



Always Creating Excellence (A.C.E.) Employee Awards

DEP is a great agency that delivers critical services that millions of New Yorkers depend on daily. Making good on that promise requires the dedication and hard work of our nearly 6,000 employees.

The A.C.E. program recognizes DEP staff members that have exhibited outstanding effort, and have gone above and beyond the call of duty to serve the people of New York City. These awards allow for each and every DEP employee to nominate colleagues for exceptional work in four categories, including *Excellence in Leadership, Customer Service, Environmental, Health & Safety, and Innovation (with distinctions in Early Career, Sustainability & Operations, Administration & Support, Technology, and Engineering)*. All DEP employees are eligible to nominate their colleagues—individuals and teams—for awards.

We're accepting first quarter nominations for A.C.E. awards thru March 1st. Submit your nominations now, with some basic information such as the nominee's responsibilities and examples of extraordinary performance, by [clicking here](#) or mail to: 59-17 Junction Boulevard, 18th Floor, Flushing, NY 11373, ATTN: ACEAWARDS. For more information, consult the Employee Resource Center on The Source, e-mail ACEAWARDS@dep.nyc.gov or call Herb Roth, Deputy Director of Human Resources, at (718) 595-3377, Andrea Shivcharran, OD&HR Communications Projects Specialist, at (718) 595-4091, or Renee Alfieri, Director of Employee Engagement and Wellness Programs, at (718) 595-5827.

Awardees for the fourth quarter of 2017, featured in this Weekly Pipeline Extra edition, were honored at a breakfast on January 19 with Commissioner **Vincent Sapienza, P.E.**, during which they received a certificate, a lapel pin and an A.C.E. Awards duffle bag. Some employees also won a ticket to take a DEP Employee Experience tour and will receive excused time to visit and learn about an interesting operation within DEP.

These men and women set a standard for all of us to emulate and appreciate.

LEADERSHIP



Bureau of Water Supply (BWS) - Sheila Brady

Sheila has provided outstanding, effective and efficient leadership for over two years while her two subordinates were unavailable to perform their duties—one due to promotion and the other due to illness. Both of these subordinates were supervisors, one in charge of four people in the Aqueduct Monitoring section with the other overseeing two people in the Microbiology section.

Working to maintain compliance with the Filtration Avoidance Determination (FAD) required Sheila to oversee all the sampling events on a daily basis. She served as a role model by mentoring other staff to take on some of her weekly tasks so she had time to perform the supervisory duties. Additionally, Sheila introduced the idea of group collaboration at the annual Management System Review, which affects many groups across the organization including section chiefs, field directors, laboratory managers, laboratory directors and quality assurance auditors. As a result of Sheila's creativity, the MSR collaborative now spends 3–4 hours a year discussing the latest technology, internal improvement ideas, and implementing new regulations as a team.

Sheila has consistently portrayed exemplary behavior that models DEP's core values and we honor her for promoting these values to other employees.

LEADERSHIP & INNOVATION



Bureau of Water Supply (BWS) - Land Acquisition Team

David Tobias
Matthew Schwab
Alice Carey

David Cannata
Frank Skerritt
Viviana Matwichuk

Tania Blahitka
Terry Potter
Mike Brophy

DEP's Land Acquisition Program was developed to ensure that with land acquisition and proper stewardship, we can protect natural resources that filter pollutants before they reach our reservoirs.

Land Acquisition staff typically work to purchase land for purposes of protection throughout our watersheds. However, over the last seven years or so, staff were assigned two 'special projects' that required the application of their unique skills to a time-sensitive mission.

Team members David Tobias, Matthew Schwab, and Alice Carey—with support from David Cannata, Frank Skerritt, Viviana Matwichuk, Tania Blahitka, Terry Potter and Mike Brophy—were tasked with:

- Securing easements for a new deep water tunnel in Newburgh, NY, that is being constructed to fix leaks in support of the Rondout to West Branch Bypass Tunnel project, as well as;
- Acquiring land access rights at various points along the Catskill Aqueduct in support of the upcoming Catskill Aqueduct Repair and Rehabilitation Project, which aims to bring the 100-year aqueduct into a state of current and good repair.

This group created project management plans, developed and re-worked schedules, resolved conflicts, negotiated with landowners, sought and secured budgets, and waded through the many complicated processes of getting to closings. Some deals also required coordination with local elected officials.

For the Rondout to West Branch Bypass Tunnel (RWBT) Repair Project, which involves construction of a 2.5 mile long bypass tunnel 600+ feet below ground and passing under the Hudson River, this group has been working since 2011 to secure all the necessary land rights so the tunnel can be constructed.

