

JACKSONVILLE HOUSING AUTHORITY BOARD OF COMMISSIONERS  
ASSET MANAGEMENT COMMITTEE MEETING

TAKEN: Thursday, March 16, 2023  
TIME: 2:00 p.m. to 3:00 p.m.  
PLACE: Jacksonville Housing Authority  
1300 North Broad Street  
Jacksonville, Florida 32202

Taken by Carol DeBee Martin, court reporter.

Carol DeBee Martin  
Jacksonville Court Reporting, Inc.  
1620 Bartram Road, Apt. 6111  
Jacksonville, Florida 32207  
(904) 465-0787 (cell)  
debeemartin@aol.com

1 APPEARANCES:

2 DWAYNE ALEXANDER, PRESIDENT/CEO  
3 CHAIRMAN CHRISTOPHER WALKER  
4 COMMISSIONER HARRIET BROCK  
5 LAWSIKIA HODGES, ESQUIRE (OGC)  
6 KORTE PARDE, ESQUIRE  
7 EVANN MORRIS  
8 ANTONIO PEREZ  
9 LINDA SIMS  
10 DENNIS LOHR, CFO  
11 GREGORY WILLIAMS  
12 COLENE ORSINI  
13 KORTE PARDE, ESQUIRE,  
14 CATHY HUNT  
15 CORDELIA PARKER  
16 TODD AUBUCHON  
17 REYNOLD PETERSON  
18 VANESSA DUNN  
19 LAILA DARBY

20 - - -  
21  
22  
23  
24  
25

P R O C E E D I N G S

1  
2 March 16, 2023

2:00 p.m.

3 CHAIRMAN WALKER: All right. Good afternoon,  
4 everybody. It is two o'clock Thursday,  
5 March 16th. I'm going to go ahead and call the  
6 Board of Commissioners Asset Management Committee  
7 Meeting to order.

8 First things first, I guess we can go ahead  
9 and open it up to public comments.

10 Is there any public comment today?

11 (no response)

12 CHAIRMAN WALKER: Hearing none I will go  
13 ahead and close public comment. Thank you.

14 So this is our first meeting of this  
15 committee, correct, Mr. Alexander?

16 CEO: Yes.

17 CHAIRMAN WALKER: Okay. Awesome.  
18 So thanks, everybody, for attending. Obviously,  
19 this meeting is intended to dive into more of the  
20 actual operations and functioning of the  
21 organization.

22 So, Mr. Alexander, I will give one caveat,  
23 and I apologize. I'm awaiting an urgent client  
24 call. So, if I need to step out, my apologies,  
25 but feel free to continue without me.

1           You know those pesky clients.

2           So, Mr. Alexander, would you like to begin,  
3 please.

4           CEO: Yes, sir.

5           So I think this probably is our first  
6 Asset Management Committee Meeting since I want to  
7 say late 2018 or early '19, but it's the report  
8 for March of 2023.

9           And we start off with public housing.  
10 When you look at public housing, there is five,  
11 key performance indicators. Basically, those  
12 tell the financial health, the principle health  
13 and the actual well-being of the overall program.

14           You have, rent collections, recertifications,  
15 vacant unit turnaround, work orders and  
16 inspections.

17           Rent collections, which is key, for the  
18 month of January, we were at 93.52. In February,  
19 we moved up a little bit. We had 93.86.  
20 It's a substantial increase over the last couple  
21 months.

22           We made some changes there. So the overall  
23 numbers are close to 94 percent. We always strive  
24 for 98 percent, but the industry standards are  
25 usually acceptable around 95 percent. But we are

1 moving in the right direction now.

2 If you look at the rent collection trends  
3 back from October of 2022 when the fiscal year  
4 started, we were at 85 percent. November we were  
5 at 89 percent. In December, we dropped to  
6 86 percent.

7 After making some adjustments, we are back up  
8 in the 90s. In January and in February,  
9 we had 6.1 percent uncollected rent.

10 Occupancy rates --

11 CHAIRMAN WALKER: So, Mr. Alexander,  
12 on the uncollected percentage of rent --  
13 and apologies if you mentioned this --  
14 is this something that -- that seems high.

15 Are we working to pull that back in?

16 Is it a timing function?

17 Is it a true delinquency problem?

18 CEO: It was an adjustment in strategy.

19 CHAIRMAN WALKER: Okay.

20 CEO: We made an adjustment and made some  
21 personnel changes, and that's why you see a  
22 substantial difference in rent collection.

23 CHAIRMAN WALKER: And so, obviously,  
24 we're going from 14 trending very much in the  
25 right direction, which is fantastic.

1           Where do you think we stabilize?

2           3? 2? 1?

3           CEO: This agency typically -- we're around  
4 97 or 98 percent, which is extremely well,  
5 and we're headed back in that area.

6           As of February, as you see, we are close to  
7 94 percent. So we're heading in the right  
8 direction.

9           CHAIRMAN WALKER: Great.

10          CEO: It's a quick turnaround.

11          CHAIRMAN WALKER: Thank you.

12          CEO: Occupancy rates are typically higher at  
13 our sites. Public housing is 99.61 percent,  
14 which is almost 100 percent, and, at our Jax Beach  
15 and RAD properties, we are close to 99 percent.  
16 For our overall occupancy, which is our  
17 lease-up, we had 99.34 percent.

18          Vacant unit turnaround. When you look at our  
19 vacant unit turnaround time, our average unit  
20 turnaround time is 12.23, which gives us a  
21 grade of a B, which is 10 to 15 days on the  
22 HUD score card.

23          We normally strive for anywhere between three  
24 to five days. Our average is around seven to  
25 eight days. We were drastically heading in the

1 wrong direction at one point. After making some  
2 adjustments, this number has gone down close to  
3 10 points.

4 One of the caveats here is that  
5 Lindsey Terrace has an F, which is killing our  
6 overall score, at 69 days. But those 69 days  
7 are a relief considering they were averaging over  
8 100 days.

9 So they got a very good manager there.  
10 She's is working very good at the site,  
11 and we appreciate her. Those numbers are coming  
12 down. Even though the 69 days is unacceptable,  
13 she actually took those days and cut them in half.

14 In terms of the vacant unit turnaround time  
15 from fiscal year to date, you can see back in  
16 October we were more than 20-something days,  
17 and now it's trending down to the 12 days that you  
18 saw on the previous slide.

19 Overall, when you look at October, November,  
20 December, January, February, we started at almost  
21 21 days. Still 20 days in November. December we  
22 went down to 13 days and January to 12 and  
23 February to 12.23, and we're looking for that to  
24 go down even further.

25 Our best, at one point, was about seven days

1 -- seven to eight days, which is way below the  
2 industry standard.

3 Here are the sites that have the most  
4 turnaround -- units turned to date. You have four  
5 sites that have over 15 units. They do a great  
6 job at their sites.

7 In terms of move-out, we had 31 move-outs  
8 last month. We have 171 for the year, and,  
9 when you look at it, the move-outs track any  
10 drug-related activity, sex offenders, violence,  
11 fraud, lease violations.

12 The bulk of them -- for the last month,  
13 the highest one was evictions, which we had six,  
14 but we're pretty consistent with our compliance in  
15 folks moving out if they are in violation of our  
16 lease.

