



RIOC NEWS

Community, Identity, Conversations & Innovations

Vol. 6, Issue 2, September 2, 2020

Jack McManus Field, opened Oct. 2nd, 2019. Overall project completion expected Spring 2021.

Message From the Acting President & CEO, Shelton J. Haynes



As Fall approaches, the Roosevelt Island Operating Corporation will continue to follow Phase 4 of New York Forward. I am pleased to announce that our outdoor fields and indoor facilities are open for the fall permitting season, (September 15th – December 31st), effective September 1st. Given the current state of affairs with the pandemic, health and safety will always come first. With this guidance and due to current demand, permitting requests for youth activities will have priority. All outdoor activities will require children and adults to wear masks whenever possible, especially

when they are not actively playing. Group and crowd gathering limits will be enforced to ensure everyone maintains social distance. Permitting for our indoor spaces will have its own restrictions, reminding each permittee of our new guidelines and occupancy limits for each space. For the fall season only, island residents will not be charged a permitting fee. Unfortunately, due to construction, Firefighter's Field will not be permitted until further notice. Visit rioc.civicpermits.com for more info.

We are always working on ways to streamline our operations and improve the efficiency of the corporation. To that end, communication is at the forefront of my plan to help cultivate and solidify our connection with the community, as well as our stakeholders. With ongoing initiatives throughout the island and various quality of life concerns of residents, we have identified the need to create a Community Partnership Engagement Initiative. The initiative would evolve into community sub-committees to provide for different platforms where designated members of the community (RIOC staff, board members, community representatives and elected officials) collectively meet, address and resolve island related issues, with ongoing collaboration throughout the year. If you have suggestions for a sub-committee, please send your ideas to info@rioc.ny.gov.

With the increase of cyclists on the island and the installment of Citi-bike docking stations, concerns regarding island-wide bike safety is at the top of the list of matters to address. We are currently in discussions with representatives of Bike New York and Citi-Bike/Lyft for additional guidance. Please look out for additional updates on our website and through *RIOC Advisories* on details for a scheduled Virtual Townhall, **R.I. Bike Safety & Concerns** in late September with Public Safety, elected officials, and our partners on this initiative.

We look forward to hearing from you.

DEPARTMENT HIGHLIGHT

Maintenance

The Maintenance team is responsible for keeping all RIOC operated buildings fully functional and in working condition. Maintenance provides support in fixing and maintaining mechanical equipment, buildings, and machines. Tasks include, but are not limited to; plumbing work, painting, flooring repair and upkeep, electrical repairs, heating and air conditioning system maintenance, and conducting routine inspections of our premises and equipment. The Maintenance team works diligently and expeditiously to make sure all requests for repairs are met with high standards of completion. For the past month, Maintenance has resolved 83% of opened "Tikkit" requests (93 total).





EMPLOYEE SPOTLIGHT

Tajuna Sharpe

Title: Director of Human Resources

Department: Human Resources

RIOC Employee Since: Sept. 2018

Areas of Responsibility:

HR Strategy, Employee Engagement, Total Compensation,

Performance Management, HR Operations & Infrastructure, Talent Management, Talent Acquisition, Learning & Development

Years of Experience: 14 years

How has your experience been thus far on Roosevelt Island and what about working for RIOC stands out to you?

Before coming here, and having worked for the government before, I was expecting a diverse mix of colleagues. I was really looking forward to this opportunity. My best planned day is when it's not planned. I enjoy that it is always different, and allows me to connect with different people and provide essential help. My previous experience in fast-paced industries allow me to use my adaptability and crisis management skills to collaborate with all and create an enjoyable experience here at RIOC.

What are the responsibilities of the Director of Human Resources?

My biggest task is creating balance. I am the keeper of corporate policies but must make sure everyone feels there is equity and fairness, and that they are heard. I remain neutral and very observant of all perspectives. I ensure the procedures, and protocols are followed, any biases are eliminated, and that managers are understanding the socio-emotional aspect of the workday. I also oversee payroll, ensuring staff is being paid on time and correctly. Employee relations and conflict resolution are an important factor to me.

How has Human resources managed the shift of remote working during the pandemic?

