Q1 Please list First and Last Name:
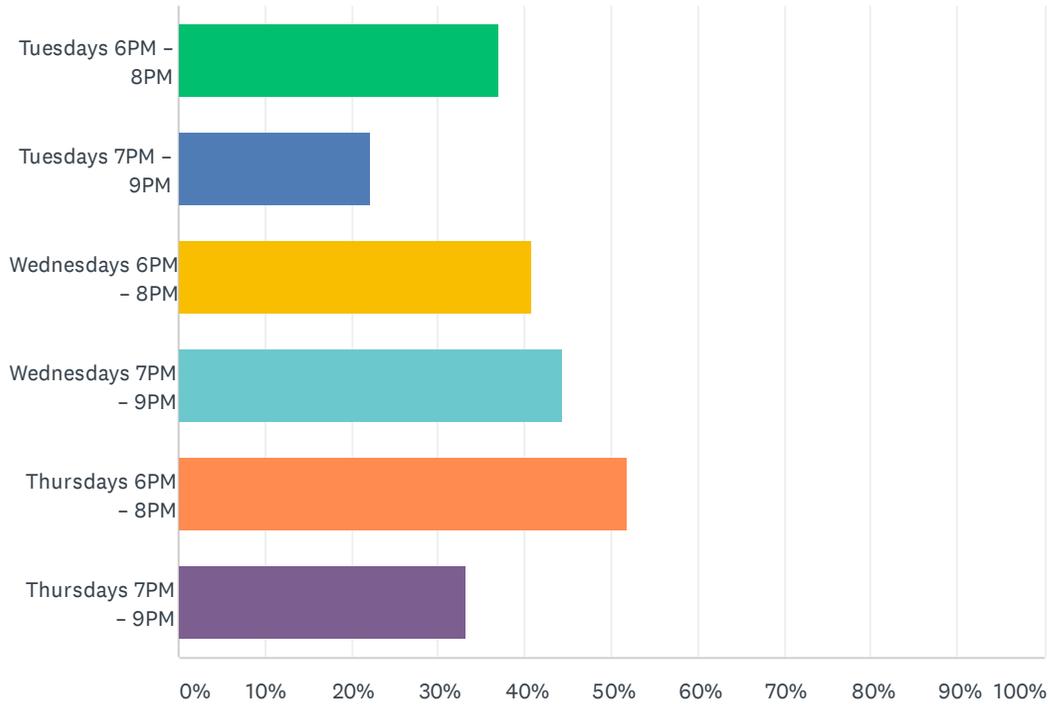
Answered: 27   Skipped: 0

Q2 Please list email address:

Answered: 27   Skipped: 0

Q3 To schedule the recurring general monthly Resident Roundtable meeting, we need a consensus on which week, day and time works best for the majority.Please select what day and time generally works best for you. (Please check all that apply):
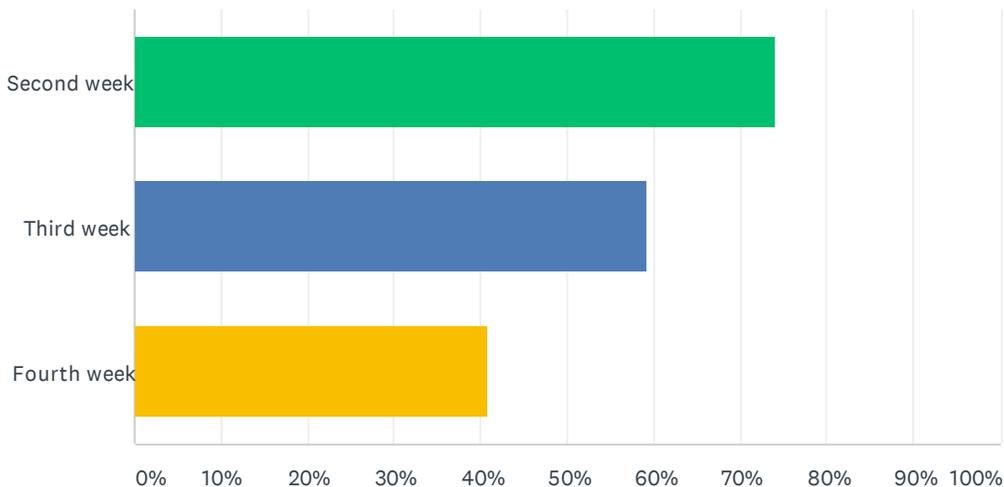
Answered: 27   Skipped: 0

