# GOVERNMENT EMPLOYEES' RETIREMENT SYSTEM OF THE VIRGIN ISLANDS REGULAR MEETING OF THE BOARD OF TRUSTEES

St. Thomas/St. Croix via Zoom Thursday, May 27, 2021 9:30 am \*\* AGENDA \*\*

|    | ( 'all | l to | Order |
|----|--------|------|-------|
| Ι. | Call   | ı ıu | Oluei |

- II. Roll Call
- III. Comments and Suggestions from Retirees
- IV. Comments and Suggestions from Active Members
- V. Secretary's Minutes (Regular: 04/22/21)
- VI. Communications and Correspondences
- VII. Chairperson's Report
- VIII. Administrator's Report
- IX. Committee Reports
- X. Treasurer's Report
- XI. Investment Officer's Report
- XII. REGULAR SESSION
  - A. Unfinished Business
    - (i). Board Retreat Recommendation
    - (ii). Recommendation for Honoring and Commending Retiring Trustees

#### XIII. EXECUTIVE SESSION

This portion of the meeting will be closed to the public for matters pertaining to trade secrets / or financial or commercial information/ or personal/ or legal matters; or matters whose premature disclosure will frustrate the implementation of the proposed agency action.

- A. Unfinished Business
  - (i). Havensight Mall
  - (ii). CEO Succession Plan
- XIV. Privileges of the Floor
- XV. Adjournment

#### May 27, 2021

The Regular Meeting of the Board of Trustees for May 27, 2021, was called to order at 9:41a.m. The meeting was held via Zoom. At roll call, Trustees present were Trustee Dayna Clendinen, (Ex-Officio), Dorsey, Liger, Smith, and Bowry. Trustees not present were Callwood and McDonald.

Staff in attendance: Austin Nibbs, Administrator, Cathy Smith, General Counsel, Ishmael Meyers, Deputy General Counsel, Denise Jeremiah, CFO, Asiah Clendinen Gumbs, Acting COO, Glenville Henderson, Investment Analyst, Chief of Security – Havensight Mall, Roy Moorehead Jr., Zaida Castro, Executive Assistant to the Administrator, Nikia Coley, Administrative Assistant to the Board of Trustees, and LeSean Moses, IT – Host.

Also, present in the meeting were Pedro Williams, Board Counsel, Kelsha Williams, Attorney in the Office of Pedro Williams. The meeting was recorded by Zoom.

#### **Comments and Suggestions from Retirees**

Retiree Attorney Acquanette Chinnery thanked the Board for advertising the zoom link for the Regular Board meeting and sharing documents on the GERS website.

#### Secretary's Minutes

A motion was made by Trustee Smith and seconded by Trustee Liger to approve the Secretary minutes for the April 22, 2021, Regular Board meeting. The motion passed with 4 yes (Dorsey, Liger, Smith, Bowry); and 2 absent (Callwood and McDonald).

#### **Communications and Correspondences**

The Legislature of the Virgin Islands, Committee on Finance Chairman, Senator Kurt Vialet, submitted its annual invitation for GERS to present the System's 2022 Fiscal Year Budget on Monday, August 16, 2021, at the Earle B. Ottley Legislature Hall on St. Thomas at 1:00p.m. GERS budget is not approved by the Legislature.

Director of Finance and Administration for the Virgin Islands Public Finance Authority, Nathan Simmonds, submitted an invitation for the Municipal Finance Presentation. The event has limited seating at Antilles School on June 4<sup>th</sup> at 9:30a.m. and will also be conducted via zoom.

Correspondence was submitted to Governor Albert Bryan Jr. on May 24, 2021, regarding appointment letter and certificate for Ronald E. Russell, Esq. as the elected Retiree Trustee for the St. Croix district. Attorney Russell was the only person that applied and being that he qualified, Attorney Russell was accepted as elected.

On May 24<sup>th</sup>, Administrator Nibbs submitted e-mail to Commissioner Nominee for Department of Finance, Bosede Bruce, in regard to Act 8383 correspondence dated March 1<sup>st</sup> originally sent to then Acting Commissioner of Finance, Clarina Modeste Elliot. Administrator Nibbs is awaiting response as to what the status is of request.

A billing invoice dated May 19, 2021 was submitted to OMB Director and Commissioner Nominee for Department of Finance, Bosede Bruce, for total employer contributions due for \$30.9M, which includes the Third Circuit Court award of \$19.9M, in addition to outstanding contributions for fiscal year 2021

#### May 27, 2021

for \$10M and a past due balance of \$1M for fiscal year 2020. Every fiscal year GERS by law must receive \$10M from the internal revenue matching fund.

#### **Chairman Bowry's Report**

Chairman Bowry (1) Reached out to Attorney Ronald Russell and welcomed him as the new Retiree Trustee; (2)Legislative members of the special GERS Subcommittee and GERS representatives were unable to resume its usual scheduled work session because of a pre-empted emergency. Trustee Bowry will keep the Board informed of new dates.

#### **Administrator's Report**

#### Meetings, Presentations, and Appearances

April 23<sup>rd</sup> – Meeting with Oversight Committee Re: Carnival function on WICO's dock on April 30<sup>th</sup>.

April 28<sup>th</sup> / 29<sup>th</sup> - Participated in the new trustee orientation.

April 30<sup>th</sup> – Meeting with the Havensight Mall Marketing subcommittee.

May  $3^{rd}/4^{th}/5^{th}/6^{th}$  – One on one meetings with Havensight Mall tenants.

May 6<sup>th</sup> – Meeting with roof contractor for Havensight Mall.

May 7<sup>th</sup> – Meeting with potential consultant for technical assistance Re: HM generator project.

May  $10th/11^{th}/12^{th}/13^{th}/17^{th}$  - One on one meetings with Havensight Mall tenants.

May 17<sup>th</sup> – Meeting with the VIPA Director.

May  $19^{th}$  – Meeting with group interested in purchasing the Estate Hoffman/Nullyberg property.

Meeting for presentation of technical assistance proposal for HM generator project.

Meeting with the GVI's stakeholders (VIPA, WICO, Tourism, DOH) Re: Protocol for return of cruise lines.

May 20<sup>th</sup> One on one meetings with Havensight Mall tenants and Oversight Committee.

May 21<sup>st</sup> – Attended the Investment Committee meeting.

