Discover Poppy, California's Digital Assistant

Monica Hernandez, California Department of Technology

James Finch, Department of Technology

Greg Shepherd, Board of Pilot Commissioners for the Bays of San Francisco, San Pablo, and Suisun

Housekeeping

- Please Silence Cell Phones
- Resources Available After the Conference
- Water/Refreshments

California Department of Technology

Board of Pilot Commissioners
FOR BAYS OF SAN FRANCISCO, SAN PABLO, AND SUISUN

POPPY:
Responsible GenAI for Government Efficiency

Designed for Gov by Gov

- Built by state employees for government employees
- Poppy launched on July 1, 2026
- The platform offers multiple GenAI models

What is Poppy?

State-managed, vendor-agnostic generative AI assistant for government workers

Built to meet state regulatory, security, data, and operational standards with centralized governance and uniform guardrails

Operates in a secure environment. Data can be grounded in your department information while preserving data sovereignty and isolation

One platform, many models: access Claude, GPT, and Gemini from multiple providers in a single view

Board of Pilot Commissioners (BOPC)
for the Bays of San Francisco, San Pablo, and Suisun

Small Agency, Smart Tools: Putting Poppy to Work at the BOPC

2026 CalHR Annual Conference, October 27, 2026
SACRAMENTO, CALIFORNIA

Board of Pilot Commissioners
FOR BAYS OF SAN FRANCISCO, SAN PABLO, AND SUISUN

CalSTA
CALIFORNIA STATE TRANSPORTATION AGENCY

State of California

About the BOPC

Purpose

The BOPC licenses, trains, and regulates up to 60 maritime pilots who guide ships of greater than or equal to 750 gross tons on the Bays of San Francisco, San Pablo, Suisun, and Monterey, and tributaries to ports in Stockton and Sacramento.

Administrative Mission

The BOPC's **FIVE** staff members fulfill its administrative mission by managing:

- a Pilot Licensing Program,
- a Pilot Boat Construction Program,
- A Pilot Continuing Education Program,
- a Pilot Trainee Training Program,
- Pilot Incident Investigations,
- 30 to 40 Board and committee meetings annually,
- Pilot Rate Hearings, and
- the collection of pilotage surcharges that fund these functions.

The BOPC also administers the San Francisco Bar Pilots Pension Plan, serving 85 retired pilots and beneficiaries.

How BOPC Uses Poppy

1. Task-Level Use Cases >>> Transactional: One Input Yields One Output

BOPC uses Poppy for discrete tasks, including quickly summarizing lengthy documents and drafting, revising, and refining written materials.

EXAMPLE PROMPT: "Summarize the attached document into five bullet points." This is transactional because the AI is responding only to the information provided in the prompt and attachment. It does not know why the document is being summarized, who the audience is, or how the output will be used.

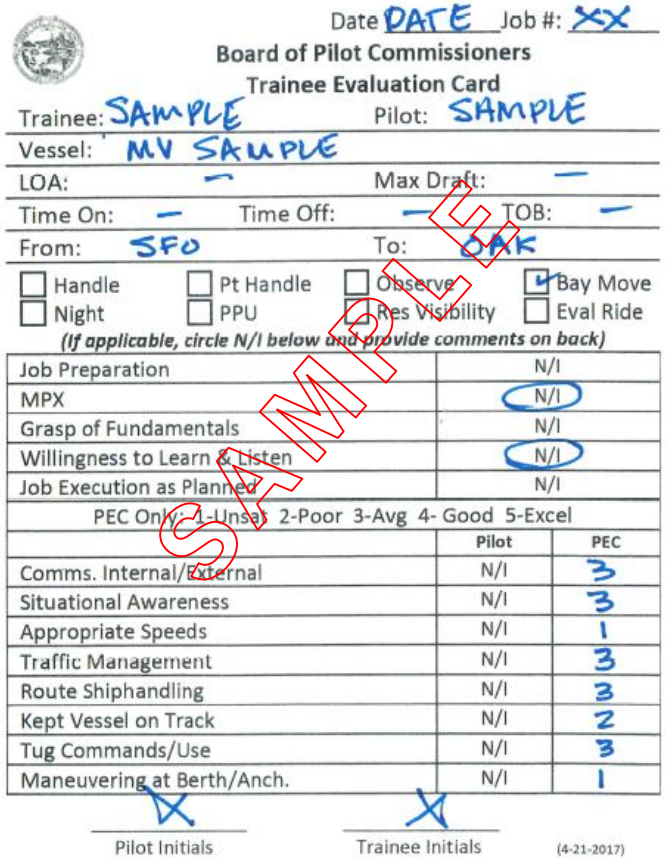
2. Workflow-Level Use Cases >>> Integrated: Context Drives Execution

