

NEW YORK CITY HOUSING AUTHORITY

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WHAT WE DO

The New York City Housing Authority (NYCHA), also referred to as the Authority, provides affordable housing to 522,989 authorized residents in 177,569 apartments within 335 housing developments and units leased through the Section 8 program. NYCHA serves 317,294 authorized residents in 158,563 apartments within 266 housing developments through the conventional public housing program (Section 9) and 36,416 authorized residents in 19,001 units within 69 developments that were converted to Permanent Affordability Commitment Together (PACT) program. Through federal rent subsidies (Section 8 Leased Housing Program), NYCHA also provides rental subsidies to 100,355 families in locating and renting units in the private market. In addition, NYCHA facilitates access to social services through a variety of programs.

NYCHA is at a pivotal moment in its history. Its buildings, the majority of which are more than a half century old, need more than \$78 billion in investments to be brought into a state of good repair, the result of decades of government disinvestment. As a means of renovating an initial 25,000 apartments, NYCHA has established, in collaboration with residents, the groundbreaking New York City Public Housing Preservation Trust, which will dramatically improve residents' quality of life while preserving all their rights and protections and providing economic opportunities. Through its Transformation Plan, NYCHA is strengthening as an organization and fundamentally changing how it operates. And through compliance with the 2019 Housing and Urban Development (HUD) Agreement, NYCHA is improving how it delivers services to residents in key areas, including heat and elevator services, lead, mold, and pest/waste management.

FOCUS ON EQUITY

NYCHA promotes equity through its mission to provide quality housing for low-income New Yorkers that is sustainable, inclusive, and safe, while fostering opportunities for economic mobility for its residents. NYCHA develops and implements programs, policies, and partnerships, to measurably support residents in the areas of employment, training, education, and health. In the first four months of Fiscal 2024, NYCHA engaged 181,074 residents in the design and implementation of key initiatives, including planning for PACT conversions and the Preservation Trust. Engagement numbers were significantly higher last year due to a resurgence of tenant elections following the return to normal activities from the COVID-19 pandemic. A total of six elections were held during the reporting period, all of which required extensive engagement of residents.

At the core of resident engagement are NYCHA's efforts to deliver better services to residents in a range of critical areas, transform as an organization, and bring NYCHA buildings the capital investment they need to support the generations of New Yorkers to come. The Authority also facilitated an extensive engagement plan for the Preservation Trust, including a public comment process related to the establishment of its voting procedures to ensure that all residents and stakeholders had the opportunity to share their feedback and ideas for change, and town hall meetings for stakeholders and staff. NYCHA will continue to attract new partners, create new opportunities for communication, and expand services for residents while providing support to resident associations and other resident-led groups.

OUR SERVICES AND GOALS

SERVICE 1 Operate as an efficient and effective landlord.

- Goal 1a Improve rent collection.
 - Goal 1b Expedite maintenance and repairs.
 - Goal 1c Optimize apartment usage and ensure rental equity.
 - Goal 1d Improve safety and security.
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SERVICE 2 (Re)build, expand and preserve public housing and affordable housing stock.

- Goal 2a Preserve the public and affordable housing asset.
 - Goal 2b Optimize access to affordable housing in public housing developments to income-eligible families.
 - Goal 2c Increase access to affordable housing in privately owned units.
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SERVICE 3 Engage residents and connect them to best-in-class social services.

- Goal 3a Connect all residents to critical services in their communities.
- Goal 3b Increase employment opportunities among NYCHA residents.

