

NEW YORK CITY HOUSING AUTHORITY

THREE-THOUSAND ONE HUNDRED AND ELEVENTH MEETING

Minutes of Board Meeting

Wednesday, February 22, 2017

The meeting was held at the office of the Authority, 250 Broadway, New York City. A Quorum being present, the Chair called the meeting to order.

Present: Shola Olatoye, Chair
Jacqueline Arroyo, Member
Derrick D. Cephas, Member
Zaire Z. Dinzey-Flores, Member
Victor A. Gonzalez, Member
Nnenna Lynch, Member
Jacqueline Young, Member
Michael P. Kelly, General Manager
Vilma Huertas, Corporate Secretary

NEW YORK CITY HOUSING AUTHORITY
Office of the Corporate Secretary

Minutes
Regular Meeting
Wednesday, February 22, 2017

I. Authority Minutes

Adoption of Minutes of Regular Meeting, Wednesday, January 25, 2017

APPROVED

II. Chair's Report

III. General Manager's Report

IV. Authority Calendar

Calendar of Regular Meeting, Wednesday, February 22, 2017

1 Award of a Contract for Building Envelope Restoration

Location:	Breukelen
Administering Department:	Capital Projects Division – Special Projects
Funding Source:	Capital – Federal & City
Amount:	\$30,962,247.33
Projected Section 3 Hires:	6

Authorization is requested to award this contract to the lowest responsive and responsible bidder, APS Contractors Inc.

APPROVED

N/A = NOT APPLICABLE

APPROVED = UNANIMOUS

2 Award of a Contract for Building Envelope Restoration

Location:	Breukelen
Administering Department:	Capital Projects Division – Special Projects
Funding Source:	Capital – Federal & City
Amount:	\$25,930,668.98
Projected Section 3 Hires:	5

Authorization is requested to award this contract to the lowest responsive and responsible bidder, APS Contractors Inc.

APPROVED

3 Authorization to Amend an Agreement with CB&I E&I Engineering of New York, P.C. Related to the Response to and Recovery from Hurricane Sandy

Location:	Various (Citywide)
Administering Department:	Capital Projects Division – Disaster Recovery
Funding Source:	Capital – FEMA, CDBG-DR & Insurance
Amount:	\$17,775,380.53
Projected Section 3 Hires:	N/A

Authorization is requested to amend this agreement with CB&I E&I Engineering of New York, P.C. (formerly Shaw Environmental & Infrastructure Engineering of New York, P.C.) for program management services related to the Hurricane Sandy Long Term Repair Program, authorized by Board Resolution 14-2/26-12 and as amended by subsequent Board Resolutions for an initial three-year term with one (1) one-year renewal option, to increase the not-to-exceed amount, in order to fund the continued provision of services for the one-year renewal option, commencing on March 14, 2017 and continuing through March 13, 2018.

APPROVED

4 Award of a Contract for Replacement of Underground Water and Fire Distribution Piping

Location:	Carver
Administering Department:	Capital Projects Division – Construction
Funding Source:	Capital – City
Amount:	\$3,964,377.00
Projected Section 3 Hires:	3

Authorization is requested to award this contract to the lowest responsive and responsible bidder, Empire Control Abatement, Inc.

APPROVED

5 Award of a Contract for Gas Piping Replacement

Location:	Gravesend
Administering Department:	Capital Projects Division – Construction
Funding Source:	Capital – Federal, FEMA, CDBG-DR & Insurance
Amount:	\$1,499,995.00
Projected Section 3 Hires:	2

Authorization is requested to award this contract to the lowest responsive and responsible bidder, Charles A Dimino, Inc.

APPROVED

6 Award of a Contract for Exterior Restoration and Roofing Replacement

Location:	Justice Sonia Sotomayor
Administering Department:	Capital Projects Division – Construction
Funding Source:	Capital – Federal & City
Amount:	\$26,269,379.34
Projected Section 3 Hires:	20

Authorization is requested to award this contract to the lowest responsive and responsible bidder, A.B.C.D. Construction Corp.

APPROVED

7 Award of a Contract for Exterior Restoration and Roofing Replacement

Location:	Justice Sonia Sotomayor
Administering Department:	Capital Projects Division – Construction
Funding Source:	Capital – Federal & City
Amount:	\$21,303,373.23
Projected Section 3 Hires:	5

Authorization is requested to award this contract to the lowest responsive and responsible bidder, S & N Builders, Inc.

APPROVED

8 Award of a Contract for Restoration Related to the Response to and Recovery from Hurricane Sandy

Location:	East River
Administering Department:	Capital Projects Division – Disaster Recovery
Funding Source:	Capital – FEMA, CDBG-DR & Insurance
Amount:	\$44,777,000.00
Projected Section 3 Hires:	14

Authorization is requested to award this contract to the lowest responsive and responsible bidder, Forte Construction Corp./Emis Construction Group, Inc., JV.

APPROVED

9 Award of a Requirement Contract for Inspection and Testing of Fire Standpipe and Sprinkler Systems

Location:	Various (Manhattan North)
Administering Department:	Operations Support Services – Technical Services
Funding Source:	Operating – Federal
Amount:	\$1,202,929.20
Projected Section 3 Hires:	1

Authorization is requested to award this requirement contract to the sole responsive and responsible bidder, V. Barile Inc., for the not-to-exceed amount. This requirement contract also provides for a one (1) one-year renewal option to be exercised at the Authority's sole discretion.

APPROVED

10 Award of a Requirement Contract for Inspection and Testing of Fire Standpipe and Sprinkler Systems

Location:	Various (Manhattan South)
Administering Department:	Operations Support Services – Technical Services
Funding Source:	Operating – Federal
Amount:	\$1,228,000.95
Projected Section 3 Hires:	1

Authorization is requested to award this requirement contract to the sole responsive and responsible bidder, V. Barile Inc., for the not-to-exceed amount. This requirement contract also provides for a one (1) one-year renewal option to be exercised at the Authority's sole discretion.

APPROVED

11 Award of a Requirement Contract for Inspection and Testing of Fire Standpipe and Sprinkler Systems

Location:	Various (Queens & Staten Island)
Administering Department:	Operations Support Services – Technical Services
Funding Source:	Operating – Federal
Amount:	\$598,184.73
Projected Section 3 Hires:	1

Authorization is requested to award this requirement contract to the sole responsive and responsible bidder, V. Barile Inc., for the not-to-exceed amount. This requirement contract also provides for a one (1) one-year renewal option to be exercised at the Authority's sole discretion.

