

Management Heads into Final Week of Buildings & Grounds Inspections

Management Report

Marvin L. Walton
Riverbay Executive General Manager



Management executives, Marvin L. Walton, Cary Smith III, and Warren Mitchell, are concluding walk-through of public spaces of the buildings and grounds with the Building and Townhouses Associations this coming week. As stated previously, priority will be given to those conditions that impact on the health and safety of shareholders and their families. Management appreciates the cooperation and commitment from the leadership of the Associations in partnering with us to complete this endeavor.

On Thursday, August 10, 2023, the Call Center experienced technical difficulties with the phone service for Maintenance and Restoration calls from shareholders. The Call Center was unable to operate as normal due to an issue with our servers used to authenticate Riverbay Corporation users. While processing noncritical updates from one of our software vendors, the IT department encountered a technical problem which affected our phone and computer systems. Phones in the Call Center were inoperable; staff could not log in to the software used for processing work orders generated from shareholders' calls or communicate with other internal departments. Once we were able to diagnose the issue, the IT department rolled back the updates on the servers and reset the link from the storage system.

Since this outage with the phone and computer systems, Management has received inquiries asking if this situation could have been prevented. The answer is yes, if the noncritical update were not installed.

Prior to 2017, as a significant cost saving measure, Riverbay Corporation converted its landlines to Voice over Internet Protocol (VoIP). Unlike landlines, Voice over Internet Protocol (VoIP) is a technology that allows voice calls to be made

using a broadband Internet connection instead of a regular (or analog) phone line. VoIP converts your voice into a digital signal, allowing the user to make a call directly from a computer, a VoIP phone, or other data-driven devices. Simply put, it is phone service delivered over the internet. Landline refers to the traditional telephone system, which uses wires and cables to transmit signals between two points.

Common issues that can happen during VoIP calls are delays, noise, and echo. Bandwidth dependency – VoIP depends on the internet connection. If the connection goes down, so does the phone line. Similarly, insufficient bandwidth will cause quality issues with the service.

To improve this service and alleviate inconveniences for shareholders, Management has plans to implement a new core VoIP system that will integrate the Call Center VoIP system. This will increase the reliability of the two (2) systems.

Enforcement of Resolution 22-38 authorizing fines for storing eBikes, electric scooters and lithium-ion batteries in Co-op City buildings began on July 24, 2023. Please refer to the July 15, 2023, edition of the *Co-op City Times* (https://issuu.com/cctime/docs/cct_071523) or page 3 of this issue for coverage of the Board's passing of the resolution. In the coming weeks, the stickers/signs depicted above will be installed in the lobbies of the buildings on the campus and notifications will be sent to the townhouses. In addition, Management will send notices to food merchants in our three commercial malls and Bay Plaza alerting them of this new mandate.

