FDNY

2019 ADMINISTRATIVE MEDALS & AWARDS

FRIDAY, JANUARY 25, 2019
FDNY HEADQUARTERS
9 METROTECH CENTER, BROOKLYN
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PROGRAM

Welcome:
Battalion Chief Mark Guerra
Executive Officer to the Fire Commissioner
(Master of Ceremonies)

Star-Spangled Banner:
EMT Sarah McShane

Invocation:
Reverend Ann Kansfield
FDNY Chaplain

Remarks:
Daniel A. Nigro
Fire Commissioner

John Sudnik
Acting Chief of Department

Presentation of Medals & Awards:
Commissioner Nigro
Chief Sudnik

Benediction:
Reverend Ann Kansfield
Describing the mission of the FDNY is actually quite simple. Our members are called to help and they respond quickly with the highest level of training to fight a fire, provide medical care and save lives.

But, similar to every great performance, the tremendous preparation, training and collaboration behind the scenes rarely are visible to the audience. Protecting life and property in a dynamic, densely populated city such as ours demands great effort at every level of the Department and requires innovation, teamwork and an unwavering commitment to our shared mission.

While our mission may be easy to describe, the work required is quite difficult. The Administrative Medals & Awards presented this year bestow well-deserved honors on the men and women of the FDNY—both uniformed and civilian members—who perform that difficult work. Their successful projects and outstanding achievements have made lasting impacts on every area of the Department, especially our technology, dispatch operations and Bureaus of Fire Prevention and Training.

Their efforts support our frontline Firefighters, Paramedics and EMTs as they answer every one of those calls for help. These medals and awards recognize the critical aspects of our operations made possible by our personnel.

I thank all of you for your hard work and I offer special gratitude to our award recipients for their dedication to improving and strengthening our Department.
Much has been implemented by FDNY to improve fireground accountability, but Deputy Chief Michael Ajello, Division 15 Commander, believed that more should be done. Thus, he sought members with similar beliefs and worked with those who were capable of creating an application designed specifically for that purpose.

Greater fireground accountability always has been a challenge for Commanders in the field. The idea was to develop a tool that allows the FDNY command structure to effectively and efficiently mitigate both large-scale and smaller incidents, while enhancing safety for civilians, as well as the uniformed force. A tall order, but demonstrating superior technology skills in the conception and development of the Incident Command app, Chief Ajello went to work.

Working collaboratively with numerous FDNY bureaus, Chief Ajello focused on the project goal. From inception to rollout, the project was a lengthy process. Many revisions and upgrades were necessary before the Chief felt the app could be an effective tool for the FDNY. His commitment and perseverance were driving forces for his peers and subordinates participating in the app development.

With real-time positioning of members, updated visuals of the incident location and immediate administrative links—such as Fire Prevention—Commanders now have better intel on which to base their decisions. The app constantly is evolving with feedback from the field, continuously redefining this multi-purpose tool.

For providing a solution—the Incident Command application—to the problem of fireground accountability, Deputy Chief Michael Ajello is honored with the Administration Medal.
The Leon Lowenstein Award

Lieutenant David Obiesie  
Diversity Advocate  
Diversity and Inclusion

*Furthered the Department goals of diversity and inclusion*

Briefly, Lieutenant David Obiesie carried out his mandate to raise concerns relating to fairness, transparency and respect for Firefighter candidates during the hiring process, as well as at the Fire Academy. He identified issues and conditions that affected applicants and Probationary Firefighters from under-represented groups for the appropriate officials and bureaus within the FDNY.

Lieutenant Obiesie is a valued member of the Diversity and Inclusion Innovation Lab’s Mentor/Sponsor Team, which focuses on brainstorming solutions to create more inclusive environments. He was instrumental in the *WE ARE FDNY* messaging campaign, providing insight, new ideas, enthusiasm and guidance. He assisted with the video and helped design FDNY Inclusion Conversation Cards, which feature questions that spark conversation about the experiences of those in the field.

His goal is to bring out the best in both those interested in joining the Department, as well as those already employed by the FDNY. For his success in these endeavors, Lieutenant David Obiesie is presented with The Leon Lowenstein Award.

