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AI

# New York County AI and GenAI Productivity Survey

Analysis Report – February 2026

# Executive Summary

## Survey Overview

As part of the NYSAC AI Advisory Group, this report presents findings from a comprehensive survey of 299 county employees across 29 New York counties and 67 distinct departments regarding their use of generative AI tools in the workplace.

*The Survey was conducted from December 2025 – January 2026*

Metric	Value
Total Responses	299
Counties Represented	29
Departments	67
AI Tool Adoption Rate	63%

## Key Findings

- **Strong AI Adoption:** 63% of respondents (188 out of 299) actively use at least one GenAI tool, with ChatGPT leading at 79% adoption among active users.
- **Measurable Productivity Gains:** 77% of active users report time savings, with 23% saving 3+ hours per week.
- **Significant Barriers:** Top concerns include AI accuracy risks, confidentiality issues, and insufficient time.
- **Policy-Training Gap:** While 18 counties have AI policies, only a fraction have received training.
- **Compliance Risk:** 63% of respondents are handling confidential data, with 57% of those using GenAI tools without clear guardrails.



## Recommendations

Based on analysis of the results, the following are recommended priorities for counties:

### 1. **Close the Policy-Training Gap**

- Develop an AI policy. Sample New York policies are available from the AI Advisory Group
- Prioritize comprehensive AI training programs for all counties with existing policies.

### 2. **Address Confidential Data Handling**

- Establish clear data protection protocols defining approved platforms, required security controls, identity-based access, and administrative audit logging with appropriate retention and review capabilities.

### 3. **Standardize on Strategic Platforms**

- Evaluate and select approved platforms that balance functionality, security, and cost.

### 4. **Develop Best Practice Resources**

- Create practical guides with examples and quality verification procedures.

### 5. **Allocate Time for Exploration**

- Designate AI learning hours for employees to explore tools safely.

### 6. **Monitor and Measure Impact**

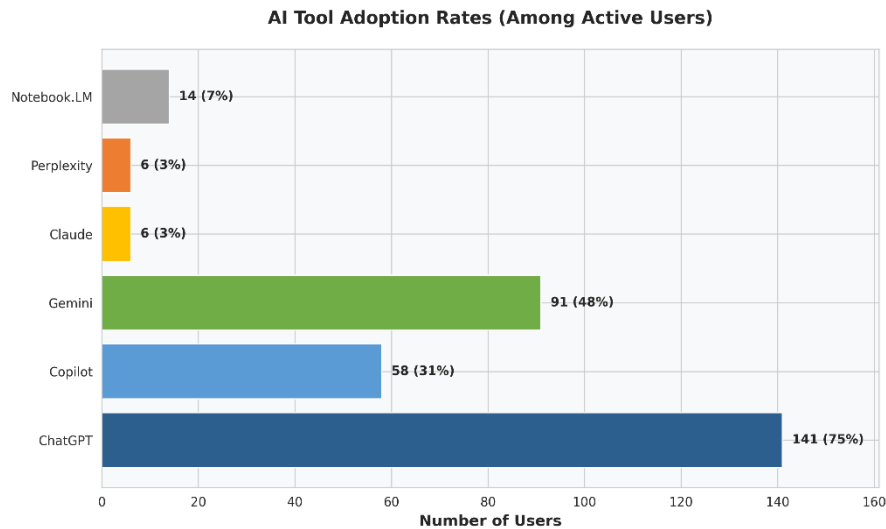
- Implement regular surveys to track progress and refine programs.

This survey reveals a workforce actively adopting generative AI tools with measurable productivity benefits. The policy-training gap represents the primary opportunity for improvement. New York counties can lead in responsible AI adoption by investing in training, providing clear policies, and supporting employees with approved tools and best practices.



