Yokosuka City ChatGPT rollout

IMPLEMENTED 2023–2025 · GOVERNMENT AND PUBLIC SERVICES · JAPAN · BAND D · CLAIMED ONLY
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Yokosuka's city release calls its April 2023 trial the first city-wide ChatGPT trial by a Japanese local government. A trial of about six weeks led to a permanent rollout in June 2023. Results come from the city's own surveys, interviews and usage counts. The city estimates 22,700 hours a year saved on document drafting; the figure is an estimate built from interview figures, and time was not measured.

ABOUT THIS SYNOPSIS

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NOTICE WORDING LAST UPDATED 16 NOVEMBER 2026

AT A GLANCE

AI used: Generative AI chat assistant: ChatGPT, connected through the API to the city's LoGo Chat business chat tool.

Implemented: 2023–2025. Grade: band D, Task support, Claimed only.

Headline result, as reported: Yokosuka made ChatGPT available to about 3,800 city staff from April 2023; by the city's own count about half used it within six weeks, and 70% had used it by May 2025, with 17.1% using it weekly

1 · The case

The facts, as reported by the 5 sources listed at the end. Where a source is silent, the field says "Not reported".

Organisation

Yokosuka City, Kanagawa Prefecture, Japan. A city government in Kanagawa Prefecture with about 376,800 residents and about 1,900 general administration staff (July 2023 and April 2022 figures, per the research body). About 3,800 staff have access to LoGo Chat. Canvas block: 5. People and skills. Also 4. Operations and process.

Business challenge

The challenge. Per the city, falling birth rates and population mean fewer staff, while residents' needs are more varied and workloads are rising. The city wanted staff to spend time on work that only people can do.

How it was addressed. On 20 April 2023 the city connected ChatGPT to LoGo Chat so all staff could use it for drafting, summarising, proofreading and ideas. It ran surveys in April and May, sent two internal newsletters to improve how staff ask questions, interviewed users, and on 5 June 2023 announced a permanent rollout with an AI adviser, training and a move to GPT-4. [1] [2] [3] [4] [5]

Who implemented it

OpenAI (Model or cloud provider): Provided ChatGPT, used through its API..
Trust Bank (□□□□□□□□) (Software vendor): Supplies LoGo Chat, the local-government business chat tool into which ChatGPT was connected..
In-house (In-house): Ran the trial, surveys and rollout..
From June 2023 the city also used an external AI strategy adviser from the private sector (named in the city's release as □□□□ of THE GUILD, who is from Yokosuka).

Technology (SEAM pillar E)

SEAM types: T1 Chat assistants, T3 API integrations. Deployment: Cloud APIs. Vendors and products: OpenAI, Trust Bank (LoGo Chat), ChatGPT (GPT-3.5-turbo, with GPT-4 planned in June 2023), LoGo Chat.

Where it was built in: The ChatGPT API was connected to LoGo Chat, the business chat tool staff already used, so staff could use it from their usual chat.

What changed

Before: staff drafted and checked text without an AI tool. Now: staff can use ChatGPT inside their normal chat tool. About 70% of staff had used it at least once by May 2025 and 17.1% use it weekly, per the city. The sources do not report changes to jobs, structure or budgets. [1] [2] [3] [4] [5]

What it cost

About 3.5 million yen of expected generative AI spending in FY2023, out of 75 million yen for ICT use, per the research body's summary of the city's account. Actual spend and later years: Not reported.

What it saved

The city estimates about 22,700 hours a year saved on document drafting (1,913 users x 29.3% x 10 minutes x 243 working days). The 10 minutes a day comes from user interviews about specific tasks, such as fire equipment inspection documents. Time was not measured. Cash savings: Not reported. [1] [2] [3] [4] [5]

Governance and control

Inputs are not reused by the provider and staff must not enter personal or confidential information, per the city. Surveys in 2023 and 2025 and usage counts track use. No external review is reported.

S2 · Accountable owner · Claimed
The city's Digital Government Promotion Office runs the programme, with a team of four staff on concurrent duties in FY2023, per the research body's summary of the city's account. [2] [3]

A1 · Safe use · Claimed
The city says it uses a method in which ChatGPT inputs are not reused and that staff must not enter confidential or personal information. [1] [3]

A2 · Human in the loop · Claimed
The research body's summary of the city's account lists checking answers by hand and training in how to ask questions as the answer to inappropriate or inaccurate replies. [3]

A3 · Monitoring and assurance · Evidenced
The city ran two surveys and interviews in 2023, counted usage, and repeated a staff survey and usage count in 2025. [2] [5]

A4 · Vendor AI · Claimed
The city says it chose a method in which inputs are not reused by the provider. The contract terms are not published in the sources opened. [1]

A5 · Agent controls · Not reported
No agents described.

