

Customer Service Award Winners

2023

Angela White

Department of Buildings

Angela oversees the Freedom of Information Law (FOIL) requests for the Department of Buildings. Angela was chosen for her stellar customer service skills while interacting with individuals from private, corporate and citizens.



Donet Irving-Pryce

Department of Citywide Administrative Services

As an Assistant Examiner at the Manhattan Citywide Testing Center, Donet administers all exam events for candidates seeking employment or promotions. Some of her duties include processing applicants, answering candidates' questions and providing instruction regarding testing process.

Donet is a professional in all aspect of her work. She is extremely knowledgeable and provides customer service to each candidate with love! Donet goes above and beyond to assist customers. Her colleagues consider her to be a very patient and caring colleague. Donet is often recognized by customers for providing exemplary service.



Cynthia Chaplin

Department of Correction

In an effort to recognize the Department of Correction members of staff for their hard work and dedication, the Health Affairs Division, under the purview of Deputy Commissioner James Saunders nominates the Americans with Disabilities (ADA) team for all of their effortless commitment to the persons in custody. The ADA team consists of three (3) members of staff working primarily within the facilities. They are responsible for ensuring compliance with Title II of the Americans with Disabilities Act as it relates to equality and non-discrimination against individuals within DOC's custody who have disabilities of either a physical or mental nature.

Duties of the team include the following:

- Ensure disability policies, practices, and procedures are implemented and enforced
- Handle disability-related complaints and reasonable accommodation requests
- Visit persons in custody with disabilities
- Serve as a resource for DOC staff who have questions or concerns regarding ADA-related issues
- Maintain an ADA database of persons in custody with disabilities to ensure they are provided appropriate access
- Ensure staff are provided adequate information and training



Jean Townes

Department of Finance

Ms. Jean Townes is a Processing Specialist for the Parking Tax Exemption Unit and Customer Service representative for the City Pay-by-Phone Program. She handles all aspects of the Manhattan Parking Tax Exemption Program, including customer inquiries via email and 311 transfer, and provides direct customer service, walking taxpayers through the process of making property tax payments.

Every week, DOF receives customer accolades for Jean. She truly enjoys speaking with NYC taxpayers and her care, kindness, and professionalism shines through. Jean is particularly fond of aiding the senior population. One senior called the City Pay-by-Phone line extremely nervous about getting her property taxes paid. Jean patiently and calmly allayed her fears and walked her through every step of the process. The woman cried tears of joy, thanking Jean repeatedly for her patience, gentleness, and understanding. This customer has subsequently called Jean many times to get help with the process and tells Jean that she “feels her wonderful vibes and smile over the phone all the time.” This is only one of many customers whom Jean has helped.

Jean consistently shows sensitivity and compassion while shepherding NYC taxpayers through what can be an intimidating process. She is a gem.



Eugene Massey

Department of Health and Mental Hygiene

Eugene Massey's role as Community Research Program Coordinator for the Air Quality and Climate Health Programs in the Bureau of Environmental Surveillance and Policy (BESP) included development of two networks of community-based organizations (CBOs) during FY23. The Houses of Worship (HOW) Heat Safety Initiative brought together faith-based organizations to train and support them in responding to extreme heat events with their congregants. The Climate Resilience Action Network (CRAN) is a new initiative to bring community voices into DOHMH's climate health work from the onset rather than at the conclusion of research, program and policy development processes. Eugene led recruitment of organizations and creation of materials and outreach for both networks and continues to act as CRAN coordinator.

Eugene demonstrates the standards of Respect, Trust, Empathy and Accountability in their work through their clear enthusiasm for implementing these networks in ways that meet the community where they are, optimizing the benefits to participating community- and faith-based organizations. They respect the time of the often over-burdened staff of our partners, making every attempt to lessen the administrative load on them in order to encourage the CBO's participation. In very practical customer service, Eugene has provided hours of support to participating organizations in registering with the city and invoicing for the deliverables on their projects, filling a significant gap in VIPS/PIPS City system of reimbursement and providing actionable feedback through DOHMH administration. Another example of their dedication was Eugene's decision to visit each of the CBOs involved in CRAN at their offices to get a better understanding of their work and community. Eugene also has challenged the epidemiologists in BESP to identify opportunities for the CBOs to have truly meaningful input to their work, thereby laying a solid foundation for the long-term success of CRAN.

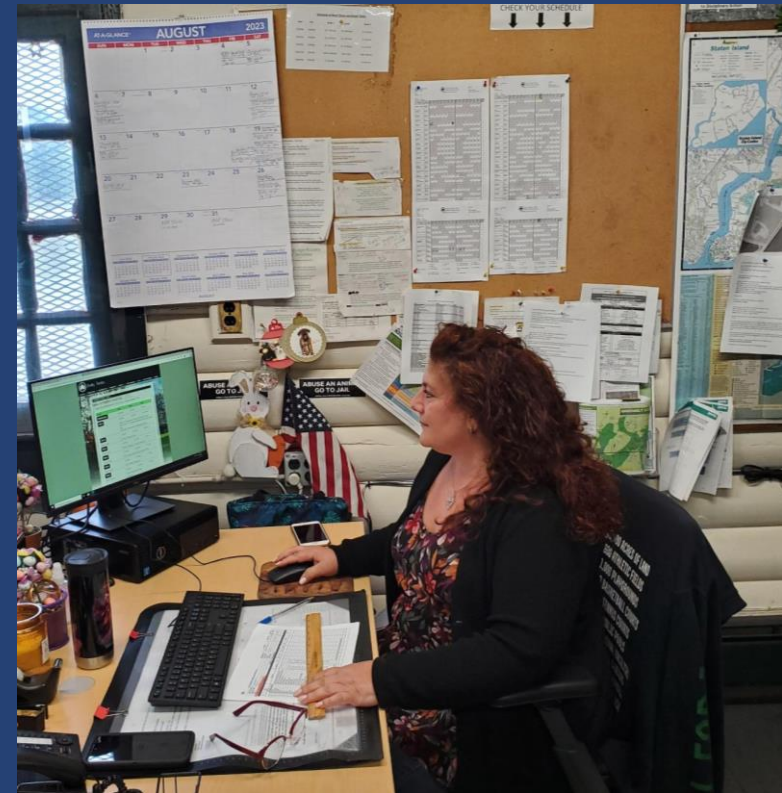


Jeanne Battista

Department of Parks and Recreation

Jeanne works in district operations. She keeps supervisors informed, follows up on work orders, and follows through on task completion to ensure borough office needs are met. She also helps POP workers with various tasks like setting up their direct deposit.

