

## What is FlexOps?

Flexible Operations (FlexOps) is an initiative that creates flexible, staggered shifts for property management staff to provide better customer service.

## Why did NYCHA start FlexOps?

We're modernizing our operations to become better landlords and create safer, cleaner and more connected communities for our residents. FlexOps is an important part of this effort.

## What are the benefits of FlexOps for residents?

FlexOps extends the hours of operations for completing routine repairs, cleaning common areas, and scheduling meetings with property management. This will enable residents to meet with staff after work and be home for repairs appointments, improving their quality of life.

## What are the benefits of FlexOps for employees?

Employees can work hours that better accommodate their personal needs, such as managing childcare and scheduling doctors' appointments.

## Will staff members who work FlexOps shifts receive a differential or bonus?

Yes! Please see the chart below for salary and bonus information.

Employee Position:	Incentives:
<b>Caretakers, Supervisors of Caretakers, Supervisors of Grounds, Assistant Resident Building Superintendents, Resident Building Superintendents</b>	<ul style="list-style-type: none"> <li>• 10% shift differential for all hours worked outside of the regular 8:00am to 4:30pm schedule.</li> <li>• Taxable one-time bonus of \$1,000 (if you worked a FlexOps Phase 1 shift and received a \$250 bonus, you will now receive an additional \$750 bonus).</li> </ul>
<b>Property Management Office Staff</b> (including Housing Managers, Assistant Housing Managers, Housing Assistants, Secretaries)	<ul style="list-style-type: none"> <li>• 10% shift differential for all hours worked outside of the 8:00am to 4:30pm schedule.</li> <li>• Taxable one-time bonus, pro-rated by evening hour rotation:               <ul style="list-style-type: none"> <li>○ <b>\$200 bonus</b> for staff who work once a week.</li> <li>○ <b>\$100 bonus</b> for staff who work once every 2 weeks.</li> <li>○ <b>\$66.67 bonus</b> for staff who work once every 3 weeks.</li> </ul> </li> </ul> <p><i>Property managers can assign staff to the late shift.</i></p>
<b>Maintenance Workers</b>	<ul style="list-style-type: none"> <li>• Differential of \$3.94 per shift</li> <li>• Taxable one-time bonus of \$1,500 (if you worked a FlexOps Phase I alternative shift and received a \$250 bonus, you will now receive an additional \$1,250 bonus)</li> </ul>

## What are the new FlexOps shifts?

### MANAGEMENT

Property Manager, Assistant  
Property Manager,  
Housing Assistant, Secretary/  
Receptionist

New Schedule: 2 shifts	
Regular Shift, Mon-Fri	Late Shift, 1 day / week
8:30AM – 4:30PM	11AM – 7PM

### MAINTENANCE

Property  
Maintenance Supervisor

New Schedule: 3 shifts		
Early Shift	Regular Shift	Late Shift
6AM – 2PM	8:30AM - 4:30PM	12PM - 8PM

Assistant  
Property  
Maintenance  
Supervisor

New Schedule: 3 shifts		
Early Shift	Regular Shift	Late Shift
6AM - 2PM	8AM – 4PM	12PM – 8PM

Maintenance  
Worker

New Schedule: 2 shifts	
Regular Shift	Late Shift
8AM – 4:30PM	11:30AM – 8PM

### CARETAKER

Supervisor of Caretakers,  
Caretaker

New Schedule: 3 shifts		
Early Shift	Regular Shift	Late Shift
6AM – 2:30PM	8AM – 4:30PM	10:30AM – 7PM

## When did NYCHA first launch FlexOps?

In July 2016, NYCHA launched a four-month FlexOps pilot at 12 developments.

## What is FlexOps Phase 2? Is FlexOps expanding?

FlexOps Phase 2 is the expansion of the program to additional developments over the next six months. We are conducting a survey of numerous sites to see which developments are interested in participating and launching Flex Ops at those developments at the end of May.

## **Is FlexOps a mandatory program?**

FlexOps is not mandatory for current maintenance and caretaker staff members who were hired before April 26, 2016 or who were hired between November 12, 2016 and February 14, 2017. Property management staff and staff hired between April 26<sup>th</sup>, 2016 and November 11, 2016 or after February 14<sup>th</sup>, 2017 can be scheduled for a FlexOps shift without volunteering.

## **What if staff chooses not to volunteer?**

Employees who are not interested in volunteering will not be subject to any repercussions or retaliation.

## **For staff that started before April 26, 2016 or between November 12, 2016 and February 14, 2017, how will shift assignments be scheduled?**

Maintenance and caretaker staff will only be assigned to FlexOps shifts if they volunteer to join the program. If there are more volunteers than shifts available, assignments will be based on seniority in title. All property management staff can be scheduled for a late FlexOps shift without volunteering.

## **For recently hired staff members, how will shift assignments be selected or scheduled?**

Staff hired between April 26, 2016 and November 11, 2016 or after February 14, 2017 can be assigned to FlexOps shifts without volunteering.