ANSWER CHOICES	RESPONSES	
Tuesdays 6PM – 8PM	37.04%	10
Tuesdays 7PM – 9PM	22.22%	6
Wednesdays 6PM – 8PM	40.74%	11
Wednesdays 7PM – 9PM	44.44%	12
Thursdays 6PM – 8PM	51.85%	14
Thursdays 7PM – 9PM	33.33%	9
Total Respondents: 27		

Q4 Please select the week of the month that generally works best for you. (Please check all that apply):
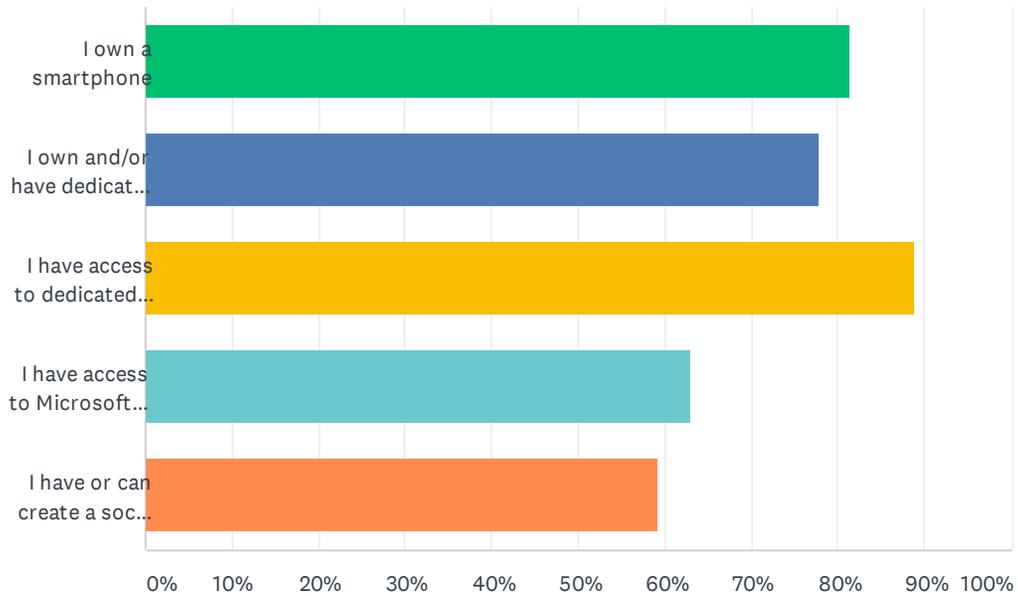
Answered: 27   Skipped: 0

ANSWER CHOICES	RESPONSES	
Second week	74.07%	20
Third week	59.26%	16
Fourth week	40.74%	11
Total Respondents: 27		

Q5 Access to Technology (Please check all that apply)

Answered: 27   Skipped: 0

| ANSWER CHOICES	RESPONSES	
I own a smartphone	81.48%	22
I own and/or have dedicated access to a tablet or computer	77.78%	21
I have access to dedicated WiFi service	88.89%	24
I have access to Microsoft Office software (Word, Excel, PowerPoint)	62.96%	17
I have or can create a social media profile	59.26%	16
Total Respondents: 27		