HOW WE PERFORMED

- The cumulative rent collection decreased by four percentage points, from 64.9 percent in the first four months of Fiscal 2023 to 60.9 percent for the same period in Fiscal 2024 and did not meet the target of 97.5 percent. Rent delinquency was up slightly from 45.4 percent to 46.5 percent for the same reporting period. As of October 2023, there were 69,596 households in rent arrears, a slight increase compared to 69,368 last year. The COVID-19 pandemic affected tenants' ability to pay rent in private and public housing across the country and hit NYCHA residents particularly hard. The Housing Court's capacity to handle the backlog of eviction cases after the end of the two-year COVID-19 eviction moratorium, in addition to certain tenant protections in place as part of the Emergency Rental Assistance Program (ERAP) that limits a landlord's ability to take legal action for non-payment of rent, also negatively impacted NYCHA's rent collection. Following extensive advocacy to ensure that subsidized housing tenants including NYCHA residents would be eligible to receive ERAP funds, and as part of the effort to lower rent delinquencies, NYCHA has been working directly with the New York State Office of Temporary and Disability Assistance (OTDA) to distribute benefits obtained on behalf of households under ERAP.
- The average time to resolve emergency repair requests dropped by 28 percent from 22.6 hours in the first four months of Fiscal 2023 to 16.2 hours for the same period in Fiscal 2024 and was under the 24-hour target. Emergency work orders include primarily heat and hot water work orders for individual units, elevator outages, leaks, stove work orders, and gas outages which have shorter resolution times this year compared to the same period last year. These improvements are the result of NYCHA's continued focus and investment on the HUD Agreement areas (heat, elevator, leaks) and other high priority items such as stove and gas outages to ensure that service is restored in a timely manner. NYCHA will continue to monitor emergency work orders to ensure their timely completion and remain below the target.
- The average time to resolve non-emergency repair requests increased by 12 percent from 58.4 days in the first four months of Fiscal 2023 to 65.7 days for the same period in Fiscal 2024. This is above NYCHA's 15-day target. The average days to complete skilled trades and vendor work orders, which require a specialized trade, increased 34 percent from 103.7 days in the first four months of Fiscal 2023 to 139.4 days during the same period in Fiscal 2024. NYCHA attributes these increases in the time to complete non-emergency, skilled trades, and vendor work orders to the existing backlog of work orders in addition to the newly created work orders, among the lasting impacts of the COVID-19 pandemic where non-emergency work was put on hold, and the growing capital needs. NYCHA is actively working on improving repair times by keeping up with the annual demand of repairs, increasing the number of work orders completed, and reducing the open work orders which will ultimately reduce repair times.
- The average time to complete maintenance work orders, which are typically minor repairs that do not require a skilled trade, remained steady at 5.4 days in the first four months of Fiscal 2023 compared to 5.2 days for the same period in Fiscal 2024. With the renewed focus on work order processes, NYCHA is seeing productivity gains for Maintenance workers which has helped the time to complete.
- Heat outage figures are reported for the heating season, which began on October 1, 2023, and will end on May 31, 2024. The average time to resolve heat outages was reduced by 44 percent from 7.6 hours as of October 2022 to 4.3 hours in October 2023 and was under the target of 12 hours required in the January 2019 agreement with HUD. NYCHA continues the utilization of a dedicated heating team to resolve service interruptions 24/7, and the activation of a Situation Room, Incident Command Center, during periods of extreme cold to coordinate the response to interruptions and mobilize resources in real time.
- The average time to resolve elevator outages was faster by 25 percent from 10.6 hours in the first four months of Fiscal 2023 to 7.9 hours for the same period in Fiscal 2024 and was below the target of 10 hours. The average outage per elevator per month also decreased from 1.03 outage per elevator per in the first four months of Fiscal 2023 to

0.91 during the same period in Fiscal 2024. The elevator service uptime exceeded the target of 97 percent. Efforts to improve elevator service included the backfilling of vacancies, and the hiring and training of additional elevator mechanic teams. NYCHA is also installing air conditioners in motor rooms to minimize overheating of equipment, door lock monitors to reduce vandalism, and other equipment such as waterproof door operators that can help reduce flooding incidents. All these efforts can help reduce outages. NYCHA also purchased electronic voltage regulators to help reduce outages during summer months when low voltage conditions are expected. NYCHA's Elevator Department continues to use the 90-minute report to track progress on repairs.

