the Possible with AI for Countywide Services

Grant Guttschow, Senior Director of Product, C3 AI

Brett Frazier, Assessor, Madera County California

August 2025

Agenda

- Introductions — 5 min

- Madera County Digital Transformation Journey — 10 min

- C3 AI Application Demonstrations — 30 min
  - Property Appraisal
  - Constituent Services and Generative AI
  - Public Safety & Criminal Investigations
  - Permitting and Document Processing
  - Emergency and Social Services Audio Analysis

- Open Q&A — 15 min

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Madera County, California's Digital Transformation Journey

- 1.5 Million Regional Population

- $2B/yr Agricultural Commodities

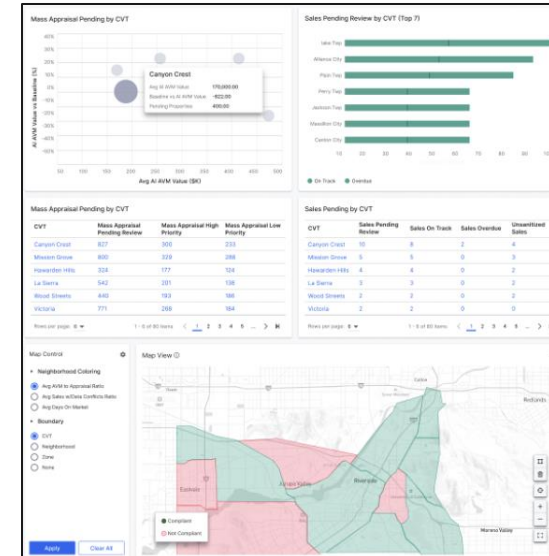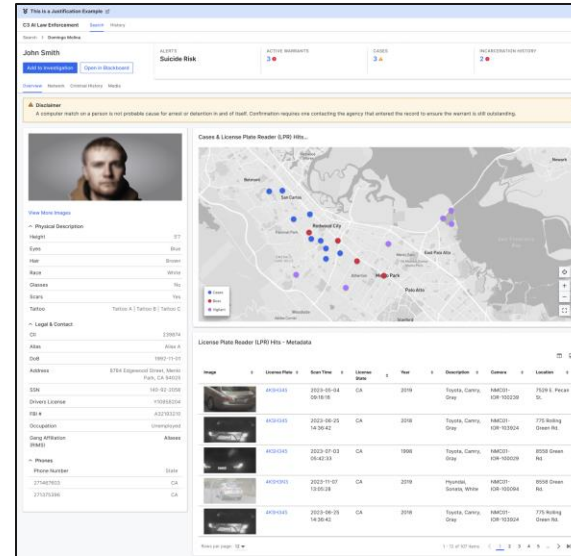- 10 School Districts

- World-Class Tourism

- Affordable Housing

C3 AI State & Local Government Applications

Software to improve efficiency, accuracy, and consistency of government operations

Law Enforcement

Offer investigations and patrol staff a single pane of glass into every data source with advanced data cleaning and insights
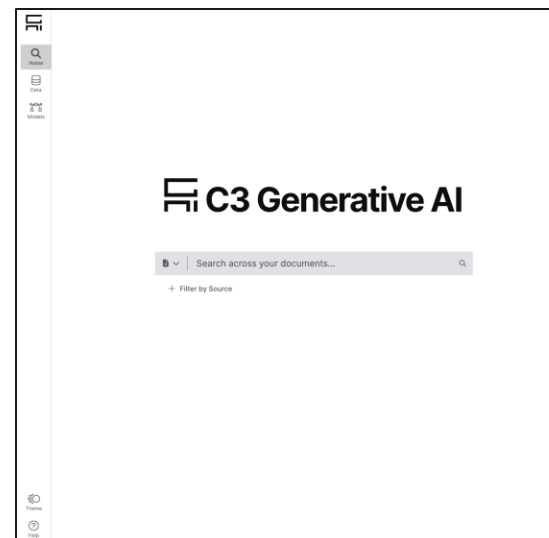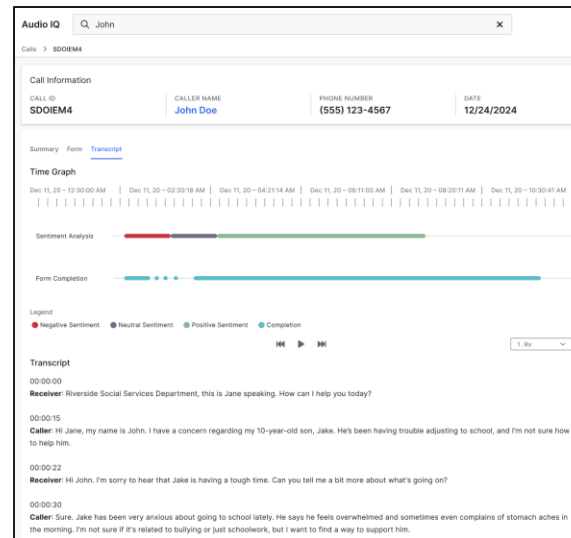
Property Appraisal

Provide accurate valuations with robust evidence packages for all assessor property type workflows

Government IQ

Streamline document and media processing with tailor-made AI agents for workflow automation

Generative AI

Ask Natural Language reporting or analytics questions and get dynamic business intelligence returns

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C3 AI Property Appraisal

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C3 AI Property Appraisal

Improve valuation **accuracy, efficiency, and consistency** with artificial intelligence integrated into your workflow

