



Always Creating Excellence (A.C.E.) Employee Awards

DEP 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 ACE 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.

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](#). For more information, email aceawards@dep.nyc.gov or call Herb Roth at 718-595-3377.

Awardees for the first quarter of 2016, featured in this Weekly Pipeline Extra edition, were honored at a breakfast on April 28 with Commissioner Emily Lloyd, 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.

ENVIRONMENTAL, HEALTH & SAFETY



Bureau of Wastewater Treatment - Joseph Reddington and Edward Wright

As Emergency Response staff members in the Bureau of Wastewater Treatment, Joe and Eddie provide support for emergencies, injuries, and environmental releases. They regularly meet with operations staff to address environmental, health and safety concerns, and to assist with training drills.

Joe has been implementing safety improvements even before DEP established an agency-wide comprehensive Environmental Health, and Safety program, and Eddie has worked with, and been mentored by, Joe for the past 10 years.

The following two examples demonstrate how they have improved safety over the past year. During a recent case, an employee expressed concern about entering a sewage pump station with a wet floor and electrical equipment in the room. Joe and Eddie promptly resolved the employee's immediate concern by placing non-slip, non-conductive grating to separate the employee from the water.

Throughout 2015, Joe and Eddie also responded to several dozen spills of regulated chemicals and petroleum products. They determine if the spills are "reportable," assign responsibility for cleanup, and oversee the proper disposal of the waste and cleaning materials.

These are just a few examples of Joe and Eddie's numerous contributions to environmental health and safety at DEP. Thank you to both for these important efforts to promote a safe and healthy workplace.

INNOVATION, TECHNOLOGY



OIT SharePoint Team - **Christopher Smith, Bernadette McCallion, Shinique Edwards, and Emil Pulicichio**

The OIT SharePoint Team has consistently provided the Organizational Development and Human Resources group with outstanding support in all of its Workforce Development and Training initiatives. The team's collective knowledge, creativity, innovation and visionary work have significantly contributed to the success in delivering quality service and training programs.

Specifically, their critical support helped create videos for Manager's Professional Development Day, to film and edit the Tap Talks series, and to design the Workforce Development and Training SharePoint site, just to name a few. The SharePoint Team is dedicated to advancing the Agency's future technological capabilities, improving our workflow, and streamlining our communications about development and training services.

In today's digital era, there are numerous opportunities to reinvent and rethink the tools used to broadcast information, and the OIT SharePoint team has provided invaluable contributions to programs serving employees across DEP.



Bureau of Water Supply - **Donald Culjak, Jr. and Richard Curcio**

Don and Rich are analysts within DEP's Pathogen Laboratory, which performs testing for Cryptosporidium, Giardia, and human enteric viruses. Approximately two years ago, an analytic issue with low or failing quality control results was noticed at one of the reservoirs. The Pathogen Lab promptly began to investigate, and both Don and Rich were instrumental in troubleshooting and extra sample processing to identify possible causes.

Rich assisted the lab in running experiments on a different type of filtration called Portable Continuous Flow Centrifugation (PCFC). Using different centrifuge speeds and various types of elution buffer, Rich processed numerous samples to determine if the method would positively affect quality control results.

Although PCFC did not prove successful as the ultimate solution, Rich did an excellent job undertaking this time consuming work with a highly technical piece of equipment, and we greatly appreciate his efforts.

Don also assisted with troubleshooting and suggested another processing step called "heat dissociation." Don performed this process on several samples and greatly increased our recoveries, and it has since become standard practice for that reservoir site. Thanks to Don's research efforts and technical skills, the lab was able to achieve a critical result.

Thank you to both Rich and Don for their excellent application of technology and problem solving to support the work of DEP's Pathogen Laboratory.



Bureau of Wastewater Treatment: Wards Island Priority Pollutants Lab Team - **Neela Pooransigh-Margolis, Piyushkumar Patel, Anastasiya Lanis, and Marcello Morreale**

On November 1, 2015, the New York State Department of Environmental Conservation issued revised permits for DEP's 14 in-city wastewater treatment plants. Among the new requirements was a condition to analyze the plants' effluent for mercury using a method with a significantly lower detection level. The Team went above and beyond to accomplish their task using a highly complex and stringent laboratory analysis method. Given the low detection levels of the mercury analysis, environmental contamination of the samples is a serious concern and can significantly impact results. The Team worked hard to ensure that the designated rooms for sample processing and analysis were clean and free of contamination.