- There were two alleged elevator injuries in the first four months of Fiscal 2024 compared to one for the same period in Fiscal 2023. NYCHA offers ongoing training and safety communication to field staff and residents to help reduce the number of injuries. NYCHA's Elevator Department also works with NYCHA's Environmental Health and Safety and Compliance Departments to identify and resolve hazards and potential safety risks. There were no elevator fatalities in the first four months of Fiscal 2024 consistent with last year.
- NYCHA is making significant strides in pest management but is still working towards meeting the targets laid out in the HUD Agreement. The percent of rat complaints responded to within 2 business days increased 14 percentage points from 43.4 percent in the first four months of Fiscal 2023 to 57.4 percent during the same period in Fiscal 2024. The percent of rat complaints responded to within 5 days increased from 54.6 percent to 68.6 percent. NYCHA significantly reduced the response time for rats to an average of 2.7 days compared to 9.2 days. The performance for other pest complaints also improved. The percent of other pest complaints responded to within seven days rose from 16.5 percent in the first four months of Fiscal 2023 to 24.2 percent for the same period in Fiscal 2024. The percent of other pest complaints responded to within 10 days also increased from 22.4 percent to 41.1 percent. NYCHA also saw a decline in resident complaints. NYCHA uses Integrated Pest Management (IPM) to address issues at developments. IPM shifts NYCHA's pest management focus from treatment to prevention and directs resources to address the root causes of infestations, ensures that NYCHA timely collects and properly stores and disposes of waste, limits use of toxic pesticides to the minimum necessary to achieve pest control, and requires NYCHA maintenance staff to prevent pests from harboring in NYCHA's buildings. NYCHA has increased the use of vacuuming, sealing, and training around the best pesticides to use. NYCHA has also updated the Standard Procedures, made systems enhancements, boosted training, and increased their data analytics and staffing.
- NYCHA continues to improve its performance in addressing the root causes of mold. The percent of simple mold repairs completed within 7 days increased 10 percentage points from 24.8 percent in the first four months of Fiscal 2023 to 34.8 percent during the same period in Fiscal 2024. The percent of complex mold repairs completed within 15 days increased from 3.4 percent to 5 percent. The percent of mold removed within 5 business days also improved from 6.2 percent to 9.7 percent. NYCHA has met the target of preventing mold recurrence after remediation and repairs. The proportion of mold cases that did not result in a recurrence was 85 percent in the first four months of Fiscal 2024, which was slightly lower than the same period last year but met the 85 percent HUD target. Despite significant improvements, NYCHA is not yet meeting the HUD targets to address 95 percent of simple mold complaints within 7 days or complex mold complaints within 15 days. NYCHA continues to face several challenges such as the lack of capital funding to address the aging plumbing infrastructure, vacancies and turnover in critical positions, resolving scheduling issues, and difficulty in addressing mold and leak work order backlog. NYCHA continues to use its Mold and Leak Performance Scorecard (Scorecard), Enhanced Oversight Program (EOP), and targeted initiatives (Operation Mold Cleanup, Operation Dry Out, Mold Inspection Initiative and Mold Cleaning Initiative).
- On December 1, 2021, New York City enacted a new law which lowered the threshold of lead in paint from 1.0 mg/cm² to 0.5 mg/cm² for remediation. NYCHA has been abating units to comply with the new regulation and ramped up capacity since Fiscal 2023. The total number of units abated for lead increased significantly by 187 percent, from 616 units in the first four months of Fiscal 2023 to 1,766 units during the same period in Fiscal 2024. NYCHA's Lead Hazard Control Department (LHCD) brought on a Project Management Office (PMO), LiRo, to oversee lead abatements and ultimately, temporary resident relocations needed to facilitate the abatements. The apartment abatement program is active at 76 developments and is expanding.
- The management cost per dwelling unit per month was reduced by five percent from \$1,344 in the first four months of Fiscal 2023 to \$1,280 percent for the same period in Fiscal 2024. The decrease was primarily in general and administrative expenses, maintenance, and operation costs, which were offset by increases in utilities.

