

# CO-OP CITY TIMES

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Saturday, June 22, 2024



## Report for Period Ending May 31, 2024

On behalf of Douglas Elliman Property Management, we are pleased to present the Management Report for Riverbay Corporation for the period ending May 31, 2024.

This Management Report provides updates on the ongoing progress for staffing for the Public Safety Department, Local Law 11, Dreiser Auditorium Renovation Project (clarity for community), departmental SMART Goals and updates for the ongoing convector initiatives.

### Public Safety Staffing

CCPD current staffing levels are 45 short of the budgeted 93 Peace Officer positions. Based on the 19 steps required for the new recruit's process, the earliest hiring of recruits is estimated at the end of July/beginning of August. The twenty-two (22) candidates who successfully completed the physical agility portion of the hiring process were invited to move forward in the hiring process, which is the medical and psychological evaluation. That process is currently underway. All candidates complete a written and in-person psychological evaluation by a licensed psychologist. They also complete a medical survey, which is used by CCPD's Medical Director as a lead-up to an in-person medical examination to evaluate candidates on their ability to serve as full duty law enforcement officers.

### Local Law 11

Local Law 11 requires all NYC buildings greater than six (6) stories have the facades of the buildings inspected every five (5) years by a DOB-qualified professional (Qualified Exterior Wall Inspector, or QEWI), and a report filed with the DOB.

The general requirements governing façade inspections in NYC are contained in Article 302 of Title 28 of the NYC Administrative Code, entitled Maintenance of Exterior Walls. Detailed inspection and reporting requirements, as well as penalties, are delineated in 1 RCNY §103-04 Periodic Inspection of Exterior Walls and Appurtenances (DOB Rule 103-04). The DOB adopted an amendment to DOB Rule 103-04 which became effective at the commencement of Cycle 9A on February 21, 2020.

Cycle 8, (Section 5) began on February 21, 2015, and closed on February 20, 2020, and Cycle 9 (Sections 1-4) began Feb-

### Management Report

**Marvin L. Walton**  
Riverbay Executive General Manager

ruary 21, 2020, and closed on February 21, 2024.

As of June 4, 224, Manage-

ment is proud to announce that all buildings have been accepted SAFE. This is the first time in over 10 years to have all buildings in Co-op City to be accepted as SAFE by the Department of Buildings.

### Dreiser Auditorium Renovations

Dreiser auditorium renovation was successfully completed in 2021. To complete the project, there were several construction and architectural services procured starting in 2016 and ending 2021.

Starting in June of 2016, Riverbay executed a contract, P792, with Architectural Firm, Benjamin Horten Architecture and Design, to provide architectural services in connection with Dreiser Auditorium Renovations.

As part of the NYC Building permit application process, during the architectural planning phase, NYC DOB requires the owner to hire an independent licensed New York City Asbestos Investigator to test for asbestos or ACM (asbestos-containing materials). The test for asbestos concluded that asbestos abatement would be required as part of the renovation process. Therefore, Management proceeded to procure these asbestos abatement services under contract 3267, issued to JLS Group Inc. Contract 3267 was approved by the Board on July 25th, 2018, as Resolution #18-27.

Following the issuance of construction documents by the Architect, Management solicited bids from construction companies to perform the construction scope of work. After review of the bids by Riverbay and Architect, it was determined that the lowest qualified bidder was Structure Craft Contracting LLC. The Board was presented with the documentation and approved issuing Contract #3214 to Structure Craft Contracting LLC on July 24, 2019, as Resolution #19-24.

The summary of Board-approved contracts is listed below:

Contract #	Fiscal Year	CONTRACT TITLE	Contractor	Board Resolution No.	Board Resolution Date	*Board Approved Contract Amount	Total Change Order Amount	TOTAL AMOUNT PAID
P792	2016/2017	Architectural Services	Ben Horten Architecture and Design	NA	NA	\$70,700	\$54,178	\$124,878
3267	2018/2019	ACM Abatement	JLC Group Inc.	18-27	7/25/2018	\$392,000	\$35,000	\$427,000
3214	2019/2020	Renovations	Structure Craft Contracting LLC	19-24	7/24/2019	\$5,662,979	\$407,157	\$6,070,136
Grand Total						\$6,125,679	\$496,335	\$6,622,014

In summary, upon completion of the renovation, a total of \$6.6 million was spent for the entire project. The construction work was completed under Board-approved contracts 3267 and 3214, both within the approved budgeted amounts (Budget = Contract Amount plus the 10% contingency). This information should bring clarity for the community regarding the total costs spent on the renovations of the Dreiser Auditorium.

### Departmental SMART Goals

Management is pleased to release 'Riverbay Corporation FY24/25 SMART Goals by Department' (See Appendix A).

SMART [Specific, Measurable, Actionable, Realistic and Time-bounded] goals were established by each department head with input from their teams (detailed action steps for each goal were not provided in the document but are kept internally).

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Until a 5-Year Strategic Plan has been established for Riverbay Corporation (in partnership with Shareholders, Board Directors, and Management), these goals will be the pivotal point for Fiscal Year 23/24 and will make it easier for Management to act, stay motivated – and ultimately succeed.

