

NEW YORK CITY HOUSING AUTHORITY

THREE-THOUSAND NINETY- SIXTH MEETING

Minutes of Board Meeting

Wednesday, October 28, 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
Beatrice Byrd, Member
Victor A. Gonzalez, Member
Willie Mae Lewis, 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 28, 2015

I. Authority Minutes

Adoption of Minutes of Regular Meeting, Wednesday, September 30, 2015

APPROVED

II. Chair's Report

III. General Manager's Report

IV. Authority Calendar

Calendar of Regular Meeting, Wednesday, October 28, 2015

1 Award of a Requirement Contract for Boiler Water Testing and Treatment

Location:	Various (Brooklyn)
Submitting Department:	Technical Services
Funding Source:	Operating – Federal
Amount:	\$1,150,755.36
Projected Section 3 Hires:	1

Authorization is requested to award this requirement contract to the lowest responsive and responsible bidder, The Metro Group, Inc., for the not-to-exceed amount. The first lowest bidder was deemed non-responsive for failure to submit the required bid proposal as specified in the solicitation. This requirement contract also provides for a one (1) one-year renewal option to be exercised at the Authority's sole discretion.

APPROVED

N/A = NOT APPLICABLE

APPROVED = UNANIMOUS

2 Award of a Requirement Contract for Boiler Water Testing and Treatment

Location:	Various (Manhattan)
Submitting Department:	Technical Services
Funding Source:	Operating – Federal
Amount:	\$1,162,569.12
Projected Section 3 Hires:	1

Authorization is requested to award this requirement contract to the lowest responsive and responsible bidder, The Metro Group, Inc., for the not-to-exceed amount. The first lowest bidder was deemed non-responsive for failure to submit the required bid proposal as specified in the solicitation. This requirement contract also provides for a one (1) one-year renewal option to be exercised at the Authority's sole discretion.

APPROVED

3 Authorization to Enter into an Agreement with FJC Security Services, Inc.

Location:	Various (Bronx & Brooklyn – Satellite Offices & Developments; Manhattan - Central Offices & Developments)
Submitting Department:	Safety & Security
Funding Source:	Operating – Federal
Amount:	\$45,000,000.00
Projected Section 3 Hires:	42

Authorization is requested to enter into an agreement with FJC Security Services, Inc. to provide security guard and fire watch services, commencing on January 4, 2016 and continuing through January 3, 2019, or commencing on such other date as may be determined by the General Manager or the Executive Vice-President for Public Safety and continuing for three (3) years thereafter, for the not-to-exceed amount, with two (2) one-year renewal options to be exercised at the Authority's sole discretion.

WITHDRAWN

4 Authorization to Enter into an Agreement with Guardian Security Services, Inc.

Location:	Various (Queens – Central Office & Developments; Staten Island – Developments)
Submitting Department:	Safety & Security
Funding Source:	Operating – Federal
Amount:	\$10,000,000.00
Projected Section 3 Hires:	8

Authorization is requested to enter into an agreement with Guardian Security Services, Inc. to provide security guard and fire watch services, commencing on January 4, 2016 and continuing through January 3, 2019, or commencing on such other date as may be determined by the General Manager or the Vice-President for Public Safety and continuing for three (3) years thereafter, for the not-to-exceed amount, with two (2) one-year renewal options to be exercised at the Authority's sole discretion.

WITHDRAWN

5 Award of a Requirement Contract for Standby Power Generators Related to the Response to and Recovery from Hurricane Sandy

Location:	Various (Citywide)
Submitting Department:	Capital Projects Administration
Funding Source:	Capital – FEMA, CDBG-DR & Insurance
Amount:	\$42,830,531.00
Projected Section 3 Hires:	N/A

Authorization is requested to award this requirement contract to the lowest responsive and responsible bidder, Huntington Power Equipment, Inc., for the not-to-exceed amount.

