

Introduction

On October 16, 2023, the Office of Technology and Innovation (OTI) published the New York City AI Action Plan, an ambitious, pioneering effort to promote the responsible and innovative use of AI across city government. The Action Plan included 37 actions across seven initiatives focused on supporting city agencies' efforts to understand and use AI tools, fostering appropriate governance across the city, and collaborating with external organizations, as well as the public, to track the evolving social and technological landscape for AI use, and seek feedback on the city's efforts.

Summary of Progress

In the first year since publication, OTI initiated or completed 30 of the 37 actions as described in the Action Plan, laying the groundwork for broader AI policy that will foster responsible deployment of these technologies. Our successes include:

1. Publishing two foundational policy documents, "AI Principles & Definitions" and "Generative AI Preliminary Use Guidance," to create common language around key terms and the city's values and approaches to using AI tools;
2. Expanding on publicly available information about the city's AI tools, including through NYC Open Data, to encourage transparency and build trust;
3. Convening several public listening sessions with New Yorkers to learn about their AI priorities, and planning for future public engagement;
4. Establishing an AI Steering Committee with leaders from 16 city agencies who meet quarterly to discuss the unique opportunities and challenges of AI in government;
5. Establishing an Advisory Network of AI experts in academia, civic society and industry to support the city in the responsible use of AI technologies; and
6. Conducting numerous conversations with local, state, federal, and international government bodies to share successes and challenges in AI governance.

As the above actions demonstrate, we have not undertaken this important work in isolation. OTI frequently collaborates with many different stakeholders to ensure that activities and policies are responsive to the needs and interests of agencies, New Yorkers, businesses, and educational institutions. The AI Steering Committee, which is composed of representatives from a diverse group of city agencies, meets quarterly to review OTI's progress on the AI Action Plan, discuss the latest developments in AI governance, and share best practices and risk considerations for developing and procuring AI products. The AI Special Interest Group, a broader collection of agency technology leaders, meets quarterly to share AI developments in the news and showcase agency AI projects which are of interest to technologists citywide. The AI Advisory Network, composed of subject matter experts from industry, academia, and civic society, also provides valuable feedback on draft policies and resources, best practices for testing and evaluating AI models, and insights on the development of sustainable AI innovation in the years to come. OTI also continues to engage with the public through listening sessions and officials with other governments eager to learn from our experiences and share their own work.

With support from this rich network of stakeholders, as well as its own research and expertise, OTI published the city’s first two AI policy documents: the AI Principles and Definitions and the Preliminary Use Guidance for Generative AI. OTI has continued conducting research and developing resources for a range of AI topics important to the city, including developing robust language for describing different types of AI systems, identifying the skills and procurement needs of agencies, outlining the AI project lifecycle and OTI’s support offerings, and planning educational resources.

Each of these projects have provided insights into the opportunities and challenges ahead for the city relative to the adoption of AI for the public good. With responsible implementation, AI could be leveraged in many ways to support the city workforce and the delivery of government services. At the same time, improvements to agency operations with AI may also come with unpredictable costs and face shrinking budgets for innovation, insufficient staff expertise, and other resourcing issues. OTI remains focused on bridging these gaps and discovering new solutions for resourcing AI project ideas.

Action Plan Changes

Initiative 7 of the Action Plan notes that OTI will periodically assess how the changing landscape of AI technologies affects the city’s activities and policies. The city’s work is keeping pace with technological advancements. We remain committed to making necessary updates as described in the Next Steps section below. This means reassessing objectives for some Action Plan activities based on our work over the past year. Specifically, in this progress report, the city will update Action 6.2 (Establish a Directory of Procured AI Tools and Guidance on Appropriate Use) from “Complete” within 12 months to “Initiate” within 12 months. This change reflects an opportunity to critically analyze how agencies procure AI tools and learn from shared experiences to achieve greater efficiency and improved support.