17 CHAIRMAN WALKER: Mr. Alexander, if the stat  
18 is in here, I must have missed it. I apologize.

19 What's the turn rate in terms of days between  
20 a move-out and a new move-in or someone off of our  
21 list?

22 CEO: Typically, it's about 12 days.

23 CHAIRMAN WALKER: 12 days?

24 CEO: Yes.

25 CHAIRMAN WALKER: Is that industry standard?

1           Is that high? Low? Long? Short?

2           CEO: Well, it's a good turnaround time if  
3 you can do it within a month.

4           CHAIRMAN WALKER: Okay.

5           CEO: Part of that is because we have our  
6 waiting list, and, having our waiting list,  
7 we normally have people ready.

8           What we were doing -- we found out that that  
9 was turning a lot of units, but, by turning the  
10 units that we were turning, it was basically  
11 transfer. So we weren't gaining any units.  
12 But, typically, it doesn't take that long to have  
13 someone housed --

14          CHAIRMAN WALKER: Okay. Great.

15          CEO: -- at all.

16          Work orders. Work orders for the month of  
17 February averaged 3.11 days. We did a total of  
18 2,687 work orders for the month. It took about  
19 4.83 days to close it out, but the average  
20 turnaround time is basically three days.

21          Now the industry standard for routine work  
22 orders is between three to five days. HUD gives  
23 you actually 30 days to address a routine work  
24 order.

25          So we're way below HUD, and, when I show you

1 on the next slide, you can actually capture what  
2 we do in terms of overall.

3 Emergencies -- we had 196. All 196 were  
4 closed out within 24 hours. You have 153  
5 that aren't reflected on that, but they're all  
6 closed out in 24 hours.

7 Year to date public housing had done more  
8 than 12,825 work orders, and, out of those  
9 work orders, they have an average of 2.7 days.  
10 As I said earlier, the industry standards are  
11 between three to five days.

12 So we are way below the industry standard and  
13 way below HUD in terms of 30 days for a routine  
14 work order, and we're averaging less than three  
15 days.

16 And part of that is because we use applied  
17 time. Most agencies are not familiar with this  
18 method, but we use applied time, which is  
19 9 hours.

20 We capture 9 hours a day for every employee.  
21 One hour is for lunch. We allow a half an hour  
22 for travel time, 15 minutes in the morning for  
23 break, 15 minutes in the afternoon for a break.  
24 So it's a total of almost 7 hours of available  
25 working.

1           And, when you look at the foremen,  
2           the foremen have close to 6 hours. The mechanics  
3           have about close to 6 hours, and, when you look at  
4           the utility workers, it's 6 hours.

5           You always want to be between 6 or 7 hours  
6           plus for exactly applied time. Then that way you  
7           know you're getting the bang for your buck.  
8           Basically, using this applied time is how  
9           you determine if you need more help or not.

10          But we break it down and analyze it to every  
11          week and every day. If you look here in the  
12          categories, it breaks down to the workday,  
13          the workweek and the month where we track every  
14          single employee. We track every single employee  
15          and what they do.

16          So the goal is to have 7 hours. We know some  
17          circumstances change or vary, but we're very  
18          consistent in tracking every single employee to  
19          determine if we're getting our bang for our buck.

20          Recertifications. We do recertifications.  
21          Most of you know that recertification is a  
22          qualification for you to be on our program,  
23          and we track them on a monthly basis.

24          For the month of February, we had 221  
25          completed. We had 16 late reexaminations,

1 which was the highest, and these may vary.

2 Some folks may be in the hospital, or they didn't  
3 have their documents or whatever it is.

4 We actually notate when they're late and make  
5 sure that we follow-up with them to make sure that  
6 they get the required documents in.

7 Inspections, which is a key point --  
8 inspections are the backbone of what we do,  
9 because it allows us to go into the unit to be  
10 able to assess the unit, to be able to determine  
11 the condition of the units when residents are  
12 moving in or moving out.

13 We start out with housekeeping inspections.  
14 For the month of February, we completed 220  
15 housekeeping inspections. Year to date we have --  
16 if you look at the first quarter, we had more than  
17 1400 housekeeping inspections.

18 And, just so you know, housekeeping  
19 inspections are not required by HUD. They only  
20 require the housing authority to do a UPCS  
21 inspection, which is a uniform conditioning  
22 standard inspection -- UPCS, Uniform Physical  
23 Conditioning Standard Inspection, which is once a  
24 year. So we completed 220 for the month.

25 In terms of the UPCS Inspection, we didn't

1 have any for the month of February, and,  
2 if you'll see on this grid here (indicated),  
3 we tracked -- this is almost the precursor to us  
4 preparing for REAC -- we track every inspection.  
5 A couple months out of the year, June and  
6 February, we don't do the inspections.

7 You'll see on the next slide we have the  
8 schedule, and you see, under, "February," and,  
9 "June," we don't have an inspection.

10 But we have all the slides the second week of  
11 December, January, May, March, April and July,  
12 and these inspections are done.

13 We notate these inspections, because it's  
14 required by HUD that we get these inspections  
15 done.

16 In terms of REAC, as you look at the  
17 UPCS Inspections, it's basically the precursor  
18 to the REAC.

19 When you look at our REAC Scores,  
20 Centennial had a 74. Brentwood, 88.  
21 Forest Meadows had an 86. Oaks at Durkeeville,  
22 90. 95, 98 -- our average is 88.

23 Some of the properties that I didn't include  
24 here were a part of 2022, but they didn't fall  
25 into the fiscal year. But HUD counts it's own

1 whole year, but they weren't in our fiscal year,  
2 which started October 1st.

3 So that gives us about -- when you add  
4 all of those in, it will be about 89, 90 points,  
5 and, out of REAC, it's just a component of  
6 PHAS, which is the Public Housing Assessment  
7 System, which determines if you're a high  
8 performer or not. And, out of that, we already  
9 have about 35 points as of February. We have  
10 35 points of fiscal.

11 And, typically, for us to be a high  
12 performer, we normally fall in the range of  
13 33 to about 35, and we know we'll be a  
14 high performer. So we have 35. The rest of them  
15 depends on the financial, the management,  
16 and capital fund is usually a given.

17 But they have changed the rules over the last  
18 couple of years to make sure occupancy is key with  
19 the capital fund.

20 Underneath the occupancy, as you saw earlier,  
21 we have 99 percent. So we've got 35 out of 40 for  
22 PHAS. We're on our way to our high performer.

23 The Housing Choice Voucher Program,  
24 which is our largest program -- we issue more than  
25 \$5,000,000 -- close to \$6,000,000 on a monthly

1 basis underneath this program. It's our largest  
2 department, in terms of income -- well, cash.

3 We get about \$60,000,000 on a yearly basis  
4 for Section 8. When you look here at the grid  
5 here and you look at -- the blue is for the  
6 tenant-based vouchers. The rust colored is for  
7 VASH. FUP, EHV and Mainstream ...

8 And, if you look, our average in October  
9 was a 71. As of February, we have an average of  
10 92, and, basically, it's because we came from a  
11 52, in October at the beginning of the fiscal  
12 year, to 100 percent mainstream.

