

# District Manager's Report

## November - 2025

**Mayor's Office Reported:** Mayor Eric Adams and NYC Chief Technology Officer (CTO) Matthew Fraser announced the three-year extension of '**Big Apple Connect**' — the nation's largest municipally subsidized broadband program ensuring 330,000 residents across 220 NYCHA sites continue to receive uninterrupted, free high-speed internet and basic cable TV access through June 2028. The extension also includes \$1.2 million in new funding from Optimum and Spectrum for digital literacy programming at libraries across the five boroughs and the creation of a new online hub that will provide virtual training sessions to NYCHA residents. **First launched in September 2022 by Mayor Adams, Big Apple Connect is a critical piece of the Adams administration's efforts** to make the city more affordable and bridge the digital divide. The program saves subscribed households an average of more than \$1,700 annually.

Big Apple Connect provides more residents with free home internet access than any other city in the nation. Prior to the program's creation three years ago, an estimated 30 to 40 percent of NYCHA residents lacked broadband, according to internet service providers. The launch of **Big Apple Connect started with 100 NYCHA sites in September 2022, expanded to more than 200 sites within the first year of the program's creation, and is now available to 150,000 households, or approximately 330,000 NYCHA residents, at 220 developments.**

As part of the new three-year agreement, the NYC Office of Technology and Innovation will continue to be billed directly for all residents enrolled in Big Apple Connect. This new deal also features additional funding from the two service providers for digital literacy programming. The contributions are expected to include additional resources for all of the City's library system's **Neighborhood Tech Help**, a digital advocacy program that offers free, easy-to-access one-on-one tech support for New Yorkers. Additionally, a new online digital literacy hub is being created to help NYCHA residents use the internet services provided by Big Apple Connect more effectively. This site will include virtual skills trainings on how to use basic internet software, apply for jobs, and create resumes. New Yorkers can view a full list of Big Apple Connect-eligible NYCHA developments **online** at <https://www.nyc.gov/content/oti/pages/big-apple-connect>.

**ConEdison Reported:** HEAP is indefinitely closed due to the federal government shutdown, Con Edison has petitioned the Public Service Commission to allow Energy Affordability Program (EAP) credits to continue past the 12-month reenrollment period to help customers manage their bills. The State has approved a one-month extension for customers to remain in EAP through November 30. Any EAP customers in arrears will receive a postponed credit review of 30 days and will be protected from service terminations until on or after December 4.

### Resources Available for Customers:

- **Public Assistance Program:** Still open. Customers can contact their local agency (HRA/WDSS) to inquire about other programs and emergency assistance.

- **EnergyShare:** Residential customers may be eligible for a grant of up to \$300 toward their annual bill once per season. To qualify, a customer must:
  - Have made at least one good-faith payment toward their bill within the last 12 months
  - Be HEAP income eligible and provide proof of ID and income for all household members
  - Complete the application here: [Microsoft Word - Energy Share Application Form](#) and either:
    - Email to: [\*\*energy@heartshare.org\*\*](mailto:energy@heartshare.org)
    - Mail to: HeartShare, [66 Boerum Place, 2nd Fl., Brooklyn, NY 11201](#), Attn: Energy and Community Development
- **Payment Plans:** To set up a payment plan for overdue balances, visit <https://www.coned.com/paymentplans>.
- **Customer Support:** Constituents who would like to speak to a Con Edison representative for information and program eligibility can call **1-800-75-CONED (1-800-752-6633)**.

**Social Security Administration (SSA) Reported:** Social Security benefits, including Old-Age, Survivors, and Disability Insurance (OASDI), and Supplemental Security Income (SSI) payments for 75 million Americans will increase 2.8 percent in 2026. On average, Social Security retirement benefits will increase by about \$56 per month starting in January.

Over the last decade the cost-of-living adjustment (COLA) increase has averaged about 3.1 percent. The COLA was 2.5 percent in 2025.

Nearly 71 million Social Security beneficiaries will see a 2.8 percent COLA beginning in January 2026. Increased payments to nearly 7.5 million people receiving SSI will begin on December 31, 2025. (**Note:** Some people receive both Social Security benefits and SSI).

