



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

**D**EP 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 5,800 employees.

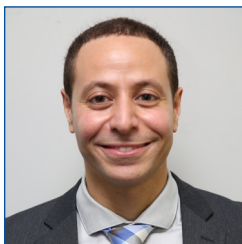
The A.C.E. program recognizes DEP staff members that have exhibited outstanding effort, and have gone above and beyond the call of duty to serve the people of New York City. These awards allow for each and every DEP employee to nominate colleagues for exceptional work in four categories, including *Excellence 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 third quarter nominations for A.C.E. awards thru August 25<sup>th</sup>. 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, 18<sup>th</sup> Floor, Flushing, NY 11373, ATTN: ACEAWARDS. For more information, consult the Employee Resource Center on The Source, e-mail [ACEAWARDS@dep.nyc.gov](mailto:ACEAWARDS@dep.nyc.gov) or call Herb Roth, Deputy Director of Human Resources at (718) 595-3377.

Awardees for the second quarter of 2017, featured in this Weekly Pipeline Extra edition, were honored at a breakfast on July 21 with Chief Administrative Officer **David Cohen**, 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.

## CUSTOMER SERVICE



### Bureau of Water & Sewer Operations - Bolbol Mikheil

Bolbol was appointed by former Deputy Commissioner James Roberts to serve as the Bureau of Water & Sewer Operations liaison with the Sandy Recovery-Build it Back program. He has done an excellent job in this challenging role providing answers to all types of questions, often on tight deadlines. Examples include:

- Expediting permit approvals that allowed Sandy victims back into their reconstructed or rebuilt homes sooner;
- Providing expert edits on documents that described DEP processes in order to increase contractor compliance and reduce the overall construction timeline;
- Attending meetings with Build it Back staff and contractors to explain DEP's rules and processes;
- Ensuring that all questions are answered in a timely manner and receive the appropriate attention from senior DEP staff.

Bolbol accomplished all of this in addition to completing his day-to-day responsibilities at the Bureau's Manhattan borough office. We commend Bolbol's strong commitment to providing a high level of professionalism and customer service to Sandy victims.



## Public Affairs and Communications - **Abdul Jabbar**

Abdul (AI) embodies excellence in customer service in so many ways. Specifically, he is DEP's in-house graphic arts expert. The Bureau of Organizational Development & Human Resources often calls upon AI at the last minute to create various items. He does so in a timely and professional manner, all while smiling. No matter how busy he is with his multi-faceted work, AI is responsive and quick to offer suggestions to help create a standardized branding presence.

AI has also taken on the Always Creating Excellence awards program graphic art requirements, which is no small feat. The signage, certificates, program, etc. are all AI's handiwork. AI has also offered his expertise working with the new Employee Store Associate in helping her to brand DEP merchandise. Finally, AI has been a great resource in assisting with Employee Recognition Day, marketing the Holiday Party, and many other special events.

Today, we recognize AI for epitomizing what the "Always Creating Excellence" award is all about.



## Queens Borough Customer Service Team: **Dennis Vargas, LaNeice Cleveland and Shivone Smith**

The Queens Borough Customer Service Office provides services to approximately 1,800 customers per month. During the Lien Sale, this number reaches upwards of 2,500 customers each month. Dennis, LaNeice and Shivone are consistently outstanding performers in the Unit.

Dennis is the supervisor of the Unit and, while relatively new to DEP, brings a level of professionalism and knowledge of policies and procedures, which has been very useful. On many occasions when customers come into the office with complicated accounts, Dennis patiently explains the nuances of their accounts, prepares payment agreements, and strives to find solutions to any issues. He is also bilingual, which has proven to be very valuable to a unit that serves one of the most diverse counties in the nation. Additionally, Dennis has improved the way customers are greeted at the counter by instituting a professional introduction script, which has been well-received by customers.

LaNeice has a knack for instantly building a rapport with customers. She has a contagious smile that puts the customer at ease, and engages them in conversation as she skillfully navigates through our various databases to research their issues.

Shivone also has fantastic customer service skills. She expertly navigates through our databases, giving customers a clear snapshot of their account and offering helpful information on the various programs DEP offers its customers.