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#### **Member Services**

Retirement Applications - as of May 31, 2021

|           | <u> 2015</u> | 2016       | 2017       | 2018        | 2019       | 2020       | 2021      | <u>Total</u> |
|-----------|--------------|------------|------------|-------------|------------|------------|-----------|--------------|
| STX       | 147          | 111        | 118        | 178         | 143        | 114        | 40        |              |
| STT       | <u> 147</u>  | 164        | <u>127</u> | 224         | <u>172</u> | <u>123</u> | 44        |              |
| Total     | 294          | 275        | 245        | 402         | 315        | 237        | 84        |              |
| Processed | <u> 293</u>  | <u>274</u> | <u>245</u> | <u> 398</u> | <u>310</u> | 197        | <u>12</u> |              |
| Remaining | 1            | 1          | 0          | <u>4</u>    | 5          | 40         | 72        | <u>123*</u>  |
|           | 99%          | 99%        | 100%       | 99%         | 98%        | 83%        | 14%       |              |

<sup>\*</sup> Includes GVI and Semi-Autonomous Agencies.

#### Disability Life Certificates – As of March 31, 2021

No Change from as of April 30, 2021.

#### October 1, 2020 – April 30, 2021 Reconciliation and Control - Contribution Processing

#### Refunds

|                | No. Cases        | Total          | No. Cases      |
|----------------|------------------|----------------|----------------|
|                | <u>Completed</u> | <u>Amount</u>  | <u>Pending</u> |
| Regular        | 192              | \$3,343,285.01 | 66             |
| Erroneous      | 8                | 15,855.27      | 3              |
| Employer Share | 3                | 4,209.09       | 0              |
| Overpayment    | <u>96</u>        | 280,192.50     | <u>11</u>      |
| Total          | <u>299</u>       | \$3,643,541.87 | 80             |

#### **Death Benefits**

|         | No. Completed      | Amount             | No. of Cases |
|---------|--------------------|--------------------|--------------|
| Types   | 10/1/20-04/30/2021 | 10/1/20-04/30/2021 | Pending      |
| Active  | 22                 | \$927,099.61       | 51           |
| Retired | 8                  | 470,182.25         | <u>24</u>    |
| Total   | 30_                | \$ 1,397,281.86    | <u>75</u>    |

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#### **Accounting Department**

#### **Annuity Payments**

No. of Retirees as of May 15, 2021 payroll: 8,668

#### Cumulative dollar paid out from October 1, 2020 - May 15, 2021

| 700 | Pensioners                          | \$4,215.38     |                |                |
|-----|-------------------------------------|----------------|----------------|----------------|
| 702 | Service Retirement Annuities        | 157,007,265.43 |                |                |
| 703 | Survivors' Annuities                | 1,013,044.33   |                |                |
| 704 | Duty-Connected Death Annuities      | 4,696.20       |                |                |
| 705 | Duty-Connected Disability Annuities | 1,948,063.43   |                |                |
| 706 | Non-Duty Disability Annuities       | 990,761.51     |                |                |
|     | Totals                              |                | 160,963,830.90 | w/o Pensioners |
|     |                                     |                | 160,968,046.28 | W/Pensioners   |

Number of retirees added to payroll from October 1, 2020 - May 15, 2021. 182

Number of retirees added to the payroll for the May 15, 2021 pay date. 27

Number of retirees expected to be placed on payroll for the May 28, 2021 pay date: 26

Number of retirees deleted from payroll from October 1, 2020 through May 15, 2021: 213

Note: The Gross Retiree Payroll for the May 15, 2021 payroll is \$10,771,125.80.

Active employees – April 2021 – 8,780.

#### **Member Loans Portfolio**

| PERSONAL LOANS                |                  | DATE             |                  |
|-------------------------------|------------------|------------------|------------------|
|                               | 4/30/2021        | STT              | STX              |
| Active Personal Loans         | 1635             | 863              | 772              |
| Retiree Personal Loans        | 781              | 452              | 329              |
| Auto Loans                    | 0                | 0                | 0                |
|                               | 2,416            | 1,315            | 1,101            |
|                               |                  |                  |                  |
| MORTGAGES                     |                  |                  |                  |
| Construction/Home Improvement | 21               | 11               | 10               |
| Land                          | 30               | 24               | 6                |
| Purchase/Refinance            | 35               | 24               | 11               |
| Totals                        | 86               | 59               | 27               |
| TOTAL LOANS & MORTGAGES       | 2,502            | 1,374            | 1,128            |
| TOTAL OUTSTANDING             | Total            | STT              | STX              |
| Active PL -                   | \$ 15,669,570.02 | \$ 8,911,265.27  | \$ 6,758,304.75  |
| Retiree PL -                  | 7,825,103.46     | 4,079,361.08     | 3,745,742.38     |
| Auto PL -                     | 7,823,103.40     | 4,079,301.08     | 3,743,742.36     |
| Purchase/Refi -               | 1,846,007.14     | 1,256,800.59     | 589,206.55       |
| Construction -                | 2,187,926.78     | 1,304,968.52     | 882,958.26       |
| Land Loans -                  | 597,400.52       | 540,249.64       | 57,150.88        |
| GRAND TOTAL                   | \$ 28,126,007.92 | \$ 16,092,645.10 | \$ 12,033,362.82 |

#### May 27, 2021

#### **Operations**

#### St. Croix Office Complex

No issues to report. Water Pumps and Tank,

#### St. Thomas Office Complex

#### **Water Pumps and Tank**

- Installation of the water and pumps should be completed by May 28, 2021.
- Generator and Fuel in Tank

Import Supply's auxiliary electrical pump installation is still pending.

#### **Hip Roof Replacement**

Drawings and RFP being reviewed and scheduled to be out to bid the week of May 17.

#### **Air Conditioner Project**

Permanent water chiller lines are installed

#### **Next Steps in Air Conditioner Project**

- Dismantle old air handlers and install new air handlers.
- Connect VAVs.
- Install Central Air Control System
- Redesign as necessary (diffusers and returns) to ensure proper airflow throughout the building.
- Anticipated project completion date June 2021

#### OTHER ONGOING CAPITAL PROJECTS

• Lobby/Atrium/ Restroom Renovations/ ADA Compliance – Architect Contract signed, and the GERS received designs/drawings.

#### Rental and Electricity Collections - Exhibit A

|          | <b>April 2021</b>   | Total FYTD   | Arrearages          |
|----------|---------------------|--------------|---------------------|
| Rental   | \$85,873.59         | \$450,408.40 | \$96,297.16         |
| Electric | 209,260.87          | 376,017.05   | 80,687.65           |
| Total    | <u>\$295,134.46</u> | \$826,425.45 | <u>\$176,984.81</u> |

#### May 27, 2021

#### **LEASES**

**Division of Personnel** – Met with Property and Procurement; Sent the One-Year Draft Lease effective 10-1-2020 to 9-30-2021 with CAM charges. A meeting was held to negotiate a one-year lease. Awaiting signatures UPDATE: Lease is at DOP to sign as of March 15, 2021. DOP in talk with Property and Procurement for finalization.