The governor began a pilot program for telecommuting last July, which served as a precursor and helped us for the current situation. When we had to designate non-essential workers to work from home, it was not only an HR job, but all service teams stepped in, collaborating to make sure employees felt supported. We made sure everyone had laptops and network access, managers were engaging staff and doing temperature checks, and HR also provided stress management through the Employee Assistance Program webinars.

In your opinion, how can a human resources department demonstrate the company's commitment to diversity in the workplace?

By creating policies that are actively implemented. We must expand the definition. Diversity goes beyond race and gender; it drives into characteristics, perspectives, beliefs, and ethics. You have to create opportunities and expose your staff to unlearning biases. It's important to set up programs that educate everyone, allowing people to have an open mind and learn something new. We have the ability to put resources in place not only set up a diverse environment, but also an inclusive and equitable one.

What's Happening

RIOC Audit Committee Meeting

Thursday, September 3rd

RIOC Board of Directors Meeting

Thursday, September 10th



COMMUNITY HIGHLIGHT

The Roosevelt Island Carter Burden Senior Center

The Roosevelt Island Senior Center has long been an imperative service for many islanders. In these difficult times, and in accordance with a mandate from the Mayor's Office, to protect seniors from the spread of the virus, the Center suspended on-site programs and closed until further notice, with a few exceptions.

Their dedicated social workers and other staff members are making daily outreach calls to check-in on seniors. In addition, the RI Senior Center is still providing on-site case management, by appointment, on Mondays and Tuesdays (Korean language), from 10 AM – 3 PM. Senior Center Outreach Coordinator, Yulisa Santana, is also on-site each Monday to provide any general assistance needed. The Senior Center can be reached at (212)980-1888.

The Senior Center Garden is now open Wed. - Fri., 10 AM – 4 PM. They are proud to provide this outdoor option where people feel safe and sheltered and can be with friends. Pass by the Senior Center on Fridays between 4 - 6:30 PM for RIDA's weekly food pantry. Bring a cart or bags and a photo ID. Face masks are required for access. The Senior Center has transitioned to a home delivered meal program, going out each Monday, providing meals for the entire week.

To keep their members "in the know", the Senior Center sends out an email news blast every Friday to keep them up-to-date and provide information on virtual classes such as Zumba, Tai Chi, Arts & Crafts, and the NY Roadrunners' Live Fitness Schedule. Thank you to the Roosevelt Island Carter Burden Senior Center for providing such needed services and evolving their programs to best serve the community during the pandemic.

GREEN CORNER

Catching Up With the Roosevelt Island Garden Club

The Roosevelt Island Garden Club (RIGC), a diverse community of gardening enthusiasts who work together to beautify its Roosevelt Island home, increase gardening knowledge, and impart an appreciation for gardening, nature, and environmental stewardship, has been diligently attending to our community garden from late Spring throughout the Summer. Although the garden has not yet reopened to the public, members are now able to bring guests to enjoy the space. In addition, the RIGC has been keeping the eastern sidewalk beds with the garden's heirloom rose and pollinator plantings very spruced up and blooming for the public. Gardener Anthony Longo, who heads G.R.I.N. (Green Roosevelt Island Neighbors), and the compost committee, have also been working steadily through the seasons and sifted approximately 2,500 lbs. of compost just in the past month!

The RIGC recently expressed its gratitude to RIOC's Matthew Kibby and the rest of the Grounds team for their help this past spring and summer, especially after recent storm Isaias. The Garden Club is currently looking at providing free classes or activities for small groups of students who will remain physically distanced in the fall. Thank you to the Garden Club for all you do, not just in cultivating one of the largest community gardens in NYC, but in providing education and beautification throughout our island!



EMPLOYEE SPOTLIGHT

Mary Cunneen

Title: Director of Organizational Effectiveness and Special Projects

Department: Organizational Effectiveness

RIOC Employee Since: April 2017

Areas of Responsibility: Conduct overall assessments and identify strengths and shortcomings of RIOC departments. Optimize internal and external business processes.

Years of Experience: 10 years

Tell me more about your role as Director of Organizational Effectiveness and Special Projects?

This was a newly formed position and department. I just transitioned from Parks & Rec in March, when everything was happening with COVID. Everyone is able to share their input as part of the process and how it can be improved. We then brainstorm a solution with teams and their management. I love the continuation of growth and adaptation. It forces people to get creative and think differently about problem solving. We also contact outside organizations to provide us with different types of feedback on certain topics, which has been instrumental in recent projects.

