

NEW YORK CITY HOUSING AUTHORITY

THREE-THOUSAND ONE HUNDRED AND SEVENTH MEETING

Minutes of Board Meeting

Wednesday, October 26, 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
Zaire Z. Dinzey-Flores, Member
Victor A. Gonzalez, Member
Willie Mae Lewis, Member
Nnenna Lynch, Member
Michael P. Kelly, General Manager
Vilma Huertas, Corporate Secretary

NEW YORK CITY HOUSING AUTHORITY
Office of the Corporate Secretary

Minutes
Regular Meeting
Wednesday, October 26, 2016

I. Authority Minutes

Adoption of Minutes of Regular Meeting, Wednesday, September 28, 2016

APPROVED

II. Chair's Report

III. General Manager's Report

IV. Authority Calendar

Calendar of Regular Meeting, Wednesday, October 26, 2016

1. Authorization to Amend the Agreement with Kraus Management Inc.

Location:	Forest Hills Co-Op
Administering Department:	Operations – Management & Planning
Funding Source:	Operating – Federal
Amount:	\$2,073,776.00
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 13-11/20-2 and as subsequently amended for a two-year term with two (2) one-year renewal options, to increase the not-to-exceed amount, in order fund the continued provision of services for the second one-year renewal option, commencing on December 1, 2016 and continuing through November 30, 2017.

APPROVED¹

N/A = NOT APPLICABLE

APPROVED = UNANIMOUS

2 Authorization to Enter into an Agreement with Gabrielli Truck Sales Ltd.

Location:	Various (Citywide)
Administering Department:	Operations – Management & Planning
Funding Source:	Operating – Federal
Amount:	\$1,605,888.00
Projected Section 3 Hires:	N/A

Authorization is requested to enter into an agreement with Gabrielli Truck Sales Ltd. for twelve (12) Utility Trucks with Aerial Lift (Bucket Truck), commencing on October 31, 2016 and continuing through December 30, 2016, or commencing on such other date as may be determined by the General Manager or the Senior Vice-President of Operations, pursuant to the terms and conditions of the NYC Department of Citywide Administrative Services Contract RC20161200496.

APPROVED

3 Award of a Requirement Contract for Bulk Garbage Carting Services

Location:	Various (Manhattan)
Administering Department:	Operations
Funding Source:	Operating – Federal
Amount:	\$1,418,400.00
Projected Section 3 Hires:	1

Authorization is requested to award this requirement contract to the lowest responsive and responsible bidder, IESI NY Corporation, for the not-to-exceed amount. The first lowest bidder was deemed non-responsive for failure to submit the required form of proposal document. This requirement contract also provides for a one (1) one-year renewal option to be exercised at the Authority's sole discretion.

APPROVED

4 Award of a Requirement Contract for Door Viewers for Apartment Doors

Location:	Various (Citywide)
Administering Department:	Operations
Funding Source:	Operating – Federal
Amount:	\$193,129.20
Projected Section 3 Hires:	N/A

Authorization is requested to award this requirement contract to the sole responsive and responsible bidder, Progressive Hardware Co., 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

5 Authorization to Increase the Not-To-Exceed Amount of the Requirement Contract for the Replacement of Motorized Steam Control Valves, Control Panels and Ancillary Items

Location:	Various (Brooklyn)
Administering Department:	Operations Support Services
Funding Source:	Operating – Federal
Amount:	\$498,700.00
Projected Section 3 Hires:	N/A

Authorization is requested to approve an increase in the not-to-exceed amount of this requirement contract with Crescent Contracting Corporation for replacement of motorized steam control valves, control panels and ancillary items, by 50% as permitted by the original requirement contract, which did not require initial Board approval for an initial two-year term with one (1) one-year renewal option; in order to fund the continued provision of services during the remainder of the initial two-year term, which commenced on May 24, 2016 and is continuing through May 23, 2018.

APPROVED

- 6 Authorization to Increase the Not-To-Exceed Amount of the Requirement Contract for the Replacement of Motorized Steam Control Valves, Control Panels and Ancillary Items

Location:	Various (Bronx)
Administering Department:	Operations Support Services
Funding Source:	Operating – Federal
Amount:	\$461,000.00
Projected Section 3 Hires:	N/A

Authorization is requested to approve an increase in the not-to-exceed amount of this requirement contract with TR Pipe Inc. for the replacement of motorized steam control valves, control panels and ancillary items, by 50% as permitted by the original requirement contract, which did not require initial Board approval for an initial two-year term with one (1) one-year renewal option, in order to fund the continued provision of services during the remainder of the initial two-year term, which commenced on June 15, 2016 and is continuing through June 14, 2018.

APPROVED

- 7 Authorization to Increase the Not-To-Exceed Amount of the Requirement Contract for the Replacement of Motorized Steam Control Valves, Control Panels and Ancillary Items

Location:	Various (Manhattan)
Administering Department:	Operations Support Services
Funding Source:	Operating – Federal
Amount:	\$498,700.00
Projected Section 3 Hires:	N/A

Authorization is requested to approve an increase in the not-to-exceed amount of this requirement contract with Crescent Contracting Corporation for the replacement of motorized steam control valves, control panels and ancillary items, by 50% as permitted by the original requirement contract, which did not require initial Board approval for an initial two-year term with one (1) one-year renewal option, in order to fund the continued provision of services during the remainder of the initial two-year term, which commenced on May 23, 2016 and is continuing through May 22, 2018.