May Update – Lease returned for initials on each page and general liability insurance documentation – returned to Property and Procurement.

**Department of Justice** – Met with Property and Procurement; Sent the One-Year Draft Lease effective 10-1-2020 to 9-30-2021 with CAM charges. Sent follow up email to secure dates on February 10, 2021, and February 17, 2021, to negotiate a one-year lease for 10-1-2021 to 9-30-2022. UPDATE: Meeting scheduled for March 23, 2021 (tentatively) for lease review. April Update: DOJ Lease Negotiations took place on March 23, 2021. Pending language suggestions (DOJ), however, the DOJ has objections and would like consideration for a longer lease. The main reason for the objection is the pending renovations/improvement to their space- floors (from carpet to tile)— walls, and doors which are fixtures and increases the overall value of the building. Their planned investment is upwards of \$800K. **No new updates.** 

Casino Control Commission – Letter sent and received about a one-year term only. Follow up email sent to the VICCC. The Commission responded with an emailed letter questioning a one-year lease agreement notification while still in active negotiation with a five-year lease term. GERS responded with new meeting date of February 23, 2021.UPDATE: GERS Met with VICCC on March 4, 2021. Waiting on VICCC to agree/disagree on suggested language. <a href="April Update">April Update</a>: Received the language suggestions from VICCC, lease, GERS finalizing to accept the language proposal.

May Update – GERS accepted language and proposed/updated language in section 1.2 to address the option to renew.

#### **Building Appraisals**

Appraisals - St. Thomas Complex Appraisal was completed. STX Complex pending.

#### Strategic Planning and Organization Development Officer

April 12, 2021 - Forwarded documents and reports to the team at UVI

UVI Strategic Team met with GERS Staff Mandatory - Friday, February 19, 2021 - 10 a.m.

UVI Strategic Team met GERS Board of Trustees - Tuesday, February 23, 2021, - 5:30 p.m.

Community at Large - Thursday, March 16, 2021, 6 p.m.

Business Community - Thursday, March 18, 2021, 6 p.m.

Retired Members - Thursday, March 23, 2021, 6 p.m.

Active Members - Tuesday, March 25, 2021, 6 p.m.

UPDATE: Made contact with Senate President Staff and the Governor's Administrative Team for Scheduling Meetings (to be scheduled by May 31)

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#### **FEMA/INSURANCE (EXHIBIT B)**

The response was made to FEMA to continue the process of obtaining the Warehouse 428 monies. The GERS can withdraw at any time.

#### Recap

Update on 428 Project – Warehouses

GERS opted for the 428 project, which gives the latitude to use the property (Warehouses) for alternate use or use the money for alternate related uses. After the alternate use project is completed and paid for, the GERS will be accountable for using any excess dollars for allowable/eligible uses only if the amount falls below the Gross Cost Amount. The project also requires Environmental Hazard Protection approval of our scope of work intended use.

Gross Cost is \$2,358, 468.20 Insurance proceeds applied - \$1,548.239.91 Balance \$710,228.29

Federal cost share is 90% - \$639,205.47 GERS Cost \$71,022.82

**CUSTOMER SERVICE CONTACTS FOR APRIL 2021 (EXHIBIT C)** 

### **EXHIBIT A**

| Rental<br>ollection | Electrical            |  | Electrical Year-To-   |   |  |   |
|---------------------|-----------------------|--|---|---|--|---|
|                     | Collection            | Date Collection for<br>FY 2021   | Date Collection<br>for FY 2021  | Total Year-To-Date<br>Collection  | Rental<br>Arrearage  | Electrical<br>Arrearage   |
| -                   | \$137,308.48          | \$ 185,315.00  | \$ 287,308.48   | \$ 472,623.48   | \$ 74,126.00   | \$ 67,639.44  |
| 65,947.20           | 66,478.51             | 65,947.20  | 66,478.51   | 132,425.71  | 13,189.44  | 13,048.21   |
| 290.20              | 105.63                | 2,030.20   | 636.99  | 2,667.19  |  | -   |
| 6,365.40            |                       | 44,557.80  |   | 44,557.80   | -  | -   |
|                     |                       | 32,074.24  |   | 32,074.24   | 4,009.28   |   |
|                     |                       | 4,060.00   |   | 4,060.00  | 580.00   | -   |
|                     |                       | 26,354.64  |   | 26,354.64   | 4,392.44   |   |
| 1,650.79            | 656.61                | 13,206.32  | 4,631.13  | 17,837.45   |  |   |
| 11,620.00           | 4,711.64              | 34,860.00  | 16,961.94   | 51,821.94   | -  |   |
|                     | •                     | 42,003.00  |   | 42,003.00   |  |   |
| 85,873.59           | 209,260.87            | 450,408.40   | 376,017.05  | 826,425.45  | 96,297.16  | 80,687.65   |
|                     | 1,650.79<br>11,620.00 | 65,947.20 66,478.51<br>290.20 105.63<br>6,365.40<br>1,650.79 656.61<br>11,620.00 4,711.64<br>- | - \$137,308.48 \$ 185,315.00<br>65,947.20 66,478.51 65,947.20<br>290.20 105.63 2,030.20<br>6,365.40 44,557.80<br>32,074.24<br>4,060.00<br>26,354.64<br>1,650.79 656.61 13,206.32<br>11,620.00 4,711.64 34,860.00<br>- 42,003.00 | - \$137,308.48 \$ 185,315.00 \$ 287,308.48 65,947.20 66,478.51 65,947.20 66,478.51 290.20 105.63 2,030.20 636.99 6,365.40 44,557.80 32,074.24 4,060.00 26,354.64 1,650.79 656.61 13,206.32 4,631.13 11,620.00 4,711.64 34,860.00 16,961.94 4,003.00 | -       \$137,308.48       \$       185,315.00       \$       287,308.48       \$       472,623.48         65,947.20       66,478.51       65,947.20       66,478.51       132,425.71         290.20       105.63       2,030.20       636.99       2,667.19         6,365.40       44,557.80       44,557.80       44,557.80         32,074.24       32,074.24       32,074.24         4,060.00       4,060.00       4,060.00         26,354.64       26,354.64       26,354.64         1,650.79       656.61       13,206.32       4,631.13       17,837.45         11,620.00       4,711.64       34,860.00       16,961.94       51,821.94         -       42,003.00       42,003.00       42,003.00 | - \$137,308.48 \$ 185,315.00 \$ 287,308.48 \$ 472,623.48 \$ 74,126.00 65,947.20 66,478.51 65,947.20 66,478.51 132,425.71 13,189.44 290.20 105.63 2,030.20 636.99 2,667.19 - 6,365.40 44,557.80 44,557.80 44,557.80 - 6,365.40 40,000 40,000 580.00 40,000 580.00 40,000 580.00 40,000 40,000 40,000 580.00 11,650.79 656.61 13,206.32 4,631.13 17,837.45 - 11,620.00 4,711.64 34,860.00 16,961.94 51,821.94 - 42,003.00 - 42,003.00 - |