These public-facing and engaging employees are an example to follow. Today we thank them publicly for providing outstanding customer service to the residents of Queens.





## Water and Sewer Operations Staten Island Field Operations Team

John Andersen III  
Paul Beyar  
Gregory Cook  
Bryan Del Giorno

Scott Gottlieb  
Joseph Maresca Jr.  
Anthony Mezzacappa  
Joseph Sadallah

Anthony Sanfilippo  
Frank Schiraldi  
Jason Seminara  
Anthony Stio

James Trapanese

During the height of a March snowstorm, the Staten Island Field Operations Team responded to a water main break, having to overcome the challenges of unplowed streets, high winds and cold temperatures.

In a short period of time, the crew located the damaged water main valves, excavated the site, shut down water service, cut out, and replaced a 6-foot section of the damaged water main. The crew then restored water service, backfilled the excavated site and cleaned the area in a matter of hours.

This team's dedication to customer service is to be applauded. They worked through adverse weather conditions to get the job done in a quick and efficient manner.

## LEADERSHIP



### Bureau of Water & Sewer Operations - Milton Velez

Milton serves as the Bureau of Water and Sewer Operations lead trainer for Field Operations. In this capacity, he is tasked with coordinating a specialized training curriculum specifically for Apprentice Construction Laborers, including robust environmental health and safety and field operations courses.

The training that Milton provides supplements the On-the-Job Training (OJT) segment and incorporates job safety applicable EHS standards for each task performed by an Apprentice Construction Laborer. The training curriculum delivers consistent and clear skills training by simulating field conditions, which provides a clear understanding of the job tasks and requirements.

Additionally, Milton was instrumental in piloting a new field operations laborer physical assessment. This assessment involves activities such as loading and unloading equipment, installing heavy water distribution system components, setting up for work zones using heavy traffic control devices, and utilizing heavy tools during construction. This assessment provides a baseline for the physical abilities of employees hired in this physically taxing position.

Today we have the opportunity to honor Milton for his leadership and proactive efforts in training.

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## ENVIRONMENTAL HEALTH & SAFETY



### Bureau of Water and Sewer Operations - **William Lawler, Timothy Connelly, Victoria Rubino and Charles Cannisi**

One day in late April, a vehicular collision occurred on Victory Boulevard in Staten Island in front of the New Clove Pumping Station. The result was spillage of large quantities of engine oil, transmission and radiator fluids, and gasoline over the roadway.

Upon hearing the crash, Timothy, William and Charles immediately ran to the scene and determined that the driver was not in need of medical attention. They then quickly sectioned off the spill area by using boom socks and speed dry, preventing any contamination from spreading and flowing into the sewer system. While this activity was proceeding, Victoria made all the necessary notifications and a Haz-Mat crew was dispatched to clean up the site and dispose of the contaminated materials.

The actions that day of Victoria, Charles, Timothy and William are shining examples of our agency's mission to protect public health and the environment.

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## INNOVATION, EARLY CAREER



### Bureau of Environmental Health & Safety - **Colleen Peralta**

Colleen has been with DEP for four years and during this time has demonstrated innovation and excellence with her contributions in the following areas:

- Developing and maintaining computer-based training (CBT) course content.
- Translating audio and visual content, as well as skills assessment tools, into formats for CBT including scheduling voice-overs and content review.
- Assisting with scheduling, monitoring and maintenance of CBTs and the Tracking and Reporting System (TTRS) within the EHS training group.
- Configuring training rooms to the specification requirements of the trainer including setting up equipment for webinars and PowerPoint presentations.

Due to Colleen's dedication to excellence, reliability, and troubleshooting skills, she proactively averts potential training issues such as:

- Lack of appropriate training materials.
- Incorrect training presentation on the laptop.
- Technical difficulties with CBTs.

Today we have the opportunity to honor Colleen for her continued effortless commitment to the training needs of the Agency.