- The average time to prepare vacant units for re-rental rose by 61 percent to 415 days in the first four months of Fiscal 2024 from 258 days in the same period in last year. The turnaround time for vacant units was impacted by the longer preparation time and increased by 37 percent to 409 days from 299 days in the same period last year. NYCHA has been working hard to improve the apartment turnover process and scale up operations to reduce turnover time. Over the past few years, NYCHA has been performing extensive and required environmental work in every apartment once they become unoccupied. There were some delays in repair work as the environmental process was scaling up last year. These delays, combined with reduced operations capacity during the COVID-19 pandemic contributed to the increased average turnover time. With City funding, NYCHA has prioritized the turning over of vacant units and prepping more apartments.
- The major felony crime rate per 1,000 residents rose by 14 percent from 5.9 in the first four months of Fiscal 2023 to 6.7 for the same period in Fiscal 2024. The number of felonies increased five percent from 2,065 to 2,158. NYCHA will continue to strengthen its relationship with the New York Police Department (NYPD) and other law enforcement agencies to mitigate these increases. NYCHA conducted weekly homeless initiatives with the NYPD and the Department of Homeless Services (DHS) and collaborated with the NYPD and the Police Foundation by enrolling NYCHA youth in the Options Program. This is a program that uses technology and virtual reality classes to teach life skills through virtual scenarios. Issues addressed include gangs, drugs, financial literacy, emotional intelligence, conflict resolution and other topics affecting today's youth. The Resident Watch is still active in all five boroughs. NYCHA also runs the Anonymous Tip Line where residents can report quality of life and other issues anonymously to NYCHA's Office of Public Safety. NYCHA also works with resident leadership and their associations to secure additional funding for security enhancements such as LED lighting, closed-circuit television (CCTV), and Layered Access Control (LAC) entrances, and increase communication about safety and security issues with residents.
- During the first four months of Fiscal 2024, through the PACT program, NYCHA preserved seven developments consisting of 18 buildings and 983 units. A total of 7,151 units were rehabbed, a 23 percent increase from the same period last year. The PACT program is New York City's implementation of the Federal Rental Assistance Demonstration (RAD) program. PACT will leverage the federally funded Project-Based Section 8 program and public-private partnerships to unlock funding to complete comprehensive repairs in 62,000 apartments.
- NYCHA's occupancy rate has dipped slightly from 97.1 percent in the first four months of Fiscal 2023 to 96.5 percent in the same period in Fiscal 2024. NYCHA is prioritizing the turning over of vacant units which will increase occupancy levels. The number of applicants placed in public housing increased by 24 percent, from 285 to 353. NYCHA increased its monthly turnover of vacant apartments through improved data tracking and coordination between environmental clearance teams and property management.
- The overall number of homeless applicants placed in housing in the first four months of Fiscal 2024 decreased by 28 percent from 1,447 in the first four months of Fiscal 2023 to 1,047 in the same period in Fiscal 2024. The number of homeless applicants placed in NYCHA public housing decreased 14 percent from 186 to 160. NYCHA had fewer homeless placements primarily in the Section 8 program, which decreased by 30 percent from 1,261 to 887. This is because in previous reporting periods, many new admissions were in properties with a homeless preference and there were fewer that came online this reporting period.
- The number of families on the Section 8 waiting list decreased to 10,000 in the first four months of Fiscal 2024 from 17,000 in the same period in Fiscal 2023. Over the past year, NYCHA's Section 8 program canvassed applicants for eligibility interviews. NYCHA also conducted outreach requesting that applicants update their application and confirm their continued interest. Applicants who did not complete this process were removed from the waitlist.
- Overall, Section 8 maximum allowable, funded vouchers, and funding utilization indicators increased primarily as a result of NYCHA development conversions from public housing (Section 9) to PACT (Section 8). The maximum allowable Section 8 vouchers increased by four percent from 108,410 in the first four months of Fiscal 2023 to 112,521 in the first four months of Fiscal 2024. The funded Section 8 vouchers increased five percent from 93,570 to 98,371. The percentage of funded Section 8 vouchers occupied units declined by two percentage points from 99 percent to 97 percent. The utilization rate for authorized Section 8 vouchers remained at 85 percent. The funding utilization for Section 8 vouchers increased from 93 percent in the first four months of Fiscal 2023 to 97 percent in Fiscal 2024. The number of Section 8 occupied units was up seven percent from 93,679 Fiscal 2023 to 100,103.