BOPC has also used Poppy to build lightweight applications that connect individual process steps, reduce manual work, improve accuracy, and create new ways of working.

EXAMPLE PROMPT: "Add a text redaction step right before saving the PDF." A context-driven prompt can be this simple because the AI already understands the surrounding workflow, including the workspace, file structure, existing code, and underlying Python environment. Rather than describing the entire process again, we can simply describe the change that needs to be made.

Use Case Example: PRA Document Automation Tool

Unredacted Card



Date DATE Job #: XX

Board of Pilot Commissioners

Trainee Evaluation Card

Trainee: SAMPLE Pilot: SAMPLE

Vessel: MV SAMPLE

LOA: — Max Draft: —

Time On: — Time Off: — TOB: —

From: SFO To: OAK

☐ Handle ☐ Pt Handle ☐ Observe ☑ Bay Move

☐ Night ☐ PPU ☐ Res Visibility ☐ Eval Ride

(If applicable, circle N/I below and provide comments on back)

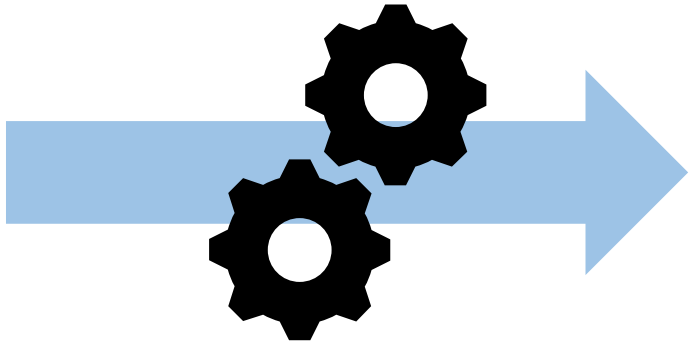
Job Preparation	N/I
MPX	(N/I)
Grasp of Fundamentals	N/I
Willingness to Learn & Listen	(N/I)
Job Execution as Planned	N/I

PEC Only: 1-Unsat 2-Poor 3-Avg 4- Good 5-Excel

	Pilot	PEC
Comms. Internal/External	N/I	3
Situational Awareness	N/I	3
Appropriate Speeds	N/I	1
Traffic Management	N/I	3
Route Shiphandling	N/I	3
Kept Vessel on Track	N/I	2
Tug Commands/Use	N/I	3
Maneuvering at Berth/Anch.	N/I	1