The analysis of mercury at this level is new for wastewater plants, and few laboratories are certified to meet these demanding standards. As a result, the Team had limited resources to rely on and had to be particularly creative in resolving any issues. The Team gamely tackled the challenge and was able to successfully meet the newly prescribed guidelines. Their persistence paid off. In less than four months, they received the required accreditation from the New York State Department of Health.

We recognize the Wards Island Priority Pollutants Lab Team for applying their technical expertise and undertaking an exemplary collaborative effort to fulfill the new permit requirements.

INNOVATION, EARLY CAREER



Executive Office - **Timothy O'Grady**

Every major strategic initiative needs a champion, "can-do," "will-do," "happy-to-be-the glue" employee. That employee is Tim. Tim is known for always going above and beyond. He pays close attention to details, time frames, and due dates, and communicates in a way that is inclusive and supportive of all parties involved. Tim's excellence has been demonstrated firsthand through the Commissioner's Workplace Violence Prevention Enhancement Initiatives and the Diversity Strategic Plan Task Force and accompanying Work Group.

Tim began his DEP career in July 2014 and although he is relatively new to the agency, his contributions and innovative thinking are that of a seasoned veteran. He continuously presents analytical data in thoughtful and understandable ways and has offered clever suggestions that have enhanced the initiatives themselves.

For example, Tim recently suggested we expand our recruitment presence on social media. In short order, he enhanced DEP's presence on the LinkedIn recruitment site, resulting in an immediate increase in page "hits." In addition, he saw other opportunities to enhance our recruitment efforts and designed a new user friendly Careers page, which has also seen a subsequent jump in page views.

As an early career employee, Tim has proven to be a valuable member of any team he is assigned to. We are proud to recognize his hard work, dedication and enthusiasm with an ACE award.

INNOVATION, SUSTAINABILITY & OPERATIONS



Bureau of Wastewater Treatment: Wastewater Treatment Plant Operators Team - Zainool Ali, Courtney Anderson, Andrew Kittel, Eric Klee, Chris Malatos, John McCabe, Mahendra Patel, Howard Robinson, III, Phillip Rocle, William Schroder, Jr., Eugene Tripi, Stephen Winrock, Mohammed Zaman

Since 2013, the 13 Wastewater Treatment Plants located in Con Edison's service areas have participated in an electric grid reliability initiative called the Demand Response Program, or DRP.

Through DRP, facilities help to mitigate the risk of brownouts and blackouts in the city by strategically decreasing their electricity usage before and during peak hours, when the electric utility calls for additional load shedding. The plants primarily achieve these reductions by safely turning down or off equipment, an intensive manual process that requires enhanced planning, training, physical work, and close monitoring.

The plants carefully reassess their customized DRP protocols twice a year and scrutinize their operations for any opportunities to temporarily and safely reduce energy usage. DRP also allows the electric utility to avoid heavy reliance on "peaker plants," which are additional power plants that come online to meet high electricity demand but rely on dirtier fuels like coal and tend to be expensive to operate. As a result, participants in DRP play an important role in improving the reliability of the local electric grid and preventing additional greenhouse gas emissions in the city, as well as spikes in electricity costs.

Thanks to their efforts through DRP, the Bureau of Wastewater Treatment has managed to avoid approximately 80 metric tons of additional greenhouse gas (GHG) emissions. DEP is a significant player in improving grid resiliency, and we thank the Wastewater Treatment Plant Operators Team for their critical efforts to meet these important goals.

INNOVATION, ADMINISTRATION & SUPPORT



Bureau of Organizational Development and Human Resources - Michael Bartlett

The 2015 Annual Workforce Report represents an unprecedented effort to capture comprehensive data at the Agency and Bureau level, and to inform critical decisions around our talent needs today and in the future. The Report includes demographic, diversity, title, separation and projected retirements by bureau.

As 55% of DEP's workforce will be eligible to retire over the next ten years, this type of data analysis is critical to recruiting and retaining talent so that DEP can remain best-in-class in the water utility industry and effectively serve New York City residents.

Michael is being recognized for serving as the innovative champion of this Report and for commandeering the lengthy process of designing, researching and overseeing its production. Gathering the data for this Report was a monumental effort and we learned a great deal while navigating the challenges of pulling data from disparate systems.

As a result, the Bureau is working with OIT to improve access to data and to further integrate our systems for future use. While Michael's perseverance, dedication and focus were integral to producing the Report, there are a number of supporting players who also contributed to this effort. Therefore, a big thank you also goes to James Cuggy, George Mayer, Albert Kramer, Herb Roth, Timothy O'Grady, Joseph Murin and Josie Guzman-Deleme.