APPROVED

- 8 Award of a Requirement Contract for Grade #2 Ultra Low Sulfur Heating Fuel Oil with 2% Bio-Diesel

Location:	Various (Bronx & Manhattan)
Administering Department:	Finance – Energy Finance
Funding Source:	Operating – Federal
Amount:	\$32,000,000.00
Projected Section 3 Hires:	N/A

Authorization is requested to award this requirement contract to the lowest responsive and responsible bidder, East River Energy, 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

- 9 Award of a Requirement Contract for Grade #2 Ultra Low Sulfur Heating Fuel Oil with 2% Bio-Diesel

Location:	Various (Brooklyn & Staten Island)
Administering Department:	Finance – Energy Finance
Funding Source:	Operating – Federal
Amount:	\$30,000,000.00
Projected Section 3 Hires:	N/A

Authorization is requested to award this requirement contract to the lowest responsive and responsible bidder, United Metro Energy 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

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

Location:	Coney Island
Administering Department:	Capital Projects Division – Disaster Recovery
Funding Source:	Capital – FEMA, CDBG-DR & Insurance
Amount:	\$62,340,000.00
Projected Section 3 Hires:	9

Authorization is requested to award this contract to the lowest responsive and responsible bidder, Adam's European Contracting Inc. The first lowest bidder was deemed non-responsive for failure to include critical portions of the scope of work in their bid proposal, as outlined in the contract specifications.

APPROVED

- 11 Authorization to Amend the Agreement with Lexmark International, Inc.

Location:	Various (Citywide)
Administering Department:	IT Infrastructure
Funding Source:	Operating – Federal
Amount:	\$1,670,000.00
Projected Section 3 Hires:	N/A

Authorization is requested to amend the agreement with Lexmark International, Inc. for network Multi-Function Devices ("MFDs") with three (3) years of warranty, managed services and installation services for each device, which did not require initial Board approval for an initial one-year term with two (2) one-year renewal options, to increase the not-to-exceed amount, in order to fund an additional 500 MFDs with three (3) years of warranty and the continued provision of services during the remainder of the first one-year renewal option, which commenced on March 1, 2016 and is continuing through February 28, 2017, and for the second one-year renewal option, commencing on March 1, 2017 and continuing through February 28, 2018, pursuant to the terms and conditions of the NYS Office of General Services Contracts PT65960 and PT66609.

APPROVED

12 Authorization to Amend the Agreement with Sungard Availability Services, LR

Location:	Non-Development
Administering Department:	IT Infrastructure
Funding Source:	Operating – Federal
Amount:	\$398,772.00
Projected Section 3 Hires:	N/A

Authorization is requested to amend the agreement with Sungard Availability Services, LR for Information Technology disaster recovery services for the Authority's mission critical application and database systems, which did not require initial Board approval for an initial one-year term with four (4) one-year renewal options, to increase the not-to-exceed amount, in order fund the continued provision of services for the first one-year renewal option, commencing on January 1, 2017 and continuing through December 31, 2017.

APPROVED

13 Award of a Requirement Contract for Gas Piping Replacement

Location:	Various (Bronx & Queens)
Administering Department:	Capital Projects Division – Construction
Funding Source:	Capital – Federal, City, Mixed Finance, FEMA, CDBG-DR & Insurance
Amount:	\$13,590,271.60
Projected Section 3 Hires:	5

Authorization is requested to award this requirement contract to the lowest responsive and responsible bidder, D.D.S. Mechanical Plumbing & Heating Corp., for the not-to-exceed amount.

APPROVED

14 Authorization to Enter into an Agreement with Ameresco, Inc.

Location:	Breukelen
Administering Department:	Capital Projects Division – Energy & Sustainability
Funding Source:	Capital – Non-Federal Funds & Loan Proceeds
Amount:	\$1,877,685.00
Projected Section 3 Hires:	N/A

Authorization is requested to enter into an agreement with Ameresco, Inc. to implement energy efficient lighting upgrades, in accordance with Consolidated Edison Company of New York, Inc.'s Brooklyn Queens Demand Management Program and an anticipated Energy Performance Contract ("EPC"), commencing on November 1, 2016 and continuing through December 31, 2018, or commencing on such other date as may be determined by the General Manager or the Executive Vice-President for Capital Projects and continuing for seven-hundred and ninety (790) days thereafter. It is anticipated that the construction for Breukelen Houses will be funded by a short-term unsecured loan to the Authority in an amount up to \$1,350,000.00, at an interest rate not to exceed the prime rate plus 100 basis points, or at other terms approved by the Chair and Chief Financial Officer, to be repaid through proceeds of the EPC financing. The Authority may also use other non-federal funds and/or reduce the scope to cover all possible exigencies.

APPROVED

15 Authorization to Enter into an Agreement with Constellation NewEnergy, Inc.

Location:	Various (Brooklyn)
Administering Department:	Capital Projects Division – Energy & Sustainability
Funding Source:	Capital – Non-Federal Funds & Loan Proceeds
Amount:	\$27,000,000.00
Projected Section 3 Hires:	N/A

Authorization is requested to enter into an agreement with Constellation NewEnergy, Inc. to implement energy efficient lighting upgrades, in accordance with Consolidated Edison Company of New York, Inc.'s Brooklyn Queens Demand Management Program and an anticipated Energy Performance Contract ("EPC"), commencing on November 1, 2016 and continuing through December 31, 2018, or commencing on such other date as may be determined by the General Manager or the Executive Vice-President for Capital Projects and continuing for seven-hundred and ninety (790) days thereafter. It is anticipated that the construction for these developments will be funded by a short-term unsecured loan to the Authority in an amount up to \$20,600,000.00, at an interest rate not to exceed the prime rate plus 100 basis points, or at other terms approved by the Chair and Chief Financial Officer, to be repaid through proceeds of the EPC financing. The Authority may also use other non-federal funds and/or reduce the scope to cover all possible exigencies.

