

NEW YORK CITY HOUSING AUTHORITY

THREE-THOUSAND ONE HUNDRED AND FIFTH MEETING

Minutes of Board Meeting

Wednesday, July 27, 2016

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  
Beatrice Byrd, Member  
Derrick D. Cephas, Member  
Victor A. Gonzalez, Member  
Willie Mae Lewis, Member  
Michael P. Kelly, General Manager  
Wilma Huertas, Corporate Secretary

\*\*\*\*\*

***NEW YORK CITY HOUSING AUTHORITY***  
***Office of the Corporate Secretary***

***Minutes***  
***Regular Meeting***  
***Wednesday, July 27, 2016***

I. Authority Minutes

Adoption of Minutes of Regular Meeting, Wednesday, June 29, 2016

**APPROVED**

II. Chair's Report

III. General Manager's Report

IV. Authority Calendar

Calendar of Regular Meeting, Wednesday, July 27, 2016

1 Authorization to Award the Authority's General Liability Insurance Program Policies, Including Automobile Liability Coverage

Location:	Non-Development
Administering Department:	Finance – Risk Finance
Funding Source:	Operating – Self-Insurance Fund
Amount:	\$3,951,300.00
Projected Section 3 Hires:	N/A

---

Authorization is requested to award the Authority's General Liability Insurance Program policies to (i) Gemini Insurance Company, a W.R. Berkley Corporation subsidiary, (ii) Lloyd's of London, (iii) XL Insurance America, Incorporated ("Inc."), a XL Group plc subsidiary, (iv) United States Fire Insurance Company, a Crum & Forster subsidiary insurance company of Fairfax Financial USA Group, and (v) Navigators Insurance Company, a Navigators Group Inc. subsidiary. The General Liability Insurance Program policies provide insurance coverage for torts above the Authority's typically \$1M (million) self-insured retention, in the amount of \$100M per occurrence and \$130M in the aggregate (including \$100M of automobile liability). The General Liability Insurance Program policies also provide the Authority with terrorism coverage. All policies will have a one (1) year term commencing on August 1, 2016 and continuing through July 31, 2017.

**APPROVED**

*N/A = NOT APPLICABLE*

*APPROVED = UNANIMOUS*

2 Authorization to Award the Authority's Public Officials Liability Insurance Policy, Including Employment Practices Liability Coverage

Location:	Non-Development
Administering Department:	Finance – Risk Finance
Funding Source:	Operating – Self-Insurance Fund
Amount:	\$250,000.00
Projected Section 3 Hires:	N/A

---

Authorization is requested to award the Authority's \$25,000,000.00 Public Officials Liability Insurance Policy, including a \$12,500,000.00 sublimit for Employment Practices Liability Coverage, to Illinois National Insurance Company, a subsidiary of American International Group, in excess of the Authority's self-insured retention of \$500,000.00 for a term of one (1) year, commencing on August 1, 2016 and continuing through July 31, 2017.

**APPROVED**

3 Authorization to Amend the Agreement with the City of New York Office of Payroll Administration

Location:	Non-Development
Administering Department:	Finance – Accounting & Fiscal Services
Funding Source:	Operating – Federal
Amount:	\$225,000.00
Projected Section 3 Hires:	N/A

---

Authorization is requested to amend the agreement with the City of New York Office of Payroll Administration for payroll services, authorized by Board Resolution 98-8/19-9 and as amended by subsequent Board Resolutions, to increase the not-to-exceed amount, in order to fund the continued provision of services for an additional three (3) one-year renewal periods, commencing on November 1, 2016 and continuing through October 31, 2019.

**APPROVED**

4 Authorization to Amend the Agreement with EnergySolve, LLC

Location:	Various (Citywide)
Administering Department:	Finance – Energy Finance
Funding Source:	Operating – Federal
Amount:	\$100,000.00
Projected Section 3 Hires:	N/A

---

Authorization is requested to amend the agreement with EnergySolve, LLC for web-based Utility Management Information System and related services, authorized by Board Resolution 10-12/22-1 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 for the remainder of the renewal option, which commenced on February 1, 2016 and is continuing through January 31, 2017.

**APPROVED**

5 Authorization to Amend the Agreement with Trigyn Technologies, Inc.

Location:	Non-Development
Administering Department:	Human Resources & Information Technology
Funding Source:	Operating & Capital – Federal & Section 8
Amount:	\$500,000.00
Projected Section 3 Hires:	N/A

---

Authorization is requested to amend the agreement with Trigyn Technologies, Inc. ("Trigyn") for staff augmentation services authorized by Board Resolution 13-10/23-28 and as amended by subsequent Board Resolutions for an initial one-year term with renewal option periods cumulatively not to exceed an additional four (4) years, to increase the not-to-exceed amount, in order to fund the continued provision of services during the remainder of the second one-year renewal option which commenced on December 5, 2015 and is continuing through December 4, 2016, by reallocating the funds authorized by Board Resolution 15-12/23-8 for an agreement with IIT, Inc. to Trigyn.

**APPROVED**

6 Authorization to Amend the Agreement with IT Trailblazers, LLC

Location:	Non-Development
Administering Department:	Human Resources & Information Technology
Funding Source:	Operating & Capital – Federal & Section 8
Amount:	\$500,000.00
Projected Section 3 Hires:	N/A

---

Authorization is requested to amend the agreement with IT Trailblazers, LLC (“IT Trailblazers”) for staff augmentation services authorized by Board Resolution 13-10/23-28 and as amended by Board Resolution 15-9/30-15 for an initial one-year term with renewal option periods cumulatively not to exceed an additional four (4) years, to increase the not-to-exceed amount, in order to fund the continued provision of services during the remainder of the second one-year renewal option which commenced on November 26, 2015 and is continuing through November 25, 2016, by reallocating the funds authorized by Board Resolution 15-12/23-8 for an agreement with IIT, Inc. to IT Trailblazers.