George F. Mand Award

Lieutenants John Murray and Christian Zisel  
Rapid Response Craft (RRC) Program  
Marine Operations

*Managed all aspects of the RRC Program*

Lieutenants John Murray and Christian Zisel effectively and efficiently manage all aspects of the Rapid Response Craft program, from selection of members, to training, scheduling, equipment and preparation. They work with outside agencies to address complicated inter-agency situations. For example, thanks to nurturing good relationships with the USCG, NYPD and NCPD, multiple successful rescues from the East River on the Nassau County border have been effected.

The Lieutenants provide training, coaching and mentoring for their members. They have developed and delivered multiple training courses for EMS and Fire personnel operating on and around water. In fact, they created a program geared specifically to the FDNY Rescue Medics so they could operate safely and effectively with Marine Units. Finally, the RRC administrative staff has provided significant input in the design of future small boats to be purchased by the FDNY.

Lieutenants John Murray and Christian Zisel are most deserving of the George F. Mand Award.
Fire Alarm Dispatchers Joseph Berkey, Mary Healy, Darrin Lewis, Frank Longo and Yvette Mansfield were tasked with the enormous responsibility of readying the PSAC2 building for occupation by the dispatch force. These five members of the Migration Team exhibited leadership and initiative in overcoming technology and spacing obstacles involved with the move.

Working collaboratively with outside agencies and vendors—such as DOITT, DCAS, NYPD and Verizon—as well as other FDNY bureaus, their hard work made the transition a success. They provided daily testing and reporting of completed and outstanding items, while creating a timeline to facilitate the move. Additionally, the dispatchers developed numbering and labeling solutions that made PSAC1 an easier place to run and control.

The Migration Team of Fire Alarm Dispatchers Joseph Berkey, Mary Healy, Darrin Lewis, Frank Longo and Yvette Mansfield have well earned the recognition associated with the Chief Thomas P. O’Brien Award with their desire and ability to step up to the challenge of making PSAC2 a new home for dispatching duties.

As the senior uniformed Officer of the Family Assistance Unit (FAU), Captain Gary Miller is charged with overseeing the Family Unit Activation Team, whose members assist during line-of-duty death funerals, FDNY Memorial Day, the WTC Wall ceremony and other large events in which unit members participate. Additionally, he personally trains new Officers joining the Unit.

As a member of EMS, Captain Miller’s medical experience and skills serve him and FAU well, especially during emergency situations. His social and people skills facilitate good outcomes. He accompanies the spouses of FDNY’s deceased members to assist them in filing the paperwork with NYCERS, DC-37 and EMS unions, a tremendous help during such a stressful time. Similarly, he emphasizes the importance of completing the proper beneficiary paperwork when he meets with newly appointed Probationary EMTs at the EMS Academy.

For helping those feel more comfortable and alleviating some of their stress and pain by assisting during their most devastating time—the loss of a loved one—Captain Gary Miller is honored with The Fire Commissioner’s Award for Outstanding Service.
**Moe Ginsberg Award**

**Andrea Allocca**  
**Director of Performance Management**  
**Bureau of Fire Prevention (BFP)**

**Provided oversight and strategic planning that enabled the Bureau to generate more than 202,000 inspections and $70 million in revenue for Fiscal Year 2018**

Andrea Allocca has employed her extraordinary organizational capabilities, expertise gathered during her 23 plus years with FDNY and her warm personality to meet and exceed numerous goals for BFP. Some of these goals include:

- Creating a new data analytics work group, while helping to build and expand other BFP units with “new needs” staffing and OTPS proposals.
- Spearheading BFP’s ongoing, extensive and technically difficult space planning, working closely with building and facility managers, architects, IT personnel and FDNY executive staff.

Regarding “new needs,” she proposed and received approval for the expansion of the critical City-wide Sprinkler/Standpipe Inspection Unit. Additionally, Ms. Allocca provided substantial input regarding proposals for expanding the fire alarm inspection and plan review approval process and the BFP Training and Technology Management Sustainability Units.

Her superior problem-solving skills came into play with the space planning and resulted in an array of offices and tasteful, spacious work stations for employees.

In summation, the BFP unit she is molding will provide a comprehensive view of the kinds of fire-related hazards existing throughout New York City. For the accomplishments mentioned here and those that go unmentioned, Andrea Allocca is an extremely worthy recipient of the Moe Ginsberg Award.