Other adjustments that take effect in January of each year are based on the increase in average wages. Based on that increase, the maximum amount of earnings subject to the Social Security tax (taxable maximum) is slated to increase to \$184,500 from \$176,100.

Social Security begins notifying people about their new benefit amount by mail starting in early December 2025.

Similar to last year, Social Security beneficiaries will receive a simplified, one-page COLA notice, which uses plain and personalized language, and provides exact dates and dollar amounts of an individual's new benefit amount and any deductions.

Individuals who have my Social Security accounts can view their COLA notices online, which is secure, easy, and faster than receiving a letter in the mail. Account holders can set up text or email alerts when they receive a new message, such as their COLA notice.

To receive a COLA notice online, individuals will need to create or sign in to their personal my Social Security account and opt out of paper notices by November 19, 2025. Go Digital! Create an account today at [www.ssa.gov/myaccount](https://www.ssa.gov/myaccount). An online my Social Security account also gives individuals access to request a replacement Social Security card, view their claim status and benefits, and view their SSA-1099.

**DOT Reported:** DOT is currently working with community-based organizations, educational institutions, and business groups to execute Open Streets citywide. In coordination with community partners, DOT can also assist in developing operational plans to manage streets for multiple uses, including outdoor dining, programming, and outdoor learning/recreation for schools. NYC DOT works with partners and local stakeholders to ensure loading, deliveries, and emergency access is coordinated as part of the Open Streets' operations. The Open Streets application is for partners that want to manage their own Open Street.

The 2026 application features important deadlines partners should consider before applying:

- For the first time this year all Open Streets proposed to launch in 2026 as a Limited Local Access or Full Closure, the application deadline is January 31, 2026.

New for 2026, Application deadlines for School Open Streets have changed:

- For Schools applying for an Open Street proposed to launch during the summer of 2026, before the start of the 2026-2027 academic year, the application deadline is January 31, 2026.
- For Open Streets proposed to launch at the beginning of the 2026-2027 academic year, there is an extended deadline of March 31, 2026.

**PLEASE NOTE:**

Open Streets must occur on recurring, regular weekly schedules. Single day events (such as a block party, street festival, etc.) are not eligible for Open Streets. Single day events are permitted by the NYC Street Activity Permit Office (SAPO). To apply for or learn more about these types of events, please visit SAPO.

**Full Closure: Schools**

- If your Open Street is proposed to launch during the summer of 2026, before the start of the 2026-2027 academic year, you must apply by January 31, 2026. If your Open Street is proposed to launch at the beginning of the 2026-2027 academic year, you must apply by March 31, 2026.

Please apply at <https://survey123.arcgis.com/share/b55276059be34570bd6642238dba765a>  
Questions or concerns? Email [openstreets@dot.nyc.gov](mailto:openstreets@dot.nyc.gov) to schedule a meeting with a member of the Open Streets team before applying.

**Fire Department of the City of New York (FDNY Reported:** FDNY and the FDNY Foundation are proud to partner with The American Red Cross to help save lives by installing free smoke alarms and educating residents about home fire safety. This program is available across the Bronx, Brooklyn, Manhattan, Queens, and Staten Island.

Do You Need a Smoke Alarm? Click following link:

<https://survey123.arcgis.com/share/e446a7012e0e405881b144cb8539966d> to **Learn More and Request a Smoke Alarm.**

**NYC Emergency Management (NYCEM) Reported:** NYCEM is responsible for coordinating citywide emergency planning and response for all types and scales of emergencies. More than 200 dedicated professionals with diverse backgrounds and areas of expertise, including individuals assigned from other City agencies, staff it.

**NYCEM Mission:** NYC Emergency Management helps New Yorkers before, during and after emergencies through preparedness, education, and response.

**Jobs:** NYC Emergency Management has a variety of vacancies within multiple bureaus across the agency – For the full job description, go to [NYC.gov/jobs](http://NYC.gov/jobs) and search by the Job IDs listed, or scan the QR code to be taken the NYCEM Careers site to learn more at [jobs@oem.nyc.gov](mailto:jobs@oem.nyc.gov).

