



## 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.

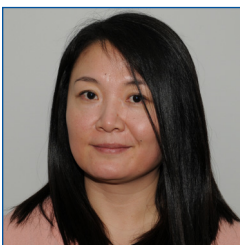
We're accepting 1<sup>st</sup> Quarter nominations for A.C.E. awards thru March 1<sup>st</sup>. Submit your nominations now, with some basic information such as the nominee's responsibilities and examples of extraordinary performance, by [clicking here](#) or mail to: 59-17 Junction Boulevard, 18<sup>th</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 fourth quarter of 2016, featured in this Weekly Pipeline Extra edition, were honored at a breakfast on January 27 with Acting 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.

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## INNOVATION, ENGINEERING



### Bureau of Engineering Design and Construction - **Jin Kanu**

Jin serves as a bridge between project management and information technology. She goes well beyond the assigned role of addressing a set number of Office of Information Technology (OIT) eBuilder tickets daily, providing eBuilder orientation at construction project sites, and hosting Project Control's office hours where staff can call with procedural questions about eBuilder.

Jin brings her background in engineering and construction to the table, which helps Project Controls fine tune the system's process design to make it a better match in real world conditions. Jin helps accountable managers and multiple portfolio managers with eBuilder questions, concerns and process improvements. Her assistance helps Project Controls better understand the users' needs and improves the user's functionality within the system.

Jin takes extra steps to assure that the e-Builder OIT ticket and customer service requests are satisfactorily addressed. By explaining, rather than just closing a ticket, she affords the opportunity for users to learn to be more competent within the system. The system is only effective if it is used and the workflows are in tune with procedures.

The eBuilder platform is constantly changing and Jin has incredible patience. She has never expressed frustration at the system or its users. Thank you Jin for your commitment to innovation and excellence.

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## INNOVATION, EARLY CAREER



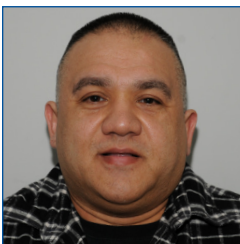
### Bureau of Water Supply - **Ariane Coelho Brotto**

Ariane has been working at the Distribution Science and Planning (DSP) session (also known as Lead Unit) of the Bureau of Water Supply (BWS) for a few months. Her expertise and ample knowledge about DEP's water and wastewater systems has brought a fresh component to the team.

Since the Flint water crisis last year and subsequent public awareness about lead in drinking water took center stage, we have been unprecedentedly challenged to respond in a timely manner to any drinking water issue. Requests for free residential lead test kits rose steeply from 2,000 kits per year to 11,000 as of November 2016.

Ariane has been actively working in developing the Lead Program, focusing on improving communication with our customers, maintaining information and metrics, and enhancing the new lead database. She reviewed data to better understand customer behavior regarding the sampling of drinking water. As a result of her efforts, several changes were implemented including bullet point guidelines, new pictograms to better explain the process, and revised sampling and mailing instructions to improve the collection of samples.

For her commitment to excellence in innovation, it is fitting to present this award to Ariane.



### Bureau of Wastewater Treatment - **Robert Mastrolembro**

As a Steam Engineer, Robert is the point person for maintenance-related issues at building facilities at the Wards Island Wastewater Treatment Plant.

Since joining DEP, Robert has shown his ability to be innovative by addressing facility maintenance issues in the laboratories and making much-needed upgrades to the Compliance Monitoring Section located in the Old Administration Building.

Today, we thank Robert for his commitment, excellence and outstanding level of service to his fellow employees.

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## INNOVATION, SUSTAINABILITY & OPERATIONS



### Bureau of Wastewater Treatment: **Richard Rodriguez, Konstantin Kolodka and Arturo Ortiz**

Richard, Konstantin and Arturo, machinists who work at the 26th Ward Wastewater Treatment Plant, recently performed a noteworthy repair on a degritter machine, which plays an integral role in the wastewater treatment process. The trio disassembled and inspected the machine, and then determined which parts could be refurbished and which needed to be fabricated from scratch. They also determined the type of alloy materials best used to withstand the harsh wastewater environment.