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**James J. Johnston Memorial Medal**

**Battalion Chief Richard Schlueck**  
**Haz-Mat Operations**

**Ting Yu Huang**, **Associate Project Manager**;  
**Nicholas Petrakis**, **Associate Project Manager**;  
**Shaji Joseph**, **Administrative Project Manager**;  
**Leo Subbarao**, **Administrative Project Manager**;  
**Yusef Esa**, **Assistant Electrical Engineer**;  
**Eric Nette**, **Assistant Environmental Engineer**;  
**Tamara Saakian**, **Director of Technology Management**;  
**Julian Bazel**, **Counsel**;  
**Deputy Chief Thomas Piggot**

**Technology Management Sustainability Unit and BFP Code Development Unit**  
**Bureau of Fire Prevention (BFP)**

**Developed requirements for safety standards relating to battery energy storage systems**

The above-listed FDNY members conducted research into complex battery energy storage systems (ESS). Their work had a direct impact on the creation of NFPA Standard 855 and took the lead in the development of full-scale testing requirements for energy storage systems with Underwriters Laboratories, which led to the establishment of UL9540A testing standards recognized nationwide. Additionally, they collaborated with business/real estate communities, utility companies and academia to develop public service/guidance documents regarding battery energy storage installations in New York City.

These members also developed a new FDNY rule, which provides the FDNY with inspectional and enforcement power that ensures the ongoing installation integrity and safety of battery energy storage systems. Finally, they developed a comprehensive set of guidelines for the installation of outdoor lithium-ion energy storage systems in NYC.

For their efforts to keep NYC residents and first responders safe from potential conflagrations and explosions, the above-listed FDNY members are presented with the James J. Johnston Memorial Medal.
Honorary Chief of Department
Jack Lerch Medal

Danilo Tuyuc
Machinist
Fleet/Technical Services

Developed innovative ideas and sound solutions to address Fleet issues

In just three short years, Machinist Danilo Tuyuc has made a tremendous impact on Fleet/Technical Services. Displaying outstanding work ethics, his contributions have improved the repair time for FDNY Fleet vehicles and cut down on costs. He has exhibited the ability to extract ideas from our think tanks and create viable work flows. As the lead Machinist in the Machine Shop, he goes out of his way to mentor new employees in technical issues and work ethics. His leadership ability and positive attitude inspire those around him to work more efficiently and effectively and produce a quality product.

Machinist Tuyuc epitomizes doing more with less. He frequently fabricates new parts, the quality of which makes the fabricated product better than new. The result is saving the FDNY money, completing repairs more expeditiously and returning vehicles back to service quickly.

Machinist Danilo Tuyuc is a deserving recipient of the Honorary Chief of Department Jack Lerch Medal.

EMS Emergency Medical Dispatch (EMD) Commendation

Captain Christopher D’Auria
Bureau of Communications

Demonstrated his outstanding commitment to the mission and objectives of Emergency Medical Dispatch

With 19 years of service with EMS, Captain Christopher D’Auria is always willing to step up and help on any assigned project. Currently, he is assisting with the development of borough-based dispatch, providing solutions to make scheduling and seating more fluid for daily operations. Additionally, he is involved in the PSAC1 Tech Refresh and Text to 911 projects.

On a regular basis, Captain D’Auria schedules all EMD training classes. He is responsible for the issuance of dispatch orders and verifies applications for posted EMD positions to ensure qualifications are met. He ensured that the 400 plus members of EMD were trained in the Computer Triage software by creating efficient training schedules.

As an Officer, he creates an environment of inclusion with his team to ensure that members work as one cohesive unit. He strives for excellence in himself and his staff members, while also serving as a mentor to them. It is for these reasons that Captain Christopher D’Auria is presented with the EMS Emergency Medical Dispatch (EMD) Commendation.
Numerous members from multiple FDNY bureaus collaborated to successfully design, implement and train EMTs to determine the call type which, in turn, determines resource allocation and response priority or EMS call triaging. In conjunction with quality assurance/improvement (QA/QI) to identify changes in questions and call type assignments, implementation of the 911 EMS Computerized Triage System was the result.

Among the groups that participated in this project are the Office of Medical Affairs (OMA) and Emergency Medical Dispatch (EMD) for the review of the algorithms, testing of the system and training; Bureau of Technology Development & Systems (BTDS) for review and implementation of software throughout EMD; and the MAP unit for designing a QA/QI dashboard that provided the ability to review processing times by question, algorithm, call type, segment type and EMD call-taker. All of these tasks were undertaken while a call volume of 4,000/day was processed without a single episode of downtime or system failure.