CUSTOMER SERVICE



Bureau of Organizational Development and Human Resources: Payroll Unit - Quanetra Caple, Nicole Devito-Rodriguez, Lauren Gallo, Elizabeth Gonzalez, Elestene Houston, Madevi Jewan Lall, Sannie Lubin Holder, Sue Mallon, Robert McHale, Edna Pennie, Bernadette Portis, Velicia Robinson, Helen Smalls

DEP's Payroll Unit faces extraordinary challenges and a huge workload on a daily basis. Recently, their regular responsibilities were compounded by the additional requirements of implementing all the labor contract settlements that occurred throughout 2015.

Over the past year, the Payroll Unit has worked diligently to communicate, input, verify, process, and re-verify the thousands of transactions that have provided DEP employees with long awaited salary increases and adjustments. This time-consuming and complex work often goes unrecognized behind the scenes. It takes a committed team to ensure that all of DEP's employees can receive accurate paychecks amidst these complicated adjustments. Thank you to the entire Payroll team for your remarkable efforts in serving your fellow employees at DEP.



Bureau of Executive - Grace White

The Mayor's Office of Environmental Remediation (OER) is a City Hall office that closely partners with DEP but is located remotely from the agency. For this reason, many of the critically important human resource tasks can be more difficult to accomplish. In addition, OER faces the added challenge of having a high personnel turnover rate. Grace White's counsel and suggestions for human resource process enhancements have completely revolutionized the work.

Whether developing a job analysis, creating job posting notices, generating structured interview questions, or securing budget approvals, OER is able to maintain sufficient staffing levels, achieve its goals, and deliver on Mayoral priorities thanks largely to Grace's diligence and support. We honor Grace today for providing an exceptional level of service to OER and thank her for her continued patience and guidance.



Agency Chief Contracting Office - Rosanna Pullara

The Agency Chief Contracting Office (ACCO) provides essential procurement services to all of DEP's bureaus and offices, and relies on experienced employees to meet a demanding work schedule. During the past 18 months, the ACCO has faced significant changes in staff, and Rosanna played an essential role in managing that transition. She did an exceptional job scheduling and personally attending numerous interviews, on-boarding new personnel, and helping long-time employees as they prepared for retirement.

Rosanna has a deep understanding of the institutional needs and functions of the ACCO. Her knowledge and keen grasp of core processes have been enormously helpful to managers working with multiple bureaus to meet their procurement goals. Her efforts kept ACCO operations running smoothly during the past year and a half, and she has ably assisted with these transitions while performing her regular duties as the ACCO's Equal Employment Opportunity Liaison, Facilities Coordinator, Trainings Coordinator, and Environmental Health and Safety Officer. Thanks to Rosanna's diligence, the ACCO is consistently compliant with office performance evaluation deadlines. Thank you, Rosanna, for your commitment to excellence and outstanding level of service to ACCO employees.



Bureau of Customer Services - Kathryn Garcia

Kathyrine has consistently demonstrated her dedication to outstanding customer service. While the Bureau of Customer Services (BCS) most often interacts with customers on water and sewer charges, they also handle inquiries about environmental issues, permitting, water quality, field personnel, appointments, and other DEP services.

Kathyrine is consistently reliable, knowledgeable, and polite to customers regardless of their demeanor. She investigates their complaints or inquiries, compiles relevant data, consults with senior management as needed, and advises customers in a fair and courteous manner. Here are a few stories about her exemplary work:

- Kathryn spoke with one property owner who was charged for shut off service, but who claimed that water had not been shut off at their address. Kathryn worked with the Bureau of Water and Sewer Operations to research the appropriate records, and resolved the matter within one business day after confirming that the charge was directed to a different address.
- Additionally, Kathryn provides accurate and timely information to elected officials regarding constituents who have qualified for and been listed as eligible for the Lien Sale. She validates the charges to ensure their accuracy and provides the owners with options they can pursue to avoid having the lien sold.
- And, she also fields time-sensitive inquiries from the Mayor's Office of Operations and/or Correspondence, [NYC.gov](https://www.nyc.gov), 311-phone and 311-email, and DEP's Customer Services Inbox and Feedback inbox.

Given Kathryn's exceptional level of service to customers, both in and outside of DEP, we are proud to honor her today for making a positive impact on the public face of the agency.

LEADERSHIP



Bureau of Police and Security - Adam Henry

Environmental Police Officer Adam Henry has been with the Eastview Precinct for less than two years but has quickly proven himself to be conscientious, brave, and a tremendous asset to the Department.

