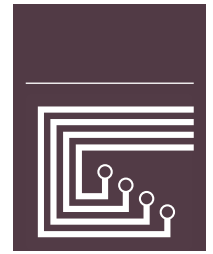


OFFICE OF TECHNOLOGY AND INNOVATION

Matthew C. Fraser, Chief Technology Officer



WHAT WE DO

The Office of Technology and Innovation (OTI) consolidated the City's technology departments and offices into a single technology organization designed to help streamline their operations and foster interagency cooperation. OTI builds partnerships with City agencies large and small to ensure the best possible technology services, tools and guidance are available to drive technology excellence at all levels. In addition, OTI works with industry, academic, and civic partners to enhance the overall technology ecosystem of New York City to provide opportunities for those disconnected from the digital economy and make our City a world-leading location for technology innovation, enterprise, and equitable participation.

FOCUS ON EQUITY

OTI is dedicated to delivering tech-based services that improve the lives of all New Yorkers and bridge the digital divide. In 2022, OTI launched a pair of cornerstone digital equity projects—Big Apple Connect and Link5G—that ensure greater online connectivity for underserved New Yorkers. Big Apple Connect provided free high-speed internet access to 90,000 households in 130 developments in 2022 and will expand to more than 200 sites in 2023. The Link5G initiative will deploy 2,000 kiosks to upgrade critical telecom infrastructure and improve wireless access across the city, 90 percent of Link5Gs deployed will be in the outerboroughs and above 96th Street in Manhattan. In addition, OTI is increasing device access and digital literacy through various other programs, including Connected Communities and Gigabit Innovation Centers.

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.
 - 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 eligible NYCHA residents.

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

HOW WE PERFORMED

During the first four months of Fiscal 2023 the newly consolidated Office of Technology and Innovation focused its critical mission of leveraging technology for New Yorkers by streamlining and enhancing the services provided. Selected highlights include:

- Release of [OTI's Strategic Plan](#), laying out OTI's priorities and commitments.
- Launch of *Big Apple Connect*, the nation's largest free municipal broadband program providing high-speed Internet access and basic cable television service to people living in more than 130 New York City Housing Authority (NYCHA) developments and 200 NYCHA developments by the end of 2023.
- LinkNYC Kiosks—Expanding 5G Access—During the first four months of Fiscal 2023 OTI, in partnership with LinkNYC, deployed 72 new 5G kiosks. The newest next-generation LinkNYC kiosks will deliver ultra-fast 5G & expanded wireless infrastructure across the city, 90 percent designated for the Bronx, Brooklyn, Queens, Staten Island and above 96th Street in Manhattan.
- Over the last six months, OTI in an ongoing partnership with LinkNYC opened three Gigabit Centers in Manhattan, Bronx, and Queens. These centers provide free high-speed Internet, access to computers, and technology training, as part of the City's ongoing efforts to help bridge the digital divide. Additional centers will be opened in Brooklyn and Staten Island in Calendar 2023.
- New York City opened Humanitarian Emergency Response and Relief Centers (HERRCs) to support the hundreds of asylum seekers arriving in New York City each day from Texas and other southern border states. These centers aid newly arriving individuals and families and offer connections to the full range of services and support they need. OTI was tasked with assisting NYC Health + Hospital and its partners with technology, infrastructure, and technology-related operational support. In just a couple of weeks, OTI worked with its vendor to deploy HOST NYC, an application that provides end-to-end household and guest tracking workflow, including intake, bed assignment, case management, referrals, discharge, reporting, and inventory capabilities. As the program continues, OTI will support the opening of additional locations and enhance the application to meet evolving business needs, while also offering 24/7 onsite and virtual support.
- OTI is developing the MyCity Portal to create a one-stop portal with a common digital experience for accessing all City services and benefits. OTI's Applications, Legal, InfoPrivacy, Cyber and Digital Services divisions along with other agencies are working toward the beginning of next year goal to launch the first service, which is Childcare.
- Provided recommendations and solutions on improving OTI's recruitment, hiring and retention strategies through the TeamTech program.

Along with these technology efforts, in the first four months of Fiscal 2023 the general work of the agency remained on track:

- Over the first four months of Fiscal 2023, the number of information technology services offered to agencies was increased to 378.
- OTI's Public Safety Division, which is responsible for managing critical 911 infrastructure, which experienced no critical outages for three consecutive fiscal years.
- During the first four months of Fiscal 2023, OTI continued to fine tune the automated monitoring tools and enterprise system. High priority incident resolution time was 19 hours, Medium and Low incidents were 15 hours and 10 hours, respectively. Critical incidents resolution time was 10 hours largely due to third party telecommunication events.
- During the first four months of Fiscal 2023 the number of requests for OTI services by external agencies was 17,885 and the delivery time of the OTI services for external agencies was 11 days.
- During this period OTI standardized and streamlined external agencies request submissions using 74 catalog items.