### May 27, 2021

### **EXHIBIT B**

|            |                                       | Government Employees  |                                      |                                    | slands                             |           |  |   |
|------------|---------------------------------------|---|--------------------------------------|------------------------------------|------------------------------------|-----------|--|---|
|            | (GRS)                                 | Federal En  | nergency Managem                     | ent Agency                         |                                    |           |  |   |
|            |                                       | Hur   | ricane Irma and Ma                   | ria                                |                                    |           |  |   |
|            |                                       |   |                                      |                                    |                                    |           |  |   |
|            | nas FEMA Update                       |   |                                      |                                    |                                    |           |  |   |
| Project #  | Category                              | Title   | Туре                                 | Process Step                       | Activity<br>Completion<br>Deadline | # Damages | Best Available<br>Cost                                     | Best Available<br>Federal Share<br>Cost |
| 85149      | A - Debris Removal                    | TIUEN03-GM85149-Debris Removal The<br>Havensight Mall                   | Work Completed /<br>Fully Documented | Obligated                          | 9/7/2018                           | 1         | \$15,956.56  | \$15,956.5                              |
| 120067     | Z - Management Costs                  | TIUEN04Z-Cat-Z Management Costs   | Management Costs                     | Obligated                          | 9/7/2021                           | 1         | \$4,188.00   | \$4,188.0                               |
| 118938     | Z - Management Costs                  | TMUEN06- Cat-Z Management Costs   | Management Costs                     | Obligated                          | 9/21/2021                          | 1         | \$40,138.83  | \$40,138.8                              |
| 70981      | B - Emergency Protective Measures     | TIUEN01- Generator Usage  | Work Completed /<br>Fully Documented | Obligated                          | 9/7/2018                           | 1         | \$83,760.00  | \$83,760.0                              |
| 70588      | B - Emergency Protective Measures     | TMUEN01- Generator Usage  | Work Completed /<br>Fully Documented | Obligated                          | 9/20/2018                          | 2         | \$275,012.00   | \$275,012.0                             |
| 79732      | B - Emergency Protective Measures     | TMUEN04 - EPM Administrative Building                                   | Work Completed /<br>Fully Documented | Obligated                          | 9/20/2018                          | 1         | \$61,103.40  | \$61,103.4                              |
| 122156     | E - Buildings and Equipment           | TMUEN07 Administrative Building   | Work Completed /<br>Fully Documented | Obligated                          | 3/21/2019                          | 1         | \$153,014.00   | \$137,712.6                             |
| 82473      | E - Buildings and Equipment           | TMUEN05-GM82473-GERS Haventsight<br>Security Surveillance Camera System | Standard                             | Obligated                          | 3/21/2019                          | 1         | \$466,661.15   | \$419,995.0                             |
| 117610     | E - Buildings and Equipment           | TMUEN02 - GERS Havensight Mall Retail Buildings                         | Standard                             | Pending Draw Down                  | 3/21/2019                          | 12        | \$360,000.00   | \$324,000.0                             |
| 125099     | E - Buildings and Equipment           | TMUEN08 GERS Havensight Warehouses                                      | Specialized                          | Pending Inurance<br>Review and EHP | 3/21/2019                          | 6         | \$2,282,000.00   |   |
|            |                                       |   |                                      |                                    |                                    |           |  | \$1,361,866.43                          |
| St. Croix  | k FEMA Update                         |   |                                      |                                    |                                    |           |  |   |
| Project #  | Category                              | Title   | Туре                                 | Process Step                       | Activity<br>Completion<br>Deadline | # Damages | Best Available<br>Cost                                     | Best Available<br>Federal Share<br>Cost |
| 81185      | E - Buildings and Equipment           | XMUEN02 - Building and Contents   | Standard                             | Pending FEMA<br>Insurance Review   | 3/21/2019                          | 3         | \$245,935.00   | \$221,341.5                             |
| 70600      | B - Emergency Protective Measures     | XMUEN01 - Generator   | Work Completed /<br>Fully Documented | Obligated                          | 9/20/2018                          | 2         | \$77,263.20  | \$77,263.2                              |
| 121000     | Z - Management Costs                  | XMUEN04- Cat Z-Management Cost  | Management Costs                     | Obligated                          | 9/21/2021                          | 1         | \$3,863.16   | \$3,863.1                               |
|            |                                       |   |                                      |                                    |                                    |           |  | \$302,467.86                            |
| Key        |                                       |   |                                      |                                    |                                    |           |  |   |
| Category A |                                       |   |                                      |                                    |                                    |           |  |   |
|            | E - 90% (minus any applicable insuran | ce proceeds)  |                                      |                                    |                                    |           |  |   |
|            | Check Received by GERS                |   |                                      |                                    |                                    |           |  |   |
| Obligated  | - Approved by FEMA and VITEMA R       | eceived the Funds - Check to be issued to                               | Agency                               |                                    |                                    |           | Asiah Clendinen G<br>Alternate PA Coon<br>FEMA Organizatio | dinator                                 |

