



## **The Governor's Service Award**

Connecticut State Capitol  
Old Judiciary Room  
October 17, 2003  
10:00 a.m. to 11:00 a.m.

**Governor John G. Rowland**

10:00	Guests arrive
10:15	Welcome and introduction by Governor John G. Rowland
10:30	Governor presents awards
11:00	Refreshments served

## Award Recipients

Sally Beckwith  
 Trooper First Class David Bland  
 Vicky E. Bullock  
 Trooper First Class Raymond Buthe  
 Gregory F. Carver  
 Lisa A. Corbeil  
 Michael J. Elliott  
 Robert Gill  
 Pamela Brown Gray  
 Danny Heard  
 Melvin Jones  
 Sharon Kelly  
 Patti Kokonowski  
 Blaine Morin  
 Elisa A. Nahas  
 Cheryl St. Onge  
 Jim Passier  
 Peter Santagata  
 Bruce Sheridan  
 Anthony Smith  
 Stan Traver  
 William R. Venezia  
 James S. Wyskiel

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The Governor's Service Award program, "Customers Count," was established by **Governor John G. Rowland** to reinforce the importance of quality customer service by recognizing the achievements and successes of state employees. Any state employee can be nominated including managers, supervisors and staff, full- or part-time, individually or in teams. Awards are presented quarterly at a reception hosted by the Governor.

# Governor's Service Award

## October 2003

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### Department of Administrative Services

Personnel Officer **Patti Kokonowski** and Skilled Maintainer **Anthony Smith** both reacted quickly to the smell of smoke on Buckingham Street and immediately alerted authorities. The two assessed the situation, called 911 and proceeded to warn all the residents in the building of the fire. Their quick action averted what could have been a serious life-threatening situation and demonstrates the stewardship that state employees provide within the community.

**Jim Passier** developed the Ct-Gov Center, an e-procurement service enabling online purchases of goods and services for state agencies, cities, towns, school systems and not-for profit organizations. Today, an ongoing list of state and local entities have bought over \$20 million dollars worth of goods in the past twelve months alone. Jim has made saving money and customer service cornerstones of DAS' procurement practices. As a manager, Jim is always professional, honest, humorous and is known by his staff as a great motivator.

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### The Department of Consumer Protection

The Department of Consumer Protection's team of investigators and legal staff were responsible for preventing illegal and unfair secret global positioning device tracking of consumers by a car rental company. Working together, the investigative and legal staff investigated complaints and discovered that exorbitant fines were being levied on consumers without any legitimate foundation. Despite the respondent's determination and legal maneuvering to continue the illegal practice, the DCP team, through thoughtful and factual litigation, prevailed on behalf of the consumer. This team's dedication to protecting consumers' rights and their continued vigilance in protecting consumers' privacy, were above and beyond the call of duty, and appreciated by the many who benefited from their diligence.

**Vicky E. Bullock**  
**Gregory F. Carver**  
**Lisa A. Corbeil**  
**Pamela Brown Gray**  
**Elisa A. Nahas**  
**William R. Venezia**

**Michael J. Elliott** is a License and Applications Specialist in the License Services Division. He works directly with individuals applying for licensure before a variety of boards and commissions, or for those who need assistance and information concerning the agency's licensing procedures. He ensures that all licenses and renewals are expeditiously processed, and he goes the extra mile to accommodate consumers' needs. He has been instrumental in making sure that the agency's e-commerce licensing program is effective and efficient, and anticipates questions and problems before they materialize. Mike's dedication to high-quality service delivery, and his pleasant dealings with co-workers are truly invaluable qualities appreciated by all.

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### Department of Children and Families

**Sally Beckwith**, a Social Worker Case Aide, with DCF's Norwich office is always willing to go the extra mile when it comes to transporting children to appointments, and supervising visits with parents and relatives. She treats foster-parents, parents and children with respect and is always ready to pitch in for the kids. She frequently volunteers to do after-hours transports or supervised visits when necessary and participates in any event to raise money to provide activities and special events for the children.

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### Department of Economic and Community Development

**Bruce Sheridan**, Housing Development and Community Development Agent in DECD's Eastern Region office acted single-handedly to ensure that Connecticut contractors would be able to retain the ability to bid on millions of dollars worth of housing and community development projects funded by the U.S. Department of Housing and Urban Development. Bruce took determined, authoritative action steps to make sure that Connecticut contractors know about the new HUD guidelines and helped to set up training courses for contractors, local agencies, and state personnel. Commissioner James Abromaitis said "Bruce is a stellar public servant and truly deserving of the Governor's Service Award."

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## Department of Public Safety

Troopers First Class **David Bland** and **Raymond Buthe**, members of the Troop L Community Policing Unit, started Explorer Post #074 in April of 2001. Since then, 25 young people aged 14-21, have met weekly, learning various topics from policing, to CPR, to decision-making skills, and participating in confidence and teambuilding exercises.

They've devoted more than 850 hours to food drives benefiting local food pantries, car seat clinics, toy drives, Make-A-Wish fundraiser, Watch Your Car and VIN Etching Clinic, Kid Care, Blood Drives, and assisting with traffic control, directions, and lost children at the Bethlehem and Goshen town fairs.

Troopers Bland and Buthe have been outstanding teachers and role models in their assignment, and have received numerous letters from recipients and parents in appreciation of their caring, compassion and commitment to others.

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## Department of Revenue Services

**Melvin Jones**, a Consumer Information Representative from the Taxpayer Technical Support Unit, has received numerous letters praising his knowledge and professional manner plus the accolades of his Commissioner and director. One state manager stated, "He is truly an outstanding representative for your department as he continues to strive to help the Department of Revenue Services (DRS) continue its success in excellent customer service."

**Danny Heard**, a Revenue Examiner from the Taxpayer Technical Support Unit, continuously receives praise from the taxpayers on how helpful he is, and particularly how he goes out of his way to suggest ways to save time and money for Connecticut taxpayers. His office was commended for their friendly and informational approach. As stated by one taxpayer, "A true rarity with some government organizations."

Tax Correction Examiner **Cheryl St. Onge** has received numerous letters of praise for her outstanding customer service. One taxpayer she assisted posted her name and number at a Senior Citizen Center praising her efforts and patience. Another customer stated, "She is a stellar example of extraordinary customer service." According to their mission statement, DRS strives to achieve "efficient and courteous customer service." Cheryl's work proves this.

Recently a taxpayer was registering to become a Limited Liability company when she was referred to DRS' **Peter Santagata**, a Tax Unit Assistant Manager. She said, "Peter was a wealth of information and is not only an asset to your Taxpayer Services Division, but also to all of us business owners who have the privilege of crossing his path." He is also part of DRS' Speaker Bureau and is frequently called upon to educate the public regarding taxes. His dedication to customer service helps everyone better understand the complexities of the tax laws.

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## Middlesex Community College

Due to an extended illness of their IT Director, **Robert Gill, Sharon Kelly, Blaine Morin, Stan Traver** and **James Wyskiel** functioned as a team to ensure that the technology needs of both the academic side and the administrative side of the college were appropriately met. Their focus on meeting the needs of the customers, internal and external, was excellent despite the absence of a department manager. Through periodic meetings designed to provide overall guidance with financial issues, the team met all challenges and objectives. Academic software and hardware installations were done accurately and on time. Administrative needs were met in superior fashion, Internet, Intranet, and all server functions were maintained and undertaken with a true team effort.