13 And we came from a 57 in October,  
14 in EHV to 100 percent in February and January  
15 the same as the mainstream.

16 And FUP is at 91 percent, and I believe it's  
17 almost 100 percent as we speak right now.

18 The VASH, which has been a challenge to us  
19 -- we have met with folks over and over with the  
20 VA, the regional HUD office. We have talked to  
21 several folks that we need more referrals.

22 We cannot lease-up these VASH vouchers unless  
23 we get referrals. We have close to 150 vouchers  
24 for the VASH, and we need referrals.

25 But I would say that we are inching our way

1 back. We are at 95, and, as I checked this week,  
2 -- I mean it was up to 75, and we're at 76 at this  
3 point.

4 In terms of the tenant-based vouchers,  
5 we're at 93 percent. We restructured.  
6 We have the right personnel up there.  
7 We are having more briefings, and we're putting  
8 more vouchers on the street. So those numbers  
9 will change quite quickly in the near future.

10 If you look here at issuance in February,  
11 you see, in terms of tenant-based, we have  
12 875 vouchers on the street. In terms of VASH,  
13 we have 52. Then respectively we have 4, 79 and  
14 134. So we have the value on the street looking  
15 for units.

16 CHAIRMAN WALKER: Dwayne, is there any reason  
17 why, with the new houses we closed ...

18 How many of those did we close?

19 CEO: 20.

20 CHAIRMAN WALKER: 20. Some of the VASH  
21 vouchers -- I see they're out there. They're  
22 searching for 52. So our utilization rate there  
23 is obviously quite low.

24 I mean, would they be candidates to move into  
25 those homes?

1 CEO: Yes, but here's the thing. We don't  
2 get the referrals. So, unlike us, when we get the  
3 vouchers, if you came into the housing authority  
4 and you were on the waiting list and we pulled you  
5 off the waiting list and gave you a voucher,  
6 you can actually go out and look for a place.

7 We can't issue a voucher unless the referral  
8 comes from the Veterans Administration Office.

9 CHAIRMAN WALKER: Okay. So we've got 52 out  
10 there searching right now --

11 CEO: Yes --

12 CHAIRMAN WALKER: -- which have been issued  
13 and are, "operational," for lack of a better  
14 phrase.

15 CEO: -- yes.

16 CHAIRMAN WALKER: Okay. And, can we move  
17 those folks into these homes?

18 I guess that's my question.

19 CEO: Well, we allow them to come in on a  
20 first-come basis.

21 CHAIRMAN WALKER: Okay.

22 CEO: And then the other thing is most of the  
23 veterans are individuals. You don't see many  
24 families with the veterans, and most of these  
25 units that we have are three and four bedrooms.

1           CHAIRMAN WALKER: Okay.

2           CEO: In terms of Human Resources,  
3 right now we have more employees right now than  
4 we have had in the last five years. We have  
5 196 employees.

6           Out of the 196, we have seven, temporary  
7 employees, and those seven employees that we have  
8 are basically temps that we use for people that  
9 may be out on FMLA or any other reasons.

10          We had a couple of new hires. We had four  
11 new hires for the month, and we had ten promotions  
12 since year to date. We had one promotion for the  
13 month of February, but we had ten. And, to give  
14 you the total for the whole fiscal year of last  
15 year, we had a total of 20.

16          So we always try to get the message out there  
17 that this is not a glass ceiling in this  
18 organization. There's opportunity here.

19          Goals and gains for the month of February --  
20 the newsletter -- Human Resources does a very  
21 good job of making sure they produce a newsletter  
22 every single month.

23          They had two new hire orientations.  
24 Years ago, there was no orientation. We have a  
25 complete onboarding now where folks come in and

1 spend a whole day, meet with all the different  
2 vendors, the folks from the city, learn all about  
3 the program, know where they want to bank at and  
4 learn everything about the agency, and they're  
5 also provided a lunch during the orientation.

6 HR conducted and organized the first round of  
7 mandatory annual employee training sessions.  
8 The topics were the Sunshine Law. Also discussed  
9 was public records.

10 And it was held on the 22nd through February  
11 the 24th, and it was provided by the City of  
12 Jacksonville. We had 173 in attendance,  
13 and, out of the 190 employees we have,  
14 we had about 20 people who might have been on  
15 vacation or out of town or might have been sick.  
16 But we will reschedule them before the end of the  
17 month.

18 Also, every year we have United Way.  
19 We ask folks to join United Way to participate in  
20 that program.

21 And, one of the incentives is, if you  
22 participate, you get to wear your jeans on  
23 Fridays on dress days -- business casual.  
24 So we allow them to wear their jeans, and we had  
25 38 people sign up. And we raised \$1,976,

1 which is a very good year, might I say.

2 In terms of compliance, compliance is  
3 the backbone of this agency. We want to make sure  
4 that every single department is on point and  
5 making sure they're doing everything.

6 That's our own internal monitoring agency  
7 inside the company. When you look at it for  
8 February, they collected \$4,406.12 in fraud for  
9 public housing.

10 They collected 4,444.50 from public housing.  
11 They recouped \$8,850.62 for a grand total thus far  
12 -- they recouped close to \$39,000, and that's just  
13 with fraud.

14 When you look at bad debt, they collected  
15 \$6,752.76 for the month, and paid to date  
16 was 27-. And thus far year to date in five months  
17 that Compliance Department has recouped more than  
18 \$66,389.

19 CHAIRMAN WALKER: Does the money then go back  
20 to offset the bad debt that was otherwise written  
21 off?

22 How does that work financially?

23 CEO: It goes back in our coffers.

24 CHAIRMAN WALKER: It goes --

25 CEO: Back to us.

1 CHAIRMAN WALKER: -- back to us.

2 CEO: Yes.

3 CHAIRMAN WALKER: So that's to the central  
4 office, or --

5 CEO: Yes.

6 CHAIRMAN WALKER: -- okay, okay.

7 CEO: Also, with compliance, we have a grand  
8 total -- we actually do govdeals -- years ago for  
9 full transparency. We want to make sure that if  
10 we have any equipment or anything it goes through  
11 govdeals.com.

12 So, if anybody wants anything or they want to  
13 bid on anything, they need to go through that  
14 website. The housing authority has nothing to do  
15 with it. They go through there, put their bid  
16 in there. Thus far, February was a slow month.  
17 We only got \$150 for the things we sold. It's all  
18 our old equipment that we write off -- full access  
19 -- year to date we got close to \$10,000, which is  
20 \$9,775.

21 The audits -- that department audited  
22 60 files from public housing and audited 44 files  
23 from Section 8, and then did a total of nine  
24 special audits, which resulted in a total debt of  
25 3500. But they did nine special audits for the

1 month.

2 In terms of training, they completed the  
3 Asset Specialist Certification in January.  
4 They also completed Certified Housing Asset  
5 Management Training. There was eight people  
6 in that class.

7 They completed Advanced Financial Tools for  
8 Asset Managers. They had eight employees in that  
9 department, and an average score in that  
10 department is 95.4 percent.

11 And the next step is there being the  
12 Housing Credit Certified Professional, which is  
13 HCCP Certification for Tax Credit Properties.