For completing this monumental task and meeting one of the Department’s main mission objectives of allowing 1.4 million EMS calls to be processed faster and more accurately, the above-listed members are presented with the Community Mayors Nicholas DeGaeta Award.
Commissioner Martin Scott Medal

Fire Marshal Richard Matuszewski
Auto Fraud Squad
Bureau of Fire Investigation (BFI)

**Demonstrated dedication to the BFI mission**

Throughout his career with the BFI, Fire Marshal Richard Matuszewski has exhibited leadership, initiative and perseverance in his daily operations. These attributes were on display during his investigation of a March 16, 2017, arson fire in Queens.

He performed a forensic examination of the fire scene, planned an investigative strategy and course of action and developed investigative leads and evidence. His unusual initiative, resourcefulness and capability in this arson investigation led to the apprehension of a perpetrator. The suspect used an ignitable liquid to start a fire inside the front entrance of the building, effectively cutting off the primary exit for occupants.

For his knowledge of forensics and the law and procedures that enhance investigative operations for partners and Squad members, Fire Marshal Richard Matuszewski is awarded the Commissioner Martin Scott Medal.

The Honorary Fire Officers Association Medal

Battalion Chief David Morkal
Executive Officer to the Chief of Training
Bureau of Training

**Moved numerous vital initiatives forward**

Battalion Chief David Morkal, with drive, determination and dedication, has proved his tremendous value to the Bureau of Training (BOT) with the many contributions he has made. Some of these include:

- Development of the Learning Management System, which facilitates how the FDNY is able to deliver and track training and allow Fire and EMS Chiefs and Officers to manage their personnel by using technology
- Management of field training for FDNY’s new handie-talkie radios
- Providing representation for the Bureau of Training on the City Planning Committee
- Working with DCAS and FDNY’s EEO Office to develop and manage the implementation of the Sexual Harassment Prevention training program

As the Executive Officer to the Chief of Training, Chief Morkal has developed vital relationships throughout the FDNY, which are crucial when moving forward on issues pertaining to Probationary Firefighters School and other BOT initiatives.

For his invaluable intellect, compassion and leadership skills that he constantly demonstrates for the benefit of the Bureau of Training and the FDNY, Battalion Chief David Morkal is presented with The Honorary Fire Officers Association Medal.
EMS Office of Medical Affairs (OMA) Dr. John E. Sheridan Commendation

As a key member of the Office of Medical Affairs (OMA), Paramedic Pierre Charboneau, using his knowledge and experience as an EMS professional and his meticulous attention to detail, has met success with every project assigned to him. For example, he has overcome numerous obstacles to obtain patient outcome information. With more than 65 receiving hospitals in the NYC area, each one requires a special rapport and finesse to maintain the ongoing working relationships to obtain critical pieces of information in the continuum of care to meet FDNY’s data requirements.

Paramedic Charboneau facilitated cardiac arrest survivors sharing in a once-in-a-lifetime experience of being reunited with their rescuers and to appreciate the full scope of what is involved in an out-of-hospital resuscitation effort. Additionally, he helped arrange CPR training for survivors to allow them to feel competent and secure, knowing that they can help others.

For helping to meet the needs of our most critical patients and boosting the morale of those on the front line in the delivery of medical care, Paramedic Pierre Charboneau is awarded the Dr. John E. Sheridan Commendation.

The Fire Commissioner’s Award for Meritorious Service

The above-listed members of the Office of Grants Development have secured more than $750 million in external funds to support training and drills, preparedness planning and equipment for Haz-Mat, Rescue and Marine Operations, EMS and other units. Their efforts facilitated the birth of DiamondPlate, the training program used in more than 200 firehouses and EMS stations.

Their funding efforts facilitated creation of FDNY’s active shooter response teams, Incident Management Teams and counter-terrorism program. Additionally, these members provide key support for the FDNY Officers Management Institute (FOMI) and other professional development programs.