APPROVED

6 Award of a Requirement Contract for Replacement of Interior Compactors

Location:	Various (Brooklyn & Manhattan)
Submitting Department:	Capital Projects Administration
Funding Source:	Capital – Federal
Amount:	\$1,499,889.04
Projected Section 3 Hires:	2

Authorization is requested to award this requirement contract to the sole responsive and responsible bidder, Arrow Steel, Inc., for the not-to-exceed amount.

APPROVED

7 Authorization of a Change Order to Contract No. GD1320751 Awarded to AAH Construction Corp.

Location:	Unity Plaza (Sites 4, 5A, 6, 7, 9, 11, 12 & 27)
Submitting Department:	Capital Projects Administration
Funding Source:	Capital – Federal
Amount:	\$58,925.50
Projected Section 3 Hires:	N/A

Authorization is requested to approve a change order to this contract awarded to AAH Construction Corp. for amphitheater and basketball court improvements, which did not require initial Board approval, to increase the amount by the negotiated amount, in order to cover the costs for the installation of two (2) bleachers and changing of the basketball backboards from steel to plexi-glass.

APPROVED



Vilma Huertas
Corporate Secretary



NYCHA Board Calendar Meeting

Chair's Report

October 28, 2015

NextGen@nycha.nyc.gov



Agenda

- ❑ NextGen – First 100 Days

Transparency & Accountability

- ❑ Efforts to improve communications, transparency and accountability through NYCHA's website include:
 - Database tracking repairs and program data by development
 - Summary of existing building conditions at each development
 - Details on all open capital construction contracts from the past 5 years
 - Monthly updates on award results on all contracts, proposals and bids

- ❑ Supply Chain & Inventory Overhaul
 - \$75,000 worth of window guards and window balances collected from NYCHA's warehouses was sent back to developments for use
 - NYCHA, HUD, NYC Comptroller, and independent supply chain experts are working to improve NYCHA's inventory control system

Preservation and Affordable Housing

- ❑ NextGen Neighborhoods resident and stakeholder engagement at Holmes Towers and Wyckoff Gardens.
 - 18 meetings held
 - Over 450 participants (residents, elected officials, partners and CBO's)
- ❑ In July, NYCHA and HPD released a RFP for potential developers to expand 100% affordable housing opportunities in Brooklyn and the Bronx.
- ❑ In September, 25 proposals were received.



Repair and Rebuild



- ❑ **Fix-It-Forward**
 - Optimal Property Management Operating Model (OPMOM) –maintenance work orders service level reduced to 5.5 days
 - Real-time repairs – Since June, more than 5,700 apartments inspections at 61 developments with over 10,847 simple repairs performed
 - One-Call initiative - Since August, 483 units have had an average of 466 multi-skilled trade jobs scheduled, reflecting over 1,007 skilled trades work orders
- ❑ **Roof Replacement Program**
 - Queensbridge - replacement of 26 roofs began in August
 - Parkside - replacement of 14 roofs began in September
- ❑ **Sandy Recovery**
 - FEMA, NYS and NYCHA reached agreement for 33 LOUs for \$3billion of repair and restoration work
 - MOU with DOI for independent auditors to monitor contracts
- ❑ **Rental Assistance Demonstration Program (RAD)**
 - Monthly meetings being held with residents and community groups
 - In August, RFP was released for a physical building needs assessment, energy audit and utility consumption analysis of Ocean Bay Apartments-Bayside and Oceanside

Safety and Security

- ❑ Mayor's Action Plan for Neighborhood Safety ("MAP") initiative
 - Overall crime is down 12%
 - Shootings are down 18%

- ❑ Exterior lighting installation at Boulevard, Bushwick, Castle Hill and Polo Grounds resulting in approximately 1,855 new light fixtures upon completion



