

MyCity Business Chatbot — New York City's AI Assistant Told Business Owners to Break the Law

AI in the Public Sector · Good practice · United States of America

Quality score: 20/100

Evidence strength: Cautionary / limited

Summary

NYC's MyCity Business chatbot, launched October 2023 on Microsoft Azure AI, was found in March 2024 to routinely give illegal advice on housing, tips and cash payments; the city kept it live for over a year despite the findings, before it was shut down as 'functionally unusable'.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	0/3
Transparency, fairness & accountability	1/3
Transferability / demonstrated replication	1/3
Scalability beyond pilot	1/3
Governance, capability & sustainability	0/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-30

[New York City Office of Technology and Innovation](#) — accessed 2026-08-30

[The Markup investigation](#) — accessed 2026-08-30

[THE CITY follow-up reporting](#) — accessed 2026-08-30

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