

**From:** [Strickland Jr., Carter H.](#)  
**Subject:** Weekly Pipeline - Extra Edition - Employees of the Month for April  
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Michael R. Bloomberg, Mayor  
Carter Strickland, Commissioner

# WEEKLY PIPELINE

## EXTRA

May 31, 2012 Volume III • Issue 126A



## DEP Employees of the Month for April 2012

**T**he 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 daily 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 Pipeline, 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](mailto:hroth@dep.nyc.gov).

The Employees of the Month for April, featured in this Weekly Pipeline Extra edition, were honored at a breakfast on May 31 with Commissioner Strickland, 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 & Security - Lieutenant Christian Gallagher

Christian began his career with DEP in July 2001, and currently serves as the Commanding Officer of the Grahamsville Precinct. Christian and his staff of three sergeants and ten environmental police officers are responsible for securing the Grahamsville-area watershed and investigating environmental complaints. His extensive skill set from both his military service and time in the Emergency Service Unit has enabled him to lead his officers in the field. For example, this year he worked side by side with officers at the opening of fishing season. This has resulted in a marked increase of mission-focused activities and has generated an upsurge in environmental enforcement. During the aftermath of Hurricane Irene, Christian not only supervised his Grahamsville staff, he also provided assistance at the Gilboa Precinct. Christian worked multiple extended shifts and took the lead in coordinating staff and handling the multitude of flood-related special details. He leads by example and has earned the respect of his subordinates, peers and supervisors due to his strong work ethic, sense of humor and calm demeanor in stressful situations.



### ACCO - Sonia Sangster

Sonia began her career at DEP in January 1984, and currently serves as the Acting Director of Capital and Expense Payments. Sonia's tasks include ensuring that vendor payments are processed and paid in a timely manner, in accordance with New York City rules and policies. In fiscal year 2011, this unit made 3,882 payments totaling \$2,372,387,344. Sonia is responsible for payments relating to construction, design, professional services and consultants, and works closely with the Office of Engineering Audits to make sure payments are accurate. She also maintains a close professional relationship with the Financial Information Services Agency, the Comptroller's Office and various contractors.

Over the past year, Sonia has taken on additional responsibilities, including overseeing expense payments as well as mandatory reporting obligations. She has extraordinary customer service skills and expedites payments. Sonia serves as a liaison to each bureau within the agency regarding contract payments and is always cooperative, enthusiastic, and willing to help out.



### Water and Sewer Operations - **Ketul Patel and Nabil Bekheet**

Ketul began his career at DEP in September of 2003 and Nabil in September 2007. Both currently serve as Assistant Mechanical Engineers.

Nabil and Ketul each provide engineering support for all aspects of reservoir operations, including service contract development and management, developing and researching specifications for various equipment used in the water treatment process, generating computer-based drawings and diagrams, and managing the dam safety program.

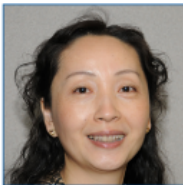
Both engineers quickly learned the contract and procurement systems, and were able to develop multiple service contracts that the division needed. These contracts were successfully bid and are administered by Ketul and Nabil. In addition, they are also involved in the development of an engineering support contract for a dam safety program.

In the Fall of 2011, the pair was performing dam inspections at the Central Park Reservoir when they noticed wooden stop logs for one of the overflow weirs were jeopardized. The situation could have resulted in an uncontrolled discharge of reservoir water into the sewer system if the weir failed. The elevation of the reservoir had increased due to a recent storm. Both Nabil and Ketul went to inspect the reservoir embankments and various gatehouse structures, usually done after a severe storm event. That day, they noticed that wooden logs that held back several feet of water (millions of gallons) at the discharge weir were partially dislodged. They took immediate action to notify management to begin to draw down the level of the reservoir. As a result, they developed specifications for new aluminum logs and recently led efforts for a successful installation.



### Wastewater Treatment - **David Lai**

David began his career with DEP in May 2004, and currently serves as an Associate Engineering Technician working in the bureau's Industrial Pretreatment Program. A key component of DEP's sewer system maintenance program is ensuring that grease discharges from commercial establishments are controlled. Grease from restaurants can clog sewers, reduce conveyance capacity and even cause backups into basements. David has been leading the bureau's push to carry out greater numbers of inspections to ensure that businesses are using grease interceptors, and that these devices are properly operated and maintained. This April, David inspected 78 food service establishments, and he issued 13 Commissioner's Orders to require upgrades to grease management procedures. He also issued 21 Notices of Violation for failure to maintain grease interceptors or comply with Commissioner's Orders.



### Engineering, Design & Construction - **Sue Liu**

Sue began her DEP career in September 2004, and currently serves as the agency lead on Consent Order required Carbon Addition Projects (AWTPA-2). In this capacity, she directs a team of engineers in the design and construction of new facilities for five wastewater treatment plants. This \$120 million project is critical because it is part of the agency's Biological Nutrient Removal program that is expected to reduce the amount of nitrogen in receiving waters, thereby protecting marine life. The project is extremely challenging, requiring the effective sharing of concepts while customizing features to each facility's individual characteristics. Due to the need for strict controls on performance and to economize on chemical use, the design of this project is extremely challenging as well.

Sue has quickly adapted to her responsibilities and has earned the trust and respect of her peers and supervisors. With her strong organizational and leadership skills and attention to detail, the successful completion of this project is greatly anticipated.

## **Commissioner's Award:**



### **Customer Services - Patrick Hendricks**

Patrick began his DEP career in December 2005, and currently serves as the Director of Collections. He oversees DEP's Collection Operations Unit, which is responsible for soliciting payments from delinquent customers, managing the water debt assistance program, and the annual sale of water and sewer liens. Over the last few months, Deputy Commissioner Joseph Singleton has depended on Patrick to manage and execute this essential component of DEP's debt collection strategy.

Customers with qualifying levels of debt are entered into the lien sale. These customers receive a notice 90 days prior to the day of the sale, and those who fail to pay their bill in full or enter into a payment agreement with DEP have their debt sold as a lien to debt collectors. One of the critical parts of the lien sale is the bureau's outreach program. Over the past year, nearly twenty outreach events have been conducted and Patrick has been critical to the success of the program by making certain that there is sufficient staff and resources available to serve our customers.

Recently, Patrick encountered a situation where water was cut off to a property. He personally investigated the situation and determined that there was a need for social service intervention, and made appropriate calls to ensure the safety of children at the property. Patrick has served as a courteous and knowledgeable resource for hundreds of customers at public outreach events across the city.