Members of the Office of Grants Development provide the solution to problems in the form of funding. They exhibit great know-how and perseverance to secure these funds for numerous beneficial projects. For these reasons, they are recognized with The Fire Commissioner’s Award for Meritorious Service.
The Fire Commissioner’s Award for Meritorious Service

Renee Choi, EMSCAD Technical Support
Christopher Delaney, Server Systems Manager
Joseph DiBenedetto, CAD Technical Lead
Jose Gomez, CAD Technical Lead
Brian Hickson, Desktop Technical Lead
Viktor Kanevsky, Manager Starfire
William Mattiace, Starfire Programmer
Carla Murphy, Manager EMSCAD
Naomi Nissen, CAD Quality Assurance
Reesa Ramlal-Cutler, CAD Project Manager
Zemfira Shapiro, Starfire Programmer
Aristotelis Zoulas, Operations Manager

Bureau of Technology
Development & Systems (BTDS)

Migrated two legacy dispatch systems into PSAC2

The migration of PSAC2 had to be completed while performing all the regular support and maintenance duties. The team members listed above had to produce hundreds of documents describing the required networking environment, console wiring requirements, workstation configuration, test plans and printing.

This project was something that never had been executed by a New York City agency or any of the members charged with completion of the migration. For their outstanding efforts in facilitating the migration of two legacy dispatch systems into PSAC2, members of the Computer Aided Dispatch Team are presented with The Fire Commissioner’s Award for Meritorious Service.

The Fire Commissioner’s Award for Meritorious Service

Captain Thomas Tanzosh
Director of FDNY Health & Fitness Unit
Bureau of Training

Reshaped the fitness program for Probationary Firefighters

During the past three years, Captain Thomas Tanzosh has been responsible for the physical training of more than 2,000 Probationary Firefighters. He revamped and rebuilt the Fire Academy’s training space, securing better and more functional equipment. An enormous task, his modernization of the fitness program has resulted in some of the strongest, fittest and safest Probationary Firefighter classes in FDNY history.

Captain Tanzosh identified some dangers to Firefighters’ health and safety—from cardiovascular or metabolic risk to the career-ending risk of orthopedic injury. His efforts improved educational resources for the Department.

For his many achievements, Captain Thomas Tanzosh is acknowledged with The Fire Commissioner’s Award for Meritorious Service.
The Fire Commissioner’s Award for Meritorious Service

Christian Gomez
Staff Analyst
Justin Richards
Administrative Staff Analyst
Bureau of Human Resources

Contributed to Human Resources’ initiatives to develop and deliver technology-based services to FDNY personnel

Justin Richards and Christian Gomez worked collaboratively to offer professional development opportunities for civilian personnel and sought various methodologies to deliver programs, such as Career Advancement in Civil Service and Crafting Your Path in Civil Service.

The pair demonstrated their commitment to the FDNY mission by developing and initiating programs that promote employee engagement and human capital/professional development, which support employees at all levels of the Department. They helped expand Human Resources’ annual Employee Benefits Fair, which featured driver safety training and free vision and hearing screening for FDNY employees.

For their efforts to benefit FDNY employees, Justin Richards and Christian Gomez are presented with The Fire Commissioner’s Award for Meritorious Service.

The Fire Commissioner’s Award for Meritorious Service

Yvonne Moore
Deputy Director, Recruitment & Retention
Marina Ryappo
Director of Data Management
Recruitment & Retention Unit

Met high goals for the FDNY recruitment mission

Marina Ryappo and Yvonne Moore demonstrated great leadership skills as they met the high goals set for the FDNY recruitment mission. Specifically, they mastered the Automated Recruitment Communication System (ARCS), designed to streamline Recruitment’s email, phone and text message communications to interested and eligible candidates.

Ms. Ryappo managed all data collected through Recruitment’s ongoing outreach. Ms. Moore developed a successful blueprint for the Street Team recruitment and mobile filing site locations.

Their efforts gave the FDNY the ability to send more than 1.7 million emails and field 150,000 live phone calls during the 2016 and 2017 campaigns. The recruitment campaign achieved record-breaking success by drawing more interest in the Firefighter career from diverse young men and women than ever before. In addition, twice as many women took the 2017 Firefighter exam than the previous test in 2012. They are deserving recipients of The Fire Commissioner’s Award for Meritorious Service.
ADMINISTRATION MEDAL (ESTABLISHED 1914)
This award encourages uniformed and civilian members of the Department to study Department problems and develop viable solutions. Awarded to a member whose ideas and experience have proved to benefit the Fire Department. Established by former Fire Commissioner Robert Adamson “in order that the Fire Department may have the benefit of the ideas of its trained Officers and men.”