Quarterly reporting will be the mechanism used to provide updates on the status of accomplishing the stated goals. This information will be shared with the shareholders so they are aware of the Corporate goals and can hold Management accountable for delivering on the expected outcomes. (See page 7.)

**UPDATE - CONVECTOR INITIATIVES TRACKER – UPDATES IN UNDERLINED RED**

Vendor(s)	Product/Project	Funds Expended
<b>1. Express Plumbing</b>	Installation of an electronic leak detection and shut off valve in convector	\$5,301.04
<b>Current Status</b>		
<p>The electronic leak detection and shut-off valve was installed in Building 10B Apartment 4B. This device is designed to detect leaks that may occur from a build-up of condensation in the convector. Once the water in the drip pan reaches a certain level the device will activate and shut off the valve stopping the chilled water from circulating in the coil mitigating potential flooding in the apartment.</p> <ul style="list-style-type: none"> <li>• Management will be installing two (2) motorized shut-off valves with leak detection in occupied apartments. These valves will shut the water flowing through the coils in the convector once a leak is detected. The Maintenance team will periodically check-in with the shareholder to see how the device is performing.</li> <li>• Management obtained a quote (\$3,534.00) from Express Plumbing to install the two (2) shut-off valves in apartments. Management is coordinating with the two (2) shareholders where the valves will be installed and monitored by the Maintenance Department.</li> <li>• Shut-off valves were installed in 11A/12C and 16B/12F; the valve will automatically shut off the water flowing through the coil if a leak is detected. The Maintenance department will monitor these convectors and will stay connected with shareholders to see if any issues arise from the installation.</li> </ul>		

Vendor(s)	Product/Project	Funds Expended
<b>2. Kelvin Systems, Inc.</b>	Convector control and leak monitoring unit	\$2000.00
<b>Current Status</b>		
<p>A sample product was installed in Section 1 Maintenance Office to observe the features for testing the functionality. The company is working on a dashboard that will support the operation of the unit.</p> <p>Kelvin Systems, Inc. presented to Riverbay Management team on Friday, June 30, 2023. The presentation provided an overview of a radiator monitor and the proposed retrofits which include replacing the current toggle switch with a GFCI outlet, installing a float switch that is to be placed in the condensate drip tray to send an alert when the drip tray level rises and a radiator sensor that will monitor the convector coil temperature and report information to a cloud dashboard and database. Management plans to purchase five (5) radiator monitors at a cost of \$400/unit (\$2,000) which will be installed in apartments and will be monitored by the Maintenance team for performance.</p> <ul style="list-style-type: none"> <li>• The device is currently being tested in apartments. Management is working with shareholders to identify additional apartments to test the device. This device could provide reporting/alarm benefits.</li> <li>• 4 Units have been installed. Kelvin is arranging to install 3 more units, two (2) of which are free of charge.</li> <li>• Maintenance will continue to evaluate as issues arose with connectivity and were resolved by the vendor.</li> </ul>		

Vendor(s)	Product/Project	Funds Expended
<b>3. Aqua Solanor Inc.</b>	Ultra-Thin Hydronic Fan Coil Unit	\$0

