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2024 Compliance Report for Local Law 94 of 2022

On October 16th, 2023, Mayor Adams launched the MyCity Business site (www.nyc.gov/business) to serve as an easily accessible, all-in-one resource for applications, permits, licenses, and related information needed to open and operate a business in New York City. OTI manages technology procurements associated with the MyCity Business site development, while SBS supports business content.

Business Site Updates

1. February-April 2024: Foundational Improvements

- Platform Upgrade (Feb 2024): Improved the ability to create interactive web pages that update based on real-time information.
- Server Logic Upgrade (April 2024): Improved system recoverability.
- Bug Fixes: Addressed transaction filters and minor issues.

2. May-September 2024: Integration, Content Migration and Multilingual Capabilities

- My City Common Services Integration Launch (July 2024): Integrated Business Profiles, User Profiles, and Service Delivery History with new MyCity Common Services.
- Translation Service Implementation (Sept 2024): Transitioned translation tool using an API and advanced machine translation, supporting 10 languages, and enabling indexed translated content for improved SEO.

3. October-December 2024: Stability and Reporting Enhancements

- Open-source Search and Analytics Tool Migration (Sept 2024): Transitioned search and analytics tool to a new cloud.
- Database Fix (Dec 2024): Restored overwritten business profile data, ensuring accurate SBS reporting.

Chatbot Releases



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1. March-May 2024: Performance and Reliability

- GPT-4 Turbo Upgrade (May 2024): Improved response quality with GPT4Turbo
- Response Risk Mitigation (April 2024): Improved response quality through multiple rounds of prompt tuning and configuration adjustments.

2. June-August 2024: System Upgrades and Metrics

- Transition to GPT-4o (June 2024): Improved response quality with GPT-4o,
- Custom Metrics Implementation (Aug 2024): Introduced advanced question classification and added visibility to metrics dashboard.

3. September-December 2024: Security and Consistency

- Response Refinements (Sept 2024): Patch fixes to support language translation changes.

Number of Questions or Complaints

In 2024, SBS received 16 questions or complaints related to the My City business site.