**APPROVED**

7 Authorization to Submit Section 18 Applications to HUD for Long-Term Ground Lease of Three (3) Parcels of Land with Zoning Floor Area

Location:	Ingersoll, Van Dyke I & Mill Brook
Administering Department:	Development
Funding Source:	N/A
Amount:	N/A
Projected Section 3 Hires:	N/A

---

Authorization is requested to submit applications to the US Department of Housing and Urban Development (“HUD”), pursuant to Section 18 of the US Housing Act of 1937, as amended (the “Section 18 Applications”) for approval to ground lease for a minimum term of sixty (60) years, three (3) parcels of land for low-income housing development: (i) a parcel of land located at Ingersoll Houses, Kings County, Block 2034, Lot 1 comprised of approximately 11,500 square feet for construction of a building containing approximately one hundred and forty-five (145) senior housing units, one (1) superintendent’s unit and senior center with approximately 110,000 square feet of zoning floor area; (ii) a parcel of land located at Van Dyke I Houses, Kings County, Block 3777, Lot 1 comprised of approximately 36,000 square feet for construction of a building containing approximately one hundred and eighty-seven (187) family housing units, one (1) superintendent’s unit and community center with approximately 191,500 square feet of zoning floor area; and, (iii) a parcel of land located at Mill Brook Houses, Bronx County, Block 2548, Lot 1 comprised of approximately 35,000 square feet for construction of a building containing approximately one hundred and fifty-five (155) senior housing units, one (1) superintendent’s unit and senior center with approximately 115,000 square feet of zoning floor area.

**APPROVED**

- 8 Authorization to Submit a Section 18 Application to HUD for the Disposition of a Parcel of Land with Zoning Floor Area

Location:	Fulton
Administering Department:	Development
Funding Source:	N/A
Amount:	N/A
Projected Section 3 Hires:	N/A

---

Authorization is requested to submit an application to the US Department of Housing and Urban Development, pursuant to Section 18 of the US Housing Act of 1937, as amended (the "Section 18 Application"), to dispose of a parcel of land for mixed-income housing development located at Fulton Houses, Manhattan, Block 716, Lot 17 comprised of approximately 11,040 square feet for the construction of a building containing approximately one hundred and fifty-nine (159) family housing units and one (1) superintendent's unit with a total of approximately 123,000 square feet of zoning floor area.

**APPROVED**

- 9 Authorization to Submit a Section 18 Application to HUD for the Disposition of A Parcel of Land

Location:	Ocean Bay Apartments (Bayside)
Administering Department:	Development
Funding Source:	N/A
Amount:	N/A
Projected Section 3 Hires:	N/A

---

Authorization is requested to submit an application to the US Department of Housing and Urban Development, pursuant to Section 18 of the US Housing Act of 1937, as amended, to dispose of an approximately 37,000 square feet parcel of land located at Ocean Bay Apartments (Bayside), Queens County, Block 15890, Lots 54, 55, 58, 62, 64, 66 and 69 to facilitate the development of a community retail building comprised of an approximately 17,700 square feet supermarket and associated retail space as well as an approximately 1,700 square feet community space.

**APPROVED**

10 Award of a Requirement Contract for Plumbing and Heating Supplies

Location:	Various (Citywide)
Administering Department:	Operations – Heating Management & Services
Funding Source:	Operating – Federal
Amount:	\$1,017,896.79
Projected Section 3 Hires:	N/A

---

Authorization is requested to award this requirement contract to the lowest responsive and responsible bidder, Krasman Supply Corporation, 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 Asbestos Removal, Re-Insulation and Related Work

Location:	Various (Citywide)
Administering Department:	Operations – Technical Services
Funding Source:	Capital – Federal
Amount:	\$1,313,160.25
Projected Section 3 Hires:	1

---

Authorization is requested to award this requirement contract to the lowest responsive and responsible bidder, Alpha Environmental Services, 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 Various Types of Smoke Detectors

Location:	Various (Citywide)
Administering Department:	Operations
Funding Source:	Operating – Federal
Amount:	\$1,031,144.70
Projected Section 3 Hires:	N/A

---

Authorization is requested to award this requirement contract to the lowest responsive and responsible bidder, Home Depot U.S.A., 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**

13 Award of a Requirement Contract for Various Types of Interior Laminated Doors

Location:	Various (Citywide)
Administering Department:	Operations
Funding Source:	Operating – Federal
Amount:	\$5,859,902.50
Projected Section 3 Hires:	N/A

---

Authorization is requested to award this requirement contract to the lowest responsive and responsible bidder, Cuisine Crotone Inc., for the not-to-exceed amount. The first lowest bidder was deemed non-responsive because the product offered did not conform with the bid specifications. This requirement contract also provides for a one (1) one-year renewal option to be exercised at the Authority's sole discretion.

**APPROVED**

14 Rejection of All Bids for a Requirement Contract for Grounds Improvements

Location:	Various (Manhattan & Staten Island)
Administering Department:	Capital Projects Division – City Capital
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**

15 Award of a Job Order Contract for Work to Address Unsafe Conditions Identified through New York City Department of Buildings Local Law 11

Location:	Various (Bronx & Queens)
Administering Department:	Capital Projects Division – Local Law 11
Funding Source:	Capital – Federal, City & Other
Amount:	\$25,000,000.00
Projected Section 3 Hires:	N/A

---

Authorization is requested to award this job order contract to the lowest responsive and responsible bidder, Adam's European Contracting Inc., for the not-to-exceed amount. This job order contract also provides for two (2) one-year renewal options to be exercised at the Authority's sole discretion.