Dashboards to view high priorities and IAAO metrics

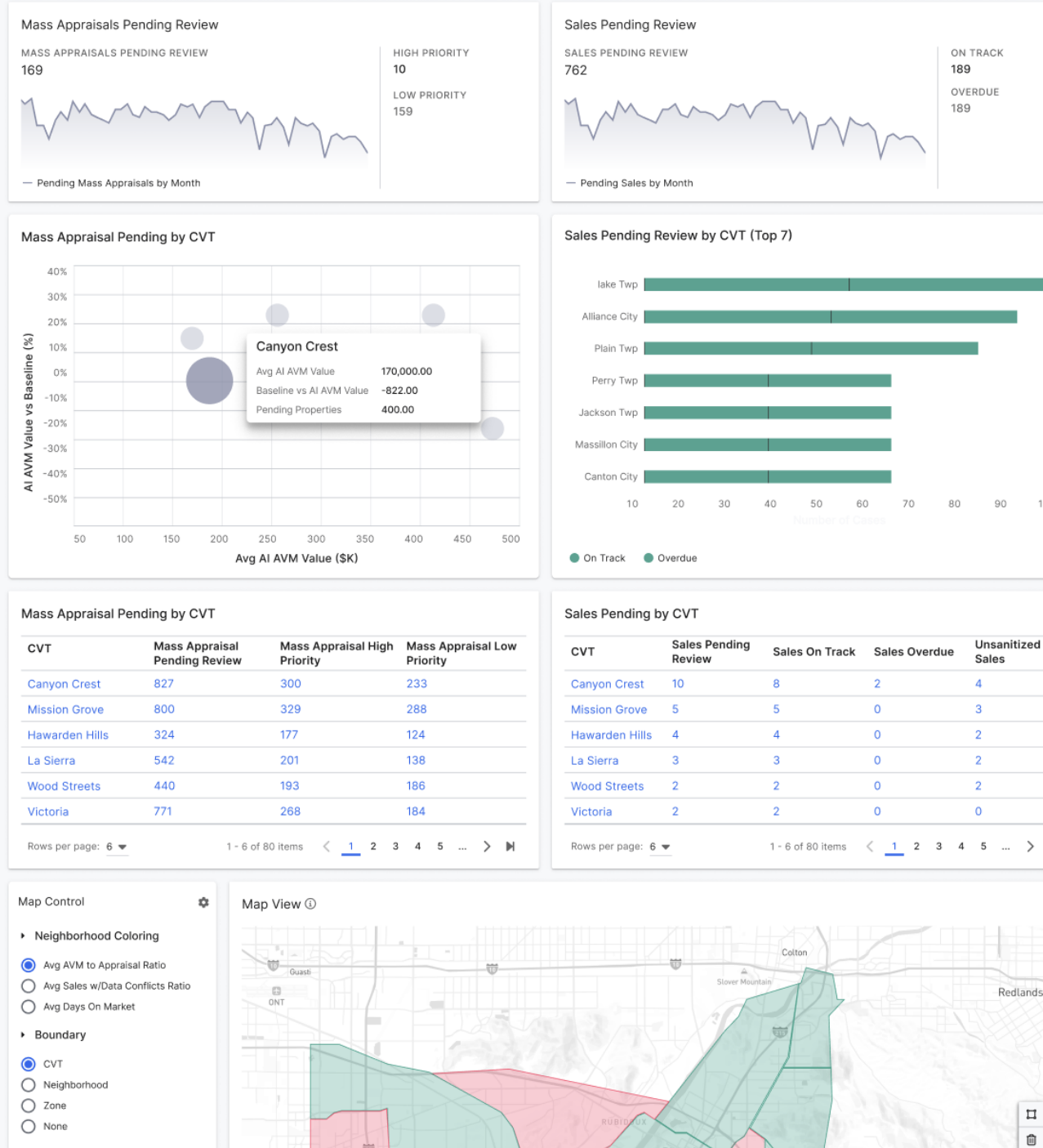**Automated Valuation Models** for each property type

Write-Back Integration to customer's CAMA system

Data Cleaning between MLS and CAMA sources

Evidence Package to easily defend valuations

Automatic Monitoring and maintenance of models

User-Specific access controls and appraisal settings

Dashboard

Property History

Appraisals

Model Ops

Admin

KPIs (Selected Roll Year)

TOTAL # PARCELS APPRAISED ⓘ
131

 # SALES DATA CLEANED ⓘ
137

PRICE-RELATED DIFFERENTIAL (PRD) ⓘ
1.00

% AUTOMATICALLY APPRAISED ⓘ
81.77%

MEDIAN SALE PRICE PER SQ. FT.
$137.290
▲ 24.040 (21.23%)

