

NEW YORK CITY HOUSING AUTHORITY

THREE-THOUSAND NINETY- EIGHTH MEETING

Minutes of Board Meeting

Wednesday, December 23, 2015

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
Richard Baron, Member
Beatrice Byrd, Member
Zaire Z. Dinzey-Flores, Member
Victor A. Gonzalez, Member
Michael P. Kelly, General Manager
Wilma Huertas, Corporate Secretary

NEW YORK CITY HOUSING AUTHORITY
Office of the Corporate Secretary

Minutes
Regular Meeting
Wednesday, December 23, 2015

I. Authority Minutes

Adoption of Minutes of Regular Meeting, Wednesday, November 18, 2015

APPROVED

II. Chair's Report

III. General Manager's Report

IV. Authority Calendar

Calendar of Regular Meeting, Wednesday, December 23, 2015

- 1 Authorization to Award the Authority's Excess Workers' Compensation Insurance Program Policy, Including Employer's Liability Insurance Coverage, to ACE American Insurance Company

Location:	Non-Development
Administering Department:	Finance – Risk Finance
Funding Source:	Operating – WC Self-Insurance Fund
Amount:	\$1,573,841.00
Projected Section 3 Hires:	N/A

Authorization is requested to award the Authority's Excess Workers' Compensation Insurance Program Policy, which provides excess insurance coverage over a \$2 million self-insured retention and includes Employer's Liability Insurance coverage, to ACE American Insurance Company, for a one (1) year policy term, commencing on January 1, 2016 and continuing through December 31, 2016, for the negotiated amount.

APPROVED

N/A = NOT APPLICABLE

APPROVED = UNANIMOUS

2 Authorization to Approve Investment Transactions

Location:	Non-Development
Administering Department:	Finance – Treasury Operations
Funding Source:	N/A
Amount:	N/A
Projected Section 3 Hires:	N/A

Authorization is requested to approve the investment transactions that were performed by the Authority's Treasury Department for the Quarter Ended September 30, 2015, in accordance with the US Department of Housing and Urban Development Office of Public and Indian Housing Notice PIH 2002-13.

APPROVED

3 Authorization to Approve the Authority's Five (5) Year Capital Budget Plan for Calendar Years 2016 – 2020

Location:	Non-Development
Administering Department:	Finance – Budget & Financial Planning
Funding Source:	Operating – Federal, State, City & Private
Amount:	\$5,567,954,812.00
Projected Section 3 Hires:	N/A

Authorization is requested to approve the Authority's Five (5) Year Capital Budget Plan for Calendar Years 2016 - 2020.

APPROVED

4 Authorization to Approve the Authority's Five (5) Year Operating Budget Plan for Calendar Years 2016 – 2020

Location:	Non-Development
Administering Department:	Finance – Budget & Financial Planning
Funding Source:	Operating – Federal, State, City & Grants
Amount:	\$3,379,906,000.00
Projected Section 3 Hires:	N/A

Authorization is requested to approve the Authority's Five (5) Year Operating Budget Plan for Calendar Years 2016 - 2020.

APPROVED

5 Authorization to Enter into an Agreement with Deloitte & Touche, LLP

Location:	Non-Development
Administering Department:	Audit
Funding Source:	Operating – Federal
Amount:	\$2,715,395.00
Projected Section 3 Hires:	N/A

Authorization is requested to enter into an agreement with Deloitte & Touche, LLP for the Single Audit of the Authority's operations for the year ending December 31, 2015, commencing on January 4, 2016 and continuing through January 3, 2017, or commencing on such other date as may be determined by the General Manager or his designee, with three (3) one-year renewal options to be exercised at the Authority's sole discretion.

APPROVED

6 Authorization to Increase the Not-To-Exceed Amount of the Requirement Contract for Boiler Welding and Repair Services

Location:	Various (Bronx)
Administering Department:	Operations Support Services – Heating Management & Services
Funding Source:	Operating – Federal
Amount:	\$455,733.20
Projected Section 3 Hires:	N/A

Authorization is requested to approve an increase in the not-to-exceed amount of this requirement contract with New York Boiler, Inc. for boiler welding and repair services, by 50% as permitted by the original requirement contract which was authorized by Board Resolution 14-11/26-5 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 December 10, 2014 and is continuing through December 9, 2016.

APPROVED

7 Authorization to Amend the Memorandum of Understanding with the City University of New York

Location:	Non-Development
Administering Department:	Office of the Chief Administrative Officer
Funding Source:	Operating – Federal
Amount:	\$896,206.00
Projected Section 3 Hires:	N/A

Authorization is requested to amend the Memorandum of Understanding with the City University of New York for Student Customer Information Representatives, which did not require initial Board approval and as subsequently amended by Board Resolution 15-1/28-17, to increase the not-to-exceed amount, in order to fund the second one-year renewal option for the continued provision of services, commencing on January 1, 2016 and continuing through December 31, 2016.

APPROVED

8 Authorization to Amend the Agreement with IIT, Inc.

Location:	Non-Development
Administering Department:	Human Resources & Information Technology
Funding Source:	Operating & Capital – Federal & Section 8
Amount:	\$6,364,769.00
Projected Section 3 Hires:	N/A

Authorization is requested to amend the agreement with IIT, Inc. for staff augmentation services, authorized by Board Resolution 13-10/23-28 and as amended by Board Resolution 14-11/26-4 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 16, 2015 and is continuing through November 17, 2016.

APPROVED

9 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:	\$3,365,805.00
Projected Section 3 Hires:	N/A

Authorization is requested to amend the agreement with Trigyn Technologies, Inc. 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.