**APPROVED**

- 16 Award of a Job Order Contract for Work to Address Unsafe Conditions Identified through New York City Department of Buildings Local Law 11

Location:	Various (Manhattan)
Administering Department:	Capital Projects Division – Local Law 11
Funding Source:	Capital – Federal, City & Other
Amount:	\$25,000,000.00
Projected Section 3 Hires:	N/A

---

Authorization is requested to award this job order contract to the lowest responsive and responsible bidder, Akro General Contracting, Inc., for the not-to-exceed amount. This job order contract also provides for two (2) one-year renewal options to be exercised at the Authority's sole discretion.

**APPROVED**

- 17 Award of a Job Order Contract for Work to Address Unsafe Conditions Identified through New York City Department of Buildings Local Law 11

Location:	Various (Brooklyn & Staten Island)
Administering Department:	Capital Projects Division – Local Law 11
Funding Source:	Capital – Federal, City & Other
Amount:	\$25,000,000.00
Projected Section 3 Hires:	N/A

---

Authorization is requested to award this job order contract to the lowest responsive and responsible bidder, Akro General Contracting, Inc., for the not-to-exceed amount. This job order contract also provides for two (2) one-year renewal options to be exercised at the Authority's sole discretion.

**APPROVED**

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

Location:	Carleton Manor
Administering Department:	Capital Projects Division – Disaster Recovery
Funding Source:	Capital – FEMA, CDBG-DR & Insurance
Amount:	\$19,588,148.00
Projected Section 3 Hires:	6

---

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

**APPROVED**

19 Award of a Contract for Exterior Brickwork Restoration and Roofing Replacement

Location:	Cassidy – Lafayette
Administering Department:	Capital Projects Division – Construction
Funding Source:	Capital – Federal
Amount:	\$11,659,864.98
Projected Section 3 Hires:	4

---

Authorization is requested to award this contract to the lowest responsive and responsible bidder, Adam's European Contracting Inc., for the not-to-exceed amount.

**APPROVED**

20 Authorization of a Change Order to Contract No. RF1507031 Awarded to Technico Construction Services, Inc.

Location:	Albany I & II
Administering Department:	Capital Projects Division – Construction
Funding Source:	Capital – Federal & City
Amount:	\$8,000,000.00
Projected Section 3 Hires:	N/A

---

Authorization is requested to approve a change order to this contract awarded to Technico Construction Services, Inc. for exterior brickwork restoration and roofing replacement, authorized by Board Resolution 15-6/24-9, to increase the not-to-exceed amount, in order to cover the costs for additional repairs.

**APPROVED**



---

Vilma Huertas  
Corporate Secretary



# **NYCHA Board Calendar Meeting**

**Chair's Report**

**July 27, 2016**



# Overview

- ❑ **Achieve short-term financial stability and diversify funding for the long-term**
  - Ground Floor Leasing
- ❑ **Operate as an efficient landlord**
  - Improving Customer Service
  - **NextGen Operations (NGO)**
  - FlexOps
  - Increasing Safety and Security
- ❑ **Re(build), expand and preserve public and affordable housing**
  - Capital Strategy
  - Creation of Affordable Units: 100% Affordable
  - Preservation of Public Housing: RAD/PACT
- ❑ **Engage residents and connect them to best-in-class social services**
  - Reorganization of Community Programs & Development

# 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

# Achieve short-term financial stability and diversify funding for the long-term

Identifying new opportunities for **income generation and savings**

To date, 16  
formerly vacant  
spaces have  
been reactivated

These spaces  
generate  
\$500,000/year  
for NYCHA



Dr. James Kim, Commercial Tenant at Williamsburg Houses

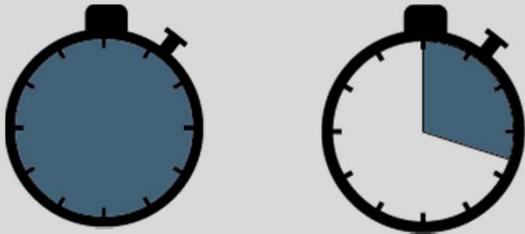
# Operate as an efficient and effective landlord

Improving the speed and ease of our customer service

## NextGen Operations

At 18 localized property management developments, we reduced routine work order completion time from...

**21 days** in January 2015 to **6.2 days** in April 2016



Now expanding the model to 39 additional sites



MyNYCHA app is in English and Spanish



Handheld devices for dispatch and inventory at 3 developments



Mobile digital vans increasing access to WiFi and technology at 4 NYCHA developments

# Customer Service | FlexOps Launch

	Old Schedule	SAMPLE FlexOps Schedule			
 <b>Property Management</b>	Office Hours		Office Hours		
	Mon-Fri		Mon-Fri	Evening, 1 day/week	
	8:30 AM-4:30 PM		8:30 AM-4:30 PM	4:30 PM-8:00PM by appointment	
 <b>Maintenance &amp; Repairs</b>	Work Order Repair Appointments		Work Order Repair Appointments		
	Mon-Fri		Mon-Fri		
	Morning	Afternoon	Morning	Afternoon	Early Evening
	8:00 AM-12:00 PM	12:00 PM-4:00 PM	8:00 AM-12:00 PM	12:00 PM-4:00 PM	4:00 PM – 7:30PM
	<small>Simple repairs such as basic plumbing (faucet, clearing stoppages), carpentry, hardware for doors and windows: replacing windows guards, smoke detectors, CO detectors, and outlets; and fixing refrigerators and stoves, etc.</small>				
 <b>Janitorial &amp; Grounds</b>	Cleaning and maintaining the grounds and public spaces.		Cleaning and maintaining the grounds and public spaces.		
	Mon-Fri		Mon-Fri		
	8:00 AM-4:30 PM		6:00 AM-7:00 PM		

FlexOps extends services hours by creating **multiple staggered shifts** for frontline staff