TOTAL VALUE APPRAISED
$25,065,000

PRICE-RELATED BIAS (PRB) ⓘ
3.01

COEFFICIENT OF DISPERSION (COD) ⓘ
6.65%

% OF AI AVM WITHIN 25% OF SALES PRICE ⓘ
95.60%

— 90-Day trailing average

Map View

Avg Ratio AVM to Current Working Value   Zone

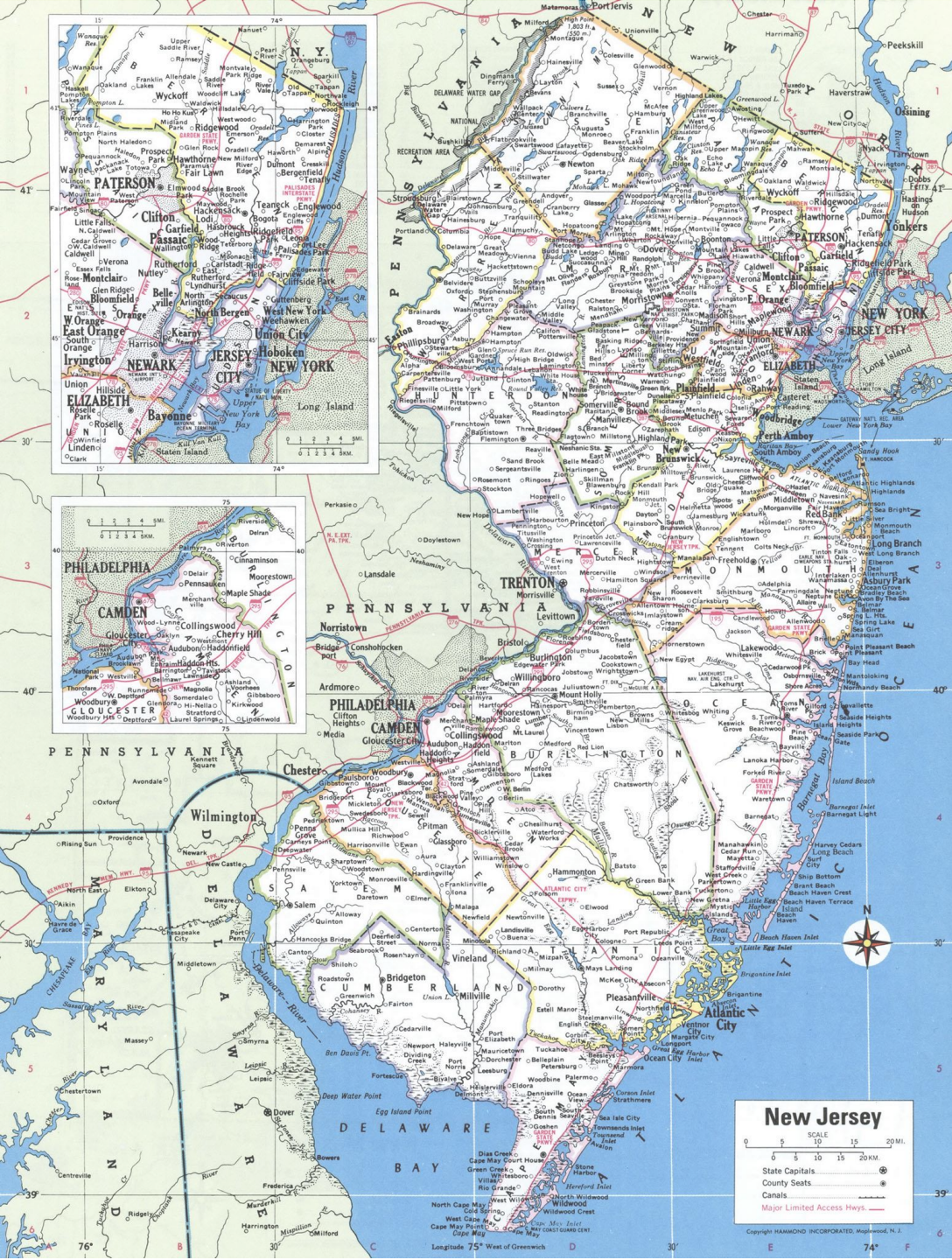● Very Good   ● Good   ● Average   ● Poor   ● Very Poor   ● No Data

Reset

Theme

Get Covered NJ

New Jersey's Official Health Insurance Marketplace

Constituent Services and C3 Generative AI

Get Covered NJ
New Jersey's Official Health Insurance Marketplace

HOME 🏠 | GET STARTED ▾ | FINANCIAL HELP ▾ | FIND ANSWERS ▾ | WE CAN HELP ▾ | LANGUAGES 🌐

ESPAÑOL

Is there financial support to reduce the cost of my 🔍

✖ close

Need health insurance? See if you qualify for a Special Enrollment Period.

The Open Enrollment Period for the 2024 coverage year ended January 31st. You may be eligible to enroll in coverage outside of open enrollment if you have a major life event or meet a certain income level.

LEARN MORE

Record Savings & Expanded Health Coverage Access

Learn more about record levels of financial help available through GetCoveredNJ, and nearly free coverage available year-round for residents at certain income levels (up to $29,160 for an individual or $60,000 for a family of four for 2024).

C3 Generative AI

Search...

C3 Law Enforcement

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C3 Law Enforcement ❓ Get Help

Domingo Cruz

[Add to Investigation]

[Open in Blackboard]

ALERTS ⓘ
🔴 **Officer Safety**

ACTIVE WARRANTS ⓘ
2

CASES
6

INCARCERATION HISTORY
1 ⏳

Overview Network Criminal History Media

⚠️ **Disclaimer**
A computer match on a person is not probable cause for arrest or detention in and of itself. Confirmation requires one contacting the agency that entered the record to ensure the warrant is still outstanding.

Domingo Cruz

View More Images

▼ **Physical Description** ⓘ

HEIGHT   5'9

Cases & License Plate Reader (LPR) Hits
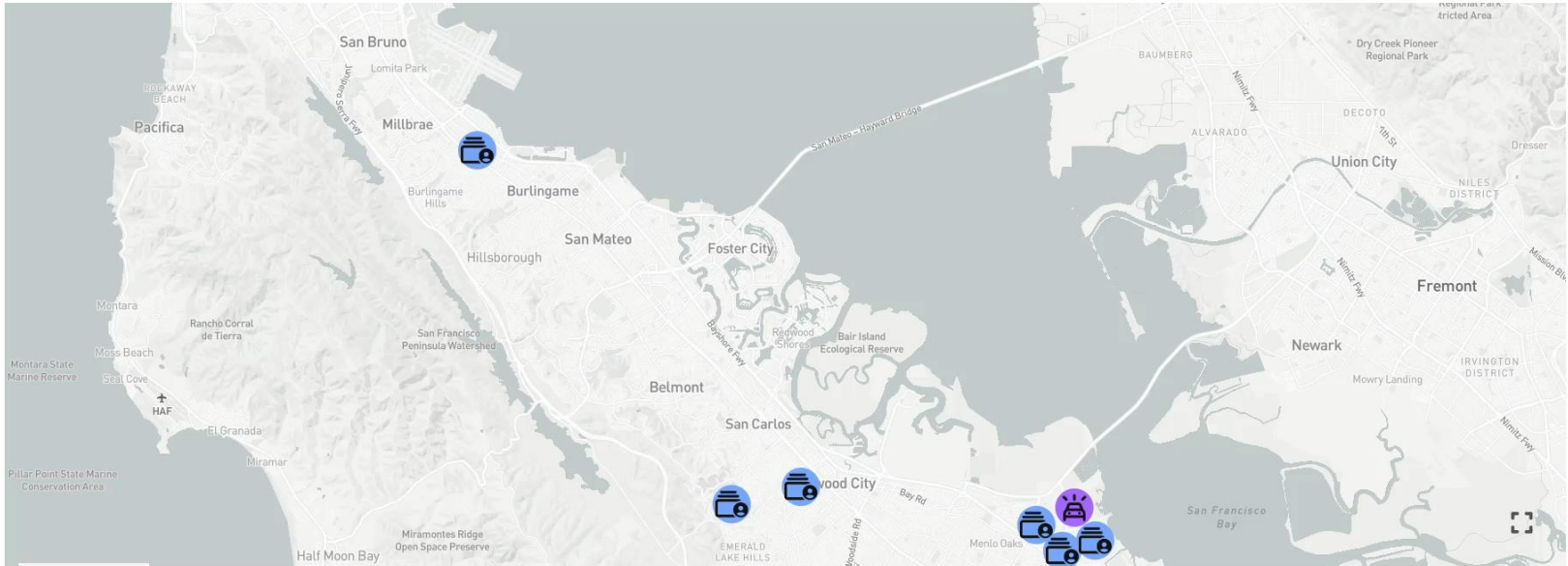
Start   End