Q6 Comfort with using technology

Answered: 27   Skipped: 0
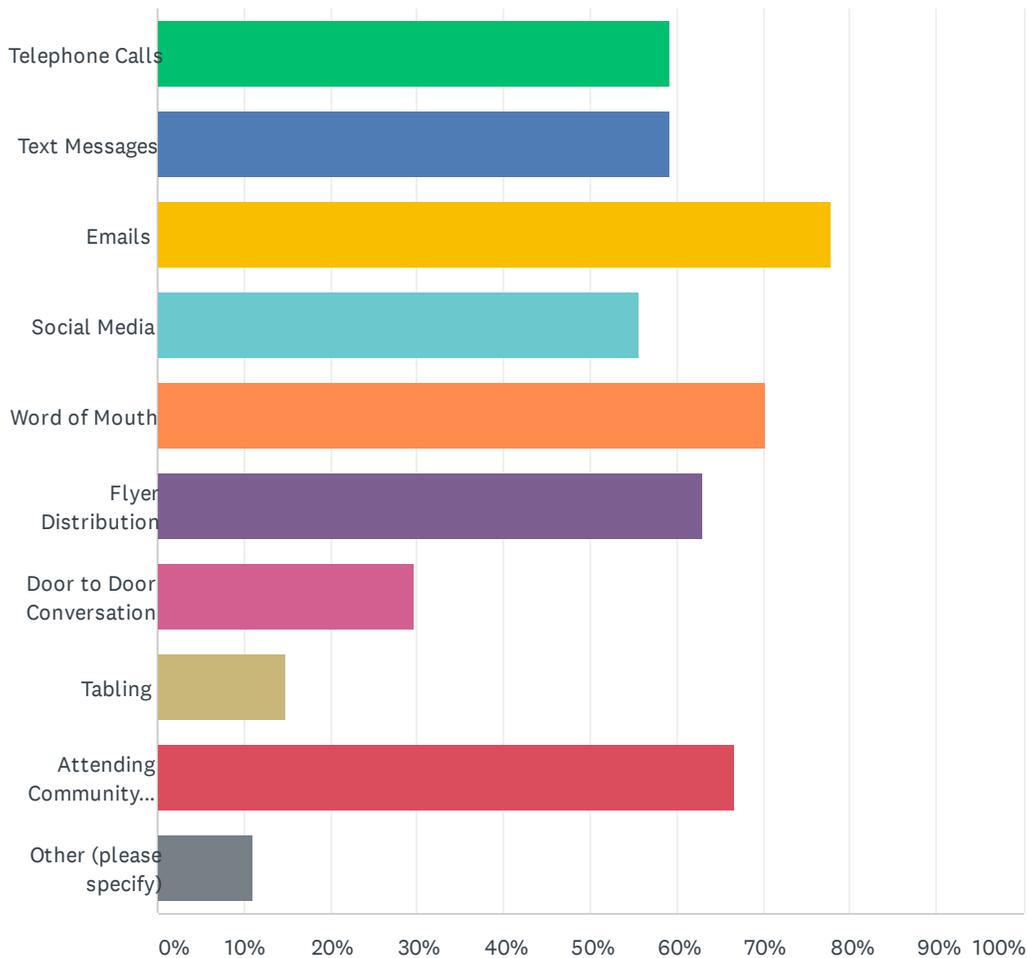
Resident Roundtable Inaugural Meeting Follow Up Survey
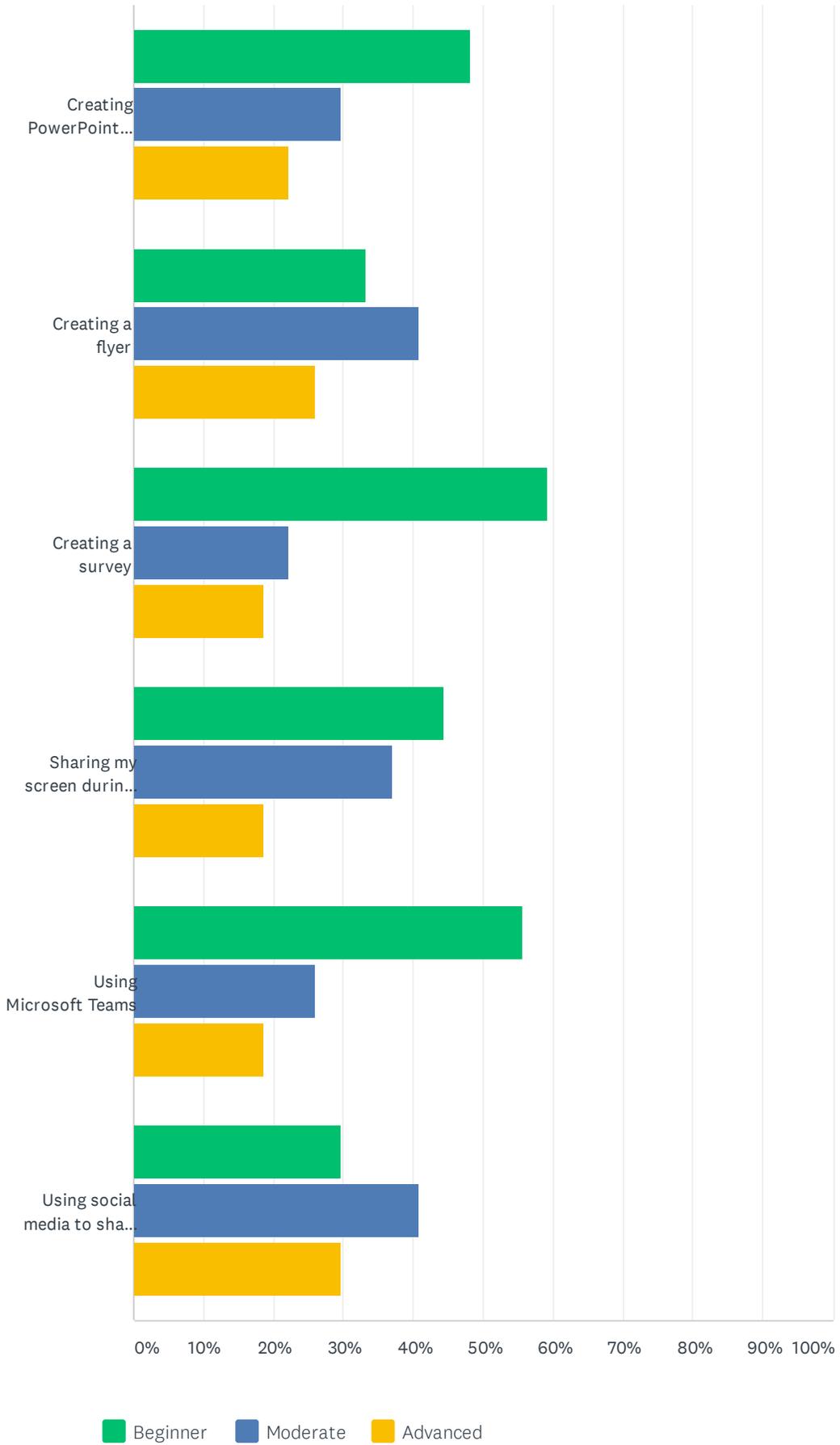
Resident Roundtable Inaugural Meeting Follow Up Survey