**4-month pilot** rolled out on July 5th

**Property managers will be present** at 12 consolidations from **6 AM – 8 PM** 1 day/week

*“When tenants come out in the morning, they see the elevators clean, the steps clean, the lobbies and front of the buildings clean. Just this morning, a tenant saw me cleaning the elevator when she was leaving for work and said ‘Thank you.’” – Loranzo Brown, NYCHA Employee*

# Safety | Lighting, CCTV/LAC Update



Chair Olatoye announcing lighting installation at Polo Grounds Towers

Exterior lighting is installed at 4 MAP developments

CCTV/LAC construction started at 10 developments

564 cameras expected to be installed by end of 2016 (City Council and MAP-funded)

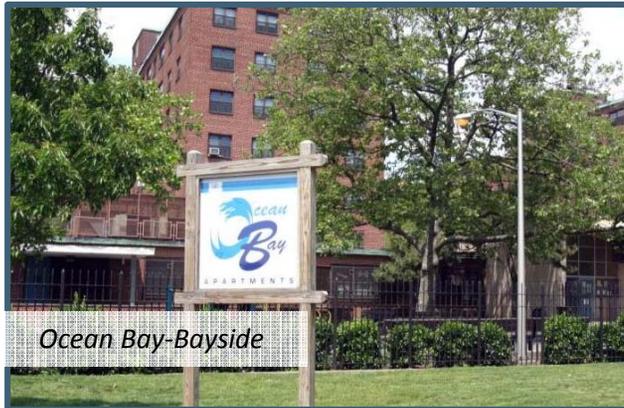
# Re(build), expand and preserve public housing

Launching **new construction and preservation** projects

Selected developer for  
Ocean Bay (Bayside)

Submitted  
application to  
upgrade 5K more  
units through HUD's  
RAD program  
(called PACT in NYC)

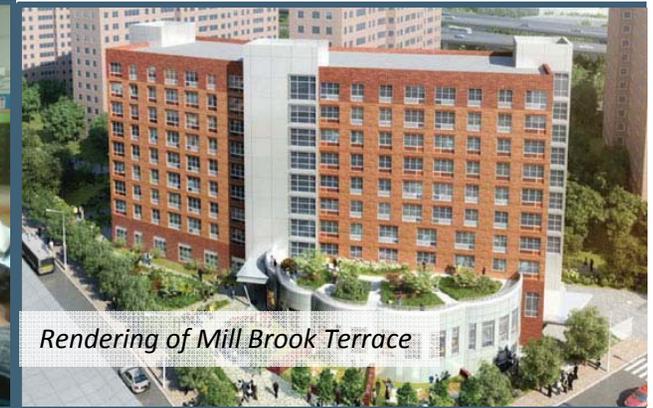
Issued RFQ for next  
batch of 100%  
Affordable Sites



*Ocean Bay-Bayside*



*PACT Meeting in the Bronx*



*Rendering of Mill Brook Terrace*

# Capital Planning | Repair and Recovery Work

**5 developments** in 1st tranche of City-Funded roofing work are **under construction**

**7 developments** in 2nd tranche of City-Funded roofing work are **in design phase**

**58,560 residents** will be impacted by this work

Groundbreaking for Sandy repair work at **Ocean Bay - Oceanside**



Replacing a roof at Queensbridge Houses

# Preservation | PACT Update



Residents at PACT Borough Meeting  
Claremont Community Center in the Bronx

- Second round of resident meetings held
- NYCHA's application to the PACT Program is on HUD's waitlist
- Tours of similar Section 8 properties are being scheduled for elected officials and residents



NYCHA Resident Engagement Deputy Director  
Juan Santiago presenting at a PACT Meeting

# Engage and connect residents to best in class services

Working to **effectively** and **efficiently meet the needs** of residents



Community Visioning session at Mill Brook Houses in the Bronx

*Four key changes to CP&D:*

1. Transform family services department to partnership based model
2. Expand resident engagement team and organize by zones
3. Create Community Development Unit that will be dedicated to supporting real estate development activities
4. Continue and sustain the success of Resident Empowerment and Economic Sustainability (REES)