<b>Current Status</b>		
<p>A Canada-based company shipped a free unit (8,000 BTUs) to be tested in an apartment. It is proposed that this unit will replace an existing convector and will include a water sensor and a 2-way shut-off valve that will prevent flooding in an apartment. The unit shipped was a base model without the water sensor and 2-way shut-off valve.</p> <p><b>PHASE 1 –</b> Conduct test to determine if the unit fits and operates in our current environment. The base model unit was installed in the living room of the model apartment Building 19, Apartment 23F on June 6, 2023. <b>RESULTS:</b> <u>This unit is operating in our current environment without any issues observed thus far. The Maintenance team will continue to monitor and do all necessary testing to complete this phase. The Maintenance team anticipates that the unit will be monitored through September 2023.</u></p> <ul style="list-style-type: none"> <li>• <u>The Maintenance team continues to monitor the apartment once a week. Thus far, the apartment temperature has been maintained around seventy degrees with only one unit operating. There were no leaks from the unit. This is a one-bedroom apartment.</u></li> <li>• <u>Phase 1 completed. Will monitor heating through the winter. Unit performed well in our current environment during the cooling season.</u></li> </ul> <p><b>PHASE 2 –</b> Order a larger unit (12,000 BTUs) from vendor that will include dual shut-off valves, water leak sensors and a larger/deeper condensate tray. This unit will be installed in the model apartment and will be monitored by the Maintenance team to ensure it fits and operates in our current environment and performs all its features. The Maintenance team will monitor the unit for the winter season through March 2024. <b>Test time for this phase is estimated at 6 to 8 months.</b></p> <ul style="list-style-type: none"> <li>• The 12,000 BTU unit is currently in transit to Riverbay at no cost. This unit will come complete with two 3-way motorized Belimo valves to shut off water to the coil in the event of a leak or break. This unit will be installed in the living room of the 3-bedroom model apartment in Building 34 in Section 5 and monitored in our current environment for the upcoming heating season.</li> <li>• Unit was received with two motorized shut-off valves and a water detection device. It is currently being installed in the 3-bedroom model apartment (living room - 34/32E). Installation will be completed with the week ending 10/14/23. This will be monitored weekly to ensure it operates correctly in our current environment.</li> <li>• The Maintenance department is monitoring the units, and they are performing as expected. No leaks have been detected.</li> <li>• Winter monitoring is proceeding as planned, with adequate temperatures measured in the apartments using only living room units. Measurements were taken on 1/18/24 with outside temperatures 28 degrees, room temperatures were as follows: <ul style="list-style-type: none"> <li>• 19/23F temperature was 73 degrees and 35/32E temperature was 69 degrees.</li> </ul> </li> </ul> <p><b>PHASE 3:</b> Based on the data collected from phase 1 and phase 2, the Maintenance team will meet with the Engineering team and will design a unit that would meet any additional requirements needed. The goal is to build a unit for our current environment with the software and performance for Co-op City's high-rise buildings. This unit will be designed to save energy, provide the same comfort, and eliminate localized condensate leaks and coil failure leaks. Management will also explore if there is government funding available for this type of large-scale program. <b>Time for this phase is to be determined.</b></p> <p><b>PHASE 4:</b> Designed unit completed and ready for ordering when all requirements are met. Management will examine historical data to determine a line of living rooms that have had multiple leaks in a building for units to be installed. The labor needed for installations will be assessed and determined during this phase. The Maintenance team will monitor units installed in apartments beginning with a cooling season in the current environment for performance. <b>Test time for this phase is to be determined.</b></p> <p><b>PHASE 5:</b> Roll out a larger scale install throughout the campus. This will involve preparing an RFP to obtain options and prices to furnish and install units in various quantities. The installation of the new units is projected to reduce convector leaks, floor repairs, and asbestos abatement. There will also be increased comfort in the apartments along with cost savings on energy. <b>Time for this phase is to be determined.</b></p>		

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## Riverbay Corporation Fiscal Year 24/25 Budget Overview

The budget summary below gives a snapshot of Riverbay Corporation's Budget vs. Actual performance for Fiscal Year 24/25 for period beginning April 01, 2024.

### Income

Most of the Corporation's income is derived from carrying charges. At the end of April 2024, actual carrying charges were slightly greater than anticipated by \$2K. Other income was less than anticipated by 22% or \$945K.

### SUMMARY OF EXPENSES

#### Departmental Expenses:

Total departmental expenditures, which includes salaries, fringe benefits and other expenses associated with the day-to-day departmental activities involved with providing direct and indirect services to the shareholders are down 59% or \$4.7 million. During the month of April, there were eighty-nine (89) vacancies companywide. Of those vacancies, 43 or 48% pertained to the Public Safety Department. Overall, those vacancies contributed to the positive departmental budget variances. Also, the monthly budgets are calculated as 1/12 of the annual budget. Therefore, some departments will report positive budget variances in payroll where the total of 4 weeks of payroll is less than the budget allocation.

In terms of asbestos, and flooring materials costs, the Restorations department showed a positive variance because expenses were less than the budget. Also, there is a timing delay in recording April turnkey invoices for the month of April.

Individually, departments were within the projected budget through April with the following exception:

- Computer services are \$540k over budget due largely to invoices totaling approximately \$495,000 for furniture and equipment that had been encumbered in August 2023. These invoices were billed by SHI International and remain as open purchase orders. To date, these invoices have not been paid due to ongoing negotiations between Riverbay and SHI International.

- CC Times recorded a negative budget variance due to purchase of equipment and furniture that was budgeted for the previous year, but the purchase was not done until April 2024. Also, one quarter of the printing costs was paid in April 2024.

- Corporate Services recorded a 35.8% negative variance due to purchase of office furniture.

- Automotive Services' negative budget variance was partly due to open blanket P.Os from the previous financial year. These blanket purchase orders were for a two-year period.

### Overall Performance

Overall, the grand total actual expenses of \$16,521,000, which include departmental, corporate and debt service were less than anticipated against the grand total actual income of \$21,934,000 which yielded a surplus of \$5,412,000. Similarly, the year-to-date budget for grand total expenses was \$23,280,000 which was less than anticipated when compared to the year-to-date budget grand total revenue of \$22,924,000 which yielded a negative variance of \$(355,000).