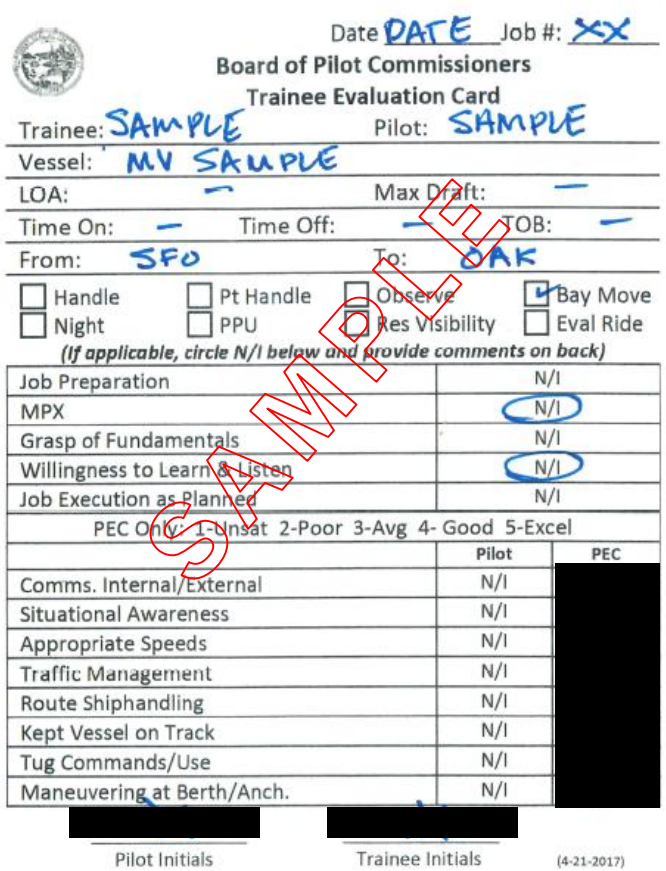
Pilot Initials Trainee Initials (4-21-2017)

SAMPLE



Context-Aware Workflow Application

Redacted Card



Date DATE Job #: XX

Board of Pilot Commissioners

Trainee Evaluation Card

Trainee: SAMPLE Pilot: SAMPLE

Vessel: MV SAMPLE

LOA: — Max Draft: —

Time On: — Time Off: — TOB: —

From: SFO To: OAK

☐ Handle ☐ Pt Handle ☐ Observe ☑ Bay Move

☐ Night ☐ PPU ☐ Res Visibility ☐ Eval Ride

(If applicable, circle N/I below and provide comments on back)

Job Preparation	N/I
MPX	(N/I)
Grasp of Fundamentals	N/I
Willingness to Learn & Listen	(N/I)
Job Execution as Planned	N/I

PEC Only: 1-Unsat 2-Poor 3-Avg 4- Good 5-Excel

	Pilot	PEC
Comms. Internal/External	N/I	[redacted]
Situational Awareness	N/I	
Appropriate Speeds	N/I	
Traffic Management	N/I	
Route Shiphandling	N/I	
Kept Vessel on Track	N/I	
Tug Commands/Use	N/I	
Maneuvering at Berth/Anch.	N/I	

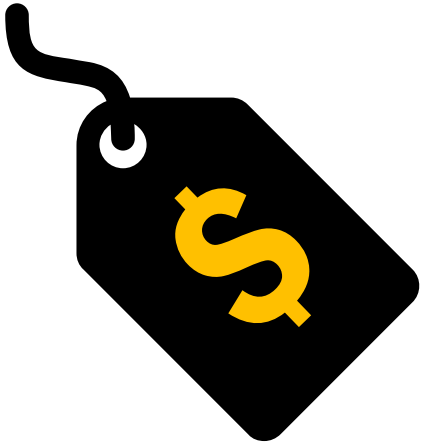
[redacted] [redacted]

Pilot Initials Trainee Initials (4-21-2017)

SAMPLE

Cost

How much did it cost to…



develop the application in Poppy?

Estimated AI Development Cost (Version 2)
$34.32

to process 440 documents?

Estimated Cost
$0.08 per document

to process 12,000 documents?

Estimated Cost
$0.003 per document

Time

How long did it take to…

process a batch of 440 documents (220 cards, front and back)?

Start	End	Elapsed Time
14:47:41	14:58:23	10:42 minutes

process a single card with the application developed in Poppy?

Estimated Time per Card
2.9 seconds

process a single card manually?

