

Commissioner's Corner



Vincent Sapienza
Commissioner

As we look forward to new endeavors and continuing to fulfill our Strategic Plan goals in 2019, I wanted to take a moment to celebrate some of our accomplishments from the last year and to recognize all of you who, amongst other important tasks, kept our 24/7 operation going by acting as stewards of our waterways and by making sure New Yorkers continuously

received the highest quality drinking water.

This year we reached a major milestone in the construction of a new release tunnel at Schoharie Reservoir and celebrated the "holing through," marking the end of tunneling for the 1,188-foot land leg of the tunnel, which is part of a \$142 million major capital project. We also joined **Mayor de Blasio** to announce that work is well underway as part of our historic \$1.9 billion investment to building a comprehensive drainage system in southeast Queens, getting us that much

closer to providing residents with better drainage, safer roadways and a healthier Jamaica Bay. And our indefatigable inspectors meticulously inspected buildings after responding to a major steam pipe explosion in Manhattan, ensuring it was safe for residents and workers to return to their homes and businesses. We also restored acres of new wetlands as we completed projects in Flushing Bay and Dutch Kills, upgraded critical infrastructure, welcomed a new class of environmental police recruits, created dozens of new green playgrounds in underserved communities, conducted extensive outreach as we completed Long-Term Control Plans to reduce pollution in several of the City's waterways, and served as an important resource for thousands of in-city and watershed students and educators.

In addition, staff maintained watershed roads and lands, conducted nearly 650,000 drinking water quality tests, installed thousands of feet of new water and sewer infrastructure, inspected every catch basin throughout the five boroughs, responded to reports of excessive noise and air pollution, collected regular samples of harbor water, conducted shoreline



surveys and illicit connection investigations, maintained and coordinated hundreds of DEP Fleet vehicles and equipment as we implement the Mayor's Vision Zero initiative, upgraded and maintained hundreds of DEP facilities throughout the five boroughs, and continued to provide top notch customer service to more than 800,000 customers.

Check out our [Medium page](#) to learn more about our achievements in 2018, and to view the work of our talented photographers and staff. Thank you all for your continued dedication to our mission to protect public health and the environment.

Spotlight on Safety

EHS Insights



Persis Luke
Assistant Commissioner
Environmental, Health
and Safety

Thank you for all your efforts to make DEP a healthy and safe place to work. Some of our 2018 accomplishments were:

- a successful DEP Safety Week, driven by a new level of involvement from operations
- a reduction in the potential for injury with improvements to "control of hazardous energy" programs
- the launching of AIIMS, a system that manages information relating to incidents, near misses, unsafe conditions, and motor vehicle events
- great performances in a rigorous 3rd party compliance audit for Shaft 18 and Hillview Reservoir
- a fall in our recordable injury rate by 29% since last year
- a drop in workplace violence incidents by 45% and an increase in the number of reported concerns by 22% (preventive indicators)
- dozens of Environmental, Health and Safety (EHS) ACE awardees
- a new EHS roadmap that coincides with DEP's Strategic Plan
- significant performance improvements for internal EHS Audits at the majority of DEP facilities
- with the help of OIT, the migration of all program information, policies, guidelines and references to [the Source](#) so that it is easily accessible

We have more in store for 2019! I look forward to sharing more EHS initiatives in future newsletters.

At DEP, everyone is responsible for safety. If you or anyone on your team is concerned about your working conditions, it's okay to ask your supervisor or your bureau's EHS liaison how they can help. If you've still got questions, you can call the EHS Employee Concerns Hotline. It's DEP's responsibility to acknowledge and fix unsafe situations, procedures, and practices. With your help, we'll not only get the job done, we'll make it safer for ourselves, our coworkers, our families, and our city. CALL (800) 897-9677 OR SEND A MESSAGE THROUGH [PIPELINE](#). HELP IS ON THE WAY.



Focus on the Field: Value Ambassadors for Support

This month, Weekly Pipeline celebrated DEP's core value of Support with the the Value Ambassador program. As part of the program, we are highlighting five DEP employees nominated by their peers who, through their work, best represent Support at DEP. Over the next few months, Weekly Pipeline will continue to showcase DEP's core values.



November: Innovation



December: Support



January: Diversity



February: Service



March: Integrity



April: Sustainability



May: Transparency



June: Safety

NATASHA HARPER-NGUER, a Supervisor in the Bureau of Customer Services collections unit, has been with DEP for 27 years and was nominated as a Value Ambassador by **Patrick Hendricks**. Natasha is well-known among her colleagues as someone who knows how to diffuse a difficult situation with class and respect. Natasha embodies the value of support by being the face of DEP while supporting customers, and by how she treats her colleagues and ratepayers at many outreach events, or whenever she is representing the agency.



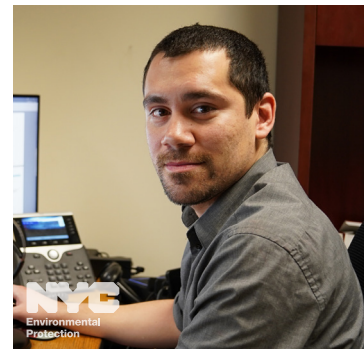
EMILY PERRIN is an EHS Training Specialist for the Bureau of Water and Sewer Operations (BWSO) and has been with DEP for 4 years. She was nominated by **Tasos Georgelis** as Value Ambassador for the excellent job she does providing training to support the professional growth of BWSO staff. Emily's efforts have supported new hires in BWSO, giving them early opportunities to excel and grow their careers at DEP.



KAREN E.B. MOORE, PhD, is a City Research Scientist in the Bureau of Water Supply and has been with the agency for 15 years. She was nominated by **Lorraine Janus** as Value Ambassador for the support she provides to her colleagues and the CUNY consultants who are working on the water quality modeling program in Kingston. Karen's assistance mentoring this diverse group of specialists greatly contributed to the success of the program.



OSCAR GONZALEZ is the Office Manager for the Bureau of Sustainability, and has been an employee at DEP for 11 years. Oscar wears many hats in this multi-disciplinary bureau, but his efforts to act as support liaison with OIT led to the successful rollout of hand-held tablets for the Air and Noise enforcement unit. Oscar was nominated for Value Ambassador by **Frank Malandro, Angela Licata, Mike Gilsenan, and Pinar Balci**.



FAY JACQUES is Section Chief of Payroll, Timekeeping, and Administration for the Bureau of Wastewater Treatment (BWT) and has been with the agency for more than 42 years. Fay is best known for her willingness to stop whatever she is doing to help an employee in need. She has been instrumental in the development of SOPs to assist with succession planning to support the future BWT operations as many of the most experienced employees will soon retire. Fay was nominated for Value Ambassador by **Pam Elardo** and **Kenya Lewis**.



HOPE 2019 Volunteers Needed

The NYC Department of Homeless Services (DHS) will conduct its annual Homeless Outreach Population Estimate (HOPE) on Monday, Jan. 28, 2019. This citywide community volunteer effort aims to count every New Yorker sleeping on the street across the five boroughs during the coldest time of the year. For HOPE 2019 to be successful, we need thousands of volunteers, 18 and older, to give one night of their time to help us count New Yorkers sleeping on the street. The more volunteers we have, the more accurate the count. The more accurate the count, the better we can allocate our resources to those on the street. We are calling on DEP employees, our fellow New Yorkers, to help canvass parks, subways, and other public spaces to estimate the number of people who find themselves living on the street. If you would like to register as a volunteer and help homelessness in NYC, please [register here](#).

We welcome your feedback! To submit an announcement or suggestion, please email us at: newsletter@dep.nyc.gov.