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Vendor(s)	Product/Project	Funds Expended
4. Artic Heat Pumps		\$0
Current Status		
<ul style="list-style-type: none"> <li>The vendor will provide a 12,000 BTU convector like the one being evaluated at no cost to Riverbay. We will assess this unit in our current environment to make sure it performs all its features.</li> <li>Unit arrived and is continuing to be evaluated.</li> <li>Unit was installed in the maintenance shop and is being monitored.</li> </ul>		
Vendor(s)	Product/Project	Funds Expended
5. Gil Bar		\$0
Current Status		
<ul style="list-style-type: none"> <li>Waiting for delivery. All measurements were taken by Manufacturer. Expected delivery is within a month.</li> <li>Unit arrived and was installed in Section 2 office (Bldg. 10C) on 3/18/24. This unit has control valves and a pan float for leak mitigation. Vendor changed from the promised retrofit of the existing convector box to a direct replacement unit.</li> <li>Unit is working as expected and being monitored by the Maintenance Department.</li> </ul>		
Vendor(s)	Product/Project	Funds Expended
6. Verano	Universal Slim Fan Coil (Units currently being installed at Rochdale Village)	\$0
Current Status		
<ul style="list-style-type: none"> <li>Waiting for delivery of six (6) free sample units from the manufacturer. Expected delivery is within four (4) weeks. Plans are to have the sample units installed in occupied apartments and the Maintenance Department will conduct ongoing monitoring of the units.</li> <li>Management is identifying six (6) occupied apartments for the units to be installed in the living rooms. Once the locations are identified, the contractor will measure and make all arrangements for the units to be installed.</li> <li>Management will be proposing to the Board to purchase 26 units (6 free) for a total of 32 units. These units will be installed in Building 14 on the E line and monitored during the cooling season. The anticipated cost including the installation is \$65,000 plus taxes.</li> <li>With consensus from the Board Directors, Management is preparing a contract with the vendor to install 32 units in the living rooms of Building #14 on the E-line. Plans are to have the installation commence within the next 6-8 weeks.</li> <li><u>32 Sloped Top Units are on order and expected to be delivered by the end of the month. The units will be installed in Building 14 on the "B" line. This is a correction to the information that was reported last month (Units to be installed on the B-Line and the E-Line). Installation is expected to take one week.</u></li> </ul>		

**The Corporation Key Performance Indicators are presented below:**

**RIVERBAY CORPORATION  
FISCAL YEAR 24/25 YEAR-TO-DATE BUDGET COMPARTISON  
AS OF APRIL 30 2024  
AMOUNTS IN THOUSANDS**

	<b>F23/24 ANNUAL BUDGET</b>	<b>Y-T-D BUDGET</b>	<b>Apr-24 ACTUAL</b>	<b>+/- \$</b>	<b>+/- %</b>
<b>INCOME:</b>					
Carrying Charges	\$224,002	\$18,667	\$18,665	\$2	0%
Vacancy Losses	(\$1,600)	(\$133)	(\$178)	(\$44)	33%
All Other Income	\$52,691	\$4,391	\$3,446	\$945	22%
<b>Grand Total Income:</b>	<b>\$275,093</b>	<b>\$22,924</b>	<b>\$21,934</b>	<b>\$991</b>	<b>4%</b>
<b>DEPARTMENTAL OPERATING EXPENSES:</b>					
Automotive Services	\$1,398	\$116	\$145	(\$28)	-24.10%
Board of Directors	\$462	\$38	\$20	\$19	48.90%
Budget & Finance	\$3,595	\$300	\$235	\$64	21.50%
Building Janitorial	\$24,170	\$2,014	\$1,904	\$110	5.50%
Call Center	\$2,402	\$200	\$180	\$20	10.00%
Communications - C.C. Times	\$1,092	\$91	\$113	(\$22)	-23.70%
Information Technology	\$3,712	\$309	\$849	(\$540)	-174.60%
Construction	\$2,694	\$224	\$143	\$81	36.20%
Coperator Services Office	\$1,544	\$129	\$101	\$28	21.60%
Corporate Administrative Services	\$845	\$70	\$96	(\$25)	-35.80%
Exterminating	\$690	\$58	\$53	\$4	7.50%
General Manager	\$1,821	\$152	\$131	\$21	13.70%
Grounds/Landscaping	\$5,294	\$441	\$450	(\$9)	-2.00%
Human Resources	\$1,325	\$110	\$80	\$31	27.90%
Internal Audit	\$618	\$52	\$23	\$28	54.90%
Maintenance	\$18,633	\$1,553	\$1,163	\$389	25.10%
Parking & Leasing	\$6,044	\$504	\$444	\$59	11.80%
Power Plant	\$19,697	\$1,641	\$1,528	\$113	6.90%
Procurement	\$2,053	\$171	\$169	\$2	0.90%
Public Safety (CCPD)	\$15,231	\$1,269	\$882	\$387	30.50%
Residential Sales	\$1,580	\$132	\$74	\$57	43.60%
Restorations	\$30,462	\$2,539	\$1,333	\$1,206	47.50%
Risk Management	\$613	\$51	\$32	\$19	38.00%
Safety	\$1,084	\$90	\$51	\$39	43.50%
Technical Services	\$933	\$78	\$52	\$26	33.10%
<b>TOTAL DEPARTMENTAL EXPENSES</b>	<b>\$147,994</b>	<b>\$12,333</b>	<b>\$10,252</b>	<b>\$2,081</b>	<b>17%</b>
<b>CORPORATE EXPENSES:</b>					
Insurance	\$24,146	\$2,012	\$1,498	\$514	26%
Utilities + Water	\$48,377	\$4,031	\$487	\$3,545	88%
Real Estate Taxes	\$11,632	\$969	\$330	\$639	66%
Violations	\$100	\$8	\$0	\$8	98%
Bad Debts	\$4,500	\$375	\$-	\$375	100%
Corporate Operating Expenses	\$6,220	\$518	\$910	(\$391)	-76%
<b>TOTAL CORPORATE ALL EXPENSES:</b>	<b>\$94,974</b>	<b>\$7,914</b>	<b>\$3,225</b>	<b>\$4,690</b>	<b>59%</b>
<b>EXPENSES BEFORE DEBT SERVICE &amp; FEES:</b>	<b>\$242,968</b>	<b>\$20,247</b>	<b>\$13,476</b>	<b>\$6,771</b>	<b>33%</b>
<b>DEBT SERVICE AND FEES:</b>					
Gen'l/Repl Reserve Fees	\$5,269	\$439	\$445	(\$6)	-1%
HUD Mortgage Ins Premium	\$2,084	\$174	\$180	(\$6)	-4%
Debt Service	\$29,036	\$2,420	\$2,420	\$-	0%
<b>TOTAL DEBT SERVICE FEES</b>	<b>\$36,389</b>	<b>\$3,032</b>	<b>\$3,045</b>	<b>(\$12)</b>	<b>0%</b>
<b>GRAND TOTAL EXPENSES:</b>	<b>\$279,357</b>	<b>\$23,280</b>	<b>\$16,521</b>	<b>\$6,759</b>	<b>29%</b>
<b>NET SURPLUS (DEFICIT) FROM OPERATIONS:</b>	<b>(\$4,264)</b>	<b>(\$355)</b>	<b>\$5,412</b>	<b>\$5,768</b>	