APPROVED

12 Award of a Requirement Contract for Asbestos Bulk Sample Analysis and Asbestos Investigation of Building Materials

Location:	Various (Citywide)
Administering Department:	Operations Support Services – Technical Services
Funding Source:	Operating – Federal
Amount:	\$2,739,519.00
Projected Section 3 Hires:	0

Authorization is requested to award this requirement contract to the lowest responsive and responsible bidder, ATC Group Services LLC, for the not-to-exceed amount. This requirement contract also provides for a one (1) one-year renewal option to be exercised at the Authority's sole discretion.

APPROVED

13 Award of a Requirement Contract for Rental, Mobilization/De-Mobilization and Service of Portable Light Towers

Location:	Various (Citywide)
Administering Department:	Operations Support Services – Technical Services
Funding Source:	Operating – City
Amount:	\$12,179,000.00
Projected Section 3 Hires:	4

Authorization is requested to award this requirement contract to the lowest responsive and responsible bidder, Herc Rentals Inc., for the not-to-exceed amount. This requirement contract also provides for a one (1) one-year renewal option to be exercised at the Authority's sole discretion.

APPROVED

- 14 Authorization to Ratify a Change Order to Requirement Contract No. 1527557 Awarded to Durante Rentals, LLC

Location:	Various (Citywide)
Administering Department:	Operations Support Services – Technical Services
Funding Source:	Operating – City
Amount:	\$1,200,000.00
Projected Section 3 Hires:	N/A

Authorization is requested to ratify a change order to this requirement contract awarded to Durante Rentals, LLC for the rental, mobilization/de-mobilization and service of portable light towers, authorized by Board Resolution 15-11/18-4 and as amended by subsequent Board Resolutions for an initial six-month term with a one (1) six-month renewal option, to increase the not-to-exceed amount, in order to fund the continued provision of services during the remainder of an additional three-month term, which commenced on February 11, 2017 and is continuing through May 10, 2017.

APPROVED

- 15 Authorization to Ratify an Amendment to the Agreement with Able Equipment Rental, Inc.

Location:	Various (Citywide)
Administering Department:	Operations Support Services – Technical Services
Funding Source:	Operating – Federal
Amount:	\$203,625.00
Projected Section 3 Hires:	N/A

Authorization is requested to ratify the amendment to the agreement with Able Equipment Rental, Inc. for the rental, mobilization/de-mobilization and service of portable light towers, which did not require initial Board approval for an initial eight-month term, to increase the not-to-exceed amount, in order to fund the continued provision of services during the remainder of an additional four-month term, which commenced on December 27, 2016 and is continuing through April 26, 2017, pursuant to the terms and conditions of the NYC Department of Citywide Administrative Services Contract RC20141201696.

APPROVED

16 Authorization to Amend the Agreement with SecureWatch24 LLC

Location:	Various (Citywide)
Administering Department:	Operations Support Services
Funding Source:	Operating – Federal
Amount:	\$183,197.24
Projected Section 3 Hires:	N/A

Authorization is requested to amend this agreement with SecureWatch24 LLC for Genetec Inc. software, maintenance, upgrades, and support services for the Authority's security system, which did not require initial Board approval for an initial three-year term, to increase the not-to-exceed amount, in order to fund for the software, maintenance, upgrades, and support services for an additional 2,616 units during the remainder of the initial three-year term, which commenced on August 1, 2016 and is continuing through July 31, 2019, pursuant to the terms and conditions of the NYS Office of General Services Contract PT64408.

APPROVED

17 Authorization to (i) Amend Board Resolution 16-10/26-16, (ii) Approve the Difference of Funds and (iii) Amend the Agreement with DynaTouch Corporation

Location:	Various (Citywide)
Administering Department:	Operations – Management Services
Funding Source:	Operating – Federal
Amount:	\$307,409.00
Projected Section 3 Hires:	N/A

Authorization is requested to: (i) amend Board Resolution 16-10/26-16, which authorized the award of this agreement to DynaTouch Corporation ("DynaTouch") for the purchase, installation, support, and maintenance of one hundred and fifty (150) self-service kiosks, by changing the erroneously stated (a) amount from \$1,668,730.00 to \$1,922,806.00 and (b) term from two (2) months to an initial three (3) years with two (2) one-year renewal options, to accurately reflect the amount and term as it appears on the executed agreement; (ii) approve the increase to the not-to-exceed amount by \$254,076.00, which reflects the difference of the funds between the erroneous amount initially authorized by the Board and the correct amount of the executed agreement; and (iii) amend this agreement with DynaTouch to increase the not-to-exceed amount by \$53,333.00 in order to fund the continued provision of services for additional scope of work during the remainder of the initial three-year term, which commenced on November 1, 2016 and is continuing through October 31, 2019, pursuant to the terms and conditions of the US General Services Administration Contract Number GS-35F-306CA.

APPROVED

18 Award of a Requirement Contract for Masonry Material, Plaster and Lime

Location:	Various (Citywide)
Administering Department:	Operations
Funding Source:	Operating – Federal
Amount:	\$1,706,305.00
Projected Section 3 Hires:	N/A

Authorization is requested to award this requirement contract to the lowest responsive and responsible bidder, Caulkrite Corp., for the not-to-exceed amount. This requirement contract also provides for a one (1) one-year renewal option to be exercised at the Authority's sole discretion.

APPROVED

19 Award of a Requirement Contract for Double Strength Boxed Glass

Location:	Various (Citywide)
Administering Department:	Operations
Funding Source:	Operating – Federal
Amount:	\$114,800.00
Projected Section 3 Hires:	N/A

Authorization is requested to award this requirement contract to the sole responsive and responsible bidder, Franklen Glass Corp., for the not-to-exceed amount. This requirement contract also provides for a one (1) one-year renewal option to be exercised at the Authority's sole discretion.

APPROVED

20 Rejection of All Bids for a Requirement Contract for Ground Equipment and Accessories

Location:	Various (Citywide)
Administering Department:	Operations
Funding Source:	N/A
Amount:	N/A
Projected Section 3 Hires:	N/A

Rejection of all bids is recommended in the best interest of the Authority.

