OFFICE OF TECHNOLOGY AND INNOVATION **Matthew C. Fraser, Chief Technology Officer**

WHAT WE DO

The Office of Technology and Innovation (OTI) works on projects and develops and implements policy that democratizes technical access, improves service delivery, and keeps New Yorkers and their data safe. OTI works closely with agencies across City government to help them effectively use technology to achieve their missions. In addition, OTI collaborates with industry, academic, and civic partners to bolster New York City's standing as a global innovation hub and ensure that Agency technology deployments create a safer, more equitable City for New Yorkers.

FOCUS ON EQUITY

OTI is committed to utilizing technology to enable New York City families, students, older adults, and business owners access to government services through the City's website. Critical to this goal is expanding critical access to reducing the inequitable impacts of the digital divide and ensuring connectivity to the internet citywide.

In Fiscal 2024, OTI continued its implementation of digital equity projects, such as Big Apple Connect (BAC) and Link5G, that ensure greater accessibility to broadband for under-connected New Yorkers wherever they live, work, or travel across the five boroughs. OTI also expanded the online MyCity portal which connects New Yorkers to many City services, including the application for affordable child care. The Agency also launched a redesigned website for New York City businesses, which boasts the City's first artificial intelligence-powered chatbot. Additionally, OTI launched the new JobsNYC page to make searching for career and job training opportunities easier and more accessible for New Yorkers.

OTI also seeks to advance equity through its procurement and contracting processes. In Fiscal 2024, OTI processed 155 Minority and Women-Owned Business Enterprise (M/WBE) information technology goods and professional service procurements, up from 152 in Fiscal 2023, totaling more than $222 million.

Lastly, OTI prioritizes the equitable release and growth of new technologies. During Fiscal 2024, OTI published the New York City Artificial Intelligence (AI) Action Plan, the nation's first broad AI policy. This AI plan provides a governance framework for City agencies to help them effectively and responsibly use these potentially transformative technologies while mitigating the risks of misuse, inaccuracy, bias, and discrimination. To guide this new frontier of technology, OTI convened an AI interagency Steering Committee and an external Advisory Network of subject matter experts in private industry and higher education.

OUR SERVICES AND GOALS

SERVICE 1 Deliver City IT services including hardware, software and technical support.

Goal 1a Provide quality service delivery and performance monitoring for OTI-managed systems.

Goal 1b Resolve all service disruptions within targeted levels.

Goal 1c Ensure all application development and IT infrastructure projects are delivered on time.

SERVICE 2 Support sharing and management of citywide data and information.

Goal 2a Increase the public's use of City government information through NYC.gov.

Goal 2b Increase the amount of publicly available data.

SERVICE 3 Regulate franchised cable services.

Goal 3a Ensure customer complaints are resolved positively.

SERVICE 4 Regulate provisioning of public telecommunication services on City streets.

Goal 4a Maximize usefulness, operability and cleanliness of public telecommunication services on City streets.

SERVICE 5 Arrange for free, fast, and reliable internet access to NYCHA eligible residents.

Goal 5a Ensure widespread adoption of broadband across eligible NYCHA developments.

SERVICE 6 Accelerate and simplify the delivery of City services and modernize supporting technologies.

Goal 6a Establish and maintain an online portal for accessing all City services and benefits.

HOW WE PERFORMED IN FISCAL 2024

SERVICE 1 Deliver City IT services including hardware, software and technical support.

Goal 1a Provide quality service delivery and performance monitoring for OTI-managed systems.

During Fiscal 2024, OTI focused on its critical mission of leveraging technology for New Yorkers by enhancing and adapting its services. The number of information technology services offered to agencies by OTI increased to 534 in Fiscal 2024. This slight increase from the 531 services offered in Fiscal 2023 is a substantial 52 percent increase from Fiscal 2022.