14 They are responsible for making sure that  
15 each department has their SOPs updated on a  
16 monthly basis and done in a timely fashion.

17 They also provide SOP training during  
18 the 6th, the 12th, 22nd and the 23rd,  
19 and they had some internal Excel training which  
20 was conducted on February 15th.

21 Our Resident Services, which is the heart of  
22 the services that we provide to all our  
23 residents -- it's probably the longest report,  
24 because we have so many activities there.

25 They provided more than 1,000 services to

1 residents. We currently have 374 active public  
2 housing and Section 8 participants in the  
3 FSS Program.

4 90 direct case management, 90-day follow-ups  
5 -- conducted 22 of them. Six new enrollment.  
6 Close out -- eight closed out. We had two  
7 graduates totaling more than \$5,726 and  
8 had an interim assistance totaling 37,058.64  
9 and forfeiture of \$1,545.

10 The FSS next enrollment orientation will be  
11 on March 15th. The Money Smarts Financial  
12 Literature Series has been extremely successful  
13 with Jax Metro with 15 participants graduating and  
14 completing the series.

15 Underneath the ROSS Program, we have  
16 296 active participants. 54 at Direct Case  
17 Management Services. There are 48 90-day  
18 follow-ups, five new cases, no closed out,  
19 two obtained employment, four financial education  
20 educational counseling.

21 We had none in homeownership education and  
22 counseling. Five for transportation assistance  
23 was provided and Love Yourself Mental Health and  
24 Wellness event was extremely successful at  
25 Brentwood with 31 participants, and seven sites

1 completed the Community Engagement RMC Meetings.

2 Jobs Plus is doing extremely well.

3 We have 150 participants. No assessments  
4 completed. Ten completed Employment Readiness  
5 Activity. Two obtained employment. One Job  
6 Training Certificate of Enrollment and three  
7 Financial Educational Counseling and  
8 Assess Housecare.

9 Four staff completed the Career Development  
10 Training Series and received their certificates,  
11 which is a huge success. The Real Talk Workhop  
12 February 28th, the audit communication,  
13 and the residents are really excited about it.

14 I did bring some cards for our Section 3  
15 Program. Residents can go and get training in  
16 OSHA 10, OSHA 30, hazmat and -- I don't seem to  
17 have it -- and forklift training. So Jobs Plus  
18 is really helping out the residents.

19 Section 3 -- one interested survey received.  
20 We have one new JHA vendor. The businesses --  
21 one business referred to procurement.  
22 We had one Section 3 event. Residents attended  
23 a Section 3 hour event. Residents referred for  
24 employment -- we had ten that we referred for  
25 employment. Three assisted with Resume Writing.

1 12 with Training and Employment Opportunities,  
2 Email. One new employment attained the  
3 Engagement Preparation Report for Procurement  
4 Community Progress.

5 They held the Section 3 hour at  
6 Victory Pointe this month, and one of the things  
7 is they constantly -- the Resident Services  
8 Department constantly goes out to this community  
9 meeting to push the Section 3 and let residents  
10 know that there is money out there. There is  
11 training out there that they can get involved in.  
12 Because the housing authority -- all of their  
13 operating funds and their construction funds is  
14 subjected to Section 3.

15 Elderly services. We can't leave the elderly  
16 out. They do a lot of work with everyone.  
17 So with Section 3, in terms of the elderly,  
18 we have 112 seniors. Disabled residents receive  
19 direct case management services, which include  
20 email comprehension, food stamp certification  
21 assistance and annual lease certifications.

22 45 residents received food assistance.  
23 Four elderly disabled -- Community Engagement  
24 Meeting, 33 Technology Comprehensive Assistant for  
25 Seniors in Partnership with Second Mile Ministry.

1           A health fair was held at Centennial Towers  
2           and Hogan Creek by Express Medical Experts with  
3           62 seniors and disabled residents attending --  
4           a huge success.

5           Fire Prevention Workshop with the  
6           Jacksonville Fire Department was very successful  
7           at Twin Towers.

8           It's very important that we note these things  
9           here, because they know that we collect money and  
10          collect money. But they're not familiar with all  
11          of the services that Jacksonville Housing  
12          Authority provides for low-income families,  
13          Section 3, potential employees and elderly  
14          services.

15          The IT Department is the backbone of  
16          this agency, because everything we do is through  
17          processes, processes and systems.

18          They completed 362 tickets for the agency.  
19          21 tickets were for new hires and terminations  
20          and transfers identified in HR requests.

21          The below dashboard for February --  
22          so February the 21st, we had 2900 calls.  
23          So folks call the housing authority all the time  
24          for every single issue, and a lot of times folks  
25          don't think that we have a whole lot to do.

1           But we did field 2900 phone calls in one day,  
2           and we only have 192 employees. And at least  
3           75 percent of them are out in the field.

4           So you've got to understand. It's a lot of  
5           phone calls, and, for the month of February alone,  
6           we held more than 43,000 phone calls. So we are  
7           very busy during the day.

8           CHAIRMAN WALKER: So, by my math,  
9           that's 362 two phone calls per hour.

10          CEO: Yes. We have been quite busy with  
11          phone calls.

12          CHAIRMAN WALKER: Right. 8-hour day -- 362.  
13          How do we staff that?

14          Well, let me ask a better question.  
15          I mean everything is moving away from phone calls  
16          and more to like the online chats and things like  
17          that.

18          Are we looking at that?

19          That's a lot of phone calls. That's a lot of  
20          Human Resources.

21          CEO: Yes. But one of the key things that  
22          I found out is that, if you return the phone calls  
23          -- because most the time people call --  
24          and keep in mind some of these phone calls are  
25          repetitive phone calls. You may get one or two

1 people that call four or five times, because they  
2 didn't get you the first time.

3 So the easier way to eliminate that is to  
4 respond to the phone calls. So you eliminate some  
5 of that redundancy.

6 Our existing server is antiquated and needs  
7 to be upgraded, and that project started in  
8 February and should be completed this month.

9 Me and Ms. Dunn and a couple other folks  
10 toured the sites. We went to all the different  
11 sites and met with all of the managers and met  
12 with all of the residents at every single site.

13 And one of the problems we find out --  
14 this is where you find out where the real issues  
15 are, when you get out in the field -- one of the  
16 real issues is that, when you get to the senior  
17 sites there, the seniors complain that,  
18 when the security guard has to walk the building,  
19 they lock the front door.

20 So, when they lock the front door,  
21 someone may come while they're walking the floor.  
22 Now the security guard says, when he walks the  
23 floor, it only takes him about 10 minutes to do  
24 it.

25 The residents say he or she is gone for an

1 hour-and-a-half, and they have to stand at the  
2 door for an hour-and-a-half. And they can't get  
3 in the building, because he locks the door.  
4 Because he doesn't want anyone to come in the  
5 building while he's not there. It would make  
6 the building unsafe.

7 The other thing that we found out is that  
8 we have bathrooms next to the washroom on each  
9 floors, and folks go into those bathrooms and make  
10 a mess of them.

11 So they have a key there. Visitors come in  
12 there and trash the place and tear the place up.  
13 So the guard has a key, and, if you want to use  
14 the restroom, you have to get the key from the  
15 guard.