APPROVED

21 Rejection of All Bids for a Requirement Contract for Black Steel Pipe and Galvanized Pipe

Location:	Various (Citywide)
Administering Department:	Operations
Funding Source:	N/A
Amount:	N/A
Projected Section 3 Hires:	N/A

Rejection of all bids is recommended in the best interest of the Authority. This requirement contract will be re-bid.

APPROVED

22 Authorization to Enter into a Memorandum of Understanding with the New York City Department of Probation

Location:	Various (Citywide)
Administering Department:	Operations
Funding Source:	Operating – Federal
Amount:	\$7,187,334.00
Projected Section 3 Hires:	N/A

Authorization is requested to enter into this Memorandum of Understanding with the New York City Department of Probation to provide work crews to perform various maintenance and janitorial tasks, commencing on March 1, 2017 and continuing through April 30, 2020, or commencing on such other date as may be determined by the General Manager or the Senior Vice-President for Operations and continuing for three (3) years thereafter, with two (2) one-year renewal options to be exercised at the Authority's sole discretion.

APPROVED

23 Authorization to Amend the Agreement with Building Management Associates, Inc.

Location:	Various (Bronx Management Area – BX1)
Administering Department:	Operations – Management & Planning
Funding Source:	Operating – Federal
Amount:	\$5,866,063.00
Projected Section 3 Hires:	N/A

Authorization is requested to amend this agreement with Building Management Associates, Inc. for private management services, authorized by Board Resolution 13-1/30-10 and as amended by subsequent Board Resolutions for an initial three-year term with the option to extend the term for up to two (2) years, to increase the not-to-exceed amount, in order to fund the continued provision of services for an additional one-year term, commencing on April 1, 2017 and continuing through March 31, 2018.

APPROVED

24 Authorization to Amend the Agreement with Kraus Management Inc.

Location:	Various (Bronx Management Area – BX2)
Administering Department:	Operations – Management & Planning
Funding Source:	Operating – Federal
Amount:	\$2,777,781.00
Projected Section 3 Hires:	N/A

Authorization is requested to amend this agreement with Kraus Management Inc. for private management services, authorized by Board Resolution 13-1/30-11 and as amended by subsequent Board Resolutions for an initial three-year term with the option to extend the term for up to two (2) years, to increase the not-to-exceed amount, in order to fund the continued provision of services for an additional one-year term, commencing on April 1, 2017 and continuing through March 31, 2018.

APPROVED¹

25 Authorization to Amend the Agreement with Kraus Management Inc.

Location:	Various (Bronx Management Area – BX3)
Administering Department:	Operations – Management & Planning
Funding Source:	Operating – Federal
Amount:	\$3,919,145.00
Projected Section 3 Hires:	N/A

Authorization is requested to amend this agreement with Kraus Management Inc. for private management services, authorized by Board Resolution 13-1/30-12 and as amended by Board Resolution 16-2/24-8 for an initial three-year term with the option to extend the term for up to two (2) years, to increase the not-to-exceed amount, in order to fund the continued provision of services for an additional one-year term, commencing on April 1, 2017 and continuing through March 31, 2018.

APPROVED¹

26 Authorization to Amend the Agreement with Kraus Management Inc.

Location:	Various (Manhattan & Brooklyn Management Area – M/B1)
Administering Department:	Operations – Management & Planning
Funding Source:	Operating – Federal
Amount:	\$5,286,242.00
Projected Section 3 Hires:	N/A

Authorization is requested to amend the agreement with Kraus Management Inc. for private management services, authorized by Board Resolution 13-1/30-13 and as amended by subsequent Board Resolutions for an initial three-year term with the option to extend the term for up to two (2) years, to increase the not-to-exceed amount, in order to fund the continued provision of services for an additional one-year term, commencing on April 1, 2017 and continuing through March 31, 2018.

APPROVED¹

27 Authorization to Ratify an Amendment to the Agreement with EnergySolve, LLC

Location:	Various (Citywide)
Administering Department:	Finance – Energy Finance
Funding Source:	Operating – Federal
Amount:	\$60,000.00
Projected Section 3 Hires:	N/A

Authorization is requested to ratify an amendment to this agreement with EnergySolve, LLC for web-based Utility Management Information System and related services, authorized by Board Resolution 10-12/22-1 and as amended by Board Resolution 16-7/27-4 for an initial five-year term with one (1) one-year renewal option, to increase the not-to-exceed amount, in order to fund the continued provision of services during the remainder of the one-year renewal option, which commenced on February 1, 2016 and continued through January 31, 2017.

APPROVED

- 28 Authorization of a Change Order to Emergency Requirement Contract No.1614390
Awarded to East Coast Petroleum, Inc.

Location:	Various (Bronx)
Administering Department:	Finance – Energy Finance
Funding Source:	Operating – Federal
Amount:	\$5,000,000.00
Projected Section 3 Hires:	N/A

Authorization is requested to approve a change order to this emergency requirement contract awarded to East Coast Petroleum, Inc. for the provision of grade #2 ultra low sulfur diesel and fuel oil, authorized by Board Resolution 16-9/28-9, to increase the not-to-exceed amount, in order to fund the continued provision of services for the increased capacity during the remainder of the six-month term, which commenced on September 23, 2016 and is continuing through March 24, 2017.

APPROVED

- 29 Authorization of a Change Order to Emergency Requirement Contract No.1614391
Awarded to East Coast Petroleum, Inc.

Location:	Various (Brooklyn)
Administering Department:	Finance – Energy Finance
Funding Source:	Operating – Federal
Amount:	\$600,000.00
Projected Section 3 Hires:	N/A

Authorization is requested to approve a change order to this emergency requirement contract awarded to East Coast Petroleum, Inc. for the provision of grade #2 ultra low sulfur diesel and fuel oil, authorized by Board Resolution 16-9/28-10, to increase the not-to-exceed amount, in order to fund the continued provision of services for the increased capacity during the remainder of the six-month term, which commenced on September 23, 2016 and is continuing through March 24, 2017.

APPROVED

- 30 Authorization of a Change Order to Emergency Requirement Contract No. 1614389 Awarded to Rucci Oil Company, Inc.

Location:	Various (Staten Island)
Administering Department:	Finance – Energy Finance
Funding Source:	Operating – Federal
Amount:	\$200,000.00
Projected Section 3 Hires:	N/A

Authorization is requested to approve a change order to this requirement contract awarded to Rucci Oil Company, Inc. for the provision of grade #2 ultra low sulfur diesel and fuel oil, authorized by Board Resolution 16-9/28-12, to increase the not-to-exceed amount, in order to fund the continued provision of services for the increased capacity during the remainder of the six-month term, which commenced on September 23, 2016 and is continuing through March 24, 2017.