📅 Select Start   📅 Select End   [Clear]

Theme

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C3 Law Enforcement: Cases

SMCSO 25-99321
Active

Add to Investigation

Export

OFFENSES	DESCRIPTION
460(A) PC	Residential Burglaries

LOCATION
802 Bell St, East Palo Alto, CA 94303

OCCURRENCE RANGE START ⓘ
April 14, 2025

OCCURRENCE RANGE END ⓘ
April 14, 2025

OFFICER
Lois Coleman

REPORT DATE
April 14, 2025

CLR DATE

CURRENT SUSPECTS
1

CASE STATUS
Information Only

CASE DISPOSITION
Information Only

Overview   Evidence   Dispatch

Associated People

	Name	Connection	Address	City	DoB	Charges	
▶	Tony Bradley	SUSPECT	1290 Cypress St, East Palo Alto, CA 94303	East Palo Alto	Oct 26, 1997		Preview
▶	John Goldman	VICTIM	803 Bell St, East Palo Alto, 94303	East Palo Alto	May 01, 1993		Preview
▶	Randall Maven	WITNESS	803 Bell St, East Palo Alto, 94303	East Palo Alto	Nov 09, 1980		Preview
▶	John Kim	WITNESS	805 Bell St, East Palo Alto, 94303	East Palo Alto	May 01, 1993		Preview

Rows per page: 10   1 - 4 of 4 items   ⏮ ◀ **1** ▶ ⏭

Location Map

Leaflet

Theme

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C3 Law Enforcement | **Event Map** | Analysis | My Dashboard

🔍 SMCSO ⌄

❓ Get Help

Favorite **Custom** «

Save Filter

▼ **Agency** Clear

Bureau

| Bureau ⌄ |

Division / Beat

| Division / Beat ⌄ |

City

| City ⌄ |

▼ **Date Range** Clear

Date Type

| **Date Reported** | Date Occurred |

◯ Rolling

◉ Absolute

Start Date

📅 4/3/2025

End Date

📅 5/2/2025

Filter | Clear All

Geospatial View

DISPLAYED CASES	DISPLAYED CITATIONS	DISPLAYED DISPATCHES
74	115	0

🚗 Default | 🗺 Street View | ✳ Satellite View | 📚 Beat View
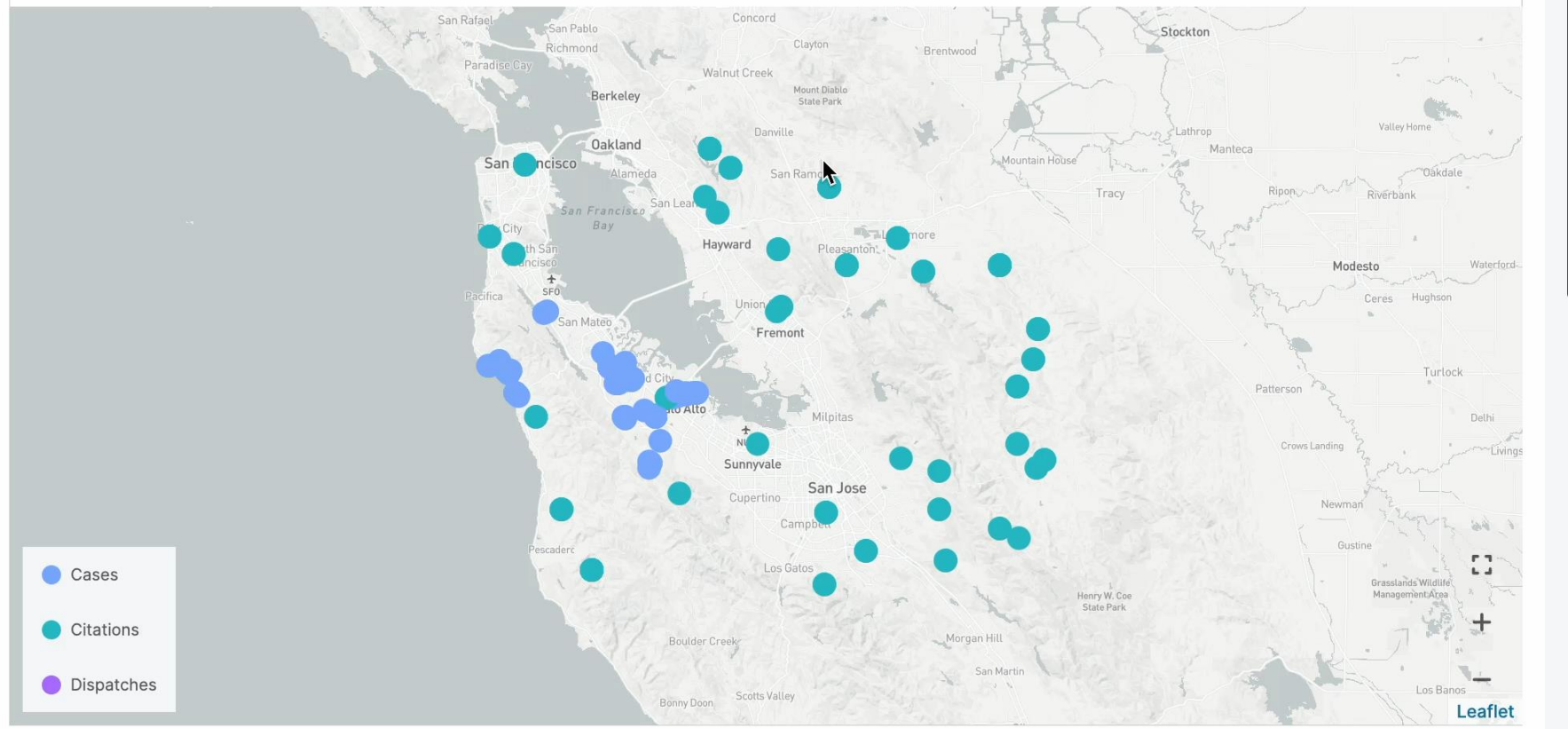
● Cases
● Citations
● Dispatches