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### **EXHIBIT C**

|   | of Contact<br>ril 2021  |  |  |
|---|---|--|--|
| Category  | STT   | STX  | Total  |
| E-mail  | 70  | 11   | 81   |
| Telephone   | 39  | 58   | 97   |
| Walk-in   | 0   | 0  | 0  |
| Mail  | 438   | 26   | 464  |
| Fax   | 0   | 0  | 0  |
| Total   | 547   | 95   | 642  |
|   |   |  |  |
| Contacts By Is<br>April 2021  | land  |  |  |
| Island  | Count   | Percent  |  |
| St. Thomas  | 5.47  | 85 %<br>15 %   |  |
| St. Croix   | 95  |  |  |
| Total   | 642   | 100%   |  |
| Contacts  | By Weekday  |  |  |
| Day   | ril 2021<br>STT   | STX  | Total  |
| Monday  | 107   |  | 129<br>170   |
| Tuesday   | 135   | 22<br>35   | 170  |
| Wednesday   | 110   | 8  | 118  |
| Thursday  | 130   | 16   | 146  |
| Friday  | 65  | 14   | 79   |
| Total   | 547   | 95   | 642  |
| Handle Tim  | e By Employe  | 0  |  |
| Employee  | Count   | Time   | Handle   |
| Alena   | 127   | 33.00  | 15.59  |
| Atoya   | 203   | 51.50  | 15.22  |
| E rnestina  | 95  | 26.00  | 16.42  |
| Lynesha   | 109   | 27.25  | 15.00  |
| Robert  | 108   | 31.75  | 16.04  |
| Total   | 642   | 169.50   | 15.84  |
|   |   |  |  |
| Callbacks S   | . E con leu ce V  |  |  |
| Ap  | y Employee Yi<br>ril 2021   |  |  |
| Employee  | Assigned  | Closed   | Open   |
| Alena   | 18  | 11   | 7  |
|   |   |  |  |
| Atoya   | 26  | 13   | 13   |
| E rnestina  | 26<br>25  | 19   | 6  |
| Ernestina<br>Lynesha  | 0   | 19   | 6  |
| Atoya<br>Ernestina<br>Lynesha<br>Total  | 26<br>25<br>0<br><b>69</b>  | 19   | 6  |
| E rnestina<br>Lynesha<br>Total<br>Contact T   | 0<br>69<br>ype By Island  | 19   | 6  |
| Ernestina<br>Lynesha<br>Total<br>Contact T  | O<br>69<br>Type By Island   | 19<br>0<br><b>43</b>   | 6<br>0<br><b>26</b>  |
| E mestina<br>Lynesha<br>Total<br>Contact T<br>Ap  | 0<br>69<br>Type By Island<br>ril 2021   | 19<br>0<br>43  | 6<br>0<br><b>26</b><br>Total   |
| Emestina Lynesha Total  ContactT  Ap  1099-R/1099-INT   | ype By Island<br>ril 2021<br>STT  | 19<br>0<br><b>43</b>   | 6<br>0<br><b>26</b><br>Total   |
| Emestina Lynesha Total  Contact T Ap Type 1099-R/1099-INT Callback - 1099-R/1099-INT  | 0<br>69<br>Type By Island<br>fil 2021<br>STT<br>104<br>66   | 19<br>0<br>43<br>STX<br>5  | 6<br>0<br>26<br>Total<br>109<br>66   |
| Emestina Lynesha Total  Contact T  Type 1099-R/1099-INT Callback - 1099-R/1099-INT Inquiries (Various)  | 0<br>69<br>ype By Island<br>ril 2021<br>STT<br>104<br>66<br>52  | 19<br>0<br>43  | 6<br>0<br>26<br>Total<br>109<br>66<br>64   |
| Emestina Lynesha Total  Contact T Ap Type 1099-R/1099-INT Callback - 1099-R/1099-INT Inquiries (Various) Annual Statements/S C P Requests   | 0<br>69<br>ype By Island<br>fil 2021<br>STT<br>104<br>66<br>52<br>45  | 19<br>0<br>43<br>STX<br>5  | 6<br>0<br>26<br>Total<br>109<br>66<br>64<br>45   |
| Emestina Lynesha Total  Contact T Ap Type 1099-R/1099-INT Callback - 1099-R/1099-INT Inquiries (Various) Annual Statements/SCP Requests Transferred Call Refund of Contributions  | 0<br>69<br>ype By Island<br>ril 2021<br>STT<br>104<br>66<br>52<br>45<br>27<br>32  | 19<br>0<br>43<br>STX<br>5  | 6<br>0<br>26<br>Total<br>109<br>66<br>64<br>45<br>42<br>40   |
| Emestina Lynesha Total  Contact T Ap Type 1099-R/1099-INT Callback - 1099-R/1099-INT Inquiries (Various) Annual Statements/SCP Requests Transferred Call Refund of Contributions  | 0<br>69<br>Sype By Island<br>ril 2021<br>STT<br>104<br>66<br>52<br>45   | 19<br>0<br>43<br>STX<br>5  | 6<br>0<br>26<br>Total<br>109<br>66<br>64<br>45<br>42   |
| Emestina Lynesha Total  Contact T Type 1099-R/1099-INT Callback - 1099-R/1099-INT Inquiries (Various) Annual Statements/SCP Requests Transferred Call Refund of Contributions Direct Deposit U pdate Change of Address  | 0<br>69<br>ype By Island<br>ril 2021<br>STT<br>10.4<br>66<br>52<br>45<br>27<br>32<br>30<br>23   | 19<br>0<br>43<br>STX<br>5<br>12<br>15<br>8<br>1  | 6<br>0<br>26<br>Total<br>109<br>66<br>64<br>45<br>42<br>40<br>31   |
| Emestina Lynesha Total  Contact T Type  1099-R/1099-INT Callback - 1099-R/1099-INT Inquiries (Various) Annual Statements/S C P Requests Transferred C all Refund of C ontributions Direct Deposit U pdate C hange of Address Reset Password   | 0<br>69<br>ype By Island<br>ril 2021<br>STT<br>10.4<br>66<br>52<br>45<br>27<br>32<br>30<br>23   | 19<br>0<br>43<br>5<br>12<br>15<br>8<br>1 7<br>6  | 6<br>0<br>26<br>109<br>66<br>64<br>45<br>42<br>40<br>31<br>30  |
| Emestina Lynesha Total  Contact T Type 1099-R/1099-INT Callback - 1099-R/1099-INT Inquiries (Various) Annual Statements/SCP Requests Transferred Call Refund of Contributions Direct Deposit U pdate Change of Address Reset Password W4-P  | 0<br>69<br>ril 2021<br>STT<br>104<br>66<br>52<br>45<br>27<br>32<br>30<br>23<br>24   | 19<br>0<br>43<br>STX<br>5<br>12<br>15<br>6<br>17<br>6                                      | 6<br>0<br>26<br>Total<br>109<br>66<br>64<br>45<br>42<br>40<br>31<br>30<br>30<br>27   |
| Emestina Lynesha Total  Contact T Type  1099-R/1099-INT Callback - 1099-R/1099-INT Inquiries (Various) Annual Statements/S C P Requests Transferred C all Refund of C ontributions Direct Deposit U pdate C hange of Address Reset Password W4-P Check Stubs Printed  | 0<br>69<br>7ype By Island<br>fil 2021<br>104<br>66<br>52<br>45<br>27<br>32<br>30<br>23<br>24<br>20  | 19<br>0<br>43<br>5<br>12<br>15<br>8<br>1 7<br>6<br>7 3                                     | 6<br>0<br>26<br>109<br>66<br>64<br>45<br>42<br>40<br>31<br>30<br>30<br>27  |
| Emestina Lynesha Total  Contact T Type 1099-R/1099-INT Callback - 1099-R/1099-INT Inquiries (Various) Annual Statements/SCP Requests Transferred Call Refund of Contributions Direct Deposit U pdate Change of Address Reset Password W4-P Check Stubs Printed Death Notification   | 0<br>69<br>ype By Island<br>fil 2021<br>STT<br>104<br>66<br>52<br>45<br>27<br>32<br>32<br>23<br>24<br>20<br>13  | 19<br>0<br>43<br>STX<br>5<br>12<br>15<br>8<br>1<br>7<br>6<br>7<br>3                        | 6<br>0<br>26<br>109<br>66<br>64<br>45<br>42<br>40<br>31<br>30<br>30<br>27<br>16  |
| Emestina Lynesha Total  Contact T Type 1099-R/1099-INT Callback - 1099-R/1099-INT Inquiries (Various) Annual Statements/SCP Requests Transferred Call Refund of Contributions Direct Deposit U pdate Change of Address Reset Password W4-P Check Stubs Printed Death Notification   | 0<br>69<br>STT<br>104<br>66<br>52<br>45<br>27<br>32<br>30<br>23<br>24<br>20<br>13   | 19<br>0<br>43<br>5<br>12<br>15<br>8<br>17<br>6<br>7<br>6<br>7                              | 6<br>0<br>26<br>109<br>66<br>64<br>45<br>42<br>40<br>31<br>30<br>27<br>16<br>16  |