Digital NYCHA



- ❑ myNYCHA app
 - Over 9,000 downloads
 - Nearly 13,000 work orders
 - More than 7,600 subscribers for NYCHA alerts
- ❑ New efforts to
 - Improve rent collection with robocalls to residents with arrears
 - Test the benefits of supportive services and early intervention
- ❑ Recycling
 - More than 460 recycling bins placed in 34 developments
 - Hosted 60 educational activities, workshops and other events



NYCHA Board Calendar Meeting

General Manager's Report

October 28, 2015

NextGen@nycha.nyc.gov



Agenda

- ❑ NYCHA Key Performance Indicator (KPI) Report
- ❑ Operational Challenges

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%.
- The rent collection rate in September 2014 YTD was about 2% higher than the same period last year.
- NYCHA collected \$739,221,121 this year compared to \$694,741,429, an increase of \$44,479,691.

	Jan - Sep 2014				Jan - Sep 2015			
RENT COLLECTION	Total Amount of Rent Due	Total Amount of Rent Collected	% Collected	RENT COLLECTION	Total Amount of Rent Due	Total Amount of Rent Collected	% Collected	% change 2015 vs. 2014
NYCHA	\$889,342,724	\$694,741,429	78%	NYCHA	\$924,935,082	\$739,221,121	80%	1.8%

Rent Collection Taskforce Updates



- Pilot 1 launched on September 5, 2015 to test the effectiveness of automated rent reminder calls and notices. Calls and notices are in English and Spanish.
- NYCHA launched a communications campaign in October on available and convenient payment options. Options were featured in the Journal. Flyers will be posted at property management offices in the next 2-3 weeks.
- NYCHA is proposing new rent collection metrics and is facilitating focus groups in November with staff to test and finalize metrics.
- Mandatory rent collection training sessions for NYCHA staff will begin on January 6, 2016.
- NYCHA is working to develop a pilot to test rent delinquency prevention and intervention services focused on employees and residents (target launch 1Q 2016).

Work Orders Overview

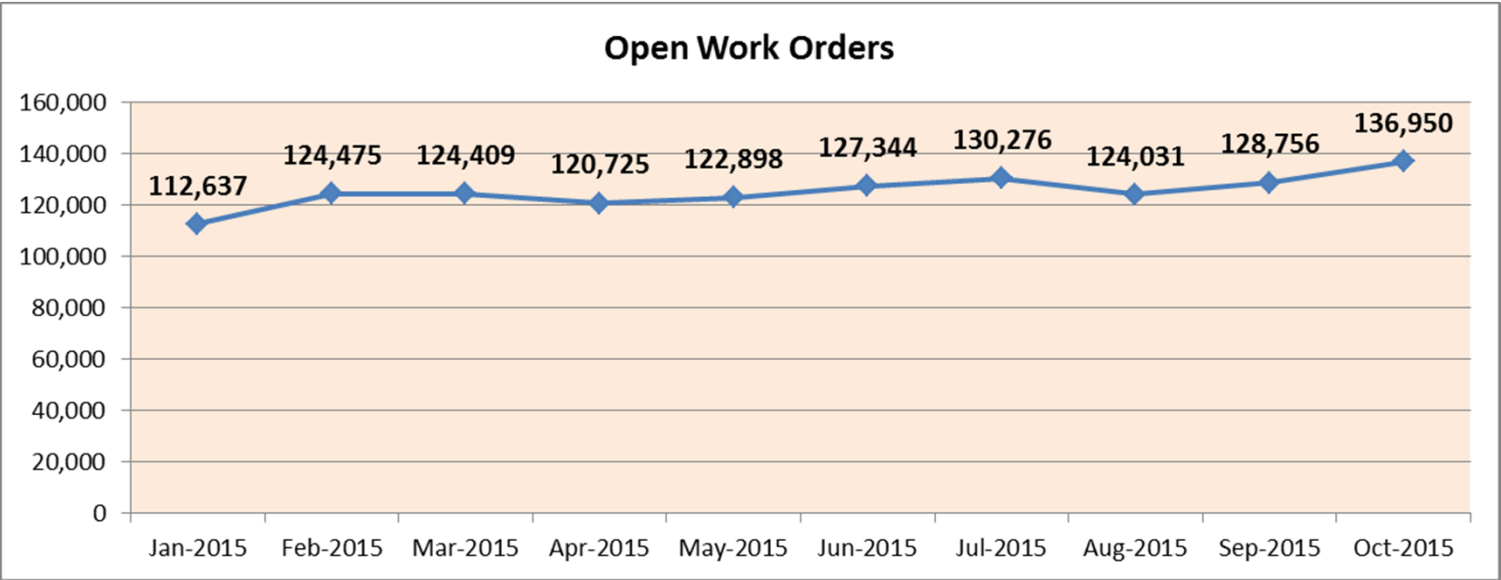
- ❑ Since January 2015:
 - 2,201,251 work orders created

