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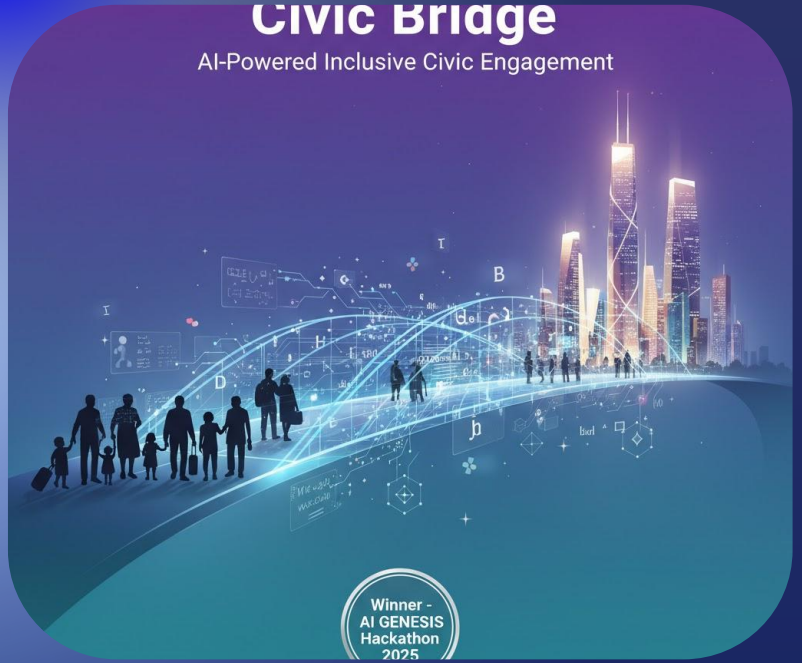
AI/ML API

NativelyAI

"Civic Bridge" – A Multimodal AI-Powered Inclusion Hub



Developed By Team **Civic Nexus**

Team

WAQAS ALI
AI Engineer

Problem

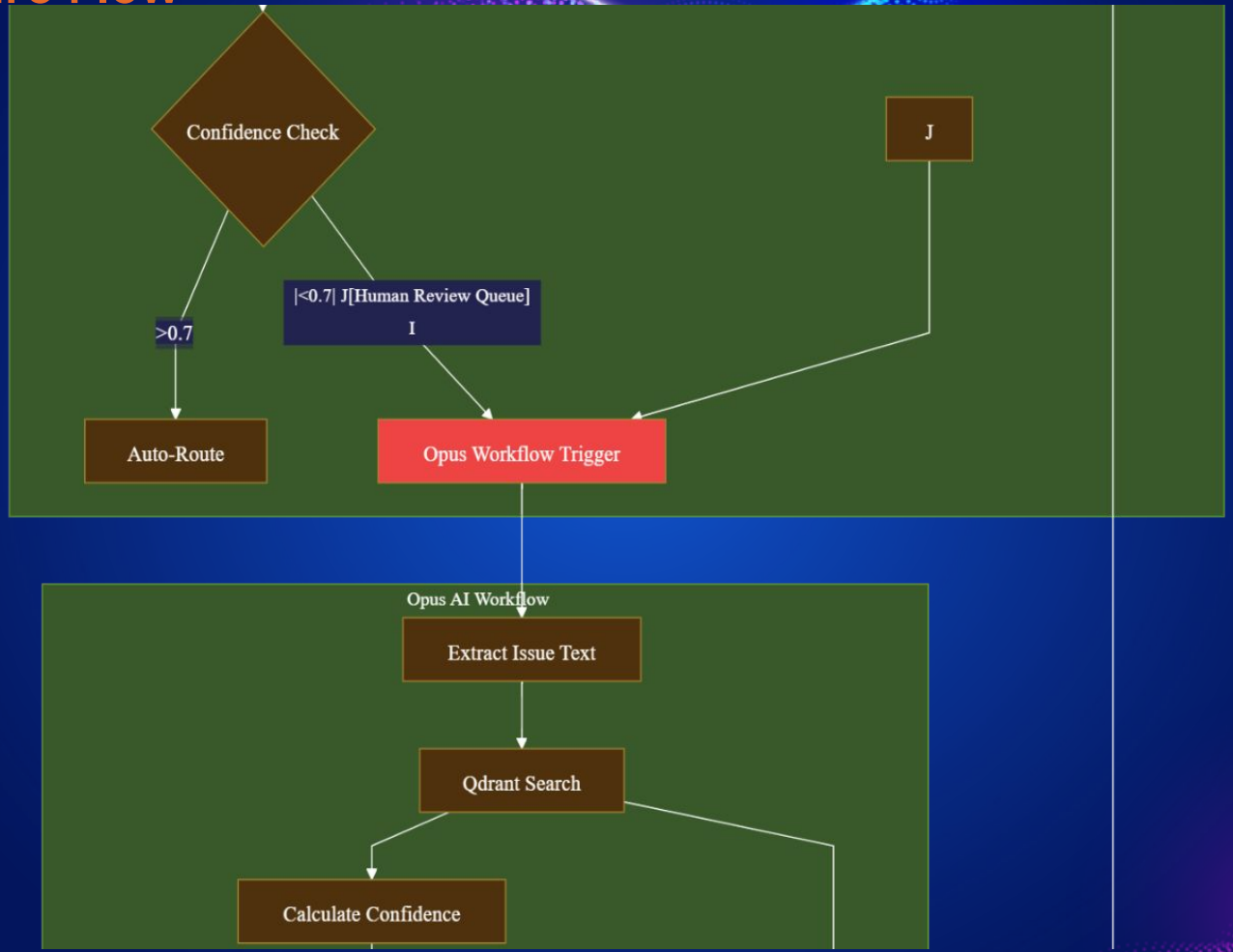
Over 40% of urban residents in underserved neighborhoods cannot access smart city benefits due to:

- Digital literacy gaps (can't navigate apps/portals)
- Language barriers (125+ languages spoken in major cities like Dubai/London)
- Accessibility needs (visual impairments, elderly)
- Distrust (no transparent feedback loops)
- Offline access (unreliable mobile data)

Solution –

A voice-first, offline-capable, multilingual citizen empowerment platform that sits at community centers, mosques, churches, and libraries—enabling residents to interact with smart city services through natural conversation (speech, images, documents) in their native language, with full auditability.

Architecture Flow



Business Value

Cities: 60% reduction in 311 call volume, transparent governance
Residents: 5x faster issue resolution, trust-building
ROI: $12 saved per automated request (based on NYC 311 data)

Originality

First platform to combine: Offline-first design + multimodal AI + auditability for digital inclusion
Addresses the "last mile" problem that existing 311 apps fail to reach

Future Roadmap

Production Scaling (Months 1–3)
Database: Migrate from in-memory to PostgreSQL with Prisma
Authentication: Firebase Auth for residents & city officials
Rate Limiting: Upstash Redis for API abuse prevention
Monitoring: Sentry for error tracking, Vercel Analytics

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Live Demo Preview