APPROVED

- 31 Authorization to Amend Board Resolution 13-2/13-3

Location:	Non-Development
Administering Department:	Law
Funding Source:	Operating – Self-Insurance Fund
Amount:	\$10,000,000.00
Projected Section 3 Hires:	N/A

Authorization is requested to amend Board Resolution 13-2/13-3 and as amended by Board Resolution 16-3/30-3, which authorized the award of seventeen (17) retainer agreements to seventeen (17) firms to provide the Authority with legal defense of all tort claims and resulting lawsuits, by increasing the not-to-exceed amount, in order to fund the second one-year renewal option, commencing on April 1, 2017 and continuing through March 31, 2018.

APPROVED



Vilma Huertas
Corporate Secretary

¹ Board Member Gonzalez voted in opposition on these items.



NYCHA Board Calendar Meeting

Chair's Report

February 22, 2017



Overview

□ NextGeneration NYCHA Progress

➤ Operate

- ❖ Online Recertification
- ❖ Superstorm Niko
- ❖ Flex Ops Expansion
- ❖ Community Safety at Queensbridge and Albany Houses
- ❖ NYCHA Joins NYC Carbon Challenge
- ❖ Employee Engagement Committee

➤ Engage

- ❖ Tax Prep for NYCHA Residents
- ❖ Fund for Public Housing
- ❖ Brownsville Matters

□ Updates

- State of the City Addresses
- NYCHA in Washington, D.C.

NextGeneration NYCHA Strategies

Fund

- 1) Secure relief from PILOT
- 2) Improve collection of resident rent and fees
- 3) Lease ground floor spaces
- 4) Reduce central office costs

Operate

- 5) Transform to digital organization
- 6) Localize property management
- 7) Pursue comprehensive sustainability agenda
- 8) Increase safety and security

(Re)Build

- 9) Refine capital planning strategy
- 10) Provide land to support creation of affordable housing units
- 11) Use HUD programs to preserve units
- 12) Adopt design excellence practices

Engage Residents

- 13) Transform from direct service provision to a partnership model
- 14) Leverage philanthropic dollars through a 501(c)(3)
- 15) Connect residents to quality employment

NextGeneration NYCHA Progress



Operate

Online Recertification Rollout



NYCHA Resident and Rev. Dr. Marc Rivera complete an online recertification on NYCHA's Digital Van



- ❑ NYCHA's Online Recertification program is expanding with all developments expected to be online by the end of the year
- ❑ To support our efforts, we held an outreach event for community organizations, faith leaders and service providers in the Lower East Side

Operate

Hard at Work During Superstorm Niko



Mayor de Blasio and Councilman Van Bramer visit Ravenswood Houses (pictured with RA President Carol Wilkins)



NYCHA staff hard at work at Baruch Houses



FlexOps | Flexible Operations Expanded Service Hours



What is FlexOps?

Flexible Operations (FlexOps) is a pilot initiative to enable front-line staff to work flexible, staggered shifts to improve residents' quality of life and offer better customer service.

- ✓ Expanded service hours for residents
- ✓ Flexible schedules for current staff who volunteer and new hires.
- ✓ Flexibility for our employees

Why expand FlexOps?

- ✓ Improve quality of life
- ✓ Enhance customer service
- ✓ Start and end the day earlier or later, depending on your preference

NEW FlexOps Shifts

MANAGEMENT

Property Manager, Assistant Property Manager, Housing Assistant, Secretary/Receptionist

New Schedule: 2 shifts	
Regular Shift, Mon-Fri	Late Shift, 1 day / week
8:30AM – 4:30PM	11AM – 7PM

*One-time bonus, pro-rated by evening hour rotation: \$200 if you work 1x a week; \$100 if you work 1x every two weeks; \$66.67 if you work 1x every three weeks.

MAINTENANCE

Property Maintenance Supervisor

New Schedule: 3 shifts		
Early Shift	Regular Shift	Late Shift
6AM – 2PM	8:30AM – 4:30PM	12PM – 8PM

* \$1,000 one-time bonus + 10% differential for all hours worked after 4:30PM

Assistant Property Maintenance Supervisor

New Schedule: 3 shifts		
Early Shift	Regular Shift	Late Shift
6AM - 2PM	8AM – 4PM	12PM – 8PM



Operate

Improved Safety at Queensbridge and Albany Houses



Members of the 696 Build Queensbridge, NYPD's PSA 9, Councilman Jimmy Van Bramer, Assemblywoman Catherine Nolan and President of the Queensbridge Tenant Association April Simpson celebrating 365 days without shooting at Queensbridge Houses

- ❑ Queensbridge North and South, as well as Albany Houses, celebrate a year of **zero shootings in 2016**
- ❑ Mayor de Blasio calls it a “**year of golden silence**”
- ❑ Due in part to **\$140m investment** in new lighting, layered access, and CCTV's at Queensbridge as part of the Mayor's Action Plan (MAP)

Operate

NYCHA Joins NYC Carbon Challenge in Fight Against Climate Change



- NYCHA pledges to voluntarily reduce building-based greenhouse gas emissions by **30% over the next 10 years**
- NYCHA is joining 20 of city's leading property management firms, owners and developers
- As NYC's largest landlord, NYCHA is contributing considerable building portfolio to this effort

Operate

Employee Engagement Committee 2017-2018

“The mission of the Employee Engagement Committee (EEC) is to create and foster an environment of inclusiveness in which members work with and hold NYCHA leadership accountable for creating, developing, and championing a cohesive and collaborative organization to support the Authority’s goals of changing the way we do business as a landlord to create safe, clean, and connected communities.”

Engage

NYCHA Doubles Number of Free Tax Prep Sites



- 22 NYCHA locations** across the city where residents earning less than \$54,000 a year can file state and federal taxes for free with trusted, IRS-certified tax preparers.
- Double the number of locations** available last year.

