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This report focuses on the persistent safety and security concerns that continue to significantly diminish living conditions at many developments. There are many challenges and complexities to overcoming these concerns, and what is largely missing is a comprehensive strategic plan by NYCHA, including how it will collaboratively work with other city agencies to improve and maintain safety for the residents. We have suggested to NYCHA that they establish a distinct staff position, one within each NYCHA neighborhood, who would be responsible and accountable for safety and security conditions in their assigned developments. They would both coordinate all NYCHA's internal safety and security efforts within their areas, as well as liaise with the NYPD and FDNY for better collaboration on NYCHA-related matters. The Monitor team stands ready to assist NYCHA in this and other efforts to make their buildings more secure and improve resident safety.



*Bart M. Schwartz, Federal  
Monitor*

## **EXECUTIVE SUMMARY**

Over the four years of the monitorship, NYCHA residents have made it clear to us that being safe and secure in their homes is as important to them as receiving the core services required under the HUD Agreement (the “Agreement”).<sup>1</sup> While NYCHA has made progress in each of the pillar areas since the Agreement was executed on January 31, 2019, the same cannot be said for safety and security conditions across NYCHA. The sentiment of most residents we speak with is that these conditions have gotten worse at many developments. Although NYCHA has made efforts to address some of the common problems that undermine development security – most recently including establishing a new, comprehensive Fire Safety Unit - it should be acknowledged that what has been done to date is not enough. A more extensive strategy is needed.

This past April, the Monitor team proposed to NYCHA Operations Division leadership that it establish a Safety and Security Technician (the “Technician”) staff position, one assigned to each

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<sup>1</sup> The Agreement, among other things, requires NYCHA to improve performance and service delivery for several of its key functions, referred to as “pillar” areas – specifically, lead paint, mold, pests, waste, elevators, and heat.

of NYCHA's new 30 neighborhoods.<sup>2</sup> As described in detail below (and already provided to NYCHA in a memo), the Technicians should have extensive law enforcement and/or fire safety backgrounds and would be tasked with coordinating and overseeing all safety and security efforts in their respective areas. We believe that with this position, NYCHA can not only improve its own internal responses to safety and security concerns at each development, but also better collaborate with other agencies – especially the NYPD, the FDNY and city social services agencies - to take full advantage of the assistance they can provide.

Given the backgrounds of many on the Monitor team (each Monitor field examiner is a former NYPD detective) and their deployment since the start of the monitorship at the developments to establish relationships and better interact with local resident leaders and NYCHA property management staff, we have acquired an in-depth understanding of the safety and security problems and challenges. The Monitor team has also worked closely with NYCHA's Office of Safety and Security (OSS) and understands their assessments of, and responses to, the current conditions.

Safety and security are also main topics of discussion for the Community Advisory Committee (the "CAC"). The Monitor established the CAC in accordance with the Agreement, and its members include resident leaders, NYCHA, HUD and officials from city agencies who provide services to NYCHA residents. Since its inception, many CAC members have raised concerns about the lack of effective safety and security measures at developments and the pervasive sense from residents generally that NYCHA and the city are not adequately protecting them.

Based on our backgrounds, and the extensive information and knowledge we have gathered about NYCHA's safety and security problems, we issue this report to both outline the main safety and security problems currently facing NYCHA, provide details about the proposed Technician position and explain why this concept is an effective and affordable measure NYCHA can adopt and implement.

#### A. NYCHA's Current Safety and Security Issues

Many of NYCHA's main security problems stem from infrastructure deficiencies in and around NYCHA buildings. These infrastructure failings give unauthorized non-residents easy access to many NYCHA buildings, exposing residents to vulnerable situations, and leading to increased criminal activity and other circumstances that diminish living conditions. Infrastructure deficiencies include chronically broken building entry doors, inadequate lighting and security cameras, and miles of sidewalk bridges around most developments that obscure lighting and create areas where residents are particularly vulnerable to criminal activity.

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<sup>2</sup> NYCHA's new reorganization plan called the *Neighborhood Model* seeks to decentralize NYCHA's operational structure and establish greater authority and accountability at the local level. As part of this effort, NYCHA geographically divided itself into 30 distinct *neighborhoods*, each of which is comprised of a small group of closely located developments.

Other infrastructure deficiencies, such as those related to basement compactor rooms and/or trash chutes, can expose residents to risks from building fires. As a recent DOI report describes infrastructure deficiencies such as broken chute doors that are a common problem at most developments creates a heightened risk that fires can quickly spread throughout buildings as they produce a “chimney” effect for smoke and flames. Link to DOI Report: [DOI Report](#)

