

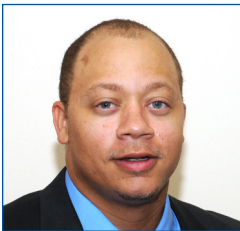


DEP Employees of the Month for August 2014

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.

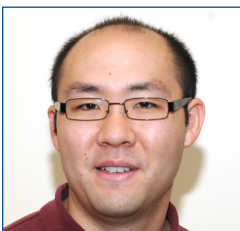
DEP is a great agency that delivers services that millions of New Yorkers depend on daily. Making good on that promise requires the dedication and hard work of the nearly 6,000 employees at DEP. To nominate someone who has demonstrated uncommon dedication and excellence, fill out the nomination form 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 The Source, 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 August, featured in this Weekly Pipeline Extra edition, were honored at a breakfast on September 24 with Commissioner Emily Lloyd, 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 & Sewer Operations - Joseph Carrington

Joseph Carrington began his career with DEP in March 2003, and currently serves as a Construction Laborer in the Bureau of Water and Sewer Operations' Division of Field Operations, Queens Repairs Yard. On the evening of August 21 at approximately 11pm, a crew was assigned to excavate and uncover a leak on a 72-inch steel trunk main. While at the work site, Carrington was approached by a male pedestrian who appeared troubled and disoriented and who told Joseph he wanted to harm himself. Carrington escorted the gentleman away from the work zone and tried to calm him down. Carrington then immediately notified his supervising manager, Richard Quick to explain the situation. Quick then called DEP's Emergency Call Center to telephone 911 for emergency assistance. Carrington and Quick offered the gentleman water and kept him engaged in conversation until the NYPD and FDNY EMS arrived at the site. Carrington's swift action and concern prevented the pedestrian from harming himself or potentially taking his life.



Office of Information Technology - Paul Park

Paul began his career with DEP in October 2008 and he currently serves as a Computer Associate within the Office of Information Technology (OIT). He has established himself as an integral part of the OIT team and is always ready to help others on a moment's notice. This includes providing assistance when Outlook is malfunctioning, lending technical support for agency Brown Bags, and getting nearly one hundred intern's computer and phone service prior to the start of their summer program. He also helped to establish webinars for off-site interns during the biweekly seminars, which greatly enhanced the experience.

Paul has also played a key role in rolling out of the new city-wide PrintSmart Initiative at DEP. He has demonstrated creative problem solving skills and crafted customized plans for networks of shared printers in DEP's busy office spaces. Paul spotted some operational problems during the pilot program, and has proactively addressed the issues. He has done a fantastic job communicating with all parties involved in PrintSmart, including DCAS, Xerox and DEP's Executive Office and Bureau of Customer Services. Throughout the initiative, he has exhibited both resourcefulness and technical insight to guarantee that the project is rolled out as smoothly as possible. Paul exemplifies the best kind of internal employee support.



Wastewater Treatment - John Hennessey

John Hennessey began his career with DEP in October 2003, and currently serves as a Captain in the Bureau of Wastewater Treatment's Marine Section. On Sunday, August 3, the Marine Vessel (MV) Red Hook was returning to the Hunts Point Plant with a full load of sludge. A jet ski traveling westbound was approaching the vessel rapidly when it suddenly lost power to its engine and became disabled in the water. The jet ski, carrying a father and young son, was at the mercy of the strong currents where the East River meets the Harlem River, an area known as Hell Gate. Captain Hennessey immediately went into emergency mode by stopping the engines and sounding the warning horn.

Having lost power, the jet ski continued straight towards the bow of the MV Red Hook. Captain Hennessey gave the order to his Mate, Lawrence McGivney, to make a hard turn to starboard. The vessel maneuvered seconds before it would have collided with the jet ski. The MV Red Hook was now in a precarious position floating sideways under the Hell Gate rail road bridge. However, Captain Hennessey's quick actions got the vessel back on course.

The crew immediately notified Vessel Traffic and an NYPD Marine Unit who were able to rescue the father and son. The heroic actions of Captain Hennessey saved the lives of two people. Experience, training and skill were all needed under the intense pressure to avert what could have been a very tragic accident.



Environmental Compliance - Janet Melendres

Janet began her career with DEP in November 1988 and she currently serves as a Clerical Associate in the bureau's Asbestos Control Program. In this role, she helps to protect public health by ensuring the proper filing of asbestos project notifications, amendments, variances, Asbestos Technical Review Unit permits, and closeout documents within the Asbestos Reporting & Tracking System (ARTS).

