

From: [Strickland Jr., Carter H.](#)
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Michael R. Bloomberg, Mayor
Carter Strickland, Commissioner

WEEKLY PIPELINE EXTRA

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DEP Employees of the Month for September 2011

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 daily promise requires dedication and hard work of the nearly 6,000 employees of 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 that they have set an example for others. The form is available on Pipeline, and you'll need to submit it by the tenth day following the end of the month. For more information, email Herb Roth at hroth@dep.nyc.gov.

The Employees of the Month for September, featured in this Weekly Pipeline Extra edition, were honored at a breakfast on October 25 with Commissioner Strickland, 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 - **Mary Pignatelli**

Mary began her career with DEP in March 2007 and serves as the Procurement Supervisor for Distribution Water Quality Operations (DWQO) within the Water Quality Directorate. She is responsible for the division's annual budget of approximately \$800,000 and capital purchases of approximately \$500,000, and is responsible for ensuring that all supplies meet the Quality Assurance and Quality Control (QA/QC) requirements. Mary has demonstrated a motivation and commitment to improve the division's performance and efficiency. She has worked hard to put in a place a NYC requirements contract for lab equipment maintenance. Since 2008, she has worked with legal and procurement to craft a contract that was put in place in August 2011. The contract will save the city at least 27% in comparison to current maintenance contracts, and has already saved DWQO \$55,000 this year alone —along with countless man hours required for multiple contracts. Mary sets a very high standard and is always striving to improve.



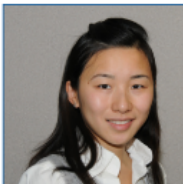
Water and Sewer Operations - **Franklyn Crowley**

Franklyn began his career with DEP in March 2006 and works in the bureau's Division of Distribution Operations. He started in the Citywide Hydrant Flow Test Unit and has become extremely proficient on hydraulics and the city's water distribution system. Currently, Franklyn is working as an assistant to the Queens Distribution Engineer. For the past two years, Franklyn has responded to multiple water supply emergencies in Queens, including fires, water main breaks, water quality and pressure concerns. Over Labor Day weekend, Franklyn was called upon to assist with low pressure concerns in Kew Gardens after a NYC Department of Design and Construction (DDC) contractor disconnected three water feeds into the area. Franklyn immediately responded and worked closely with both DDC and bureau Field Operations well into the overnight hours of September 3 to September 4 to ensure that water pressure to the area was fully restored. Franklyn's efforts and dedication to his work are an example for all to follow.



Wastewater Treatment - **Ian Ramos**

Ian began his career with DEP in September 2007 and currently serves as an Associate Project Manager working in the bureau's Mechanical Engineering Section. Ian has been responsible for a \$1.5M contract, which involved the reconstruction of the Owls Head treatment plant's influent gates and the main sewage pump valves. This project is part of the American Recovery and Reinvestment Act (ARRA) to create jobs. The project faced many challenges, including coordination of efforts between the mechanical contractor, electrical contractor, valve actuator manufacturer and plant staff, and Ian Ramos was responsible for coordinating all these entities. This project had tight construction schedules that had to be met since the project was critical to the bureau's operations. Without his impeccable project management skills, the bureau's target goals would not have been achieved. During September, the project was successfully finished; it was DEP's first ARRA-funded job to be completed.



Facilities Management and Construction - **Mary Lam**

Mary began her career with DEP in January 2010. As an Assistant Architect she is responsible for implementing the use of the new City Space Standards (bullpens) for the Lefrak headquarters and other DEP locations. She interacts with other city agencies, contractors and vendors, to obtain information to develop construction documents and construction costs. She successfully implemented the renovation and transformation of the 19th floor into bullpen spaces. The project was completed in about one-third the time it normally takes to accomplish a renovation of this magnitude.

Mary has successfully had new signage produced for DEP headquarters with the new logo (i.e. the lobby desk and turnstile signage). By using only Minority and Women Business Enterprise vendors, Mary has raised the bureau's score on the ACCO monthly report.



Environmental Planning & Analysis - **Mitchell Wimbish**

Mitchell started with DEP in April 2007 as a project manager and coordinated reviews of major city initiatives including the Gateway Project in Brooklyn, Coney Island Rezoning, Fresh Kills Park, Fordham University Lincoln Center Campus Expansion, and Domino Sugar Rezoning. Before working on wastewater projects such as Newtown Creek dredging, and the Newtown Creek plant Digester Gas Concession, he provided support for the Newtown Creek Superfund work, and the Tallman Island wet weather maximization project.

In addition, Mitchell ensured the timely and satisfactory completion of high quality environmental reviews for complex projects including the aeration of the Lower English Kills. He researched and presented technical data, field surveys (some of which he conducted) and policy materials to support determinations of no impact on the environment.

Mitchell is a hard worker who understands the importance of minimizing impacts on the environment while the city accomplishes necessary capital improvements.

Commissioner's Award:



Water and Sewer Permitting System (WSPS) Deployment

Bureau of Water and Sewer Operations - **Janet Amaro, Caroline Forger**

Office of Information Technology - **Farhan Abdullah** (OIT)

As part of DEP's Strategic Plan, the Water and Sewer Permitting System (WSPS) is a multi-bureau initiative to migrate all water and sewer permitting and approvals into an online environment. WSPS was launched with four permit application types in January 2011, only a few months after project initiation. Most recently, WSPS Phase 2 was deployed on October 3. The launch expanded the number of permit applications available online to include sewer connection and sewer plug permits. It also combined interfaces with MyDEP to create a centralized portal for all DEP customers, whether residential or professional, to pay for DEP services. This work required months of intense planning, requirements development, and programming by the multi-bureau project team.

The deployment period was particularly intensive, requiring difficult hours working through the weekend prior to October 3. BWSO staff Janet Amaro and Caroline Forger worked closely with OIT all weekend, performing business user system testing to help ensure all critical system functions were up and running by the morning of October 3. Their attention to detail and dedication to making the system as user friendly as possible for DEP staff and the plumbing community helped make deployment possible and has immensely contributed to the system being the popular success that it is. OIT staff, led by Farhan Abdullah, coordinated with DOITT and implemented the extensive change management and quality assurance procedures necessary to make the system operational. He was integral in resolving the challenges in time for Monday morning, and was principally responsible for making sure that the activities of the group were closely coordinated and that communications were effective.

WSPS is being built in phases to accommodate the varying types of different permits available and levels of complexity associated with them. System creation involved many hours reviewing current procedures, understanding best practices, and walking through different options to improve processes. WSPS has helped reduce permit turnaround for online permits from a few days to a few hours and provided multiple forms of support and guidance, including quick guides and video tutorials for plumbers.