| Emestina Lynesha Total  Contact T Type  1099-R/1099-INT Callback - 1099-R/1099-INT Inquiries (Various) Annual Statements/SCP Requests Transferred Call Refund of Contributions Direct Deposit Update Change of Address Reset Password W4-P Check Stubs Printed Death Notification Verifications Status Update   | 0<br>69<br>ype By Island<br>fil 2021<br>STT<br>104<br>66<br>52<br>45<br>27<br>32<br>30<br>23<br>24<br>20<br>13  | 19<br>0<br>43<br>5<br>12<br>15<br>8<br>1<br>7<br>6<br>7<br>3<br>7<br>2                     | 6<br>0<br>26<br>109<br>66<br>64<br>45<br>42<br>40<br>31<br>30<br>30<br>27<br>16<br>16  |
| Emestina Lynesha Total  Contact T  Type  1099-R/1099-INT Callback - 1099-R/1099-INT Inquiries (Various) Annual Statements/S CP Requests Transferred Call Refund of Contributions Direct Deposit U pdate Change of Address Reset Password W4-P Check Stubs Printed Death Notification Verifications Status U pdate Change of Beneficiary   | 0<br>69<br>ype By Island<br>fil 2021<br>STT<br>10.4<br>66<br>52<br>45<br>27<br>32<br>32<br>23<br>24<br>20<br>13<br>9<br>14  | 19<br>0<br>43<br>5<br>12<br>15<br>8<br>17<br>6<br>7<br>6<br>7                              | 6<br>0<br>26<br>109<br>66<br>64<br>45<br>42<br>40<br>31<br>30<br>30<br>27<br>16<br>16  |
| Emestina Lynesha Total  Contact T Type  1099-R/1099-INT Callback - 1099-R/1099-INT Inquiries (Various) Annual Statements/SCP Requests Transferred Call Refund of Contributions Direct Deposit Update Change of Address Reset Password W4-P Check Stubs Printed Death Notification Verifications Status Update Change of Beneficiary Check/Document Pick-Up/Drop Off   | 0<br>69<br>ype By Island<br>fil 2021<br>STT<br>104<br>66<br>52<br>45<br>27<br>32<br>30<br>23<br>24<br>20<br>13  | 19<br>0<br>43<br>5<br>12<br>15<br>8<br>1<br>7<br>6<br>7<br>3<br>7<br>2                     | 6<br>0<br>26<br>109<br>66<br>64<br>45<br>42<br>40<br>31<br>30<br>30<br>27<br>16<br>16  |
| Emestina Lynesha Total  Contact T Type 1099-R/1099-INT Callback - 1099-R/1099-INT Inquiries (Various) Annual Statements/SCP Requests Transferred Call Refund of Contributions Direct Deposit U pdate Change of Address Reset Password W4-P Check Stubs Printed Death Notification Verifications Status U pdate Change of Beneficiary Check/Document Pick-Up/Drop Off Health Insurance/Personnel   | 0<br>69<br>STF<br>10.4<br>66<br>52<br>45<br>27<br>32<br>32<br>23<br>24<br>21<br>21<br>39<br>113<br>9  | 19<br>0<br>43<br>5<br>12<br>15<br>8<br>1<br>7<br>6<br>7<br>3<br>7<br>2                     | 6<br>0<br>26<br>109<br>66<br>64<br>45<br>42<br>40<br>31<br>30<br>30<br>27<br>16<br>16<br>16  |
| Emestina Lynesha Total  Contact T Type  1099-R/1099-INT Caliback - 1099-R/1099-INT Inquiries (Various) Annual Statements/S C P Requests Transferred C all Refund of Contributions Direct Deposit U pdate Change of Address Reset Password W4-P C heck Stubs P finted Death Notification Verifications Status U pdate C hange of B eneficiary C heck/D ocument Pick-Up/Drop Off Health Insurance/Personnel P ower of Attorney/Guardianship   | 0<br>69<br>ype By Island<br>fil 2021<br>STT<br>104<br>66<br>52<br>45<br>27<br>32<br>30<br>23<br>24<br>20<br>13<br>9   | 19<br>0<br>43<br>5<br>12<br>15<br>8<br>1<br>7<br>6<br>7<br>3<br>7<br>2                     | 6<br>0<br>26<br>109<br>66<br>64<br>45<br>42<br>40<br>31<br>30<br>30<br>27<br>16<br>16<br>16<br>14  |
| Emestina Lynesha Total  Contact T Type  1099-R/1099-INT Callback - 1099-R/1099-INT Inquiries (Various) Annual Statements/SCP Requests Transferred Call Refund of Contributions Direct Deposit Update Change of Address Reset Password W4-P Check Stubs Printed Death Notification Verifications Status Update Change of Beneficiary Check/Document Pick-Up/Drop Off Health Insurance/Personnel Power of Attorney/Guardianship Follow-up (Various)   | 0<br>69<br>7ype By Island<br>ril 2021<br>104<br>66<br>52<br>45<br>27<br>30<br>23<br>24<br>20<br>13<br>9<br>14<br>13<br>6  | 19<br>0<br>43<br>5<br>12<br>15<br>8<br>1<br>7<br>6<br>7<br>3<br>7<br>2                     | 6<br>0<br>26<br>109<br>66<br>64<br>45<br>42<br>40<br>31<br>30<br>30<br>27<br>16<br>16<br>11<br>11<br>11  |
| Ernestina Lynesha Total  Contact T Type  1099-R/1099-INT Callback - 1099-R/1099-INT Inquiries (Various) Annual Statements/S C P Requests Transferred C all Refund of Contributions Direct Deposit U pdate Change of Address Reset Password W4-P Check Stubs Printed Death Notification Verifications Status U pdate Change of Beneficiary Check/Document Pick-Up/Drop Off Health Insurance/Personnel Power of Attorney/Guardianship Follow-up (Various) C ontribution D etail Report Life Certificate   | 0<br>69<br>STF 104<br>66<br>52<br>45<br>27<br>30<br>23<br>24<br>20<br>13<br>9<br>14<br>13<br>6<br>9   | 19<br>0<br>43<br>5<br>12<br>15<br>8<br>1<br>7<br>6<br>7<br>3<br>7<br>2<br>1<br>1<br>5      | 6<br>0<br>26<br>109<br>66<br>64<br>45<br>42<br>40<br>31<br>30<br>30<br>27<br>16<br>16<br>16<br>14<br>11<br>11<br>11<br>10<br>10  |
| Emestina Lynesha Total  Contact T Ap  Type  1099-R/1099-INT Callback - 1099-R/1099-INT Inquiries (Various) Annual Statements/S C P Requests Transferred C all Refund of C ontributions Direct Deposit U pdate C hange of Address Reset Password W4-P C heck Stubs P finted Death Notification Verifications Status U pdate C hange of B eneficiary C heck/D ocument Pick-Up/Drop O ff Health Insurance/Personnel Power of Attorney/Guardianship Follow-up (Various) C ontribution D etail R eport Life C entificate Payroll D eduction Authorization  | 0<br>69<br>Sype By Island<br>fil 2021<br>104<br>66<br>52<br>45<br>27<br>32<br>30<br>23<br>24<br>20<br>13<br>9<br>14<br>13<br>6<br>9   | 19<br>0<br>43<br>5<br>12<br>15<br>8<br>17<br>6<br>7<br>7<br>3<br>7<br>2<br>1<br>1<br>5     | 6<br>0<br>26<br>109<br>66<br>64<br>45<br>42<br>40<br>31<br>30<br>27<br>16<br>16<br>16<br>11<br>11<br>11<br>10<br>9<br>8  |
| Ernestina Lynesha Total  Contact T Type  1099-R/1099-INT Callback - 1099-R/1099-INT Inquiries (Various) Annual Statements/SCP Requests Transferred Call Refund of Contributions Direct Deposit U pdate Change of Address Reset Password W4-P Check Stubs Printed Death Notification Verifications Status U pdate Change of Beneficiary Check/Document Pick-Up/Drop Off Health Insurance/Personnel Power of Attorney/Guardianship Follow-up (Various) Contribution Detail Report Life Certificate Payroll Deduction Authorization Affidavit of Lost Check  | 0<br>69<br>ril 2021<br>STT<br>104<br>66<br>52<br>45<br>27<br>30<br>23<br>24<br>20<br>13<br>9<br>14<br>13<br>6<br>9  | 19<br>0<br>43<br>5<br>12<br>15<br>8<br>1<br>7<br>6<br>7<br>3<br>7<br>2<br>1<br>1<br>5      | 6<br>0<br>26<br>109<br>66<br>64<br>45<br>42<br>40<br>31<br>30<br>30<br>27<br>16<br>16<br>16<br>11<br>11<br>11<br>10<br>10<br>9<br>8  |