APPROVED

16 Authorization to Enter into an Agreement with DynaTouch Corporation

Location:	Various (Citywide)
Administering Department:	Operations – Management Services
Funding Source:	Operating – Federal
Amount:	\$1,668,730.00
Projected Section 3 Hires:	N/A

Authorization is requested to enter into an agreement with DynaTouch Corporation for the purchase, installation and maintenance of 150 self-service kiosks, commencing on November 1, 2016 and continuing through December 31, 2016, or commencing on such other date as may be determined by the General Manager or the Senior Vice-President of Operations and continuing two (2) months thereafter, pursuant to the terms and conditions of the United States Office of the General Services Administration Contract Number GS-35F-306CA.

APPROVED

17 Authorization to Increase the Not-To-Exceed Amount of Five (5) Requirement Contracts for Tree Pruning

Location:	Various (Bronx, Brooklyn, Manhattan & Staten Island)
Administering Department:	Operations Support Services – Technical Services
Funding Source:	Operating – Federal
Amount:	\$838,587.82
Projected Section 3 Hires:	N/A

Authorization is requested to approve an increase in the not-to-exceed amount of five (5) requirement contracts awarded to Tree's 'R' Us, Inc. for tree pruning services, by 50% as permitted by the original requirement contract, which did not require initial Board approval for an initial two-year term with one (1) one-year renewal option, in order to fund the continued provision of services for the increased capacity during the remainder of the initial two-year term.


APPROVED

- 18 Authorization of 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:	\$1,492,800.00
Projected Section 3 Hires:	N/A

Authorization is requested to approve a change order to this requirement contract awarded to Durante Rentals, LLC for rental, mobilization/de-mobilization and service of portable light towers, authorized by Board Resolution 15-11/18-4 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 the six-month renewal option, which commenced on September 8, 2016 and is continuing through February 10, 2017.

APPROVED



Vilma Huertas
Corporate Secretary

¹ Board Member Gonzalez abstained from voting on this item.



NYCHA Board Calendar Meeting

Chair's Report

October 26, 2016



Overview

❑ NextGen Goals

❑ Updates

- Operate as an efficient and effective landlord
 - ❖ Digital NYCHA: Chair Olatoye Addresses White House “Opportunity Project” Forum
 - ❖ Handheld Initiative Launch
 - ❖ Preparation for Winter
- Re(build), expand and preserve public and affordable housing
 - ❖ Federal Legislation: Small Area Fair Market Rent (SAFMR)
- Engage residents and connect them to best-in-class social services
 - ❖ Childcare Business Pathways Launch

❑ Customer Service Week



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

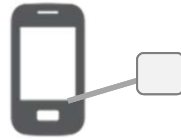
- 13) Transform from direct service provision to a partnership model
- 14) Leverage philanthropic dollars through a 501(c)(3)
- 15) Connect residents to quality employment

Operate as an Efficient and Effective Landlord

Improving the speed and ease of our **customer service and partnering for innovation**



Chair Olatoye and EVP Pristin
at the White House



MyNYCHA app
is in English and
Spanish



**Handheld
maintenance
initiative, staff at
172 developments
now equipped
with smartphones**



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

NYC
Mayor's Office of
Tech + Innovation

Preparedness | Getting Ready for Winter

Began snow removal preparation and training with operations ground staff

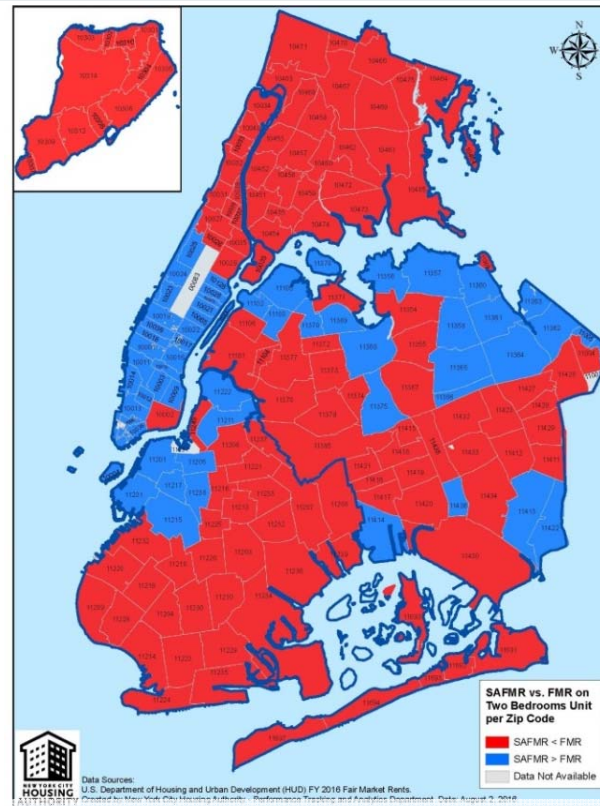
Winter Heating Protocols put in place October 1 - May 31: ensuring sufficient heating during cold months



Snow removal at Parsons Blvd.