APPROVED

10 Award of a Requirement Contract for Exterior Restoration

Location:	Various (Citywide)
Administering Department:	Capital Projects Division – Local Law 11
Funding Source:	Capital – Federal & City
Amount:	\$18,197,737.00
Projected Section 3 Hires:	15

Authorization is requested to award this requirement contract to the lowest responsive and responsible bidder, P & K Contracting, Inc., for the not-to-exceed amount.

APPROVED

11 Award of a Requirement Contract for Replacement of Underground Piping

Location:	Various (Citywide)
Administering Department:	Capital Projects Division – Construction
Funding Source:	Capital – Federal
Amount:	\$10,428,907.03
Projected Section 3 Hires:	3

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

APPROVED

12 Award of a Requirement Contract for Replacement of Underground Piping

Location:	Various (Citywide)
Administering Department:	Capital Projects Division – Construction
Funding Source:	Capital – Federal
Amount:	\$9,197,012.93
Projected Section 3 Hires:	2

Authorization is requested to award this contract to the lowest responsive and responsible bidder, JCC Construction Corp., for the not-to-exceed amount.

APPROVED

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

Location:	Ocean Bay Apartments (Oceanside)
Administering Department:	Capital Projects Division – Disaster Recovery
Funding Source:	Capital – FEMA, CDBG-DR & Insurance
Amount:	\$53,900,000.00
Projected Section 3 Hires:	23

Authorization is requested to award this contract to the lowest responsive and responsible bidder, Navillus Tile, Inc./DBA Navillus Contracting.

APPROVED

14 Award of a Job Order Contract For Repair Work Related to the Response to and the Recovery from Hurricane Sandy

Location:	Various (Brooklyn & Staten Island)
Administering Department:	Capital Projects Division – Disaster Recovery
Funding Source:	Capital – FEMA, CDBG-DR & Insurance
Amount:	\$3,000,000.00
Projected Section 3 Hires:	N/A

Authorization is requested to award this Job Order Contract to the lowest responsive and responsible bidder, New York Environmental Systems, Inc., for the not-to-exceed amount. This JOC also provides for a one (1) one-year renewal option to be exercised at the Authority's sole discretion.

APPROVED

15 Award of a Job Order Contract for Repair Work Related to the Response to and the Recovery from Hurricane Sandy

Location:	Various (Brooklyn & Staten Island)
Administering Department:	Capital Projects Division – Disaster Recovery
Funding Source:	Capital – FEMA, CDBG-DR & Insurance
Amount:	\$21,000,000.00
Projected Section 3 Hires:	N/A

Authorization is requested to award this Job Order Contract to the lowest responsive and responsible bidder, Mac Fhionnghaile & Sons Electrical Contracting Inc., for the not-to-exceed amount. This JOC also provides for a one (1) one-year renewal option to be exercised at the Authority's sole discretion.

APPROVED

- 16 Award of a Job Order Contract for Repair Work Related to the Response to and the Recovery from Hurricane Sandy

Location:	Various (Bronx & Manhattan)
Administering Department:	Capital Projects Division – Disaster Recovery
Funding Source:	Capital – FEMA, CDBG-DR & Insurance
Amount:	\$5,100,000.00
Projected Section 3 Hires:	N/A

Authorization is requested to award this Job Order Contract to the sole responsive and responsible bidder, AWL Industries Inc., for the not-to-exceed amount. This JOC also provides for a one (1) one-year renewal option to be exercised at the Authority's sole discretion.

APPROVED

- 17 Award of a Job Order Contract for Repair Work Related to the Response to and the Recovery from Hurricane Sandy

Location:	Various (Queens)
Administering Department:	Capital Projects Division – Disaster Recovery
Funding Source:	Capital – FEMA, CDBG-DR & Insurance
Amount:	\$5,100,000.00
Projected Section 3 Hires:	N/A

Authorization is requested to award this Job Order Contract to the sole responsive and responsible bidder, AWL Industries Inc., for the not-to-exceed amount. This JOC also provides for a one (1) one-year renewal option to be exercised at the Authority's sole discretion.

APPROVED

18 Award of a Job Order Contract for Repair Work Related to the Response to and the Recovery from Hurricane Sandy

Location:	Various (Bronx & Manhattan)
Administering Department:	Capital Projects Division – Disaster Recovery
Funding Source:	Capital – FEMA, CDBG-DR & Insurance
Amount:	\$5,100,000.00
Projected Section 3 Hires:	N/A

Authorization is requested to award this Job Order Contract to the lowest responsive and responsible bidder, AWL Industries Inc., for the not-to-exceed amount. This JOC also provides for a one (1) one-year renewal option to be exercised at the Authority's sole discretion.

APPROVED

19 Award of a Job Order Contract for Repair Work Related to the Response to and the Recovery from Hurricane Sandy

Location:	Various (Bronx & Manhattan)
Administering Department:	Capital Projects Division – Disaster Recovery
Funding Source:	Capital – FEMA, CDBG-DR & Insurance
Amount:	\$3,000,000.00
Projected Section 3 Hires:	N/A

Authorization is requested to award this Job Order Contract to the sole responsive and responsible bidder, Richards Plumbing and Heating Co., Inc., for the not-to-exceed amount. This JOC also provides for a one (1) one-year renewal option to be exercised at the Authority's sole discretion.

APPROVED

- 20 Award of a Job Order Contract for Repair Work Related to the Response to and the Recovery from Hurricane Sandy

Location:	Various (Brooklyn & Staten Island)
Administering Department:	Capital Projects Division – Disaster Recovery
Funding Source:	Capital – FEMA, CDBG-DR & Insurance
Amount:	\$3,000,000.00
Projected Section 3 Hires:	N/A

Authorization is requested to award this Job Order Contract to the sole responsive and responsible bidder, Richards Plumbing and Heating Co., Inc., for the not-to-exceed amount. This JOC also provides for a one (1) one-year renewal option to be exercised at the Authority's sole discretion.