# NYCHA Board Calendar Meeting

**General Manager's Report**

**July 27, 2016**



# Agenda

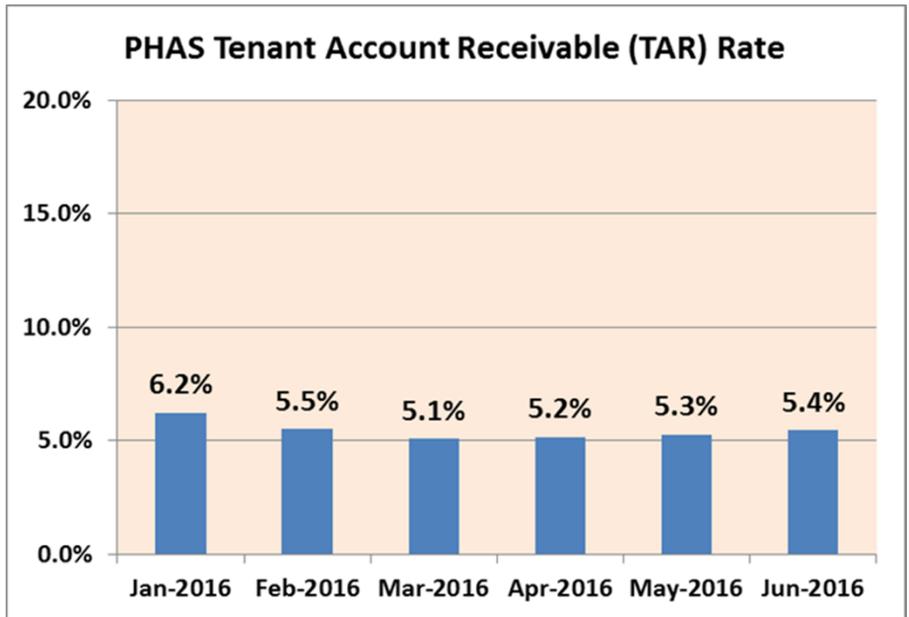
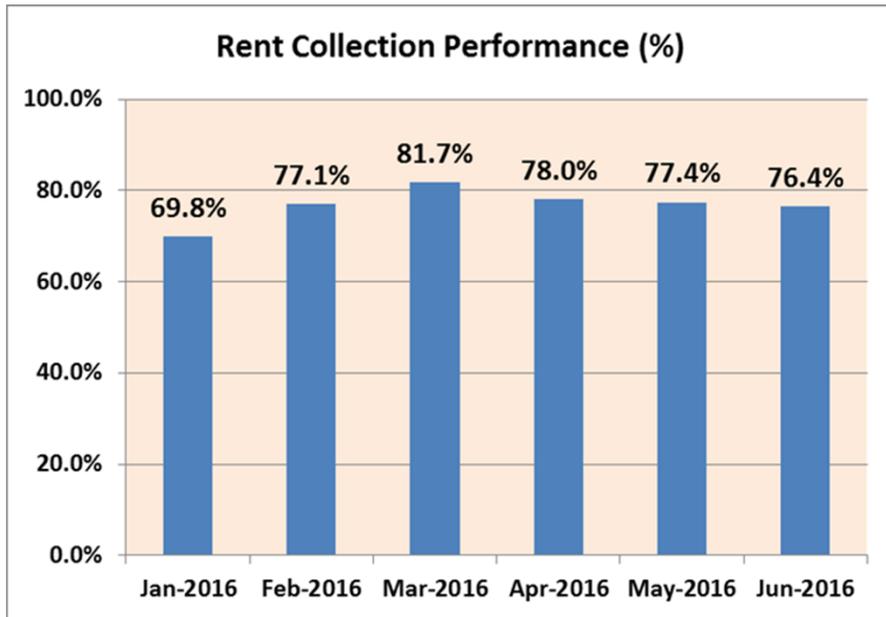
- NYCHA Key Performance Indicator (KPI) Report

# Key Performance Indicator (KPI) Report

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

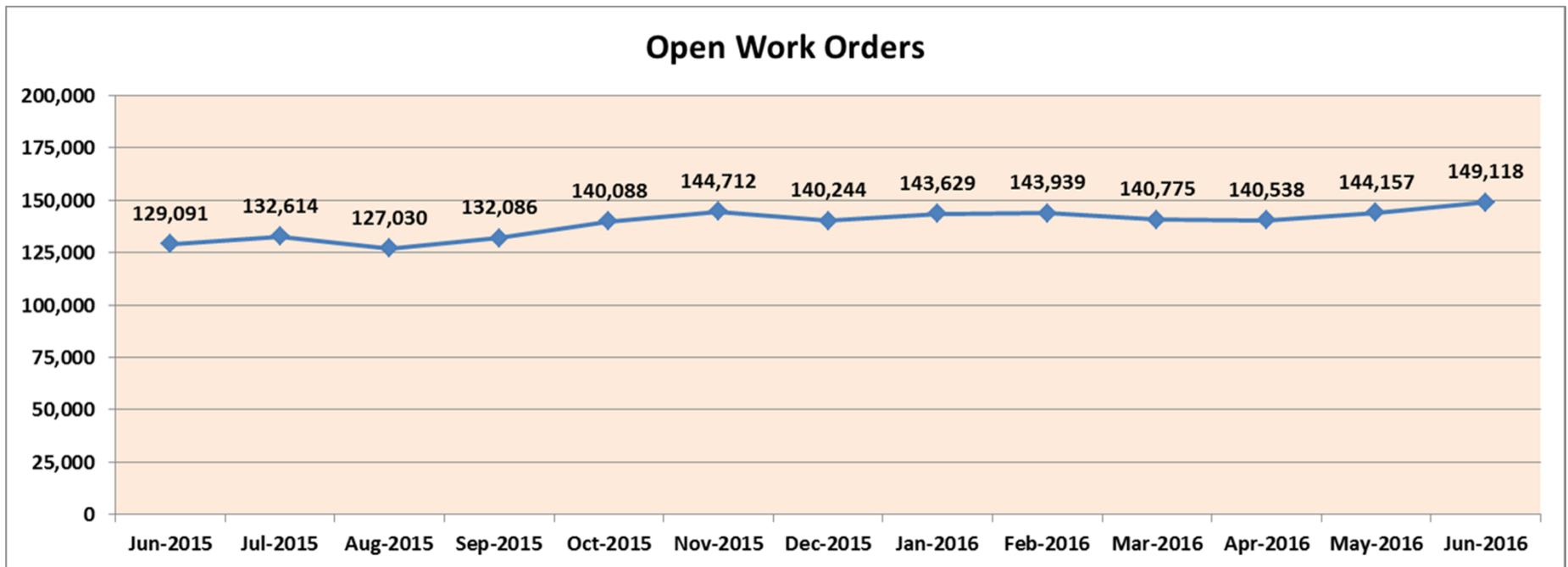
# New Rent Collection Performance Report

- ❑ In June, the rent collection decreased to 76.4% from 77.4% in May. The **cumulative** rent collection rate for the past twelve months was **95%**. The HUD target is 97.5%.
- ❑ The TAR rate is the percent of tenant accounts receivables from the tenant revenue. The HUD goal is to be at less than 1.5% for the full 5 points and between 1.5% and 2.5% for 2 points.
- ❑ The PHAS Tenant Accounts Receivables (TAR) rate was 5.4% in June compared to 5.3% in May.