Estimated Time per Card
Approximately 25 to 30 seconds

Benefits

Economies of Scale

The PRA Document Automation tool developed with Poppy has fixed setup costs and very low marginal processing costs. As more trainee cards are processed through the workflow, the average cost per card should continue to decline (assuming more PRA requests).

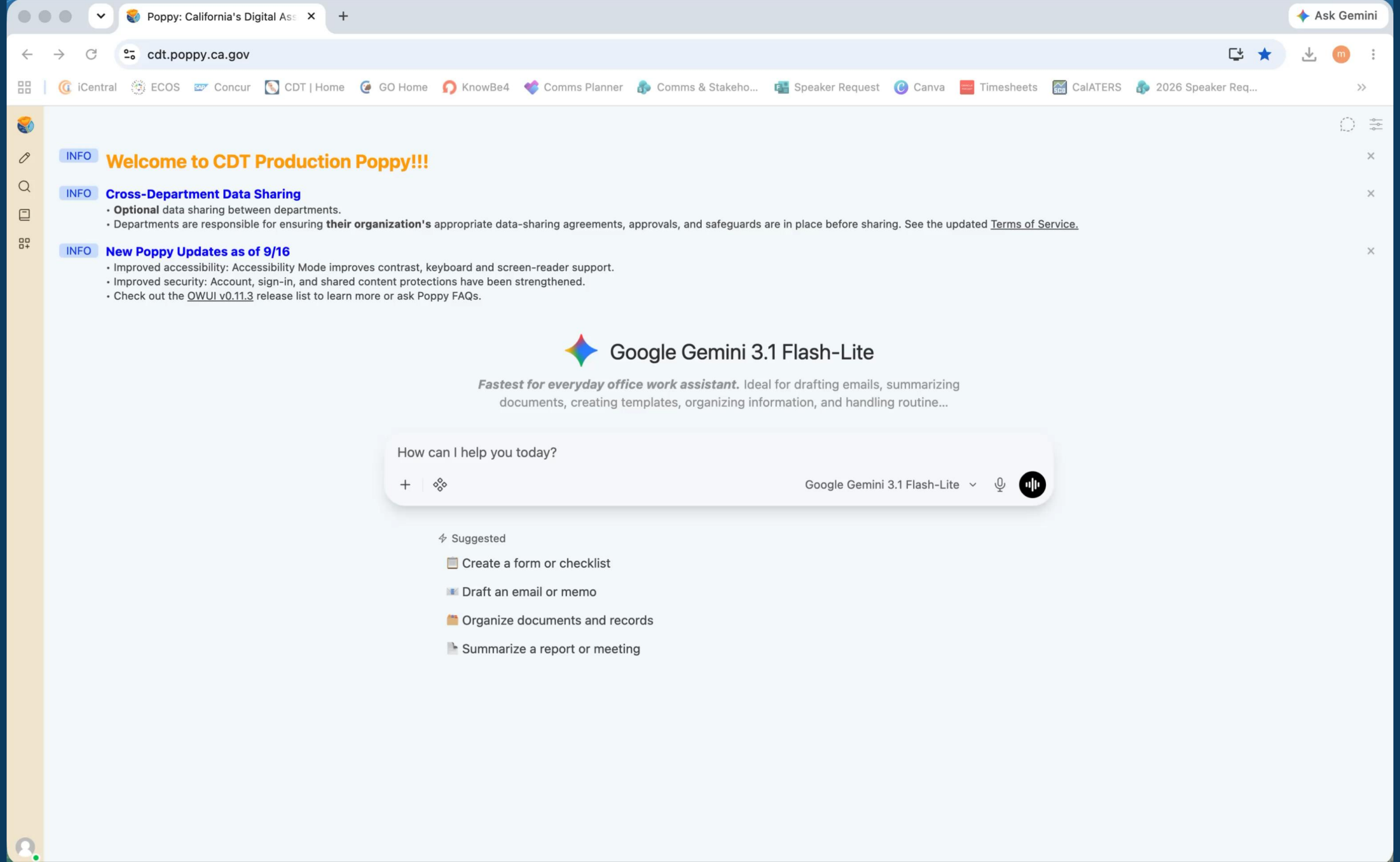
