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Bill de Blasio, Mayor
Carter Strickland, Commissioner

WEEKLY

PIPELINE

EXTRA

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DEP Employees of the Month for January 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 January, featured in this Weekly Pipeline Extra edition, were honored at a breakfast on February 26 with Commissioner Strickland, 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.



Police and Security - **Roberto Diaz, Jr.**

Roberto began his DEP career in May 2000, and currently serves as an Associate Chemist in the Bureau of Police and Security, Division of Emergency Response and Technical Assessment (DERTA), Bio-Watch Program. As a supervisor in the unit, he is responsible for responding to hazardous material spills to protect public health and the environment. Following Hurricane Sandy, there were concerns that flooding may have released hazardous substances within facilities located throughout the flood zone. DERTA inspected 367 facilities located in these areas. Roberto reviewed the division's findings and made suggestions on how DEP could assist these facilities in implementing preventive measures. He also assisted the Department of City Planning and the Mayor's Office of Long-Term Planning and Sustainability in identifying goals to protect the operation of open and enclosed industrial sites with hazardous substances. Such goals included developing cost-effective measures to safeguard exposed substances in the 100-year floodplain and creating a catalogue of best practices for storing enclosed hazardous substances. Roberto also developed a "blast email" and "palm card" that contains guidance for facilities that may be susceptible to imminent flooding. This guidance focuses on good management practices to minimize spills.



Water & Sewer Operations - **Ashley Robinson**

Ashley began her career with DEP in July 2007, and currently works with the Timekeeping Unit in the Bureau's Management Services Division. She is very knowledgeable about timekeeping duties, often assists her peers, and comes to work early and leaves the office late in order to complete the great number of reports that are required of her. She also trains staff when needed, providing many tips and shortcuts to simplify some of the more challenging tasks, particularly in Microsoft Excel. Ashley is also responsible for reporting missed punches, lateness, and overtime hours for the Bureau's Field Operations employees. In addition, she plays a major role in preparing information for the H2OStat reports. As a side note, Ashley does all of this by day while attending college full-time in the evening.



Wastewater Treatment - **Lewis Duvalsaint**

Lewis began his career with DEP in June 1997 and he currently serves as a Process Control Engineer at the Owls Head Wastewater Treatment Plant. He has a Professional Engineer's License and is a New York State Licensed Plant Operator. Lewis' job is to make sure that the treatment processes at Owls Head are operating as efficiently as possible while maintaining all regulatory requirements. Controlling the various treatment processes at Owls Head has always been very challenging and the biological conditions can change quickly. Lewis had to work weekends during January to make operational adjustments on a daily basis and his diligent efforts ensured DEP remained compliant with state and federal standards for treating wastewater.



Engineering, Design and Construction - **Bernard Daly**

Bernard began his DEP career in March 1985 as a Field Inspector on the City Water Tunnel No. 3 project at Van Cortlandt Park in the Bronx. He currently serves as the Construction Accountable Manager for the \$3.2 billion Croton Water Filtration Plant. The current five construction contracts are the largest dollar value of any one phase of construction in DEP's history, and Bernard has been involved from the planning and design stages, to the start of construction, up to the current point, the startup and testing of the plant. He has worked diligently to resolve all problems.

One of Bernard's most admirable traits is his concern for safety on the job site. He has provided multiple trainings for the new employees assigned to Croton and has been serving as DEP's representative to the community addressing concerns about the construction of the plant.



Office of Information Technology - **Farhan Abdullah**

Farhan began his career with DEP in July of 2007, serving as a Supervising Desktop Support Analyst in the Office of Information Technology (OIT). He was a major contributor to the development of the metrics that measure the performance of the Service Desk. He also helped to organize the Service Desk knowledge database as well as the system used to record, categorize, track, and report on the life cycle of incidents called in by users.

In April 2011, Farhan assumed managerial responsibilities for the Service Desk, including supervising 12 technicians. During this time, he implemented processes and practices that resulted in significant and measurable improvements to service levels, including the time it took to deploy software to desktops by 35 percent; and customized and enhanced the IT Service Desk ticket management system to facilitate all stages of service requests from beginning to end.

In May 2012, Farhan assumed oversight of OIT's Production Control Unit. This unit is responsible for running thousands of batch processes a day, including the critical Bureau of Customer Services' Customer Information System (water bill) job streams.

In January of this year, Farhan was promoted to the position of Director of IT Infrastructure and Operations, expanding his area of responsibility to include oversight of the day-to-day operations of the network, server, and database areas. While he has been in this position for only a short time, there have been significant improvements in problem resolution and responsiveness under his leadership.

Employees, colleagues, OIT Managers, and agency executives all have come to expect and value Farhan's responsiveness, transparency, knowledge, professionalism, and advice when dealing with IT matters. He has been a major contributor to the overall improvements in service within OIT during his time here.

Commissioner's Award:



Citibank Lockbox Payment Team

The Citibank Lockbox Payment Team is a multi-bureau group composed of employees from the Office of Information Technology, the Bureau of Customer Services and the Water Board. The group was tasked with the responsibility of managing the transition from the previous payment processor to the current one. This critical initiative ensured that DEP was able to provide excellent customer service while maintaining essential revenue flow to the agency and the Water Board. This partnership allowed for the implementation of easy and convenient payment options and an enhanced customer service experience for our 836,000 customers

The following employees played essential roles in the success of this critical program:

Customer Services

Joseph F. Singleton, Jr
Michael Moran
Karen Leclaire
Lu Liu
Michael Perumal
Angela Emile
Joseph Corvo
Marianne Tucarella
Timothy Kennedy
Albert Kramer
Vincent Mattarella
Vivian Kwok

Water Board

Mathilde McLean
Greg Ascierio
Anthony Circolone
Giovanni Dolce

Office of Information Technology

Gregory Gass
Seshadri Aiyar
Barrington Wilson
Galina Klyachman
Lazar Mikhly
Cesar Herrera
Johnny Hoang
Ilya Talmasov
Cheri Tse
Farhan Abdullah
Long Han

Craig Jones
Wanda Phillips
Veronica Thompson
John Olmo



Employee Experience Site Tour Drawing

At today's ceremony, three lucky awardees and their nominators, and two Commissioner Awardees, won passes, which they will use to participate in one of the upcoming DEP Employee Experience Site Tours! These tours will be scheduled quarterly and the winners will receive one pass each to be used within the next year.

These tours are an additional bonus to EOM recipients in recognition of their outstanding achievements and we want to offer them and their nominators excused time from their day-to-day work to venture out and experience one of the many other vital workplaces in DEP's vast network of operations. On the tour list might be a visit to the Gilboa dam, to Newtown Creek's digester eggs, to the new \$1.6 billion UV plant, or to one of DEP's exciting green infrastructure projects. These tours are guaranteed to inspire even more excitement about the contributions that employees make every day to the DEP mission. And, as word gets around, the chance to win a tour should encourage even more employees to submit worthy EOM nominations.

EOM Awardees: **Roberto Diaz, Jr./Greg Hoag**-Nominator, **Farhan Abdullah/Michael Taylor, Jr.**-Nominator, **Ashley Robinson/Tiffany Jones**-Nominator. Commissioner Awardees: **Lu Liu, Wanda Phillips, Cheri Tse, Diane McCabe, Gregory Gass, and Dionne Rocke.**