Re(build) and Preserve Public and Affordable Housing

Advocating for policy that protects Section 8 residents



Areas where FMR would increase (blue) and decrease (red) under proposed rule

Engage and Connect Residents to Best in Class Services

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

Childcare Business Pathways
launched, connecting public
housing residents with the tools
to launch child care businesses



Customer Service Week

Acknowledging the great work of **NYCHA employees**

Week of celebration and focus on key customer service topics

“Service Champions Award” to be given to 11 winners

Opportunity to recognize the great work of our ~11,000 employees



Heating Department Luncheon, 2015



NYCHA Board Calendar Meeting

General Manager's Report

October 26, 2016



Agenda

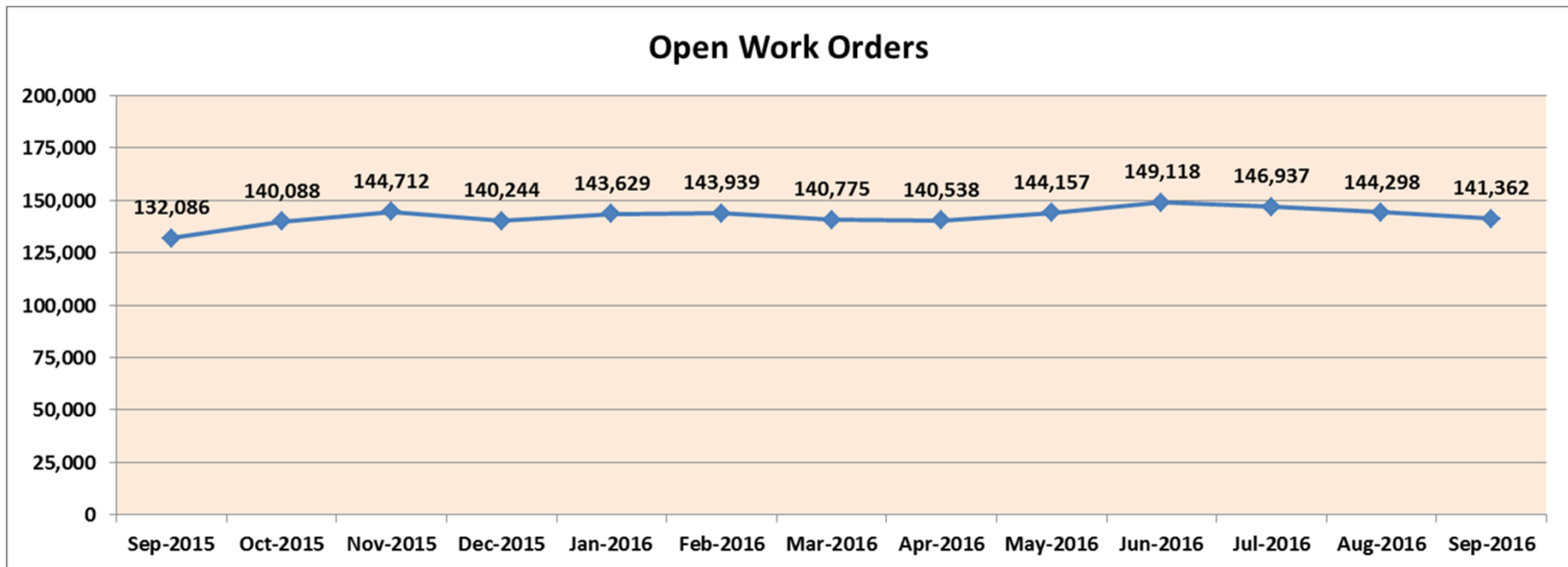
- ❑ NYCHA Key Performance Indicator (KPI) Report
- ❑ Super Storm Sandy 4th Anniversary: Recovery & Resiliency Update

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)

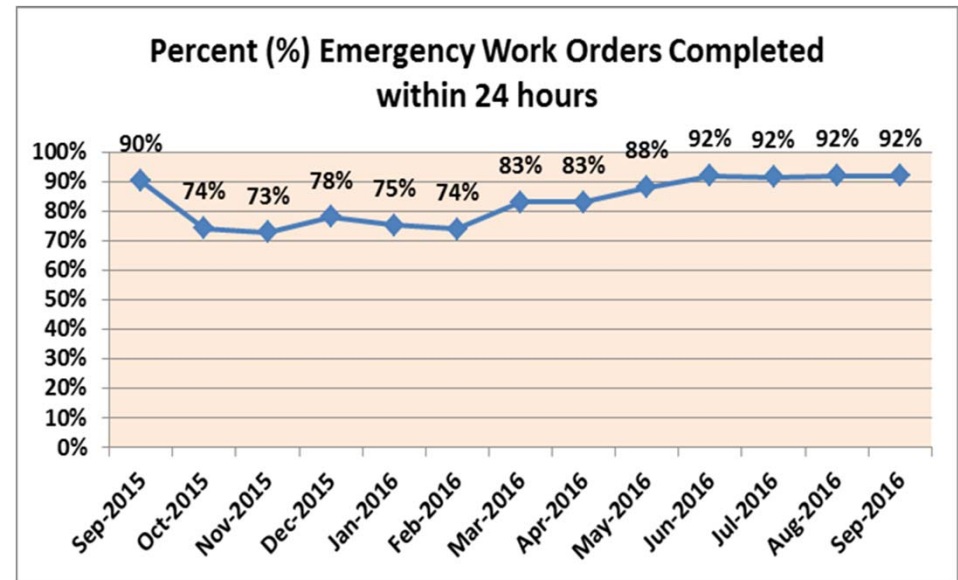
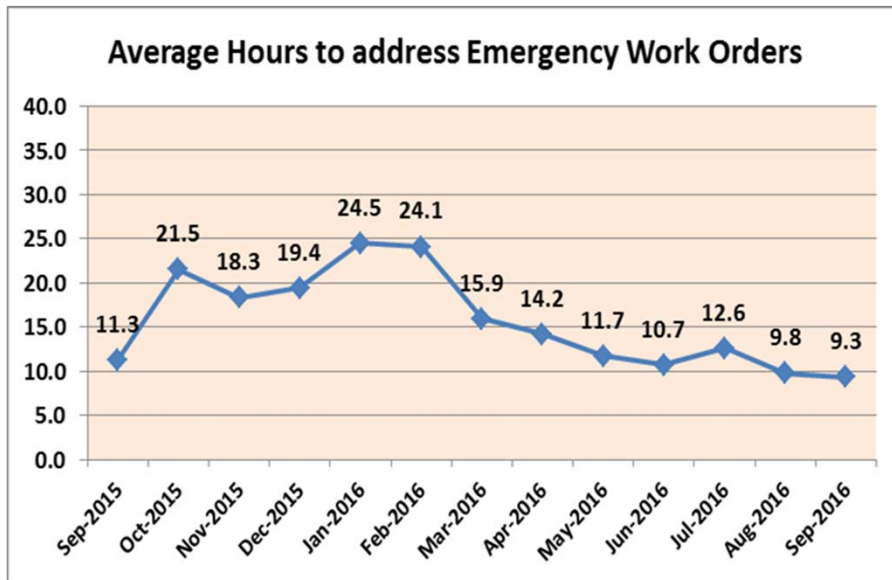
Work Orders Overview