APPROVED

- 21 Rejection of All Bids for a Job Order Contract for Repair Work Related to the Response to and the Recovery from Hurricane Sandy

Location:	Various (Bronx & Manhattan)
Administering Department:	Capital Projects Division – Disaster Recovery
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 Job Order Contract will be re-bid.

APPROVED

22 Rejection of All Bids for a Job Order Contract for Repair Work Related to the Response to and the Recovery from Hurricane Sandy

Location:	Various (Queens)
Administering Department:	Capital Projects Division – Disaster Recovery
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 Job Order Contract will be re-bid.

APPROVED

23 Rejection of All Bids for a Job Order Contract for Repair Work Related to the Response to and the Recovery from Hurricane Sandy

Location:	Various (Bronx & Manhattan)
Administering Department:	Capital Projects Division – Disaster Recovery
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 Job Order Contract will be re-bid.

APPROVED

- 24 Rejection of All Bids for a Job Order Contract for Repair Work Related to the Response to and the Recovery from Hurricane Sandy

Location:	Various (Queens)
Administering Department:	Capital Projects Division – Disaster Recovery
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 Job Order Contract will be re-bid.

APPROVED

- 25 Rejection of Sole Bid for a Job Order Contract for Repair Work Related to the Response to and the Recovery from Hurricane Sandy

Location:	Various (Brooklyn & Staten Island)
Administering Department:	Capital Projects Division – Disaster Recovery
Funding Source:	N/A
Amount:	N/A
Projected Section 3 Hires:	N/A

Rejection of the sole bid is recommended in the best interest of the Authority. This Job Order Contract will be re-bid.

APPROVED

- 26 Rejection of All Bids for a Job Order Contract for Repair Work Related to the Response to and the Recovery from Hurricane Sandy

Location:	Various (Queens)
Administering Department:	Capital Projects Division – Disaster Recovery
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 Job Order Contract will be re-bid.

APPROVED

- 27 Rejection of All Bids for a Job Order Contract for Repair Work Related to the Response to and the Recovery from Hurricane Sandy

Location:	Various (Brooklyn & Staten Island)
Administering Department:	Capital Projects Division – Disaster Recovery
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 Job Order Contract will be re-bid.

APPROVED

- 28 Rejection of Sole Bid for a Job Order Contract for Repair Work Related to the Response to and the Recovery from Hurricane Sandy

Location:	Various (Queens)
Administering Department:	Capital Projects Division – Disaster Recovery
Funding Source:	N/A
Amount:	N/A
Projected Section 3 Hires:	N/A

Rejection of the sole bid is recommended in the best interest of the Authority. This Job Order Contract will be re-bid.

APPROVED

- 29 Authorization to Amend the Agreement with Kohn Pedersen Fox Associates P.C. Related to the Response to and Recovery from Hurricane Sandy

Location:	Red Hook East & Red Hook West
Administering Department:	Capital Projects Division – Disaster Recovery
Funding Source:	Capital – FEMA, CDBG-DR & Insurance
Amount:	\$13,553,800.00
Projected Section 3 Hires:	N/A

Authorization is requested to amend the agreement with Kohn Pedersen Fox Associates P.C. for architectural and engineering services, authorized by Board Resolution 15-2/25-12, to increase the not-to-exceed amount, in order to fund the continued provision of services for additional assigned work.

APPROVED

30 Authorization to Enter into an Agreement with STV|AECOM PNA - A Joint Venture

Location:	Various (Citywide)
Administering Department:	Capital Projects Division – Capital Planning
Funding Source:	Capital – Federal & Mixed Finance
Amount:	\$22,941,755.0
Projected Section 3 Hires:	7

Authorization is requested to enter into an agreement with STV|AECOM PNA - A Joint Venture for architectural and engineering physical needs assessment and energy audit services, commencing on January 6, 2016 and continuing through January 5, 2021, or commencing on such other date as may be determined by the General Manager or the Acting Executive Vice-President for Capital Projects and continuing for five (5) years thereafter.

WITHDRAWN

31 Ratification of an Award of an Emergency Requirement Contract for the Installation of Emergency Sidewalk Sheds

Location:	Various (Citywide)
Submitting Department:	Capital Projects Division – Local Law 11
Funding Source:	Capital – Federal, Mixed Finance, City & Other
Amount:	\$6,249,750.00
Projected Section 3 Hires:	6

Authorization is requested to ratify the award of this emergency requirement contract to the lowest responsive and responsible bidder, Parsons Construction, Inc.

APPROVED

32 Ratification of an Award of an Emergency Requirement Contract for the Installation of Emergency Sidewalk Sheds

Location:	Various (Citywide)
Submitting Department:	Capital Projects Division – Local Law 11
Funding Source:	Capital – Federal, Mixed Finance, City & Other
Amount:	\$6,249,750.00
Projected Section 3 Hires:	6

Authorization is requested to ratify the award of this emergency requirement contract to the lowest responsive and responsible bidder, Parsons Construction, Inc.

APPROVED

33 Ratification of an Award of an Emergency Requirement Contract for the Installation of Emergency Sidewalk Sheds

Location:	Various (Citywide)
Submitting Department:	Capital Projects Division – Local Law 11
Funding Source:	Capital – Federal, Mixed Finance, City & Other
Amount:	\$6,249,750.00
Projected Section 3 Hires:	6

Authorization is requested to ratify the award of this emergency requirement contract to the lowest responsive and responsible bidder, Parsons Construction, Inc.