Leaflet

Events

Cases Citations Dispatch Calls

Cases (74 Total) ⓘ
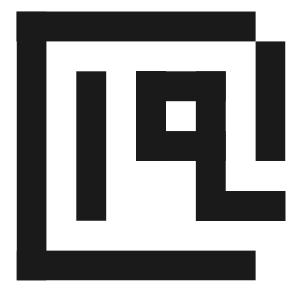
**C3 AI
Document IQ**

Documentation is synonymous with tedious creation and review processes in government, diverting time away from the mission

Justice & Public Safety	Health & Human Services	Public Works & Internal Administration	Education

Public Records Act Requests

Search Warrants

Patient Intake Forms

Child Welfare Case Reports

Building Code Compliance

Contract and Vendor Management

Student Enrollment and Transfers

Incident Reporting

Suspicious Activity Reports

Benefits Eligibility Applications

Public Feedback and Complaints

Traffic Control Plans

Grant and Funding Disbursement

C3 AI Platform

Large cities experience up to 40% paperwork rejection rates. Rejections typically result in over 11% cost increases.

1. https://www.fordje.com/blog/rejection-rates-costs-and-regulatory-changes/

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C3 AI Document IQ for Government

Improve generation and processing of forms and with artificial intelligence integrated into employee workflows
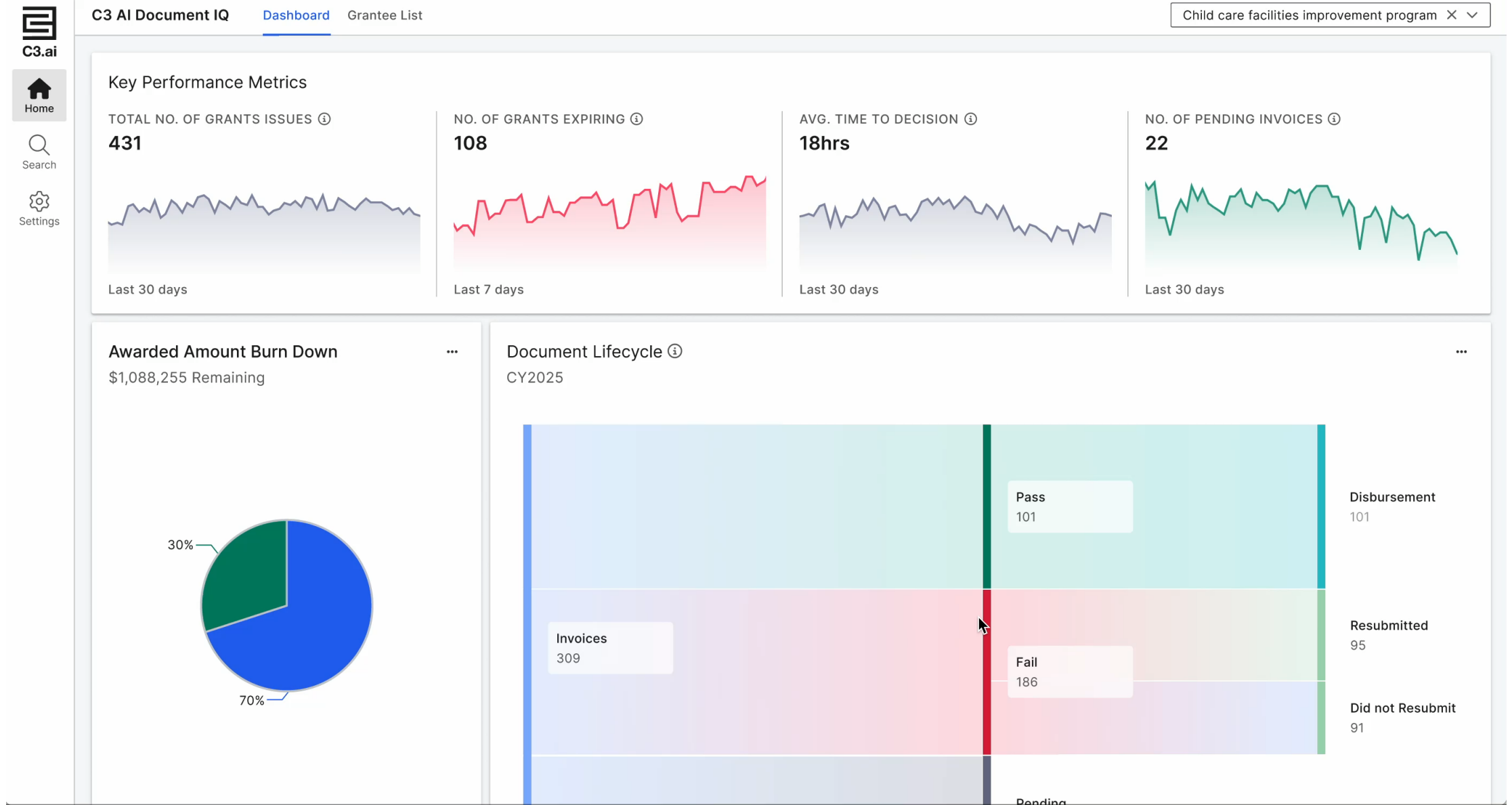
C3 AI Document IQ innovates in three novel categories to facilitate rapid pilot deployments and value creation

Extraction Data Sources

Document Submissions
- Electronic Filings
- Scanned PDFs

Submission Management System
- Document Categories
- Program Categories
- Disbursement Tracking
- Time to Decision

Content Extraction
-
Ingest unstructured documentation or media and use LLMs to translate into structured information

Checklist Creation
-
Ingest unstructured or structured information and create "rulebooks" with LLM-reasoning

Checklist Data Sources

Checklists and Guidebooks
- State Manuals
- Agency-Specific Rules
- Employee Onboarding

Validation Data Sources

Customer Relationship Management
- Extracted Content
- Original Images
- Checklist Items

Customer Relationship Management
- Output Notifications

Document Validation
-
Streamline approval or rejection workflows with natural language evidence packages and outputs
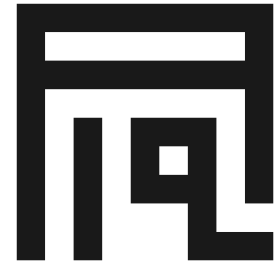
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C3 AI
Audio IQ

Traditional call centers face increased turnover, call volumes, and service issues, raising costs and lowering customer satisfaction
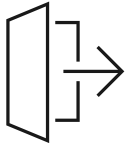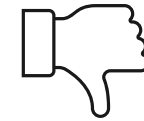
30%

Average annual
employee turnover[1]

55min.