- ❑ As of the end of September, there were 141,362 open work orders which was lower than the previous month (144,298).
- ❑ In the past 12 months, we created 2.8 million work orders or 232,224 per month; 53,297 per week; 7,614 per day.
- ❑ NYCHA closed 2.5 million work orders or 204,249 per month; 46,877 per week; 6,697 per day.



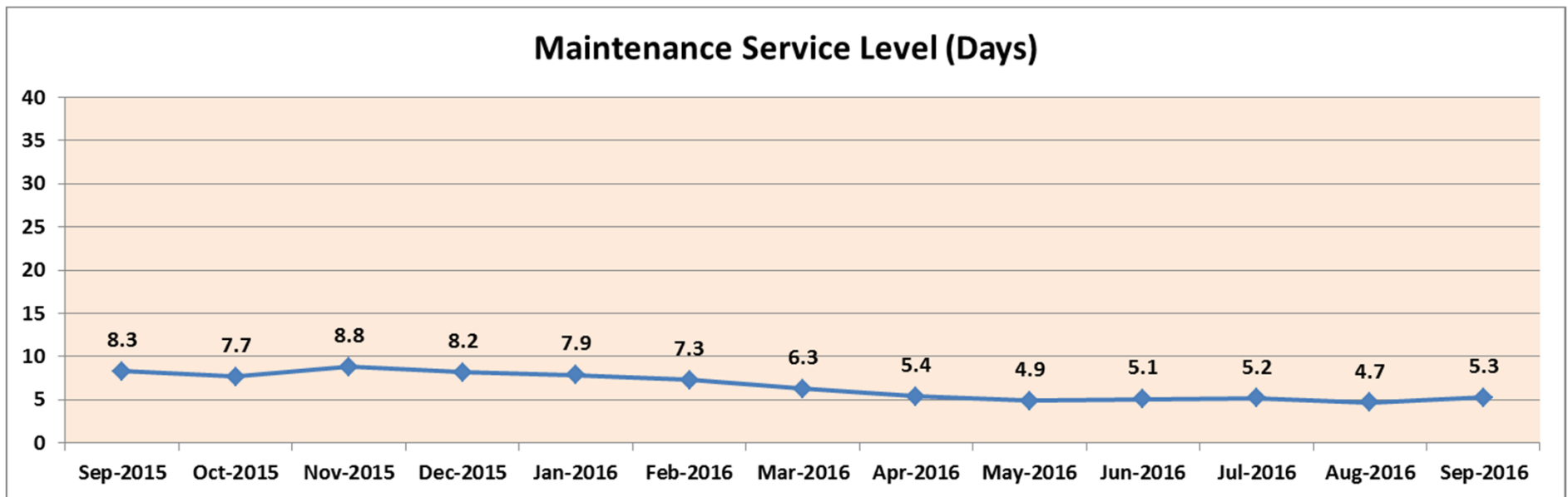
Emergency Work Orders

- ❑ 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 September 2016, the average time to resolve emergencies was 9.3 hours, lower than last year and within the 24 hour target.