Jeanne has a great rapport with the community. They all stop in and say hello, most of them with their dogs. She keeps treats at the ready and a dog bowl for water when they arrive after a long walk with their master around Willow Brook Park trails and lake (Staten Island). Jeanne has been a dedicated Parks employee for over 39 years!



Eleanor Prince

Department of Records and Information Services

The Department of Records and Information Services (DORIS) nominates Eleanor Prince, Grant Unit Supervisor, for the 2023 Customer Service Award. Not all DORIS “customers” are members of the public; the agency also provides service to other city agencies. Eleanor Prince has served as the Grant Unit Supervisor since May 2018. The Grant Unit is responsible for administering \$1 million annually in grant funds awarded by the New York State Archives to New York City mayoral agencies to improve their records management programs. The funding has been critical in helping agencies modernize their records programs. As Supervisor of the Unit, Eleanor Prince helps agencies identify records-related problems and propose solutions. Ms. Prince assists mayoral agencies in preparing grant applications to Local Government Records Management Improvement Fund (LGRMIF) administered by the New York State Archives. She conducts research, advises on compliance with mandated programs, edits, and submits the final proposals. She acts as liaison with the LGRMIF staff in Albany and provides guidance and assistance to agencies once they have been notified of a grant award. Eleanor’s excellent work has brought more than \$5 million to the City during her tenure as Supervisor of the program.

In addition to her important work for the Grant Unit, Eleanor regularly volunteers her time at an Asylum Seeker Respite Center operated by NYC DOHMH. Eleanor has also volunteered to participate in the DOHMH-sponsored Post Emergency Canvassing Operation (PECO) program. Eleanor Prince is a valued member of the DORIS team and is a worthy recipient of the Customer Service Award.



Pamela St. Francis

Fire Department of New York City

Pamela (Pam) Francis launched and manages the first Customer Service Desk for the FDNY. The Customer Service Desk serves the 5 Boroughs of NYC and the FDNY Bureau of Fire Prevention as well as FDNY Operations. She strived for customer service excellence during the first year of operation resulting in the Mayoral nomination for a Customer Service Award. Pam is also the main point of contact between FDNY, DOB, 311, HPD, and FDNY operations to name a few.

Pam provides instructions, maintenance and problem solving as necessary to ensure optimal efficiency within the Customer Services Center (CSC). She reviews the organizational functions and utilizes staff as necessary to devise and ensure appropriate logistical controls. Lastly, she directs the daily front end operations of the CSC, manages the CSC regarding assigned special projects in coordination with field operations, Fire Prevention Units and other NYC public safety agencies.



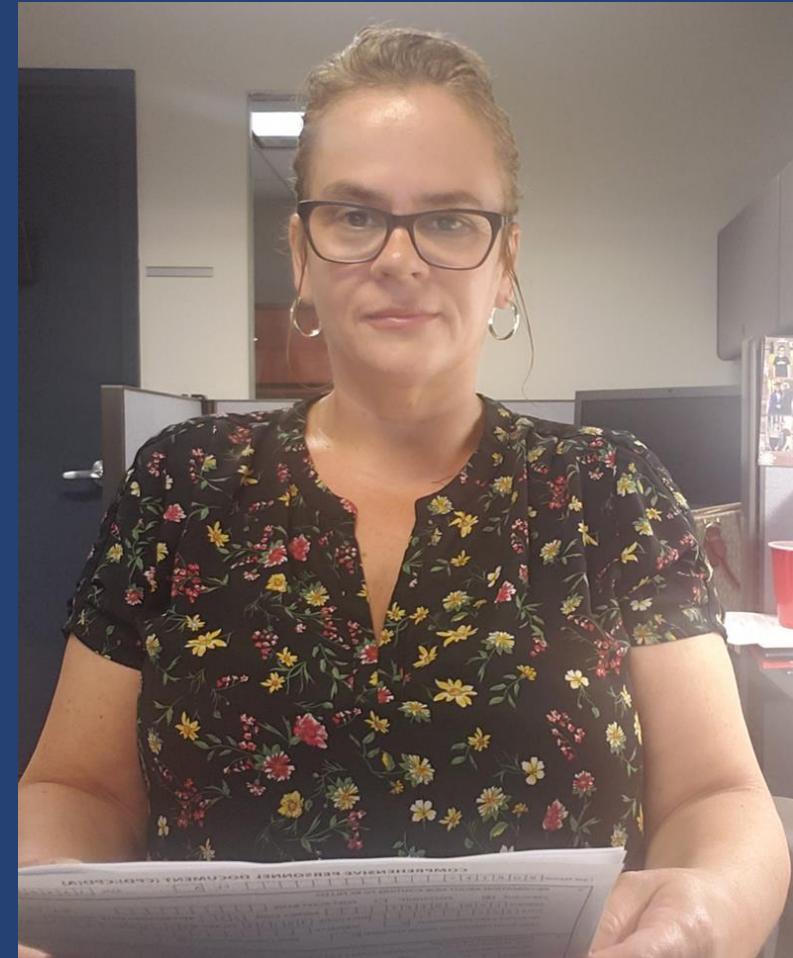
Lisa L. Spezio

Law Department

Lisa Spezio is a personnel representative. She handles the onboarding of new hires and transfers from various divisions at the Law Department. She also handles hiring pools and offboarding of staff. Her in-depth knowledge of the civil service rules and regulations makes her a real asset to our agency.

Lisa Spezio is a professional and dedicated personnel representative at the NYC the Law Department. She consistently demonstrates the values that the Law Department challenges its employees to embody. Her dedication to understanding the unique needs of our agency and all the divisions she oversees is amazing. The scope of her knowledge allows us to more easily understand and navigate the often-complicated Civil Service rules. She shows a deep respect for the confidential nature of her work and is ready to teach those of us who are unfamiliar with the Civil Service rules and regulations the correct paths to follow or pitfalls of which to be mindful. Lisa creates a supportive work environment which encourages communication between divisions and Human Resources which is key to any successful relationship.

