



Updating New York City's Use Guidance for Generative AI

November 2025

Executive Summary

This project recommends that New York City provide city agencies with new guidance on how to use GenAI. In particular, it advocates that the city update its existing guidance to 1) more clearly incorporate New York City's [AI Principles](#) into its guidance, and 2) package its recommendations into a more user-friendly framework so that less technical users will be able to engage with it. The project proposes that the City should include guiding questions and practical examples to help readers thoughtfully engage with GenAI tools. Paired with mechanisms for feedback and for updating the guidance as GenAI technology evolves, this project argues that the NYC OTI could model how to roll out actionable GenAI guidance for a broad audience.

Problem

GenAI tools are increasingly utilized throughout New York City's agencies, yet not all users are clear on how to uphold the City's AI Principles: cybersecurity, information privacy, validity and reliability, trust and transparency, and social responsibility. To narrow this gap, in March 2024, the NYC OTI published its [Preliminary Use Guidance for Generative AI](#). While this initial information helped introduce GenAI best practices, users of varying levels of technical expertise require more easy-to-implement recommendations. Stakeholders have also noted the need for feedback channels between the agencies and the OTI in order to build a transparent and collaborative city-wide GenAI discussion.

Solution

This project proposes that the OTI should expand its GenAI use guidance to clearly map risks to the existing NYC AI Principles, while



offering actionable safety steps for users with a wide range of technical fluency and responsibilities. This reformatting would help a wide breadth of users understand both why responsible GenAI use matters and how to apply the city's policies on a daily basis. The project also proposes that the OTI should encourage agencies to share the benefits and challenges of implementing the GenAI guidance by creating designated feedback channels and quarterly working sessions. In combination, these steps would help NYC agencies consistently apply digital policy principles without overly prescriptive GenAI usage rules.

“The updated framework expands the existing one with industry-level best practices and incorporates helpful features to improve usability.”

Hande Güven and Jessica Wang

If you'd like to learn more, see the full project at aspenpolicyacademy.org/project/nyc-genai-guidance-2025.



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