Engage

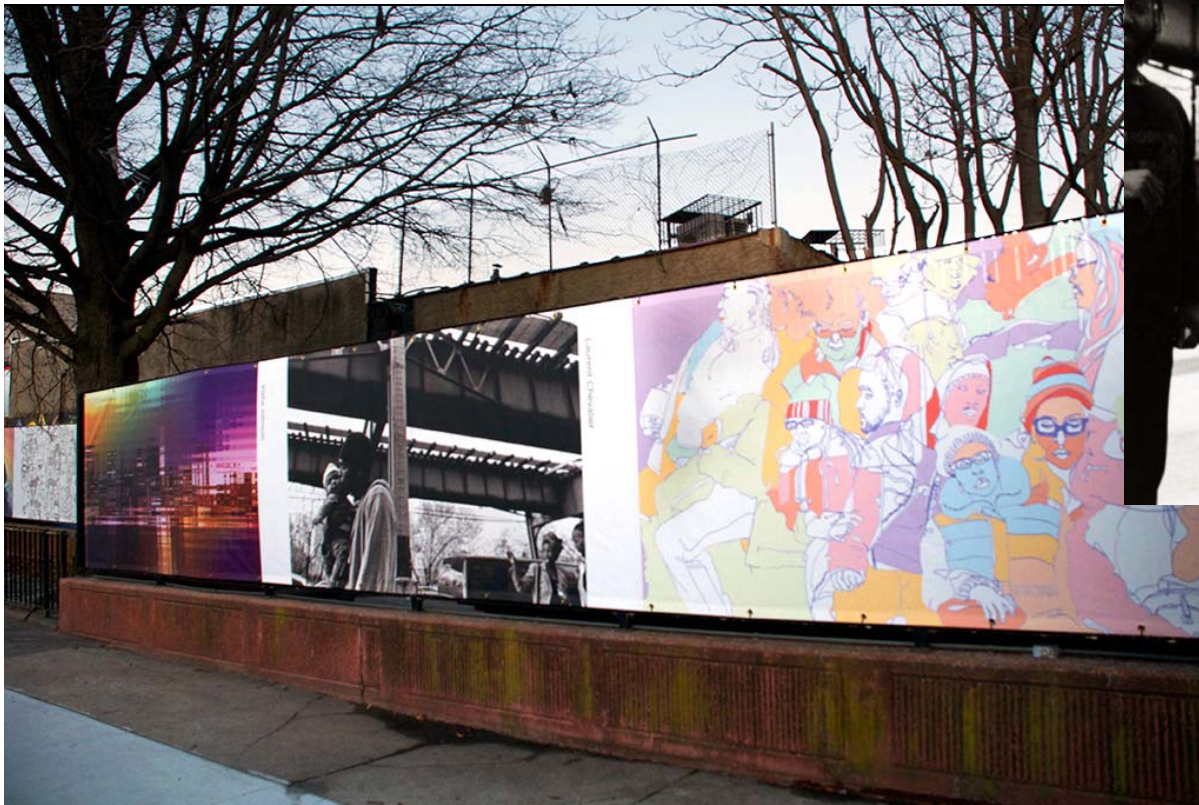
Fund for Public Housing Receives Fast Companies Ranking

Fast Companies ranked NYCHA's Fund for Public Housing one of the **world's most innovative companies in 2017**



Engage

Brownsville Matters Art Installation



"Brownsville Matters" outdoor art installation in front of Langston Hughes Houses on Belmont Avenue features local artists whose art portrays Brownsville's past and present.

Updates



State of the City Addresses

“I hope you are like me in the fact that when you watched **April Andrews of Queensbridge** who **benefited from the tech talent pipeline**, who got a chance to do something new with her life, when you heard her talk about how excited she was to create Internet access for the people in public housing... [saying] **‘I did that, I made Internet.’** I was told not to say it was dope. She said it was dope. **I thought it personally was pretty dope.**” - Mayor Bill de Blasio



Mayor de Blasio delivering the 2017 State of the City address



City Council Speak Melissa Mark-Viverito delivering the 2017 State of the City address

NYCHA Goes to Washington, D.C.



Chair Olatoye meets with Members of Congress
(Clockwise from top left - Rep. Velasquez, Rep. Meng, Rep. Meeks, Rep. Maloney; middle is Rep. Jefferies.)



Representation

by Dominique Davenport, age 25
Brownsville Matters exhibit



NYCHA Board Calendar Meeting

General Manager's Report

February 22, 2017



Agenda

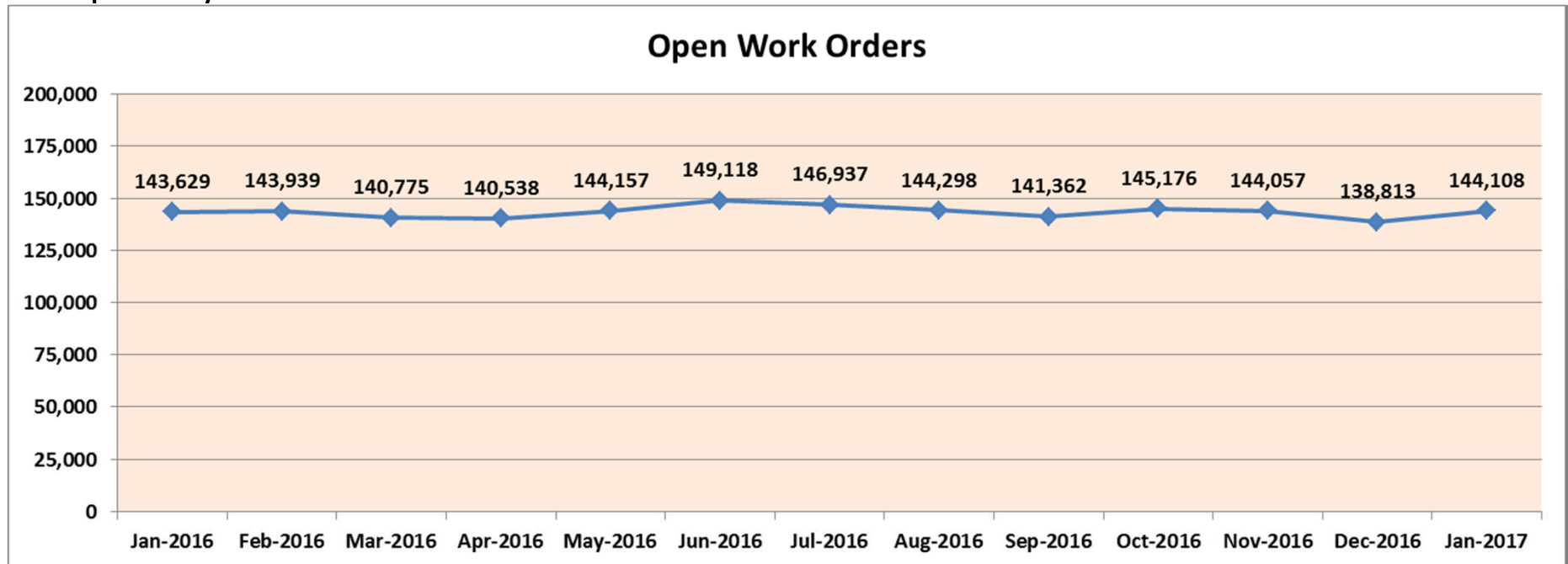
- ❑ NYCHA Key Performance Indicator (KPI) Report