Lisa makes the onboarding process for new hires and transfers easy for all divisions assigned to her. Her knowledge of conducting hiring pools is also a plus for the agency. Lisa's attitude is professional, but real. Her positivity is impossible to overlook (and is truly admirable given the crushing amount of work that she has on her plate). She never rushes a conversation or ignores a question. She is always very professional and courteous.



Jonelle Hooper

Mayor's Office of Climate and Environmental Justice

As Operations Manager, Jonelle coordinates staff orientations and technology platform support office wide. She is also responsible for reporting and keeping leadership informed via meetings and memos, the educational "lunch and learns" as well as team building initiatives.

Jonelle is a dedicated public servant with an unwavering commitment to public service. She has been an asset to the Mayor's Office of Climate and Environmental Justice (MOCEJ) and has been part of the city's resiliency efforts post Superstorm Sandy. Over the past year there have been many changes in the office and Jonelle has handled all of them with grace and professionalism, making sure team needs are met. With a relatively new staff team, Jonelle makes sure everyone on staff feels welcome and supported from their very first day on the job. Jonelle consistently goes above and beyond to support the policy teams with anything they may need. Despite the high-pressure work environment, Jonelle is always stepping up, without being asked, to handle complex tasks and provide guidance to everyone with courtesy and empathy. Jonelle's initiative and leadership skills are beyond comparison.

Jonelle is an unsung hero in the office and her often behind the scenes hard work enables the office to deliver for New Yorkers on climate and environmental justice. No matter the task, Jonelle can always be counted on to follow through, and we are lucky to have her represent the City and MOCEJ.



Delicia (Dely) Asencio

Mayor's Office of Media and Entertainment

Delicia Asencio (Dely) is the office manager for NYC Media, but her daily tasks and duties unwaveringly extend to supporting four out of the five divisions within the Mayor's Office of Media and Entertainment (MOME.) She approaches her responsibilities with enthusiasm and a dedication that truly exemplifies the essence of teamwork and collaboration within our agency. One of Dely's most remarkable attributes is her outstanding customer service skills, which are highly appreciated by not only her colleagues, but executives alike.

Her role goes beyond internal support as she takes on the pivotal responsibility of responding to public inquiries on behalf of NYC Media. This includes addressing inquiries submitted through 311, where she consistently provides accurate and concise information about the intricate operations of MOME. Furthermore, Dely manages three distinct email accounts that serve as crucial communication channels for the public to submit their questions, suggestions, comments, disapproval, and inquiries. She handles these communications with exceptional professionalism, care, and attention to detail, ensuring that each inquiry is routed to the appropriate division within MOME.

Her comprehensive responses and commitment to addressing the public's concerns fully reflect her dedication to enhancing the experience of every New Yorker she serves.

One of the greatest achievements of Dely Asencio's tenure is her consistent track record of excellence in customer service. She embodies the values of our agency and the City itself by representing New York City with dignity, respect, and a wealth of institutional knowledge accrued over her 30+ years of dedicated service with the City. Dely Asencio's dedication, passion, and professionalism make her a deserving candidate for the Excellence in Customer Service award and we, her colleagues, are proud to work alongside her.



Karl Brown

Mayor's Office of Operations

Karl is part of the Street Condition Observation Unit (SCOUT) and is an inspector for the Customer Observation Research Experience (CORE.)

Karl Brown has 15+ years of city service, eight with DOT (Department of Transportation) as a HIQA Inspector and six at the Mayor Office's SCOUT program where he, along with a team of field inspectors, conduct regular assessments of commonly report "quality of life" conditions throughout the boroughs. Karl's experience at DOT and SCOUT over the years has played a huge role within the CORE program where SCOUT inspectors make unannounced visits to 250+ agency walk in facilities reporting on physical conditions, customer wait time and Language Access. Karl takes a meticulous approach to reporting conditions and consistently maintains a high level of detail to projects.

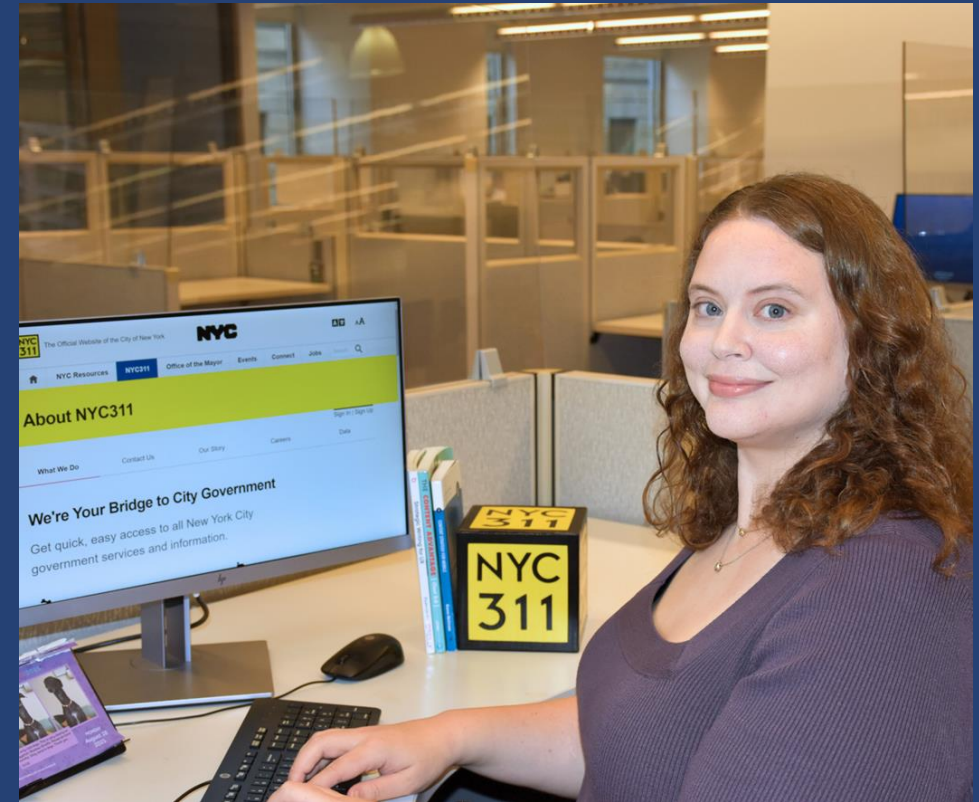


Rebekah Rose

NYC311

Rebekah is a Content Analyst who maintains and curates content in the 311 system. She is responsible for the strategic design of content architecture. Aside from Rebekah's day-to-day content management work, she is also the point of contact for a bulk of overlapping, at times months-long, project work requiring content analysis. This includes Mobile App Redesign, Production Support Releases and the Service Request (SR) Messaging project.

