Citizen Services AI Market Size, Share, Trends, Growth And Forecast Till 2024

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The report **"[Citizen Services AI Market](#) by Application (Traffic and Transportation Management, Healthcare, Public Safety, Utilities, and General Services), Technology (ML, NLP, Image Processing, and Face Recognition), and Region — Global Forecast to 2024"**, The global citizen services AI market size is expected to grow from USD 1.5 billion in 2019 to USD 9.7 billion by 2024, at a Compound Annual Growth Rate (CAGR) of 46.3% during the forecast period. Increased automation and agility, the need for delivering enhanced citizen experience, and increased cost savings are major growth factors for the citizen services AI market.

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Growth of traffic and transportation management applications to be driven by increasing real time data from traffic signaling stations

AI has beneficial applications in different areas of government, including traffic management with data collected in real time from traffic signaling stations, Closed Circuit Television (CCTV) cameras, and other sources enabling traffic flow. Traffic management bureau can manage traffic congestions with the help of tools that use algorithms and ML techniques, in which the system analyzes large amounts of data to detect statistical patterns and develop models that can be used to make accurate predictions.

Increased security capabilities result in rising popularity of face recognition technology

The technology has been implemented across industries for various purposes. Face recognition solutions are being deployed to track attendance; control access to restricted areas; monitor and survey systems; identify crime suspects; detect emotions; understand customer behaviors; build strong security systems; and for gender analysis, age analysis, and identification and verification at airports, cafes, restaurants, hotels, and stadiums.

North America to dominate the global citizen services AI market in 2019

AI technologies such as facial recognition, automated surveillance, and mass data collection have led to their growing adoption for citizen services, eventually catering to the growing need to help citizens and offer enhanced services accordingly. As the benefits of adopting citizen services AI services are becoming more evident, more government agencies are expected to

implement citizen services AI services. The US and Canada are the top countries contributing to the growth of citizen services AI market in North America.

Market Players

The report also studies various growth strategies, such as mergers and acquisitions, partnerships and collaborations, and developments, adopted by the major players to expand their presence in the global citizen services AI market. Major vendors in the global citizen services AI market include AWS (US), Microsoft (US), Accenture (US), Alibaba (China), IBM (US), NVIDIA (US), Intel (US), Tencent (China), Pegasystems (US), Baidu (China), and ADDO AI (Singapore).

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