16 What happens when the guard walks the  
17 building?

18 He's not available. So they have to get to  
19 their floor. Sometimes they can't make it.

20 So what we did is we went back and made  
21 assessments. So we're adding key fobs to all the  
22 buildings where they have seniors. So that way  
23 the seniors can have a key fob to get in and out  
24 of the building. So they're doing a good job on  
25 working on that.

1           And then last you have here the boardroom  
2           update process. As you-all walk in the building,  
3           you can see the lobby has been modified and  
4           redone, and we are working on changing the room  
5           around here to make it more presentation  
6           friendly.

7           CHAIRMAN WALKER: Can we go back to one  
8           thing, again?

9           CEO: Yes.

10          CHAIRMAN WALKER: So I'm just stuck on this.  
11          So, are we -- I think it falls under the  
12          guise of this committee -- looking at ways --  
13          and it sounds like we are -- with IT to streamline  
14          and be able to release physical human capital to  
15          other places?

16          And, do we know like what kind of projects  
17          those are?

18          I mean these are all important things,  
19          but like I'm interested in understanding or maybe  
20          having a bigger understanding of -- okay.  
21          I'm stuck on the 2900 calls.

22          Right?

23          CEO: Right.

24          CHAIRMAN WALKER: Something like that --  
25          like how much human resource, like actual

1 human capital time, are we investing in something  
2 like that, versus, is there a good or better  
3 technological alternative which would allow us to  
4 then move that human capital to other needs within  
5 the agency?

6 I guess that's what I'm trying to get at.

7 CEO: Yes. So good point, and we are working  
8 on some things. Over the last couple of months,  
9 we didn't have the ability, if you're away from  
10 your phone, to have your phone calls forwarded to  
11 your email.

12 Like, for me, if I get a phone call and it's  
13 missed, it goes to my cell phone. If I miss it at  
14 my cell phone, it sends an actual email which is a  
15 recording, and it's actually written out.

16 CHAIRMAN WALKER: Okay.

17 CEO: So it's like an individual stenographer  
18 writes up the emails. So you can actually see  
19 it. So, if I can't get to it, I can at least see  
20 it and get back to them later instead of meet.  
21 So I know exactly what the problem is instead of  
22 getting on the phone call.

23 CHAIRMAN WALKER: Okay.

24 CEO: But we haven't gone all of the way down  
25 that path yet, but, yes. We have been looking at

1       some new technology.

2               CHAIRMAN WALKER:   Okay.   Great.

3               Do you think maybe next meeting we can get an  
4       update on some specific projects and kind of what  
5       the thought process is?

6               CEO:   Sure.

7               CHAIRMAN WALKER:   That'd be interesting to  
8       see.   Thank you.

9               CEO:   For sure.

10              In terms of procurement, we send these graphs  
11       out every single month so you can know exactly how  
12       this is working out.   What's allocated to  
13       Contract Services and Construction on the next  
14       page -- it breaks it down for you.

15              We have currently 59 contracts that use a  
16       total of 24,425,271.18.   This will conclude the  
17       remaining general contract with Hogan Creek.  
18       We have currently paid out 18,253,436.84,  
19       and, towards these contracts, the remaining  
20       balance is \$6,000,000 basically.

21              Current solicitation -- we have one out now  
22       for tree trimming and pruning, floor overlay mat,  
23       window replacement, Internet provided for all  
24       our sites, and VoIP, which is phone services and  
25       development services that we use that's out there

1 now for developers. So those are all out there.  
2 Upcoming bids will be released in March.

3 HVAC has control of this station,  
4 and the recent contracts were awarded to  
5 Lewis Walker Roofing, Cooper, Keller --  
6 the accountants piggyback -- and CGS Advisors  
7 -- financials.

8 CHAIRMAN WALKER: What does, "piggyback,"  
9 mean?

10 Sorry.

11 CEO: We can piggyback off another housing  
12 authority's contract.

13 CHAIRMAN WALKER: Oh, okay.

14 CEO: Yes.

15 Any questions?

16 So, before I respond to the questions,  
17 I just want to acknowledge Ms. Cathy Hunt,  
18 who has been doing an excellent job.  
19 Her and Ms. Laila Darby have been doing an  
20 excellent job with HCV, and that's why the numbers  
21 are going up.

22 CHAIRMAN WALKER: That's awesome.

23 CEO: But I want to acknowledge  
24 Ms. Vanessa Dunn, who has done an excellent job  
25 in those bringing those numbers back for the

1 calendar. She singlehandedly is the reason why we  
2 have gone from 20 days down to 13 days.

3 And I want to give a shout-out to Ms. Kort,  
4 who has been overseeing Human Resources,  
5 and Todd, who never says much of anything,  
6 is in charge of compliance. He's been doing an  
7 excellent job there. He's doing great training.

8 And, last but not least, Ms. Parker --  
9 all of the services with the longest tenured  
10 employee, who has been here for more than  
11 36 years, we've got four pages of numbers to make  
12 sure everybody is aware everything she's doing.

13 And the last part that you're seeing,  
14 which is procurement, we have the legendary  
15 Colene Orsini.

16 Did I miss anyone?

17 MS. PARDE: IT.

18 CEO: Oh, I couldn't see her over there.  
19 We have Ms. Evann and her trusty assistant over  
20 there, Antonio.

21 And, you know, everybody loves finance,  
22 and you have Mr. Peterson here from --

23 CHAIRMAN WALKER: He's just here.

24 CEO: -- yes. But we provide that  
25 information, and we also thought that it's always

1 good. Because we try to put everything in the  
2 package.

3 So the board will know, I will give you a  
4 copy if you would like to have it.

5 The training for the month -- there were  
6 more than 80 -- 89 trainings for the month of  
7 February. So we put in a lot of time and  
8 energy.

9 We are members of HTVN. So new employees  
10 can come in and get training as well as existing  
11 employees. Advanced on Word 16 to 19.  
12 Excel 16 to 19 -- everything you could possibly  
13 think about, public housing, Section 8,  
14 everything. We know everyone who takes any  
15 training, and we get notified if they passed or  
16 not. And that's under HTVN.

17 CHAIRMAN WALKER: Is there a minimum training  
18 employees like have to complete per month or per  
19 quarter or per year?

20 CEO: Sure. So every department sets out the  
21 schedule for all of the courses that they want  
22 their specific department to take for that  
23 specific month, and, after they take the course,  
24 they turn in their certificates.

25 CHAIRMAN WALKER: Got it.

1 CEO: So they fall under the leadership of  
2 the department head so they're on the right track.

3 And, just so you-all know, Ms. Dunn and her  
4 team did work on these agreements with housing.  
5 So you can actually have a copy of these,  
6 as well.

7 So, as we move forward and set up structures  
8 for just about everything we've done, this is just  
9 a sample of some of the things that we're working  
10 on that we're getting done as we move forward to  
11 acquire more properties.