Rebekah overhauled the 311 Mobile App content to set standardized language, while taking into consideration feedback from Customer Experience and User Interface teams. This enables a more consistent 311 Mobile customer experience. Rebekah supports multi-channel, production support releases impacting multiple city agencies, including a major release for Dept of Consumer and Worker Protection. A new initiative was launched and led by Deputy Mayor Banks, Mayor's Office of Operations, Chief Efficiency Office and OTI to improve 311's customer experience by improving 311 SR resolution descriptions. The intent is to make them more customer friendly and accurately describe the steps agencies take to serve New Yorkers. Agencies could not begin this effort without having baseline spreadsheets of their existing SR resolutions. Rebekah worked for weeks with multiple iterations of data and multiple data sources to sort hundreds of SR problem types in a way that simplified the starting point for the 13 Mayoral Agencies impacted.



Ruby Davis

New York City Housing Authority

Ruby is responsible for ensuring the timely and efficient processing of personnel actions consisting of the onboarding of discretionary placements, many in very high volume. These staff are the front-line employees that provide direct service to our residents, as well as the numerous other support staff across various functional departments.

Ruby exemplifies "customer service." Simply put, she puts the "Human" in Human Resources, as she understands and puts into action the fact that behind every number and every personnel action there is a person. A human being, who is affected by the transaction and whose livelihood depends in some way large or small on the action to be handled timely and accurately and with respect. Ruby cares. She puts in the extra hours and effort to ensure that items move through the process and are not bottlenecked. She troubleshoots problem cases and pays attention to details, because large or small, they all matter. At the same time, she fully embraces the NYCHA mission: "To provide quality housing for New Yorkers that is sustainable, inclusive and safe, while fostering opportunities for economic mobility." Ruby ensures that all candidates are carefully and properly screened, and is respectful of rights so that the best quality talent that can be sourced, is hired by NYCHA and placed where needed most. Ruby is approachable and friendly, which complements her high competence.

Our team, and indeed all of NYCHA, its employees and its residents, benefit daily by the fine work done by Ruby.



Angel Familia

New York Police Department

Police Officer Familia is the Community Affairs Bureau Disability Liaison and trains members of the NYPD on how to engage the deaf community. Officer Familia works in the Community Affairs Bureau where he is the bridge between the deaf community and the NYPD.

Officer Familia was essential in creating an internship program this summer; at NYPD for deaf young people to work with police officers. His mother and father are both deaf. His first language is "sign language." Officer Familia had to learn how to speak English- everyone thought he was deaf. He approaches his job with an energy and enthusiasm which makes you think that everyday is his first day on the job, but he employs wisdom when needed which also makes you think he is a veteran.



Migdalia (Maggie) Nieves

Office of Administrative Trials and Hearings

Mediating Establishment and Neighborhood Disputes (MEND) was launched as a partnership between OATH and the Office of Nightlife in the summer of 2020. Maggie took on the role of Intake Specialist and has been an integral part of MEND's success since day one. MEND is a citywide initiative that provides free and voluntary mediation and conflict resolution services for quality of life issues that impact neighborhoods and businesses. Many MEND disputes center around noise/sound, loitering outside of establishments, outdoor dining, lights, littering, and more. Since its inception, MEND has serviced 850 inquiries and Maggie is the first point of contact for each inquiry. Maggie explains the MEND program by email and by phone to each party. If she receives an interest in mediation from the initiating party, she then reaches out to the second party to inform them that a neighbor or a business would like to mediate with them. Once she receives consent from both parties to the program, she sends that referral to the Center for Creative Conflict Resolution for a mediation session. There have been 76 mediations sent over to the Center to date, each one of them directly because of Maggie's contact with the parties. Beginning in 2021, MEND began taking interns and externs to support the program. Maggie has been the point of contact for the intake process and has been their go-to support for instruction and troubleshooting. She has overseen the work of 3 interns to date and is responsible for their success and the program's ability to expand.

Maggie's customer service traits are exemplary. She treats each person with respect, kindness, courtesy, and empathy. Each person that she speaks with is someone in conflict, who needs support to help address issues that are negatively impacting their quality of life. Maggie is the face of the MEND program; she is the person whose professionalism and credibility is why the parties say "yes" to mediation and move forward with the process. With each person, neighbor or business, Maggie offers them understanding, patience, and information about the mediation process. Maggie is timely with her responses, which is even more important because oftentimes Maggie is the first human being these people have encountered that can directly help their situation. The MEND program would simply not exist without Maggie's critical work. Her organization, professionalism, kindness, and integrity for her work is what makes her excellent in customer service.



Nicholas Schultz

Office of the City Medical Examiner

Nicholas Schultz is the Deputy Director of Forensic Investigations. He oversees the Medicolegal Investigation and Communications Units in the Forensic Investigations Dept. Since joining the OCME in 2015, Nicholas Schultz has been an instrumental voice and leader in improving the OCME's customer experience.

Overseeing critical 24/7 operations, Deputy Director Schultz works long hours and consistently goes above and beyond, without hesitation, to ensure that families, external partners, colleagues, and the public are provided the answers they needed in a prompt, professional and dignified manner. His dedication and commitment to service is evident through his exemplary work and we are lucky to have him serving the City of New York.

