



VE LAB

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February 24, 2026

The Honorable Mayor Olivia Chow

City of Toronto

Subject: Proposal for AI-Powered Municipal Services Platform

Dear Mayor Chow,

I am writing to you as Dr. Sarah Chen, CEO of VE LAB, to introduce our innovative AI solutions tailored for municipal governance. Our company specializes in developing cutting-edge artificial intelligence platforms designed to enhance public service delivery and operational efficiency.

We propose a pilot program to implement an AI-assisted citizen services platform for the City of Toronto. This platform would leverage natural language processing and machine learning to automate routine inquiries, streamline permit applications, and provide personalized assistance to residents, thereby improving accessibility and response times.

Based on similar deployments in other municipalities, we have documented an average efficiency improvement of 40% in service processing times, along with increased citizen satisfaction. Our platform is scalable and can be customized to meet Toronto's specific needs, potentially reducing administrative costs while enhancing service quality.

We respectfully request a meeting at your earliest convenience to discuss next steps and explore potential collaboration. Our team is prepared to present a detailed proposal and demonstrate the platform's capabilities to your office.

Sincerely,



Dr. Sarah Chen
CEO, VE LAB