OTI's Public Safety Division is responsible for managing critical 911 infrastructure and has not experienced 'Critical' outages for five consecutive fiscal years. Of note, critical 911 infrastructure did not experience service disruption during the recent (July 2024) global CrowdStrike software incident, which caused widespread problems with Microsoft Windows because of a faulty software update.

The number of major incidents impacting OTI's services increased to 225 in Fiscal 2024 from 163 in Fiscal 2023. This is due, in part, to OTI providing more services in Fiscal 2024, but it is also due to an increase in the number of telecommunication issues that were carrier/vendor-driven.

	Actual					Target		Trend	
Performance Indicators	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
★ Services OTI provides	NA	NA	352	531	534	⇧	⇧	NA	Up
★ Critical public safety outages	0	0	0	0	0	⇩	⇩	Neutral	Down
★ Total outage time for critical public safety infrastructure (minutes)	0	0	0	0	0	⇩	⇩	Neutral	Down
★ Major incidents that directly impact services that OTI provides	NA	NA	51	163	225	⇩	⇩	NA	Down

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

Goal 1b Resolve all service disruptions within targeted levels.

In Fiscal 2024, OTI added new services and continued to modernize technology through the fine-tuning of the Agency's automated monitoring tools and enterprise systems. As a result, the total number of incidents across all priorities decreased in Fiscal 2024 to 19,724 from 21,745 in Fiscal 2023. This nine percent decrease for all incidents across all priorities reflects a substantial improvement in the Agency's operational performance.

However, the number of 'Critical' incidents in Fiscal 2024 increased to 171 from 155 the prior fiscal year. Despite this increase, the average incident resolution time by Service Level Agreement (SLA) for critical incidents decreased dramatically from 11 hours in Fiscal 2023 to seven hours in Fiscal 2024. Contributing to the decrease were the operational efficiencies implemented by OTI's Customer Service Delivery Division which made the OTI systems less reliant on third party networks and cloud systems.

Similarly, average resolution times, by SLA level, for high and low priority incidents decreased almost 15 percent and 36 percent, respectively, in Fiscal 2024. Improved infrastructure and application monitoring tools led to fewer incidents thereby intensifying OTI personnel resources efforts towards lower average resolution times.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
★ Incidents by severity level — Critical	157	100	61	163	171	⇩	⇩	Up	Down
Incidents by severity level — High	1,997	1,506	564	818	684	*	*	Down	Down
Incidents by severity level — Medium and Low	38,942	39,843	15,725	20,764	18,869	*	*	Down	Down
★ Average incident resolution time by SLA level (hours) — Critical	5	5	6	11	7	⇩	⇩	Up	Down
Average incident resolution time by SLA level (hours) — High	10	17	24	27	23	*	*	Up	Down
Average incident resolution time by SLA level (hours) — Medium	24	31	51	53	54	*	*	Up	Down
Average incident resolution time by SLA level (hours) — Low	21	5	27	25	16	*	*	Up	Down

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

Goal 1c Ensure all application development and IT infrastructure projects are delivered on time.

In Fiscal 2024, 'New service catalog submissions to support outside agencies' increased 13 percent from 57,077 in Fiscal 2023 to 64,677. During the same period, OTI's 'Delivery time of services for external agencies (days)' decreased to 13 days compared to 17 days in Fiscal 2023. The 24 percent improvement for delivery time in Fiscal Year 2024 reflects an improvement in OTI performance despite the year-over-year increase in the number of service submissions.

OTI is also making the process of requesting and receiving services more efficient. During Fiscal 2024, the 'Number of catalog items' (that agency users may select when requesting a service) increased 20 percent from 91 to 109 items, a 63 percent increase from Fiscal 2022. Agency requests are delivered to OTI's personnel faster and more efficiently which creates increased capacity and shorter delivery times.

