



Deputy Mayor

PAUL AINSLIE

CITY OF TORONTO - COUNCILLOR
WARD 24 SCARBOROUGH-GUILDWOOD

100 QUEEN STREET WEST, SUITE C52
COUNCILLOR_AINSLIE@TORONTO.CA
416-392-4008

150 BOROUGH DRIVE, 2ND FLOOR
COUNCILLOR_AINSLIE_CO@TORONTO.CA
416-396-7222

CHAIR, GENERAL GOVERNMENT COMMITTEE
CHAIR, SCARBOROUGH COMMUNITY COUNCIL
CHAIR, BOARD OF MANAGEMENT OF THE TORONTO ZOO
CHAIR, FEDERATION OF ONTARIO PUBLIC LIBRARIES
NIGHT ECONOMY CHAMPION, CITY OF TORONTO

March 26, 2026

MEDIA RELEASE

Immediate release

**Deputy Mayor Paul Ainslie and Mayor Olivia Chow
Recognize Recipients of the Inaugural Mayor’s AI Awards**

Toronto, ON — March 26, 2026 — Mayor Olivia Chow and Deputy Mayor Paul Ainslie recognized recipients of the inaugural Mayor’s AI Awards this afternoon. Deputy Mayor Ainslie brought forward this initiative to highlight how artificial intelligence (AI) and data are being used to improve public services and enhance the resident experience.

The awards, presented at City Council, recognize four City-led initiatives, two public-facing and two internal, that demonstrate how thoughtful use of technology can strengthen service delivery, improve efficiency, and make everyday interactions with the city simpler and more accessible.

Deputy Mayor Ainslie brought forward and secured Council approval to establish the Mayor’s AI Awards program in April 2025. [Council Item – Mayor’s AI Awards Initiative: GG20.14](#)

Over the past year, the City of Toronto has made significant progress in advancing its Enterprise Data & AI program, focusing on responsible adoption, strong governance, and practical applications that deliver measurable impact for residents.

Today the following were recognized:

Public-Facing AI Solutions

- 311 Virtual Assistant – Supporting faster, more consistent responses to resident inquiries while assisting staff in delivering improved customer service.
- Building Permit Application PreCheck – Streamlining the permit process to help applicants navigate requirements more efficiently and reduce processing timelines.

Toronto Public Service–Facing AI Solutions

- TechAssist – IT Virtual Assistant – Helping City staff resolve internal IT issues more quickly and accurately.
- Data-Enabled Recreation Planning – Using data insights to better understand community needs and enhance recreation programming across the city.

“These projects show what’s possible when we pair innovation with public service,” said Deputy Mayor Paul Ainslie. “Digital transformation isn’t about technology for technology’s sake. It’s about making government work better, faster, and more effectively for everyone.”

The Mayor’s AI Awards reflect Toronto’s commitment to advancing innovation in a responsible, transparent, and people-centered way, while strengthening its position as a global leader in artificial intelligence. Deputy Mayor Ainslie looks forward to continued progress as the City expands its use of AI to improve service delivery, support staff, and better meet the needs of residents.

-30-

For More Information:

Deputy Mayor Paul W. Ainslie, Toronto City Councillor
Ward 24, Scarborough-Guildwood
416-392-4008 councillor_ainslie@toronto.ca