

February 12th, 2026

Operations Committee Meeting



Agenda

1. Steam Plant Demolition Update
2. Work Order Metrics and Trends
3. Updates on RIOC's projects:
 - a) AVAC Repairs
 - b) West Promenade Enhancements
 - c) Snow Operations
4. Any Other Committee Business that May be Brought Before the Committee

Steam Plan Demolition Update

- City and State Agencies
- 8 week look ahead
- Permitting information
- Community Questions

Steam Plan Demolition Update

Key City and State Agencies Currently Involved



Authority to inspect for unsafe conditions and issue emergency demolition orders



Authority to carry out demolitions of unsafe buildings pursuant to DOB emergency orders



Authority to investigate potential contamination and enforce remediation requirements

Steam Plan Demolition Update

Look ahead 1/26 - 3/20; Source: Statewide Contracting



SIX WEEK LOOK AHEAD SCHEDULE

Company:HPD

Location:5 East main street,Rosevelt Island

	WEEK 1					WEEK 2					WEEK 3					WEEK 4					WEEK 5					WEEK 6					WEEK 7					WEEK 8					
	1/26	1/27	1/28	1/29	1/30	2/2	2/3	2/4	2/5	2/6	2/9	2/10	2/11	2/12	2/13	2/16	2/17	2/18	2/19	2/20	2/23	2/24	2/25	2/26	2/27	3/2	3/3	3/4	3/5	3/6	3/9	3/10	3/11	3/12	3/13	3/16	3/17	3/18	3/19	3/20	
ACTIVITY	M	T	W	TH	F	M	T	W	TH	F	M	T	W	TH	F	M	T	W	TH	F	M	T	W	TH	F	M	T	W	TH	F	M	T	W	TH	F	M	T	W	TH	F	
EXPOSURE 2 OIL TANK REMOVAL/BACKFILL																																									
SHED INSTALL AT COMMON AREAS																																									
BUILDING MAKE READY WORK																																									
OIL TANK PUMPING/CLEANING EXP#2																																									
MEANS AND METHODS FOR BUILDING DEMO																																									
SHED INSTALL FOR SMOKE STACKS																																									

Steam Plan Demolition Update

8-week Lookahead Activities Explained:

- **Oil tank removal/backfill:** Excavation to expose underground oil tanks, separation/isolation and testing of suspected contaminated soil, pump out of oil tanks, clean-out of oil tanks, removal and disposal of oil tanks, backfill with clean fill, removal of contaminated soil.
- **Shed install at common areas / smokestacks (and tramway roof protection):** Installation of sidewalk sheds at common areas / near stacks, and layered protection placed on top of the tramway roof along with ventilated wooden structures built around the vents and skylights.
- **Building make ready work:** Removal of all obstructions that impede asbestos abatement within the structure.

Other Activities:

- **Permitting:** DOB inspector verified all on-site permits are compliant.
- **Remediation:** DEC is working closely with HPD on remediation process.

Workorder Metrics and Trends

Metric	Frequency Collected	November 2025	December 2025
AVAC clog incidents	As incurred	2	3
AVAC clog days	As incurred	5	42*
AVAC Total tonnage of waste collected	Monthly	163.28 Tons	116.86 Tons
AVAC Total tonnage of bulk collected	Monthly	74.21 Tons	65.25 Tons
AVAC Yard Total tonnage of waste that is metal/glass/plastic	Monthly	28.43 Tons	30.54 Tons
AVAC Yard Total tonnage of waste that is paper/cardboard	Monthly	40.19 Tons	49.99 Tons
Total tonnage of waste that is organics	Monthly	8.43 Tons	2.81 Tons
Average work order resolution time	Monthly	1.94 Days	1.73 Days
% of work orders closed	Monthly	91%	97%
Work order totals	Monthly	629	647
Brightly Users	Monthly	9	6
Bus ridership	Monthly	166,688	162,934
Tram ridership	Monthly	248,775	275,200
Tram line occurrences	Monthly	3	6

