



NEW YORK CITY HOUSING AUTHORITY

What We Do

The New York City Housing Authority (NYCHA) provides affordable housing to nearly 403,000 low- and moderate-income City residents in 334 housing developments with nearly 179,000 apartments in the five boroughs. Through federal rent subsidies (Section 8 Leased Housing Program), the Authority assists nearly 92,000 families in locating and renting housing in privately owned buildings. In addition, the Authority provides social services for its residents through 68 community centers, 37 senior centers and a variety of programs.

Our Services and Goals

Service 1: Provide affordable housing for low- and moderate-income New York City residents.

- Goal 1a: Optimize access to affordable housing in public housing developments to income-eligible families.
- Goal 1b: Increase access to affordable housing in privately owned units.
- Goal 1c: Develop new mixed-use, mixed-income housing and resources.
- Goal 1d: Optimize apartment usage and ensure rental equity.

Service 2: Provide a safe and clean living environment for public housing residents.

- Goal 2a: Preserve the public and affordable housing asset.
- Goal 2b: Expedite maintenance and repairs.
- Goal 2c: Improve safety and security.

Service 3: Provide access to social services, job training and employment.

- Goal 3a: Connect all residents to critical services in their communities.
- Goal 3b: Reduce unemployment among NYCHA tenants.

How We Performed

- The number of applicants placed in public housing increased eight percent to 1,847 for the first four months of Fiscal 2014, compared to 1,711 applicants placed in the first four months of Fiscal 2013. At the end of August 2013, NYCHA released apartments previously held for non-residents and residents impacted by Hurricane Sandy and made them available to applicant rentals.
- The number of applicants placed through Section 8 vouchers decreased by 38 percent from 249 to 155. Fewer occupied units and a lower unit utilization rate are directly related to a decrease in funding from the Department of Housing and Urban Development (HUD) for the Section 8 program, although NYCHA utilized 100 percent of the funding allocated for the Section 8 vouchers.
- The percentage of annual inspections completed increased 11 percentage points during the first four months of Fiscal 2014 to 91.5 percent compared to 80.5 percent during the same period last year. The completion rate for annual inspections improved as a result of more efficient scheduling and inspection notices that are now mailed 21 days in advance compared to 14 days, which helped increase the proportion of tenants being home for their appointments.
- NYCHA is providing properties for 6,000 units through collaboration with the New York City Department of Housing Preservation and Development (HPD). Since 2003, NYCHA has completed 2,304 units, 803 units are under construction, and approximately 1,930 units in pre-development for a total of 5,037 units.