	BEGINNER	MODERATE	ADVANCED	TOTAL	WEIGHTED AVERAGE
Creating PowerPoint presentations	48.15% 13	29.63% 8	22.22% 6	27	1.74
Creating a flyer	33.33% 9	40.74% 11	25.93% 7	27	1.93
Creating a survey	59.26% 16	22.22% 6	18.52% 5	27	1.59
Sharing my screen during Zoom meeting	44.44% 12	37.04% 10	18.52% 5	27	1.74
Using Microsoft Teams	55.56% 15	25.93% 7	18.52% 5	27	1.63
Using social media to share information	29.63% 8	40.74% 11	29.63% 8	27	2.00

	BEGINNER	MODERATE	ADVANCED	TOTAL	WEIGHTED AVERAGE

Q7 As a Resident Roundtable member, you are responsible for gathering and sharing information with NYCHA residents in your community. Please select the ways you intend to engage residents in your NYCHA development and within the assigned neighborhoods regarding Resident Roundtable topics? (Please check all that apply)

Answered: 27   Skipped: 0

Resident Roundtable Inaugural Meeting Follow Up Survey

ANSWER CHOICES	RESPONSES	
Telephone Calls	59.26%	16
Text Messages	59.26%	16
Emails	77.78%	21
Social Media	55.56%	15
Word of Mouth	70.37%	19
Flyer Distribution	62.96%	17
Door to Door Conversation	29.63%	8
Tabling	14.81%	4
Attending Community Meetings	66.67%	18
Other (please specify)	11.11%	3
Total Respondents: 27		

Q8 Please list your involvement over the past (3) three years with any professional organizations, community-based organizations, faith-based organizations, political clubs, etc. Include the name(s) of the organization(s), your involvement (member, president, etc.) and approximate dates/year of service. For example:Organization: "Community Club of Neighbors"Role: SecretaryDates: 2019 - present

Answered: 27   Skipped: 0

Q9 What are the top three (3) skills/character traits that make you effective at engaging the community? (For Example: I'm curious, I'm a good listener, etc.)
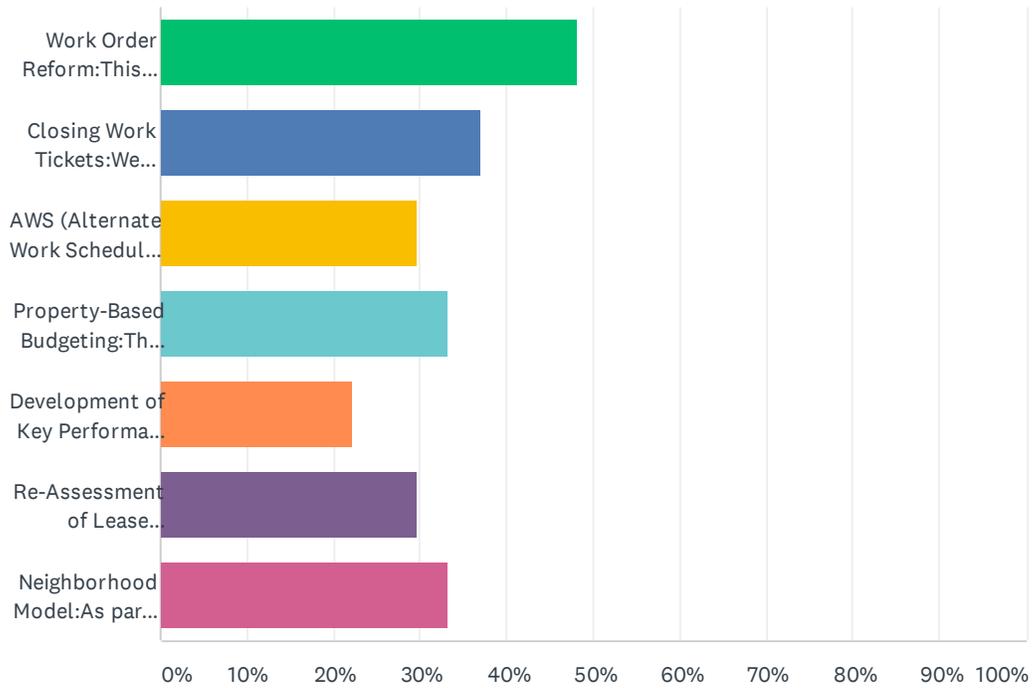
Answered: 27   Skipped: 0