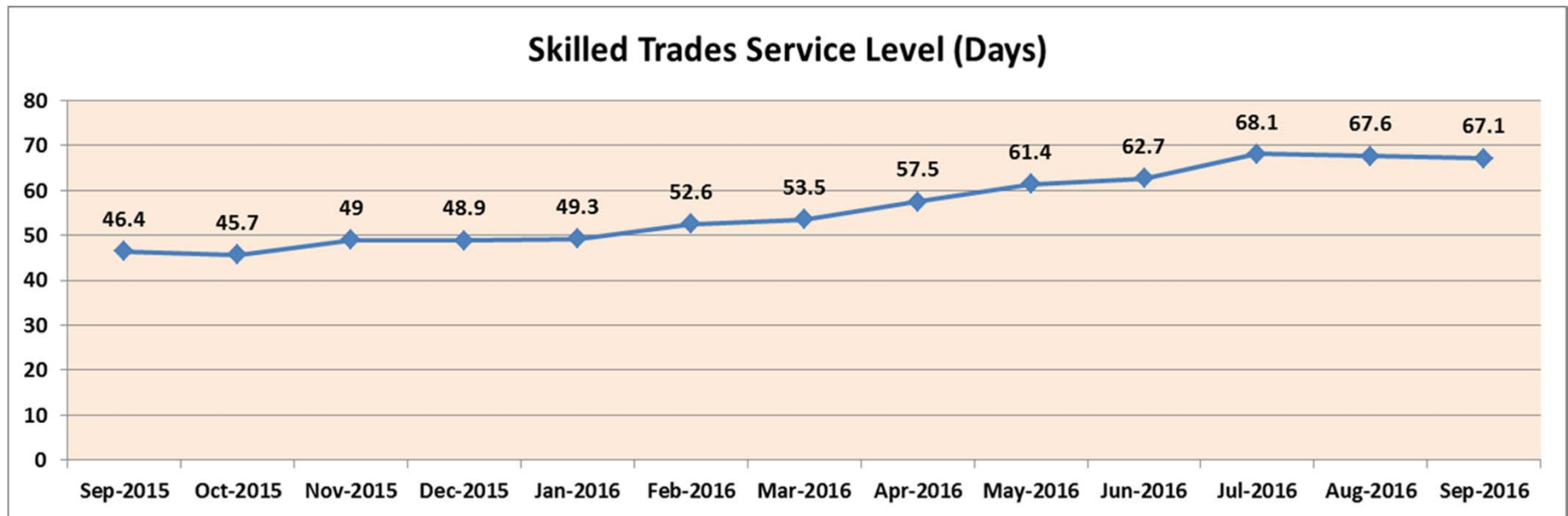
Maintenance Work Orders

- ❑ The Maintenance Service Level measures the Authority's performance in addressing simple repairs. We have set a target of 7 days.
- ❑ In September 2016, the service level was 5.3 days, a reduction of 36% from September 2015 (8.3 days).



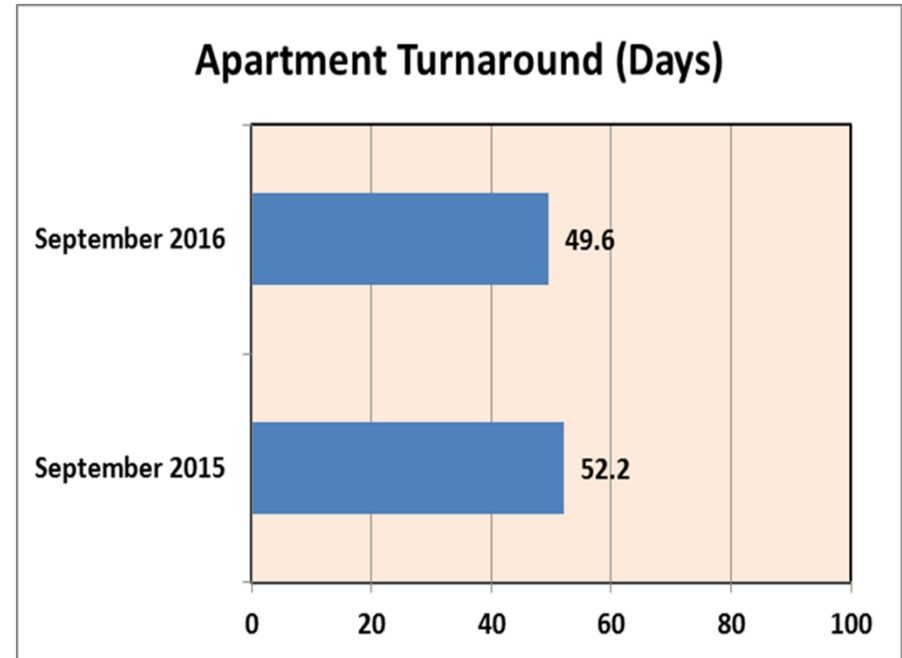
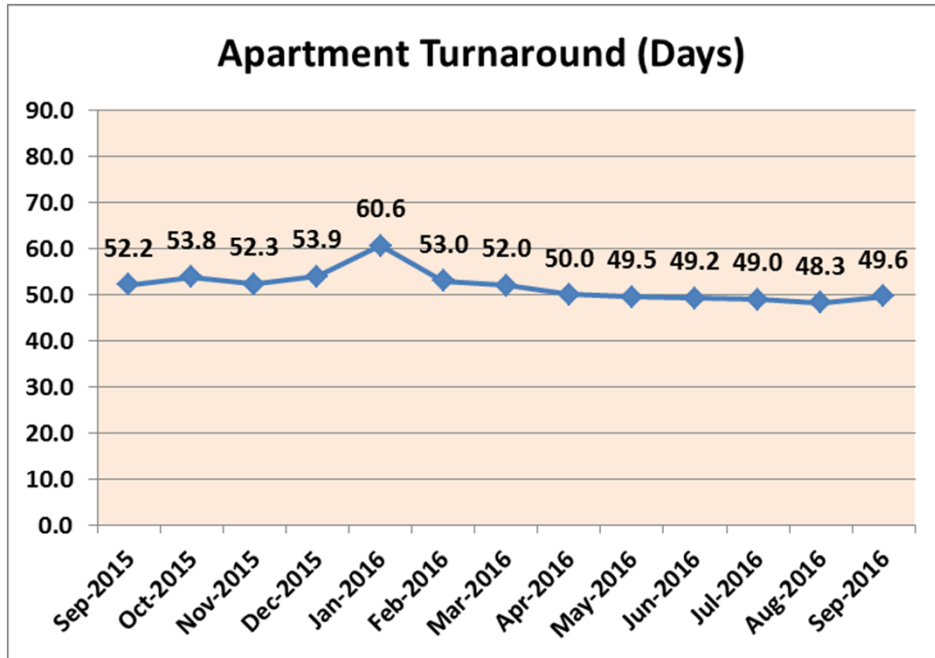
Skilled Trades Work Orders