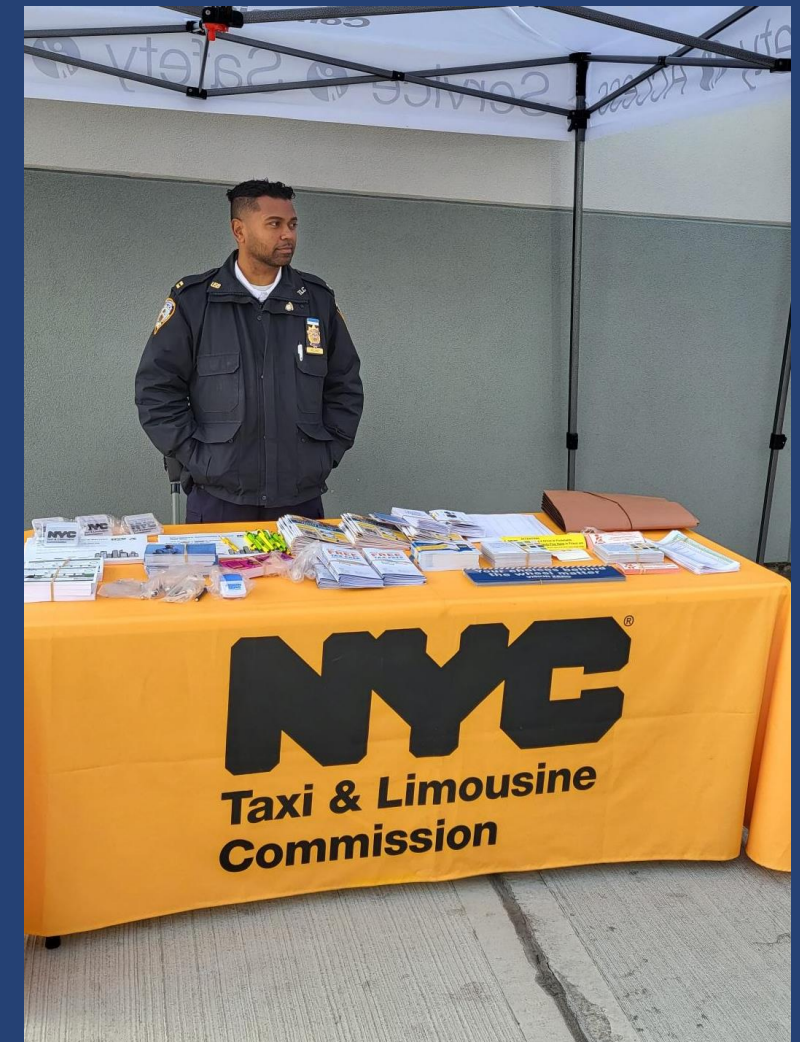


Devon Williams

Taxi and Limousine Commission

Captain Devon Williams has proudly served the City of New York for over 17 years, exemplifying professionalism and an enthusiasm to always exceed expectations. As the Captain of Training for the Safety and Emissions division within the NYC Taxi & Limousine Commission, he has undertaken the overwhelming task of managing the division's training requirements, pilot programs and new inspection criteria implementation. Captain Devon Williams is assigned to oversee the SHL Pilot process at S&E from its inception. He trained staff in all aspects of inspection, including identifying the specific vehicles; inspecting; and the new process of applying specialized decals. He has provided feedback to senior staff about the process and improvements implemented such as using different tools and methods to apply the decals. He worked hand in hand with the Automated Inspection System (AIS) vendor during the testing period and his work was beneficial in getting the process up and running even when the IT systems had not yet been in place. He is patient, understanding and able to communicate exceptionally with staff, the AIS vendor and senior management. When the SHL Pilot cars came for inspection, he treated the licensees with respect and courteousness. He meticulously explained the process to the licensees, especially the last stage when the decal was applied, which for some was concerning. Based on his experience and interactions, he realized that many of the questions asked which were already answered on the TLC website particularly the FAQs. He created a document with a QR code that linked to the FAQs. He gave that sheet and posted it by the inspection waiting and intake areas so licensees can use their mobile device to access the FAQs. This either provided the answers for the licensees or was a guide to reference as he provided explanation. If a licensee's preferred language wasn't English, he would bring an inspector who was fluent or utilized tools for translation. He also worked with staff for knowledge transfer to ensure that they would provide the same level of expertise and empathy to the licensees.

Captain Williams provides excellent customer service both to internal and external stakeholders. His exceptional customer service allows him to demonstrate and train staff so that Safety and Emissions provides the best possible customer experience. His talent and emphasis on excellence and timeliness continues to enhance the operations at the Safety and Emissions facility. He is a representation of the dedication of the civil servants' pledge to serve the public with respect and quality work.



Administration for Children's Services Cross-Agency Family Support Team

Team members:

Adeniyi Alabi
Jason Crouthers
Norman Duffy
Sonia Galarza
Frank Hasfal
Selena Hamilton
Cassandra Hendricks

Erica Layne
Pateena Long
Sandra Marcelino
Ronald Massiah
Jennifer Mena
Charles Newton
Tyrone Peters

Arnesha Porter
Joanna Querrard
Denisse Robles
Oscar Rojas
Bonnie Sanders



This cross-agency team, comprised of three units, goes above and beyond the call of duty each and every day to provide concrete supports to families and children.

Whether it's delivering exceptional customer service and teamwork needed to process thousands of childcare vouchers and enrollments each week; fulfil service requests to ACS' borough offices, detention centers or Children's Center; or provide youth with new suits, dresses, shoes, bikes, books, computers, baby formula - even turkeys at Thanksgiving for families- this team consistently ensures that children and families have a little more hope and positivity in their lives.

We salute this group of public servants dedicated to supporting children and families when they need it the most.

Business Integrity Commission Violations Unit

Team members:

Marisol Almonte-Almanzar
Celena L. Ditchev
Rachel Montanez-Reyna
Denisse Ovalle



Over the past year, the BIC Violations Unit has worked to implement a more efficient process through numerous system improvements, greater internal communication, and increased outreach to resolve outstanding matters.

The unit has prioritized communication to ensure clear information is provided when the public has questions about BIC rules. They interface with the public daily on the process of settling their violations, scheduling/rescheduling hearing dates, answering questions, and ensuring companies come into compliance with BIC requirements and avoid future penalties.

The Violations Unit has demonstrated outstanding customer service skills through their interactions with the public by improved internal communication and their commitment to becoming a cohesive team.

City Commission on Human Rights Office of Information Technology

Team members:

Yelena Bezugly
Anthony Castro
Christopher Gomez
Evelyn Cuautle Suarez
Carlos Taveras

The Office of IT has consistently demonstrated exceptional customer service by promptly addressing technical issue and providing effective solutions to all employees.