**Continued into January*

Workorder Metrics and Trends

- RIOC began using a work order system in 2019 to help track and organize operational work
- Brightly is the current system being used
- In 2019, RIOC enabled a feature so that residents could also submit requests online
- Use of the system has grown and has become instrumental in managing work across multiple departments
- There are opportunities to further maximize the use of the data

Examples of Work Orders:

- Boiler Inspection
- Roadways/Pathway Repairs
- Parks and Field Maintenance
- Street Lighting Inspections

2025 Performance Summary

Total Work Orders 7,809

Previous Year 6,843 Trend

Percent Change +14% 

Average Monthly Closure Rate 94%

Previous Year 96% Trend

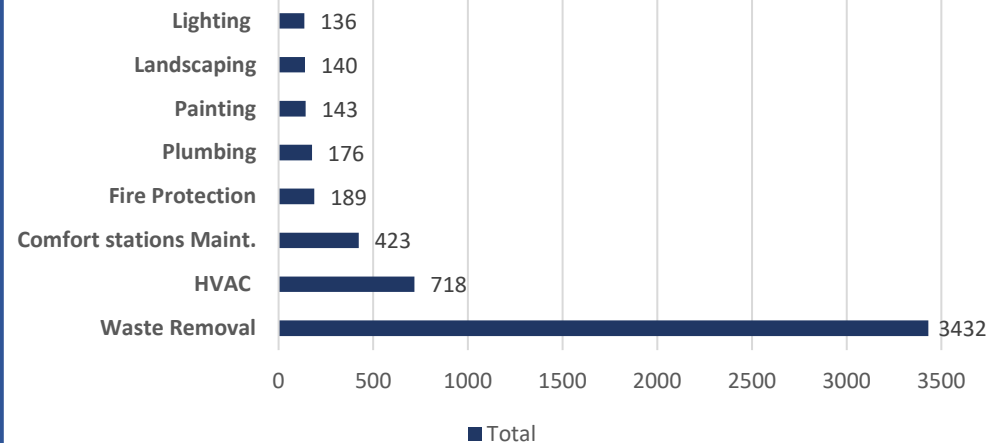
Percent Change -2% 

Resolution Time 2.1 Days

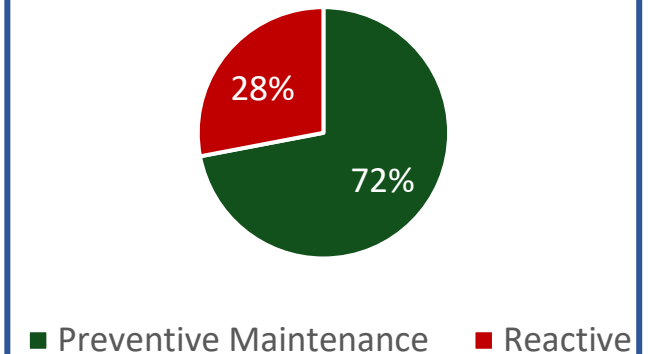
Previous Year 4.1 Days Trend

Percent Change -46% 

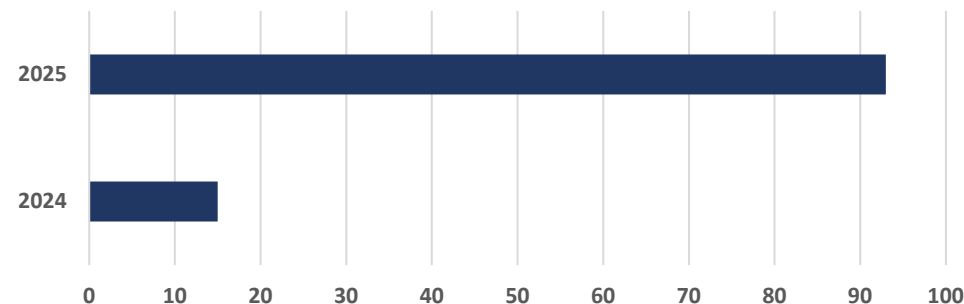
Trending Work Orders



Preventive Vs. Reactive Work Orders



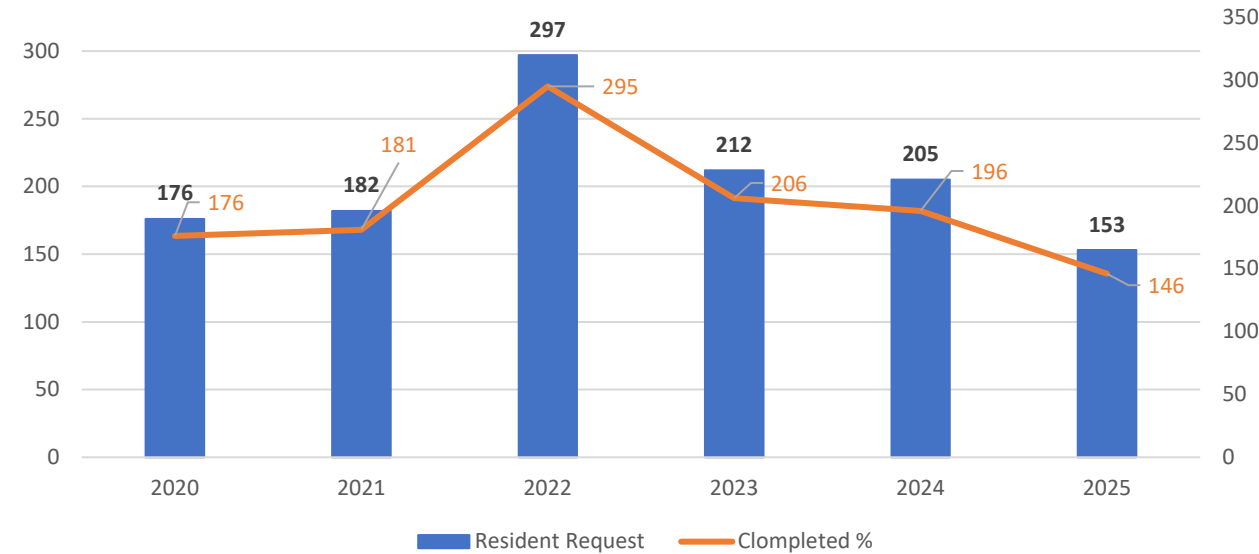
Total Resident Users



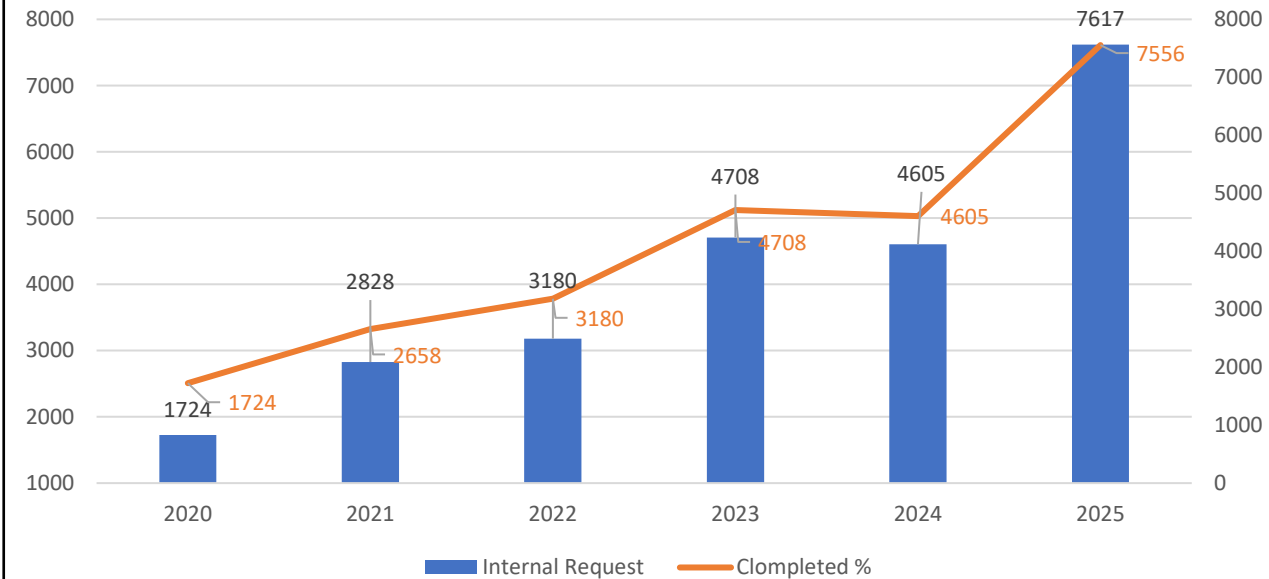
Resident & Internal Work Orders with Closure Percentages