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



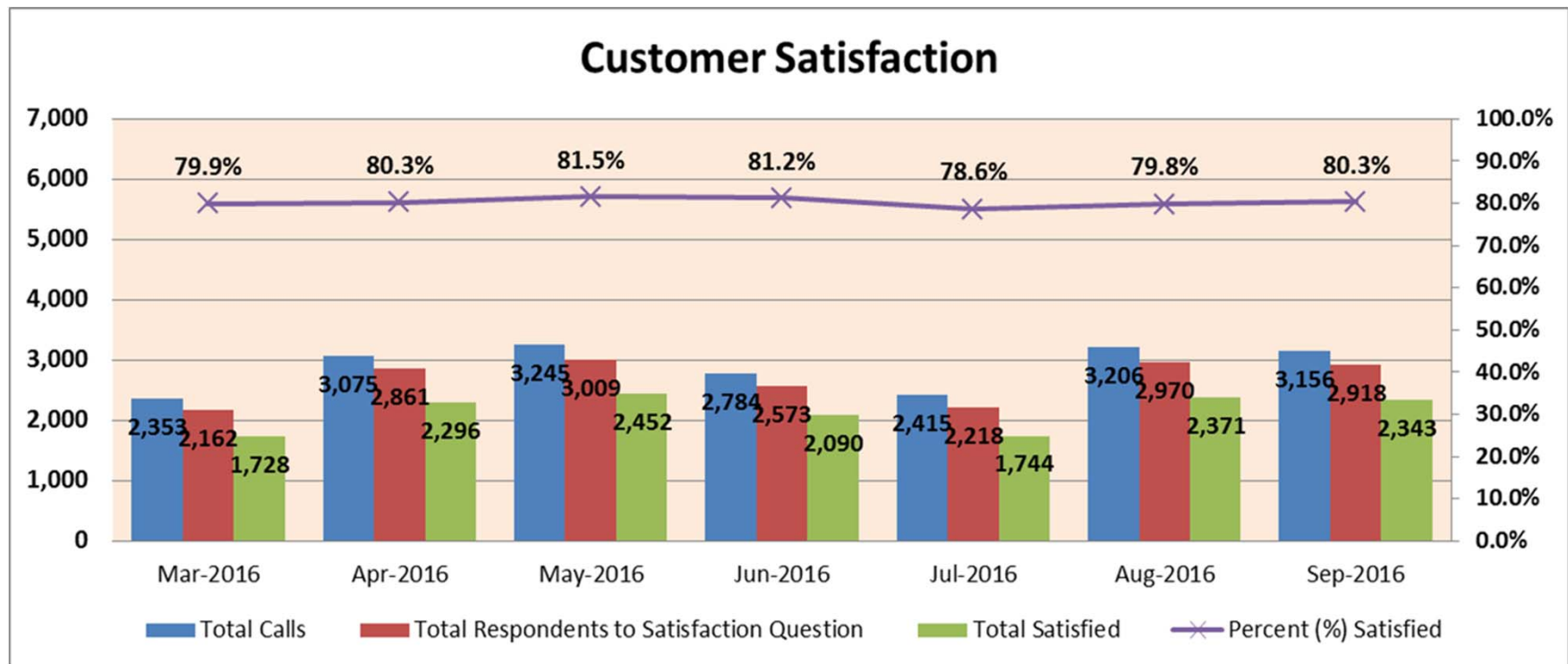
Apartment Turnaround Time

- ❑ 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 September 2016 was 49.6 days, a reduction of 5% compared to 52.2 days last September.



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 September 2016, 80.3% residents reported being satisfied with their repair.





RECOVERY ————— TO ————— RESILIENCY

NYCHA'S SUPERSTORM SANDY RECOVERY PROGRAM



NYCHA'S Sandy Recovery Program

33 Developments
3 Boroughs
60,000 Residents
\$3 billion



Progress To Date

- ☐ Started or completed preliminary construction activities at 23 developments.
- ☐ Broke ground on 4 major Sandy Recovery Projects.
- ☐ Released an additional 8 Sandy Recovery Projects for bid.
- ☐ Renovated over 232 first floor Sandy damaged apartments.

Ocean Bay Apartments - Oceanside



- ☐ Dry-flood proofing
- ☐ Site lighting and CCTV/Layered access
- ☐ New electrical rooms to elevate critical infrastructure above the flood line
- ☐ Full back-up power generators
- ☐ Full roof replacement
- ☐ Restoration of the community center
- ☐ Restoration of play areas

Coney Island Sites 4 & 5

- ☐ New boilers, elevated above the flood line
- ☐ New electrical rooms to elevate critical infrastructure above the flood line
- ☐ CCTV / Layered Access
- ☐ Full back-up power generators
- ☐ Full roof replacement
- ☐ Restoration of the community center
- ☐ Restoration of play areas



Astoria Houses



- ☐ Dry-flood proofing
- ☐ Site lighting and CCTV/Layered access
- ☐ New electrical rooms to elevate critical infrastructure above the flood line
- ☐ Full back-up power generators
- ☐ Full roof replacement
- ☐ Restoration of play areas

Lower East Side Rehab V

- ❑ New boilers
- ❑ Restoration of electrical, mechanical, and plumbing systems
- ❑ Dry-flood proofing
- ❑ Full back-up power generators



Sandy Community Outreach

- ❑ **1,385** meetings
- ❑ **283** Tenant Association Meetings
- ❑ Visited over **133** homes
- ❑ Distributed over **110,000** flyers
 - Sandy design/construction
 - Section Three job training opportunities





Kiosk Overview

October 2016

Background

- As part of the Operations “Get It Done” Initiative, the Management Services Department seeks to award a contract to DynaTouch for the purchase and installation of one hundred and fifty (150) self-service kiosks. One hundred and forty three (143) will be installed at the Property Management Offices and seven (7) will be installed at the Customer Contact Walk-in Centers (CCC).
- The addition of kiosks to Property Management Offices and the CCC will provide NYCHA residents, applicants, and Section 8 voucher holders with access to self service applications. Available self service transactions include: completing an Annual Recertification; applying for a transfer; accessing Apply NYCHA; MyNYCHA; and making a payment via eRent.