There are also organizational gaps at NYCHA that hinder communication (and better collaboration) with the NYPD, FDNY, and other city agencies. One of the most important features of the CAC is that it includes high-ranking members of the NYPD and FDNY dedicated to working with NYCHA and residents to improve safety. The CAC has recently created a safety subcommittee to discuss ideas and potential solutions to many of NYCHA’s security challenges. The focus of the subcommittee meetings has been discussions of various concrete suggestions by the NYPD, the FDNY, OSS and the Monitor regarding how NYCHA can overcome some of its most pressing security concerns. But what is missing is a structure *within* NYCHA that would not only enable it to work more productively with these other agencies, but also ensure that NYCHA safety and security measures are effectively managed at the developments. NYCHA’s OSS is overseen by an experienced retired NYPD housing chief, but he does not have sufficient resources. And while NYCHA has many written security-related procedures for property management and other staff to implement and follow, they also are under-staffed and sometimes inexperienced to address their local security concerns. NYCHA has also instituted various processes to address pillar area and property management concerns at developments - including security infrastructure - through its Onsite Monitoring Program managed by the Compliance Department. While this has been an innovative measure and accomplished important improvements, this alone has been inadequate to ensure that safety and security infrastructure needs are properly identified, implemented, maintained, and then effectively used by local staff.

#### B. Monitor Proposal

The main function for the Technician position we propose would be to supplement and coordinate existing safety and security efforts within each NYCHA neighborhood. We suggest that they report to the VP of the OSS and also work closely with their respective Neighborhood Administrators. The ideal candidate for the Technician position would have extensive experience working in the security and/or fire safety fields, such as persons serving as, or formerly serving as, law enforcement officers or fire safety officials. Furthermore, the Technician should have experience drafting and reviewing reports, gathering data and statistics to better understand their local conditions and to formulate reports, and working within inter-agency processes, including coordinating and leading team members from multiple agencies in order to achieve desired outcomes.

## NYCHA'S MAIN DEVELOPMENT SAFETY AND SECURITY CONCERNS

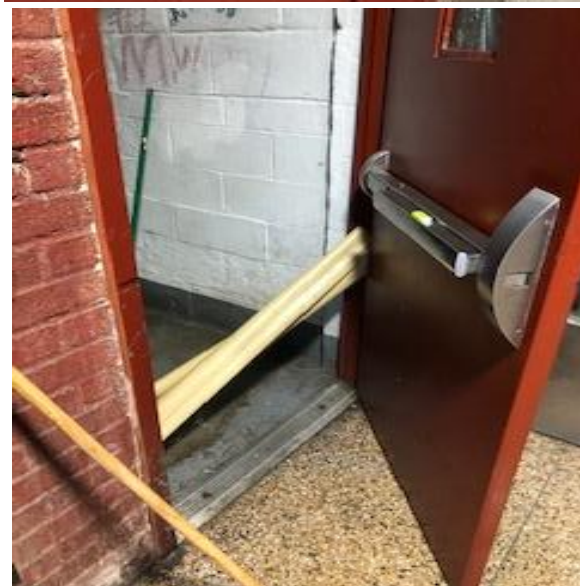
### A. NYCHA Building Infrastructure

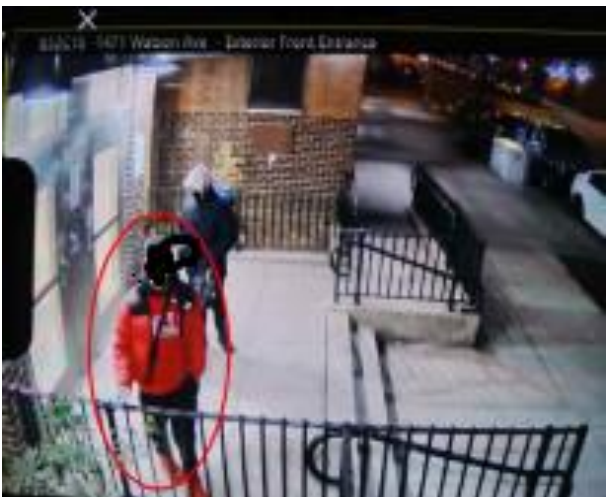
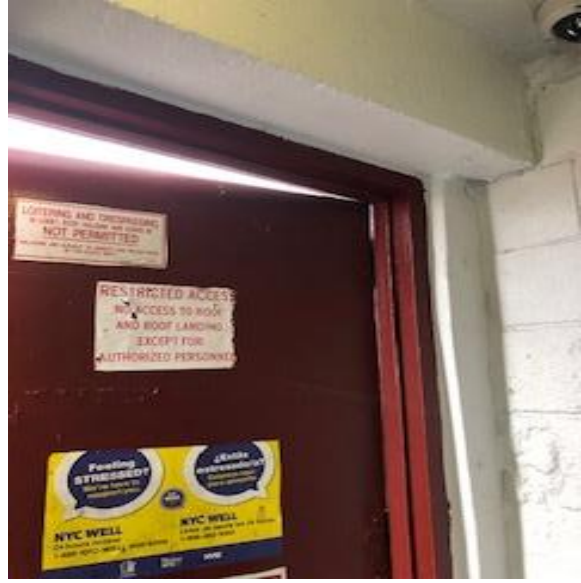
The Monitor's field examiners have conducted extensive inspections into broken, decaying, or missing infrastructure conditions in NYCHA developments which contribute to criminal activity and other safety and security concerns. These problems include broken sidewalks and sidewalk bridges, broken doors, lack of proper lighting and surveillance cameras, and various fire safety issues. Recently, the field examiners specifically focused on broken exterior doors and lighting issues. They made targeted inspections at certain developments to catalogue these issues and tracked the developments' abilities to address them in a timely manner. The field examiners' reports were then provided to the OSS. Through this work, the Monitor team observed chronic problems with the conditions of doors, notably that developments throughout NYCHA have both interior and exterior doors with substantial damage, including broken locks, stolen magnetic locks, and broken glass. In situations where doors were operational, many still suffered from denting and other damage. During the course of the monitorship, our field examiners have rarely observed a development with exterior doors that weren't in some need of repairs to meet the building's safety and security needs.