- The percentage of completed biennial Section 8 inspections improved from 93 percent in the first four months of Fiscal 2023 to 98 percent in the same period in Fiscal 2024. NYCHA has continued to make progress with clearing the backlog stemming from the COVID-19 pandemic and is actively scheduling inspections. The percentage completion of annual Section 8 recertifications remained stable at 99 percent in the first four months of Fiscal 2024. The completion of annual recertifications remained stable due to the tracking mechanisms and procedures applied to meet completion targets. The number of applicants placed through Section 8 vouchers increased by 449 percent from 582 in the first four months of Fiscal 2023 to 3,193 in the same period in Fiscal 2024. This increase is a result of Emergency Housing Voucher (EHV) rentals.
- The number of residents approved for an emergency transfer decreased by 29 percent, from 630 in the first four months of Fiscal 2023 to 448 in the same period in Fiscal 2024. The emergency transfer disposition time was reduced by 39 percent from 18.41 days to 11.14 days and was well below the 45-day target. NYCHA received fewer resident emergency transfer requests in Fiscal 2024 and has shortened the disposition time. NYCHA's emergency transfer priority is available to NYCHA residents who are victims of domestic violence, intimidated victims, intimidated witnesses, or child victims of sexual assault as well as all categories defined under the Violence Against Women Act (VAWA). The priority is intended to enhance safety for at-risk residents by providing confidential relocation to another NYCHA development.
- The initial social service tenant contacts conducted within five days of the referrals increased from 85 percent in the first four months of Fiscal 2023 to 92 percent in the same period in Fiscal 2024. This increase continues to reflect the improved monitoring implemented by supervisors to ensure a timely submission within the five-day time frame. The referrals to supportive services provided to senior residents were up by 38 percent from 11,418 in the first four months of Fiscal 2023 to 15,411 in the same period in Fiscal 2024. The Elderly Safe at Home (ESAH) program provides case assistance services at 20 designated sites for the older adult population. The program was fully staffed during the reporting period compared to the same time last year which led to more residents served and referrals provided.
- Resident job placements rose by 15 percent to 948 in the first four months of Fiscal 2024 from 821 in the same period last year. This indicator includes 343 direct placements through NYCHA's Office of Resident Economic Empowerment and Sustainability (REES) and Human Resources Department as well as 605 partner placements. There was a significant jump in the number of Jobs Plus placements due to the continued focus on outcomes by the Human Resources Administration and vendors.

SERVICE 1 Operate as an efficient and effective landlord.

Goal 1a Improve rent collection.

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
★ Rent collection (%)	78.1%	66.8%	62.2%	97.5%	97.5%	64.9%	60.9%
Rent delinquency rate (%)	40.2%	44.5%	45.3%	*	*	45.4%	46.5%
Households in rent arrears	62,569	68,459	68,609	*	*	69,368	69,596

★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None

Goal 1b Expedite maintenance and repairs.

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
★ Average time to resolve emergency service requests (hours)	16.5	22.0	27.8	24.0	24.0	22.6	16.2
★ Average time to resolve non-emergency service requests (days)	35.5	49.1	65.4	15.0	15.0	58.4	65.7
Average time to complete maintenance work orders (days)	NA	8.10	6.23	*	*	5.20	5.36
Average time to complete skilled trades and vendor work orders (days)	NA	77.40	109.04	*	*	103.70	139.39
★ Average time to resolve heat outages (hours)	7.3	8.3	7.5	12.0	12.0	7.6	4.3
★ Average time to resolve elevator outages (hours)	11.1	11.8	9.1	10.0	10.0	10.6	7.9
★ Elevator outages resolved within 10 hours (%)	NA	71.80%	77.78%	85.00%	85.00%	72.90%	81.27%
★ Average outage per elevator per month	1.09	1.07	0.93	1.01	1.01	1.03	0.91
★ Elevator service uptime (%)	98.2%	97.8%	98.0%	97.0%	97.0%	97.8%	99.0%
★ Alleged elevator injuries reported to the Department of Buildings	7	6	6	↓	↓	1	2
★ Elevator-related fatalities	0	0	0	↓	↓	0	0
★ Rat complaints responded within 2 business days (%)	NA	44.20%	40.71%	75.00%	75.00%	43.40%	57.36%
★ Rat complaints responded within 5 days (%)	NA	52.70%	53.02%	100.00%	100.00%	54.60%	68.58%
★ Other pest complaints responded within 7 days (%)	NA	30.00%	17.89%	75.00%	75.00%	16.50%	24.18%
★ Other pest complaints responded within 10 days (%)	NA	35.50%	26.35%	100.00%	100.00%	22.40%	41.05%
Simple mold repairs completed within 7 days (%)	NA	17.90%	28.11%	95.00%	95.00%	24.80%	34.78%
★ Complex mold repairs completed within 15 days (%)	NA	2.10%	3.58%	95.00%	95.00%	3.40%	4.99%
★ Mold cases without recurrence (%)	NA	87.90%	86.67%	85.00%	85.00%	87.90%	85.10%
★ Units abated for lead	NA	621	3,267	↑	↑	616	1,766
Management cost per dwelling unit per month (\$)	\$1,132	\$1,197	\$1,372	\$875	\$875	\$1,344	\$1,280
★ Mold removed within 5 business days (%)	NA	2.90%	6.56%	95.00%	95.00%	6.20%	9.70%
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None							

Goal 1c Optimize apartment usage and ensure rental equity.

