

Building Quality Public Works Organizations to Save Money & Deliver Great Service

APWA-Accreditation
CML - 2019

- Do you want high quality services?
 - Cost effective solutions?
 - Consistency in service delivery?
 - Outstanding customer response?









Today's Agenda

Public Works Pros
Dan Hartman, Golden
Jay Goldie, Cherry Hills Village
Bryan Weimer, Arapahoe County
Keith Reester, Littleton
Pete Adler, APWA Accreditation

- How can you improve public works service?
- What is APWA Public Works Accreditation?
- What are the upsides?
- Benefits to your community?
- Examples in Colorado?
- What do you need to improve?

Why are we here?



- Who is APWA?
- What is Accreditation
- Accreditation in Colorado
- Benefits of Accreditation
- Questions

- The American Public Works Association (APWA) serves professionals in all aspects of public works including personnel from local, county, state and federal agencies and private partners.
- APWA has a worldwide membership over 30,000
- APWA is a comprehensive public works resource providing educational and networking opportunities that help public works personnel to grow in their professionalism and directly impact the quality of life in all the communities they serve.
- Colorado:
 - 790 members, 201 agencies (public and private)

Ask Yourself These Questions

- Are performance and productivity levels in public works as high as we want them to be?
- Is our Public Works Department well managed?
 - How would we know?
- Would you subject your operations to an external review?

What Is Accreditation?

Accreditation is a process of validation in which public agencies are evaluated. The standards for accreditation are set by a peer review board whose members include diverse professionals from various accredited agencies and professionally qualified leaders.



How many of you have Accredited

- Police Departments
- Fire Departments
- Why are they Accredited?

- Public Works are First Responders
- It is extremely important that we get the message across that Public Works is as important as police and firefighters, and people need to know that.
- Public Works department deals with a lot of issues that are vitally important to public safety and public health.
- In the public works arena, accreditation is one way for us to achieve accountability.



- Accreditation is the mark of professionalism that indicates that a public works agency has made the commitment to continuous improvement in the delivery of public works services.
- Accreditation recognizes that an Agency's policies, procedures, and practices have been evaluated against nationally recognized, recommended practices.
- Accreditation is a Voluntary Program



Accreditation in Colorado

- City of Arvada (116,000)
- City of Golden (21,000)
- City of Centennial (110,000)
- City of Aurora (357,000)
- City of Greeley (101,000)
- City of Cherry Hills Village (6,700)
- Town of Castle Rock (58,000)
- City of Lafayette (28,000)
- Arapahoe County (645,000)

1,443,000 Residents
26% of Colorado

Benefits of Accreditation

- Commitment to policies, procedures and processes that promote effective delivery of projects and services
- Validates agency policies, procedures and practices
- Increased productivity and effectiveness through critical evaluation of programs and services
- Improve the safety and wellbeing of the organization
- Promotes continuous improvement in the department
- Comprehensive planning
 - Helps to focus and articulate the multitude of services provided within the public works department
- Succession planning/Knowledge retention
 - Creation of a database (Standard Operating Procedures) of current knowledge, which will serve as valuable resources for training future leaders

How Does it Happen?

- Commit to organizational buy in
 - City/County Management
 - Elected leadership
 - Department – all members of the team
 - Committed resources – time, money, patience



- Accreditation affirms and improves what you already do and document.
- The process builds a platform to create a comprehensive operations manual and improve the existing operations procedures.
- The process empowers employees and drives involvement.
- Re-Accreditation – Not just one and done. Ensure continuous improvement?



What 3 things do you hear about most in your community?

Is it Really Worth it?



- Creates positive nimble organizations
- Validates excellence through programs & procedures
- Drives focus on services
- Promotes continuous improvement
- Improves customer services and cost effectiveness

Questions & how can we help?