- In the latter part of Preliminary Fiscal 2023, implemented a customer satisfaction survey to ensure excellent quality of service to OTI customers. Preliminary results indicate an 85 percent satisfaction rate.
- The number of rows of data available for download on NYC.gov/OpenData was 4,466,917,086.
- During the first four months of Fiscal 2023 the percentage of datasets with data dictionaries remained constant due to the number of legacy datasets without dictionaries.
- In the first four months of Fiscal 2023, the number of subscriptions to the LinkNYC franchise crossed 12 million. The number of subscriptions should increase in Fiscal 2023 as Link5G devices are installed in neighborhoods with a lack of other broadband options.

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

Goal 1a Provide quality service delivery and performance monitoring.

Performance Indicators	Actual			Target		4-Month Actual	
	FY20	FY21	FY22	FY23	FY24	FY22	FY23
★ Services OTI provides	NA	NA	352	↑	↑	NA	378
★ Incidents that directly impact services that OTI provides	NA	NA	68	↓	↓	NA	154
★ Critical public safety outages	0	0	0	↓	↓	0	0
★ Total outage time for critical public safety infrastructure (minutes)	0	0	0	↓	↓	NA	0
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None							

Goal 1b Resolve all service disruptions within targeted levels.

Performance Indicators	Actual			Target		4-Month Actual	
	FY20	FY21	FY22	FY23	FY24	FY22	FY23
★ Incidents by severity level - Critical	157	100	61	↓	↓	NA	17
Incidents by severity level - High	1,997	1,506	564	*	*	NA	268
Incidents by severity level - Medium and Low	38,942	39,843	15,725	*	*	NA	7,978
★ Average incident resolution time by SLA level (hours) - Critical	5	5	6	↓	↓	NA	10
Average incident resolution time by SLA level (hours) - High	10	17	24	*	*	NA	19
Average incident resolution time by SLA level (hours) - Medium	24	31	51	*	*	NA	15
Average incident resolution time by SLA level (hours) - Low	21	5	27	*	*	NA	10
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None							

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY20	FY21	FY22	FY23	FY24	FY22	FY23
★ New service catalog submissions to support outside agencies	NA	NA	29,646	*	*	NA	17,885
Number of catalog items	NA	NA	67	*	*	NA	74
Delivery time of services for external agencies (days)	NA	NA	8	*	*	NA	11
Percentage of customers satisfied	NA	NA	NA	90%	90%	NA	85%
Customer survey completion rate	NA	NA	NA	*	*	NA	8%
★ 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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY20	FY21	FY22	FY23	FY24	FY22	FY23
NYC.gov web page views (000)	288,651.9	312,134.4	296,892.7	*	*	97,951.2	90,340.5
★ NYC.gov unique visitors (average monthly) (000)	5,438	6,397	6,668	↑	↑	6,480	5,898
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None							

Goal 2b Increase the amount of publicly available data.

Performance Indicators	Actual			Target		4-Month Actual	
	FY20	FY21	FY22	FY23	FY24	FY22	FY23
Rows of data available for download on NYC.gov/OpenData	NA	NA	4,136,674,015	*	*	NA	4,466,917,086
Datasets with data dictionaries on NYC.gov/OpenData (%)	91.4%	92.2%	91.7%	*	*	NA	91.8%
NYC.gov/OpenData Dataset Downloads	NA	1,288,693	1,621,870	*	*	NA	506,113
NYC.gov/OpenData Dataset Views (Website)	NA	4,038,236	4,161,744	*	*	NA	1,166,939
NYC.gov/OpenData Dataset Views (API)	NA	1,287,347,941	892,155,218	*	*	NA	195,364,444
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None							

SERVICE 3 Regulate franchised cable services.

Goal 3a Ensure customer complaints are resolved positively.