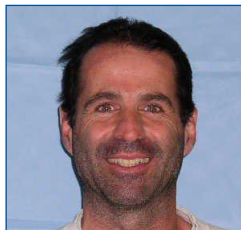
Janet assists applicants at the kiosk computer and at the customer service window and, if a system anomaly occurs within ARTS, she quickly notifies her superiors/managers with a clear and concise explanation of what has occurred and her recommendation to resolve the issue in a timely and efficient manner. Janet is an exemplary employee who is dedicated to providing the highest standards of customer service.



Employee Suggestion Program - Jszillene Ebanks

Safety and health in the workplace cannot be overemphasized enough. Jszillene, who works in the Bureau of Water and Sewer Operations, addressed an environmental health and safety issue by writing to the Employee Suggestion Program with her idea to ensure that cubicles and work spaces are free from dirt and debris for new employees. Her suggestion prompted an addition to the Standard Operating Procedures for *Keeping Work Spaces Clean and Safe* to include a provision for supervisors to notify Facilities Management and Construction (FMC) when a work space requires cleaning after an employee separates from the agency. Not only is this general practice of hygiene a good form of preventative health, but it is a major part of every employees responsibility at DEP.

The Employee Suggestion Program commends Jszillene for bringing this concern forward to improve the health and safety of her fellow employees. Also responsible for the implementation of this suggestion are Kim Cipriano, Commissioner's Office; Sue Dennis, FMC; and Persis Luke, OEHS. For a complete copy of the new SOP, please visit [Pipeline](#).



Water Supply - The Shokan Facilities Crew

Mark Naccarato, Sean Perry, Mark Davis and Justin Kappel are Watershed Maintainers in the bureau's Western Operations Division. Naccarato and Perry are assigned to the facilities maintenance crew, while Davis and Kappel are assigned to the Catskill Aqueduct mowing and maintenance crew at the Ashokan Reservoir.

On Tuesday, August 19, 2014, they were the initial responders to a car accident that occurred along the Ashokan Reservoir on NYC Route 28A in the Town of Hurley. As the first two on the scene, Naccarato and Perry began to investigate what was believed to be a fire on city property. Naccarato quickly descended the steep wooded embankment and located the burning automobile and directed Perry to contact the Fire Department and EMTs. The two then removed branches and debris to stop the fire from spreading towards the victim.



Davis and Kappel arrived shortly afterwards and began fighting the fire with a portable fire extinguisher. Their critical thinking, professional conduct and courage played a vital role in the victim's survival.

Commissioner's Award:



Customer Services Call Center Team

Cheryse Martin	Yesenia Ospina	Vanessa Riviera	Latoya Valentine
Fernando Barreto	Irene Caldas	Jonathan Diaz	Simeon Goodson
Linda Meyers	Dominick Pesce	Richard Schack	Clarese Williams
Maurice Blair	Socorro Cantres	Lanie Diaz	Dorisa Hua
Nubia Morales	Allison Phillips	James Symbouras	Wallace Williams
Marrena Bonner	Zola Chacon	Schenida Fountain	Yvonne Lawton-Jones
Maureen Morris	Danielle Puma	Jeremy Valarezo	Dean Wingfield
Maureen Brown	Deneen Davis	Maria Gonzalez	Queen Liang

Bureau staff serve as the public face for DEP and thus are trained to provide excellent customer service and be well versed in many areas. They assist an average of roughly 1,400 customers each day, with inquiries ranging from core initiatives such as AMR and the Service Line Protection Program, to leaks and sewer backups. Due to the large volume of calls fielded by Customer Service Representatives (CSRs), they are also relied upon to identify trends, such as DEP Website and online billing issues, before they can become widespread problems.

Many internal bureaus have looked to the skilled CSRs for assistance with various projects, including Build It Back and the Toilet Replacement Program. The large number of bilingual staff is also often called upon by other Bureaus to assist with translation and interpretation services. The Call Center assists 311 during coastal flooding storms, stayed open all night during Hurricane Irene—and opened for business the day after Hurricane Sandy. The bureau's Call Center has proven again and again that they can be counted on to assist their fellow New Yorkers.



Employee Experience Site Tour Drawing

At today's ceremony, the following awardees and their nominators won passes to participate in one of the upcoming [DEP Employee Experience Site Tours](#).

EOM Awardees: **Mark Naccarato** and **Justin Kappel/Carl Davis**-Nominator, **Paul Park/Isabella Wechsler**-Nominator, Commissioner Awardees: **Cheryse Martin**, **Maria Gonzalez**, **Linda Meyers**, **Queen Liang**, **Danielle Puma** and **Richard Schack**.