 - 1,919,790 closed
 - ❖ 70% were closed with work done
 - ❖ 30% are verified and sequenced to another trade or closed due to no access (resident not home, refused, etc.)

 - 248,004 cancelled

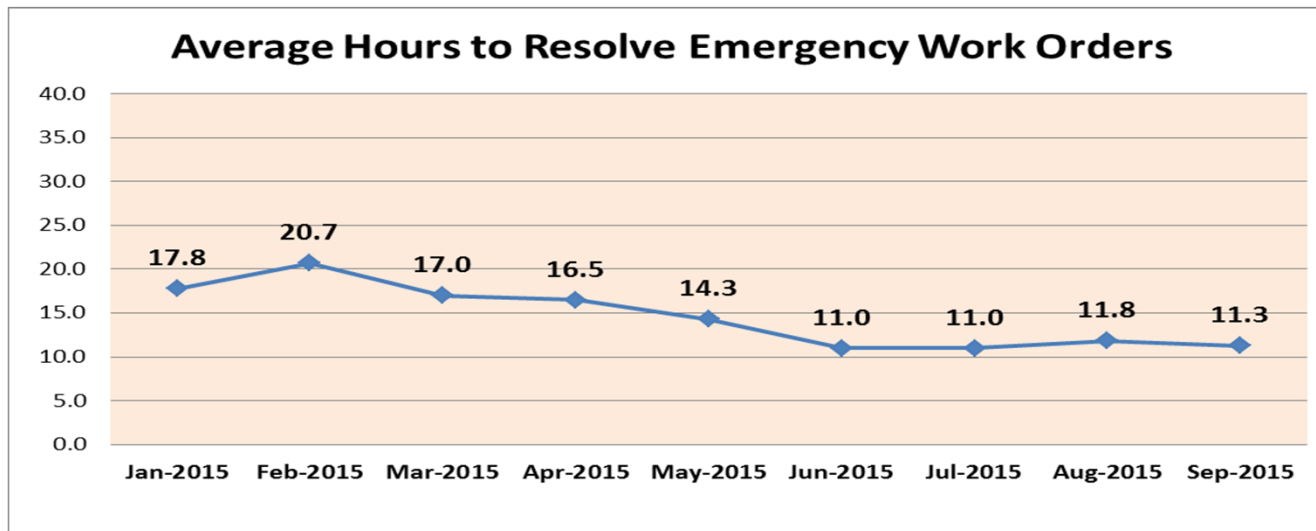
Work Orders Overview

❑ As of October 27, 2015, there were 136,950 open work orders.