**George Bruce Library Reported:** The New York Public Library is partnering with accredited social work colleges across the city to connect individuals with students who can help them access vital social services, including housing, short-term shelter, food security, healthcare, and more. Walk-Ins are available on Mondays, 10 a.m. – 1 p.m.; and 2 p.m. – 6 p.m.; Appointments are provided: Fridays, 11 a.m. – 2 p.m., and 3 p.m. – 6 p.m. Interpretation and assistance in languages other than English are also available upon request. To book a 30 min in-person session with the intern, email at [hgintern@nypl.org](mailto:hgintern@nypl.org), please include name, what you would like to focus on in the session, and the best phone number to reach you at. Services available for those ages 18 and up.

### **Did you Know?**

Building owners are legally required to provide heat and hot water to their tenants. Hot water must be provided 365 days per year at a constant minimum temperature of 120 degrees Fahrenheit. Heat must be provided between October 1 and May 31 i.e. “Heat Season” under the following conditions:

**DAY:** Between the hours of 6a.m. and 10p.m. if the outside temperature falls below 55 degrees, the inside temperature is required to be at least 68 degrees Fahrenheit.

**Night:** Between the hours of 10p.m and 6p.m., the inside temperature is required to be at least 62 degrees Fahrenheit.

**Since November 1, 2025, New Yorkers have lost access to Supplemental Nutrition Assistance Program (SNAP) benefits** due to the ongoing conservative government shutdown. SNAP provides critical support to over one million New Yorkers, including children, working families, seniors, veterans, and individuals with disabilities, helping them put food on the table.

In response, Manhattan Community Board 9 (MCB9) has compiled the attached listing of Food Pantries serving the West Harlem community to help ensure that residents continue to have access to nutritious meals during this difficult time.

**Con Edison is performing work** November 14 – December 14 at the following location: **Amsterdam Avenue (bet. 152<sup>nd</sup> & 153<sup>rd</sup> St.)**; Monday thru Friday, 9 a.m. – 3 p.m.; work also allowed on Saturdays (as needed) 8 a.m. – 4 p.m.;

**Alternate Side Parking Regulations are suspended** on the following dates in November

November 11, 2025 - Veteran's Day

November 27, 2025 - Thanksgiving Day \* (Major Legal Holiday)

**Announcements/Employment Opportunities:**

**The NYC Department of Veterans' Services (DVS) and the New York State Office of Cannabis Management (OCM)** is hosting a special Community Engagement Session focused on employment opportunities for veterans in New York's regulated cannabis industry.

This virtual session will highlight real pathways into cannabis careers from entry-level roles to business ownership through the experiences of Service-Disabled Veteran-Owned Business (SDVOB) licensees and industry leaders.

Their shared goal is to strengthen veteran participation in this emerging sector, showcase transferable skills, and build an inclusive workforce that reflects the service and dedication of New York's veterans.

The Event will be held on: Thursday (11/13), 3 p.m., please registration at:  
<https://forms.office.com/pages/responsepage.aspx?id=6rhs9AB5EE2M64Dowcge51jnaAlBZwlMkzkSIk56O29UODgxWUIJT0FOQzdSVTRaQ1hNOUFPREZLVC4u&route=shorturl>  
(Registration closes on Wednesday, November 12 at 3 p.m.).

**HBCU COLLEGE FAIR – Saturday November 15, 2025, from 11:00am – 3:30pm**

The 38<sup>th</sup> annual Malcolm Bernard x NYUL Historically Black College & Universities fair will be held at the Denny Farrell Riverbank State Park on Saturday November 15, 2025. Please see the flyer attached with QR Code to register. Please remind our young people and their families of this amazing opportunity to engage directly with administrators and admission decision-makers from over 40 HBCUs.

**Employment Opportunities:**

- **Equity And Diversity Council (EEO/DEI) College Aide - Salary Range: \$17.00 – \$21.40**
- **Records Program Manager - Salary Range: \$78,867.00 – \$83,670.00 - Job Id# 720164**

**<https://cityjobs.nyc.gov/jobs?options=290&page=1>**

Respectfully Submitted by,

Eutha Prince  
District Manager - MCB9  
11-20-25