In Fiscal 2024, the improvements in OTI application development, incident resolution, and submission request for services resulted in a 92 percent customer satisfaction rate in OTI customer surveys. The customer satisfaction rate has remained 90 percent since January 2023.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
★ New service catalog submissions to support outside agencies	NA	NA	29,646	57,077	64,677	*	*	NA	*
Catalog items	NA	NA	67	91	109	*	*	NA	Up
Delivery time of services for external agencies (days)	NA	NA	8	17	13	*	*	NA	Down
Customer satisfaction rate (%)	NA	NA	NA	91%	92%	90%	90%	NA	Up
Customer survey completion rate	NA	NA	NA	10%	9%	*	*	NA	Up

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

SERVICE 2 Support sharing and management of citywide data and information.

Goal 2a Increase the public's use of City government information through NYC.gov.

The number of unique visitors on NYC.gov increased three percent in Fiscal 2024. This was due, in part, to an increase in traffic from initiatives that drive volume such as MyCity and JobsNYC.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
NYC.gov web page views (000)	288,651.9	312,134.4	296,892.7	274,770.7	281,120.5	*	*	Neutral	Up
★ NYC.gov unique visitors (average monthly) (000)	5,438	6,397	6,668	6,081	6,262	⇧	⇧	Neutral	Up

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

Goal 2b Increase the amount of publicly available data.

Throughout Fiscal 2024, OTI staff worked with City agency OpenData coordinators to expand both the number and quality of offerings available on the Open Data portal. As a result, there was an increase in each publicly available data. These increases were partially due to OTI's Office of Data and Analytics (ODA) holding community-driven events including the annual Open Data Week and quarterly Analytics Exchange sessions. These sessions provide data visualization and dashboarding tools and techniques for both creators and consumers of analytic information.

At the close of Fiscal 2024, the Open Data platform contained over 5.7 billion rows of available data which is an increase of 24 percent from Fiscal 2023. Public consumption of this data increased during Fiscal 2024 as demonstrated by a 97 percent increase in dataset downloads, a 61 percent increase in dataset views using an Application Programming Interface (API), and a 15 percent increase in dataset views utilizing the NYC Open Data Website.

	Actual					Target		Trend	
Performance Indicators	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
★ Rows of data available for download on NYC.gov/OpenData	NA	NA	4,136,674,015.0	4,586,343,617.0	5,703,296,462.0	⇧	⇧	NA	Up
Datasets with data dictionaries on NYC.gov/OpenData (%)	91.4%	92.2%	91.7%	91.9%	92.7%	*	*	Neutral	Up
NYC.gov/OpenData Dataset Downloads	NA	1,288,693	1,621,870	1,526,703	2,999,769	*	*	NA	Up
NYC.gov/OpenData Dataset Views (Website)	NA	4,038,236	4,161,744	4,909,461	5,624,596	*	*	NA	Up
NYC.gov/OpenData Dataset Views (API)	NA	1,287,347,941	892,155,218	613,414,244	989,341,576	*	*	NA	Up

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

SERVICE 3 Regulate franchised cable services.

Goal 3a Ensure customer complaints are resolved positively.

The number of video cable complaints citywide at franchised cable video services decreased by 10 percent in Fiscal 2024. This is reflective of the increasing popularity of streaming services. The percentage of those complaints resolved within targeted levels by the cable franchisers increased six percentage points to 96 percent.

	Actual					Target		Trend	
Performance Indicators	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Video cable complaints citywide	2,839	2,941	2,426	1,550	1,390	*	*	Down	Down
★ Video complaints resolved citywide (%)	77%	78%	91%	90%	96%	⇧	⇧	Up	Up

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

SERVICE 4 Regulate provisioning of public telecommunication services on City streets.

Goal 4a Maximize usefulness, operability, and cleanliness of public telecommunication services on City streets.

Through OTI's collaboration with the franchisee CityBridge, the LinkNYC sidewalk digital kiosks provide the public with free, high-speed Wi-Fi, nationwide phone calls, device charging, and access to City services, maps, and directions. During Fiscal 2024, subscribers to LinkNYC increased 18 percent to over 16 million. The newest phase of LinkNYC — Link5G — supplies the infrastructure for cellular service providers to expand wireless 5G technology and to expand Wi-Fi service in under-connected communities. Link5G's equity-focused rollout will deploy 90 percent of the new kiosks above 96th Street in Manhattan and borough-wide. Also, the number of summonses for unacceptable LinkNYC kiosks decreased over 28 percent from Fiscal 2023.