Proposed Vendor: DynaTouch

DynaTouch is a developer and integrator of self-service solutions that utilize touchscreen technology in a public environment. Dynatouch has focused on government kiosk solutions since 1988.

DynaTouch is a supplier of secure web browser software and public-facing kiosks for:

- Internal Revenue Service (IRS)
- Social Security Administration (SSA)
- Department of Veterans Affairs (VA)
- Indian Health Service (IHS)
- U.S. Department of Defense
- State of Colorado
- State of New Mexico
- Federal Bureau of Investigations
- U.S. Customs & Immigration

Using Kiosk Technology to Provide Point-of-Service Access to Online Government Services

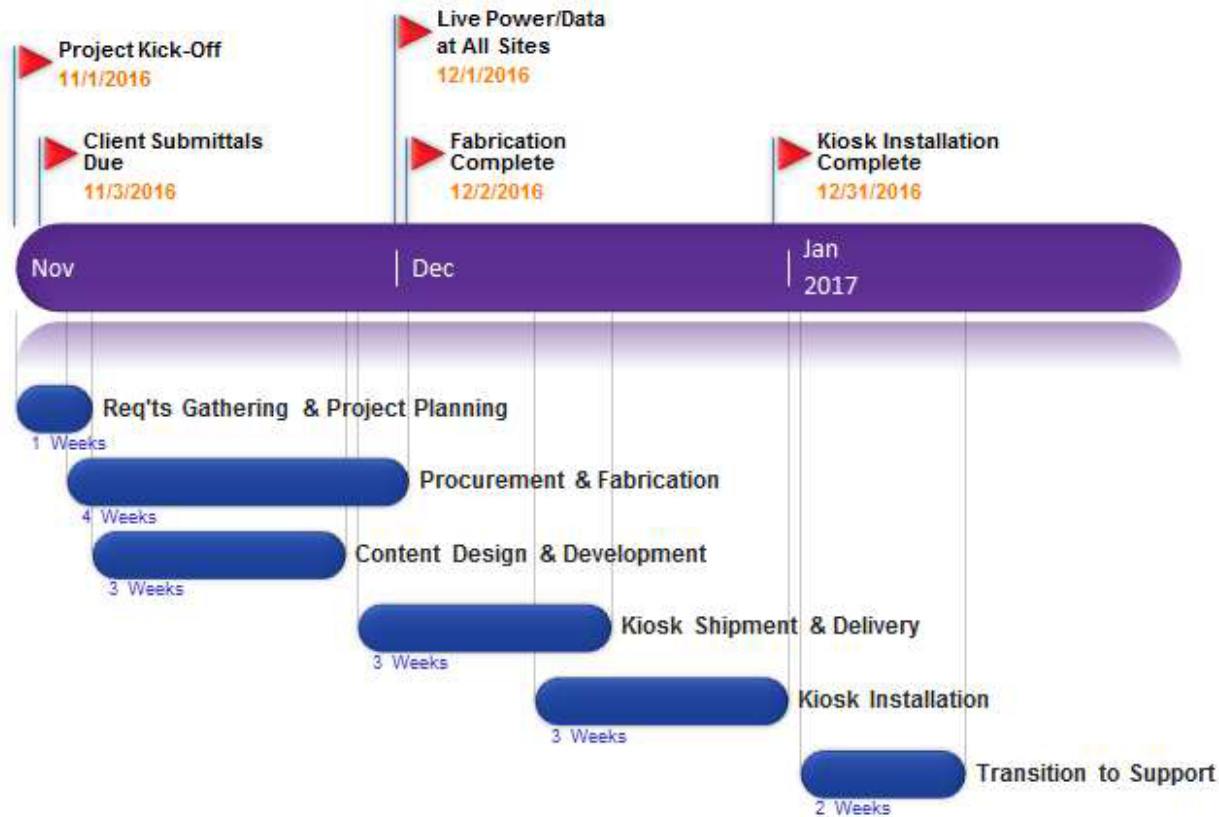


Kiosk Design

- Durable metal construction with powder coat finish
- 19" resistive antiglare touchscreen monitor
- High-speed Intel processor with integrated hard drive, video, sound, network interface, Windows 10 Pro (64 bit)
- Wide format thermal printer w/ retractor mechanism
- Amplified dual speaker sound system
- VoIP capable rugged telephone handset w/ armored cable
- External audio headset connector
- ADA and Section 508 compliance
- Braille instructions label
- Privacy filter (polarized screen) for monitor
- Slightly recessed monitor for additional privacy
- TIPS™ Kiosk Management Software (Government-Approved), including scanner



Project Timeline



THREE-THOUSAND ONE HUNDRED AND SEVENTH MEETING

Wednesday, October 26, 2016

ADJOURNMENT

On Motion, without objection, the meeting was duly adjourned at 11:35 A.M.



Vilma Huertas
Corporate Secretary