Average hold times for
some government offices[2]

60%

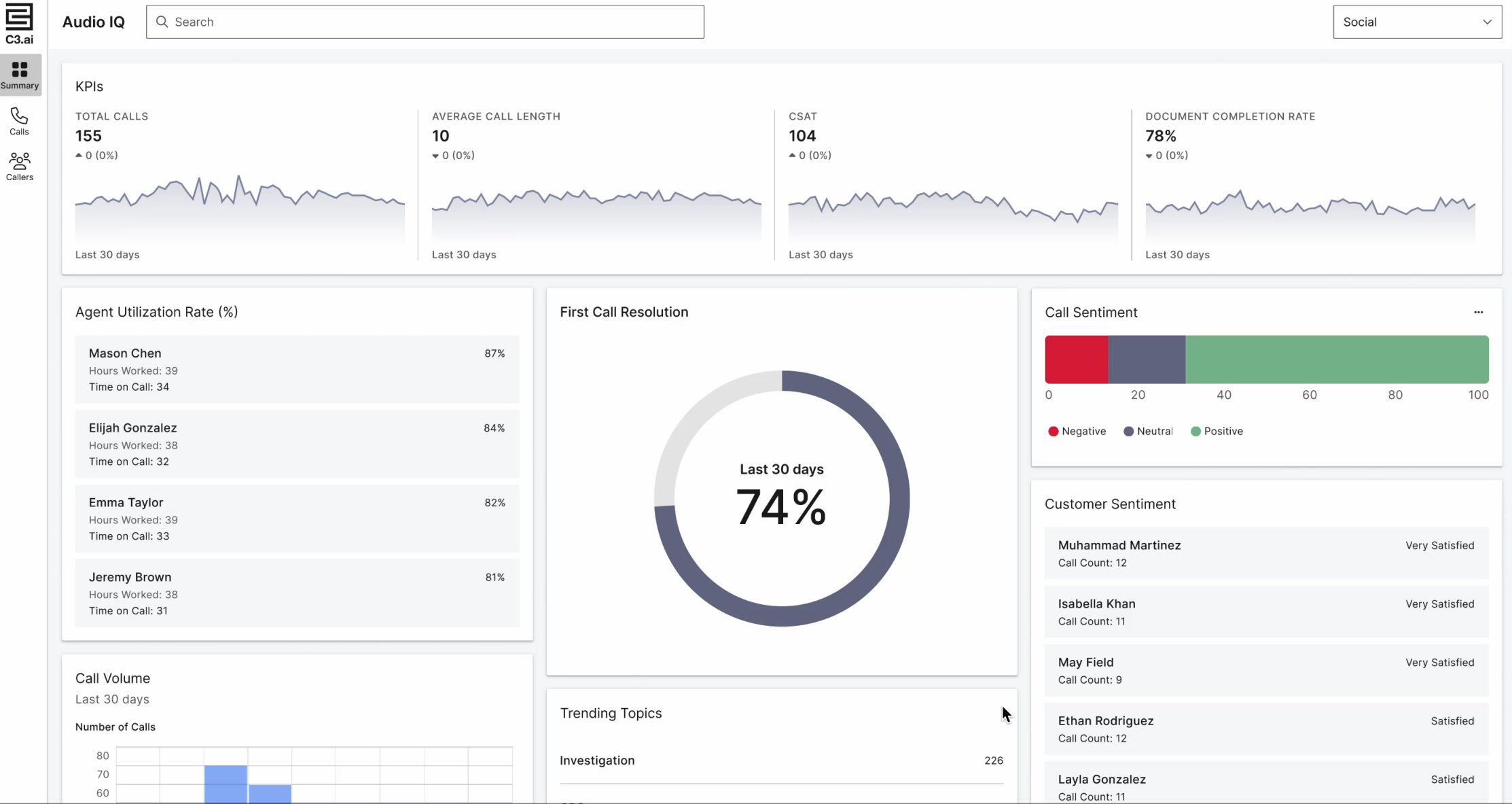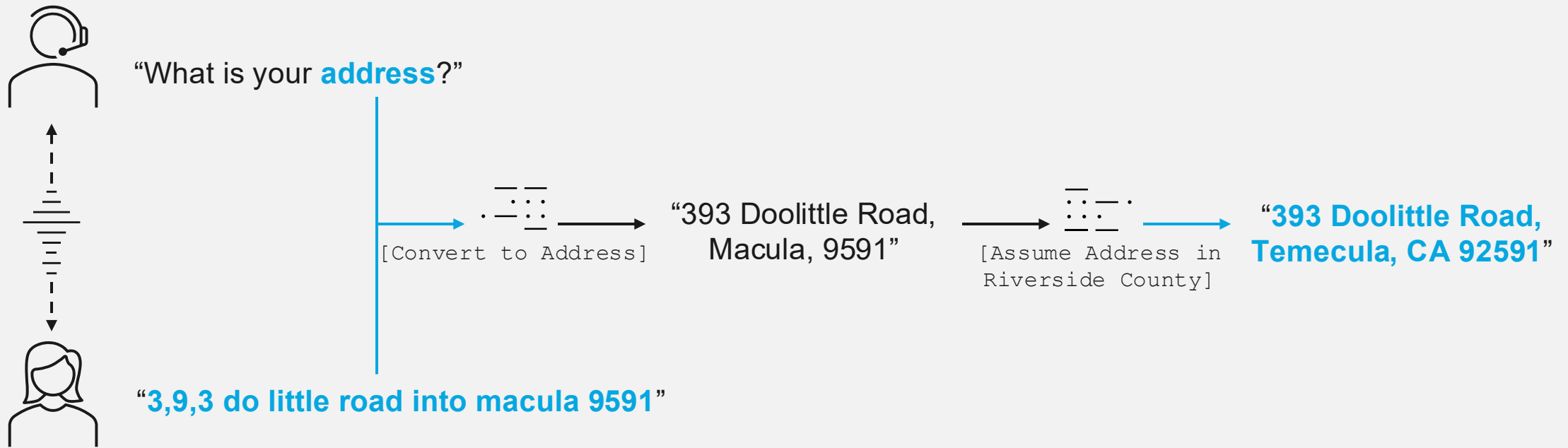Customer churn after
a single poor experience[3]

