

AI FOR LOCAL GOVERNMENT

CivicLine

Practical AI for the work local government actually does.

CivicLine Clerk	An agent for the office of record.
CivicLine Chat	A public-facing chatbot that won't pretend to know what it doesn't.
CivicLine Planning	The first read on every development application.
CivicLine Public Works	Resident reports, routed in seconds.

§ 01 — OVERVIEW

One platform. Four products.

Local government runs on careful, consistent work — the FOIA request answered on time, the minutes certified correctly, the permit checked against the right ordinance, the downed wire routed to the right crew. CivicLine is an AI platform built for exactly that work.

Each CivicLine product handles the high-volume, time-sensitive parts of a department's work — search, draft, classify, route, notify — while keeping a human in control of every action that is legally consequential. Each product stands alone. Underneath, they share one foundation: role-based permissions, human-approval gates, an append-only audit log, secure document retrieval, and a swappable model provider. Buy one; add others when you're ready.

AT A GLANCE

PRODUCT	WHAT IT DOES	BUILT FOR
CivicLine Clerk	Works alongside the clerk's office — minutes, FOIA, compliance, records, licensing — across twelve service branches, with human approval on every permanent record.	Clerks, deputy clerks
CivicLine Chat	A public-facing chatbot that answers residents from published records with a citation on every answer, and files FOIA requests or speaker registrations.	Residents, comms & clerk staff
CivicLine Planning	Reads a development application end to end — completeness, parcel constraints, zoning math — drafts the response letter, and routes to the right reviewer.	Planning departments, building officials
CivicLine Public Works	An eight-stage intake pipeline for resident reports that classifies, geocodes, prioritizes, and hands off with life-safety alerts to staff.	Public works, dispatch, 311

A SHARED FOUNDATION

Every product enforces the same controls: role-based access (citizen → viewer → clerk → admin), human-approval gates on irreversible actions with separation of duties, an append-only audit log of every action, per-tenant data isolation, and a swappable model provider for jurisdictions that require a local, air-gapped model. Your data lives on infrastructure you control.

CIVICLINE CLERK

An agent for the office of record.

Works alongside the clerk's office, handling the high-volume work that consumes hours without adding judgment — organized in twelve service branches that mirror the structure of an actual office.

77

NAMED TOOLS

12

SERVICE BRANCHES

14

APPROVAL GATES

Built for: *city and town clerks, deputy clerks, and the residents who need public information without a phone call.*

KEY CAPABILITIES

- **Meeting minutes from live audio** — transcribes a council recording, identifies each speaker by voiceprint with LLM fallback, and extracts attendance, motions with full vote tally, and a narrative body.

- **FOIA, intake to signed release** — searches local records plus Microsoft 365, redacts with statutory citations, drafts the cover letter, and routes the release through an approval gate.

- **A daily compliance digest** — eight categories scanned every morning (overdue FOIA, ethics filings, stale approvals, retention, unpublished ordinances), delivered to email, Slack, or Teams.

- **Continuity briefing** — the state of the office in a packet when the clerk is out: active FOIA, upcoming meetings, expiring appointments and contracts, pending motions.

- **Precedent search and drafting** — hybrid keyword and semantic retrieval with a citation on every result, then draft variants generated from prior documents.

THE BOUNDARY

Fourteen irreversible actions — certifying minutes, releasing FOIA packages, disposing of records, filing liens and deeds, certifying election results — always pause for explicit human approval. Separation of duties is enforced server-side: the approver cannot be the person who initiated the action.

CIVICLINE CHAT

A chatbot that won't pretend to know what it doesn't.

A public-facing assistant that knows your municipal code, your meeting schedule, and your published ordinances — answers with citations, no account or login — and can move two real actions into the clerk's queue.

16+

RECORD CATEGORIES

41

CITIZEN-SAFE TOOLS

2

ACTIONS, NOT JUST READS

Built for: *residents, and the communications and clerk staff who field the same questions every day.*

KEY CAPABILITIES

- **Sixteen-plus categories of public record** — meetings, ordinances, permits, business licenses, FOIA status, boards, elections, property — each answer citing the exact source.

- **Two real resident actions** — file a FOIA request (returns a tracking number) and register to speak at a meeting — both creating new records only, never modifying existing ones.