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Shopping Center Commercial & Professional Spaces Summary					
	Bartow	Einstein	Dreiser	Professional	Total
Total Spaces	31	19	34	31	115
Occupied	30	17	30	25	102
Vacant	1	2	4	6	13
<b>Occupancy Rate:</b>	<b>96.8%</b>	<b>89.5%</b>	<b>88.2%</b>	<b>80.6%</b>	<b>88.7%</b>
<b>Vacancy Breakdown:</b>					
6 spaces currently being shown to potential tenants					
4 spaces currently in negotiation/pending background check					
1 move out (Ciditty Kiddie Corp. - Bldg 31A)					
1 eviction for non-payment (Einstein Hair Salon - Christina Pinero)					
1 lease pending Board approval (Bingo Hall)					
<b>Vacancy Loss</b>					<b>\$ (29,561)</b>

Residential Sales Activity			
	May	Fiscal YTD	Monthly Average
Apartment Closings	43	55	28
Apartments Accepted (sold)	47	102	51
Move Outs	29	58	29

Apartment Closings Financing Summary	
Equity Paid in Full	34
Deferred Equity Program	3
Equity Financed via Loan (Citibank or Webster Bank)	6

Occupancy	
Total Apartments	15,372
Occupied Apartments	15,144
<b>Occupancy Rate:</b>	<b>98.5%</b>
Vacant Apartments	<b>228</b>
-Apartments - Undergoing Restoration Process	52
-Apartments - Restored, Pending Closing	85
-Apartments - Unsold (46 Restored and 42 Not Restored)	88
-Model Apartments	2
- Convector testing unit	1
Average Days for Apartment to be Restored:	25
Total Apartments Restored	43
<b>Evictions:</b>	
-Shareholders	3
-Commercial	1
<b>Landlord / Tenant Court Proceedings:</b>	
Court Stipulations Cases:	20
Hold Over Cases:	83
Non-payment Cases:	217
Dispositions	56
<b>Vacancy Loss</b>	<b>\$ (190,553)</b>

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Incoming Calls to Call Center	
Maintenance, Restoration and Finance	11,343
Answered Calls	10,215
Abandoned Calls*	1,128
Abandoned Rate	9.9%
*Callers that voluntarily disconnected the call after waiting 3 minutes.	

Work Orders	
Created	4,112
Completed	2,806
Follow-ups	32
Scheduled	1,044
Canceled - Duplicate, Error, S/H cancelled appt	230
% of Work Orders Completed	68.2%

Convactor Leak Work Orders	
Living Room	88
Bedroom	82
Kitchen	42
<b>Total</b>	<b>212</b>

## Human Resources Summary

Employee and Labor Relations				
Type	Outstanding (previous month)	New	Resolved	Ongoing
Grievances	5	0	5	0
Arbitrations	10	0	0	10
External Concerns/Inquiries	8	1	0	9
Disciplinary Actions Reports & Other ELR matters	46	19	11	54
<b>Total:</b>	<b>69</b>	<b>20</b>	<b>16</b>	<b>73</b>

Disability/FMLA/PFL			
	New Requests	Pending Request	Total on Leave
Short Term Disability	7	5	12
Family Medical Leave Act	9	4	16
Paid Family Leave	4	1	5
Workplace Accommodation	3	1	
<b>Total</b>	<b>23</b>	<b>11</b>	<b>33</b>

