

A Breath of Fresh Air



Last week, DEP announced that new odor control and air filtration systems have been installed at the Rockaway Wastewater Treatment Facility. As part of the approximately \$1 million project, 205 aluminum panels were installed over nearly 6,500 square feet of outdoor tanks where, as part of the treatment process, the wastewater is stirred up and can create odors. The air trapped under the covers will now be pulled from the tanks through

a new ventilation system and put through an activated carbon filtration process that removes any odor producing particles and chemicals before the clean air is then released into the atmosphere. To further improve air quality, DEP has also planted nearly 100 new trees around the perimeter of the plant. To see photos of the project [click here](#) or visit [DEP's Flickr page](#). To view NY1's news story on the odor control system, [click here](#).


Spotlight on Safety

June is "National Safety Month"

In the United States, as many as 4 million people suffer workplace injuries each year. In 2012, more than 4,600 incidents resulted in fatalities. Each year, the National Safety Council recognizes June as National Safety Month to educate employees about the leading causes of preventable injuries and death. This year's National Safety Month theme is "Safety: It takes all of us."

Each week during National Safety Month, *Spotlight on Safety* will bring attention to a critical safety issue. During the first week of June, DEP will participate in OSHA's *National Safety Stand-Down Week*, which focuses on fall protection.

To learn more about National Safety Month, visit the [National Safety Council's website](#).

At DEP, everyone is responsible for safety. If you or anyone on your team is concerned about your working conditions, it's okay to ask your supervisor or your bureau's EHS liaison how they can help. If you've still got questions, you can call the EHS Employee Concerns Hotline. It's DEP's responsibility to acknowledge and fix unsafe situations, procedures, and practices. With your help, we'll not only get the job done, we'll make it safer for ourselves, our coworkers, our families, and our city. CALL (800) 897-9677 OR SEND A MESSAGE THROUGH PIPELINE. HELP IS ON THE WAY. 

Commissioner's Corner

Many property owners in New York City may not be aware that they are responsible for maintaining the water and sewer service lines that are buried underground and run from their buildings to the City-owned mains under the street. If there is a problem with one of those lines, it could cost a homeowner in New York City between \$3,000 and \$5,000 to replace a water line and between \$10,000 and \$15,000 to repair a sewer line. Last year alone, DEP responded to nearly 3,900 reported leaks, and more than 80 percent were discovered to be private service line problems.

To help property owners better manage these risks and the high costs of service line repairs, in 2011, the New York City Water Board issued a Request for Proposals from qualified providers to establish a Service Line Protection Program. After a thorough review, American Water Resources (AWR) was awarded a contract as the exclusive provider of Service Line Protection for the approximately 670,000 eligible properties in New York City.

Since the program launched citywide last year, one in five eligible New Yorkers has enrolled in the program and homeowners have saved a projected \$13 million in repair charges associated with unexpected leaks, breaks and clogs, including many emergency repairs that resulted from the unusually harsh winter.

For the convenience of those who choose to participate, and at no cost to the City, AWR fully manages the Service Line Protection Program—from providing unlimited



protection for covered repairs and basic restoration of the affected property to establishing a network of local, licensed master plumbers. The program also provides for an unlimited number of claims, a 24/7 Customer Service Center to handle repair requests, quick response time by NYC licensed master plumbers, and all the necessary permits. Customers do not have to submit claim forms or pay deductibles, and the monthly program fee is itemized and included on each participating customer's regular DEP water and sewer bill.

Establishing a Service Line Protection Program is a key component of DEP's *Strategy 2011-2014*, a far-reaching strategic plan that lays out 100 distinct initiatives to help make it the safest, most efficient, cost-effective, and transparent water utility in the nation. DEP is the largest municipally owned water and wastewater utility in the United States.

If you would like more information about the program, visit [AWRUSA.com/NYC](#).



Focus on the Field



DEP's nearly 6,000 employees work tirelessly to protect public health and the environment—and ensuring that they are properly compensated for that important work is the job of the Bureau of Human Resource's Wage and Records Management (WARM) unit. For the last five years, **Antoinette Quinones** has been the Director of the WARM team that works collaboratively to ensure that employees are fully informed of the details of their compensation package and that all adjustments are made in a time sensitive manner.