12 CHAIRMAN WALKER: So this would be to serve  
13 as a manager for the Jax Urban Initiative?

14 CEO: Yes.

15 CHAIRMAN WALKER: That's interesting.

16 Is that progressing quickly?

17 We don't already manage them, do we?

18 CEO: We are Jax Urban Initiative.

19 CHAIRMAN WALKER: I'm sorry. Maybe I'm  
20 misunderstanding this.

21 So it's the Jax Urban Initiative Property  
22 Management Agreement, right?

23 CEO: Yes.

24 CHAIRMAN WALKER: So that is us.

25 But, are we putting this together to solicit

1 more management?

2 CEO: It is just a process that we put in  
3 place so that we have it as we move down the road.

4 CHAIRMAN WALKER: Okay, okay.

5 CEO: Typically, when you move forward and  
6 you start acquiring properties and doing various  
7 different things, the first thing someone asks is,  
8 "Do you have a booklet on it? Do you have a  
9 process on it?"

10 So, as training, we work on these different  
11 things so that everybody gets the knowledge.

12 CHAIRMAN WALKER: Okay. That makes more  
13 sense.

14 Is there a reason -- and, again, this may be  
15 too far into details -- is there a reason that  
16 it's under -- maybe this was confusing me.

17 Is there a reason it's under Jax Urban  
18 Initiative Development and not just the housing  
19 authority?

20 Is there a legal reason, or do we just call  
21 it that?

22 CEO: Well --

23 CHAIRMAN WALKER: Yes. That's the same look  
24 I had, Dwayne.

25 CEO: -- it adds more diversity for us to

1 do it as Jax Urban Initiative.

2 CHAIRMAN WALKER: Okay.

3 CEO: That's my opinion.

4 CHAIRMAN WALKER: Okay. Commissioner --

5 CEO: Most people -- I see Ms. Lawsikia has  
6 that look over there.

7 Most people frown upon it when they think the  
8 housing authority is doing any management on  
9 their properties.

10 Any time they think about it, first,  
11 they think everybody here is public housing,  
12 and the first thing they think, when they hear,  
13 "housing authority --" "public housing, Section 8  
14 nightmare."

15 COMMISSIONER BROCK: Right.

16 CHAIRMAN WALKER: Yes. That's fair.

17 CEO: Right.

18 CHAIRMAN WALKER: Okay.

19 Commissioner, do you have any questions?

20 COMMISSIONER BROCK: Yes.

21 So, through the Chair, Mr. Alexander,  
22 first of all, thank you for your presentation.  
23 Excellent presentation.

24 I wanted to know, with our properties --  
25 our existing properties -- are we -- because some

1 of the properties have some things that are going  
2 on with them.

3 Are you looking to I guess do something  
4 about the particular things that are going on in  
5 the existing properties, as far as like termites,  
6 stuff like that?

7 CEO: Yes. We have an ongoing pest control  
8 program for all of our properties, and every time  
9 we identify any situation that needs more activity  
10 there, then we provide additional services.

11 As you remember a couple years ago,  
12 we tented this whole entire property over here.  
13 So we're always on the lookout for these types of  
14 things.

15 We have a schedule. Underneath our capital  
16 funds, we schedule properties, and, each and every  
17 fiscal year that we have, we budget out the money  
18 that we get. We get a little bit more than  
19 \$6,000,000.

20 You have to obligate that money to a task  
21 that needs to be done at specific sites.  
22 It's capital fund money. It has to be done at  
23 specific sites, and then you have to spend that  
24 money within a certain period of time, as well.

25 COMMISSIONER BROCK: And I want to say this,

1 too, Mr. Alexander, because I definitely  
2 understand that.

3 When it comes to the termite problem,  
4 those problems -- I know they were already in  
5 existence when you came here, and they was not  
6 being addressed.

7 So that's why, you know, I'm asking you.

8 Are you, you know, trying to make sure that  
9 we -- because I do know that we have pest control  
10 and stuff like that, but sometimes the pest  
11 control is really not addressing the termite  
12 issues that may be going on at some of our sites.

13 CEO: So that's a very good point,  
14 Commissioner Brock.

15 So, at the root of everything that we do,  
16 even though we send the pest control out there,  
17 we still go above and beyond doing pest control  
18 above and beyond what the pest control people do.

19 COMMISSIONER BROCK: Okay.

20 CEO: But that's the whole purpose of  
21 doing housekeeping inspections, as I showed on the  
22 slide. The whole purpose of the housekeeping  
23 inspections is that we go in. We look for those  
24 things, and 90 percent of the time -- when we go  
25 in, we're always looking for any type of

1 infestation or anything that impedes the  
2 performance of that unit.

3 So we are always looking for things like  
4 that. So the answer to your question is, "Yes."  
5 We are always on the lookout, and that's why we  
6 instituted these housekeeping inspections.

7 COMMISSIONER BROCK: Okay, okay.  
8 That's what, you know, I was concerned about --  
9 our properties -- that we've had some issues with  
10 the termites and, of course, with the rats and  
11 things of that nature.

12 So -- and, like I say, I know a lot of them  
13 were already going on before Mr. Alexander came  
14 here. So -- and they were not being addressed.  
15 So --

16 CEO: Just so you know, Commissioner Brock,  
17 we just had an incident not too long ago where we  
18 just tented a whole other building.

19 COMMISSIONER BROCK: Oh, okay.

20 CEO: So we just tented a whole entire unit.  
21 So anytime we see any escalated level of  
22 infestation, we go to the next level on it.  
23 We put the residents in a hotel. We try to  
24 address the situation.

25 But that's why we have a Modernization

1 Department. We're doing things at these  
2 properties. We make sure that we spend every buck  
3 that we need to spend on the properties to upgrade  
4 them, and you can see it. You can see in your  
5 scores. Sometimes you see it in your REAC score.

6 COMMISSIONER BROCK: Right.

7 CEO: If you do the physical inspections,  
8 you can see it.

9 COMMISSIONER BROCK: Yes.

10 CHAIRMAN WALKER: One thing I was just  
11 wondering -- and, again, apologies if it's just  
12 ignorance on my part.

13 Do we like audit our vendors through asset  
14 management?

15 If they say, "Oh, we're going to mow the  
16 lawns between --" well, no. Lawn care is on  
17 there "-- between, you know, Monday, Wednesday,  
18 Thursdays," do we show up to make sure?

19 "Do we audit their services," I guess is the  
20 question.

21 CEO: So, very, very, very, good point.  
22 We pay them, and we have to sign off on the work.

23 CHAIRMAN WALKER: Okay.

24 CEO: The manager signs off on the work.  
25 If the work is not done correctly, then they won't

1 get paid.

2 We just had a meeting with the vendors --

3 MS. DUNN: Maybe about two weeks ago.

4 CEO: -- two weeks ago. We brought them  
5 all in and told them the level of expectation we  
6 have when they're doing any work for us.

7 So we stay on top of them.

8 And I'm a stickler, because I'm always  
9 looking for shoddy work. If someone is just  
10 coming in trying to get paid -- it's amazing how  
11 folks come in just to do shoddy work and then want  
12 to get paid.

13 The only people that we think do a real  
14 good job is the HVAC people, because everything  
15 they see they want to put a new one in.