Head Count Summary	
Budgeted Head Count	948
Filled Head Count	871
Vacant Head Count	77
<b>Vacant Head Count Rate</b>	<b>8.1%</b>

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CCPD DETECTIVE SQUAD SUMMARY Y-T-D			
Case Type	2024	2023	% Change
Homicide	0	0	0.0%
Rape	0	0	0.0%
Burglary	2	2	0.0%
Robbery	5	1	400.0%
Felony Assault	2	3	-33.3%
Grand Larceny	1	2	-50.0%
Grand Larceny Auto	7	4	75.0%
<b>Total Cases to Squad</b>	<b>17</b>	<b>12</b>	<b>41.7%</b>

CALLS RECEIVED FOR SERVICES			
Nature of Call	Calls Received	Nature of Call	Calls Received
Abuse of Premises	9	Maintenance	34
Aided	102	Missing person	9
Animal	33	Move In / Out	22
Assault	4	MVA	6
Ball Playing	3	Narcotics	1
Burglary	0	Noise	213
Calls for Help	30	Objects from Building	9
Criminal Mischief	2	Odor	33
Criminal Trespass	1	Parking Condition / Violations	143
Disorderly Conduct	26	Property Damage	5
Dispute	70	Property Lost / Found	14
E-BIKE	3	Public Consumption	0
Fire / Smoke	4	Robbery	0
Harassment	29	Robbery Commercial	0
Hazardous Condition	2	Sex Related Crime	0
Intelligence	173	Shots Fired	2
Investigate Vehicle	5	Suspicious Package	0
Larceny	54	Suspicious Person	44
Larceny- Vehicle	6	Unsecured Property	16
Lock Outs	7	Unsecured Vehicle	7
Loitering	101	Vehicles Towed	2
		Other	24
		<b>TOTAL CALLS</b>	<b>1,291</b>

COMMUNITY COMPLAINTS / SUMMONS ISSUED	
Type of Summons	Summons Issued
Abuse of Premises	7
Anti-Social Behavior	6
Leash Law Violation	0
Defacing / Destroying Riverbay Property	2
Driving/Parking on Property	0
E-BIKES	0
Harboring Animals	3
Littering	3
Loitering	10
Noise	9
Poor Housekeeping	4
Refusing Apartment Inspection	2
Smoking inside Residential Bldg.	3
Unauthorized Move In / Out	6
Other	5
NYC Parking Summonses	88
NYC Criminal Court Summonses	1
<b>TOTAL</b>	<b>149</b>

SWEEPS/ ARRESTS/ CONTACT MADE	
Sweeps/Arrests	May
Arrests	7
Building Inspections	3,256
Call box inspections	125
Directed Patrol	465
Garage Inspections	804
Mall Checks	278
Post Conditions / Sweeps	350
RU OK Calls to participants	682
<b>TOTAL</b>	<b>5,967</b>

## Riverbay Corporation Departmental Fiscal Year 2024/2025 Year Goals

### FINANCE

1. The Accounts Payable Department will fully automate invoice processing & approvals by implementing YARDI Pay-scan software by the end of Q3 of the 2024/2025 fiscal year.

2. The Accounts Payable Department will work to simplify approvals of legal invoices generated in the Simple Legal Software by implementing a Flat File Integration with YARDI by the start of Q3 of FY 24/25.

3. Accounts Receivable section to reduce commercial accounts receivable balance by 35.0% by coordinating with the Parking & Leasing and Legal departments on delinquent tenant accounts and collection strategies by end of FY 24/25.

4. Payroll department to implement the ADP electronic request feature for paid time-off for use by all staff using the mobile app or desktop by end of Q4 of FY 24/25.

5. Payroll Department to update and implement mandatory use of overtime tracker by all departments for recording and approving overtime and comp time by start of Q3 of FY 24/25.

### HUMAN RESOURCES

1. Develop an equitable salary structure for top tier leaders, to ensure fairness and transparency by 3/31/2025.

2. Update all job titles in ADP (Automatic Data Processing) to ensure alignment with job descriptions, employment postings, and collective bargaining agreements (CBAs), by 3/31/2025.

3. Revise and implement a new performance evaluation system, by 3/31/2025.

4. Create digitized on-demand training workshops for leadership, beginning with "Drafting Disciplinary Action Reports (DARs)," to provide flexibility and accessibility for busy leaders, to be piloted by 3/31/2025.

5. Design and develop an exit feedback questionnaire for voluntary separations to identify areas for improvement within the company, by 3/31/2025.

### RISK MANAGEMENT

1. Develop & implement a Transition Plan for all insurance policies for Risk Management staff by March 31, 2025

2. Finalize and implement written procedure for replacement of flooring after convector leaks in shareholder units by March 31, 2025.

3. Finalize and issue RFP and award contract for Shareholder & Vendor/Contractor Insurance Certificate Tracking by March 31, 2025.

4. Review Riverbay Occupancy Agreement to clarify shareholder's insurance responsibilities by December 31, 2024.

5. Work with the Public Safety Department to improve the process for providing more efficient incident reports involving the Corporation by October 31, 2024.

