



MyCity Portal Development and Implementation

What questions did the audit look at?

- ▶ Did the MyCity portal streamline the delivery of services and benefits and allow the City to track performance in real time?

Why does it matter for New Yorkers?

The MyCity portal was billed as a “one-stop shop” for City benefits and services that would allow New Yorkers (especially low-income residents) to apply for multiple benefit programs in one place and avoid navigating complex, time-consuming, and duplicative processes. This type of platform has the potential to greatly reduce barriers to accessing essential benefits and programs like childcare, extending the reach of City services and saving time for both residents and workers alike.

Unfortunately, MyCity in its current form does little to achieve those things. The audit found significant weaknesses in how the system was developed and rolled out, including problems with limited and ineffective functionality and chatbot reliability. MyCity consists primarily of links redirecting users to existing City websites, repackaged and redesigned as “MyCity applications.” Most notably, an AI chatbot associated with the program provided inconsistent responses and was unable to answer basic questions about City services. These and other issues undermined the platform's core goal of connecting New Yorkers to City government.

The City has already spent more than \$100 million and four years developing MyCity, with an additional \$81 million requested in the 2026 budget. Given this level of investment, weaknesses in system performance and oversight raise serious concerns about whether public funds are being used effectively, and whether the system will deliver its intended benefits.

When a system like MyCity does not function as intended, New Yorkers face the same confusing, time-consuming processes it was meant to replace. Inaccurate information or unreliable tools can delay the delivery of benefits. Ensuring that the system works effectively is crucial for helping residents access support quickly and efficiently.

What changes did the agency commit to make following the audit?

- ▶ OTI disagreed with all audit recommendations and chose not to implement any changes.

AUDIT FINDINGS



The MyCity portal did not achieve its intended functionality as a centralized platform for City services.



Weaknesses in oversight, testing, and project management controls affected the quality of the platform.



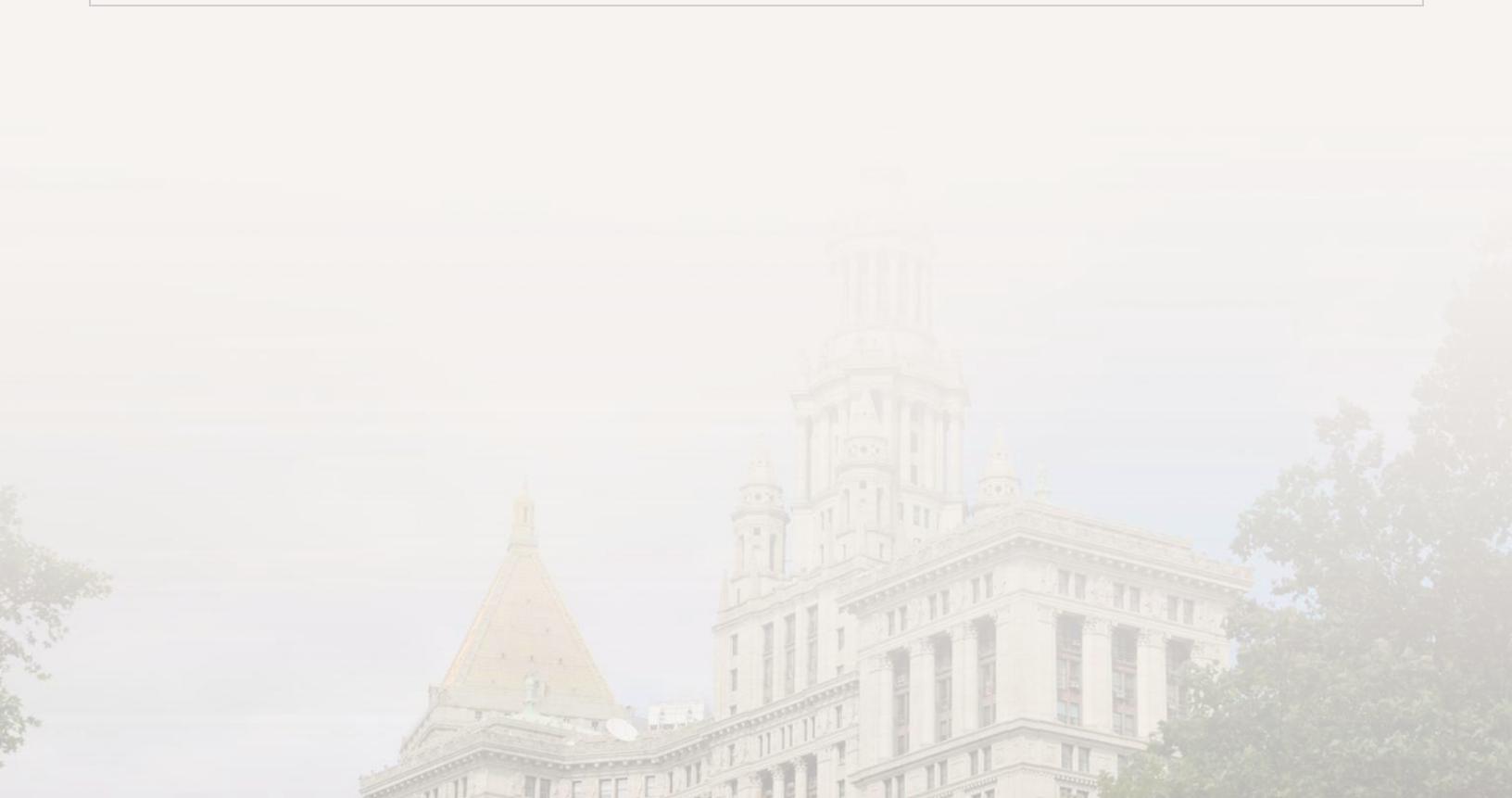
The City has spent over \$100 million on the program, with an additional \$81 million requested in 2026.



An AI chatbot associated with the program did not consistently provide accurate or reliable information.



| Audit Recommendations | Agency Response |
|--|-------------------------|
| <p>1 Conduct a comprehensive review of the project's technical, economic, legal, and operational feasibility to determine whether to continue, modify project scope, or terminate the project to minimize resource waste.</p> | <p>DISAGREED</p> |
| <p>2 Develop a clear and detailed project plan for MyCity's end state, with detailed functional requirements and time and cost benchmarks.</p> | <p>DISAGREED</p> |
| <p>3 Establish a dedicated project management team responsible for ensuring that short and long-term project goals are met and completed on time and within budget.</p> | <p>DISAGREED</p> |
| <p>4 Hold vendors accountable for expected deliverables, timelines, budgets, and standards.</p> | <p>DISAGREED</p> |
| <p>5 Develop and implement eligibility criteria to alert or prevent submission of ineligible childcare application</p> | <p>DISAGREED</p> |
| <p>6 Ensure that MyCity meets minimum standards as specified in the Citywide Policy for Performance Testing of Public-Facing Applications.</p> | <p>DISAGREED</p> |
| <p>7 Conduct structured testing exercises (also known as "AI red-teaming") to probe the Chatbot to find flaws and vulnerabilities (such as inaccurate or inconsistent responses), improve data quality, and inform decision-making regarding future enhancements and use.</p> | <p>DISAGREED</p> |



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