

VALUE AMBASSADOR PROGRAM

Special Guest *Commissioner's Corner*



Tasos Georgelis
Deputy Commissioner
Water & Sewer Operations

I am honored to be a special guest in this month's Commissioner's Corner to promote the value of service. At BWSO, our mission is to distribute clean water, collect wastewater, and manage storm water while assuring the integrity and capacity of our infrastructure now and for the future. We provide customer service by promptly responding to 311 complaints, attending community board meetings, and working closely with various developers and City agencies.

In an unpredictable city that never sleeps, BWSO has Field Operations staff maintaining and operating 24 hours/7 days a week throughout the city to respond to complaints and emergencies, such as water main breaks, street flooding, street cave-ins, and sewer backups.

Providing excellent service means listening and understanding our customers' needs so we can exceed their expectations. It has been our experience that New Yorkers are generally grateful when we resolve their issues, despite any inconvenience. However, in BWSO we believe strongly that we are providing the best service possible



BWSO was quick to respond to a recent water main break in Manhattan.

when no one knows we were there at all.

To that end, BWSO has developed a series of proactive programs to improve service city-wide and prevent sewer backups and water main breaks. These programs include:

- systematic and proactive inspections and maintenance to prevent sewer backups;
- comprehensive catch basin cleaning programs to inspect all catch basins once a year and clean/repair as necessary;
- degreasing program to identify and clean hotspots prone to residential grease buildup; and
- a proactive pressure management program to maintain pressure regulators.

BWSO primarily responds to Customer requests through the 311 system, but they often lack information on the underlying system issues. By analyzing telemetry data, installing sewer monitors, and comparing sewer and drainage plans, we seek comprehensive solutions that instill customer confidence for the future. BWSO also works collaboratively with other agencies to replace/repair

infrastructure and resolve street flooding issues in advance of street resurfacing projects, so that our city streets will last longer and residents will experience fewer disruptions.

To provide the best, most cost-effective service possible, BWSO has deployed Field Operations staff to tackle a number of water and sewer replacements or extensions in the Rockaways, Whitestone, and Pelham. Using in-house resources drastically reduces the time it takes to implement a longterm solution, and ultimately provides better service for our customers.

During our efforts to improve drainage in Southeast Queens, we found that strictly relying on 311 service requests did not tell us where the more serious flooding was occurring. To ensure a comprehensive solution to these problematic areas, we reviewed LIDAR maps of Southeast Queens and performed wet weather inspections in targeted locations.

In any case, and under any circumstances, our staff is ready and able to serve—be it on a human, governmental, or environmental scale, both now and into the future.

Spotlight on Safety

EHS Insights



Persis Luke
Assistant Commissioner
Environmental, Health
and Safety

DEP is currently working on the Injury and Illness Report for the year 2018. As with OSHA, The New York State Department of Labor requires all Public Employers to document and submit recordable injury and illness data annually. For an injury or illness to be recordable generally it must result in any one or more of the following:

- medical treatment beyond first aid
- days away from work
- restricted work or transfer to another job
- loss of consciousness
- death

The injuries or illnesses must be recorded on the following forms:

- SH 900: Log of Work-Related Injuries and Illnesses
- SH 900.1: Annual Summary of Work-Related Injuries and Illnesses
- SH 900.2: Injury and Illness Incident Report

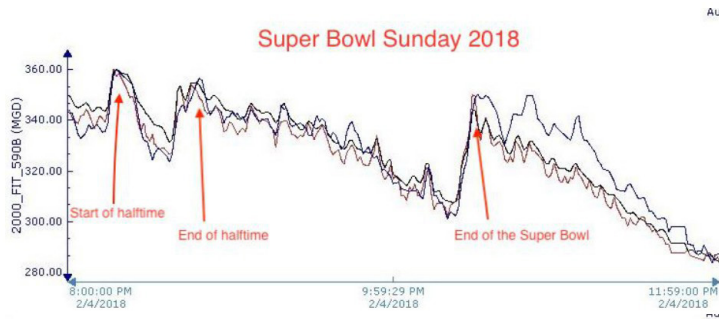
Beginning in Calendar Year 2019, DEP will be relying on information entered into the AIIMS (CRM) system by bureaus to generate the above required forms, so it is important that bureaus enter accurate and timely reporting information into the AIIMS system rather than using paper only. The annual summary (SH 900.1) is required to be posted by February 1st in a common and easily accessible location so that all employees may be informed. For more information, please visit [EHS Reporting and Investigation Policy](#).

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.



This month, DEP is celebrating our value of service. If you know someone who embodies this value, please send an email by February 19th to values@dep.nyc.gov, and include the name of who you are nominating, their bureau, and a brief description of how they embody this value.

Water Demand Spikes During Super Bowl



There's an urban myth that goes something like this: the New York City water supply becomes stressed at halftime of the Super Bowl each year because millions of New Yorkers rush to their bathrooms and flush almost simultaneously. Well, the data show that the myth is half true. No, the city's water supply does not become stressed during the biggest TV and sporting event of the year. But our water supply operators see a clear and drastic uptick in the demand for water during key moments of the game. [Read our story on Medium](#) to learn more.

Valentine's Day Digester Egg Tours



The Newtown Creek Wastewater Resource Recovery Facility will once again be opened this Saturday to the public for special Valentine's Day tours. The sold-out tours—all 400 tickets were reserved in 16 minutes—will include a short overview of the wastewater treatment process followed by a visit to the 120-foot high observation deck located atop the iconic digester eggs. There, visitors will enjoy scenic views of the New York City skyline. The tours will begin at the Visitors Center, which is located at 329 Greenpoint Avenue. The Newtown Creek plant is the City's largest wastewater resource recovery facility and serves approximately 1 million residents. It has been honored by The New York City Public Design Commission with two Awards for Excellence in Design.

New Sewers and a Bluebelt for Travis, SI



Construction has begun on a [\\$28 million infrastructure upgrade](#) in the Staten Island neighborhood of Travis. The work includes the installation of new storm sewers, sanitary sewers, water mains, catch basins and fire hydrants. In addition, a new Bluebelt wetland will receive the stormwater and filter it to protect the environment. DEP is providing the funding for the project while DDC is managing the construction, which is projected to be completed in 2021. The addition of 104 new catch basins will help to drain precipitation from the roadways and alleviate localized street flooding. In addition, approximately 3,600 linear feet of new sanitary sewers will be replaced. While the roadway is open to construct the sewers, almost four miles (19,000 linear feet) of new ductile iron water mains will be added to replace older cast iron pipes. This will improve water distribution in the area, while 53 new hydrants will ensure firefighters have ready access to the city's water supply.

DEP Joins Bronx 'City Hall in Your Borough'



Council Member Vanessa Gibson posed for a photo with **Commissioner Sapienza** and **Effie Ardizzone**, from BPAC, while visiting the DEP booth at the recent City Hall in Your Borough Resource Fair, held in the Latino Pastoral Action Center, Bronx.

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