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
★ Average time to prepare vacant units (days)	111.2	164.1	367.4	20.0	20.0	258.2	414.7
★ Average turnaround time for vacant units (days)	114.2	160.8	370.0	30.0	30.0	298.8	408.8
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None							

Goal 1d Improve safety and security.

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
Major felony crime rate per 1,000 residents	14.9	17.6	17.9	*	*	5.9	6.7
★ Major felony crimes in public housing developments	5,373	5,859	6,062	↓	↓	2,065	2,158
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None							

SERVICE 2 (Re)build, expand and preserve public housing and affordable housing stock.

Goal 2a Preserve the public and affordable housing asset.

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
★ Active capital projects on track or with minor delays (%)	NA	NA	NA	75.0%	75.0%	NA	66.9%
★ Active capital projects in construction phase on track or with minor delays (%)	NA	NA	NA	85.0	85.0	NA	82.3
★ Public Housing Portfolio — Unit Inventory	168	162	160	*	*	162	159
Public Housing Portfolio — Buildings	2,198	2,106	2,063	*	*	2,106	2,045
Public Housing Portfolio — Developments	285	277	273	*	*	277	266
PACT Portfolio — Developments preserved	17	8	4	*	*	0	7
PACT Portfolio — Buildings preserved	38	79	43	*	*	0	18
PACT Portfolio — Units preserved	1,718	5,909	2,597	9,000	9,000	0	983
PACT Portfolio — Units rehabbed	NA	5,830	5,830	*	*	5,830	7,151
★ Critical Indicator	● Equity Indicator	“NA” Not Available	↕↔ Directional Target	* None			

Goal 2b Optimize access to affordable housing in public housing developments to income-eligible families.

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
Apartment Attrition Rate (%)	3.9%	3.2%	3.0%	*	*	NA	NA
★ Occupancy rate (%)	98.6%	97.5%	96.8%	99.2%	99.2%	97.1%	96.5%
Applicants placed in public housing	3,035	1,362	1,029	*	*	285	353
Homeless applicants placed in housing — Total	2,323	1,842	4,425	*	*	1,447	1,047
— NYCHA housing	1,597	668	650	*	*	186	160
— Section 8	726	1,174	3,775	*	*	1,261	887
Working families residing in public housing (cumulative) (%)	45.3%	42.8%	38.2%	*	*	NA	NA
★ Critical Indicator	● Equity Indicator	“NA” Not Available	↕↔ Directional Target	* None			

Goal 2c Increase access to affordable housing in privately owned units.

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
● Section 8 — Families on waiting list (000)	34	17	16	*	*	17	10
Section 8 — Maximum allowable vouchers	106,410	108,410	109,823	*	*	108,410	112,521
Section 8 — Funded vouchers	88,880	93,570	97,070	*	*	93,570	98,371
Section 8 — Funded vouchers occupied units (%)	100.0%	99.0%	97.0%	97.0%	97.0%	99.0%	97.0%
★ Section 8 — Utilization rate for authorized vouchers (%)	84.0%	84.0%	85.0%	86.0%	86.0%	85.0%	85.0%
Section 8 — Housing Assistance Payments funding utilization rate (%)	99.0%	100.0%	93.0%	*	*	93.0%	97.0%
★ Section 8 — Occupied units	88,143	93,028	98,414	87,000	87,000	93,679	100,103
Section 8 — Biennial inspections	61.0%	85.0%	97.0%	*	*	93.0%	98.0%
Section 8 — Annual recertifications	99.0%	99.0%	99.0%	*	*	99.0%	99.0%
Section 8 — Applicants placed through vouchers	2,397	6,660	2,974	*	*	582	3,193
★ Critical Indicator	● Equity Indicator	“NA” Not Available	↕↔ Directional Target	* None			

SERVICE 3 Engage residents and connect them to best-in-class social services.

Goal 3a

Connect all residents to critical services in their communities.

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
Residents approved for emergency transfers	2,266	1,783	1,552	*	*	630	448
★ Emergency transfer disposition time (days)	17.16	12.20	13.34	45.00	45.00	18.41	11.14
★ Initial social service tenant contacts conducted within five days of referral (%)	93%	91%	92%	76%	76%	85%	92%
Referrals to supportive social services for senior residents	81,176	34,263	38,083	*	*	11,148	15,411
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None							

Goal 3b

Increase employment opportunities among NYCHA residents.

