NYC Environmental Protection

Michael R. Bloomberg, Mayor
Carter Strickland, Commissioner

WEEKLY PIPELINE

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Queens Community Outreach

This past Saturday, DEP distributed 60-gallon rain barrels to approximately 100 homeowners in the Richmond Hill neighborhood of Queens. The rain barrels connect directly to a home's downspout and collect and store the stormwater that falls on the rooftop. This water can then be used over time to water lawns and gardens. By collecting the stormwater that would otherwise run off into the street, the use of rain barrels helps mitigate roadway flooding and can reduce homeowners' water bills—as watering lawns can account for up to 40 percent of an average household's water use during the summer months. Joined at the event by City Council Member **Eric Ulrich** were DEP's **Karen Ellis**, **Chris Villari**, **Shane Ojar**, **Jaunita James**, **Julissa Vargas**, **Lakeisha Bradshaw**, and **Nicole Diunte**. (Not pictured is DEP's **Frank Fontana**)

Spotlight on Safety

OSHA's Top 10 Violations

Did you know that the Occupational Safety and Health Administration (OSHA) compiles a list of the top 10 most frequently violated standards? OSHA's list can serve as a useful reminder and help aid DEP in its own compliance efforts. Below is their official list for fiscal year 2012 (October 1, 2011 through September 30, 2012):

1. Fall protection
2. Hazard communication standard
3. Scaffolding, general requirements
4. Respiratory protection
5. Control of hazardous energy (lockout/tagout)
6. Powered industrial trucks
7. Electrical, wiring methods, components and equipment
8. Ladders
9. Machines, general requirements
10. Electrical systems design, general requirements

To help eliminate violations, OSHA provides educational resources for employers and health and safety guidance for workers. For more information please see OSHA's Most Frequently Cited Standards.

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.

Commissioner's Corner

As part of our efforts to update *Strategy 2011-2014* for the next four year period, Chief Operating Officer **Kathryn Garcia**, Deputy Commissioner for Organizational Development **Diana Jones Ritter**, and I have spent the last six weeks visiting field locations in Brooklyn, Queens, Staten Island, and in the Watershed to hear directly from our employees about ways to improve our operations. So far, we've met with more than 650 employees in the Bureaus of Customer Services, Water Supply, and Wastewater Treatment to discuss our values as an agency and the path moving forward. If we haven't visited your field location yet, don't worry—we have more than 20 locations still to visit over the next two months.

Like *Strategy 2011-2014*, our updated Strategic Plan will include actionable items we aim to achieve over the next three to four years and also outline a long term vision for the agency. Strategic Planning is an important exercise that helps us achieve our goals in a timely manner and stay on course even when unanticipated events, like Hurricane Sandy, require us to temporarily shift our attention away from our regular work. The Strategic Plan also helps hold us accountable to achieve our stated goals. Accountability is important because every dollar we spend is public money. By stating our planned short term goals, we increase our transparency and give our rate payers a tool to monitor our progress.

The strategic planning process, which was driven in part by the 1,600 responses we received from the organizational health study conducted last year, as well as ongoing input from DEP staff at all levels of the agency, has helped us develop a set of core values that define the work we do:

1. Safety. We safeguard the well-being of our workforce, public health, and the environment.
2. Service. We provide the highest level of service to our customers with integrity.

Commissioner Strickland with, from left to right, Andre Smalling, Chris Jastrzembski, and Sergio DiLello.

3. Support. We support a culture of respect and our colleagues' continuous improvement through training and professional development.
4. Sustainability. We maximize environmental, financial, and social benefits as we deliver our services.
5. Transparency. We openly communicate with each other and the public to encourage cooperation and understanding.
6. Innovation. We employ a scientific approach to develop and embrace new ideas that move us forward and serve our customers better.

One consistent recommendation I've heard as part of these engagement sessions is that as an agency we need to find better ways to communicate with our employees—both to push information out and to gather great ideas from our employees. Over the next few months, you'll see a range of new programs and tools to do just this, beginning with the launch of The Source—the brand new look and feel of DEP's internal website. I'd like to thank the talented team including, **Kim Seiler**, **Christopher Smith**, **Bernadette McCallion**, **Shinique Edwards**, **Alex Koren Girma Moges**, and **Leah McWilliams**, for their hard work this summer to create The Source.

