OFFICE OF TECHNOLOGY AND INNOVATION

WHAT WE DO

The Office of Technology and Innovation (OTI) coordinates citywide policies and projects that democratize access to technology, improve service delivery, and keep New Yorkers and their data safe. OTI works closely with agencies across New York 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 to ensure that City agency technology deployments create a safer, more equitable City for New Yorkers.

FOCUS ON EQUITY

OTI is committed to making technology more accessible for New York City families, students, older adults, job seekers and business owners. OTI's extensive efforts to bridge the City's digital divide include enhanced access to free internet, internet-enabled devices, digital literacy and skills training, as well as support programs to ensure New Yorkers across the five boroughs are equipped to use the internet.

Last year, OTI hired its first Chief Digital Equity Officer (June 2025), published its first Digital Equity Roadmap, a plan outlining 11 new initiatives to meet the needs of under connected New Yorkers (March 2025), and in October 2025, hosted a forum during National Digital Inclusion Week festivities. This year's events, entitled 'Connecting NYC: Advancing Digital Equity', focused on the impact that community organizations and individuals have on closing the digital divide. The New York City Office of Data Analytics also partnered with civic tech organization BetaNYC and the Data Through Design art collective to celebrate the 9th annual NYC Open Data Week, a week-long celebration of publicly available data in New York City, featuring more than 70 free in-person and virtual events.

Advancing equitable access to the internet is a main priority of OTI's. Big Apple Connect—a program providing fast and free internet access to 330,000 public housing residents across 220 City-owned developments—was extended in September 2025 for an additional three years, providing safe and reliable internet connectivity into calendar year 2028. The extension also includes funding for digital literacy programs in libraries, the availability of online virtual training, and other resources to benefit public housing residents. OTI also funds and administers NYC Connected Communities, a long-term, large-scale digital inclusion initiative that provides digital literacy and employment resources in historically underserved areas for thousands of New Yorkers every year. In partnership with NYC Parks, the Department for the Aging (DFTA), New York City Housing Authority (NYCHA), and the city's three library systems, NYC Connected Communities underwrites over 100 public sites to enable critical delivery of devices, software, mobile hotspots, and over 24,000 hours annually of high-quality digital literacy programs.

Bridging the digital divide requires more than internet access alone, it also requires access to devices. Earlier in Fiscal 2026, OTI partnered with T-Mobile and Dell Technologies to launch a program to distribute 350,000 internet-enabled Chromebooks to New York City public school students, during the 2025-2026 School Year. This program is designed to ensure that students across the City have access to the essential tools necessary to succeed in today's digital learning environment. The internet-enabled devices come equipped with LTE or 5G access through the City's agreement with T-Mobile, which also offers discounted personal plans for New York City's nearly 300,000-person municipal workforce.