APPROVED

- 34 Ratification of a Change Order to Contract No. EL1306385 Awarded to Smalls Electrical Construction, Inc.

Location:	Throggs Neck Addition
Administering Department:	Capital Projects Division – Construction
Funding Source:	Capital – Federal
Amount:	\$92,602.07
Projected Section 3 Hires:	N/A

Authorization is requested to approve the ratification of a change order to this contract awarded to Smalls Electrical Construction, Inc. for site lighting, authorized by Board Resolution 13-9/25-10, to increase the amount, in order to cover the costs for additional quantities of electrical wiring, conduits, excavation, asphalt paving and surface restoration.

APPROVED

- 35 Authorization of a Change Order to Contract No. RF1222670 Awarded to Pro-Metal Construction, Inc.

Location:	Sumner
Administering Department:	Capital Projects Division – Construction
Funding Source:	Capital – Federal
Amount:	\$200,922.47
Projected Section 3 Hires:	N/A

Authorization is requested to approve a change order to this contract awarded to Pro-Metal Construction, Inc. for roofing replacement, masonry repair and related work, authorized by Board Resolution 14-4/30-7, to increase the amount, in order to cover the costs for the installation of new Light-Emitting Diode light fixtures.

APPROVED

36 Authorization to (i) Amend Board Resolution 15-5/27-9 and (ii) Approve a Change Order 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:	\$1,000,000.00
Projected Section 3 Hires:	N/A

Authorization is requested to (i) amend Board Resolution 15-5/27-9, which authorized the award of this requirement contract to Community Electric, Inc. for electrical repairs, by changing the contract number from EL1502486 to EL1512079 to accurately reflect the number as it appears on the executed contract; and (ii) approve a change order to increase the not-to-exceed amount, in order to cover the costs for the additional electrical repairs or additional replacement of damaged electrical systems, which were affected by Hurricane Sandy.

APPROVED

37 Authorization to (i) Amend Board Resolution 15-5/27-10 and (ii) Approve a Change Order 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:	\$1,000,000.00
Projected Section 3 Hires:	N/A

Authorization is requested to (i) amend Board Resolution 15-5/27-10, which authorized the award of this requirement contract to Community Electric, Inc. for electrical repairs, by changing the contract number from EL1502487 to EL1512080 to accurately reflect the number as it appears on the executed contract; and (ii) approve a change order to increase the not-to-exceed amount, in order to cover the costs for the additional electrical repairs or additional replacement of damaged electrical systems, which were affected by Hurricane Sandy.

