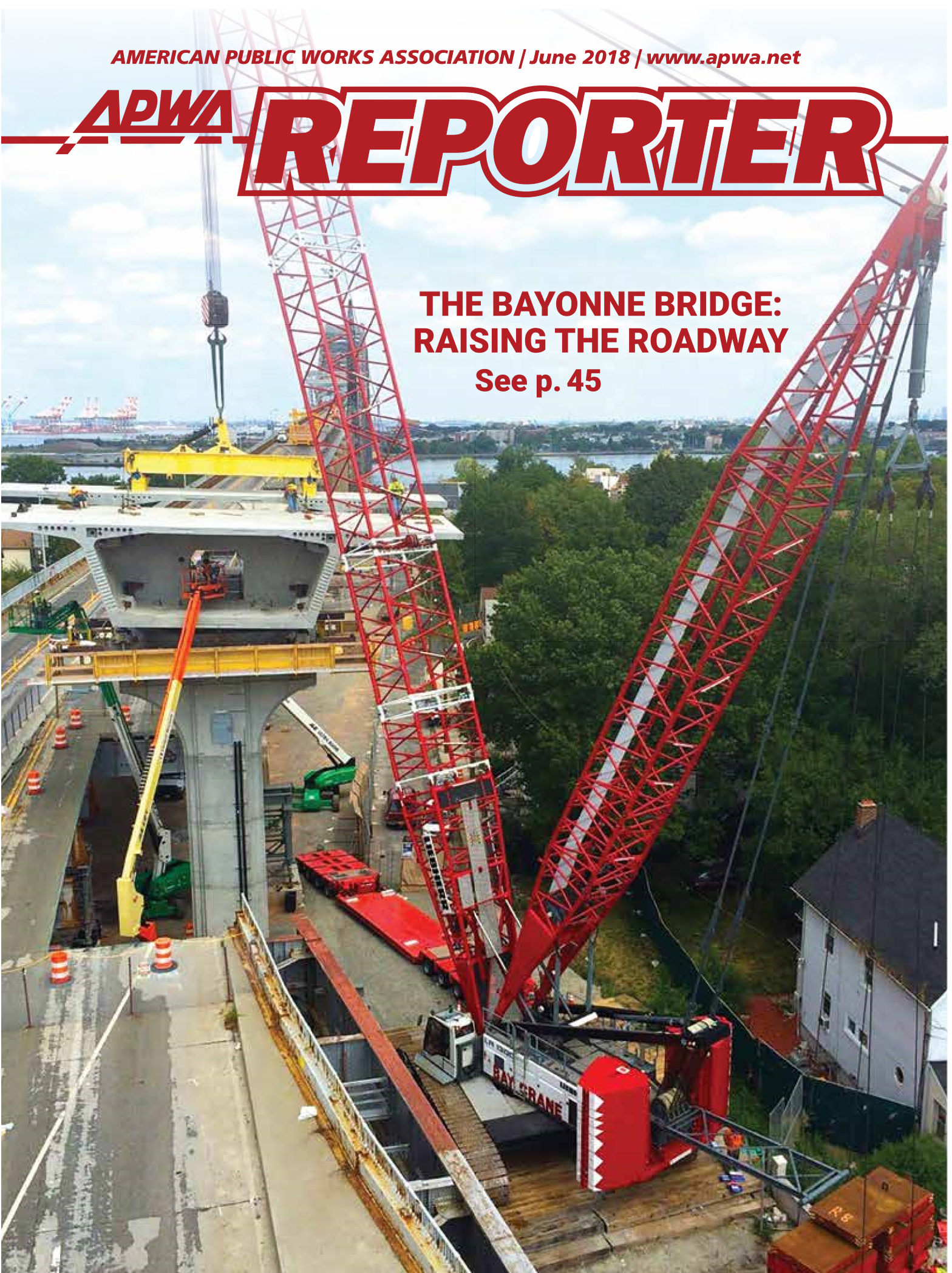


# APWA REPORTER

## THE BAYONNE BRIDGE: RAISING THE ROADWAY

See p. 45







Left to right: APS Office Manager Geri Crane, Auburn City Manager Peter Crichton, APS Operations Manager Gary Wadsworth, APS Director Dan Goyette, APS Deputy Director Scott Holland, APWA Region I Director Gary Losier, Auburn Mayor Jason Levesque, and Auburn Communications & Compliance Manager Liz Allen.

# First in Maine

**A**PWA accreditation has officially made its way to the Pine Tree State. The Auburn Public Services Department is proudly setting the standard and leading the way for accreditation and best practices in Maine.

In December, APWA officially awarded the City of Auburn Public Services Department accreditation status, making them the 130th agency in the U.S. and Canada to receive this designation and, perhaps more importantly, the very first in the State of Maine.