Key Performance Indicator (KPI) Report

- ❑ The Key Performance Indicator (KPI) report tracks NYCHA's performance in three main areas:
 - Work Orders (Emergencies, Maintenance and Skilled Trades)
 - Vacancies (Apartment Turnaround Time)
 - Customer Satisfaction (Residents satisfied with repairs)

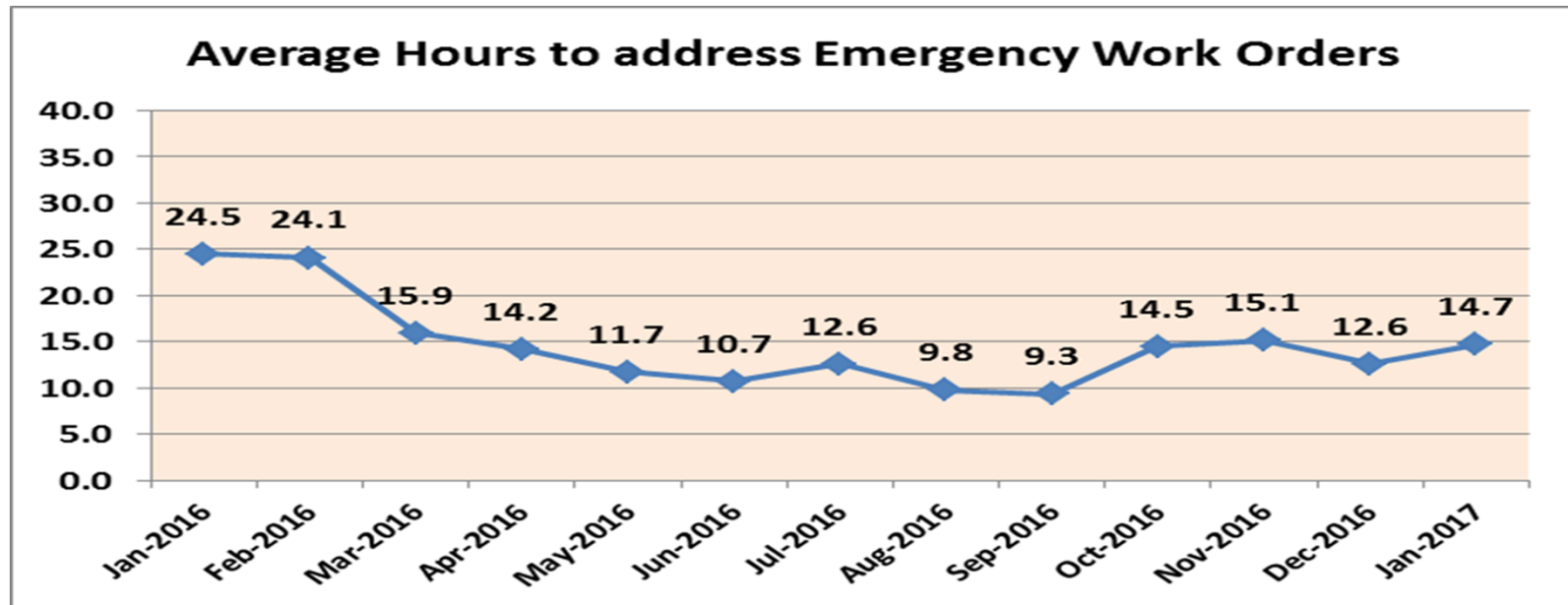
Work Orders Overview

- ❑ As of the end of January, there were 144,108 open work orders which was higher than the previous month (138,813) and January 2016 (143,629).
- ❑ In the past 12 months, we created 2.8 million work orders or 232,805 per month; 53,431 per week; 7,633 per day.
- ❑ NYCHA closed 2.5 million work orders or 210,998 per month; 48,426 per week; 6,918 per day.