From Processing to Oversight

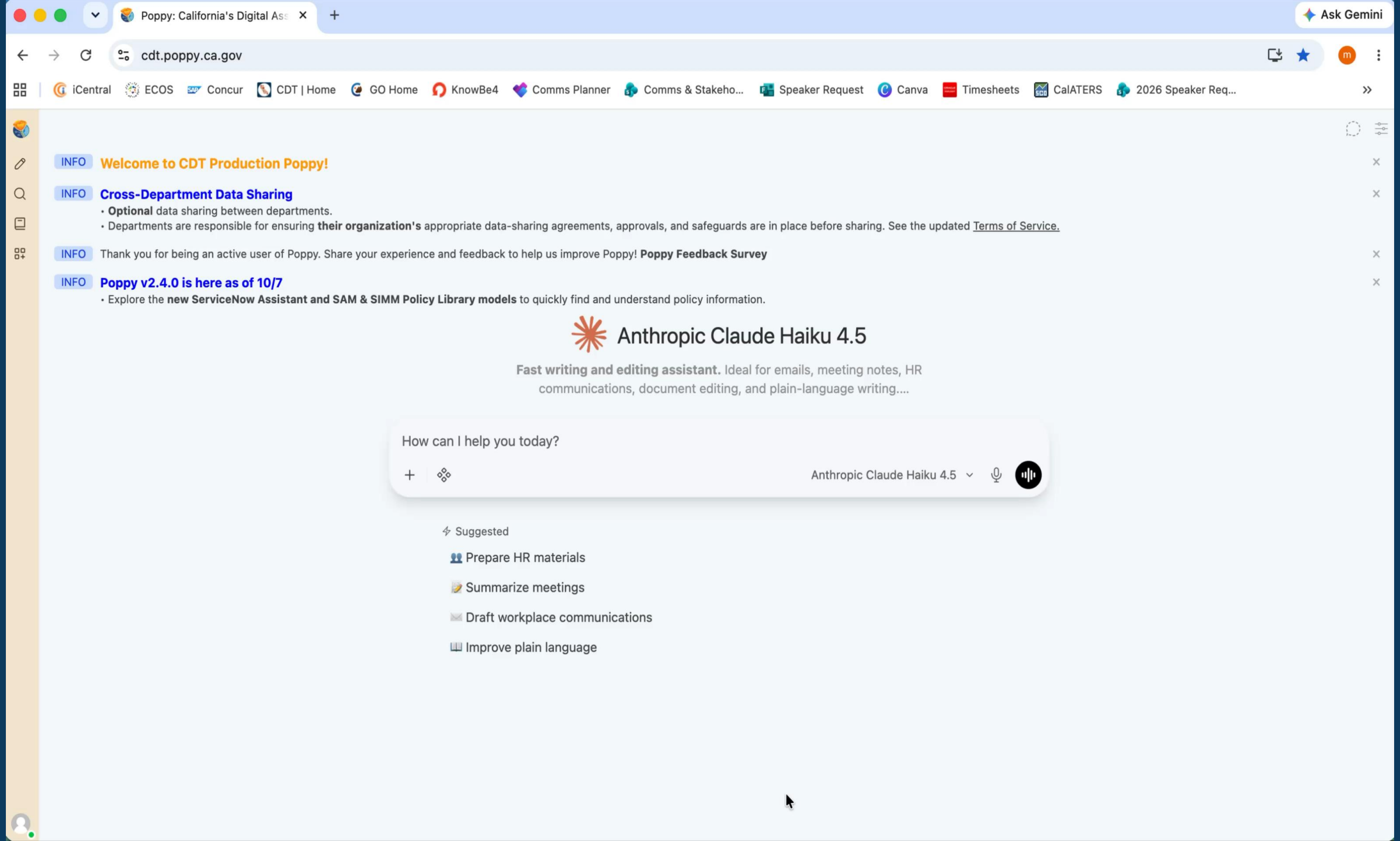
The greater benefit of workflow automation is not necessarily eliminating staff involvement but changing where staff time is spent. Instead of performing routine (and time consuming) processing steps, staff can focus on exception handling, quality control, and final review.