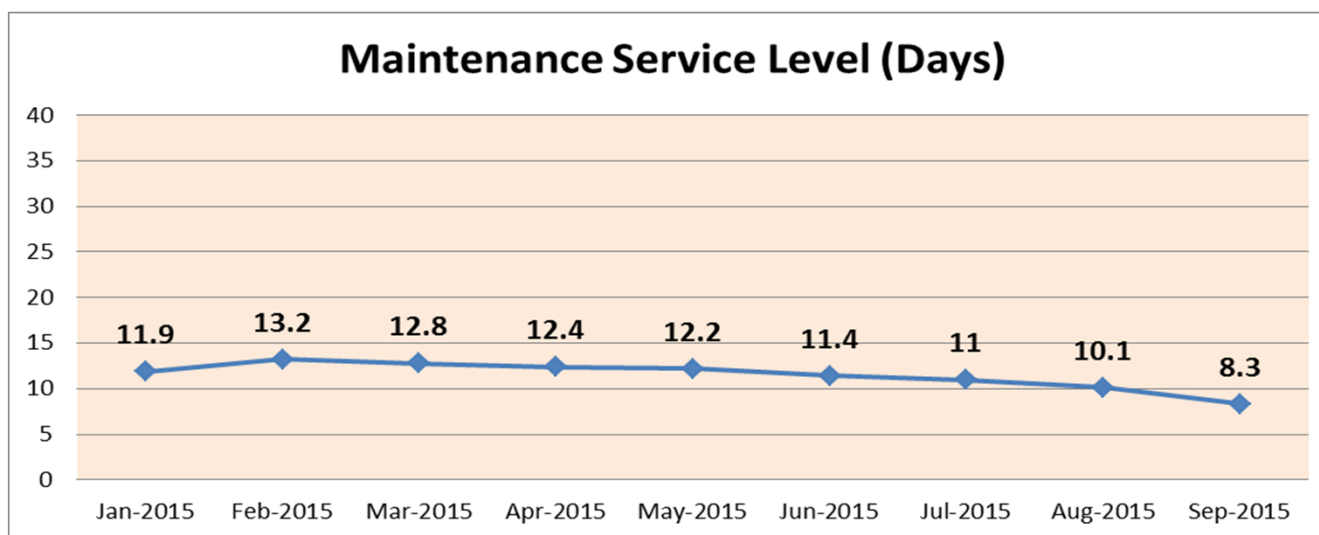
Emergency Work Orders

- ❑ 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 September 2015, the average time to resolve emergencies has remained well under the target from 17.8 hours to 11.3 hours.



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 8.3 days in September.