In connection with this effort, OTI partnered with CityBridge to launch five Gigabit Centers, one in each borough, to provide access to high-speed Wi-Fi, digital devices, and digital literacy training for students, older adults and immigrants.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
★ Cumulative number of LinkNYC subscribers	8,983,785	9,699,767	11,321,069	13,597,643	16,069,742	⇧	⇧	Up	Up
Summonses issued for LinkNYC kiosks with inoperable phone service or unacceptable appearance	59	73	175	42	30	*	*	Down	*
Revenue collected from LinkNYC Franchise Fees and liquidated damages ($000)	$0.0	$26,875.0	$5,466.0	$5,892.0	$5,960.8	$4,500.0	$4,500.0	Down	*

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

SERVICE 5 Arrange for free, fast, and reliable internet access to NYCHA eligible residents.

Goal 5a Ensure widespread adoption of broadband across eligible NYCHA developments.

Big Apple Connect (BAC), the nation's largest municipally subsidized broadband program, provided free high-speed internet access to over 152,000 households, or 80.1 percent of those eligible residents, in 220 NYCHA developments in Fiscal 2024, up from 76.0 percent in Fiscal 2023. Over 330,000 NYCHA residents utilized this program during this fiscal year. Although funding for the federal Affordable Connectivity Program expired during Fiscal 2024, BAC will continue to provide free internet and basic cable TV service to NYCHA residents throughout Fiscal 2025.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
★ Eligible residents adopting Big Apple Connect services (%)	NA	NA	NA	76.0%	80.1%	⇧	⇧	NA	Up
NYCHA developments served by Big Apple Connect (%)	NA	NA	NA	92%	100%	*	*	NA	Up
Households served by Big Apple Connect	NA	NA	NA	136,374	152,401	*	*	NA	Up

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

SERVICE 6 Accelerate and simplify the delivery of City services and modernize supporting technologies.

Goal 6a Establish and maintain an online portal for accessing all City services and benefits.

In March 2023, OTI launched MyCity, a one-stop shop for City services and benefits, which includes a simplified child care application. In Fiscal 2024, there were over 1.8 million page views of the MyCity child care online portal, providing public access to apply for affordable child care. The number of child care applications submitted using MyCity more than tripled between Fiscal 2023 and Fiscal 2024. MyCity enables the public to track, screen and manage their eligibility and application status. Those seeking affordable child care can also store personal data, enabling enhanced access to additional core services.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
★ Child care applications submitted using MyCity	NA	NA	NA	8,624	41,586	⇧	⇧	NA	Up

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Citywide IT professional services contracts in use by agencies (%)	49%	52%	52%	43%	40%	*	*	Down	*

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Trend	
Customer Experience	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Letters responded to in 14 days (%)	NA	100%	100%	100%	100%	*	*	NA	Up
E-mails responded to in 14 days (%)	NA	100%	99%	99%	94%	*	*	NA	Up
Percent meeting time to close – cable complaint - miscellaneous (30 days)	NA	85	76	65	74	*	*	NA	*
Percent meeting time to close – cable complaint - video service (15 days)	NA	53	61	73	78	*	*	NA	*
Percent meeting time to close – cable complaint - billing (30 days)	NA	77	81	68	84	*	*	NA	*

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

AGENCY RESOURCES

	Actual[1]					Plan[2]		
Resource Indicators	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5yr Trend
Expenditures ($000,000)[3]	$821.7	$970.7	$924.5	$897.4	$1,003.8	$890.4	$813.0	Up
Revenues ($000,000)	$150.7	$172.1	$170.3	$155.1	$147.7	$143.3	$142.8	Neutral
Personnel	1,687	1,646	1,564	1,166	1,526	1,580	1,540	Down
Overtime paid ($000)	$2,677	$1,262	$1,049	$1,352	$305	$305	$305	Down