- **Multilingual by default** — Spanish ships in every state-level policy pack, with state-specific additions layered on as needed; new languages added as you need them.

- **Two ways to deploy** — embedded in your existing site behind your domain, or as a self-contained branded page with no external dependencies.

- **Quiet by design** — two-tier rate limiting, a persistent disclaimer, and no personal information collected beyond what a resident volunteers for the two actions.

THE BOUNDARY

CivicLine Chat is hard-limited to the citizen tier — it never sees staff data. Every answer cites its source; anything outside published municipal records is redirected to the appropriate office rather than guessed at.

CIVICLINE PLANNING

The first read on every application.

Reads a submitted development application end to end — checklist completeness, parcel constraints, quantitative zoning compliance — drafts the response letter and routes to the right reviewer. The planner reviews and signs; the agent does the typing.

<p>7</p> <p>APPLICATION TYPES</p>	<p>6</p> <p>REVIEWER QUEUES</p>	<p>0</p> <p>PERMIT DECISIONS BY AI</p>
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Built for: *planning departments, building officials, and every reviewer an application touches on its way through.*

KEY CAPABILITIES

- **Seven application types** — building permit, zoning variance, conditional use, subdivision, site plan, special use, demolition — each with its own checklist and zoning math.

- **Deterministic checks** — setbacks, floor-area ratio, height, parking, lot coverage, and parcel constraints (zoning, overlays, floodplain, historic, easements) run as code, not guesswork.

- **Language model used narrowly** — only for the response-letter narrative and the routing rationale; never for the determinations themselves.

- **Every zoning check carries an ordinance citation** — the citation field is not optional; if a check can't conclude, it returns “needs human.”

- **Routes across six desks** — planner, engineer, building official, fire marshal, environmental, historic — tagging each application for only the desks it actually needs.

THE BOUNDARY

CivicLine Planning never issues a permit decision. Its output is a status — complete, incomplete, or needs planner review. Permit decisions stay with planners and elected bodies, not AI.

CIVICLINE PUBLIC WORKS

An agent that doesn't dispatch.

An eight-stage intake pipeline for resident reports of potholes, downed wires, flooding, and the rest. It classifies, geocodes, scores priority, deduplicates, and hands off to a dispatcher. The agent never closes the loop without a human — and that's the point.

11

ISSUE CATEGORIES

8

PIPELINE STAGES

6

INBOUND CHANNELS

Built for: *public works directors, dispatch supervisors, and 311 / operations teams.*

KEY CAPABILITIES

- **Eight-stage pipeline** — classify, geocode, prioritize, deduplicate, analyze photos, notify, cross-jurisdiction check, hand off — every stage observable and overridable.

- **Six inbound channels** — web form, email, phone transcription, photo upload, mobile app, and social media — all feeding the same pipeline.

- **Life-safety escalation** — downed wires and water-main breaks force a P1 and fire SMS or PagerDuty before the dispatcher even opens the console.

- **GPS-first geocoding** with confidence flags, and deduplication against open tickets within a radius so one pothole isn't five work orders.

- **Connects to your work-order system** — Cityworks, Cartegraph, VueWorks, or any system with a REST API. Your system stays the system of record.

THE BOUNDARY

It never dispatches, never modifies existing tickets, and never generates its own ticket IDs. If a report is outside your jurisdiction, it routes the resident constructively rather than saying “not our problem.” The dispatcher can override any call.

§ 03 — SECURITY & TRUST

Where your data lives. Who approves actions.

DATA RESIDENCY

All tenant data — documents, minutes, FOIA requests, voter rolls, audit logs — lives in per-tenant databases on infrastructure you control. The only outbound traffic is the model-inference call needed for the agent to reason. For strict-egress or air-gapped deployments, the cloud model is swapped for a local one behind the same interface.