Thank you and Questions

POPPY at Work

- Knowledge bases
- Shared information across hiring managers
- The platform offers multiple GenAI models


Poppy: California's Digital As
Ask Gemini
cdt.poppy.ca.gov
iCentral
ECOS
Concur
CDT | Home
GO Home
KnowBe4
Comms Planner
Comms & Stakeho...
Speaker Request
Canva
Timesheets
CalATERS
2026 Speaker Req...
INFO
Welcome to CDT Production Poppy!!!
INFO
Cross-Department Data Sharing
• Optional data sharing between departments.
• Departments are responsible for ensuring their organization's appropriate data-sharing agreements, approvals, and safeguards are in place before sharing. See the updated Terms of Service.
INFO
New Poppy Updates as of 9/16
• Improved accessibility: Accessibility Mode improves contrast, keyboard and screen-reader support.
• Improved security: Account, sign-in, and shared content protections have been strengthened.
• Check out the OWUI v0.11.3 release list to learn more or ask Poppy FAQs.
Google Gemini 3.1 Flash-Lite
Fastest for everyday office work assistant. Ideal for drafting emails, summarizing documents, creating templates, organizing information, and handling routine...
How can I help you today?
Google Gemini 3.1 Flash-Lite
Suggested
Create a form or checklist
Draft an email or memo
Organize documents and records
Summarize a report or meeting


Poppy: California's Digital As
Ask Gemini
cdt.poppy.ca.gov
iCentral
ECOS
Concur
CDT | Home
GO Home
KnowBe4
Comms Planner
Comms & Stakeho...
Speaker Request
Canva
Timesheets
CalATERS
2026 Speaker Req...
INFO
Welcome to CDT Production Poppy!
INFO
Cross-Department Data Sharing
• Optional data sharing between departments.
• Departments are responsible for ensuring their organization's appropriate data-sharing agreements, approvals, and safeguards are in place before sharing. See the updated Terms of Service.
INFO
Thank you for being an active user of Poppy. Share your experience and feedback to help us improve Poppy! Poppy Feedback Survey
INFO
Poppy v2.4.0 is here as of 10/7
• Explore the new ServiceNow Assistant and SAM & SIMM Policy Library models to quickly find and understand policy information.
Anthropic Claude Haiku 4.5
Fast writing and editing assistant. Ideal for emails, meeting notes, HR communications, document editing, and plain-language writing....
How can I help you today?
Anthropic Claude Haiku 4.5
Suggested
Prepare HR materials
Summarize meetings
Draft workplace communications
Improve plain language

Solutions

Approved interview questions bank

Solutions

- Approved interview questions bank
- Duty statement library

Solutions

- Approved interview questions bank
- Duty statement library
- Email tone and clarity assistance

Solutions

- Approved interview questions bank
- Duty statement library
- Email tone and clarity assistance
- Duty statement allocation analysis

Solutions

- Approved interview questions bank
- Duty statement library
- Email tone and clarity assistance
- Duty statement allocation analysis
- Justifications

Solutions

- Approved interview questions bank
- Duty statement library
- Email tone and clarity assistance
- Duty statement allocation analysis
- Justifications
- Approved SOQ bank

Solutions

- Approved interview questions bank
- Duty statement library
- Email tone and clarity assistance
- Duty statement allocation analysis
- Justifications
- Approved SOQ bank
- Approved/not approved courses and training

Questions

PoppyInfo@state.ca.gov