1. https://www.touchpoint.com/blog/call-center-management/
2. https://childrenspartnership.org/news/
3. https://www.touchpoint.com/blog/call-center-management/

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C3 AI Audio IQ for Government Contact Centers

Improve call and media engagements with an artificial intelligence integrated into employee workflows and reporting
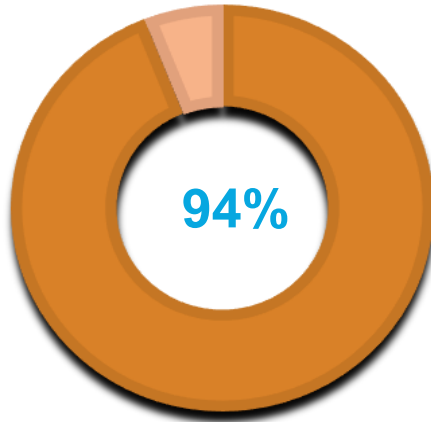
Transcription-only machine learning tools lack context

"What is your **address**?"

[Convert to Address] → "393 Doolittle Road, Macula, 9591" → [Assume Address in Riverside County] → **"393 Doolittle Road, Temecula, CA 92591"**

"3,9,3 do little road into macula 9591"

C3 AI Audio IQ provides context during multi-agent orchestration for content verification and enrichment

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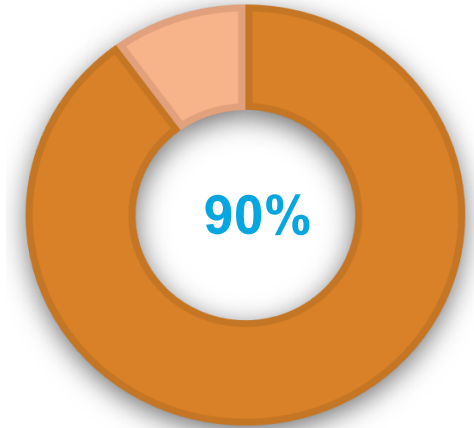# C3 AI exceeded industry standard accuracy metrics across each machine learning category evaluated

Transcribe

94%

Call Transcription Accuracy

Summarize

92%
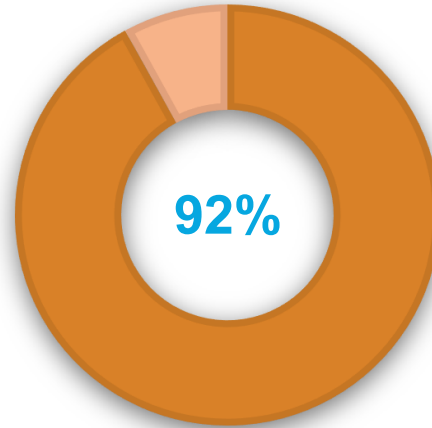
Allegation Summarization Accuracy

Automate

90%

Response Evaluation Accuracy

Machine Learning performance may be further enhanced by enriching data , optimizing hardware and software architecture, and fine-tuning models specific to customer requirements

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Exported Summary Document and SDM Hotline PDF

None
3) What wou[...]
Yeah, the chi[...]
houses and m[...]
has been a st[...]

VICTIM(S):

OTHER CHI[...]

OTHER CHI[...]

HOME ADD[...]

LOCATION[...]

NAME OF S[...]

Address: Nor[...]

Phone: None[...]

DETERMIN[...]

BACKGROU[...]
Referral Hist[...]
as a minor)
Investigated [...]
Case History[...]
CalSAWS: N[...]

Superior Cou[...]
None

CROSS REP[...]
CWS: None
L.E.: None
D.A.: None
CCL: None
CSEC: None

NOTIFICAT[...]

REPORTING[...]

Caller referre[...]

Mother: Samantha Kelli
Father: Henry Knolls

ALERT:

LANGUAGE: English

ETHNICITY: Hispanic

ICWA Eligibility: None

ALLEGATIONS: General Neglect

Summary of Allegations:
• On May 8th, 2024, Edward Kelli (DOB: 4/22/2019, age 5) came to school with blisters on his neck.
• The school health tech called the mother, Samantha Kelli, who became defensive and ended the call.
• The father, Henry Knolls, was contacted and said he would take care of it, mentioning that the mother never takes the child to the hospital.
• On May 14th, 2024, Edward came to school again with the same bruises on his neck, as well as blisters on his chest and armpit area.
• The child reported that the blisters were painful but not currently causing pain.
• The father claimed he had taken the child to a doctor and was told they were just warts.
• The district nurse attempted to educate the father that warts don't normally have pus oozing out of them.
• The father stated that the mother is a nurse and would take care of any issues.
• Since May 14th, 2024, the child has not attended school.
• The absences have been unexcused.
• There are concerns that the blisters could be contagious as they have spread from the neck to the armpit and chest.
• The mother is a travel nurse and sometimes out of the area.
• The parents have a shared custody arrangement with the father having the children Monday through Wednesday, and the mother from Wednesday onwards.
• There are no concerns reported for the other child, Jacob Kelly Tyson Knolls (DOB: 1/16/2018, age 6).

SAFELY ORGANIZED PRACTICE (SOP)
1) Of all the things we talked about, what worries you the most?
I'm worried that the blisters could be contagious because they were just on the neck and now they're spread to the armpit and the chest. I'm worried about the child's overall health.
2) What do you feel needs to happen to keep the children safe?