Next Steps

While our first-year successes implementing the Action Plan reaffirm New York City's leadership on AI usage and governance, we recognize that the work is only just beginning. As we advance toward completion of all 37 actions, we are excited to support responsible AI use in the long-term, and create the resources, know-how, infrastructure, and policy necessary for agencies to use AI tools in a productive and safe way. To support that vision, in the next 12 months, the city will:

1. Complete/initiate all remaining Action Plan actions according to their respective timelines. This includes continuing work on actions due to be initiated within the first 12 months.
2. Produce additional resources and carry out new activities derived from completed Action Plan items. This includes creating new use guidance for tools and holding additional public listening sessions of varying formats.
3. Update current policy and guidance. This will include an update to the Preliminary Use Guidance on Generative AI that was published in early 2024.
4. Improve access to and utilization of AI resources for agencies and the public. This will include ensuring that the nyc.gov/ai site and any additional internal information-sharing platforms not only contain relevant resources, but that that content is organized and presented in a way that supports general understanding of AI and the city's priorities.

Status of All Actions

	INITIATIVES/ACTIONS	STATUS
1.	Design and Implement a Robust Governance Framework	
1.1	Establish a City AI Steering Committee	Complete
1.2	Establish Guiding Principles and Definitions	Complete
1.3	Provide Preliminary Use Guidance	Complete
1.4	Create a Typology of AI Projects	Complete
1.5	Expand Public AI Reporting	Complete
1.6	Develop an AI Risk Assessment and Project Review Process	In Progress
1.7	Publish an Initial Set of AI Policies and Guidance Documents	Complete
1.8	Pursue Ongoing Monitoring to Review AI Tools in Operation	To Come
2.	Build External Relationships	
2.1	Create an Agenda for External Engagement	Complete
2.2	Establish an External Advisory Network	Complete
2.3	Use AI Advisory Network to Solicit Targeted Input on the City's Efforts	Complete
2.4	Explore Opportunities for Structured Partnerships with External Groups	In Progress
2.5	Support Information Sharing Across Governments	Complete
3.	Foster Public Engagement	
3.1	Hold Introductory Public Listening Sessions	Complete
3.2	Establish Plans to Integrate Public Input on Citywide Actions	Complete
3.3	Explore Public Education Resources and Partnerships	Complete
3.4	Create Guidance for Agencies on AI Public Engagement	In Progress
3.5	Design & Build Public-Facing Website	Complete
4.	Build AI Knowledge and Skills in City Government	
4.1	Explore and Pursue Opportunities to Foster Information Sharing Across Agencies and Teams	Complete
4.2	Identify High-Priority Agency Skills Needs	Complete
4.3	Assess the Landscape of Internal and External Resources to Support AI Knowledge-Building Efforts	Complete
4.4	Launch Initial Knowledge-Building Efforts	Complete
4.5	Explore Opportunities to Bring AI Talent into the City for Limited-Term Projects	In Progress
4.6	Centrally Track and Share Emerging Tools, Use Cases, and Considerations	Complete

4.7	Encourage Alignment on AI Skills and Duties	In Progress
5.	Support AI Implementation	
5.1	Identify Opportunities for In-House Tool Development	Complete
5.2	Develop Project Lifecycles and Identify Bottlenecks	In Progress
5.3	Define OTI and Agency Roles in Support of Projects	In Progress
5.4	Scale, Reuse, and Repurpose Identified In-House Projects	To Come
5.5	Provide Implementation Support, Tracking, and Risk Analysis	To Come
6.	Enable Streamlined and Responsible AI Acquisition	
6.1	Conduct Agency Needs Assessment	Complete
6.2	Establish Directory of Procured AI Tools and Guidance on Appropriate Use	In Progress
6.3	Support AI Piloting	Complete
6.4	Develop AI-Specific Procurement Standards or Guidance	To Come
6.5	Explore Creating New Contracts to Support Agency Needs	To Come
7.	Ensure Action Plan Measures Are Maintained and Updated, and Report Annually on the City's Progress	
7.1	Institute and Use Processes for Refreshing Key Aspects of the City's Plan on an Ongoing Basis	Complete
7.2	Publish an Annual AI Progress Report	Complete