“We are very proud of this accomplishment,” said Dan Goyette, P.E., Director of APS. “We began this process in the fall of 2014, and through a lot of hard work and dedication, our team reached an impressive goal, and we did it right on schedule. We were determined to be the first in Maine, and we did it. No one can ever take that away from us.”

## Challenges

There were some challenges along the way. In the spring of 2016, the department lost their accreditation manager in the midst of budget cuts and city-wide restructuring. As a result, APS accreditation efforts lost some momentum.

“The tide definitely turned when we promoted Scott Holland to Deputy Director,” said Goyette. Holland was reassigned and given “ownership” of the accreditation process. “I knew we needed to fully commit to accreditation and Scott brought new enthusiasm to the whole project.” Liz Allen, the City’s Communication and Compliance Manager, who had police accreditation experience, also joined the team and helped APS move toward their goal.

Buy-in from staff was another considerable challenge, and it is one that every agency faces. Auburn Public Services alleviated this issue by including as many employees in the process as possible. Staff members at every level of the agency were tasked with writing and editing policies; with the creation and improvement of forms and procedures; and other key responsibilities. This inspired ownership and buy-in. Clear, consistent communication with staff also helped smooth the process—keeping everyone “in the loop” and updated on the progress gave a feeling of inclusion.

“There were challenges,” said Goyette. “But we always got back on track, built momentum, and made real progress. I

would tell any agency considering accreditation that having the right team in place makes all the difference.” Support from APWA also played a significant role in the agency’s success.

### Why accreditation

In early 2014, APS spent some time researching the process, talking to accredited agencies to weigh the benefits and consider the challenges. The agency had strong support from City administration (certainly a key requirement) and felt confident in their practices and performance. The credibility that comes with national accreditation was a driving factor behind the decision to move forward in the process.

“We knew we had some work to do on our policies,” said Scott Holland, Deputy Director. “But overall, we were very confident that we could do this. We had strong practices in place, very talented employees, emerging technologies and first-rate equipment, and no shortage of compliance proofs. The key was capturing all of it and building quality files that would showcase our strengths.”

### A new legacy


The team at Auburn Public Services strongly encourages other agencies to consider accreditation through APWA. As the first in Maine to achieve accreditation, the team anticipates much interest from other agencies in the state.

APS hopes to have a presence at chapter-level APWA events, which will allow them to promote the accreditation process and mentor member agencies that are considering making the commitment to best practices.

“The City of Auburn has a culture of excellence and we were supported by our administration and our City Council,” said Goyette. “That, combined with our dedicated staff, positioned us for success.”

The accreditation self-assessment process allowed APS not only to showcase what they are very good at, but it helped identify areas where they needed improvement. The organization streamlined internal forms and policies, established and updated performance goals, analyzed data, and more.

“We have always known that we are among the ‘best of the best’ in our industry,” said Goyette. “We believe in our employees and we know that we serve our community well. Having this distinction, this formal recognition sets us apart. This is our new legacy of excellence, and that is something to be very proud of.”

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## Online voting for Board of Directors positions to take place May 29-June 19

As an APWA member you can participate in the final stage of the process to select members of the APWA Board of Directors. Effective May 29, members will vote to affirm the selection of candidates for the following board positions with terms expiring August 2018:

- APWA President-Elect
- Director-at-Large in the functional areas of Engineering & Technology, Environmental Management, Leadership & Management, and Transportation
- Regions III, IV, VII and IX Regional Directors

### How are the nominees selected?

Earlier this year, Regional Nominating Committees were established (consisting of one member from each chapter in Regions III, IV, VII and IX). Nominating committee members carefully reviewed the nominations of individuals interested in serving as a Regional Director. Through a series of phone conferences, consensus was reached on a single individual for each region.

The National Nominating Committee was appointed by

APWA President Bo Mills and is composed of one member from each region. The APWA Board of Directors approved the appointments to the committee during their March board meeting. The two most recent National Past Presidents served as facilitators of the conference calls and deliberation. Following careful consideration and, in the case of the President-Elect position, phone interviews, the National Nominating Committee came forward with names for the President-Elect and Director-at-Large positions.

### Why should I vote?

Your vote endorses the diligent process undertaken by APWA to identify the most qualified candidates to represent APWA. While it is an uncontested election, the opportunity to write in a candidate is present.

The ballot will be available for online voting between May 29 and June 19, 2018, on the “Members Only” section of the APWA website. There will also be a voting icon on the “MyAPWA” section of the website. Additional reminders of the voting process will be sent through the APWA website; via e-mail to every member for whom we have an e-mail address; and in the June issue of the *APWA Reporter*.

*If you have questions, please contact Teresa Hon at (816) 595-5224 or [thon@apwa.net](mailto:thon@apwa.net).*