6. Work with Riverbay department supervisors to improve the process for providing timely and accurate reports concerning work-related injuries by October 31, 2024.

### INTERNAL AUDIT

1. Implementation of new auditing platform to track work papers, audit matters, and related analytics by the end of Q3.

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2. Work with the Community Relations department to develop and deploy a campaign to educate shareholders on the correct usage of the WBH (Whistle Blower Hotline) by the end of Q4.

3. Work with the Procurement department to identify new vendor/renew existing vendor contract for whistle blower hotline services by the end of Q2.

4. Develop and implement staff training program to address gaps in team competencies by the end of Q3.

5. Work with staff members to create and implement professional development program to achieve personal growth objectives by the end of Q4.

#### **POWER PLANT**

1. Improve communications between the watch team and the rest of the Power Plant team by implementing use of electronic logbooks by March 31, 2025.

2. Create and develop a report that allows Finance and the Power Plant to better discuss issues within the next 6 months and make improvements to the invoicing process.

3. Further elevating safety as a priority for the department by focusing on knowledge and site conditions.

4. Develop a robust plan for HTHW interruptions to ensure costs and community impact is as infrequent as possible, by improving reporting systems and looking for vendors that can improve existing processes.

5. Improve the monthly report with more accurate calculations with a focus on critical financial components by March 31, 2025.

#### **PUBLIC SAFETY**

1. Enhance community policing services to the community by increasing Public Safety staffing to the budgeted headcount by March 31, 2025.

2. Improve communication between supervisors and officers by March 31, 2025.

3. Enhance enforcement to bolster proactive violation detection while focusing on issues of concern to the community.

4. Improve safety and quality of life of the shareholders by enhancing community outreach by March 31, 2025.

5. Improve operating efficiencies and services to the community by upgrading officers body-worn cameras by June 30, 2024.

6. Implement customer service training for dispatchers to improve frequent communication with the shareholders.

#### **COMMUNICATIONS (CC TIMES)**

1. Expand *CC Times* advertising by December 31, 2024.

2. Improve operating efficiencies by hiring staff to meet the budgeted headcount by July 1, 2024.

3. Explore/expand communication mediums to reach more shareholders by March 31, 2025.

4. Enhance Riverbay's communication platforms (Crawler, YouTube) by creating more informational content by March 31, 2025

5. Improve quality of the newspaper and live broadcasts by upgrading hardware & software utilized in production processes by Aug. 30, 2024.

#### **SAFETY**

1. Draft and document written procedures for conducting fire and safety inspections community-wide by March 31, 2025.

2. Address and reduce electrical hazards identified during fire and safety building inspections.

3. Improve safety for Riverbay Corporation by establishing effective safety meetings for frontline staff.

4. Develop and implement a specialized safety training program for staff with language barriers by July 31, 2024.

5. Migrate corporation-wide inspection and mold reports into a centralized database (SharePoint) by March 31, 2025.

#### **AUTOMOTIVE**

1. Establish a new carrier for Geo Tab units by the end of the 1st Quarter.

2. Re-Educate directors on Geo Tab by May 31, 2024.

3. Create a procedure for establishing and distributing vehicle violations by June 21, 2024.

4. Update of all authorized driver's digital folders as required by Department of Transportation by September 6, 2024.

5. Create a program that will ensure all contracts are reviewed on a quarterly basis by the end of the 3rd quarter.

#### **CALL CENTER**

1. Develop procedures to improve Customer Satisfaction & Net Promoter Scores by the end of Q3.

2. Create procedures to improve Key Performance Indicator (KPI) on customer service by March 31, 2025.

3. Implement new ways to enhance shareholder interactions for the 2024 AC Season by March 31, 2025.

4. Develop new learning content to address performance and efficiency gaps by the end of Q4.

5. Create procedures that will increase Quality Assurance and Compliance by March 31, 2025.

#### **COMMUNITY RELATIONS**

1. Improve communication channels for flyers and events by March 30, 2025.

2. Create avenues to promote Diversity and Inclusion among the Disabled community by March 30, 2025.

3. Create marketing and promotional advertisements to increase Attendance at Summer Concerts by December 31, 2024.

4. Develop programs to increase Summer Youth Programming events by July 31, 2024.

5. Develop a program to increase volunteer participation towards community events by August 30, 2024.

#### **CORPORATE ADMINISTRATIVE SERVICES**

1. Develop a documented process for uniform retrieval for terminated union employees without advance notice by 3/31/2025.

2. Create retention shredding program for expired corporate documentation by 3/31/25.

3. Develop Furniture Inventory Log by 12/01/24.

4. Replace manual visitor log with a digital version that will increase time efficiency and improve tracking ability by 12/01/24.

5. Develop and implement a digital filing system for shareholder files by 3/31/25.

#### **PARKING AND LEASING**

1. Improve the visibility of commercial spaces in Co-op City by updating existing ones and installing some new pylon signage in the three shopping centers by the end of Q4.

2. Complete an interior LED lighting upgrade throughout Dreiser Community Center by end of Q1.

3. Install new interior signage throughout Dreiser Community Center including room identification and directories by the end of Q2.