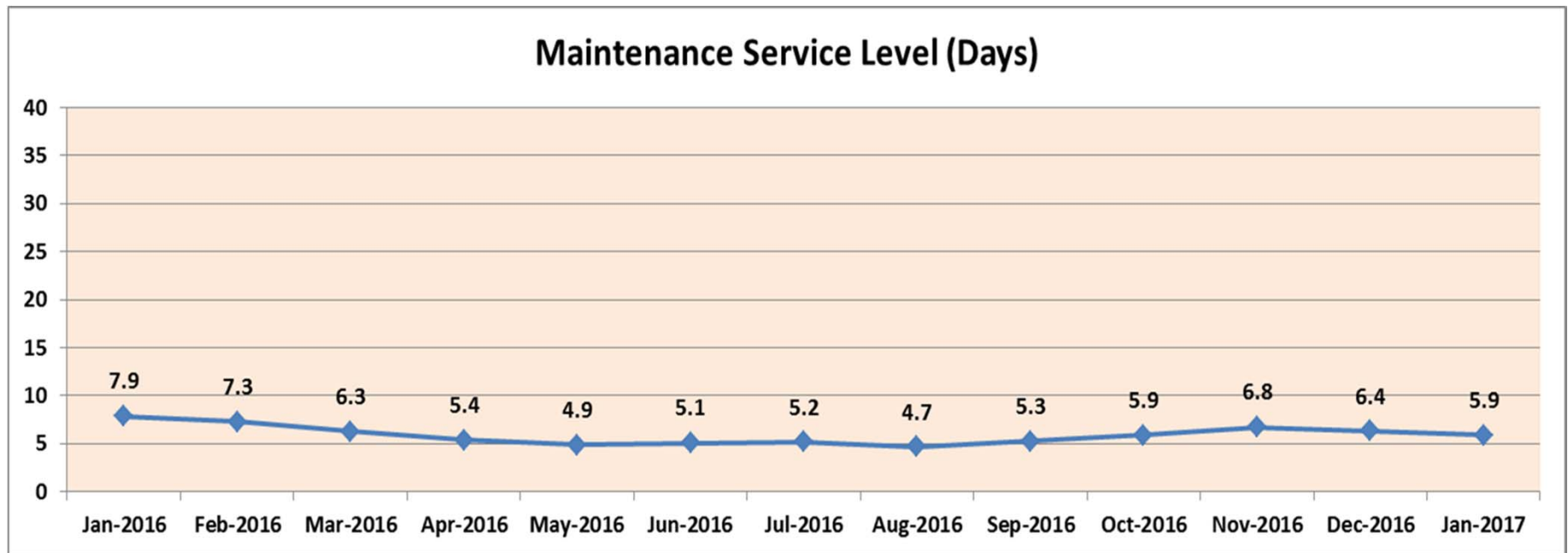
Emergency Work Orders

- ❑ Emergency work orders are high priority items such as heat and hot water, gas, elevator outages, etc. NYCHA has a target of 24 hours to respond to these conditions.
- ❑ In January 2017, the average time to resolve emergencies was 14.7 hours, lower than last year and within the 24 hour target.
- ❑ A total of 50,980 work orders were created and 51,650 were closed. Of the total closed: 18,858 (84%) done within 24 hours; 3,614 took over 24 hours; and 29,178 were closed without actuals. 362 were cancelled, and 381 were open at the end of the month.



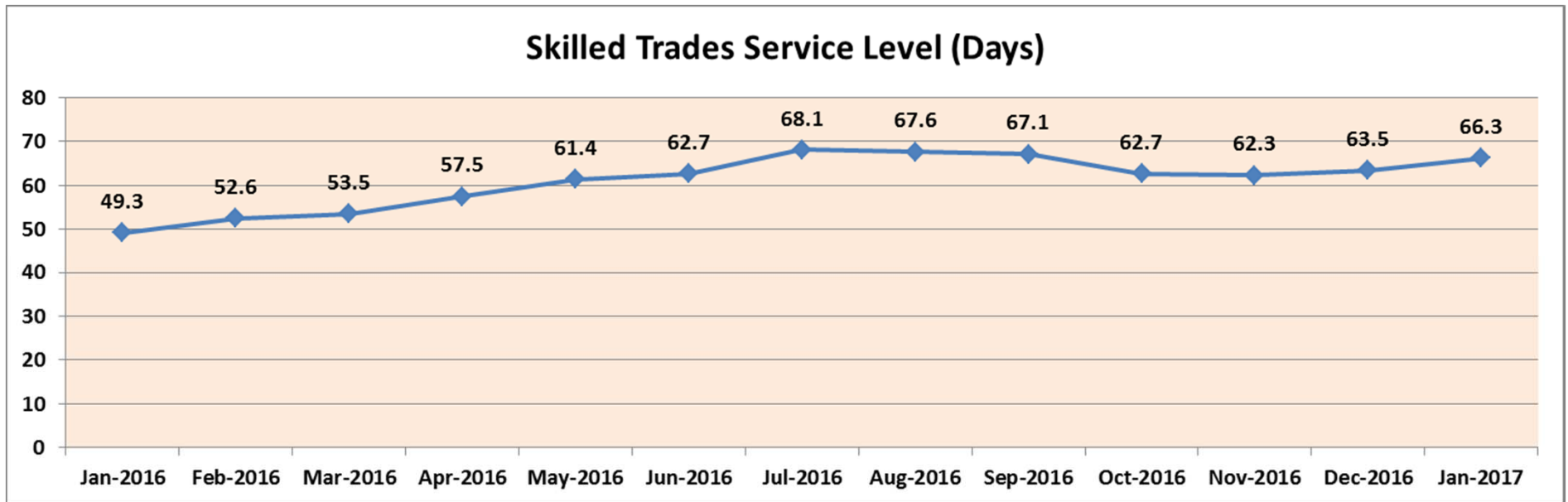
Maintenance Work Orders

- ❑ The Maintenance Service Level measures the Authority's performance in addressing simple repairs. We have set a target of 7 days.
- ❑ In January 2017, the service level was 5.9 days, showing a decrease from the previous month (6.4 days) and a reduction of 25% from January 2016 (7.9 days).



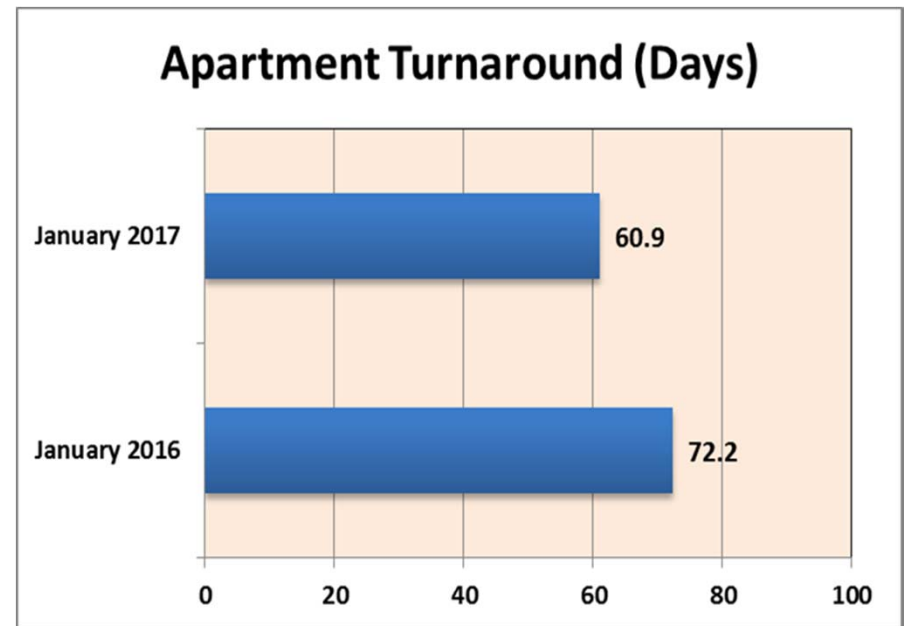
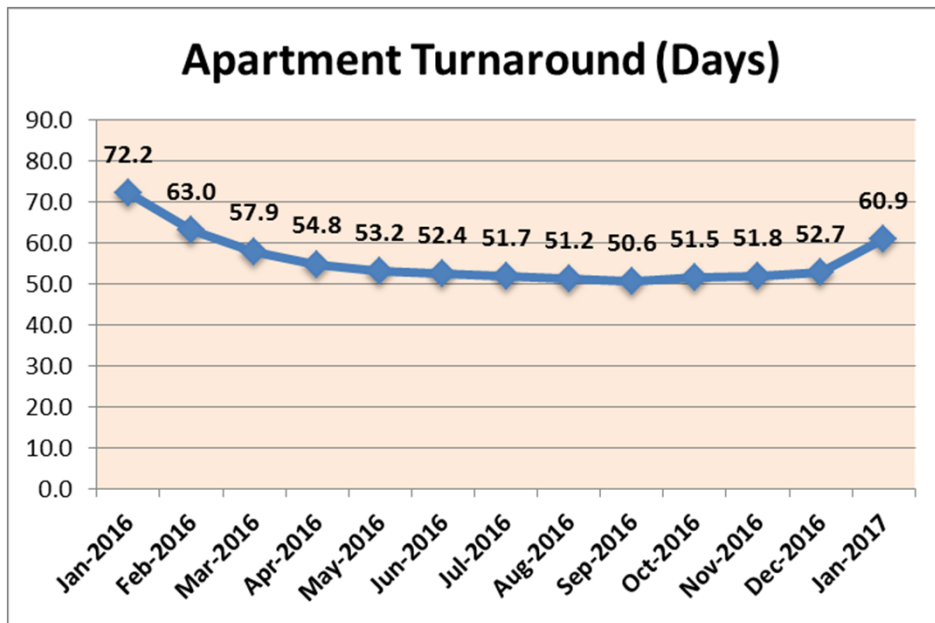
Skilled Trades Work Orders