For the Catskill Aqueduct Repair and Rehabilitation Project, which spans 74 miles in length between Ashokan Reservoir and Kensico Reservoir, this team formulated a plan to negotiate unique right of entry to 10 critical access locations (resulting in up to 13 easements/access permits), and proactively managed the deals to ensure closings occurred in advance of the construction advertisement.

David, Matt & Alice led the charge of the land acquisition needs for these projects. Without the dedication and expertise of these folks, we would not be able to build the new deep rock bypass tunnel, and access the Catskill Aqueduct at all necessary locations to complete the rehabilitation of the infrastructure.

We are honoring this team with the A.C.E. Awards for Leadership & Innovation (Administration & Support) for their dedication to ensuring that these two major projects succeeded.

CUSTOMER SERVICE



Bureau of Wastewater Treatment (BWT) - **Wards Island Wastewater Treatment Plant Fix-It Team**

Boodhanlall Surujballi
Christian Olavarria
Daniel Coffey

Francisco Vazquez
Gilberto Lanzot
Marc Lombardi

Robert Rulli Jr.
Sampson Dwumah
Stanley McIntosh

In August, a water leak was discovered in the Thickener Basement of the Wards Island Wastewater Treatment Plant. Upon immediate examination, it was determined that a water service line, which provides water to pumps and heat exchanger systems throughout the plant, was in need of repair. Francisco gathered a team and Christian, Boodhanlall (John), Sampson, Robert, Mark, Stanley, Daniel and Gilberto promptly collaborated, completed their assigned tasks and restored water services in a timely manner. Thanks to their commitment to service, and their emergency response expertise, these team members successfully met the day's challenges and averted major operational impacts.



Bureau of Water & Sewer Operations (BWSO) - **Ameer Habashy & Muhammad E. Hossain**

The Bureau of Water & Sewer Operations' (BWSO) Cross-Connection Control Unit (CCCU) is responsible for, among other things, administering and enforcing the back-flow prevention requirements found in the NYC Sanitary Code and Rules of the City of NY. Each month, the unit typically receives more than 1,000 back-flow prevention device applications/plans and approximately 6,000 test reports.

To assist building owners and improve customer service, Muhammad and Ameer took it upon themselves to upgrade and develop a 90-page Cross-Connection Control Unit Handbook. The manual consists of detailed guidelines and explanations of everything one needs to know about required forms, documents and plans in efforts to expedite the back-flow prevention application process. With the help of this new handbook, applicants are able to submit the required drawings, plans, and information. Additionally, the average application turnaround time has improved by 55 percent!

Muhammad and Ameer, who supervise a combined 22 employees, did extraordinary work by creating this Handbook in addition to handling their regular day-to-day duties. This new Handbook demonstrates how the CCCU team members strive for excellence in finding common ground by clarifying and eliminating obstacles and roadblocks to achieve the Bureau's ambitious goals. The initiative displayed by Muhammad and Ameer is a testament to their dedication and we thank them for their efforts.



Bureau of Customer Services (BCS) - Customer Service Week Committee Team

Carol Davis
Yesenia Ruiz
Erica Graham

Tresla Ritch
John Wilson
Christine Sam

Merander Layne
Cynthia Cortes
Kenyetta Cullum

During the first week of October 2017, the Bureau of Customer Services (BCS) celebrated Customer Services Week (CSW). CSW was proclaimed a national event by the US Congress in 1992 in efforts to recognize the incredibly demanding jobs that our customer service professionals do day-in and day-out 52 weeks a year. CSW is also celebrated to ensure word gets out about the importance of customer service, and its influence in affecting the bottom line.

Not all companies or government entities celebrate CSW. DEP's celebration is among the most involved and most celebrated in NYC! This year, CSW went beyond the extra mile by incorporating:

1. **Leadership:** A week filled with employee recognition and collaboration focusing on all units within BCS.
2. **Environmental Health & Safety:** A full-day dedicated to employee health and wellness.
3. **Innovation - Technology:** The team also took the opportunity to dedicate one day to Billing for the Future (BFF).
4. **Innovation - Administration & Support:** The team began the task of preparing for CSW in April.
5. **Innovation - Technology:** The use of SharePoint for our agenda, daily offerings, posting of pictures from all of our units—were focal points. All BCS employees were able to chime in on the BCS SharePoint Site to enjoy the celebrations!

Thank you Customer Service Week Committee Team for an outstanding week and job well done!