Their dedication to resolving problems with a positive and helpful attitude has significantly improved overall productivity and efficiency within the agency. Moreover, their commitment to providing on-going training and support has empowered employees and has not gone unnoticed throughout the agency.



Department of Design and Construction Humanitarian Emergency Relief and Respite Centers

Team members:

Austen Ariniello
Joseph Castaneda
John Coppola
James Hancock
Kristina Kessler
Frank Kugler

Mandy LeBoeuf
Elizabeth Lowery
Fatima Murillo
Kenia Peralta
Wasmiya Tan



During a period of unprecedented need, these team members have risen above and beyond their everyday roles here at DDC to spearhead and guide the development of facilities dedicated to bettering the conditions that Asylum Seekers in the City of New York face.

They have delivered short-term solutions in the form of tent accommodations and longer-term purpose-built shelter facilities that have required expedited design and delivery. This task has required unprecedented coordination of designers, builders, DOB, FDNY, H+H, and HPD along with in some instances private landlords to deliver these facilities in a period of months.

It has meant days, nights, and weekends answering calls and emails, early morning site visits, shepherding consultants and landlords through government protocol and procedures, negotiating inspections and walk-throughs, and countless coordination meetings. All done without giving up on their normal responsibilities here at DDC.

Department of Buildings Crane and Parking Garage Collapse Responders

Team members:

Temidayo Adegboyega
Xhevdet Celso
Frank Cosimano
Frank Ddamiani
Marco Frias
Nyasha Gambrell
Ignazio Giacalone

Joseph Guirgis
Irving Haynes
Ramsarran Hoobraj
Mourad Houmita
Leslie James
Pashk Kalaba
Philip Ng

Marcus Peacock
Noel Powell
Jay Rubinstein
Randolph Scott
Kuang Shih
Zoey Tham



DOB's Emergency Response and Cranes and Derricks inspectorial staff responded to both the crane collapse and parking garage collapse. in 2023.

During both incidents, the team provided prompt, professional, technical skills and knowledge on site.

Department of Correction Nutritional Service Division

Team members:

Mohammed Bhuiyan
Geevarughese Matthews
Wing Tat Tsui



NSD's Director of Compliance, Wing Tat Tsui "Danny" is dedicated to resolving detainee complaints quickly and thoroughly among his other duties. Danny resolves any disconnects by investigating and producing permanent solutions for the prevention of recurring detainee 311 calls. Geevarughese Mathews works expeditiously towards remedies whenever he launches any of his various investigations. Mohammed Bhuiyan skillfully detects which process or procedure has somehow gone wrong and makes the appropriate recommendations to responsible staff member for cure.

These three individuals make everyday life better, safer for the detainees, and staff alike, by protection, prevention, and being vigilante while performing their roles at the Department of Correction, Nutritional Services Division.

Department of Environmental Protection Bureau of Water and Sewer Operations - Field Operations Queens Repair Crew

Team members:

Neron Banks

Sean Cochrane

Christopher Cruckshank

Miguel Garcia Tzul

Efthinios Georgeiou

Francesco Gioffre

Christian Paredes

Jorch Torres

Diego Velez

Harold Weidmeyer

Barrington G. Wendell



This crew laid down approximately 233 feet of new 8" diameter ductile iron pipe along Dumont between Emerald and Amber streets to better drain the two intersections that chronically flooded. They completed the storm sewer extensions in the Jewel Street neighborhood. The residents in this neighborhood had been suffering from chronic flooding during rainstorms.

A targeted investment by the City has increased drainage capacity and helps to better manage stormwater. New storm sewers and catch basins at problematic intersections identified by the community and DEP engineers have significantly reduced chronic flooding caused by the area's low elevation, which creates a bowl that collects rainwater. As DEP continues to work on long-term solutions, these short-term quick fixes have provided much-needed immediate relief.

Department of Health and Mental Hygiene Office of Vital Record Services (OVRs) - Front Facing Customer Service Staff

Team members:

Jeanette Broomes
Joe Cordero
Tisha Brown-Daniels
Tanyelle Farrison
Bria Glen
Katherine Lee
Lucy Liang

Anita Martinez
Melanie McDonald
Genaea Miller
Mervyn Miller
Mickie Mitchell
Esther Moreno
Amril Ogiste

Pranshanta O'Neal
Diana Quiñones
John Rudy
Ian Simmons
Lillian White
Lee Wilks



The Bureau of Vital Statistics Office of Vital Records Services provides in person customer support to New Yorkers who request a NYC birth or death certificate or who need to make changes to these records. Customers use these certificates to obtain essential services, such as housing, employment, health insurance, a driver's license and enrolling a child in school. Amendments to birth certificates include name changes, adding a parent, adoptions and changing the gender marker. These documents are necessary to obtain key services and fundamental to ensuring health and equity. The OVRs customer service team assists more than 100,000 New Yorkers every year with their in-person requests. Every day, staff embody and implement the agency's core customer service principles of respect, trust, empathy and accountability. As an essential service, staff ensure that the customer lobbies are staffed and open during challenges such as blizzards, rainstorms, and they maintained in person support for the NYC public throughout darkest days of COVID. Staff are driven by their desire to help customers. They provide courteous service, troubleshoot issues and patiently explain agency requirements in ways that help customers understand what documents are needed to complete a request. Customers often share their appreciation, via email and in person. Some even send pictures of themselves proudly holding their birth certificate after a life affirming event, such as changing their gender, seeing their pre-adoption birth certificate for the first time, or making their family vacation after obtaining an emergency appointment for their birth certificate.

As a customer recently emailed, "I had a wonderful experience there with my birth certificate appointment. Ms. Liang was very helpful and patient with me and others. Supervisor Ms. Broomes was extremely helpful as well as patient in showing me how to fill out my application. I am very pleased and greatly appreciative of the service they provided. Thank you, they made my day."