In conversations with resident leaders and NYCHA staff at many developments, we hear that doors are repeatedly broken by both residents who do not have keys, and even more frequently by nonresidents who regularly enter development buildings to visit residents, commit crimes (especially selling narcotics) or for the purpose of finding a place to sleep or shelter from the weather, usually in a stairwell or on the development roof. The Monitor investigation also revealed that there are significant disparities in how property management staff at various developments manage the problem of broken doors. At some locations, managers respond quickly when doors are broken, including using cameras and/or other means to identify those responsible and taking corrective actions. They then arrange for a vendor to make necessary repairs. They also seem to effectively enlist the collaboration of resident leaders to keep their doors in good working order.

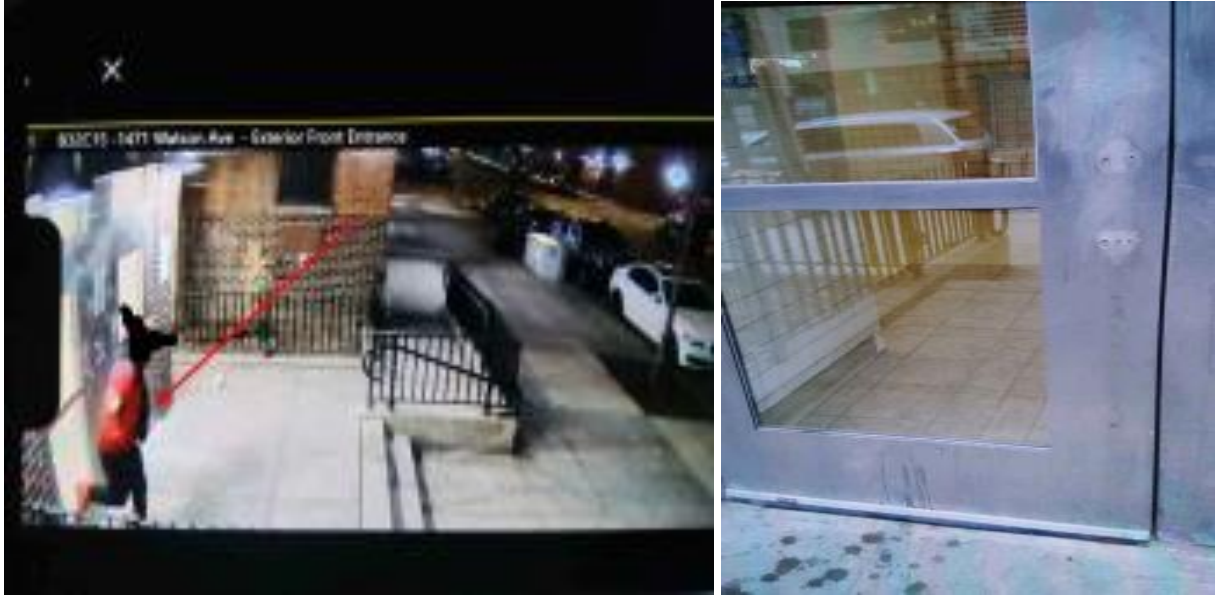
Unfortunately, the more common circumstance we see is that broken doors are left unaddressed for days and even weeks before any actions are taken. Little, if anything is done to identify who is responsible or take measures to prevent future damage. At some point a vendor is called in and the doors repaired, frequently to be broken again, and the cycle continues. Staff at these sites seem utterly resigned that there is little that can be done to stop this vandalism and that spending development funds to constantly fix doors that are soon rebroken is a waste of money that could be better spent on other development needs. To be sure, particularly at developments in high crime areas of the city or where there is a significant homeless population looking for shelter, keeping exterior doors intact is a very real, costly challenge. The bottom line is that the condition of chronically broken doors will not change at these developments unless property management staff are provided with effective support to work with them to find and implement more lasting solutions.