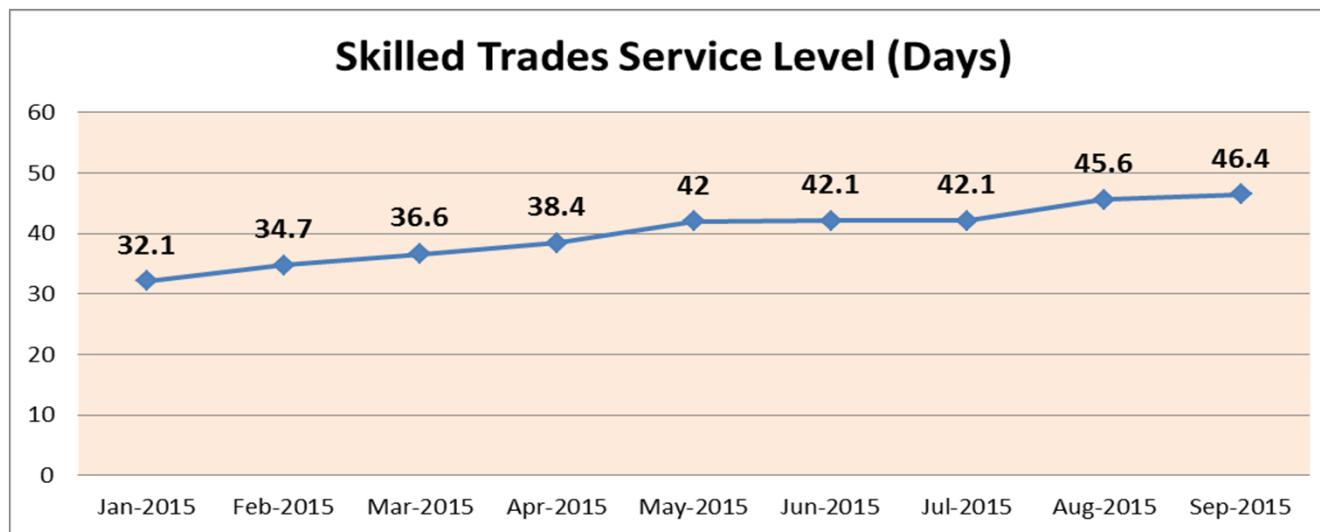


Maintenance Work Orders

- Resident Satisfaction- the resident will stay home once versus multiple times
- Health and Safety issues- proactively identify health and safety issues (i.e. Replace smoke detectors and defective GFIC)
- Inspect and repair at the same time— reduces SLA

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 46 days in September. This trend is caused by the increase in skilled trades work identified during the apartment inspections as well as the preparation for the HUD physical inspections of NYCHA developments.

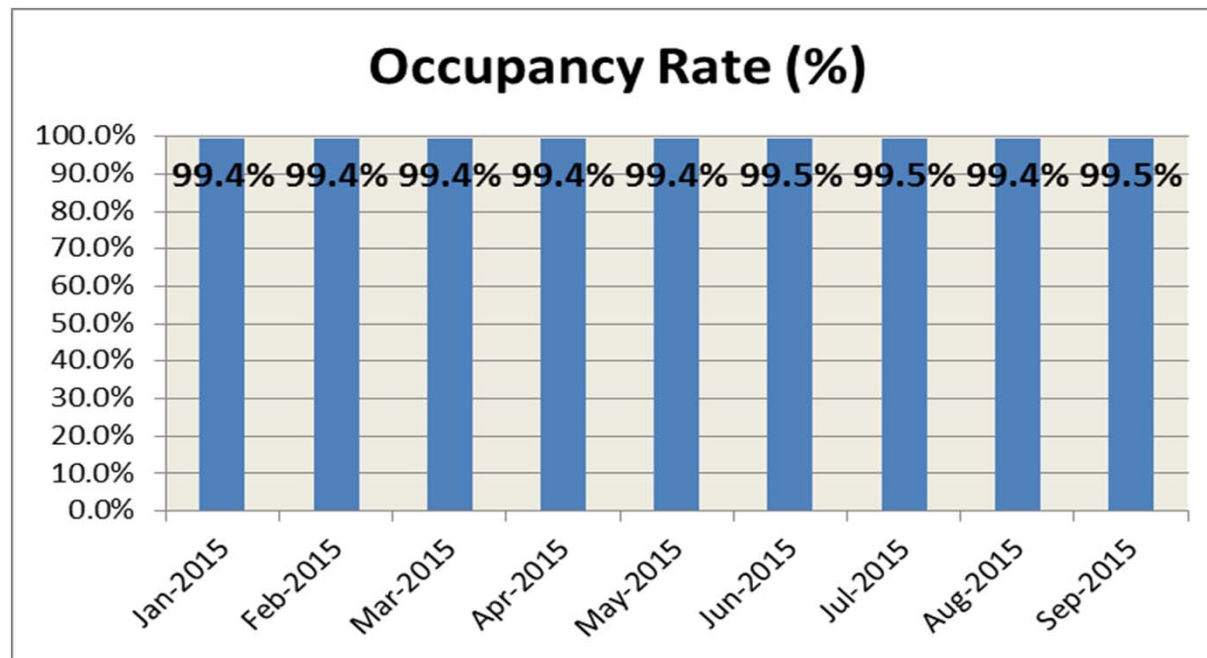


Skilled Trades Work Orders

- ❑ Evaluating Real Time Dispatching and exploring handhelds
- ❑ Business Process Review- need to improve productivity, strategic planning, scheduling optimization, and logistics (planning unit and skilled trade organization)
- ❑ Inventory Management- tracking material available at the development in real time in Maximo