Department of Finance Office of The Taxpayer Advocate & Parking Summons Advocate

Team members:

Abraham Buls
Erjon Ceco
Jung Hwan Choi
Edwin Elias
Alex Kolodka
Tara Kreiger

Alfonso Lopez
Inie Park
Grace Perry
Anthony Tse
Seung Hoo "Mike" Yon



The Office of the Taxpayer Advocate (OTA) and Parking Summons Advocate (OPSA) have joined to provide quality customer service and help New York City taxpayers resolve their NYC tax issues with the Department of Finance. OTA case advocates provide hands on assistance with property and business tax problems after taxpayers have tried to resolve their issues on their own. Additionally, the rent freeze ombudspersons provide assistance and guidance to older and disabled NYC renters who wish to receive or maintain their Rent Freeze benefits. By solving cases brought to the office by the public, OTA identifies systemic issues affecting New Yorkers and recommends policy changes to the Department of Finance. Similarly, parking summons advocates assist motorists and members of the public with parking and camera violation issues and complaints that cannot be resolved through normal Department of Finance channels. Parking summons advocates guide motorists through the parking summons adjudications process, educate the public on parking regulations, and serve as an intermediary between the public and government agencies in the parking summons process. From their in-person and virtual assistance, parking summons advocates identify and help solve systemic issues impacting New York City motorists.

Case advocates provide immediate customer service with taxpayers who call our office and to taxpayers who attend outreach events across the city. Additionally, parking summons advocate provide in-person support every day in Department of Finance business centers across all five boroughs, no appointment needed, as well as virtual assistance to motorists who are unable to visit advocates in person. Across both teams, advocates provide problem-solving services with professionalism and the highest level of customer service in property and business tax, rent freeze, and parking summons issues.

Department of Transportation Safety Education and Outreach

Team Members:

Alaibi Abel	Omar Barrios	Nia Belfon	Maria Cruz
Elvis De La Rosa	Barbara Elie-Anderson	Pilar Peralta-Guzman	Cheryl L. Johnson
Angela Lumpkin	Rodney Mitchell	Eric Miu	Cassandra Payne
Joan Renesca	Deanna Spencer	Cynthia Sweeney	Alejandra George-Warren
Steven Waters			

The Safety Education & Outreach Team works hard under the Vision Zero Program to address the leading cause of serious injury and death: dangerous driver choices. This is the cause or contributing factor in 70 percent of collisions. The SEO Team conducts Safety Education & Outreach throughout the five boroughs of New York City targeting school children in all grades from K -12 in all public and charter schools. They oversee the Dangerous Vehicle Abatement Program which target drivers who disobey traffic lights and school zones driving limit laws. In addition, they have an outreach team that conducts daily outreach to older adults at senior centers across the city. Their Outreach Team works daily in the field talking to all New Yorkers across the city about the choices of drivers and sharing the road, working directly with deliveristas to educate on fire safety and what legal to ride in NYC. The team also conducts helmet fittings and bike light giveaways in all five boroughs. They provide important safety education to students at NYC public and independent schools. They have staff of experienced educators that will lead a class in learning, discussion, and hands-on activities, giving students the confidence and knowledge to get around safely. They conduct education in all five borough of New York City targeting students in high-risk communities. In addition to the above, they conduct parent workshops in schools and health care facilities and senior workshops to older adults in senior centers across the city.

This group deserves recognition as they encounter New Yorkers every day. We must have patience and be able to conduct ourselves with professionalism even when confronted by the public. This group deals with many Children, Older Adults, drivers and Cyclists/ Deliveristas and diverse groups daily. This can be challenging work talking with people. All staff get bombarded with all types of questions regarding DOT related issues and bike related information.



Department of Parks and Recreation

The Parks Enforcement Patrol Honor Guard Unit

Team members:

Jasmine Brooks
Washington Cardenas
Oscar Marrero
Johnpaul Rivera

Domingo Sanchez
Mariano De Los Santos
Jessica Torres



The Team attends sporting events, award ceremonies, parades, and funerals, among others. They represent, not only the Urban Park Service, but also Parks as a whole. Their origin dates back to 1990 and they are called upon for many internal and external events.

Since October 2021, the unit and Bronx Parks Enforcement Patrol took over the gravesite visits on Hart Island. Families who board the Cosgrove ferry twice a month are greeted by the team and escorted to their loved one's grave. Graves are plotted by the Honor Guard unit prior to the visits to ensure the team knows where the families scheduled should be taken upon arrival to the island.

Sadly, the team lost one of their beloved members - Sgt. Mariano De Los Santos in June 2023, a nominee for the Excellence in Customer Service Awards. The Honor Guard was involved in all aspects of his funeral and came together to honor their coworker and friend.

Department of Transportation Safety Education & Outreach

Team members:

Alaibi Abel
Omar Barrios
Nia Belfon

Elvis De La Rosa
Barbara Elie-Anderson
Alejandra George-Warren
Pilar Peralta-Guzman
Cheryl L. Johnson

Angela Lumpkin
Rodney Mitchell
Eric Miu

Cassandra Payne
Joan Renesca
Deanna Spencer
Cynthia Sweeney
Steven Waters



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Department of Veterans Services Constituents Service Team

Team members:

Hornng Chou
John Fowler
Jessica Jackson
Hon. Patti L. Jacobs
Joseph Liss

Sabine Phineus
Donee' Smalls
Tanya Thomas
Stephen Turney



The Constituents Service Team, fulfills the mission by providing New York City's Veterans with essential services and programs focused on pivotal areas such as economic empowerment, housing security, benefits, health and wellness, and culture.

DVS wholeheartedly endorses the Constituent Service Team for the 2023 Annual Excellence in Customer Service Award. This recommendation is due to one of their standout qualities, the ability to connect with people—some might even call their superpower. They excel at transforming the lives of Veterans, guiding them from potential victimhood to a triumphant stance against unexpected obstacles. Their commitment to reshaping narratives aligns seamlessly with the Agency's hands-on approach to enhancing the lives of New York City's Veterans and their families.

Mayor's Office Community Affairs Unit Constituent Service Team

Team members:

Yvette Bermudez
Malcolm McDaniel
Charmaine Parrish
Simone Zito

Every day our CAU Constituent Service team takes on constituents from all over the city whether its by email, telephone calls, walk ins, or referred from City Hall.

The team puts care, concern, and understanding in handling each case professionally and in a timely manner. Not only does the team have constituent cases addressed by related municipalities, it also compiled a database on resources that can efficiently assist the constituents appropriately in resolving their issues.