*Photographs (taken during Monitor field inspections in early 2023) from left to right: a damaged rear exit door; a door with no glass; a door without a door knob; a broken roof door with no signage; shaft space; a door propped open; a door with a missing doorknob; a damaged elevator room door; a door that does not self-close; and photographs of a repeat offender damaging a development front door.*

Inadequate interior and more importantly, exterior lighting and the lack of cameras are conditions that plague many developments and create greater opportunities for criminal activity and other unsafe actions. Proper lighting for building exteriors, hallways, common areas, and elevators serves as a deterrent to criminals, as they are more visible and more easily identifiable on NYCHA security cameras. Well-lit developments also provide residents with a greater sense of security and well-being in their homes. It is imperative that NYCHA establish an effective, comprehensive structure across NYCHA to ensure that every development’s specific lighting and camera needs are assessed and identified and that an installation plan is created and carried out. NYCHA has committed to drafting a comprehensive safety and security plan, first an overall plan for the whole of NYCHA, and then individual plans for every development. The cost of lighting and cameras (which generally come from each development’s budget) is always an issue. We have often heard various local elected officials offer to work with the developments in their districts to procure funding for needed lighting and cameras, which many resident leaders have pursued for their developments.

Where developments are adequately equipped with lighting and cameras, staff must then utilize this equipment. We have often found that even when developments do have proper lighting and cameras, they don’t use them when criminal activity or some other unwanted behavior takes place to identify perpetrators and address the conduct. A few months ago, Monitor field examiners found that an individual at the Bronx development was repeatedly breaking exterior doors by smashing the door glass. While the entryways were equipped with cameras, development staff had not checked them to see if the person could be identified. The field examiner then worked with the staff to review the footage and found that much of the conduct had, in fact, been recorded – the

photographs above are examples. These recordings were then provided to the local NYPD precinct by NYCHA, and the perpetrator was ultimately arrested. That development managers may be overwhelmed and/or untrained and do not take full advantage of the tools they have to improve security conditions is, unfortunately, not uncommon.







*Photographs from left to right: a broken hallway light; broken hallway lighting; a spray painted surveillance camera; missing surveillance cameras near a building entrance, a missing elevator security camera; a defective elevator camera; a taped over surveillance camera; a broken hallway light and broken CCTV camera; broken lobby lights; and a masked-over security camera.*

## B. Fire Safety

NYCHA buildings have infrastructure conditions that make them particularly susceptible to fires, which seem to have increased over the last few years causing fatalities and serious injuries to residents, as well as significant building damage. As indicated in the recent DOI report, the main vulnerability points are improperly maintained basement compactor rooms, clogged or damaged trash chutes and broken trash chute doors. Aside from these infrastructure related causes, NYCHA has also experienced some serious fires of late from the improper storage and charging of e-bikes in NYCHA apartments or hallways when bike e-batteries have exploded and ignited fires. Also, improper placement of trash in and around development buildings and grounds have created fire hazards at some locations.

We have often seen instances when NYCHA staff are slow to address trash chute issues. NYCHA building chutes are generally as old as the buildings themselves. Over time, trash (particularly food waste) placed into chutes for disposal coats the chute walls before it reaches the basement. Chute walls have rarely been cleaned and the gradual buildup on them is both a fire and vermin hazard for residents and staff. A more serious problem occurs when chute walls (made of metal) wear out and start to pull away from the concrete chute shaft. The chutes then become constricted causing clogs that will quickly fill the chute with trash. Left unaddressed (which often happens) they become fire hazards, particularly if someone throws a lite cigarette into the chute above the clog.

The chute doors are also often broken due to age, heavy use, and vandalism. When this happens, the chute doors generally no longer tightly close. Instead of securing and locking them to prevent their continued use, developments have generally not addressed them. Consequently, NYCHA residents continue to use the broken chutes, causing a buildup of garbage and an increased risk of flammable materials catching fire. Furthermore, broken chute doors that do not seal correctly diminish the ability to contain the fire if they do start in a chute.

After a fatal fire at Mitchel Houses in the fall of 2021, which started in a clogged trash chute in a development building, the Monitor field examiner team joined with NYCHA's Waste Management Department (WMD) and property management teams at developments to conduct a comprehensive survey to identify and address *all* NYCHA's broken chute doors. The survey took several months and close to a thousand broken chute doors were secured and then scheduled for repairs. Even after the survey was completed and the broken doors secured, the Monitor team continues to work with the WMD and property management to continually identify additional broken chute doors so they can be quickly addressed going forward.

Given WMD's limited staffing (also a concern for property management), NYCHA needs a properly trained staff at the local level to be responsible for fire safety conditions in their areas to