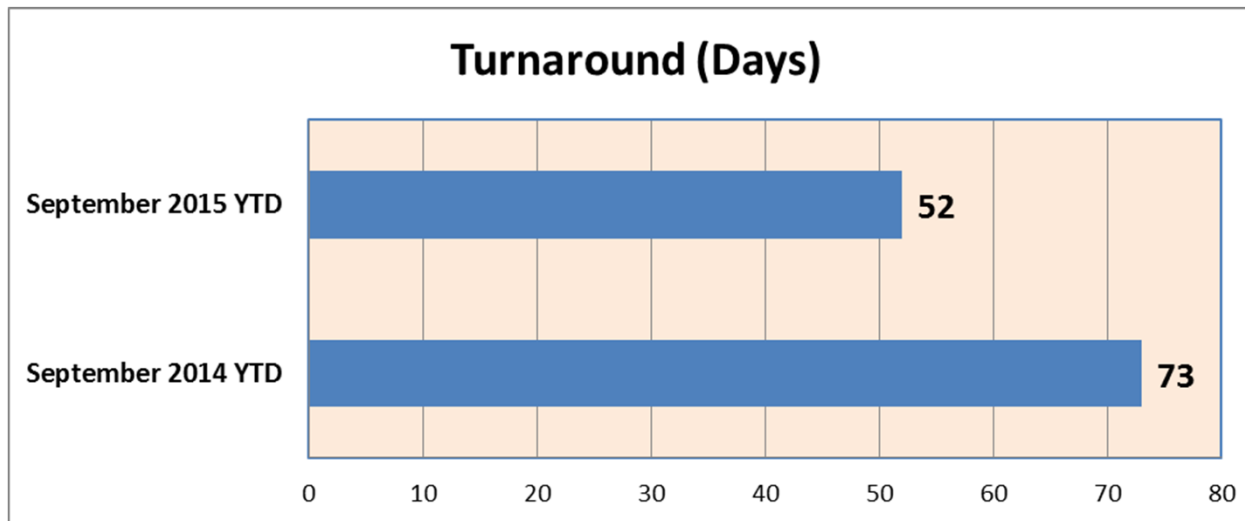
Occupancy Rate

- Since January 2015, NYCHA has consistently exceeded the HUD target of 97% for its occupancy rate.



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 September was 52 days compared to 73 days last year, down 28%.



Apartment Turnaround Time

- Section 8 Funding- we are now able to lease up Section 8 units in LLCI and LLCII
- DHS has helped to improve performance
- Refusal rate- is almost 2, which we typically show a vacant unit at least twice
- Business process review- plan to review the lease up process in 2016 to improve performance
- Transfer Process- negatively impacts turnaround time- will review transfer process in 2016 to improve performance

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 Customer Contact Center for closed work orders.

- ❑ This metric represents the percentage of residents who have given a rating of Excellent, Average, or Fair in response to the following question: “How would you rate your satisfaction with the overall service?”
 - In September 2015, a total of 2,099 robocalls were conducted.
 - 1,933 residents responded to this question and 1,513 (78.3%) were satisfied.

Operational Challenges

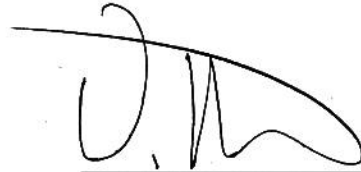
- Refining metrics related to rent collection and work orders
- Addressing the vendor work orders which represent 24% (or 32,587) of open work orders
- Improving skilled trades service levels
- Establishing quality assurance process and reporting
- Inventory Management Roll Out

THREE-THOUSAND NINETY-SIXTH MEETING

Wednesday, October 28, 2015

ADJOURNMENT

On Motion, without objection, the meeting was duly adjourned at 11:08 A.M.

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

Vilma Huertas
Corporate Secretary