APPROVED



Vilma Huertas
Corporate Secretary



NYCHA Board Calendar Meeting

Chair's Report

December 23, 2015

NextGen@nycha.nyc.gov



Agenda

- Board Member Changes
- NextGeneration NYCHA Highlights
- Hot Topics



NYCHA Board Calendar Meeting

General Manager's Report

December 23, 2015

NextGen@nycha.nyc.gov



Agenda

- ❑ NYCHA Key Performance Indicator (KPI) Report
- ❑ MyNYCHA Development Portal



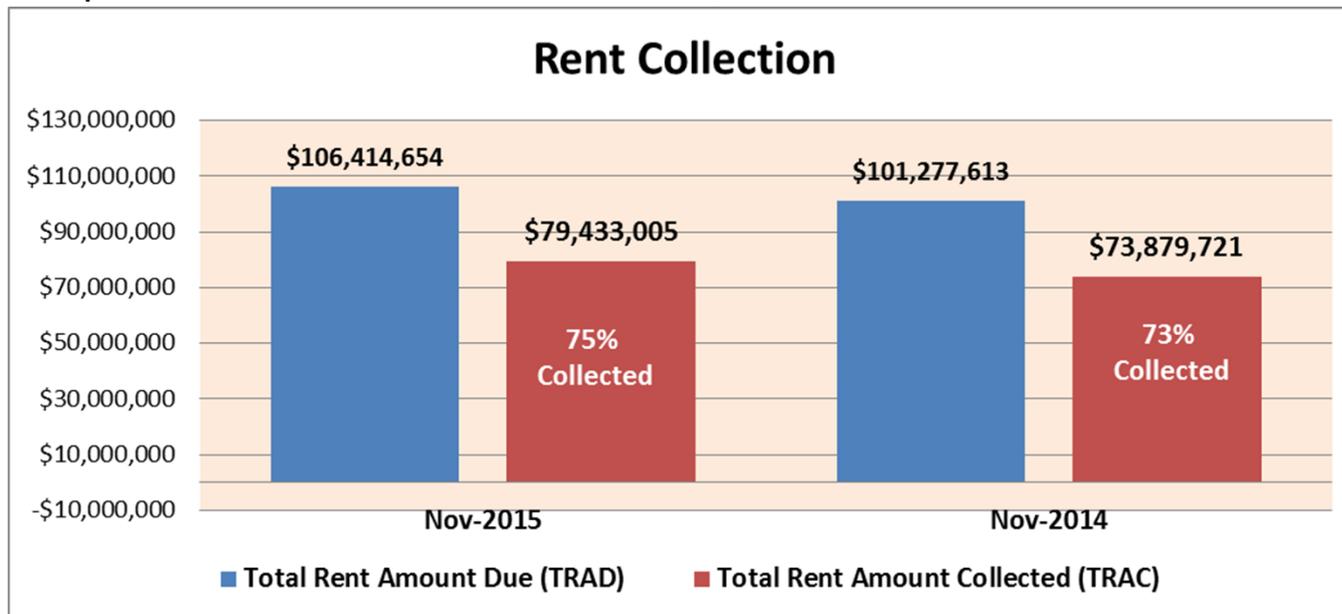
Key Performance Indicator (KPI) Report

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



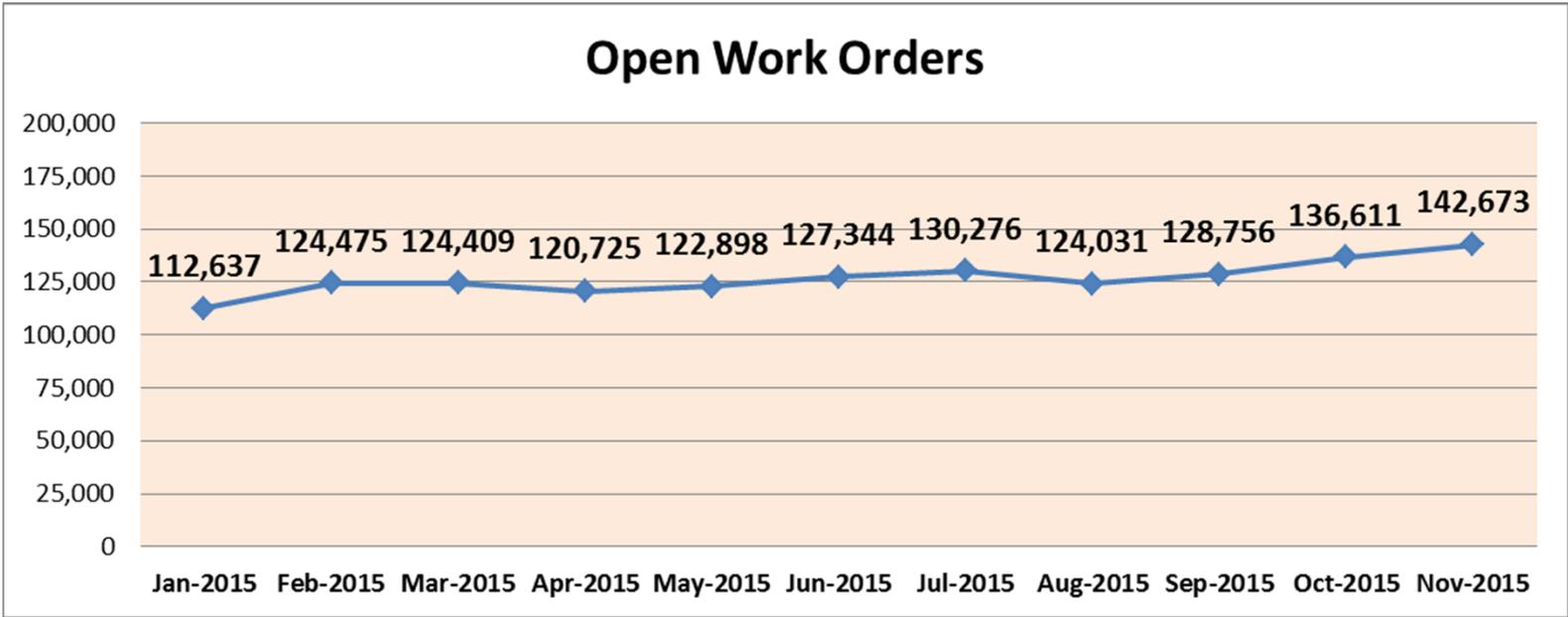
Rent Collection

- ❑ The Rent Collection metric measures the percentage collected from the total rent billed and arrears. The target is 97.5%.
- NYCHA collected 75% of the total rent amount due in November 2015 compared to 73% in November 2014, an increase of 2%.