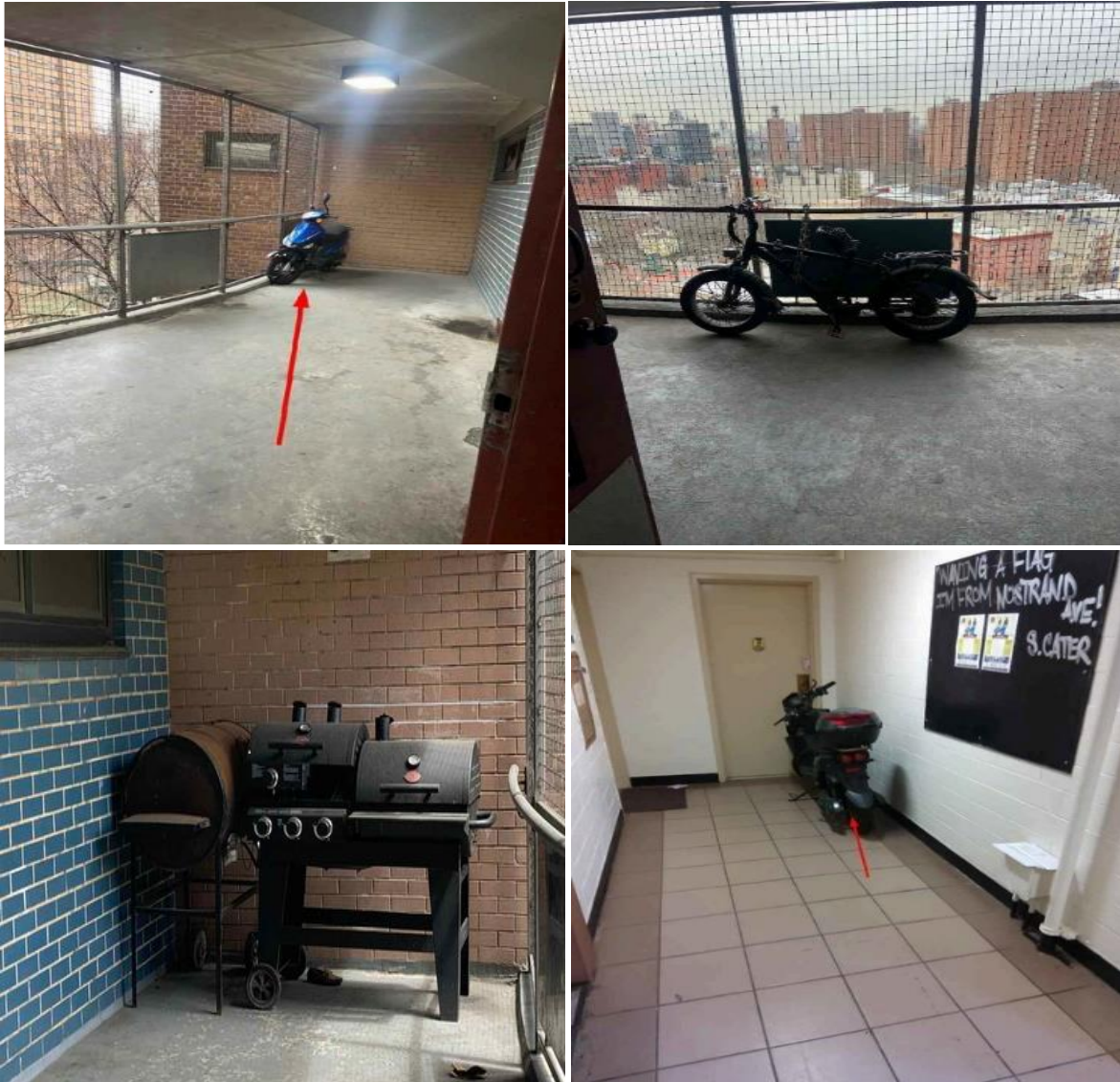


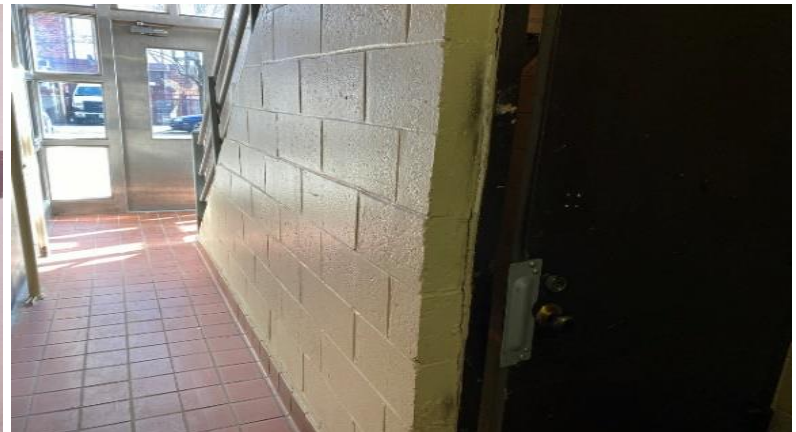
ensure that they are quickly identified, secured and repaired. NYCHA recently announced it is establishing a Fire Safety Unit to be led and staffed largely by experienced fire safety professionals. We were informed that NYCHA has the budget needed for the unit. The Unit organization plan looks to be well devised and resourced. This is promising and certainly a step in the right direction. Among other benefits, this new unit should be able to supplement the work of NYCHA's existing Fire Safety Oversight Team. We look forward to supporting and working with this new unit to better address NYCHA's fire safety needs.





Photographs taken in 2022 and 2023 from left to right: a broken compactor chute; trash build up; a broken compactor chute that does not fully close; an unbolted compactor chute door; a rotted, broken compactor chute; a broken compactor chute sealed with duct tape which still allowed access for people to dispose of garbage; and a broken compactor chute door that does not close.