## COMMISSIONER'S AWARD



### Bowery Bay Emergency Response Team

#### Collections Facilities North

Roger Alava  
William Albright  
Victor Basdeo  
Omar Bilal  
Edwin Campuzano  
Antonio Corona  
Raymond Dotzler Jr.  
Robert Gaeta  
Frank Giovanniello  
Ian Herrera  
Paul Kiskorna  
William LeClair  
Edward Marino  
Mitchell McCabe  
Matthew Murtha  
Robert Ortiz  
Bindesh Patel  
Clifton Peters  
Denish Prashaud  
Christopher Russo  
Michael Sass  
Kevin Smith  
Suedat Somwaru  
Cedric Wallace

#### Collections Facilities South

Martin Bunce  
Sean Caldeira  
Gus Campo  
Christopher Cerchio  
Peter Chin  
Thomas Dawe  
Joseph Dengate  
Steven Dondiego  
Dexter Douglas  
Christopher Falcon  
Eric Fedele  
Mark Husbands  
David Kern  
Mark Krasnopolski  
Christopher Laudando  
Daniel Loffredo  
Anthony Longo  
Joseph Lopiccolo  
Anthony Martinez  
Eddie Quevedo

#### Bowery Bay WWTP Staff

Sammy Andalib  
Peter Beck

Hector CiFuentes  
Patrick Edwards  
Jenson George  
Stefanos Hatzistefanis  
Hubert Iturres  
Eric Klee  
Michael Krasnopolski  
Andrew Lumsden  
Paul Mancini  
Elio Paradis  
Peter Pianelli  
Rajendra Rajkumar  
Christopher Reyes  
Luigi Sanelli  
Shirwin Semple  
Michael Soviero Jr.  
Francisco Velez

#### Bowery Bay Electrical Team

Thomas Carlo  
Shawn Carmody  
Mariusz Czajkowski  
Leonard Dimatteo  
Kevin Farrell  
Joseph Guida

Remo Lucent Jr.  
Andre Mahe  
Mark Maxwell  
Robert McCallum  
Clinton Peeck  
Werner Plut  
Clement Ramsammy  
Michael Ricci  
Christopher Saluto  
Hameshwai Wazid  
Patrick Williams  
Rafal Zyskowski.

#### Engineering Design & Construction Staff

Heather Belovin  
Monica Harvey  
Colin Johnson  
Ricardo Kuang  
Matthew Osit  
Cindy Szlaien-Ng

The Commissioner's Award for this quarter is presented to the Bowery Bay Emergency Response team for their exemplary work in responding to a low-level flood emergency at the Bowery Bay Wastewater Treatment Plant. The emergency response was a multi-bureau effort comprised of staff from the Bureau of Engineering, Design and Construction, the Bureau of Wastewater Treatment's Collections Facilities North and South, and teams from the Bowery Bay Wastewater Treatment Plant.

Early one morning during Memorial Day Weekend, DEP personnel discovered flooding in the plant's low-level drywell, which had shut off four sewage pumps used to convey wastewater from the low-level interceptors up to the plant's primary settling tanks.

DEP managers and crews quickly mobilized to assess the extent of the flooding and develop emergency response plans. Contingency plans were also developed to address all likely scenarios.

(Continued from Commissioner's Award)

Crews from Collections Facilities worked tirelessly to install hydraulic pumps to remove wastewater from the drywell. BEDC staff coordinated with construction teams to address the cause of the leak by installing a 36-inch plug and reinforcing it with quick setting concrete.

Both BWT and BEDC staff remained on-site during the following overnight period to ensure that the pumping equipment remained in service and to ensure that the plug and concrete remained intact.

The following morning, the plant's electrical staff performed critical repairs to the pumps that had suffered damage because of the flood.

From start to finish, the Bowery Bay Emergency response team worked under extremely challenging conditions to reduce the amount of sewage that was bypassed, restore full treatment, and avoid the need to close the surrounding beaches.

The teamwork and inter-bureau coordination exhibited during this response 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, we thank you for your service and your dedication to protecting the waters around the City.



### Employee Experience Site Tour Drawing

At today's ceremony, 12 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.

**Victoria Rubino, Amilcar Rodriguez, William Lawler, Charles Cannisi, Scott Gottlieb, Nicholas Barbaro Jr., Gregory Cook, Anthony Sanfilippo, James Trapanese, Bolbol Mikheil, Albert Kramer, and Kim Cipriano.**