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Michael R. Bloomberg, Mayor
Carter Strickland, Commissioner

WEEKLY PIPELINE EXTRA

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DEP Employees of the Month for March 2013

The Employee of the Month program recognizes DEP staff members that have exhibited outstanding personal effort, and have gone above and beyond the call of duty to serve the people of New York City.

DEP is a great agency that delivers services that millions of New Yorkers depend on daily. Making good on that promise requires the dedication and hard work of the nearly 6,000 employees at DEP. To nominate someone who has demonstrated uncommon dedication and excellence, fill out the nomination form with some basic information, such as the nominee's responsibilities, examples of extraordinary performance, and ways candidates set an example for others. The form is available on Pipeline, and you'll need to submit it by the tenth day of each month. For more information, email Herb Roth at hroth@dep.nyc.gov.

The Employees of the Month for March, featured in this Weekly Pipeline Extra edition, were honored at a breakfast on May 2 with CFO Steve Lawitts and Deputy Commissioner Diana Jones Ritter, during which they received a certificate, and had their names added to the Employee of the Month Board on the 3rd and 19th floors at Lefrak and at the Kingston Office. These men and women set a standard for all of us to emulate and appreciate.



Water Supply - Terry Ringler

Terry began his career with DEP in August 2009 and is a Land Surveyor. Recently, the need arose to establish critical sub-surface easements for the Rondout-West Branch Tunnel bypass project. Terry expressed that, rather than hiring an outside consultant, he and his team could handle the land surveying work for the 24 private parcels in-house. Through a tremendous amount of hard work, Terry and his team accomplished the important work months, and maybe years, ahead of schedule. In addition, by doing the work in-house, they saved the department a significant amount of money. Terry is an exemplary employee and his accomplishments set a model for his staff and peers to follow.



Wastewater Treatment - Minaz David

Minaz began his career with the DEP in April 2007 and he currently serves as an Associate Project Manager in BWT's Structural Engineering Section. Under David's lead, BWT recently completed the installation of 38 new tide gates at Combined Sewer Overflow (CSO) outfalls. This work is part of DEP's program to maximize available CSO storage in the collections system, thereby reducing overflow volumes and improving the health and cleanliness of New York Harbor. David and his team of two assistant engineers inspected the sites, developed engineering drawings, wrote scopes of work, reviewed contractor submittals, oversaw safety and scheduling, procured permits, and monitored the manufacturing and installation of the gates. David also coordinated this work with the Port Authority and MTA, as some of the outfalls are located in secure areas of their properties.



Water & Sewer Operations - **Stephanie Fowler**

Stephanie began her career with DEP in August 2007 and works as a Geographic Information Systems (GIS) Analyst in the Bureau's Hansen Analysis unit. Stephanie uses GIS data and Hansen flooding complaints to identify areas of concern which helps to inform operational and policy decisions through the Bureau's Sewer Operations and Analysis Program (SOAP). Most recently, Stephanie performed exemplary work in preparing data and analysis which was shared with our partners in federal government.

Stephanie's contributions and her meticulous attention to detail and record keeping allows for the Bureau to provide timely, accurate and complete responses to inquiries. In addition, for many months, Stephanie has successfully performed data analysis work for the SOAP program which helps the Bureau be proactive in its approach to sewer maintenance. Her tracking reports and maps have helped make this program successful.



Customer Services - **Karen Douglas**

Karen began her career with DEP in April 1996 and she is currently a supervisor of the inbound and outbound call units for Collections, which includes the critical responsibility of handling lien sale inquiries through incoming telephone calls. She also serves as the Water Debt Assistance Program (WDAP) liaison between Lefrak Headquarters and the borough offices where she ensures that the customer's WDAP applications are complete and accurate. In addition, she attends many of our lien sale outreach events.

Karen is diligent, patient, professional, and always provides the highest level of customer service. Further, she has instilled in her team, through training and mentoring, a skill set that ensures they interact with customers in a very professional manner.



Environmental Planning and Assessment - **Grace Lee**

Grace began her career with DEP in October 2011 and serves as a Project Manager. She was instrumental in developing and expanding water conservation and demand management efforts, which are key strategic plan initiatives. She has also demonstrated an ability to manage and implement large scale programs while thinking creatively about program structure, branding and messaging.

Grace's current and primary responsibilities are managing the Municipal Water Efficiency Program, through which many government owned buildings are undergoing water fixture retrofits which will result in water efficiency and financial savings. Grace coordinates her work with various City agencies including the Departments of Education, Parks and Recreation, and Fire, as well as the School Construction Authority, Housing Authority, and City University of New York. Her keen attention to detail and ability to interpret technical information related to water conservation is outstanding. She also contributes to the work of other Units including Planning, Projections and Demand Management, which is developing a Water Demand Management Plan & Program.

Commissioner's Award:



Customer Services Rapid Repairs Team

Rapid Repairs is a free program that helps residential property owners affected by Hurricane Sandy make emergency repairs to their homes including the restoration of heat, power, and hot water. Several employees in the Bureau of Customer Services (BCS) played a key role in this effort by serving as Rapid Repairs customer service representatives and helping residents schedule appointments with contractors, taking complaints, and ensuring that the most dire cases received immediate help.

The final phase of the Rapid Repairs Program is "After Care", which allows customers to receive follow-up assistance, and two BCS employees, Michele Bennett-Moore and Donna Lamb, have continued to serve as customer service representatives for this important program.

A special thanks and recognition to the following BCS employees for their extraordinary service to the citizens of New York City:

Quadisha Avera, Gladys Becerril, Michele Bennett-Moore, Carla Bowes-Forbes, Donna Lamb, Robin Randazzo, Richard Schack, and Daphney Syphrett.