The system has become an effective tool for managing both internal and external requests.

Resident Request Overview



Internal Request Overview



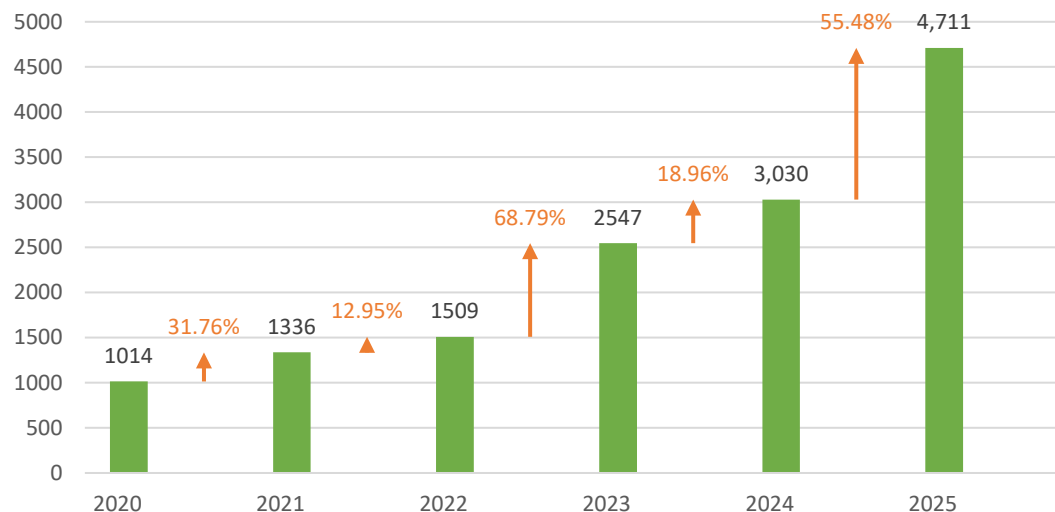
- This graph indicates the overall engagement from the community with the Work Order system over the years.
- The Annual Average Resident Request have decrease in recent years.
- From 2020 - 2025 RIOC has address an average of **98% of Residents W.O. Requests; performing above the Set 95% KPI Target.**

- This graph indicates the overall Internal usage of the Work Order System.
- Contributing factors to the increase in work order volume is the planned preventative maintenance program, quality control walkthroughs, event set ups and overall increased staff engagement with the system.
- From 2020 - 2025 RIOC has address an average of **99% of Internal W.O. Requests; performing above the Set 95% KPI Target.**