- ❑ The Skilled Trades Service Level measures the Authority's performance in addressing more complex repairs such as carpentry, painting and plastering.
- ❑ The service level in January was 66.3 days, higher than the previous month (63.5 days).



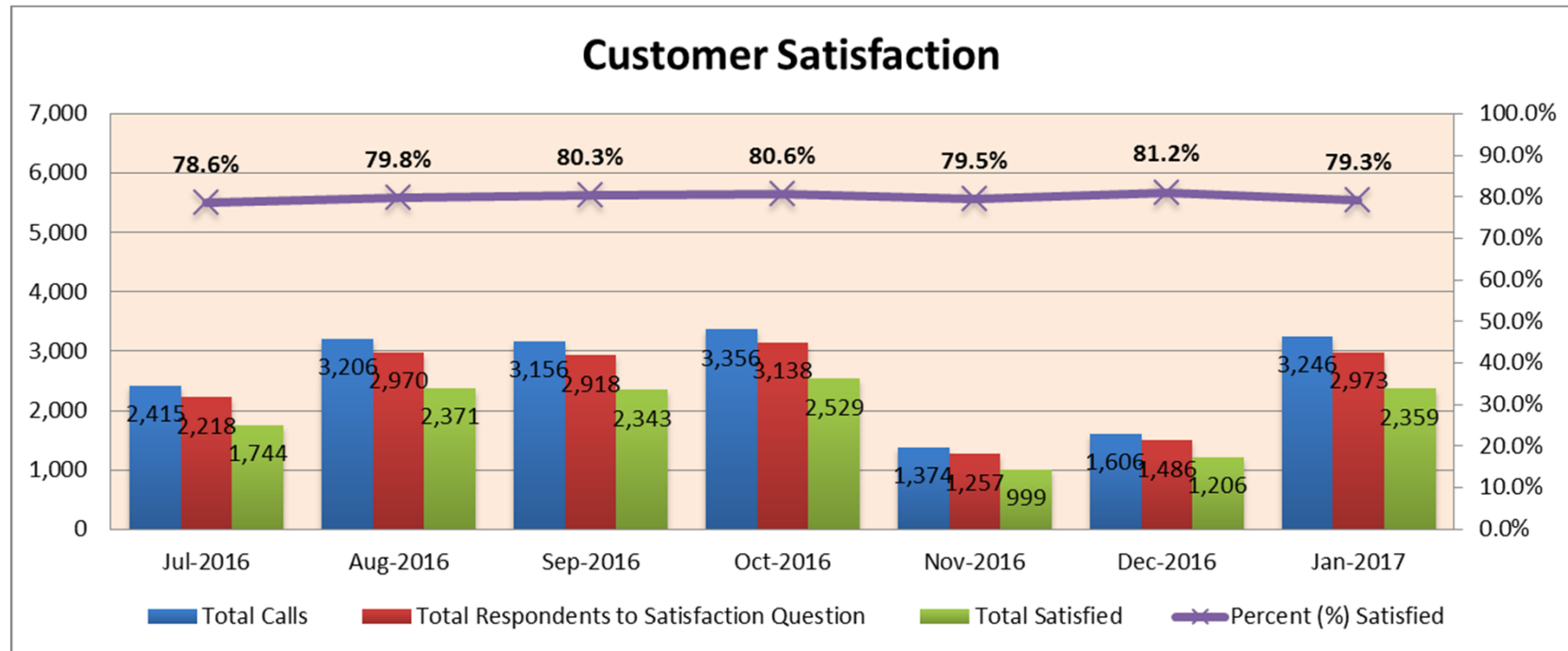
Apartment Turnaround Time

- ❑ The Apartment Turnaround measures the average days to re-occupy a NYCHA apartment after it has been vacated. The target is 30 days.
- ❑ The year to date turnaround for January 2017 was 60.9 days, a reduction of 16% compared to 72.2 days for January 2016.



Customer Satisfaction

- ❑ The Customer Satisfaction measures the percentage of residents satisfied with the overall experience with their repair. This information is obtained from the results of the monthly robocalls conducted by the CCC for closed work orders.
- ❑ In January 2017, 79.3% residents reported being satisfied with their repair.



THREE-THOUSAND ONE HUNDRED AND ELEVENTH MEETING

Wednesday, February 22, 2017

ADJOURNMENT

On Motion, without objection, the meeting was duly adjourned at 11:59 A.M.

A handwritten signature in black ink, appearing to read 'V. Huertas', written over a horizontal line.

Vilma Huertas
Corporate Secretary