How have your projects impacted the overall efficiency of RIOC operations?

The biggest one would be streamlining the purchasing process. It's extremely

lengthy and can sometimes be a cumbersome process, because of the number of departments it touches, as well as the external factor of dealing with vendors, the department of labor, and getting labor rates. We were able to collaborate with Finance, Procurement, Maintenance, and several other teams to see how best to update the process. Right now, we decreased our process feed significantly to the point where purchasing is 75% faster. We've been able to introduce the P-card, allowing us to complete small dollar amount purchases faster. We're also working with the Capital Planning and Projects Department to develop a single clear process map for how projects progress through each phase. This is a big part of what we do, help departments evaluate and understand how they're operating.

Explain the process of taking a closer look at a department and restructuring their efficiency?

First, we like to understand what the department and the people working there believe are their key performance indicators. We also ask employees to identify three processes they perform every day. We rank them from highest to lowest importance. From there, we have an idea if everyone is aligned to what their specific goals are, department wise and individually. We can see what processes we need to look at right away or those we can schedule to look at later.



Then we can provide our road map on how to proceed. It's easy to come up with complaints, the challenging part is to offer solutions, and that's the point we try to drive home. We then proceed to data dive, do analysis, and recognize what we can create a solution matrix for; that's where you can really see the issues.

During your time here at RIOC, what do you appreciate the most about working on Roosevelt Island?

I appreciate that we are working to get better. We've raised the level of accountability in every department and the people that work at RIOC really care. As passionate as the community is, our employees match that. The staff is dedicated to improving the island the best way they can within their position, and that is very important to me. Secondly, I feel spoiled working on the island because it is so beautiful. I am blessed to be able to walk through Lighthouse Park, down the promenade, viewing the water and the Manhattan skyline, and call that work.



Tram Operations Update

Tram capacity recently increased from 13 to 20 passengers per cabin. We will continue to follow social distancing guidelines and align our operations with the Governor's NY Forward Executive Order, while also incrementally increasing the number of passengers permitted on the Tram. The health and safety of our riders and operators remain our priority.

Regular operation of the Tram also requires daily routine maintenance of towers, ropes, and an overall assessment of the Tram cabins, which necessitates one cabin to go offline, Monday - Friday, 10 AM - 3 PM. With limitations on Tram capacity, on Monday, August 24th RIOC began providing a free Red Bus shuttle option for travel to-and-from the Manhattan Tram Station.

Boarding Locations/Routes:

Roosevelt Island to Manhattan:

board at the R.I. Tram Station. Shuttle will make all northbound local stops to Capobianco Field (Opposite PS/IS 217)

Manhattan to R.I.:

board at the southwest side of 2nd Avenue, between 58th & 59th Street. Shuttle will make all southbound local stops (beginning at 591 Main Street) to the Tram station.

Frequency: departing on the half hour, from 10 AM to 2 PM

Last Trip:

Manhattan to R.I.: 1:30 PM

Roosevelt Island to Manhattan: 1 PM

Looking ahead, Tram operators, Leitner-Poma, must conduct repairs to both Tram cabins from November 8-22, 2020. Downtime is scheduled for seven days per Tram cabin. During these scheduled repairs, additional work will be performed to advance the 2021 scheduled Long-Term Overhaul work, as many of these components will be easily accessible. By doing some of the overhaul work at this time, we will reduce future downtime of the Tram cabins.

Pictured at right from top to bottom: The Roosevelt Island Community Garden, Scenes from the Youth Center End of Summer Showcase, The Carter Burden Senior Center Food Pantry



Go to rioc.ny.gov and click on the Sign Up For RIOC Advisories icon to receive community and emergency alerts about transportation, severe weather, special events & community meetings, island facilities & more! Choose your method of alert and stay up-to-date on local, Roosevelt Island specific information.

591 Main Street, Roosevelt Island, NY 10044

212-832-4540 | RIOC.NY.GOV |   

Sign up for Tikkit!

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To use Tikkit visit rioc.Tikkit.us/login or go to rioc.ny.gov and click on Report a Problem.