Highest Work Order Volume

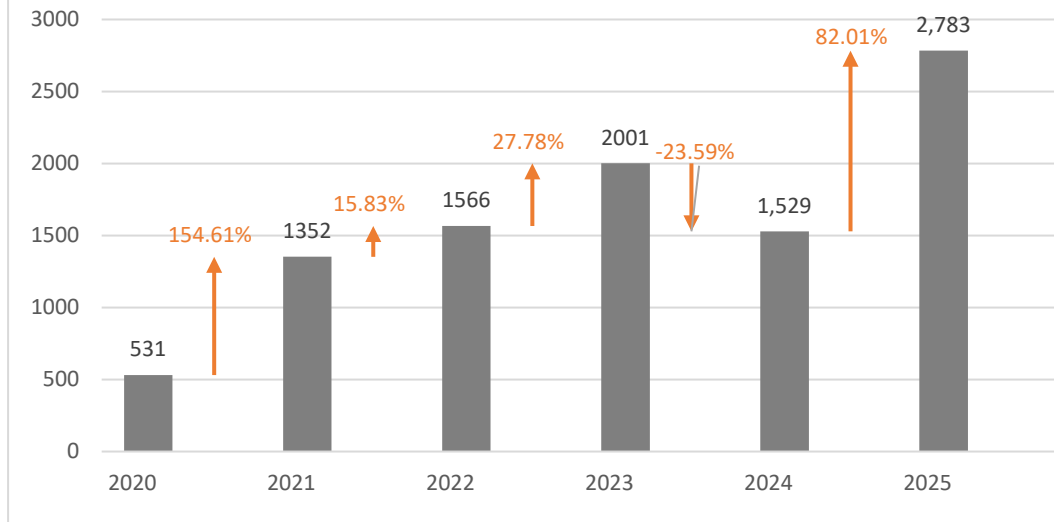
The Grounds & Maintenance departments generate the majority of work orders due to their oversight of essential Island services, including waste removal, landscaping, facilities maintenance, and infrastructure repairs.

Requested Grounds W.O.



- Total of **4,711 Work Orders in 2025**.
- This was **55%** increase from 2024, mostly due to internal increase of system usage.
- **Average monthly closure rate of 99%**, performing above their **Set 95% KPI Target**.
- **Top 5 Trends:** Waste Removal, Comfort stations, Landscaping, and Park & Recs.

Requested Maintenance W.O.



- Total of **2,783 Work Orders in 2025**.
- This was **82%** increase from 2024, mostly due to internal increase system usage and tracked preventative maintenance program.
- **Average monthly closure rate 90%(-2%)**, hitting their **Set 90% KPI Target**.
- **Top 5 Trends:** HVAC, Fire Protection, Plumbing, Painting, and Lighting.

Key Takeaways

Takeaways:

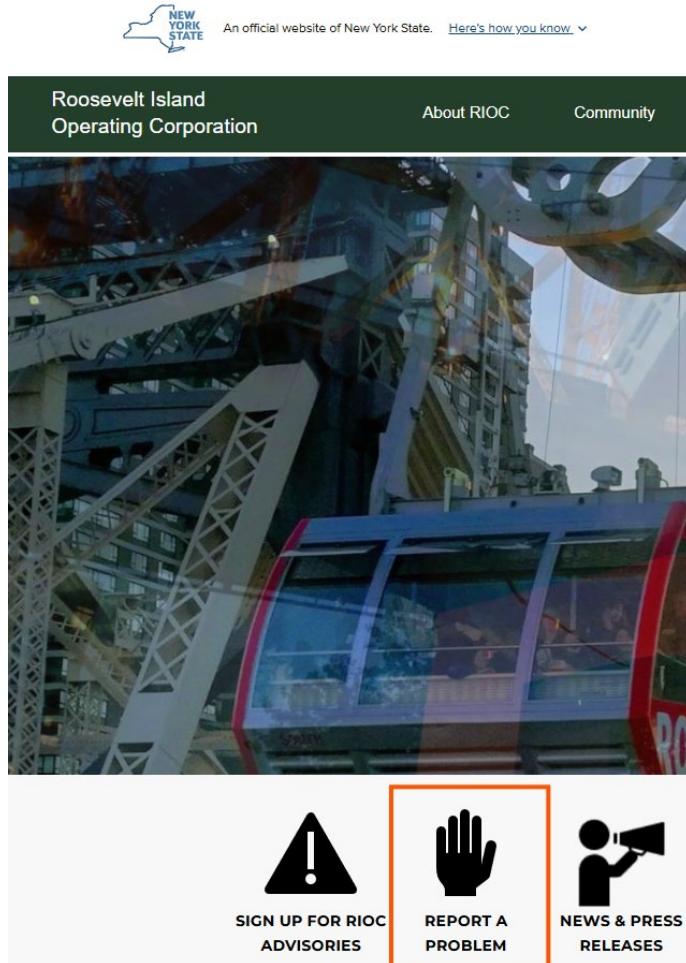
1. The data also showed RIOC has moved into a preventive approach as 72% of the completed/received Work was preventive maintenance; Reactive work orders, 28%, are mostly from resident and quality control requests.
2. In 2025, we noticed a drop in work order requests. The drop in resident requests may be due to the increased focus on preventive maintenance.
3. RIOC departments created reoccurring work orders to address trending issues, preventive maintenance, and track current repairs. This allowed us to improve tracking of high priority parts. We maintain inventory of these parts to reduce downtime, contributing to faster resolution time.