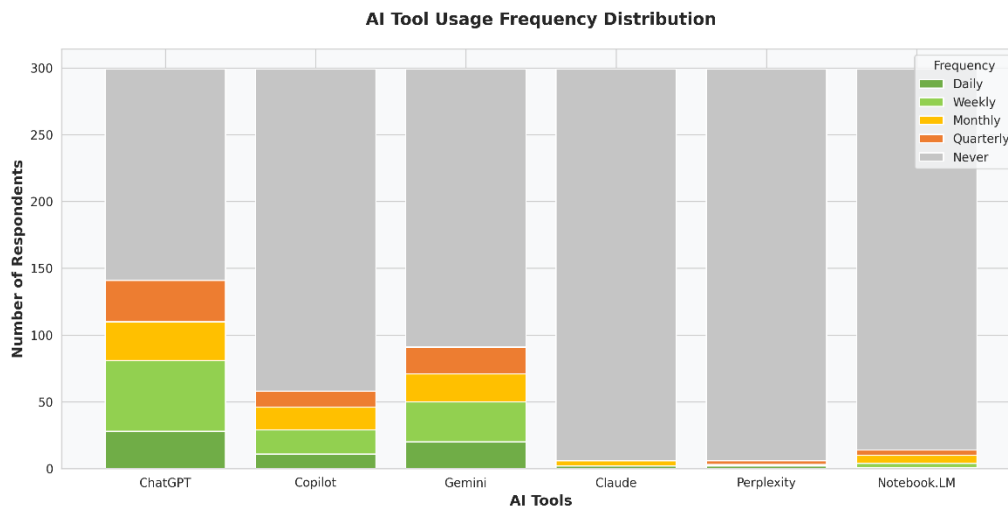
## AI Tool Adoption and Usage

The survey examined adoption rates across six major generative AI platforms among the 188 active users (63% of all respondents). ChatGPT dominates with 79% of active users, followed by Microsoft Copilot and Google Gemini.



## Multiple Tool Usage

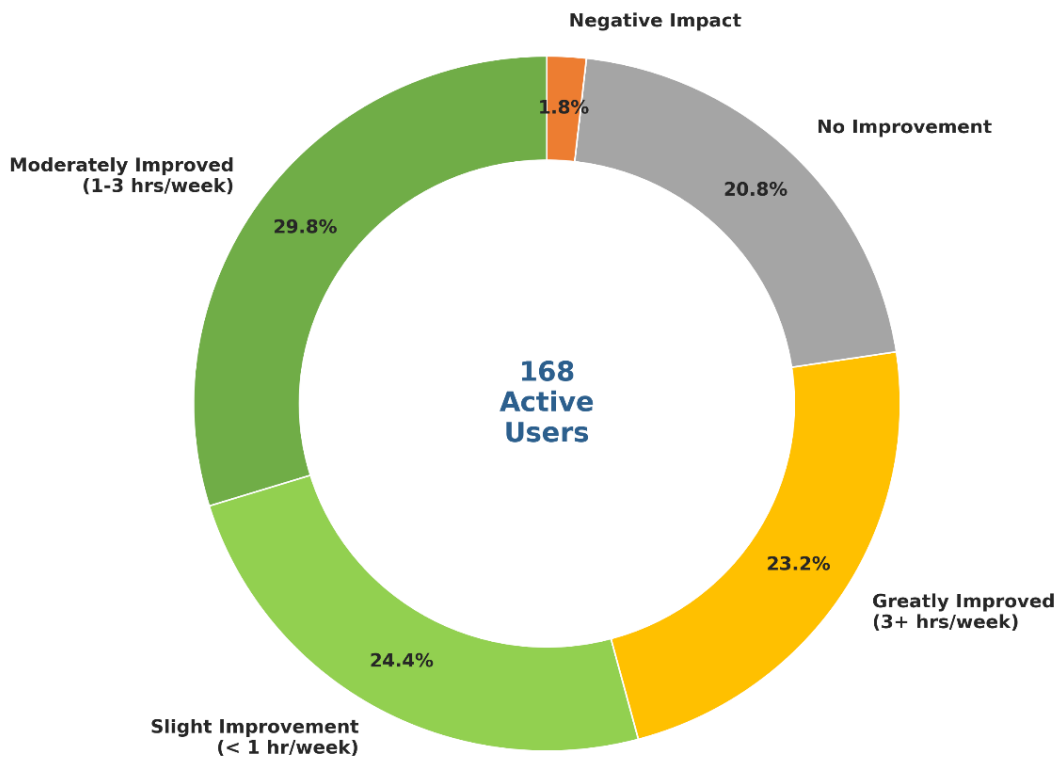
Analysis reveals that approximately half of active users employ multiple tools, indicating significant experimentation.