16 And we don't mind, because we know the systems  
17 there outlived their expectancy.

18 But, sure. We follow up on them all the  
19 time, and then we have -- if you didn't know,  
20 we have two project managers -- project managers  
21 -- and the whole department goes around to look at  
22 the level of proficiency or the level of skill set  
23 of the work that's getting done.

24 That's why we have -- Mr. Peterson is the  
25 engineer. Mr. Danny is a master plumber by trade.

1 We have Mr. Kevin Godwin, who is a master  
2 electrician, who is a project manager,  
3 and we have Mr. Gary Trillo (phonetic),  
4 who has been in construction for many years.

5 So they know the business. They know the  
6 work. So they can't come in and try and run  
7 something by us when it comes to doing the work.

8 CHAIRMAN WALKER: Got it.

9 Commissioner?

10 COMMISSIONER BROCK: Mr. Chair, I'm glad you  
11 brought that up about the lawn -- well, I know you  
12 said the lawn service.

13 But, Mr. Alexander, I don't know if you may  
14 be aware, but there has been several residents  
15 that have complained, though, about the lawn  
16 service people, how they come to the units,  
17 and, when they are using the blower, the trash  
18 gets blowed into their units, you know, on their  
19 cars and things of that nature.

20 So I'm glad you're having a meeting with  
21 them, because you can bring that to their  
22 attention about that. Because sometimes,  
23 for real, our vendors -- and I know this for a  
24 fact, because I remember when we had a storm here  
25 in Jacksonville.

1           And the vendor came to clean up the debris,  
2           and he took the debris from off of our site and  
3           threw it over on the city's site. And I'm saying  
4           ...

5           And then, when I said something about it,  
6           he was very indignant, you know, and called me  
7           really a nasty name.

8           And I'm saying to myself, "That's crazy when  
9           you're getting paid to take it off from here.  
10          Instead you're putting it over there.  
11          So, therefore, you don't have the expense of  
12          towing it off, because now you done throwed it  
13          over the fence on these people's property."

14          So, yes. So I'm glad you did that.

15          But now this was not our lawn service people  
16          now. Keep that in mind. I don't want you to  
17          think that was our lawn service people.  
18          This was a guy who we contracted for to do  
19          trees and debris after, you know, the storm.  
20          Yes. Okay.

21          CEO: Well, it's good you asked the  
22          question.

23          COMMISSIONER BROCK: Yes.

24          CEO: Because, if you didn't know,  
25          you wouldn't even know that we just had a meeting

1 just two weeks ago.

2 COMMISSIONER BROCK: Right. Yes.

3 CEO: We pretty much have been told,  
4 "We give them the business when they are not doing  
5 our business."

6 COMMISSIONER BROCK: Okay.

7 CHAIRMAN WALKER: Those are all the questions  
8 that I have at the moment.

9 Commissioner, any other questions?

10 COMMISSIONER BROCK: No, sir.

11 CHAIRMAN WALKER: All right. So I think that  
12 closes the Operations Report.

13 Thank you, Mr. Alexander.

14 I think we're now into some operating  
15 resolutions.

16 I see that we have two that we need to look  
17 at, Mr. Alexander?

18 CEO: Yes. And the reason why -- typically,  
19 all resolutions as it relates to public housing  
20 only come to the asset management meeting.  
21 If it was a financial issue, we took it to  
22 the Finance Committee.

23 But, because we didn't have an  
24 Asset Management Meeting for years, we sort of  
25 lumped them all in together to the Finance

1 Committee Meeting.

2 So we just want to put it back in its proper  
3 perspective and bringing resolutions as it relates  
4 to public housing to the Asset Management  
5 Committee.

6 CHAIRMAN WALKER: Okay. So the first one  
7 looks like it's a vehicle purchase.

8 Just right off the bat, we're buying ten,  
9 correct?

10 CEO: Yes.

11 CHAIRMAN WALKER: And we're going to just  
12 take the others out of service and resell them?

13 CEO: Yes, yes.

14 CHAIRMAN WALKER: Okay. Just a heads-up,  
15 down on the bottom, it says, "ten," but it has,  
16 "1," by accident. It's just a typo. It's in the,  
17 "BE IT RESOLVED," clause.

18 COMMISSIONER BROCK: Oh, yes.

19 CHAIRMAN WALKER: Did we go through  
20 procurement for these?

21 CEO: Yes. We went through the whole  
22 procurement process, and these are to replace  
23 the vehicles that we currently have. They date  
24 back to 1998. We have a couple from 1998,  
25 but all of them are an average of 11 years old.

1 CHAIRMAN WALKER: And these are brand new,  
2 no miles?

3 CEO: Brand spanking new.

4 CHAIRMAN WALKER: Brand spanking new.

5 CEO: And the money is coming out of our  
6 capital fund, which is allowable for that.

7 CHAIRMAN WALKER: For the public housing  
8 capital funds?

9 CEO: Yes.

10 CHAIRMAN WALKER: Okay. And it was built-in  
11 budgetwise --

12 CEO: Yes --

13 CHAIRMAN WALKER: -- utilization of reserves  
14 -- it was already --

15 CEO: -- it was already in and budgeted out  
16 in I think it was the 2019 capital fund. Yes.

17 CHAIRMAN WALKER: And, are we just  
18 a ten-year hold, again, something like that?

19 Kind of 11 years is the useful life of these  
20 things?

21 CEO: Well, no. They had nothing in place.  
22 That's why we had some vehicles from the 90s.

23 CHAIRMAN WALKER: Okay.

24 CEO: But the life span of some of these  
25 vehicles could be from seven to ten years if they

1 are well-maintained.

2 We have a Fleet Management Plan in place that  
3 we put together when we were starting to seek  
4 the new vehicles that we have, when we got all  
5 brand new vehicles for HCV, who didn't have  
6 vehicles before.

7 So we put Fleet Management on the care and  
8 maintaining of the vehicles so they'd be able to  
9 be maintained.

10 CHAIRMAN WALKER: Okay. So, do we outsource  
11 then the maintenance and all that stuff?

12 CEO: Yes.

13 CHAIRMAN WALKER: Okay. Great. Okay.

14 I don't have any -- go ahead, Commissioner,  
15 please.

16 COMMISSIONER BROCK: Mr. Chair --  
17 Mr. Alexander, on our vehicles -- and this is just  
18 a question -- do all of our maintenance people  
19 drive these vehicles, or is it a designated person  
20 that drives it from the maintenance --

21 CEO: Typically, the maintenance foreman  
22 drives it. Every site has a foreman there.

23 COMMISSIONER BROCK: Right, right.

24 CEO: But, if there is a mechanic or  
25 something like that that had clearance through the

1 department, then they are able to drive the  
2 vehicles.

3 But mostly the foremen drive the vehicles and  
4 move the large equipment or whatever it may be,  
5 and then, at the site, they do have scooters  
6 there.

7 COMMISSIONER BROCK: Okay.

8 CEO: But, you know, you can move large  
9 refrigerators, stoves, stuff like that.  
10 Sometimes it's too much to even move them on a  
11 scooter.