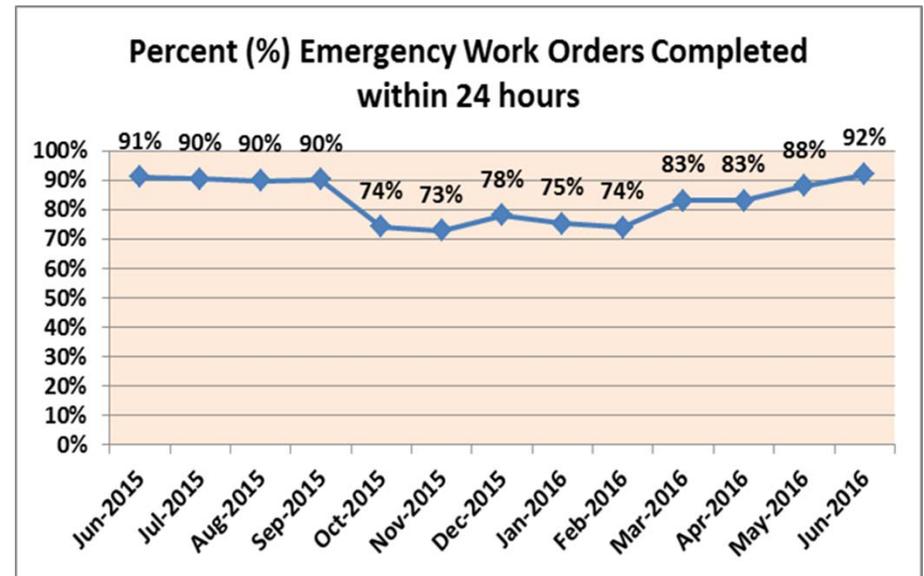
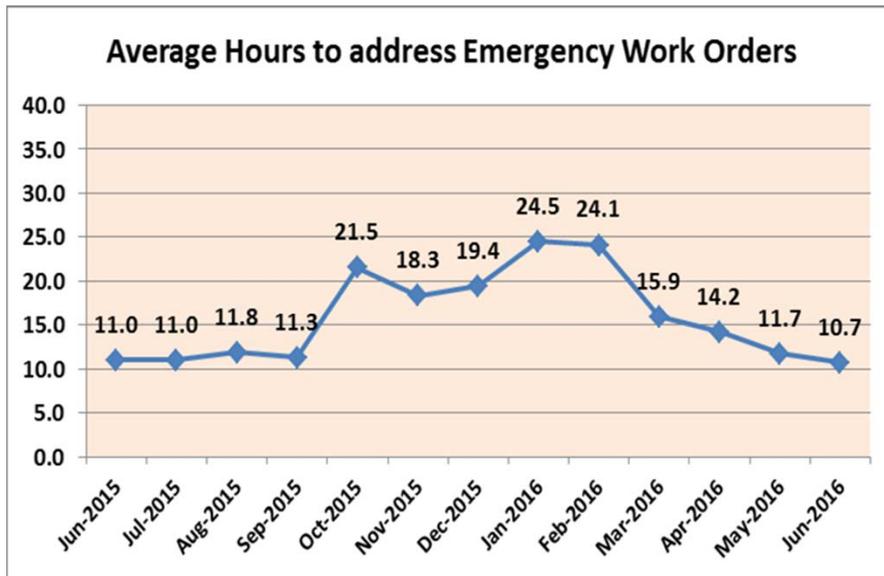
# Work Orders Overview

- As of June 30, 2016, there were 149,118 open work orders. The backlog was the highest since the peak of almost 145,000 in November 2015.



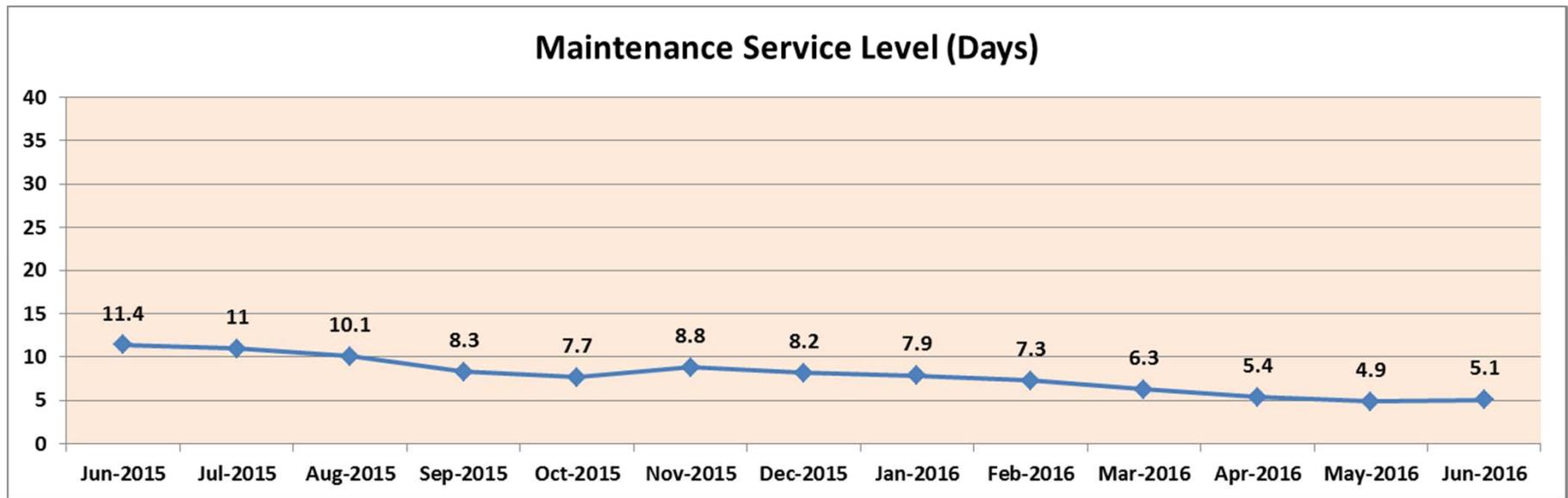
# Emergency Work Orders

- 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 June 2016, the average time to resolve emergencies was 10.7 hours, the lowest since the peak of 24.5 hours in January.