| Ernestina Lynesha Total  Contact T Type  1099-R/1099-INT Callback - 1099-R/1099-INT Inquiries (Various) Annual Statements/SCP Requests Transferred C all Refund of Contributions Direct Deposit U pdate Change of Address Reset Password W4-P Check Stubs Printed Death Notification Verifications Status U pdate Change of Beneficiary Check/Ocument Pick-Up/Drop Off Health Insurance/Personnel Power of Attorney/Guardianship Follow-up (Various) Contribution Detail Report Life Certificate Payroll Deduction Authorization Affidavit of Lost Check Correspondences/Retirement Letters   | 0<br>69<br>ril 2021<br>STT<br>104<br>66<br>52<br>45<br>27<br>30<br>23<br>24<br>20<br>13<br>9<br>14<br>13<br>6<br>9  | 19<br>0<br>43<br>5<br>12<br>15<br>8<br>1 7<br>6<br>7 7<br>3 7<br>7 2<br>2 2<br>2           | 6<br>0<br>26<br>109<br>66<br>64<br>45<br>42<br>40<br>31<br>30<br>27<br>16<br>16<br>16<br>11<br>11<br>11<br>10<br>9<br>8  |
| Ernestina Lynesha Total  Contact T Type  1099-R/1099-INT Callback - 1099-R/1099-INT Inquiries (Various) Annual Statements/S CP Requests Transferred C all Refund of Contributions Direct Deposit U pdate Change of Address Reset Password W4-P Check Stubs Printed Death Notification Verifications Status U pdate Change of Beneficiary Check/Document Pick-Up/Drop Off Health Insurance/Personnel Power of Attorney/Guardianship Follow-up (Various) Contribution Detail Report Life Certificate Payroll Deduction Authorization Affidavit of Lost Check Correspondences/Retirement Letters Membership Record   | 0<br>69<br>ril 2021<br>STT<br>104<br>66<br>52<br>45<br>27<br>32<br>30<br>23<br>24<br>20<br>13<br>9<br>14<br>113<br>6<br>9<br>10<br>9  | 19<br>0<br>43<br>5<br>12<br>15<br>8<br>1<br>7<br>6<br>7<br>2<br>1<br>5<br>2<br>2           | 6<br>0<br>26<br>109<br>66<br>64<br>45<br>42<br>40<br>31<br>30<br>30<br>27<br>16<br>16<br>16<br>11<br>11<br>11<br>10<br>10<br>9<br>8  |
| Emestina Lynesha Total  Contact T Type  1099-R/1099-INT Callback - 1099-R/1099-INT Inquiries (Various) Annual Statements/S C P Requests Transferred C all Refund of C ontributions Direct Deposit U pdate C hange of Address Reset Password W4-P C heck Stubs P finted Death Notification Verifications Status U pdate C hange of B eneficiary C heck/D ocument Pick-Up/D rop O ff Health Insurance/P ersonnel P ower of Attorney/Guardianship F ollow-up (Various) C ontribution D etail R eport Life C entificate Payroll D eduction Authorization Affidavit of Lost C heck C orrespondences/R etirement Letters M embership Record NOP AS  | 9 69 STT 104 66 52 45 27 32 32 24 20 13 66 6 9 14 4 3 3 3 3 3 2 2 4   | 19<br>0<br>43<br>5<br>12<br>15<br>8<br>1 7<br>6<br>7 7<br>3 7<br>7 2<br>2 2<br>2           | 6 0 26 10 26 10 10 10 10 10 10 10 10 10 10 10 10 10  |
| Emestina Lynesha Total  Contact T Type  1099-R/1099-INT Callback - 1099-R/1099-INT Inquiries (Various) Annual Statements/S CP Requests Transferred C all Refund of Contributions Direct Deposit Update Change of Address Reset Password W4-P Check Stubs Printed Death Notification Verifications Status Update Change of Beneficiary Check/Document Pick-Up/Drop Off Health Insurance/Personnel Power of Attorney/Guardianship Follow-up (Various) Contribution Detail Report Life Certificate Payroll Deduction Authorization Affidavit of Lost Check Correspondences/Retirement Letters Membership Record NOPAS Workshop Sign-up/Letters   | 0<br>69<br>89<br>11 2021<br>STT<br>10 4<br>66<br>52<br>45<br>27<br>32<br>32<br>23<br>24<br>20<br>13<br>9<br>14<br>13<br>6<br>9<br>11<br>10<br>9<br>11   | 19<br>0<br>43<br>5<br>12<br>15<br>8<br>1<br>7<br>6<br>7<br>2<br>1<br>5<br>2<br>2           | 6<br>0<br>26<br>109<br>66<br>64<br>45<br>42<br>40<br>31<br>30<br>27<br>16<br>16<br>11<br>11<br>11<br>10<br>10<br>9<br>8<br>4<br>4<br>4<br>3<br>3<br>3<br>3<br>3<br>3<br>3<br>3<br>3<br>3<br>3<br>3<br>3<br>3<br>3<br>3   |
| Emestina Lynesha Total  Contact T Type  1099-R/1099-INT Callback - 1099-R/1099-INT Inquiries (Various) Annual Statements/S C P Requests Transferred C all Refund of C ontributions Direct Deposit U pdate C hange of Address Reset Password W4-P C heck Stubs P finted Death Notification Verifications Status U pdate C hange of B eneficiary C heck/D ocument Pick-Up/Drop Off Health Insurance/P ersonnel P ower of Attorney/Guardianship F ollow-up (Various) C ontribution D etail R eport Life C entificate Payroll D eduction Authorization Affidavit of Lost C heck C orrespondences/R etirement Letters M embership Record NOPAS Workshop Sign-up/Letters Erroneous R efund  | 0<br>69<br>9<br>9 Paramodril 2021<br>STT<br>104<br>66<br>52<br>45<br>27<br>32<br>32<br>23<br>24<br>20<br>13<br>9<br>14<br>13<br>6<br>6<br>9<br>8<br>10<br>9<br>10<br>10<br>10<br>10<br>10<br>10<br>10<br>10<br>10<br>10<br>10<br>10<br>10   | 19<br>0<br>43<br>5<br>12<br>15<br>8<br>1 7<br>6<br>7 3<br>7 2<br>1 1<br>5<br>2 2<br>2 7    | 6<br>0<br>26<br>109<br>66<br>64<br>45<br>42<br>40<br>31<br>30<br>27<br>16<br>16<br>11<br>11<br>11<br>10<br>10<br>9<br>8<br>4<br>4<br>4<br>3<br>3<br>3<br>3<br>3<br>3<br>3<br>3<br>3<br>3<br>3<br>3<br>3<br>3<br>3<br>3   |
| Emestina Lynesha Total  Contact T Type  1099-R/1099-INT Callback - 1099-R/1099-INT Inquiries (Various) Annual Statements/S CP Requests Transferred C all Refund of Contributions Direct Deposit U pdate Change of Address Reset Password W4-P Check Stubs Printed Death Notification Verifications Status U pdate Change of Beneficiary Check/D ocument Pick-Up/Drop Off Health Insurance/Personnel Power of Attorney/Guardianship Follow-up (Various) Contribution D etail Report Life Certificate Payroll Deduction Authorization Affidavit of Lost Check Correspondences/Retirement Letters Membership Record NOP AS Erroneous Refund Member Self-Service Registration   | 0<br>69<br>89<br>11 2021<br>STT<br>10 4<br>66<br>52<br>45<br>27<br>32<br>32<br>23<br>24<br>20<br>13<br>9<br>14<br>13<br>6<br>9<br>8<br>10<br>9<br>11<br>10<br>9<br>11   | 19<br>0<br>43<br>5<br>12<br>15<br>8<br>1<br>7<br>6<br>7<br>2<br>1<br>5<br>2<br>2           | 6<br>0<br>26<br>109<br>66<br>64<br>45<br>42<br>40<br>31<br>30<br>27<br>16<br>16<br>11<br>11<br>11<br>10<br>10<br>9<br>8<br>4<br>4<br>4<br>3<br>3<br>3<br>3<br>3<br>3<br>3<br>3<br>3<br>3<br>3<br>3<br>3<br>3<br>3<br>3   |
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#### May 27, 2021