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

- OTI has always prioritized effective and efficient service delivery, and the increase in service offerings to 602 through the first four months of Fiscal 2026 (up from 547 in the same period last fiscal year) is reflective of that focus.
- Public safety outages put the lives of New Yorkers at risk. There were zero public safety outages in the first four months of Fiscal 2026, and therefore no corresponding outage time. This demonstrated a return to normal operations after one public safety outage in this period of Fiscal 2025 lasted for 420 minutes. Of note, critical 911 infrastructure did not experience service disruption during the global Azure software incident in October 2025. To support first responder agencies in responding to critical public safety incidents, which include outages, OTI recently deployed a first-of-its-kind emergency communications vehicle. This state-of-the-art vehicle provides essential mission-based support and ensures uninterrupted connectivity to the City's first responder agencies during planned events and disaster situations.
- Through the first four months of Fiscal 2026, critical and high-level incidents decreased by 21 percent and 31 percent, respectively, compared to the same period last year. This is attributable to downstream benefits from hardware and software upgrades and the migration to cloud services highlighted during Fiscal 2025.
- The average incident resolution time for high priority incidents increased 39 percent over the first four months of Fiscal 2026 compared to the same period last year. This is due to an unexpected uptick in August 2025. The average resolution time in September, October, and November 2025 were more typical of the Fiscal 2025 average. The average resolution time for medium priority incidents decreased 22 percent as staff continued to resolve such incidents with increasing efficiency.
- OTI is making the process of requesting and receiving services more efficient. During the first four months of Fiscal 2026, the number of catalog items that agency users can select when requesting a service increased 14 percent, from 21,025 to 23,906. The more specific the catalog item, the quicker the request can get to the right group of people to be processed. Therefore, the higher the number of catalog items, the more quickly and efficiently the requests can be processed.
- Viewership of NYC.gov web pages increased over 22 percent in the first four months of Fiscal 2026 as compared to the same period of Fiscal 2025, following a successful website redesign. The revamped NYC.gov was tested by New Yorkers, and its design was influenced by hundreds of residents with diverse backgrounds and skillsets.
- NYC Open Data Portal continues to see massive increases in dataset viewership with dataset views via application programming interface (API) up 34 percent, dataset views via the website up 61 percent, and dataset downloads up 59 percent across comparative reporting periods. OTI's Office of Data Analytics has driven these significant increases in user traffic by co-organizing the Open Data week festival and the nyc.gov/discoveropendata introductory classes. The Office of Data Analytics also runs the Analytics exchange community of practice for data analysts across City agencies, providing them with opportunities to showcase their work, and discuss shared resources and challenges.
- OTI continues to track the total number of video cable complaints made about cable providers. Through the first four months of Fiscal 2026, those complaints decreased nearly 83 percent compared to the same period last year because of the continued decline in cable tv subscriptions and the rise of streaming services.
- LinkNYC is one of OTI's most successful initiatives providing fast and free WiFi to over 19 million subscribers. Through October of Fiscal 2026, subscribership increased 16 percent due to OTI's continued investments into the program.
- Through the first four months of Fiscal 2026, child care applications submitted using the MyCity portal decreased almost 15 percent compared to the same point in Fiscal 2025. Fiscal 2025 was a record for child care applications submitted using MyCity after its launch in Fiscal 2023, the full fiscal year total will give better insights into utilization.

- Overall, the percentage of cable complaint service requests has improved during the first four months of Fiscal 2026 as a result of fewer complexities with incoming requests and increased efficiency from responders. The percentage of billing complaints meeting their service level agreement time to first action increased from 44 percent to 77 percent. Those meeting their service level agreement times for miscellaneous complaints increased from 59 percent to 79 percent and those for cable TV service complaints decreased slightly from 74 percent to 72 percent. Cable provider responsiveness has a large impact on response rates as they handle the majority of investigations and the ultimate resolution of incidents.

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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
★ Services OTI provides	531	534	600	⇧	⇧	547	602
★ Critical public safety outages	0	0	1	⇩	⇩	1	0
★ Total outage time for critical public safety infrastructure (minutes)	0	0	420	⇩	⇩	420	0
★ Major incidents that directly impact services that OTI provides	163	225	171	⇩	⇩	56	58
★ 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	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
★ Incidents by severity level — Critical	163	171	146	⇩	⇩	58	46
Incidents by severity level — High	818	684	401	*	*	174	120
Incidents by severity level — Medium and Low	20,764	18,869	17,907	*	*	6,375	5,955
★ Average incident resolution time by SLA level (hours) — Critical	11	7	7	⇩	⇩	8	8
Average incident resolution time by SLA level (hours) — High	27	23	60	*	*	33	46
Average incident resolution time by SLA level (hours) — Medium	53	54	54	*	*	64	50
Average incident resolution time by SLA level (hours) — Low	25	16	11	*	*	13	13
★ 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	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
★ New service catalog submissions to support outside agencies	57,077	64,677	62,222	*	*	21,025	23,906
Catalog items	91	109	117	*	*	113	122
Delivery time of services for external agencies (days)	17	13	18	*	*	18	18
Customer satisfaction rate (%)	90.94%	92.18%	92.49%	90.00%	90.00%	91.73%	92.01%
Customer survey completion rate	10%	9%	7%	*	*	8%	7%
★ 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	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
NYC.gov web page views (000)	274,770.7	281,120.5	276,976.1	*	*	96,598.5	118,325.6
★ NYC.gov unique visitors (average monthly) (000)	6,081	6,262	6,170	⇧	⇧	6,455	6,535
★ 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	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Rows of data available for download on NYC.gov/OpenData (000)	4,586,343.5	5,703,296.5	6,206,470.0	*	*	6,106,849.5	6,279,962.5
Datasets with data dictionaries on NYC.gov/OpenData (%)	91.9%	92.7%	93.8%	*	*	92.8%	93.5%
NYC.gov/OpenData Dataset Downloads	1,526,703	2,999,769	5,657,778	*	*	1,488,045	2,359,543
NYC.gov/OpenData Dataset Views (Website)	4,909,461	5,624,596	7,352,248	*	*	2,206,358	3,552,284
NYC.gov/OpenData Dataset Views (API) (000)	613,414	989,342	897,539	*	*	266,950	356,752
★ 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	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Video cable complaints citywide	1,550	1,390	639	*	*	476	83
★ Video complaints resolved citywide (%)	90%	96%	94%	⇧	⇧	99%	100%
★ 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	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
★ Cumulative number of LinkNYC subscribers	13,597,643	16,069,742	18,713,093	⇧	⇧	17,015,184	19,735,830
Summonses issued for LinkNYC kiosks with inoperable phone service or unacceptable appearance	42	30	9	*	*	NA	NA
Revenue collected from LinkNYC Franchise Fees and liquidated damages ($000)	$5,892.0	$5,960.8	$6,438.0	$4,500.0	$4,500.0	$2,128.6	$2,221.3
★ 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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
★ Eligible households adopting Big Apple Connect services (%)	76.0%	80.1%	81.4%	⇧	⇧	79.9%	82.4%
Households eligible for the Big Apple Connect program	136,374	152,401	152,401	*	*	152,401	152,407