EGRESS SURFACE

DESTINATION	PURPOSE	OPTIONAL?
Model provider	LLM inference (the agent's reasoning)	No — core function
Transcription	Live meeting transcription	Yes — mock ships by default
Microsoft 365	FOIA search across Exchange / SharePoint	Yes — local connector default
DocuSign / Adobe	E-signature for FOIA release	Yes — mock ships by default
SMTP / Slack / Teams	Compliance digest delivery	Yes — off by default

ACCESS, APPROVALS, AND AUDIT

- **Role-based access** — every request maps to a (tenant, actor, role) principal; a central policy maps every tool to a minimum role, and the agent only ever sees tools the caller is allowed to invoke. The runtime re-checks even if a tool slips the filter.
- **Human-approval gates** — fourteen irreversible actions require an explicit, separate approval call. Separation of duties is enforced: the approver must be a different actor than the initiator.
- **Append-only audit log** — every tool invocation writes request ID, tenant, actor, role, tool, input summary, outcome, and timestamp. No application path deletes entries.
- **Encryption and PII handling** — tenant credentials for connected services are encrypted before storage. FOIA requester details are never returned to citizen-tier callers, and a redactor flags PII before release.

§ 04 — DEPLOYMENT

Three ways to run it.

The same software, the same controls, three operating models — chosen by your IT posture, not by which features you get.

MODEL	WHO RUNS IT	MODEL EGRESS	BEST FOR
Managed (hosted)	Surava	Cloud model	Municipalities without dedicated IT staff who want it stood up for them.
Your cloud (Docker)	Your IT / DevOps	Cloud model	Jurisdictions that want the data and the runtime inside their own environment.
On-prem / air-gapped	Your IT, local model	None — local model	The strictest data postures; nothing leaves the network.

MULTI-TENANT BY DESIGN

One running instance can serve multiple municipalities. Each tenant gets an isolated database, its own access keys bound to (tenant, actor, role), and a jurisdiction-specific policy pack. The same isolation that separates two cities also keeps the bundled demo dataset entirely separate from production data — so staff can train against it without touching live records.

MINIMUM REQUIREMENTS (SELF-HOSTED)

RESOURCE	MINIMUM	RECOMMENDED
CPU	2 vCPU	4 vCPU
Memory	2 GB	4 GB
Disk	5 GB	20 GB (with document index)
Network	Outbound HTTPS for model inference (none, for air-gapped)	