*Photographs taken in 2023 of e-bikes and a BBQ stored on a development terrace; a scooter parked inside a hallway; a scooter and a bike parked inside and chained to pipes; an e-bike stored indoors; an improperly stored scooter; batteries stored out in the open; exposed wires; items stored in a hallway blocking an egress; a mattress blocking a hallway; improperly stored pesticides; a broken door to the pesticide store room; and an unlocked door to a boiler room.*

### C. Criminal Activity and Other Misconduct

Criminal activity and other inappropriate conduct by both residents and unauthorized individuals in development buildings create safety and security concerns. Field examiners have reported (and been informed by both residents and staff who directly witnessed these events) that on occasion residents intentionally throw trash and other objects out of their windows onto the grounds. While only a small number of residents are involved, there have been instances when these objects have struck and/or injured people below.

NYCHA also faces a pervasive safety issue regarding dangerous dogs living with residents in developments. In some instances, these dogs have seriously injured residents and staff. Also, we often see and hear from other residents that the owners do not properly attend to their dogs. Property management seems to do little to enforce development rules requiring that owners properly manage their pets. The field examiners have observed (and seen the results of) residents using rooftops as dog walking areas, leaving their waste behind which is rarely, if ever, cleaned up. Dogs are also sometimes allowed to wonder freely within development buildings, including elevators and building entrances, and outside on development grounds, without proper supervision from their owners.

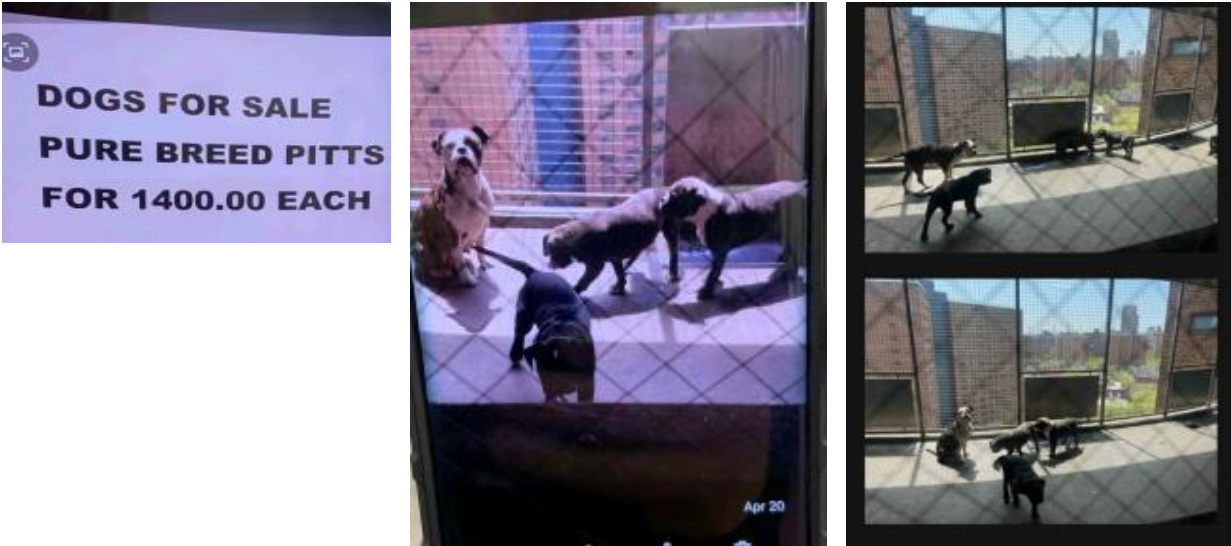
Illegal dumping is also a problem at certain developments. Neighboring residents and local businesses will often dispose of their trash on NYCHA grounds and in NYCHA dumpsters, creating a backlog of trash that overwhelms the trash removal companies that service NYCHA.

For these and other similar issues, there seems to be no designated staff to ensure that rules are being followed and perpetrators identified and held accountable. A major concern for development staff in confronting aggressive residents and/or unauthorized individuals for various bad behavior is the fear of retaliation, which has happened (including serious injuries). Since the start of the monitorship, we have advised NYCHA to establish a small group of independent, experienced and trained staff who can be deployed to a development to address potentially difficult residents who break rules, thus protecting the safety of local staff.