- The average time to prepare vacant apartments increased by 28 percent from 36.8 days as of October 2012 to 47 days as of October 2013, and was above the target of 30 days. During the reporting period, NYCHA prioritized repair work to reduce the backlog of repairs in occupied apartments. This impacted performance for the apartment turnaround time, which increased 59 percent to 79.1 days from October 2012 to October 2013 and exceeded the target of 40 days. As NYCHA reduces its backlog of approximately 16,000 repairs, more maintenance resources are expected to be available for apartment preparation work.
- The percentage of active capital projects in the construction phase that are on schedule decreased 30 percent from 89.4 percent during the first four months of Fiscal 2013 to 59 percent in Fiscal 2014. The percentage of active capital projects on schedule overall was down from 39.5 percent to 33 percent. NYCHA's continued work to address the immediate and long-term repairs needed after Hurricane Sandy impacted on-time performance.
- The average time to resolve emergency service requests, which include heat service requests, increased by 31 percent from 7.8 hours for the first four months of Fiscal 2013 to 10.2 hours in Fiscal 2014. During this period in Fiscal 2013, NYCHA received 31 percent more heat service requests compared to the same period last year as a result of a much colder heating season. The higher volume of work orders impacted the time to resolve heat and emergency requests overall. However, the time to resolve them remained well below the target of 24 hours.
- The average time to resolve non-emergency service requests decreased 12 percent from 36.9 days in Fiscal 2013 to 32.6 days in Fiscal 2014. This improvement is the direct result of NYCHA's Maintenance and Repair Plan. As of January 1, 2014, it has reduced its backlog of open maintenance and repair requests to approximately 16,000 open work orders, down from 333,000 at the beginning of Calendar 2013. When including the approximately 90,000 open work orders that consist of regular maintenance work in process, the total number of open work orders at NYCHA has declined from approximately 423,000 to 106,000.
- The average time to resolve elevator outages increased 17 percent from 6.3 hours in Fiscal 2013 to 7.4 hours in Fiscal 2014. However, the elevator uptime was 99 percent and exceeded the target of 97 percent. The longer time to resolve elevator outages is attributable to overtime being approved only for buildings without any elevator service in an effort to reduce overtime expenses authority-wide. A high number of vacancies in the Elevator Services and Repair Department (ESRD) also impacted elevator maintenance performance during the reporting period. The ESRD is completing the front line hiring process and expects performance to improve as staffing levels increase.
- The average daily attendance for children aged 6-12 at community centers decreased 13 percent during the first four months of Fiscal 2014 to 1,760 compared to 2,034 in Fiscal 2013. The average daily attendance for youth aged 13-19 decreased by 13 percent, from 886 to 772 during the same period. Reductions in the number of NYCHA-run community centers and the number of summer camp slots impacted community center capacity and reduced fall registration at remaining locations. Fewer slots were available due to a decrease in number of Summer Youth Employment Program (SYEP) workers who have historically facilitated camp participation.
- NYCHA collaborates with community partners to ensure that residents have access to a wide range of cost-effective support services in their communities. To this end, NYCHA transitioned the operation of 45 community- and four senior centers from NYCHA to the Department of Youth and Community Development (DYCD) and Department for the Aging (DFTA).
- The initial Social Services tenant contacts conducted within five days increased 5 percent through October 2013 to 65 percent compared to the same period in 2012. NYCHA's Family Services Department (FSD) monitors performance to improve referrals from community partners and reduce the number of missed appointments with tenants. The referrals to supportive services rendered to senior residents decreased 17 percent for the first four months of Fiscal 2014 to 28,060 from 33,971 in Fiscal 2013.
- Fewer residents were approved for NYCHA's Emergency Transfer Program (ETP) during the first four months of Fiscal 2014, when 295 residents were approved, compared to 345 during the same period last year. At the same time, the ETP disposition time improved by 24 percent, from 61 days to 46 days. ETP is available to NYCHA residents who are victims of domestic violence, intimidated victims, intimidated witnesses, or child sexual victims, and provides case management and confidential relocation services to another NYCHA development for at-risk tenants. ETP staff continues to work with residents and their advocates to obtain the necessary documentation to support the timely disposition of each case.

- Resident job placements declined 35 percent during the first four months of Fiscal 2014, to 530, compared to 817 during the prior period. Fewer training sessions at NYCHA's Resident Training Academy impacted the number of trained residents available for placement. A hiring freeze, among other constraints, affected NYCHA's capacity to place residents into jobs in-house and with contractors.

Service 1: Provide affordable housing for low- and moderate-income New York City residents.

Goal 1a: Optimize access to affordable housing in public housing developments to income-eligible families.

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Apartments vacated	4.6%	5.0%	4.5%	*	*	NA	NA
★ Occupancy rate (%)	99.4%	99.2%	98.8%	99.2%	99.2%	99.2%	98.8%
Applicants placed in public housing	5,650	6,012	4,233	*	*	1,711	1,847
Working families residing in public housing (cumulative) (%)	46.7%	48.0%	47.8%	*	*	NA	NA

★ Critical Indicator "NA" - means Not Available in this report ↕ shows desired direction

Goal 1b: Increase access to affordable housing in privately owned units.

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Families on Section 8 waiting list (000)	NA	124	123	*	*	124	123
★ Utilization rate for Section 8 vouchers (%)	98.3%	95.3%	93.9%	97.0%	97.0%	94.8%	92.5%
★ Section 8 Occupied Units (certificates and vouchers)	95,898	93,789	91,892	93,789	93,879	92,669	90,789
Annual Section 8 inspections	NA	89.18%	84.36%	*	*	80.48%	91.50%
Annual Section 8 recertifications	NA	86.36%	91.24%	*	*	94.97%	93.26%
Applicants placed through Section 8 vouchers	NA	421	933	*	*	249	155

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Goal 1c: Develop new mixed-use, mixed-income housing and resources.

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★ Apartments (000)	179	179	179	*	*	179	179
Number of developments	334	334	334	*	*	334	334
Number of buildings	2,597	2,597	2,585	*	*	2,597	2,585

★ Critical Indicator "NA" - means Not Available in this report ↕ shows desired direction

Goal 1d: Optimize apartment usage and ensure rental equity.

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★ Average time to prepare vacant apartments (days)	30.9	31.8	39.6	30.0	30.0	36.8	47.0
★ Average turnaround days for vacant apartments	35.2	40.0	60.3	40.0	40.0	49.8	79.1

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Service 2: Provide a safe and clean living environment for public housing residents.

Goal 2a: Preserve the public and affordable housing asset.