[1]Actual financial amounts for the current fiscal year are not yet final. Final fiscal year actuals, from the Comptroller's Comprehensive Annual Financial Report, will be reported in the next PMMR. Refer to the "Indicator Definitions" at nyc.gov/mmr for details. [2]Authorized Budget Level [3]Expenditures include all funds
"NA" - Not Available * None

SPENDING AND BUDGET INFORMATION

Where possible, the relationship between an agency's goals and its expenditures and planned resources, by budgetary unit of appropriation (UA), is shown in the 'Applicable MMR Goals' column. Each relationship is not necessarily exhaustive or exclusive. Any one goal may be connected to multiple UAs, and any UA may be connected to multiple goals.

Unit of Appropriation	Expenditures FY23[1] ($000,000)	Modified Budget FY24[2] ($000,000)	Applicable MMR Goals[3]
Personal Services - Total	$161.9	$170.1	
001 - Technology Services	$84.9	$87.1	All
003 - Admin/Operations	$15.6	$18.0	All
007 - 911 Technical Operations	$19.0	$20.8	1a, 1b, 1c
009 - Mayor's Office of Media & Entertainment	$8.4	$9.1	*
011 - 311	$19.3	$20.8	*
013 - New York City Cyber Command	$14.7	$14.3	*
Other Than Personal Services - Total	$735.5	$833.7	
002 - Technology Services	$425.7	$518.1	All
004 - Admin/Operations	$49.1	$49.5	All
008 - 911 Technical Operations	$82.4	$93.6	1a, 1b, 1c
010 - Mayor's Office of Media & Entertainment	$13.4	$26.4	*
012 - 311	$46.0	$41.2	*
014 - New York City Cyber Command	$118.9	$104.9	*
Agency Total	$897.4	$1,003.8	

[1]Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2023. Includes all funds. [2]City of New York Adopted Budget for Fiscal 2024, as of June 2024. Includes all funds. [3]Refer to agency goals listed at front of chapter. "NA" Not Available * None

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- The indicator 'Number of catalog items' was changed to 'Catalog items' as part of standardized naming conventions.
- The indicator 'Percentage of customers satisfied' was changed to 'Customer satisfaction rate' as part of standardized naming conventions.
- The indicator 'Rows of data available for download on NYC.gov/OpenData' was made critical.
- The indicator 'Video complaints resolved citywide (%)' was made critical.
- The indicator 'Cumulative number of LinkNYC subscribers' was made critical.
- The indicator 'Residential buildings citywide that are serviceable by either broadband or fiber optic cable' was removed from Goal 4a. Modifications made to the Federal Communications Commission foundational data map led to uncertain results.
- The indicator 'Eligible residents adopting Big Apple Connect Services (%)' was made critical.
- The indicator 'Child care applications submitted using MyCity' was made critical.
- Previously published Fiscal 2023 data for 'Child care applications submitted using MyCity' was adjusted up to 8,624.
- Preceding the Fiscal 2024 Mayor's Management Report, the Mayor's Office of Operations continued implementation of updated standards for indicator names. Minimal stylistic changes, such as the use of em-dashes, percent symbols and acronyms, were made to the names of previously published indicators here within.

ADDITIONAL RESOURCES

For additional information go to:

- NYC.gov:
  http://www.nyc.gov/
- The New York City Artificial Intelligence (AI) Action Plan:
  https://www.nyc.gov/assets/oti/downloads/pdf/reports/artificial-intelligence-action-plan.pdf
- NYC Open Data:
  http://nyc.gov/opendata
- OTI's Strategic Plan:
  https://www1.nyc.gov/assets/oti/downloads/pdf/about/strategic-plan-2022.pdf
- The Social Indicators and Equity Report, EquityNYC:
  http://equity.nyc.gov/
- For more information on the agency, please visit: www.nyc.gov/OTI.