Office of Environmental Health & Safety (OEHS) - **Roberto Rios**

Robert regularly issues training compliance metrics to ensure that DEP bureaus and support staff are up-to-date with mandated training on Right-to-Know, Conflicts of Interest, Workplace Violence Prevention Refresher, and Office Ergonomics, just to name a few. Robert will usually provide one-on-one training to users of the Training, Tracking and Reporting System (TTRS) and recently held a seminar for all training coordinators to give them hands-on training on various workarounds and best practices to continue to effectively work with TTRS.

Additionally, DEP is presently putting together a scope of work to procure a new learning management system. The hope is for this system to eventually replace TTRS and move DEP to the next level of training, tracking, reporting, employee engagement, and compliance. Robert, acting as a tech liaison for OEHS, spearheaded the efforts to have various vendors give demonstrations of their systems. This was in addition to his supervisory, systems administrator and TTRS troubleshooting tasks.

Thanks to Robert, and his ability to interpret computer-language into layman's terms, we have a clearer picture of the best information format needed for seamless integration. We thank him for his excellence in innovation and for helping DEP achieve our commitment to environmental health and safety.

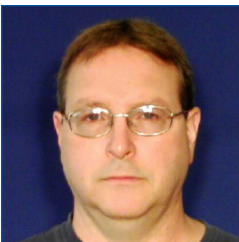


Bureau of Organizational Development & Human Resources (OD&HR) - **Emelly Nunez**

When OD&HR assumed responsibility for the Employee Store, Emelly Nunez, a retail specialist, was selected to run the operation. Emelly's reputation for excellence in customer services is widely known and she has many frequent shoppers. Emelly, working in a *part-time capacity*, has managed to sell over \$12,000 in inventory since September 2016. Average monthly sales are approximately \$2,200.

However, Emelly could not have done this alone. She would be the first to credit Frankie Camardella, Kerry-Ann Russell and Renee Alfieri for their guidance and support in helping to make the Employee Store a tremendous success. Continuing with innovation, Emelly recently created "Pop-Up" Employee Store events for field locations. In one of these events at Valhalla, Emelly sold \$240 worth of merchandise on-the-spot and generated additional online sales. Due to this success, she has big plans for taking the Employee Store on the road!

Emelly continues to advise DEP bureaus in designing special gear for their employees. Her creativity and "eye for fashion" are top-notch. Today we have the opportunity to recognize and appreciate Emelly for all she does.



Fleet Services - **Dwayne Albright**

One day in July, Duncan Schmitt was driving back to Kingston with five summer interns when one of the tires on his vehicle blew a flat. Dwayne, despite having just clocked out, responded from the Shokan garage and completed the tire change in all of 10 minutes. Dwayne turned an unfortunate situation into an awesome example of how one can go above and beyond the call of duty to help colleagues in need. He was the perfect role model for the interns and for that we thank him.



Employee Experience Site Tour Drawing

At today's ceremony, nine lucky employees won passes to participate in an upcoming DEP Employee Experience Site Tour. These tours are scheduled quarterly and the winners will receive one pass each, to be used within the next year.

Sham Hemraj, Mike Brophy, Stanley McIntosh, Frank Skerrit, Alice Carey, Ayman Maleh, Michael Loehr, Marc Lombardi, and Michael Borsykowsky.

COMMISSIONER'S AWARD



City Water Tunnel No. 3 Team

Debra Butlien
Lo Y. Chan
Santo Cimino
Ira Elmore

Ray Meshkati
John McCluskey
Neal Bierman
Michael Loehr

James Canale
Andrew Kuchynsky
Sham Hemraj
Ayman Maleh

Salome Freud
Susan L. Gordon
Bertie Nei

I am pleased to present this quarter's Commissioner's Award to the employees that played a critical role in bringing the Brooklyn/Queens leg of City Water Tunnel No. 3 to a state of activation readiness.

Readying this tunnel provides critical redundancy and peace of mind for the millions of New Yorkers in Brooklyn and Queens that are served by City Water Tunnel No. 2.

Completing this project under tight time constraints was a multi-bureau effort comprised of staff from the Bureau of Engineering Design and Construction, the Bureau of Water and Sewer Operations, the Bureau of Water Supply, the Bureau of Legal Affairs, the Agency Chief Contracting Office, and the Engineering Audit Office. The teamwork and inter-bureau coordination exhibited during this project was illustrative of what all of us at DEP try to achieve, and the entire team deserves our appreciation for their efforts.

On behalf of DEP and New York City, I would like to thank everyone who was part of the City Water Tunnel No. 3 project for their service and dedication to the project, and to their commitment to protecting New Yorkers for generations to come.