THE LEON LOWENSTEIN AWARD (ESTABLISHED 1962)
Awarded to a member of the Department who has performed exceptional service for the Department, in recognition of outstanding contribution and devotion to duty. Established by John M. Bendheim in memory of his uncle, Leon Lowenstein.

GEORGE F. MAND AWARD (ESTABLISHED 1966)
Awarded to a Department member whose services during the prior calendar year led to the improvement of Fire Department services. Developing and coordinating work techniques, resourcefulness, assumption of responsibility and effectiveness of accomplishments are considered when making this award. Established by the late Bertram F. Brummer and his wife, Susie.

CHIEF THOMAS P. O’BRIEN AWARD (ESTABLISHED 1967)
This award is presented annually to a deserving civilian member of the Bureau of Fire Communications. Established by Thomas A. Coleman (deceased) in memory of former Assistant Chief-in-Charge of the Bureau of Fire Communications, Thomas P. O’Brien.

THE FIRE COMMISSIONER’S AWARD FOR OUTSTANDING SERVICE (ESTABLISHED 1971)
Rewards an FDNY member who performs acts above and beyond the call of duty. Established by a group of prominent New York City business people and friends of the FDNY.

MOE GINSBERG AWARD (ESTABLISHED 1975)
Presented to a deserving civilian member of the Bureau of Fire Prevention in honor of Moe Ginsberg, former Senior Management Consultant in the Bureau of Fire Prevention and dedicated member of the fire service. Established by George Kelly (retired FDNY).

JAMES J. JOHNSTON MEMORIAL MEDAL (ESTABLISHED 1984)
Presented to a Fire Department member who has contributed significantly to the Department in the areas of fire extinguishing operational procedures, fire prevention programs and recognizing and reporting defects in design and construction practices. Established by the friends of Chief Johnston, in recognition of the devotion and loyalty with which he served.

HONORARY CHIEF OF DEPARTMENT JACK LERCH MEDAL (ESTABLISHED 1989)
Presented to a uniformed or civilian member of the Bureau of Fleet Services for outstanding service. This medal was endowed by Mrs. Roberta Lerch to honor her husband, Honorary Chief of Department Jack Lerch.

EMS EMERGENCY MEDICAL DISPATCH COMMENDATION (ESTABLISHED 2004)
The Bureau of Communications Emergency Medical Dispatch Commendation is awarded at the discretion of the Assistant Commissioner for the Bureau of Communications to any Emergency Medical Dispatch member who has demonstrated an outstanding commitment to the mission and the objectives of the Bureau.

COMMUNITY MAYORS NICHOLAS DeGAETA AWARD (ESTABLISHED 1994)
Presented to a group or individual who demonstrates the commitment to excellence and persistence of duty, valued and exhibited by Mr. Nicholas DeGaeta, a retired Firefighter and highly decorated World War II veteran.

THE HONORARY FIRE OFFICERS ASSOCIATION MEDAL (ESTABLISHED 1994)
Awarded to a selected uniformed member assigned or detailed to the Fire Academy, whose administrative contributions are such that they improve the Department’s ability to carry out its mission or improve the delivery of Department services to the public.

COMMISSIONER MARTIN SCOTT MEDAL (ESTABLISHED 1967)
Established by Thomas A. Coleman (now deceased), Honorary Fire Commissioner, in honor of former Commissioner Martin Scott. Awarded annually to a member of the Bureau of Fire Investigation for distinguished service and a display of unusual initiative, resourcefulness and capability in the investigation of arson and the apprehension of a perpetrator.

EMS OFFICE OF MEDICAL AFFAIRS (OMA) (ESTABLISHED 2004), renamed in 2007, posthumously, as DR. JOHN E. SHERIDAN COMMENDATION
Presented to an EMS member who epitomizes the enthusiasm, motivation and dedication of a true professional, Dr. John E. Sheridan, who joined EMS in 1993 as a Telemetry Control Physician.

THE FIRE COMMISSIONER’S AWARD FOR MERITORIOUS SERVICE (ESTABLISHED 1994)
Awarded to individuals or groups selected for distinguished service, superior accomplishment, performance of duties, innovation and commitment to the Department’s mission to provide citizens with vital public safety services.