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4. Complete an LED lighting upgrade to the exterior entrance areas of all garages by the end of Q1.

5. Create a digital marketing campaign to increase community center room rentals by the end of Q4.

#### **RESIDENTIAL SALES**

1. Create and implement a program to increase data entry of vacated units into Yardi by 6/30/2024.

2. Complete automated waiting list reconciliation training for staff by 6/30/24.

3. Develop and implement program to track updated state regulations and update department Policy and Procedure guidelines by 6/30/24.

4. Create procedures for updating the Tenant Selection Plan and have this completed on a yearly schedule by 3/30/25.

5. Finalize the digitalization of apartment floor plans and have them displayed on the company website by 3/30/25.

#### **TECHNICAL SERVICES**

1. Reorganizing main equipment supplying T.V. service to the community by May 31, 2024.

2. Re-designing Master Antenna Distribution system by Dec. 31, 2024.

3. Complete phase 2 of Camera upgrades in Bartow Shopping Center by August 31, 2024.

4. Complete Phase 1 of emergency maintenance camera upgrades in Dreiser by May 31, 2024.

5. Complete camera upgrades for new elevators in garages 1-8 by January 31, 2025.

6. Rewire master antenna rooms in all 35 buildings by January 31, 2025.

#### **CONSTRUCTION**

1. Improve communication protocols for Construction department staff when communicating with other Riverbay departments by 3/31/25.

2. Identify training programs and implement employee training programs focused on project management by 3/31/25.

3. Implement technology to improve workflow process and project documentation for the Construction department staff by 3/31/25.

4. Improve the Construction department's understanding of Yardi managing workflow and reports by 3/31/25.

#### **COOPERATOR SERVICES OFFICE (CSO)**

1. Create process for E-certify HPD Violations for corrections by 9/30/24.

2. Improve process data entry for poor housekeeping into SharePoint and Yardi.

3. Create written procedures for HPD violations, gas outages, service interruptions and notifications to improve efficiency by 9/1/2024.

4. Implement scheduled Landlord and Tenant Meetings to improve holdover stipulations by 9/30/2024.

5. Collaborate with the Extermination Dept. to reduce infestation by 10%, by 3/31/25.

6. Create education program for shareholders to understand new and changing processes by 3/31/2025.

#### **EXTERMINATION SERVICES**

1. Reduce the lanternfly population in affected areas by 30% by 10/31/24.

2. Improve service delivery and close all pending/open work tickets by 12/31/24.

3. Reduce the number of infested apartments by 10% for the

fiscal year by 3/31/25.

4. Reduce infestation in basements and public areas by 30% by 12/31/24.

5. Reduce the number of pest control appointments by 10% for the fiscal year by 3/31/25.

#### **GROUNDS**

1. Become a certified heavy equipment trainer to enhance staff training by 3/30/25.

2. Enhance landscape @ Bldgs. 1, 2, 3, 4, 5, 15, 16, 17, 18, and 19 by 9/30/24.

3. Improve customer service within the department and start to solicit feedback from cooperators by 3/31/25.

4. Encompass the aeration and re-seeding part of the Tru-Green contract by 11/15/24.

5. Re-train and certify all Grounds Bobcat and Arial lift operators by 3/30/25.

#### **JANITORIAL**

1. Implement digital property inspections for all buildings by 8/26/24.

2. Improve accountability and oversight during weekend shifts to enhance the appearance of the building by 9/27/24.

3. Enhance safety measures at Peartree by restriping traffic patterns, appropriate signage by 6/2/24.

4. Digitalize all Janitorial departmental files by 1/5/25.

5. Improve training program for supervisory staff to identify issues more consistently by 3/21/25.

6. Improve training program for supervisory staff to identify issues more consistently by 3/21/2025.

#### **MAINTENANCE**

1. Identify a viable solution to decrease convector leaks by 3/25/25.

2. Reduce Outage Time on Electric Repairs by 20% by 3/31/25.

3. Identify a solution for molding pipes in the basement by 3/31/25.

4. Improve specifications and scope to solicit more bidders for projects by 03/31/25.

5. Improve on the details provided for closing work orders by 12/31/24.

#### **PROCUREMENT**

1. Transition contract administration and renewals to department heads by 7/31/24.

2. Implement Contract Management System to streamline paper-reliant processes by 10/31/24.

3. Improve our negotiation tactics to reduce costs for products and services by 3/31/25.

4. Drain repair front of Garage 1 & eliminate flooding at warehouse by 8/30/24.

5. Improve work conditions at the warehouse (aesthetically and safety wise) by 3/31/25.

#### **RESTORATION**

1. Create evening and weekend Restoration schedules to enhance service to shareholders by 8/1/2024.

2. Create a program to repair ceramic tiled walls between elevators by 10/1/24.

3. Improve apartment bathroom and bedroom door frame repairs by 10/31/24.

4. Increase efficiency by cross-training supervisors on the various trades to reduce the number of repeat repair requests by 2/28/25.

5. Improve the quality of terrace coating repairs by 8/15/25.