Future Improvements

Future Improvements:

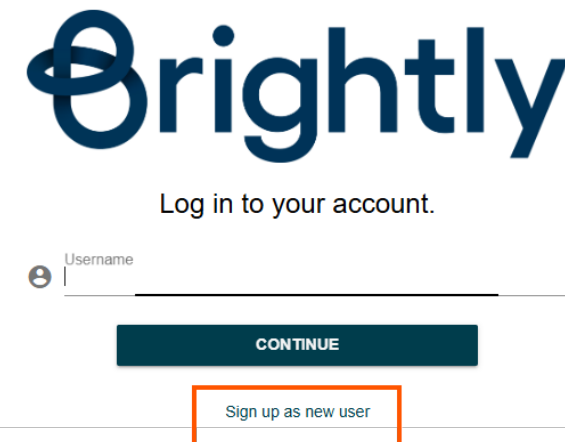
1. Increase community engagement with the system by educating and advertising how to utilize the portal.
2. Incorporate features geared towards streamlining backend processes such as inventory and budgetary management.
3. Identify all data points that could contribute to improved reporting and decision making.
4. Fully optimize the visual dashboard outlining department KPI's to improve tracking.
5. Make certain categories mandatory within the software to acquire better data, finetuning which work orders we are spending the most time on.

Using Brightly: Creating an Account



Account Creation Steps:

1. Go to the RIOCC website rioc.ny.gov on your browser or mobile device
2. Scroll down the screen and click on 'Report a Problem'
3. A new browser window should appear taking you to the 'Brightly' page to continue signing up



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Using Brightly

Filing a New Work Order Request:

Fill out the fields related to your request:

1. Location
2. Problem type
3. Priority
4. Details
5. Images

After submitting, you may view your request in the upper left of the home screen under "My Requests".

✓ SUBMIT

CANCEL

WELCOME TO DUDEVILLE REQUEST PORTAL!

Please provide your contact information on each request submitted.

In case of an emergency, please call 911.

^ SELECT LOCATION

Location

Library

^ SELECT PROBLEM TYPE

Work Category

Plumbing

^ REQUEST DETAIL

Priority

Medium

Work Requested*

Low water pressure in the women's restroom.