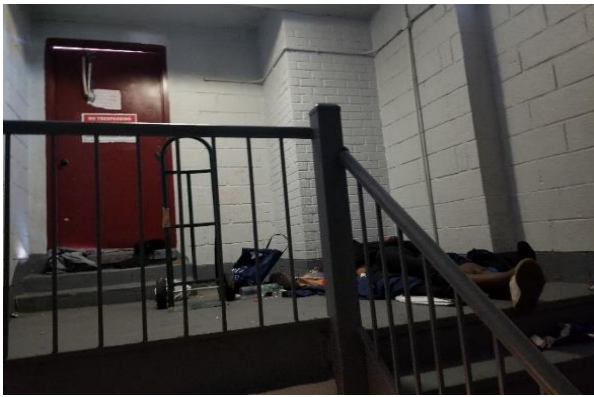


*Photographs of trash that appears to have been thrown from apartment windows. The field examiners have noticed dangerous objects, such as glass bottles, that appear to have been thrown from windows onto the ground below causing safety issues for NYCHA residents and staff.*



*Photographs taken this past April from left to right: a sign advertising a NYCHA resident selling pit bulls out of their apartment and pit bulls being kept on a NYCHA terrace.*

NYCHA developments suffer from significant criminal activities on its grounds and in its buildings, ranging from trespassing and squatting to drug dealing and violent crime. As described above, the conditions of development buildings, including the pervasive problem of broken doors and insufficient surveillance cameras, has led to a significant increase in trespassers, including homeless individuals who frequently inhabit rooftops (including inside elevator motor rooms), stairwells, hallways and basement areas. Unauthorized people also break into unoccupied NYCHA apartments and take up residency. We have received reports that unauthorized people in development buildings have been disruptive, threatening, and even assaultive to residents and staff. While NYCHA's OSS has taken some actions and often works with local NYPD precincts to remove these individuals from their buildings, it has thus far made little difference. More comprehensive measures by NYCHA are needed, along with increased support from the NYPD, local prosecutors, and other city agencies.



*Recent photographs from left to right: a homeless person in a stairwell; a homeless person's belongings stored in a hallway; a homeless person sleeping in a stairwell; a squatter's living space; a homeless person sitting in a stairwell; and human feces inside an elevator motor room.*

While NYCHA has hired a private security company for the last several years to provide security and fire watch guards at many development buildings, this effort has been largely ineffective. In 2021, the Monitor's field examiners conducted an extensive investigation into the security



guard/fire guard watch project and have continued to follow up since that time. Our inquiry uncovered several pervasive concerns including that the guards are often not at their designated posts, they sometimes submit inaccurate timesheets to NYCHA regarding their work, and they generally take no steps to prevent trespassers or squatters from entering NYCHA buildings. The field examiners also documented a lack of oversight by the guards' supervisors. Our initial findings were provided to NYCHA in 2021, and we continue to provide NYCHA with updates based on our ongoing inspections. One concern is that there generally seems to be no designated NYCHA person at the developments to manage, oversee and assess the work of the guards. The result is that NYCHA developments continue to use significant portions of their allotted budgets to fund the guards despite often receiving no meaningful security.

Lastly, the Monitor has noticed little improvement in the conditions of sidewalks and sidewalk bridges throughout NYCHA developments. During their routine inspections of NYCHA development grounds, the field examiners have concluded that there is minimal focus or effort into addressing uneven and cracked sidewalks, cracked walking bridges, and other issues that create safety hazards for NYCHA residents. The perverseness of this issue is consistent across NYCHA and poses an especially significant risk to elderly NYCHA residents who may use wheelchairs or require other assistance to walk around NYCHA communities. Identifying these dangers and addressing them would significantly increase quality of life for residents, improving their mobility while reducing the threat of injury.



*Recent photographs from Monitor field reports provided to NYCHA (from left to right): a cracked staircase; cracked steps; a cracked sidewalk; a damaged courtyard; and a damaged sidewalk.*



## ESTABLISHING THE NYCHA SAFETY AND SECURITY TECHNICIAN POSITION

For developments to become safer places to live, NYCHA leadership should acknowledge that what is currently being done is not effective. There are two essential components to creating meaningful safety and security at NYCHA. First, there must be an effective framework *within* NYCHA, that is adequately resourced, to address its safety challenges. This includes properly maintaining building infrastructures to protect its residents, and consistently taking appropriate actions to enforce its rules (both criminal statutes as well as NYCHA's own rules and regulations) to discourage unwanted conduct and properly address those who engage in them. Secondly, given NYCHA's tremendous size and complexities, NYCHA must establish more effective communication and collaboration with other city agencies to properly address its safety and security concerns. The key partners are the NYPD, FDNY, local prosecutors, various other city services agencies and others. While NYCHA already has written procedures that, if consistently followed, would address many of the problems outlined above, the Authority currently lacks a designated, properly trained, locally appointed staff person who is responsible for ensuring compliance.

NYCHA should expand the initiative it is currently taking in standing up the Fire Safety Unit and extend it by also implementing the Technician position the Monitor proposes. In this way, Technicians could not only support Fire Safety Unit efforts, but also *all* their local safety and security concerns, including providing property management with the additional support they need on the local level to address the challenges outlined above. We know that there are budgetary considerations that must be addressed to fund these new positions. The Monitor team offers to work with NYCHA on this and other aspects of what is needed to create the position.

As stated, we propose that NYCHA assign a Technician to each of its 30 neighborhoods. The Technicians should likely come under the VP for OSS, but also work closely with their respective Neighborhood Administrator. This will help establish a more effective communication bridge between the OSS and development management, as well as help minimize delays in responding to issues.