★ 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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
★ Child care applications submitted using MyCity	8,624	41,586	69,856	⇧	⇧	24,315	20,765

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

AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual			Target		4-Month Actual	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Citywide IT professional services contracts in use by agencies (%)	43%	40%	43%	*	*	41%	43%

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

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
Customer Experience	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Letters responded to within 14 days (%)	100%	100%	100%	*	*	100%	100%
E-mails responded to within 14 days (%)	99%	94%	81%	*	*	82%	78%

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

Performance Indicators	Actual			Target		4-Month Actual	
Response to 311 Service Requests (SRs)	FY23	FY24	FY25	FY26	FY27	FY25	FY26
SLA — Cable complaint — Cable TV video service (% of SRs meeting time to action)	73%	78%	67%	*	*	74%	72%
SLA — Cable complaint — Billing (% of SRs meeting time to action)	68%	84%	60%	*	*	44%	77%
SLA — Cable complaint — Miscellaneous (% of SRs meeting time to action)	65%	74%	58%	*	*	59%	79%

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

AGENCY RESOURCES

	Actual			Sept. 2025 MMR Plan	Updated Plan	Plan	4-Month Actual	
Resource Indicators	FY23	FY24	FY25	FY26	FY26[1]	FY27[1]	FY25	FY26
Expenditures ($000,000)[2]	$897.4	$972.6	$922.3	$817.8	$967.2	$702.5	$492.3	$409.1
Revenues ($000,000)	$155.1	$147.7	$138.0	$141.4	$131.3	$140.6	$46.7	$44.0
Personnel	1,508	1,526	1,535	1,585	1,580	1,546	1,515	1,502
Overtime paid ($000)	$1,352	$2,066	$2,493	$305	$324	$324	$789	$1,043

[1]February 2026 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 FY25[1] ($000,000)	February 2026 Financial Plan FY26[2] ($000,000)	Applicable MMR Goals[3]
Personal Services - Total	$173.7	$181.0	
001 - Technology Services	$84.6	$87.3	All
003 - Admin/Operations	$21.0	$21.5	All
007 - 911 Technical Operations	$21.1	$20.0	1a, 1b, 1c
009 - Mayor's Office of Media & Entertainment	$9.3	$10.4	*
011 - 311	$20.9	$23.5	*
013 - New York City Cyber Command	$16.9	$18.2	*
Other Than Personal Services - Total	$748.6	$786.2	
002 - Technology Services	$457.3	$458.0	All
004 - Admin/Operations	$51.9	$51.8	All
008 - 911 Technical Operations	$95.4	$122.1	1a, 1b, 1c
010 - Mayor's Office of Media & Entertainment	$12.1	$24.0	*
012 - 311	$41.3	$42.8	*
014 - New York City Cyber Command	$90.6	$87.6	*
Agency Total	$922.3	$967.2	

[1]Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2025. Includes all funds. [2]Includes all funds. [3]Refer to agency goals listed at front of chapter. * None

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

None.

ADDITIONAL RESOURCES

For additional information go to:

- NYC.gov:
  http://www.nyc.gov/
- NYC 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/
- Website Redesign for NYC.gov:
  https://www.nyc.gov/main/learn-about-updated-website

For more information on the agency, please visit: www.nyc.gov/OTI.