^ UPLOAD DOCUMENT/IMAGE

Documents/Images

ADD ATTACHMENT

OR

Drag and Drop File Here

Menu

My Requests

Asset Essentials

MY REQUESTS

+ NEW

Work Order #	Title	WO Status	Source Asset	Source Location	Originated	Originator First Name	Originator Last Name
3811	Low water pressure in the women's restroom.	New Request	—	Library	05/19/2022 02:04:00 PM	Rhonda	Requester
2322	Paint Conference Room	New Work Order	—	Meeting Hall	01/19/2021 02:30:00 PM	Rhonda	Requester
1241	Carpet is so dirty	In Progress	—	1st Floor	02/03/2020 10:29:00 AM	Rhonda	Requester

AVAC Repairs

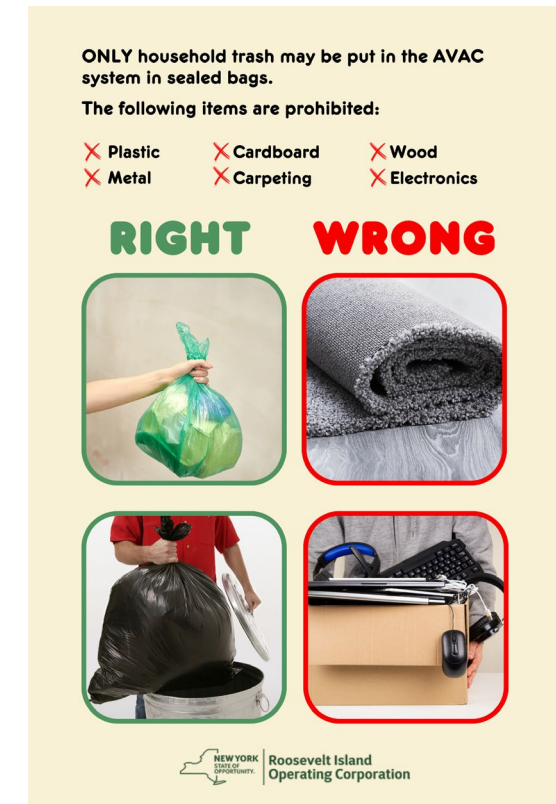
- On December 8th, 2025 a jam occurred in the east main line due to the plate inside the tube partially lifting. On January 15th ENVAC successfully repaired the plate.
- During DSNY's inspection, an additional clog was identified south of the original jam. After several unsuccessful attempts, RIOC engaged a water jetting contractor. Water jetting cannot proceed until temperatures rise above freezing. As soon as temperatures get above freezing the contractor will attempt to clear.
- On January 18th, a jam formed on the West side at 505 Main street which was resolved on February 10th by DSNY. Items contributing to the jam included pocketbooks, clothing and broken furniture.
- Number of jams in 2025: 24
- Average time out of service: 4.7 Days



2025 AVAC Jams

Building	Number of Jams	Average Down Time (Days)
Roosevelt Landings	9	1.7
Manhattan Park	4	10.7
Rivercross	0	0
Southtown	3	1.5
East Main Line	8	6.5
West Main Line	0	0

72% of jams were due to building air compressor failures or prohibited items being placed in the system causing a jam.



West Promenade Pathway Improvement – Phase I

In Q4 of 2025, ADA compliant curb cuts were installed, and the area was regraded to create a safer, more accessible pathway for all pedestrians.



Before



After

West Promenade Pathway Improvement – Phase II

The next phase will extend this accessible pathway south and widen it to further improve visibility and safety. After walking the area with Garden Club representatives, it was agreed that existing shrubs will be removed and replaced after the pathway is completed. Construction is anticipated to begin in March, weather permitting, with the goal of completing the work prior to Cherry Blossom Season.



Before

After

Snow Operations



Snow Operations

What worked well

- Pre-snow all-hands preparations to ensure operational readiness; the internal emergency response process
- Our Winter Warriors – Grounds, Public Safety & Transportation - showed strong commitment and effectiveness in managing the snow event across the island
- Mechanics on site reduced downtime should an equipment issue arise
- No parking restriction on Main Street enabled safer and quicker snow clearing on the narrow roadway
- Leveraged field tractors and creative methods to clear and relocate large snow mounds
- DSNY support is essential

Lessons learned

- Planning is critical for success
- Communicate early and often
- Keep focus on expanding pathways to maintain accessibility
- More education for property owners and businesses on compliant snow placement during pathway and sidewalk clearing