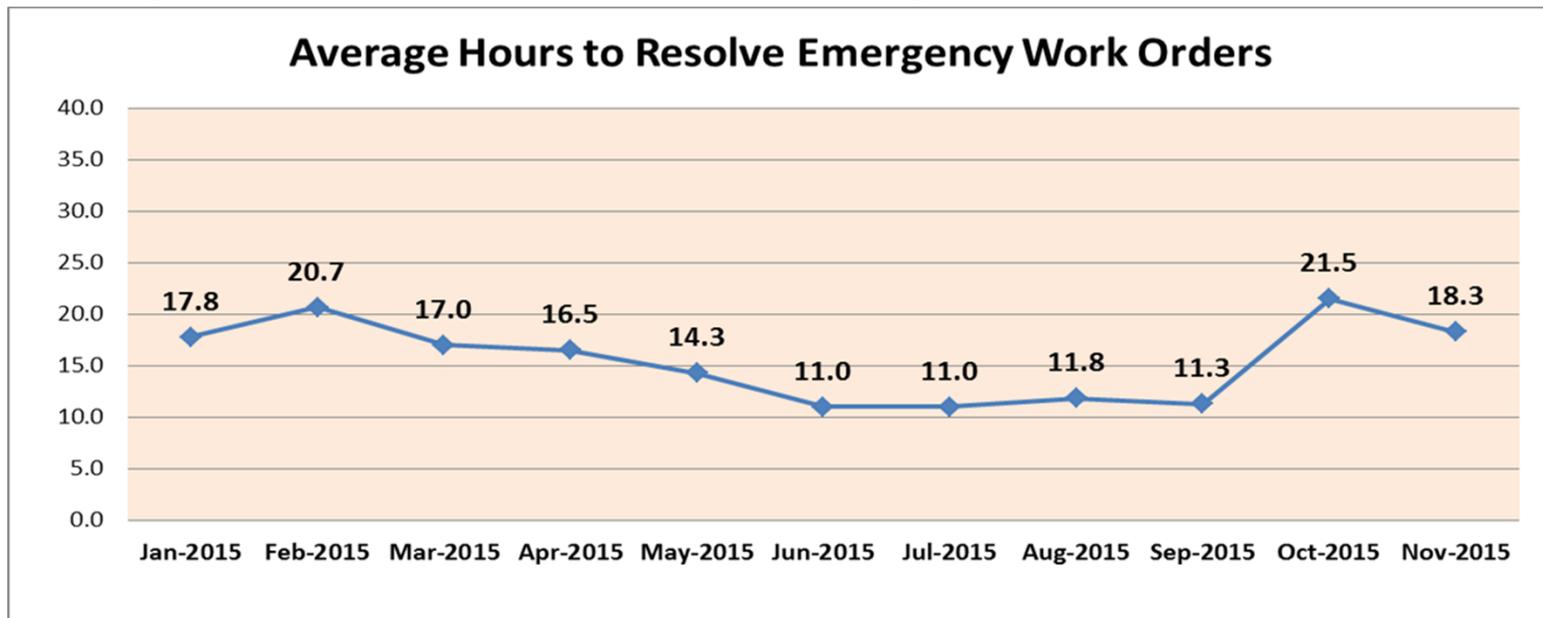
Work Orders Overview

❑ As of November 30, 2015, there were 142,673 open work orders.



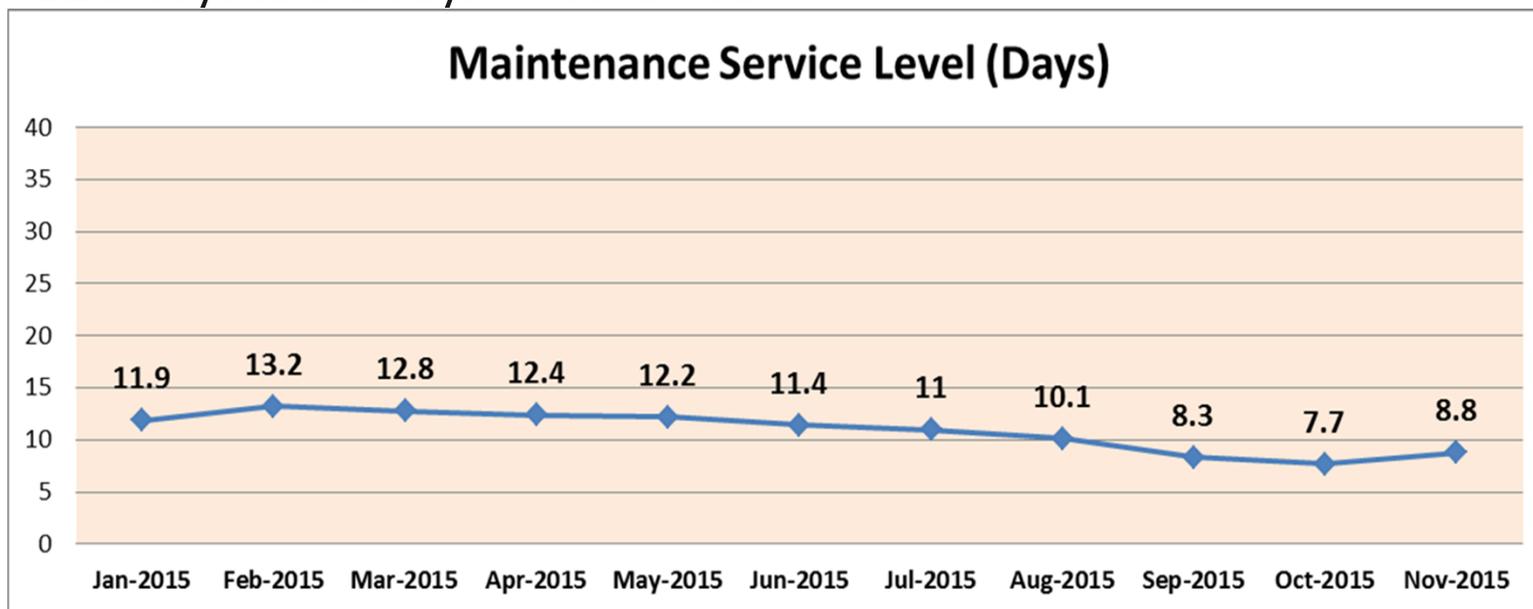
Emergency Work Orders

- ❑ 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.
- ❑ From January 2015 to November 2015, the average time to resolve emergencies has remained under the target.