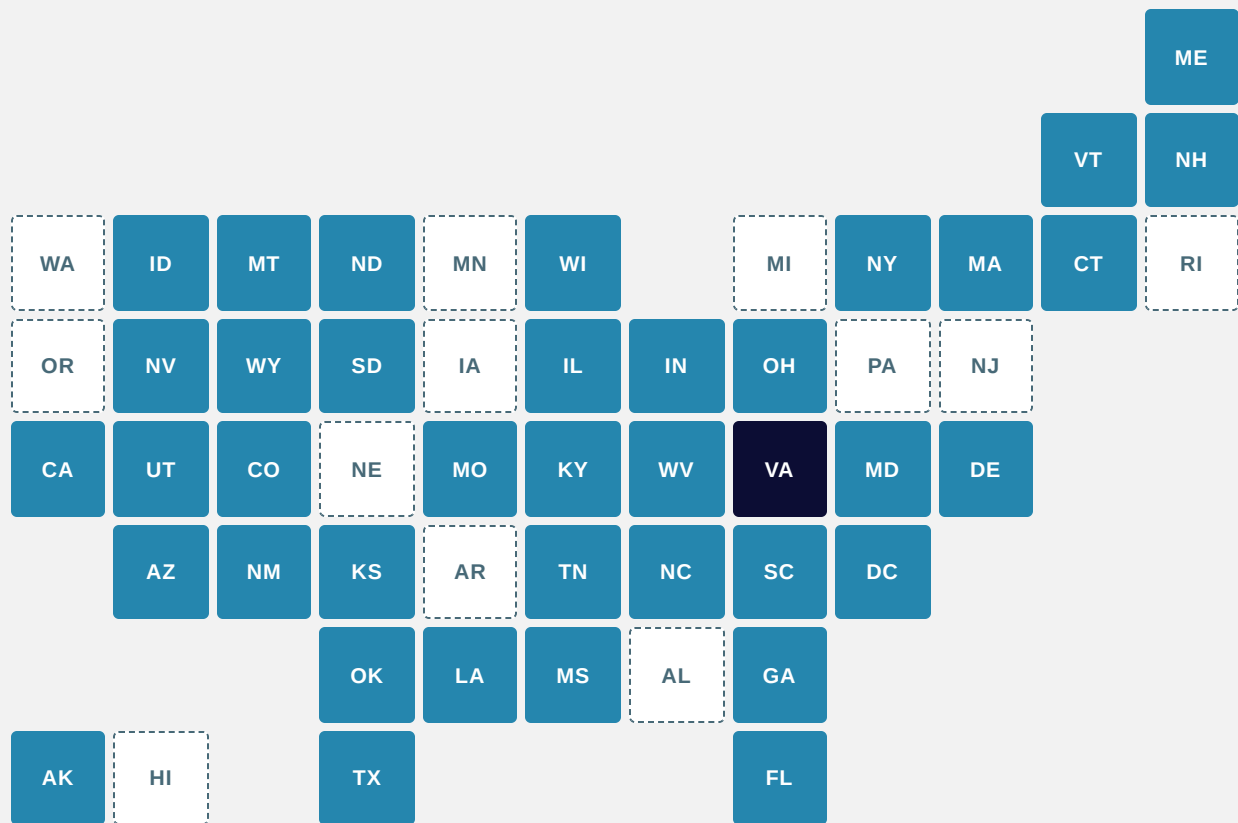
§ 05 — PROCUREMENT

Buy without a new RFP.

Surava holds an active master agreement with the George Washington Regional Commission, executed under Virginia Code § 2.2-4304 — the statute that authorizes cooperative procurement. The solicitation was conducted specifically so that other public bodies could ride it.

38 states + DC open for purchase today.

In thirty-eight states and the District of Columbia, qualifying public bodies can purchase from us today.



HOME — GWRC CONTRACT
 AVAILABLE TODAY
 ASK US ABOUT YOUR STATE

In some states, you ride the GWRC contract directly under your state's cooperative-procurement authority; in others, the purchase falls below the threshold at which formal procurement is required at all. The contract runs through April 2029, with two one-year extensions available. Rider purchases are not subject to the underlying contract ceiling. For states not shaded as available today, a five-minute call will tell you whether yours qualifies.

§ 06 — THE PILOT

A three-week pilot, before any longer commitment.

A short, structured pilot on your real workflows — designed to give a clerk and an IT director enough evidence to make a confident go / no-go decision.

WEEK	WHAT HAPPENS
Week 1 — Connect	Connect your data sources. Seed your municipal code, recent minutes, and ordinances. Configure the state-level policy pack if yours isn't already supported.
Week 2 — Run	Run the workflows that match your office — FOIA queue, minutes drafting, planning intake, public-works reports — with the agent doing first-pass work and staff reviewing.
Week 3 — Evaluate	Measure against the metrics agreed at kickoff — turnaround time, accuracy, staff hours recovered — and decide go or no-go on continuing.

SUCCESS METRICS WE MEASURE AGAINST

METRIC	TARGET VS. YOUR BASELINE
FOIA initial response time	At least 30% faster
Compliance digest review time	From ~45 min/day to ≤15 min/day
Meeting-minutes first draft	From 2–3 hours to ≤30 minutes
Resident inquiries resolved by chat	≥80% without staff escalation

THE BAR FOR A “GO”

At the end of week three: at least two of the staff-facing time metrics improved over baseline; IT sign-off on the audit log, tenant isolation, and approval posture; and the clerk would recommend continued use to a peer jurisdiction.

§ 07 — ABOUT SURAVA

Built by people who've worked inside it.

Surava builds practical AI for governments. CivicLine, its local-government platform, was designed by people who know what a clerk's office, a planning desk, and a public-works dispatch actually need — not what a vendor imagines they need.

Surava's founder, Jason Graham, has sat through council meetings that ran past 11 p.m. He served two terms on Fredericksburg City Council. That perspective is in every product: keep the human in control of what matters, and take the repetitive weight off the people doing the work.

HOW ENGAGEMENT WORKS

A fixed-fee pilot establishes the baseline and proves the value on your real workflows. Continued deployment is priced by product and by jurisdiction size, and the cooperative contract removes the usual procurement friction. A full fee schedule is provided with the pilot proposal.

Tell us what your office actually spends time on.

Thirty minutes, the specific workflows that match your work, and where a person stays in the loop. No slide deck.

[Book a 30-minute conversation with us →](#)

THE FOUR PRODUCTS

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CivicLine Planning

The first read on every development application.

CivicLine Public Works

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