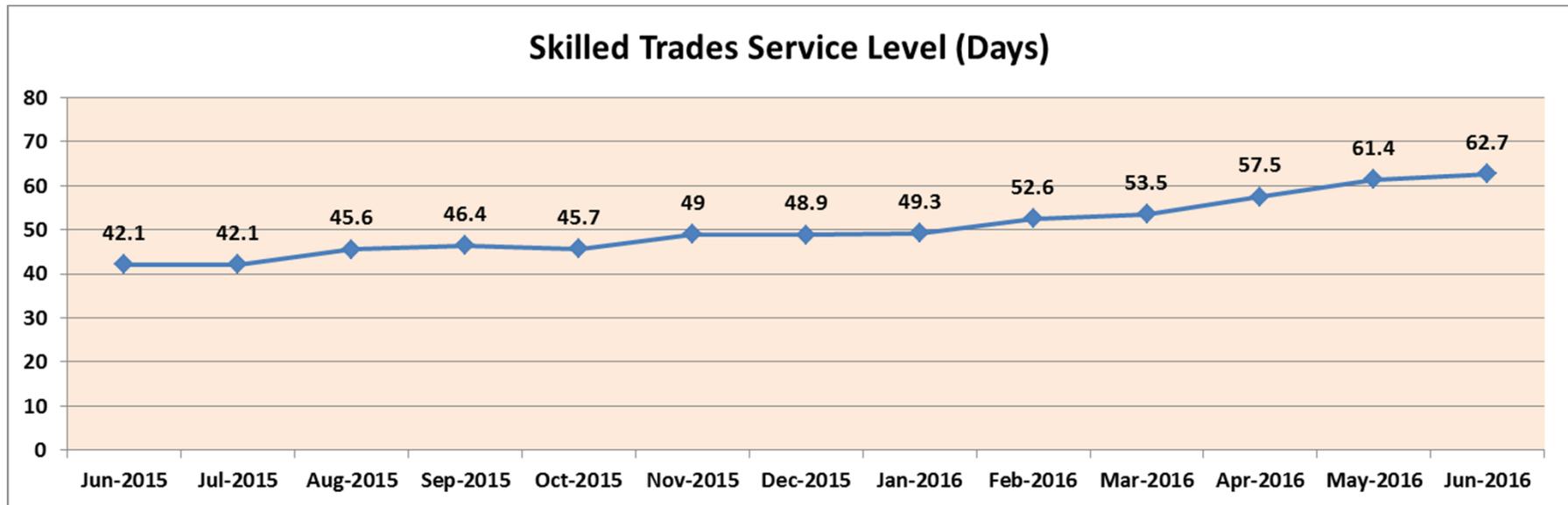
# Maintenance Work Orders

- ❑ The Maintenance Service Level measures the Authority's performance in addressing simple repairs. We have set a target of 7 days.
- ❑ In June 2016, the service level was 5.1 days, a reduction of 55% from June 2015.



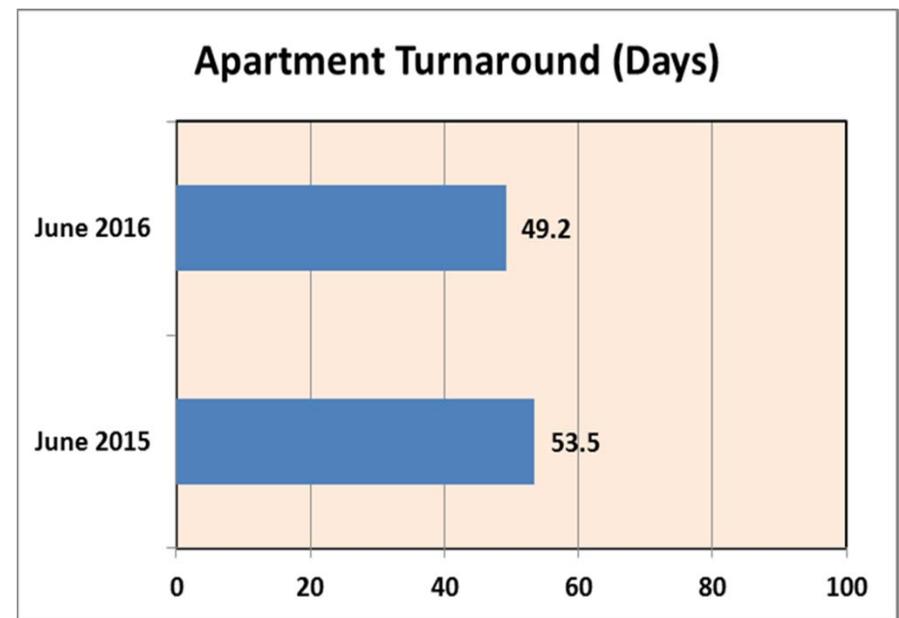
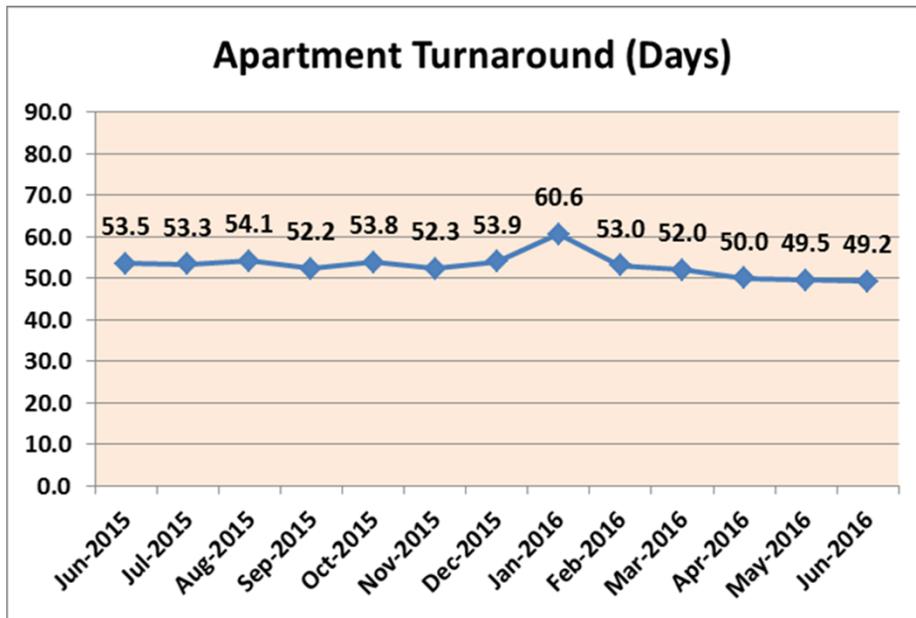
# Skilled Trades Work Orders