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★ Active capital projects on schedule (%)	27.5%	29.1%	24.3%	29.1%	29.1%	39.5%	33.0%
★ Active capital projects in construction phase on schedule (%)	71.6%	91.1%	70.2%	91.1%	91.1%	89.4%	59.0%

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Goal 2b: Expedite maintenance and repairs.

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★ Average time to resolve emergency service requests (hours)	18.3	7.5	13.6	24.0	24.0	7.8	10.2
★ Average time to resolve nonemergency service requests (days)	29.0	30.0	42.5	15.0	15.0	36.9	32.6
★ Average time to resolve heat service requests (hours)	12.9	11.9	19.8	24.0	24.0	9.0	13.0
★ Average time to resolve elevator outages (hours)	5.2	3.8	5.8	10.0	10.0	6.8	7.4
Annual HUD Assessment rating	80.0	NA	NA	*	*	NA	NA
★ Average outage per elevator per month	1.08	1.01	0.97	1.01	1.01	1.05	1.08
★ Elevator service uptime	99.2%	99.4%	99.2%	97.0%	97.0%	99.0%	99.0%
★ Alleged elevator injuries reported to DOB	24.0	13.0	16.0	↓	↓	7.0	5.0
★ Elevator related fatalities	0	0	0	↓	↓	0	0
Management cost per dwelling unit (\$)	\$858	\$885	\$1,012	\$875	\$875	\$867	\$876

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Goal 2c: Improve safety and security.

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Crime Rate Year To Date	5.4	5.8	6.0	*	*	10.3	11.0
★ Major felony crimes in public housing developments	4,406	4,771	5,018	↓	↓	1,734	1,945

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Service 3: Provide access to social services, job training and employment.
Goal 3a: Connect all residents to critical services in their communities.

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Residents approved for the Emergency Transfer Program	859	849	937	*	*	345	295
★ Emergency Transfer Program disposition time	39.76	44.18	54.25	45.00	45.00	60.68	46.37
★ Average daily attendance in community centers ages 6-12	2,800	2,447	1,980	2,447	2,447	2,034	1,760
★ Average daily attendance in community centers ages 13-19	1,720	1,618	1,437	1,618	1,618	886	772
★ Initial social service tenant contacts conducted within five days of referral (%)	76%	76%	64%	76%	76%	60%	65%
Referrals to supportive social services rendered to senior residents	95,299	94,665	96,548	*	*	33,971	28,060
Community centers	70	70	68	*	*	69	66
Senior centers	38	38	37	*	*	38	37
Utilization of senior centers (%) ages 60+	156.0%	157.0%	133.5%	85.0%	85.0%	136.0%	154.0%

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Goal 3b: Reduce unemployment among NYCHA tenants.

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★ Residents job placements	2,090	1,593	1,567	1,593	1,593	817	530
Job training programs - ratio of job placements to program graduates (current period)	75%	61%	91%	*	*	NA	NA
Youth placed in jobs through youth employment programs	1,127	1,188	607	*	*	NA	NA

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Agency Customer Service

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Customer Experience							
Letters responded to in 14 days (%)	81.92%	80.57%	73.99%	*	*	76.71%	87.76%
E-mails responded to in 14 days (%)	90.33%	86.72%	85.8%	*	*	85.37%	93.62%
Calls answered in 30 seconds (%)	70%	70%	65%	*	*	43%	69%

Agency Resources

Resource Statistics	Actual			Sept. 2013 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY11	FY12	FY13	FY14	FY14 ¹	FY15 ¹	FY13	FY14
Expenditures (\$000,000) ²	\$3,259.1	\$3,424.9	\$3,348.8	\$3,139.5	\$3,139.5	\$3,213.1	\$1,056.8	\$1,164.9
Revenues (\$000,000)	\$2,999.5	\$3,025.1	\$2,932.4	\$3,139.8	\$3,139.8	\$3,126.1	\$947.3	\$1,044.3
Personnel	11,548	11,595	11,579	11,973	11,521	11,445	11,737	11,191
Overtime paid (\$000,000)	\$93.8	\$74.7	\$95.3	\$58.9	\$58.9	\$53.9	\$33.5	\$28.0
Capital commitments (\$000,000)	\$1.1	\$1.1	\$30.6	\$7.3	\$186.8	\$4.3	\$1.4	\$9.7

¹February 2014 Financial Plan ²Expenditures include all funds. *NA* - Not Available in this report

Noteworthy Changes, Additions or Deletions

None.

For additional agency performance statistics, please visit:

- Fact Sheet:
<http://www.nyc.gov/html/nycha/html/about/factsheet.shtml>

For more information on the agency, please visit: www.nyc.gov/nycha.