The team worked extended hours and rescheduled vacation and personal time in order to accommodate the repair schedule. In addition, they drew up blueprints and sketches of all the parts created and used to help reduce future repair timeframes.

We offer our sincerest thanks to Richard, Konstantin and Arturo for their resourcefulness in the face of a difficult situation.



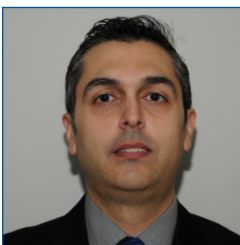
**Bureau of Wastewater Treatment: Joseph Mortellaro, James Restrepo and James McCann**

The operation of a wastewater treatment plant can present many challenges, particularly how to keep critical equipment running and continue the treatment processes when there is a loss of electrical power.

Joseph, James and James designed and built an innovative, low cost, easily-installed, uninterrupted power source to ensure reliability of the plant's effluent disinfection system. This is critical to the plant operator's ability to comply with regulations, protect the health of the public, and maintain the integrity of local waterways.

Today, we honor this team for their ingenious design solution which greatly benefits the agency. A critical and significant professional accomplishment which epitomizes the A.C.E. Award.

## LEADERSHIP



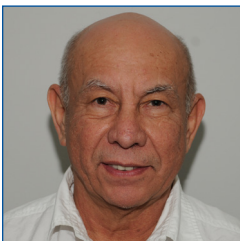
**Bureau of Engineering Design and Construction - Frank Giardina**

Following the July 20, 2011 fire at the North River Wastewater Treatment Plant, Frank led teams of contractors and construction personnel to restore treatment and operations to the Plant. He is an accountable manager who juggled eight emergency contracts and completed a great deal of work in a chaotic environment. Without his leadership and drive, the restoration of treatment operations would not have gone as smoothly, or quickly, as it did.

Frank presently continues in his leadership role by effectively and efficiently administering the emergency response contracts at North River, guiding teams of designers to complete an arduous workload.

Frank is a mentor who offers guidance to his fellow colleagues as they set out on their career paths. He is never too busy to lend an ear or provide advice.

Thank you Frank for being a positive role model, leader and hard worker.



**Bureau of Wastewater Treatment - Efrain Lara**

Efrain is an Associate Chemist at the Wards Island Process Laboratory. He has been employed with DEP for over 30 years and takes tremendous pride in his work. His primary tasks include checking each sample bottle to ensure they are preserved appropriately with acid and that the temperature of each sample is within the acceptable range. These are extremely significant processes in laboratory analyses in order to obtain the most representative data samples.

On a daily basis, the Wards Island Process Laboratory receives between 12-14 coolers filled with bottles containing plant effluent and raw samples collected from five wastewater treatment plants, weighing about 25-30 pounds.

Without Efrain's support and positive attitude, there would be huge delays in analyzing the samples and submitting critical reports.

Today we honor Efrain for being a role model for other Chemists at the Wards Island Process Laboratory.

## CUSTOMER SERVICE



### Grease Outreach Team

Helene Amato  
Lakeisha Bradshaw  
Nicole Diunte  
Karen Ellis  
Kim Estes-Fradis  
Frank Fontana

Denise Hubbard  
Jaunita James  
Jessica Keating  
Eva Lynch  
Robin Sanchez  
Joseph Sokolowski

Charles Sturcken  
Edward Turner  
Bruce MacDonald  
Thomas Mooney  
Sandrine Moore-Straw  
Kerry-Ann Russell

Jeremy Valarezo  
Julissa Vargas  
Helena Armioia

The Grease Team led a yearlong effort to reach 50,000 households in southeast Queens to spread the message that improperly disposing of grease down drains can clog pipes and lead to sewer back-ups and cause flooding. The team, comprised of employees from various bureaus, canvassed neighborhoods and went door-to-door in an unprecedented outreach effort.

The team also visited 12 area schools for assemblies and class lessons, contacted 1,000 food service establishments, held 16 community workshops, and met with 39 religious groups. Part of the agency's mission with this endeavor was to make students more aware of their surrounding environment. School children from communities in southeast Queens were hired as summer interns to assist with the project.