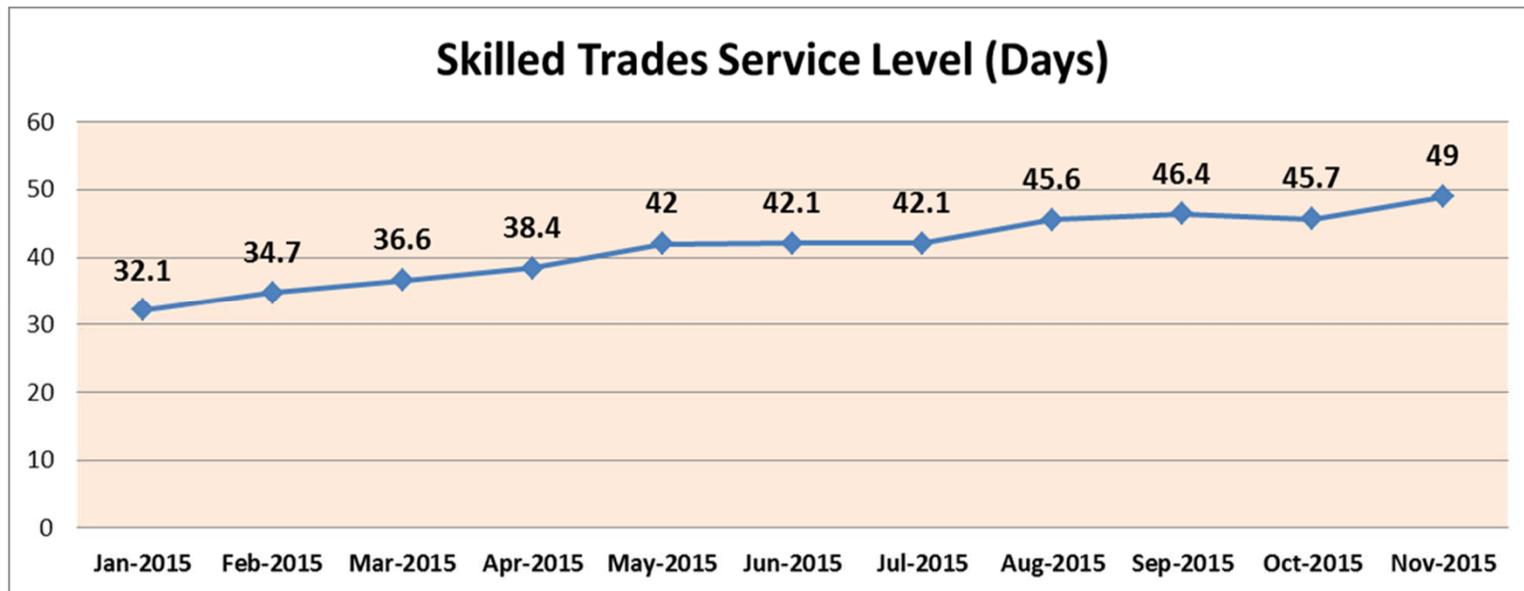
Maintenance Work Orders

- ❑ The Maintenance Service Level measures the Authority's performance in addressing simple repairs. We have set a target of 7 days.
- ❑ Since January 2015, NYCHA has steadily shortened its service level from 11.9 days to 8.8 days in November.



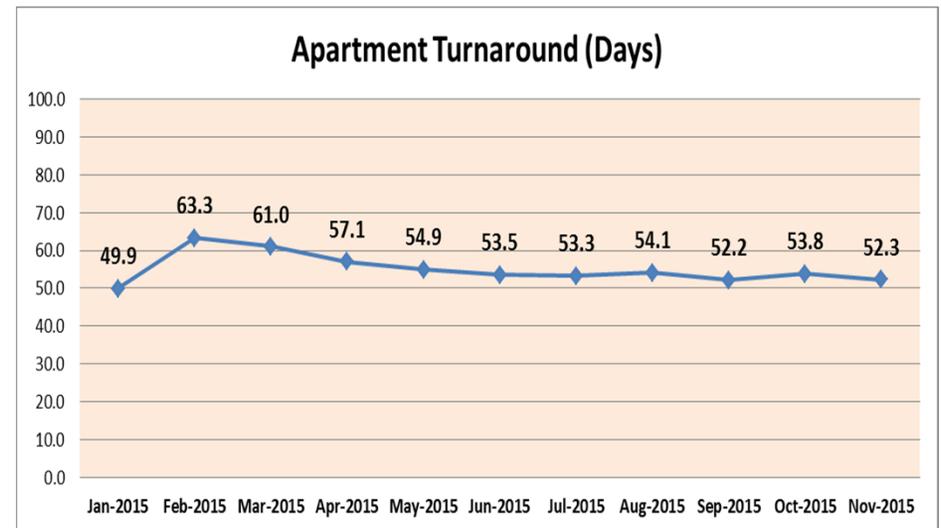
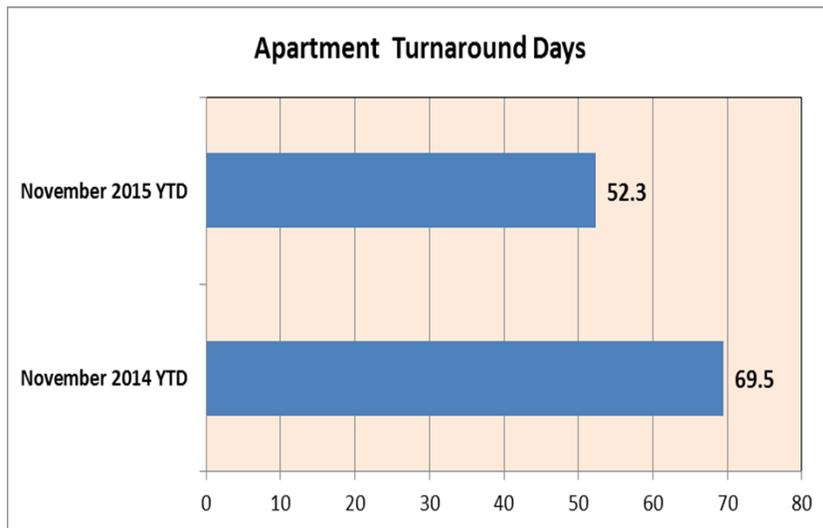
Skilled Trades Work Orders

- ❑ The Skilled Trades Service Level measures the Authority's performance in addressing more complex repairs such as carpentry, painting and plastering.
- ❑ There is an upward trend from 32 days in January to 49 days in November.