Mayor's Office of Media and Entertainment The Legal Unit

Team members:

Jonathan Ling
Stanislav Skarbo
Chisom Ananaba
Jake Dore



The Legal Unit of MOME plays an indispensable role in the organization, providing comprehensive legal and support services to all five divisions. Their responsibilities are vast and encompass drafting contracts, processing Freedom of Information Law (FOIL) requests, ensuring the legal compliance of our television and radio programs, promoting legal adherence across our operations, offering counseling, preparing vital reports, and providing answers to a wide array of legal inquiries.

Their expertise is the cornerstone upon which we build our partnerships and collaborations with external partners, ensuring that every contract they draft is legally accurate and aligned with the City's goals. Their meticulous handling of FOIL requests promotes transparency and accountability, reinforcing the City's commitment to open governance. What sets the Legal Unit apart is not only their expertise but also their remarkable friendliness and supportiveness. Colleagues and stakeholders alike have repeatedly commented on the approachability and willingness of these attorneys to offer guidance and counsel. Their warm demeanor fosters a positive work environment and embodies the ethos of customer service excellence.

The Legal Unit of MOME exemplifies dedication, commitment, and professionalism in their service to the City of New York. Their contributions are invaluable, ensuring that MOME operates seamlessly and remains in compliance with the law. I wholeheartedly endorse their nomination for the Excellence in Customer Service award, and I believe that their unwavering commitment to New York City deserves to be celebrated. The legal unit goes out of their way to help staff solve legal and business problems. Because our agency operates on a 24/7 schedule, they often must work very quickly to make sure the programs can be broadcast on the City's radio and TV stations, and they have other time-sensitive work. The legal unit exudes positivity and a "we can get it done" attitude, while also balancing their duty to make sure we comply with the law. They explain law in plain language to make it relatively easy for our clients to understand. They approach many projects as a supportive partner.

NYC311

311 Technical Services Team

Team members:

Chee Liang
Anthony DeMagistris
Gerald Shaw



311 Tech Services team assists in the management of 311 Call Center technical services, risk management and systems analysis for 24/7 contact operations across multiple contact center channels. They coordinate tasks with multiple IT and business teams and serve as 311 environment/business subject matter experts for review, prioritization and resolution of technical changes and incidents including, but not limited to, software and hardware deployment, upgrade, implementation, and quality control. The 311 Tech Services team also reviews technical documentation and business requirements to support new technology projects and initiatives for call center modernization.

Although the 311 Tech Services team is scheduled during business hours, they make themselves available 24 hours a day, 7 days a week, 365 days a year for planned or unplanned outages/maintenance, in which call center operations requires additional support. This allows Operations to focus on customer needs while the team handles change and incident management. For Citywide remote work allowances, the team equips and trains 311 support staff, and provides in-person support as needed. This allows for a more personal, customized, and efficient approach to address the different remote site needs for each person.

To improve quality control standards, the team increased 311 IVR QA weekly testing coverage by 80% resulting in proactively finding NLU IVR discrepancies and improving 311 phone channel customer experience. The team leverages OTI partnerships to serve as unofficial liaisons between the OTI IT world, and 311 business to work towards satisfactory outcomes for both parties. Examples include managing new security processes, Service Desk ticket mediation and request and incident escalations.

New York City Housing Authority Pest Management Exclusion Team

Team members:

Rodney Brown
David Clark
Kevin Farrel
Hamza Abdul Karim
Richard Lane

Ilebor Lucky
Steven Glover
Bertel Matthews
Dolis Selby



The Pest Management Exclusion team is responsible for the eradication of rodent infestation at NYCHA developments. The team is charged with closing off entry points on basements of NYCHA developments, grounds and surrounding areas throughout the five boroughs.

The NYCHA Pest Management Exclusion Team is dedicated to the health and safety of NYCHA residents. So much so that when they are trying to eradicate the rodents, they do not use pesticides. Moreover, they also work with residents to get them to understand the importance of various things that they can do to prevent rodent infestations on their own.

Office of Administrative Trials and Hearings

Reaching the People

Team members:

Rachel Amar
Prabal Bhowmick
John Castelli
Brian Connell
Joseph Hughes
LaMarque Marc
Maria Marchiano
James Moore

Ashford Morgan
Issah Musah
Michael Ragolia
Chris Schmidt
Marisa Senigo
Mavis Szeto
Peter Tumminelli
Mohammad Jamal Uddin

Donni Villaruel
Jean C. Wesh
Melody Williams
Andrew Zammitto
Mark Zhuravsky



Starting in 2015, several OATH Divisions took on the additional responsibility of creating outreach programs and public events to help educate the public and increase awareness of OATH's services and its role in NYC government. In doing so, the team would be helping to promote access to justice for NYC businesses and residents in all five boroughs no matter their income or background. Each month (and sometimes each week), OATH staff are in the field meeting with New Yorkers to help them understand how they can approach OATH if they receive a civil summons. Today, the team has expanded to include members of different OATH units to maximize the services provided to the public. This program also developed from the passage of the Criminal Justice Reform Act. It is the first outreach program for an Administrative Law Court in the country.

OATH's outreach team reaches the people in neighborhoods across the city so they can meet New Yorkers where they are. The team brings information that is easy to understand and is translated into multiple languages. More importantly, the team engages one-on-one with individuals and businesses to explain OATH and to help them navigate city processes. When people have more complex issues, the outreach team follows-up and connects people with staff who can assist further.

Lastly, it is a multi-disciplinary effort that pulls on skills from across the agency, including support from our Legislative Affairs staff, our Public Affairs staff, our Help Center, our Clerk's Office, our Facilities staff, our Data Analysis, and IT staff, and more. Everyone that participates serves the public with knowledge and professionalism.

Office of Chief Medical Examiner The Forensic Pathology Coordinators

Team members:

Victoria Andre
Trishita DeySarkar
Christopher Gomez
Mishah Jahangir

Natalie Medders
Haley Moore
Fransheska Oliveras-Perez
Nicole Romero



The Forensic Pathology Coordinators (FPC) work tirelessly in the service of both external and internal customers. They are on our front line of communication with members of the community and support multiple departments with their efforts.

The FPCs work tirelessly in the service of both external and internal customers. They are constantly on the phone with family members, health care providers, and other members of the community, answering questions and relaying information. Their efforts support various departments throughout the agency, managing office supplies, mortuary inventory, and medical record requests. They are OCME's liaisons with numerous government agencies, including the Administration for Children's Services and the Consumer Product Safety Commission.