The team not only accomplished its goals but, more importantly, it demonstrated that each of us here at DEP share a role as stewards of the environment.



### Office of Information Technology Service Desk Team

Farhan Abdullah  
 Carrie Ballah  
 Wanda Cruz  
 Rigsang Doma

Juan Formoso  
 Vic Kayharee  
 Lonnie McCombs  
 Richard McGhie

Joe Negrin, Jr.  
 Paul Park  
 Vijay Patel  
 Carmen Rodriguez

Michael Torres  
 Daryl Williams  
 Raoul Yacinthe

Efficiency studies reveal that the standard Information Technology (IT) Service Desk Representative to Worker Ratio is about 80-130 employees to 1 service desk representative. At DEP we operate at a ratio of 333:1 using 6,000 employees as our base, and 15 service desk employees. This is quite the model of efficiency.

OIT plays a significant role in ensuring that our IT infrastructure, hence DEP operations, is functioning, not only during daytime hours, but throughout the nights and weekends.

Service delivery response times have been significantly reduced since the advent of the Help Desk System. The Service Desk plays a big role in DEP's knowledge sharing, workforce development, engagement, and service improvement. They set up and manage the varied computer technology that support our various initiatives.

The OIT Service Desk Team provides direct assistance to inquiries/requests, or directs staff to appropriate IT resources to meet the need. The OIT Service Desk embodies many of the characteristics of a best-in-class customer service operation.

Timely, courteous, efficient and professional service are the hallmarks of this group, and we are pleased to honor the OIT Service Desk team with the A.C.E. Customer Service Award.



### Bureau of Water Supply: **Maria Mannino** and **Robbin Rittie**

Outside of New York City, DEP manages over 160,000 acres of watershed land to protect its drinking water source in both the East and West of the Hudson water supply systems. Most of this land is open to the public and managed by DEP for various recreational activities. These lands are visited regularly by hundreds of thousands of local watershed residents, NYC residents, and tourists coming to experience the beauty and wildness of the Catskill and Hudson River Valley region.

One significant aspect of the land management is issuing, tracking, and renewing boat tags for nearly 14,000 boats stored and used on DEP reservoirs. This past year, DEP had over 8,000 boat tags alone that needed to be renewed. This was in addition to the other daily activities of the Access Permit Office. Maria and Robbin both stepped up to the plate, worked long hours and made themselves available in order to successfully accomplish this monumental task in a professional manner that we can all be proud of.

Their strong commitment to providing a high level of customer service is commended and applauded today with the A.C.E. Award.



### Employee Experience Site Tour Drawing

At today's ceremony, the above employees won passes to participate in an upcoming DEP Employee Experience Site Tour.

## COMMISSIONER'S AWARDS



### **Bureau of Water and Sewer Operations: Field, Distribution, and Emergency Construction Teams Repairing a Broken Water Main on Thanksgiving Day**

John Byrne  
Kent Chin  
Louis DiMeglio  
Louis Echevarria  
Milton Galloway

Corbett Garrett  
Malarie Gilmore  
Tierney Grate  
Kevin Harris  
Tadeusz Kuzmicki

Ghyslin Louis Jeune  
Ronald Manniello  
William Ortiz  
Anthony Rivera  
Peter Ruffino

Richard Ryan  
Richard Segarra  
Michael Sullivan  
Luis Velez  
Krishna Williams

On Thanksgiving Day, DEP responded to Timpson Place, in the Bronx, and discovered a break on a 36" transmission water main. Responding personnel isolated the broken water main and made the necessary adjustments to the supply system to compensate for the loss of water to the affected area. Thanks to the timely and robust response, none of the nearby residents were without water and few noticed the repair work during the busy holiday.

DEP is an agency that runs 24/7, and New York City residents rely on us to protect their drinking water and provide safe distribution and wastewater treatment at all times, no matter the weather or the day. Our staff answered the call on Thanksgiving, with many workers leaving their holiday celebrations on short notice, to ensure that our fellow New Yorkers were provided essential services. The extensive coordination and construction work that took place over Thanksgiving is a testament to the dedication and sacrifice of all the above BWSO personnel, and we thank them for their efforts.