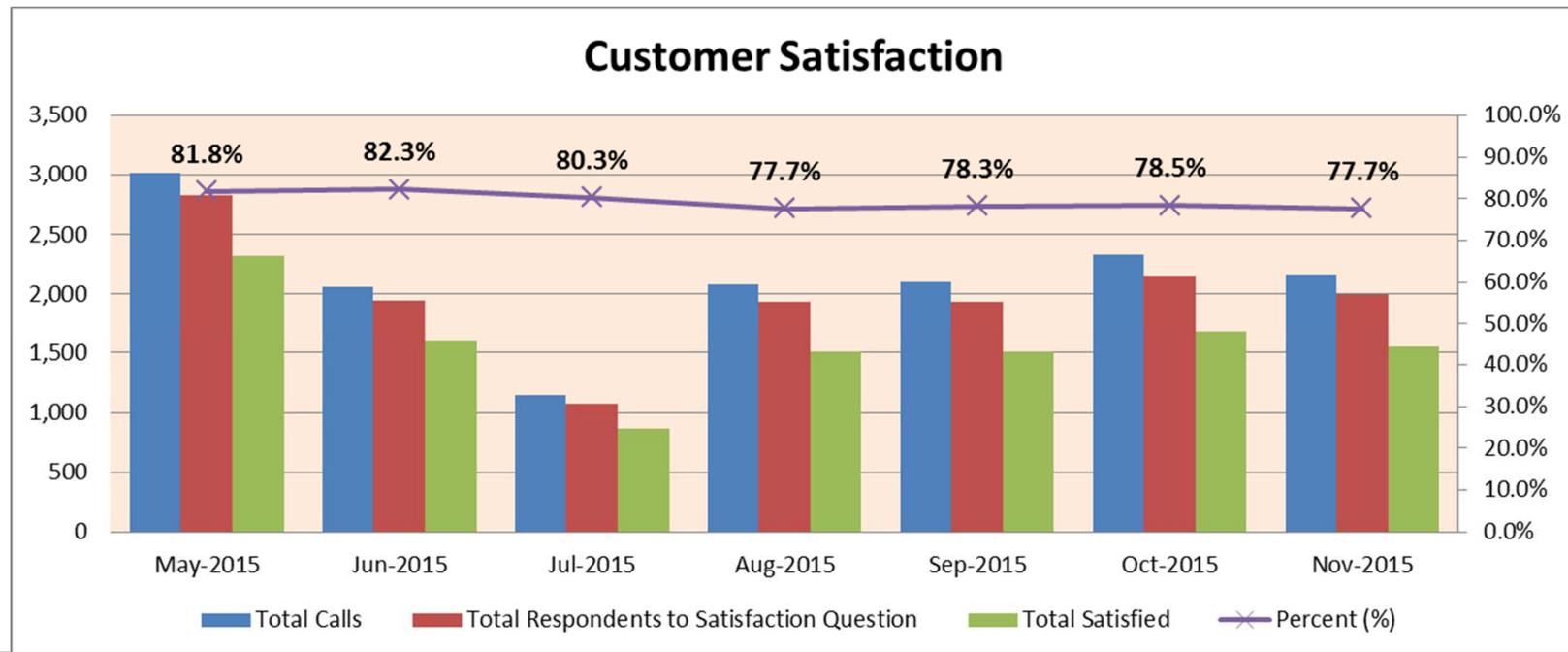
Apartment Turnaround Time

- ❑ 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 through November was 52.3 days compared to 69.5 days last year, down 24%.



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 November 2015, 77.8% residents reported being satisfied with their repair.



MyNYCHA Developments ^{BETA}



Development Websites is striving to be your source for information about your development. Here you will find facts about the development, activities related to property maintenance, services available at specific developments and more.

Use portal navigation menu to learn about: Development points of contact, demographic data, elected districts, work order/service level/outages activity, emergency preparedness information, and resources from Family Services & Resident Economic Empowerment & Sustainability.

Instructions

Please select the name of your development from the list below.

Note: You can easily find the name of your development in the list by typing its name.

Your Development

Select a Development 

MyNYCHA Developments Portal



- ❑ Anticipated Benefits of MyNYCHA Developments
- ❑ Key Features of MyNYCHA Developments
- ❑ Future Enhancements

Anticipated Benefits of MyNYCHA Developments

- ❑ 24/7 access anytime, anywhere, any device to development-specific information
- ❑ Improve communications with residents
- ❑ Providing platform for increasing resident engagement
- ❑ Reduce calls to the centralized call center (CCC)
- ❑ Meet NextGen NYCHA goals:
 - Increase transparency
 - Create safe, clean & ***connected*** communities



Key Features of MyNYCHA Development Portal

NYCHA public housing residents will have access to:

- Development information & demographics
- Current outages & work order metrics
- Family Services programs
- Opportunity – REES programs
- Emergency preparedness information



Demonstration

Walk-thru of the Development Portal



Future Enhancements

The following enhancements are expected to be available in the near future (Early 2016):

- Capital Plan & Projects at the Developments
- Identify the nearest evacuation centers/shelters to each Development
- Provide Resident Engagement information, such as Tenant Association information and activities
- Represent demographics and household information as pie charts and graphics

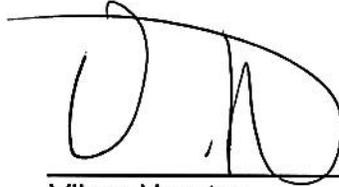


THREE-THOUSAND NINETY-EIGHTH MEETING

Wednesday, December 23, 2015

ADJOURNMENT

On Motion, without objection, the meeting was duly adjourned at 11:38 A.M.

A handwritten signature in black ink, consisting of a large, stylized 'V' followed by a smaller 'H' and a flourish.

Vilma Huertas
Corporate Secretary