- ❑ The Skilled Trades Service Level measures the Authority's performance in addressing more complex repairs such as carpentry, painting and plastering.



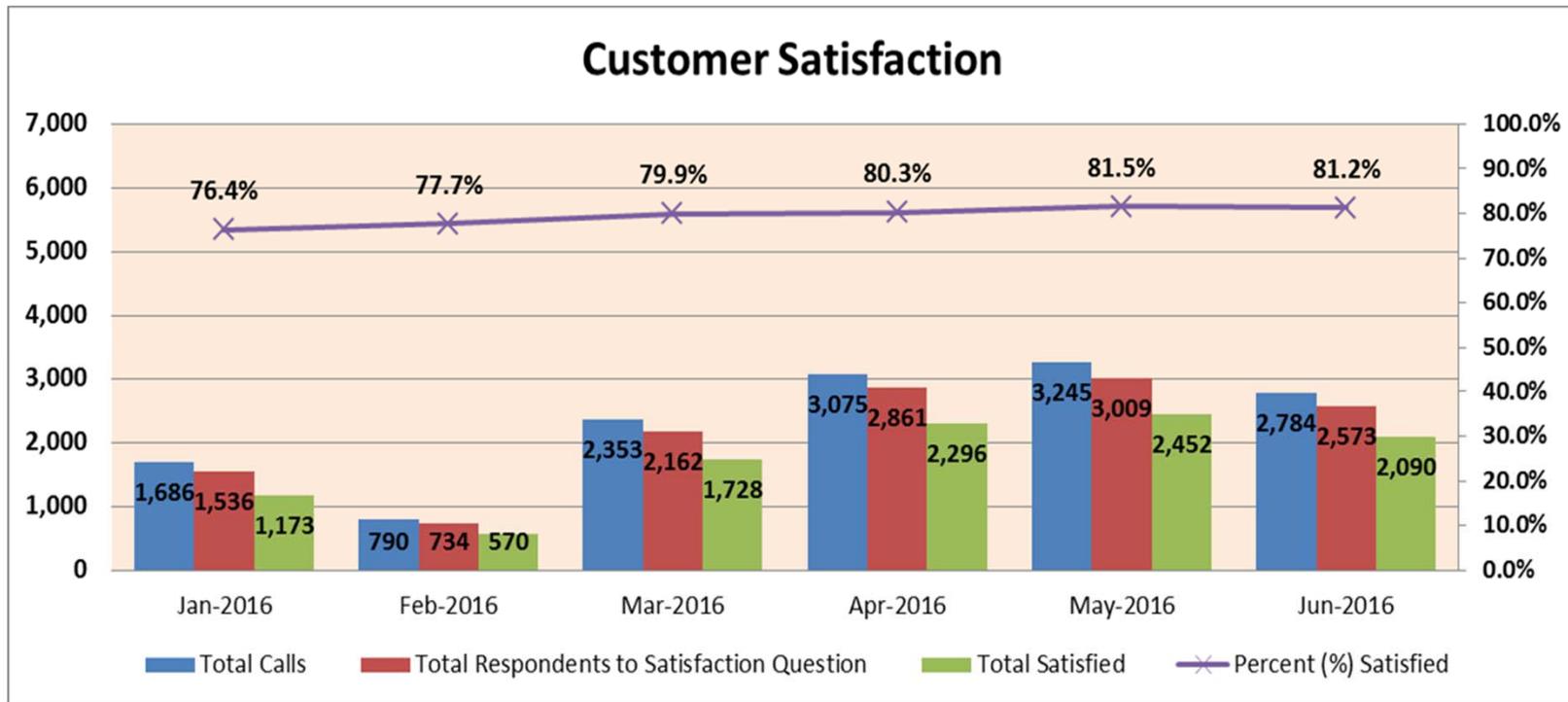
# Apartment Turnaround Time

- ❑ 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 June 2016 was 49.2 days, a reduction of 9% compared to 53.5 days last June.



# 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 June 2016, 81.2% residents reported being satisfied with their repair.

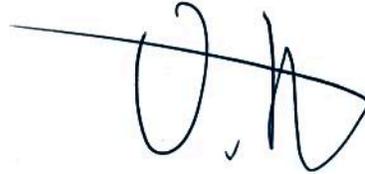


THREE-THOUSAND ONE HUNDRED AND FIFTH MEETING

Wednesday, July 27, 2016

ADJOURNMENT

On Motion, without objection, the meeting was duly adjourned at 12:07 P.M.

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

---

Vilma Huertas  
Corporate Secretary