A6 · Standards and regulation · Not reported
No regulator or external reviewer of the deployment is reported in the sources opened.

What worked, what did not, what is unproven

WORKED

– About half of staff used ChatGPT in the first 41 days (1,913 users out of 3,828, 25,897 messages), per the city.

– In the final 2023 survey, over 80% of respondents said ChatGPT improves efficiency and nearly 80% wanted to keep using it, per the city.

– After newsletters on better use, the share using it for search fell and the share saying they wanted to keep using it rose from 64.1% to 76.0%, per the city.

– By May 2025, 70% of staff had used it at least once, and in May 2025 daily conversations reached a record 980, per the city.

DID NOT

– About 6% of final survey respondents said answers were mostly inappropriate, and about 30% used it for search, which the city says suits it poorly.

– Only 17.1% of staff use it at least weekly in 2025, per the city.

– The 2023 survey response rates were about 18% (693 replies) and about 11% (433 replies); the 2025 rate was 8.3%.

– The city says multimodal use was hard to add because of the system set-up, per the research body's summary.

UNPROVEN

– Time saved in practice. The 22,700 hours a year is an estimate from interview figures for one task type; time was not measured.

– Any effect on service to residents, cost or staffing. None is reported in the sources opened.

Timeline

Apr 2023 City announces an all-staff trial of ChatGPT through LoGo Chat, starting 20 April [1]

Jun 2023 City reports the trial results and makes ChatGPT a permanent tool [2]

Jul 2023 Staff training sessions held in July and August; about 400 attended each [3]

Nov 2023 City holds a ChatGPT prompt contest for staff [3]

Jan 2024 City runs a two-day generative AI training camp for other local governments and companies [3]

Mar 2025 City runs a voluntary staff survey on ChatGPT use and receives 353 replies [5]

May 2025 Average daily conversations reach a record 980 [5]

2 · Grade and SEAM assessment

MarLuc's opinion, made on the evidence above. How cases are graded: marluc.co.uk/case-studies/how-we-rate

Level of change and impact

Claimed: Not applicable. Grade: D, Task support. Proof: Claimed only. Level of change: Task support.

Task support (Level 1, band D). Staff do the same work with AI help; the city reports estimated time savings and use, and no change to jobs, structure or budgets. The city itself describes the aim as freeing staff for work only people can do.

The SEAM view and lessons learnt

This is an early, careful and open public-sector rollout: a bounded trial, two surveys, a fix based on the first survey, and a published result six weeks in. The weak points are proof and depth. Time saved is an estimate from a few interviews, response rates are low, and by 2025 weekly users are under a fifth of staff. For a larger organisation, the transferable points are to survey during the trial and act on the results, to keep inputs out of provider training, and to track weekly use as well as the share who have tried it.

1. Survey users during the trial and fix what the survey shows.
2. Keep sensitive information out of the tool and out of provider training.
3. Track weekly use as well as the share who have tried it.

Evidence

Score 1 of 4. Own account: the city's reports and surveys, with the research body's summary and one trade press report repeating them. Limits: low response rates, estimated time savings, no independent evaluation.

Evaluation method. The city's usage counts, two staff surveys, user interviews and a calculated estimate; no comparison group or independent evaluation.

3 · Original sources

Read these in full. To challenge a fact or a grade, use the contact form at marluc.co.uk or the link on https://marluc.co.uk/case-studies/yokosuka-city-chatgpt

[1] Yokosuka City: Announcement of the city-wide ChatGPT trial (18 April 2023)
https://www.city.yokosuka.kanagawa.jp/0835/nagekomi/20230418_chatgpt.html

[2] Yokosuka City: ChatGPT trial results report (5 June 2023)
https://www.city.yokosuka.kanagawa.jp/0835/nagekomi/documents/yokosuka-chatgpt-2-houkoku.pdf

[3] Research Institute for Local Government (RILG): Generative AI trial and full implementation, Yokosuka (case summary)
https://www.rilg.or.jp/htdocs/uploads/protect/R5_senshin/AI-27-kanagawa_yokosuka.pdf

[4] Nikkei BP: Yokosuka City ChatGPT trial, 80% positive (20 June 2023)
https://project.nikkeibp.co.jp/atclppp/PPP/news/061902958/

[5] Jichitai AI Magazine (run by Yokosuka City): ChatGPT use in numbers, end of May 2025
https://govgov.ai/n/n277d41fe439e?gs=1e1087cc04e6

Yokosuka City, Kanagawa Prefecture, Japan website: https://www.city.yokosuka.kanagawa.jp

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