## **How many hours a week are FlexOps volunteers required to work?**

The number of hours worked during the week will not change. Employees will continue to be required to work a 35 or 40 hour work-week.

## **Are FlexOps volunteers still eligible for overtime?**

Yes.

## **How many staff member will be assigned to work each FlexOps shift?**

At least two staff members and a supervisor will be assigned to each FlexOps shift. Additional staff may be assigned depending on volunteers and the needs of the development.

## **How much notice will staff get to prepare for FlexOps shifts?**

Volunteers will have at least 21 calendar days from the day they are notified of their new schedule before they begin in the FlexOps program.

## **If I volunteered for FlexOps phase 1, will I receive an additional bonus if I volunteer for FlexOps phase 2?**

Yes. See the chart on page 1 for information on the additional bonus.

## **If I decide to no longer volunteer in FlexOps, will I have to pay back the bonus?**

For FlexOps Phase 2 volunteers, NYCHA will recoup a pro-rated portion of the bonus if you decide to return to your original shift before the end of the extended pilot.

## **When will I receive the additional bonus payment?**

- Staff who volunteered for FlexOps Phase I (starting in July 2016) will receive the new bonus, no later than April 13, 2017.
- Staff who are joining FlexOps Phase 2 and were hired before April 26, 2016 or between November 12, 2016 and February 14, 2017 will receive the bonus no later than four weeks after their assignment to a FlexOps shift.
- Staff hired between April 26, 2016 and November 11, 2016 or after February 14, 2017, and assigned to a FlexOps shift, will receive the bonus after the four-month pilot period.

## **Why do some workers receive a larger bonus?**

The bonuses and differentials are calculated to make sure all staff receives roughly the same salary increase over the course of the pilot. For example, Maintenance workers receive a larger bonus because they receive a smaller shift differential.

## **What safety measures will be added for FlexOps shifts?**

NYCHA is working with Local 237 to make sure every FlexOps development has the highest safety standards for workers, including:

- ensuring all buildings and grounds have functioning indoor and outdoor lighting;
- all broken windows, doors, locks and security cameras are repaired;
- all Property Management Offices have closed circuit TV outside the entrances;
- and, all FlexOps staff have a personal safety kit, which includes a working radio, flashlight and reflective vests.

## **How will issues concerning safety, scheduling and other issues be handled?**

A Labor-Management Committee comprised of NYCHA and Local 237 representatives will resolve issues concerning safety, scheduling and other concerns and will evaluate FlexOps at each participating development after a four month test period.

## **How will emergency scheduling be handled for FlexOps shifts?**

In the event of an emergency or special circumstance, all shifts are subject to change. However, during an emergency, the 6:00 am shift will typically report at the same start time.

## **What happens with late shift call-outs? Will there be mandatory overtime?**

The supervisor on duty will make arrangements to ensure proper coverage. Staff may be asked to volunteer to work overtime. Non-Supervisory employees will not be required to work overtime to cover an alternate shift except in an emergency.

## **How should supervisor call-outs be handled?**

A supervisor must be present for every FlexOps shift. If a supervisor calls out for a FlexOps shift, an alternate will be identified by their supervisor to provide coverage for that shift.

## **Which 12 developments participated in FlexOps Phase I?**

5 Bronx sites:

- Forest Consolidation (Forest Houses, McKinley Houses & Eagle Ave – East 163rd Street)
- Marble Hill Houses
- Mott Haven Houses
- Murphy Consolidated (Murphy Houses & 1010 East 178th Street)
- Pelham Parkway (Boston Road Plaza)

2 Brooklyn sites:

- Glenwood Houses
- Wyckoff Gardens Consolidated (Wyckoff Gardens, Atlantic Terminal Site 4B, & 572 Warren Street)

3 Manhattan sites :

- Chelsea-Elliot Houses (including Chelsea Addition)
- Dyckman Houses
- Isaacs Consolidation (Isaacs Houses, Holmes Towers & Robbins Plaza)

2 Queens sites:

- Hammel Consolidated (Hammel Houses & Carleton Manor)
- Ravenswood Houses

## How will transfers work?

Titles that participate in the Automated Transfer List System will continue to have the ability to annually submit their location preferences. If a FlexOps development is preferred, then the employee will be notified of available shifts at the time the application is under consideration. NYCHA cannot guarantee the availability of any specific shift that may be preferred by an employee seeking to transfer.

## Who can staff speak with if they have questions regarding FlexOps?

Employees can:

- speak with their supervisors;
- call AskHR at 212-306-8000;
- visit the employee portal NYCHA Connect;
- send written questions and comments to [FlexOps@nycha.nyc.gov](mailto:FlexOps@nycha.nyc.gov);
- or contact their Local 237 representatives.

**We want to hear your ideas, concerns, and thoughts about Flex Ops.  
Let us know what you think!**