



The Challenge

The New York City Housing Authority (NYCHA) is the largest landlord in New York City by a wide margin. Housing over 560,000 residents across 2,351 buildings, the scale of the agency's operational needs is immense.

To help address an unprecedented financial shortfall of over \$32 billion, the Fund for Public Housing, a nonprofit created to support NYCHA, identified technology that could reduce operating costs and help facilitate a healthier indoor environment for tenants.

Enertiv was selected for the program, with a focus on using the platform to improve the maintenance of rooftop ventilation fans, which are critical for maintaining a healthy indoor environment.

These systems were identified as the ideal phase 1 of the deployment because they fail relatively often, making it difficult for maintenance staff to stay on top of issues.

“ Our superintendents work very hard, but without insight into where the next problem will occur, they are forced to be reactive to tenant discomfort.

- Jordan Bonomo, Program Manager at NYCHA

Moreover, Enertiv's aggregated data from across the industry indicates that around 31% of these failures are related to fan belts snapping or slipping off, a malfunction which is often not detected by routine maintenance rounds because the motor under the hood continues operating and the unit appears to be functioning.

The Solution

With only one EnertivTwo device, data from all 28 rooftop ventilation fans at a NYCHA building in East Harlem was captured and fed into the Enertiv Platform.

Leveraging the performance data, Enertiv's client success team found that the mean time to repair (MTTR) for the systems was 60 days, meaning that equipment failures were taking two months to be repaired. This causes unnecessary wear and tear to the systems and endangers tenant health.

In addition to being able to identify the moment units broke down, Enertiv integrated with the agency's work order management system, IBM's Maximo solution.

Without disrupting the current workflows, Enertiv's maintenance insights were fed directly to on-site operators through the work order management system they were already familiar with.

The Result

The NYCHA staff leveraged Enertiv to bring down the MTTR from 60 days **down to only 3 days, a 95% decrease.**

“ By taking advantage of new technologies like this, NYCHA can operate more efficiently while also improving service to residents.

- Jordan Bonomo, Program Manager at NYCHA

The success of the fault detection solution, integrated into their existing technology, has led NYCHA to closely evaluate the financial and tenant benefits of deploying such a system widely across the portfolio.