## Productivity Impact Analysis

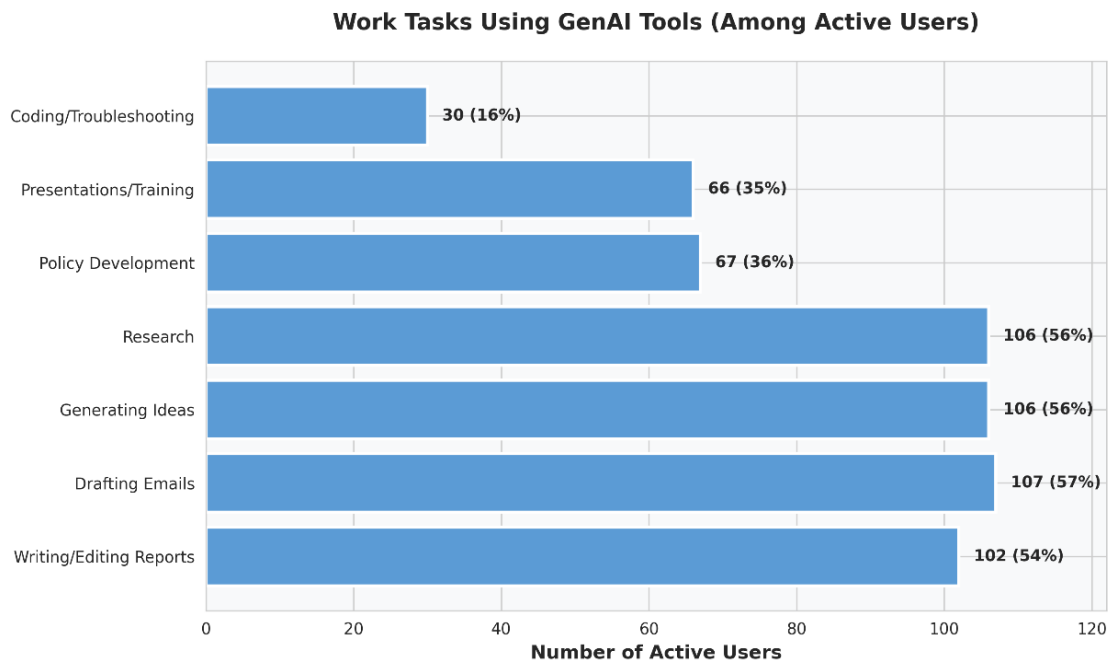
Among the 168 active users providing productivity feedback, 77% report some level of improvement. Notably, 23% report great improvements, saving 3+ hours weekly.

**Productivity Impact Distribution (Active Users Only)**



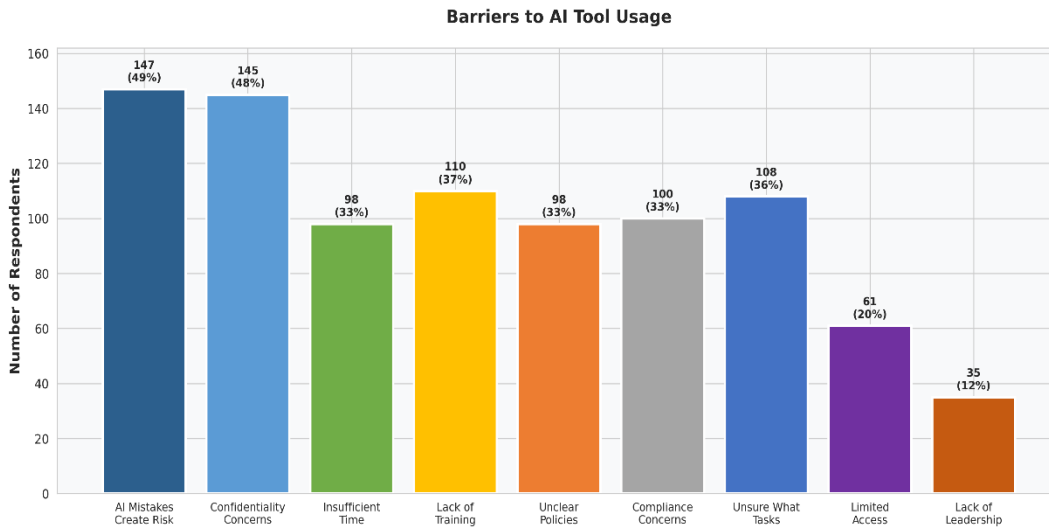
## Common Work Tasks and Use Cases

GenAI tools are applied across diverse professional tasks. Common applications include report writing, email drafting, idea generation, research, and policy development.