#### **Updates**

As requested by Mr. Nibbs, Mrs. Clendinen Gumbs provided to the Trustees an update on FEMA projects. It was reported that walk-throughs were conducted with FEMA representatives. The System have two pending projects without an application of a drawdown request which is the Havensight Mall Retail buildings and Warehouses. The System completed a total of 13 projects and is working with VITEMA and FEMA to drawdown additional funds. So far, GERS has received over \$1M.

The Department of Justice objection to a one-year lease was caused by their intentions to invest in improving their interiors and negotiation is ongoing.

Extensive research was conducted in regard to the St. Thomas Complex building walk-throughs and findings will be submitted to the Board. The St. Thomas Complex building electricity configuration project was visited before by past GERS Board who considered it a cost-prohibited item. Chairman Bowry recommended to the Trustees, if necessary, to revisit this topic in a Budget Committee meeting, but to consider the current market value of the building.

Because of the possibility of losing a quorum, Chairman Bowry presented to the Board a recommendation to amend the May 27, 2021 and proceed with going into Executive Session and the Board agreed.

A motion was made by Trustee Smith and seconded by Trustee Dorsey to reorder the agenda to go into executive session. The motion passed with 4 yes (Dorsey, Liger, Smith, and Bowry); and 2 absent (Callwood and McDonald).

A motion was made by Trustee Smith and seconded by Trustee Dorsey to go into executive session. This portion of the meeting will be closed to the public for matters pertaining to trade secrets / or financial or commercial information. The motion passed with 4 yes (Dorsey, Liger, Smith, and Bowry); and 2 absent (Callwood and McDonald).

#### **Executive Session**

The meeting ended because of lack of a quorum at 1:09pm.

The minutes for the Regular Session were transcribed from the zoom recording by Zaida Castro, Executive Assistant to the Administrator, and reviewed by the Secretary of the Board.

Austin L. Nibbs, CPA, CGMA

Administrator/CEO

Secretary, GERS Board of Trustees