12 COMMISSIONER BROCK: Okay, okay.

13 CHAIRMAN WALKER: Okay. Again, this is  
14 probably just my lack of knowledge. I assume  
15 that our drivers of the vehicles go through like  
16 driver checks --

17 CEO: Yes, yes --

18 CHAIRMAN WALKER: -- things like that to make  
19 sure --

20 CEO: -- every last one of them.

21 CHAIRMAN WALKER: -- okay. Great. I don't  
22 have any other questions on this one.

23 So, Commissioner, do you have any questions  
24 here?

25 COMMISSIONER BROCK: No. Because I looked at

1           them, and I know that our vehicles -- they are  
2           really old -- our trucks, and I was excited about  
3           it.

4           CHAIRMAN WALKER:   Awesome.

5           So I have no problem recommending for this  
6           approval of the board vote on this.

7           So I guess, do we need a resolution here,  
8           technically, to recommend approval?

9           MS. HODGES:   Well, you have the resolutions  
10          in front of you.  So you could just take it up.  
11          You just vote.

12          So, after you vote and approve this,  
13          it's a recommendation before the board.

14          CHAIRMAN WALKER:   Right.  Okay.

15          So that was that resolution.  Let's hold on  
16          to that one for a second, and we can move them  
17          both.

18          The next one is the maintenance contract  
19          renewal.  Again, it's sort of the same thing.  
20          It looks like this is one I just need to re-sign.

21          CEO:   Yes.  This is the --

22          CHAIRMAN WALKER:   Oh, this was last year's.  
23          Sorry.  Okay.

24          So, are we on an existing contract?

25          CEO:   Yes.

1 CHAIRMAN WALKER: And we're just extending?

2 CEO: Yes. It's a renewal.

3 CHAIRMAN WALKER: And there was no need to go  
4 through procurement on this?

5 CEO: It goes through procurement.

6 CHAIRMAN WALKER: Okay.

7 CEO: So we do it one year, and then you  
8 renew it up to four years each year after.  
9 This is the second year of the contract.

10 CHAIRMAN WALKER: This is the second year  
11 of the contract.

12 CEO: Yes.

13 CHAIRMAN WALKER: So it went through  
14 procurement the first time.

15 CEO: Yes.

16 CHAIRMAN WALKER: There's no need to go  
17 through procurement, again.

18 CEO: No.

19 CHAIRMAN WALKER: I assume we're happy with  
20 this vendor?

21 CEO: Yes.

22 CHAIRMAN WALKER: Okay. I don't have any  
23 questions, concerns or comments about that  
24 assuming it's already gone through.

25 Commissioner, do you?

1 COMMISSIONER BROCK: I have one --

2 CHAIRMAN WALKER: Go ahead.

3 COMMISSIONER BROCK: -- to Ms. Lawsikia.  
4 Have you seen this particular resolution?

5 MS. HODGES: I have.

6 COMMISSIONER BROCK: Oh, okay.

7 MS. HODGES: Is that just in general?

8 COMMISSIONER BROCK: I was just wondering,  
9 you know, if it was a good resolution, because  
10 I know Mr. Alexander is saying, "It's just a  
11 renewal," but I didn't know if we --

12 MS. HODGES: I would defer to Colene,  
13 who is in procurement, as to whether or not it's  
14 required.

15 I think what Mr. Alexander is saying is  
16 that, initially, there is an advertisement,  
17 and everybody bids on it.

18 And then, after that, usually when you put  
19 the initial RFP out, it encompasses that,  
20 but it still would go through procurement,  
21 just not the procurement in the sense that you  
22 guys are thinking of, like you got to go through a  
23 bid.

24 COMMISSIONER BROCK: Okay.

25 MS. HODGES: Colene would check the box.

1 "Yes. It is a renewal that fits within the RFP."

2 Is that right, Colene?

3 MS. ORSINI: Yes.

4 COMMISSIONER BROCK: Okay. Thank you.

5 Thank you, Mr. Chair.

6 CHAIRMAN WALKER: Great. So I have no  
7 question on those.

8 Would you mind making a motion to recommend  
9 approval?

10 COMMISSIONER BROCK: Yes, sir. I make a  
11 motion to recommend approval for these  
12 resolutions.

13 CHAIRMAN WALKER: I'll second. So I guess,  
14 you know, there's only two of us. So I'll second  
15 it and call the question.

16 All of those in favor?

17 COMMISSIONER BROCK: Aye.

18 CHAIRMAN WALKER: Aye.

19 Hearing no opposition we'll go ahead and make  
20 sure they're added to the agenda items -- and just  
21 fix that one typo -- before the board.

22 I do not have any other comments at this  
23 time. I think -- actually, I do. I lied.  
24 Of course, I do.

25 On certain of the graphs, I really think this

1 is very helpful. I read it and obviously referred  
2 to it here.

3 Certain of the graphs where we're tracking  
4 in particular like your delinquency and collection  
5 -- could we get a graph starting so we can kind of  
6 see visually where it goes over the course of the  
7 year?

8 CEO: Okay. Yes.

9 CHAIRMAN WALKER: Maybe a couple of those  
10 would be useful just to see those. So the  
11 delinquency would be one. Average unit turn time  
12 would be another one.

13 It doesn't have to be crazy, but just  
14 something we can kind of see if we're consistent  
15 month over month or, you know, where we're at.

16 Commissioner, anything else?

17 COMMISSIONER BROCK: No, sir.

18 CHAIRMAN WALKER: Awesome.

19 Mr. Alexander, anything else?

20 CEO: I would add there is a pretty hot  
21 video going around on YouTube of the housing  
22 authority.

23 We had the First Amendment people come here  
24 -- the First Amendment and Fourth Amendment  
25 people. They have auditors to come in.

1 You know, they pay our -- they want to know what  
2 their taxpayer dollars are doing.

3 And they came with about six or seven  
4 cameras, and I thought the staff did an excellent  
5 job. They did a very good job.

6 CHAIRMAN WALKER: Did we make the news?

7 CEO: No, we didn't.

8 CHAIRMAN WALKER: Good.

9 CEO: It was very, very, very good.

10 CHAIRMAN WALKER: They were just here to see  
11 what we were up to?

12 CEO: No. They normally go around, and,  
13 if you follow them, they normally go to --  
14 they're called, "Rogue-Nation."

15 And they normally go around to government  
16 entities and post office and police departments  
17 and almost provoke you in a sense.

18 You know, they want to stick the cameras all  
19 in the windows and ask you all these questions.

20 CHAIRMAN WALKER: Well, thank you to the  
21 staff and the folks that had to deal with that.  
22 I'm glad nothing --

23 CEO: It was good.

24 CHAIRMAN WALKER: -- bad came of that.

25 Absent that, I'll go ahead and call this

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25

meeting to adjournment.

Thanks, everybody.

(Whereupon, the JHA BOC Asset Management  
Committee Meeting concluded at 3:00 p.m.)

— — —

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25

C E R T I F I C A T E

STATE OF FLORIDA )  
COUNTY OF DUVAL )

I, Carol DeBee Martin, Certified Court Reporter and Notary Public, certify that I was authorized to and did stenographically report the foregoing proceedings and that the transcript to the best of my ability is a true and complete record of my stenographic notes.

Dated this 30th day of March, 2023.



Carol DeBee Martin  
Notary Public State of Florida  
My Commission: HH 038064  
Expires: 12-29-2024