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
★ Resident job placements — Total	1,411	1,663	2,652	⬆️	⬆️	821	948
— Direct placements	1,175	1,110	1,031	1,593	1,593	410	343
— Program and partner placements	236	553	1,621	*	*	411	605
— Job training graduates placed (%)	86%	71%	84%	*	*	NA	NA
— Youth placed through youth employment programs	3,231	3,516	3,630	*	*	NA	NA
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None							

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
Customer Experience							
Completed requests for interpretation	156,054	167,095	152,274	*	*	55,785	51,250
E-mails responded to in 14 days (%)	98.6%	98.4%	82.4%	*	*	93.6%	73.6%
Average wait time to speak with a customer service agent (minutes)	NA	40:9	28:7	*	*	32:1	60:6
CORE facility rating	97	99	95	*	*	NA	NA
Calls answered in 30 seconds (%)	76.5%	67.5%	63.8%	*	*	59.0%	42.3%
Agency customers surveyed for overall customer satisfaction	19,793	25,167	27,148	*	*	NA	NA
Customers rating service good or better (%)	72.6%	73.0%	79.0%	71.0%	71.0%	NA	NA
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None							

AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2023 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY21	FY22	FY23	FY24	FY24 ¹	FY25 ¹	FY23	FY24
Expenditures (\$000,000) ²	\$4,035.3	\$4,035.3	\$4,652.0	\$4,413.2	\$4,413.2	\$4,623.9	\$1,487.6	\$1,550.0
Revenues (\$000,000)	\$3,948.4	\$3,948.4	\$4,704.1	\$4,378.3	\$4,378.3	\$4,583.6	\$1,520.4	\$1,378.2
Personnel	11,689	11,772	11,891	12,213	12,509	11,877	11,935	11,913
Overtime paid (\$000,000)	\$155.7	\$155.7	\$198.0	\$100.0	\$100.0	\$114.0	\$58.0	\$67.3
Capital commitments (\$000,000)	\$103.1	\$235.1	\$416.6	\$1,507.4	\$1,105.7	\$915.2	\$82.9	\$114.0
¹ January 2024 Financial Plan.		² Expenditures include all funds		"NA" - Not Available				

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Lisa Bova-Hiatt was appointed Chief Executive Officer (CEO) of NYCHA on July 6, 2023.
- Currently, NYCHA is not in compliance with several federal regulations and is working to assess the extent of noncompliance. On January 31, 2019, NYCHA signed an agreement with HUD to resolve claims brought by the U.S. Attorney's Office for the Southern District of New York, including on behalf of HUD and the Environmental Protection Agency. The agreement establishes a framework by which NYCHA will continue to evaluate its compliance with federal requirements. The agreement also requires NYCHA to take certain actions and meet certain standards and deadlines related to health and safety. NYCHA has not yet met certain standards and deadlines set forth in the agreement and continues to work with an independent monitor to improve its compliance with these requirements. The monitor is in place with access to NYCHA information and personnel and has issued and will continue to issue quarterly reports on NYCHA's compliance with the agreement.
- The indicators in Goal 2a 'Active capital projects on schedule (%)' and 'Active capital projects in construction phase on schedule (%)' were removed and replaced with 'Active capital projects on track or with minor delays (%)' and 'Active capital projects in construction phase on track or with minor delays (%)', respectively. The indicators were changed to reflect how NYCHA's Asset and Capital Management Division is reporting on its portfolio starting in Fiscal 2024. It captures projects on schedule and with minor delays (six months or less).
- Preceding the Fiscal 2024 Preliminary Mayor's Management Report, the Mayor's Office of Operations implemented updated standards for indicator names. Minimal stylistic changes, such as the use of em-dashes, percent symbols and acronyms, were made to the names of previously published indicators here within. Substantive name changes for indicators that clarify what is being measured are otherwise noted above.

ADDITIONAL RESOURCES

For additional information on items referenced in the narrative, go to:

- NYCHA's transformational plan:
https://www1.nyc.gov/assets/nycha/downloads/pdf/NYCHA_Transformation_Plan_Final.pdf
- NYCHA's Federal Monitor:
<https://nychamonitor.com/>
- The Social Indicators and Equity Report, EquityNYC:
<http://equity.nyc.gov/>

For more information on the agency, please visit: www.nyc.gov/nycha.