I encourage you to take a few minutes to explore the new features and share your feedback by emailing TheSource@dep.nyc.gov.

Focus on the Field

DEP has one of the largest capital construction budgets in the region, and, with work stretching from Schoharie to Richmond Counties, it also encounters numerous levels of governmental rules and regulations. **Mark Klein**, Division Chief of the Bureau of Engineering, Design and Construction's (BEDC) Permit Resource Division, helps ensure that these important projects remain on schedule, and on budget.

Klein was born and raised in Brooklyn and earned his undergraduate degree in mechanical engineering from NYU Polytechnic. With his studies focusing on mechanical engineering, Klein began his professional career in the private energy industry where he helped to design power plants and provided support to field crews.

Klein joined DEP more than 20 years ago, and began working for the predecessor to BEDC, the Bureau of Heavy Construction. Over the years he worked on City Water Tunnel No. 3 as well as the nitrogen, and Combined Sewer Overflow reduction programs.

Created about seven years ago, BEDC's Permit Resource Division was tasked with helping to support the bureau's project managers in acquiring, tracking, and maintaining compliance with all the federal, state, and local permitting necessary for the capital projects that BEDC manages. Klein was the first employee in the division and he and his "A" team of permitting specialists, including **Phil Simmons**, **Spencer Salzberg**, **Lourdes Martinez**, **Margaret O'Connor**, **Ashley Barker**, and **Sheetal Menka**, have developed standard operating procedures and tools to help manage the permits for all BEDC projects.

"Whether it's preserving historic structures, building near wetlands, or encroaching on the habitat of endangered species, the full panoply of required permits can escape even the most seasoned construction professional," said Klein. "We've developed tools to ensure that project managers can comply with the required permitting while focusing on keeping their projects moving forward."

One of the most useful tools Klein's team has created is a checklist that each project manager must complete during the design of each project. This helps to identify potential permitting requirements, tracks those that are identified and acquired, and assigns a manager to assure that each compliance task is completed timely.

"The work done by Mark and his team has helped transform the culture at DEP," said BEDC Deputy Commissioner **Kathryn Mallon**. "Our permitting compliance is now a source of great pride and this helps keep essential projects on time and on budget."

Klein and his family now call Nassau County home. With three children ranging from three to 13 years old, he and his wife spend much of their free time shuttling the kids to and from academic, social, and sporting activities. When he does have time, Klein enjoys tinkering with home construction and working on cars.

Save the Date!

Many of you have probably noticed the addition of bioswales and stormwater greenstreets around Lefrak headquarters. They are just one part of DEP's Green Infrastructure Plan, which aims to help manage stormwater and improve the health of our local waterways. To learn more about these and many other exciting and mission critical developments, please join DEP's Deputy Commissioner for Sustainability **Angela Licata** for the next installment of the DEP Experience Brown Bag Luncheon on Thursday, September 26, at noon in the 3rd floor cafeteria at Lefrak.

Beating the Heat

It's been a long, hot summer and during last week's 90+ degree weather a black bear took the opportunity to cool off in Cannonsville Reservoir!

Do Not "Go Phish"

The Office of Information and Technology's (OIT) Security Group would like to remind the DEP community of the importance of identifying *phishing* emails. Phishing emails masquerade as having come from a legitimate organization, such as a recent email from the National Center for Missing and Exploited Children. They usually include an enticing link to a fraudulent website which asks the user for personal information, such as usernames and passwords, and may also contain an attachment with a virus.

Here are some useful tips to help protect against phishing emails:

- OIT will **NEVER** ask for password validation through an email or over the phone
- Be wary of emails of unexpected urgency or account threat (e.g. your account will expire if you do not validate by clicking here)
- Do not click on links embedded in an email
- Do not open attachments from an unknown email address
- Never unsubscribe from the email—doing so will alert the sender of a valid email account (OIT recommends moving the suspected email to the junk folder)
- Check for spelling or grammatical mistakes—phishing emails tends to contain basic errors

If you suspect that you have received a phishing email, please forward it to the OIT service desk or contact OIT at 718-595-4160.

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