Q10 Please list up to three (3) issues and/or topics you would like to work on as part of the Resident Roundtable.(For Example: Lease Enforcement and Compliance, Quality of Life, Safety and Security, Feedback Channels and Quality Assurance, etc.)

Answered: 27   Skipped: 0

Q11 Participation in the work streams listed below is OPTIONAL. If you would like to participate please select the top two (2) NYCHA work streams that you are most interested in.

Answered: 27   Skipped: 0

ANSWER CHOICES	RESPONSES	
Work Order Reform:This project is focused on moving Skilled Trades workers back to the Neighborhood level, from the Borough level where they are currently stationed. Additionally, this project seeks to change the way NYCHA schedules work orders, such that work is done more efficiently and NYCHA is more responsive to residents' repair needs.	48.15%	13
Closing Work Tickets:We heard from residents that often their work orders are closed by NYCHA staff without the necessary work being done to address the repair need. This project will review NYCHA's protocols for closing work orders, as well as data that we have about work orders, to understand how prevalent this problem is, why it happens, and how we could better communicate with residents such that residents don't need to create duplicative work orders to get the same repair issue addressed.	37.04%	10
AWS (Alternate Work Schedule) of Janitorial Staff: Since the launch of the AWS program, we've heard from residents, staff, and other stakeholders that this scheduling change has resulted in less coverage at the developments – and ultimately grounds and buildings that have become less clean. In this project, we will work to pilot a revised schedule for caretakers to ensure that our staff's schedule allows buildings and grounds to be taken care of more comprehensively.	29.63%	8
Property-Based Budgeting:This project aims to give Property Managers more control in developing and managing their own budgets, in order to better meet the specific needs of each individual development. This work will require new training for Property Managers and residents, so that residents can play a central role to ensure that the needs of each development are reflected in the property funding.	33.33%	9
Development of Key Performance Indicators (KPIs):The project is focused on developing new metrics to measure NYCHA's performance throughout all our work – these metrics are called Key Performance Indicators (KPIs). These KPIs will also help us track our progress towards and compliance with the Department of Housing and Urban Development (HUD) Agreement's obligations (the agreement can be found in full here: https://archives.hud.gov/news/2019/HUD-NYCHA-Agreement013119.pdf). Finally, the new KPIs we develop will allow us to track the progress, success, and failure of all the initiatives set forth in the Transformation Plan.	22.22%	6
Re-Assessment of Lease Enforcement Process:This project seeks to consider and develop new options for NYCHA to enforce leases with residents, such that the rules are more consistently followed and NYCHA staff spend less time on aspects of how we currently enforce leases that are not effective in ensuring rules are followed. Such options could range from the administrative hearing and landlord-tenant process, to additional training and support for residents, etc.	29.63%	8
Neighborhood Model:As part of the Transformation Plan, we are reorganizing NYCHA's property management and maintenance operations around Neighborhoods. With this new model, property management and maintenance operations will align more closely with how developments are distributed throughout the City and will ensure that NYCHA's operations better capture nuances between developments, neighborhoods, and geographic boundaries. The project will be responsible for considering some of the key questions associated with this new Neighborhood Model. For example, how often should Neighborhood Administrators meet with Resident Association leadership? What are the training needs of our property management and maintenance operations staff? How should we measure and reward performance? What mechanisms should be in place when things go awry? How should we communicate – between staff and with residents? How should we integrate resident and other feedback about how things are going?	33.33%	9
Total Respondents: 27		