Quinones was born in Manhattan and raised in Brooklyn where she attended Edward R. Murrow High School. While studying at Hunter College, she began working at DEP as a part-time clerical aide in 1982. She later joined DEP full-time as a clerical associate and worked her way up the ranks of the Human Resources division.

DEP's diverse workforce includes police officers, engineers, watershed maintainers and sewage treatment workers, and there are also numerous unions and civil service titles, which means setting and adjusting wages requires a seasoned team of professionals. From a worker needing employment verification to obtain a mortgage or a lease, to one who is on disability, the issues are usually time-sensitive and can be stressful, and the WARM team has worked together for many years to successfully address all concerns.

"We're all employees so we understand that compensation is a sensitive issue," said Quinones. "We strive to be patient, listen closely to employee concerns, implement adjustments and

generate documentation in a timely manner and most of all ensure that employees are accurately compensated."

In addition to managing the personnel files of nearly 6,000 employees, Quinones and the WARM team of **Swayne Mardenborough**, **Wanda Mateo**, **Christopher Heil**, **Lizette Santiago** and **Bibi Baksh** provide verification of employment letters and implement all salary adjustments as well as handle employee questions and concerns. They also manage the Electronic and Manual Performance Evaluation program and monitor the Annual Financial Disclosure reports.

"Led by Toni, the WARM team works effectively as a group to handle all employee compensation issues," said Deputy Director of Human Resources **Jim Cuggy**. "DEP is truly fortunate to have someone with tremendous experience like Toni, who goes about her job handling sensitive employee information with great professionalism and friendliness. She is a true asset to the department."

In her time away from the office, Quinones enjoys travelling, especially going on cruises, and has visited Florida, Las Vegas, Canada and Germany. She also finds reading books therapeutic and is oftentimes reading more than one at a time. Quinones now lives in Woodhaven and she has three grown sons and two grandsons who live nearby, which allows her to visit them often. Spending time with the family, whether it's playing board games or listening to music, makes her happy but she especially loves to spoil her two grandsons.

We welcome your feedback! To submit an announcement or suggestion, please email us at: newsletter@dep.nyc.gov.

Conserving NYC Water



Last week, DEP announced a new \$23 million toilet replacement program to replace inefficient toilets in select residential properties across the five boroughs. The first phase of the program will begin later this spring, and will target between 7,000 and 10,000 building owners who participate in DEP's Multifamily Conservation Program. The toilet replacement program has the potential to replace as many as 200,000 older toilets with high efficiency models that use 1.28 gallons or less per

flush, and it is anticipated that this will save approximately 10 million gallons of water each day. For more information on the project [click here](#).

Welcome Aboard!



Today, 16 new employees attended orientation and received an overview of the department from Chief Financial Officer **Steve Lawitts** and Deputy Commissioner of Organizational Development **Diana Jones-Ritter**. We hope everyone will join us in welcoming them to DEP!

Brian Campbell, **John Mak**, **Jonathan Perez** and **Robert Sander** with BWT; **Igli Cekani** and **Inna Marantz** with BWS; **Michael H. Hoang**, **Rasha Khobrial**, **Peter Verner** with BEDC; **Marianna Koval** and **Hannah Thonet** with Executive; **Justin Duffy** with Legal Affairs; **Melanie Torres** with CFO/Archives; and **Jonathan Diaz**, **Yvette Matta-Rodriguez** and **Yesenia Ospina** with BCS.

Five Step Guide to Boating on Reservoirs



Last Friday marked the beginning of the 2014 recreational boating program on four City reservoirs in the Catskills. The popular outdoor program, now in its third full year, has attracted thousands of boaters to paddle or sail on the Cannonsville, Pepacton, Neversink and Schoharie reservoirs. To help people interested in boating on City-owned reservoirs, the Watershed Post published a helpful five-step guide to recreational boating in the Catskills. To view the guide [click here](#).