STEP II. APPROPRIATENESS OF A CHILD ABUSE/NEGLECT REPORT FOR RESPO[...]

Does th[...]
child/yo[...]

○ **Yes**
   "car[...]
   licen[...]
   Cal.[...]

◉ **No** [...]
   Mak[...]

A. SCRE[...]

Elicit rep[...]
met. In s[...]
section,[...]
categor[...]

Physica[...]

☐ Non[...]
   ☐ [...]

   ☐ S[...]
   ☐ C[...]
☐ Care[...]
   year[...]
☐ Prio[...]

Emotio[...]

☐ Car[...]
   agg[...]
☐ Em[...]

SDM® HOTLINE TOOLS
California Department of Social Services

r: 11/23

Referral Name: __C3 AI__   Referral Number: __123456__

Date Completed: __2024-12-12T13:17:00-08:00__   County: __RIVERSIDE__

IS THERE ANY INFORMATION THAT INDICATES THAT A CHILD IN THE HOUSEHOLD IS, OR MAY BE, AN INDIAN CHILD?

◉ No, not at this time.
○ Yes: ○ Child is an Indian child   ○ Reason to know   ○ Reason to believe

If yes: Were tribal social workers or representatives consulted during the information gathering and screening process as necessary for the tribe to determine membership or eligibility?
              ○ Yes
              ○ No

If no: ○ Contact with tribe(s) attempted   ○ Contact with tribe(s) not attempted

STEP I. PRELIMINARY SCREENING

Review of screening criteria is not required if any of the following apply.

○ Evaluate out (select all that apply)
   ☐ No child under age 18 (do not apply in reports of death of the only child[ren] in household where death is suspected to be related to abuse or neglect)
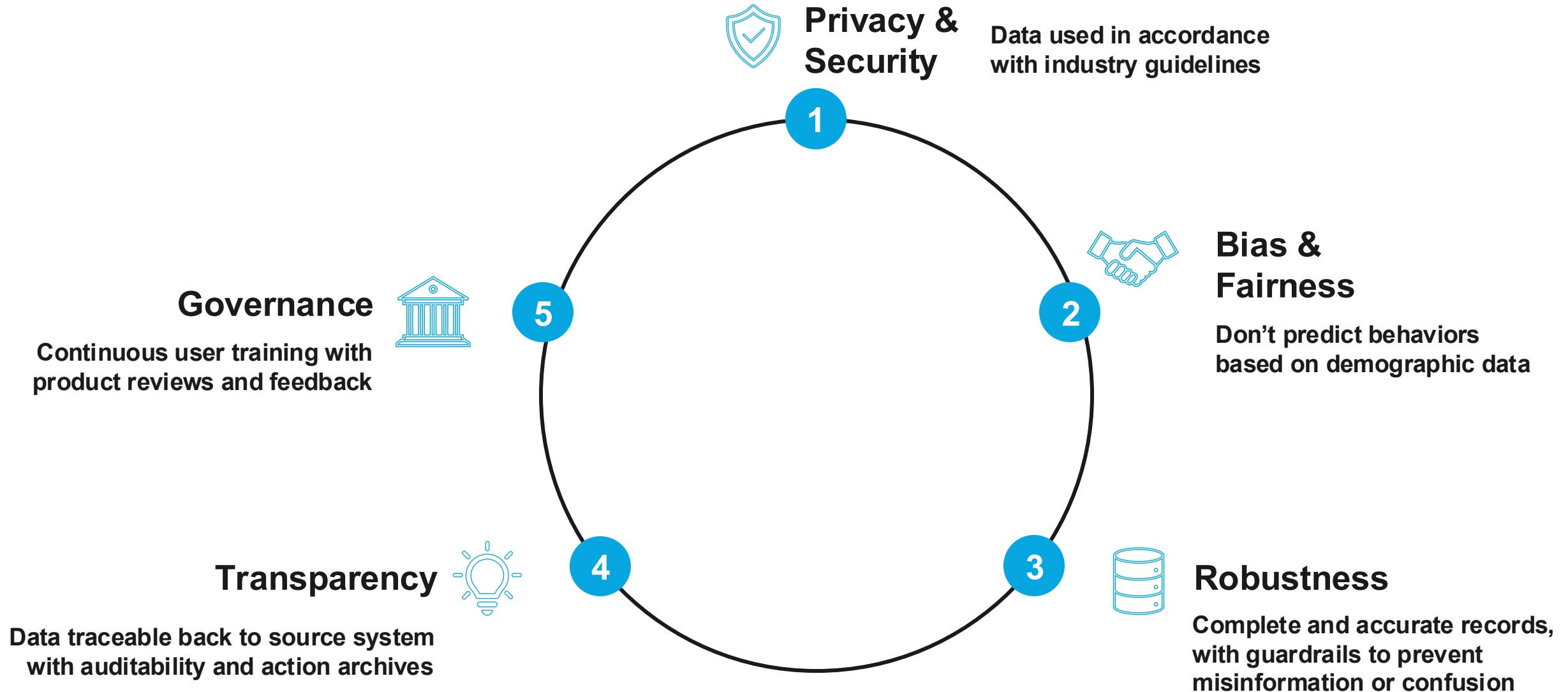   ☐ Duplicate referral that contains no new information
   ☐ Referred to another county
○ Safely surrendered baby

If any of the above are selected, the screening decision has been made and the assessment is completed. No further SDM assessments are required.

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Safeguards for responsible software development

Privacy & Security

Data used in accordance with industry guidelines

Bias & Fairness

Don't predict behaviors based on demographic data

Robustness

Complete and accurate records, with guardrails to prevent misinformation or confusion

Transparency

Data traceable back to source system with auditability and action archives

Governance

Continuous user training with product reviews and feedback

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C3 AI Select Government Customers

C3 AI Platform: Hyperscale Data Fusion and Advanced Analytics

Questions

Scan QR Code for
Presentation Materials

Exploring the Art of the Possible

with AI for Countywide Services

NACo AI in Motion Resources

Publication

NACo AI in Motion Resources – Web Resource

- **www.naco.org/ai-use-cases**

Thank you for attending