Performance Indicators	Actual			Target		4-Month Actual	
	FY20	FY21	FY22	FY23	FY24	FY22	FY23
Video cable complaints Citywide	2,839	2,941	2,426	*	*	NA	603
Video complaints resolved Citywide (%)	77%	78%	91%	*	*	NA	90%
★ 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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY20	FY21	FY22	FY23	FY24	FY22	FY23
Cumulative number of LinkNYC subscribers	8,983,785	9,699,767	11,321,069	*	*	10,143,363	12,248,067
Summonses issued for LinkNYC kiosks with inoperable phone service or unacceptable appearance	59	73	175	*	*	NA	25
Revenue collected from LinkNYC Franchise Fees and liquidated damages (\$000)	\$0.0	\$26,875.0	\$5,466.0	\$4,500.0	\$4,500.0	\$1,720.3	\$4,139.0
Percentage of residential buildings citywide that are serviceable by either broadband or fiber optic cable (%)	NA	NA	NA	*	*	NA	87
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None							

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

Goal 5a

Ensure widespread adoption of broadband across eligible NYCHA developments.

Performance Indicators	Actual			Target		4-Month Actual	
	FY20	FY21	FY22	FY23	FY24	FY22	FY23
Percentage of eligible residents adopting Big Apple Connect Services (%)	NA	NA	NA	*	*	NA	70.0%
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None							

AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual			Target		4-Month Actual	
	FY20	FY21	FY22	FY23	FY24	FY22	FY23
Citywide IT professional services contracts in use by agencies (%)	49%	52%	52%	*	*	NA	51%
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None							

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY20	FY21	FY22	FY23	FY24	FY22	FY23
Customer Experience							
Letters responded to in 14 days (%)	NA	100%	100%	*	*	100%	100%
E-mails responded to in 14 days (%)	NA	100%	99%	*	*	NA	99%
Percent meeting time to close – cable complaint - miscellaneous (30 days)	NA	85	76	*	*	NA	67
Percent meeting time to close – cable complaint - video service (15 days)	NA	53	61	*	*	NA	77
Percent meeting time to close – cable complaint - billing (30 days)	NA	77	81	*	*	NA	67
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None							

AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2022 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY20	FY21	FY22	FY23	FY23 ¹	FY24 ¹	FY22	FY23
Expenditures (\$000,000) ²	\$821.7	\$970.7	\$924.5	\$720.8	\$838.9	\$697.4	\$524.9	\$494.6
Revenues (\$000,000)	\$150.7	\$172.1	\$170.3	\$170.3	\$160.0	\$143.3	\$61.1	\$49.5
Personnel	1,687	1,646	1,564	1,760	1,659	1,642	1,602	1,519
Overtime paid (\$000)	\$2,677	\$1,262	\$1,049	\$315	\$324	\$315	\$278	\$324
¹ January 2022 Financial Plan. ² Expenditures include all funds "NA" - Not Available								

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 FY22 ¹ (\$000,000)	January 2023 Financial Plan FY23 ² (\$000,000)	Applicable MMR Goals ³
Personal Services - Total	\$161.3	\$157.3	
001 - Technology Services	\$82.9	\$78.9	All
003 - Admin/Operations	\$17.0	\$16.4	All
007 - 911 Technical Operations	\$18.2	\$17.8	1a, 1b, 1c
009 - Mayor's Office of Media & Entertainment	\$7.4	\$8.6	*
011 - 311	\$18.7	\$18.5	*
013 - New York City Cyber Command	\$17.1	\$17.1	*
Other Than Personal Services - Total	\$763.1	\$681.7	
002 - Technology Services	\$456.7	\$369.6	All
004 - Admin/Operations	\$45.0	\$50.4	All
008 - 911 Technical Operations	\$81.0	\$90.8	1a, 1b, 1c
010 - Mayor's Office of Media & Entertainment	\$26.1	\$29.9	*
012 - 311	\$52.6	\$36.2	*
014 - New York City Cyber Command	\$101.8	\$104.8	*
Agency Total	\$924.5	\$838.9	

¹Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2022. Includes all funds. ²Includes all funds. ³Refer to agency goals listed at front of chapter. "NA" Not Available * None

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- The indicators 'Delivery time of services for external agencies' and 'Number of catalog items' were added during the first four months of Fiscal 2023 to increase the efficiency of delivery of the agency's services and measure customer agency expectations on the delivery of those OTI services.
- The indicator 'Houses passed with cable/fiber by borough (%)' was renamed to 'Percentage of residential buildings citywide that are serviceable by either broadband or fiber optic cable.' The data for this metric is being introduced during the first four months of Fiscal 2023 to track the efforts to provide universal broadband for all New Yorkers.
- Launched in October 2022 by OTI's Service Desk, the survey indicators, 'Percentage of customers satisfied' and 'Customer survey completion rate' was added. These indicators provide data reflecting the delivery of OTI services and how frequent surveys are completed.

ADDITIONAL RESOURCES

For additional information go to:

- NYC.gov:
<http://www.nyc.gov/>
- 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.