The Technician's job responsibilities, should include the following:

- 1) Identifying broken or damaged security infrastructure, including exterior doors, windows, surveillance cameras, broken and faulty intercoms, interior and exterior lighting, and standpipes and sprinklers. The Technician will be responsible for submitting and overseeing the work required to remedy these issues. When necessary, the Technician will also be responsible for making suggestions on ways to improve safety and security conditions on development grounds in their assigned areas.
- 2) Conducting routine walkthroughs of all NYCHA buildings within a neighborhood to identify improperly stored and/or dangerous materials left in public and common spaces. These items may include e-bikes, flammable materials such as gas and propane canisters and fireworks, items that can be used as weapons, and any other materials that, when

improperly stored, can pose a danger to NYCHA residents, staff, and/or first responders who may need to enter NYCHA buildings. The Technician will be responsible for addressing identified issues and risks with residents and, when necessary, disposing of these items to remove the dangers. This will include working with local maintenance staff to ensure that apartments have functioning smoke alarms and window guards (where required).

- 3) Conducting routine walkthroughs of all NYCHA buildings within a neighborhood to inspect the conditions of NYCHA trash compactors, trash chutes and chute doors, to ensure that they are in working order. They will coordinate with the Fire Safety Unit and the WMD in this effort, including ensuring that damaged chutes and doors are quickly secured and then repaired.
- 4) Conducting routine walkthroughs of all NYCHA buildings within a neighborhood to inspect the location and condition of signage, including exit signs, fire safety signs, stairwell indicators, and other posted signs related to safety and security. When issues are identified, the Technician will be responsible for submitting and overseeing work orders to ensure that the issues are remediated.
- 5) Monitoring the interior of NYCHA buildings, and the exterior grounds of NYCHA neighborhoods, to identify safety and security issues related to trash collection and improper/illegal garbage disposal, illegal dumping, illegal parking and/or other issues related to NYCHA parking spaces and parking lots, and any other security-related issues impacting the exterior property of NYCHA neighborhoods.
- 6) Acting as the primary manager responsible for addressing unruly residents who do not abide by NYCHA rules and New York City laws, and trespasser issues within the neighborhoods, and squatting issues on NYCHA property. The Technician will be responsible for documenting these various conditions and working with other appropriate units within NYCHA to address them. They will act as a first responders, communicating with residents and other individuals on NYCHA property posing safety and security threats within these categories, and, when necessary, will contact and coordinate with city agencies to address the identified issues.
- 7) Overseeing the safety and security guards hired by developments located in their neighborhoods to ensure that they are reporting to work on time, are maintaining their posts, are working full shifts, and are responding to issues such as vandalism. The Technician, coordinating with the Fire Safety Unit, will also be responsible for ensuring that, when necessary, the safety and security guards are reporting issues to the appropriate authorities including the NYPD and FDNY.
- 8) Working with current NYCHA neighborhood staff, including Neighborhood Administrators, Property Managers, and Superintendents, and liaising with the OSS, the Fire Safety Unit, the Capital Construction Unit, the Environment Health and Safety Department, and other

NYCHA departments and offices to quickly address safety and security issues on NYCHA property.

- 9) Serving as a liaison with the NYPD, FDNY, and other governmental agencies, to routinely address issues related to safety and security and to ensure that sufficient resources are being devoted to NYCHA neighborhoods to address crime and fire safety issues. This may include regularly scheduled meetings with FDNY fire marshals (with the Fire Safety Unit), NYPD precinct commanders, field intelligence officers, and neighborhood coordination officers, and the New York City Department of Sanitation (in coordination with the WMD).

#### A. Safety and Security Technician Job Qualifications

The ideal candidate for the Technician position will have extensive experience working in the security and/or fire safety fields, such as persons serving as, or formerly serving as, law enforcement officers or fire safety officials. Furthermore, the Technician will have experience drafting and reviewing reports, gathering data and statistics to formulate reports, and working within interagency processes, including coordinating and leading team members from multiple agencies in order to achieve desired outcomes.

Additionally, the ideal candidate will possess the following certifications:

- 1) FDNY Fire Watch Certification;
- 2) New York State Watch Guard Certification; and
- 3) Occupational Safety and Health Administration Certification.

## CONCLUSION

Throughout the monitorship, Monitor field examiners have frequently assumed many of the responsibilities that the Technician's job would entail. Their experiences show that the overall quality of life for NYCHA residents can improve when a person is specifically dedicated to dealing with safety and security issues. The establishment of the Technician position at each neighborhood would greatly alleviate the burdens on NYCHA staff members who are currently required to address these issues on top of their other duties, without the adequate experience and training to do so, and who have a justifiable fear of retribution and retaliation. The creation of the Technician position, staffed by people with the requisite experience, will help establish a dynamic physical and personnel security infrastructure within NYCHA neighborhoods, and will complement the work of the Fire Safety Unit to help improve and enhance safety and security for NYCHA residents and staff. The Monitor stands ready to assist NYCHA in any way we can to improve its safety and security conditions and hopes that NYCHA seriously considers our Technician proposal.