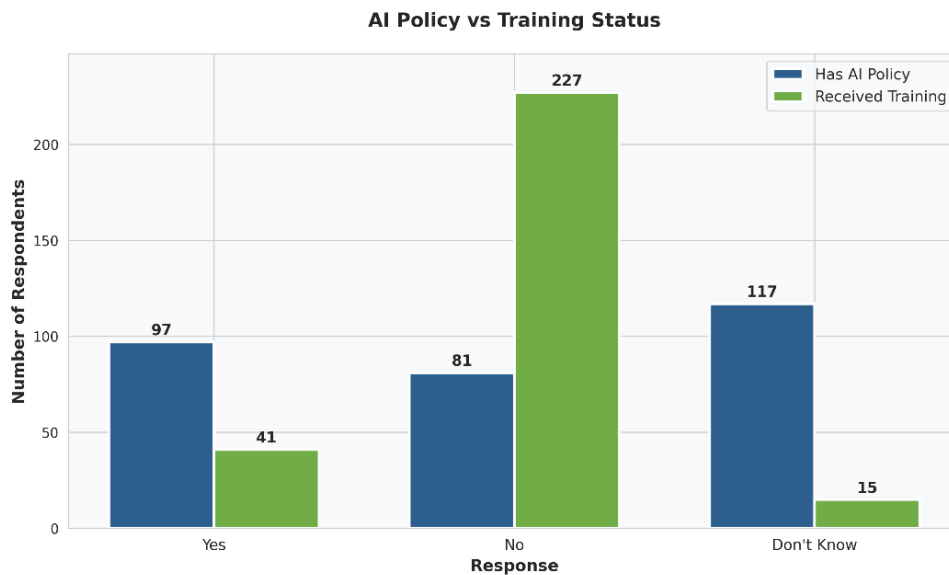
## Barriers to AI Adoption

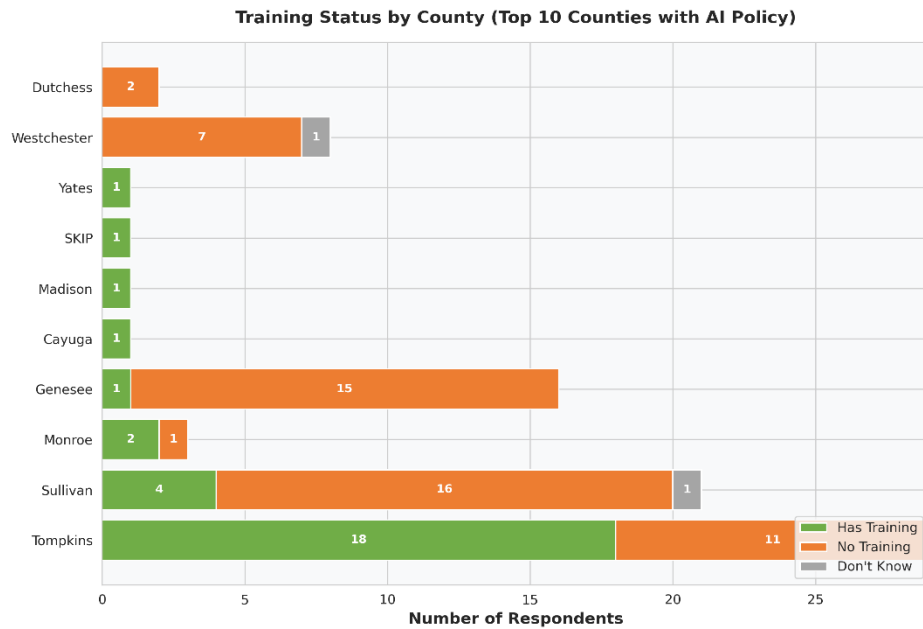
Despite strong adoption, significant barriers exist. Top concerns include AI accuracy risks, confidentiality issues, insufficient time, and lack of training.



## Policy and Training Analysis

A critical gap exists between policy creation and workforce training. While counties have AI policies, training delivery lags significantly.





**A full report is available through the NYSAC AI Trustmark dashboard.**

Contact Megan Novak at [mnovak@nysac.org](mailto:mnovak@nysac.org) for more information.

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