On Sunday, February 14 of this year, Officer Henry was assigned to a fixed post position at Kensico Dam. While on post, he observed a suspicious subject on top of the dam. After closely monitoring the individual on closed caption television cameras, Officer Henry was able to match him with a description of a man wanted by the Mount Pleasant Police Department (PD) for felony firearm possession.

The Eastview Communications Sergeant contacted Mount Pleasant PD, which confirmed that there was an active warrant and requested that the subject be held until they arrived at the location. Meanwhile, the individual approached Officer Henry's post, intending to leave the top of the dam. Officer Henry requested identification and began interviewing him in an attempt to hold the subject at the location.

The Mount Pleasant PD arrived while the subject was still being interviewed, advised the individual of the active warrant, and attempted to put him in custody. He quickly became combative and resisted arrest, but Officer Henry swiftly applied proper control techniques and was able to secure him.

Today, we honor Officer Henry for providing outstanding leadership in upholding public safety and taking swift action to apprehend an individual with a felony firearm warrant.



Bureau of Engineering, Design and Construction - Rosaura DeJesus

Over the past three and a half decades, Rosie has been a significant leader and contributor on numerous DEP employee engagement and quality of work life events and activities. Rosie can always be counted on to participate in any Agency initiative. Most notably, she has volunteered for United Nations detail, the Mets Subway Series, the Agency Art & Poetry Contest for grades K-12, the annual picnic, and both the upstate and downstate health fairs. In addition, Rosie is responsible for managing the Deputy Commissioner's demanding work calendar and itinerary.

Rosie is deeply respected by her colleagues for her ability to get things done. She works tirelessly on the Labor Management partnership known as the Quality of Work Life Committee (QWL), and serves as a Labor Co-chair for the Oversight committee. The committee is tasked with developing engagement programs that benefit all of the Agency's employees, and Rosie brings a wealth of experience to her role. We honor Rosie today for her significant efforts to expand and improve the quality of work life events and activities that DEP employees continue to enjoy every year.

COMMISSIONER'S AWARD



Lead Response Team

As more information has surfaced about the tragic water crisis in Flint Michigan, lead in drinking water has become an ongoing topic of concern for residents and the media. While other municipalities have struggled to maintain a safe drinking water supply, careful investments and the diligence of devoted DEP workers have protected New York City's drinking water.

During the past few months, employees of various bureaus have worked together to maintain the public's trust, affirm the ongoing cleanliness of the water supply, and support other agencies in their service line investigations. Commissioner Emily Lloyd proudly presented the first ACE Commissioner's Award to the Lead Response Team.

Normally, the award recipients would have been asked to come forward to be recognized, but this was truly an agency-wide effort with nearly 100 employees participating. Instead, Commissioner Lloyd will be visiting these employees at their worksites in the coming weeks to thank them for their phenomenal dedication and support.

Here is just a small sample of the herculean tasks that have been shouldered by this group:

- The Bureau of Water Supply, which offers free lead testing kits for New York City residents, has been processing a staggering rise in kits, with more than 5,800 test kits requested to date in 2016, more than double the total amount requested last year.
- The Bureau of Water and Sewer Operations analyzed thousands of tap card records to identify potential lead service lines in schools, and together with the Bureau of Customer Services, inspected service lines at more numerous Department of Education school sites.
- The Bureau of Public Affairs and Communications worked with elected officials to reassure and educate the public about lead in drinking water, and attended community meetings across all five boroughs in the short span of a few weeks to address residents' concerns.

These tasks and many more were handled swiftly, effectively, and without disrupting usual operations.

Commissioner Lloyd expressed a tremendous thank you to everyone involved and said she looks forward to formally delivering these awards to their recipients.



Employee Experience Site Tour Drawing

At today's ceremony, 19 lucky awardees and their nominators won passes to participate in one of the upcoming DEP Employee Experience Site Tours.

Joseph Reddington/William Yulinsky – Nominator; **Rosanna Pullara/Elisa Velazquez** – Nominator; **Quanetra Caple, Elestene Houston, Velicia Robinson and Michael Bartlett/Diana Jones Ritter** – Nominator; **Kathyrine Garcia/Karen LeClaire** – Nominator; **Adam Henry/Steven Tamy** – Nominator; **Donald Culjak, Jr. and Richard Curcio/Lisa McDonald and William Kuhne** – Nominators; **Shinique Edwards and Emil Pulicicchio/Aimee Edwards** – Nominator; **Zainool Ali, Chris Malatos, Mahendra Patel, Howard Robinson, III and William Schroder, Jr./Tami Lin and Mikael Amar** – Nominators; **Rosaura DeJesus/Kimberly Vann** – Nominator; **Grace White/Daniel Walsh** – Nominator.