



MEDIA RELEASE

City of Temple Public Works Department receives APWA Accreditation

TEMPLE, TX (January 29, 2024) – After a three-year assessment and review process, the City of Temple Public Works Department received full American Public Works Association (APWA) Accreditation in December 2023. With this recognition, Temple becomes the 15th agency in Texas to be accredited and the second in the APWA’s Central Texas branch.

Accreditation by the APWA’s Accreditation Council is the mark of professionalism, indicating a public works agency’s commitment to continuous improvement in the delivery of public works operations and services. Accreditation recognizes policies, procedures, and practices that have been evaluated by experienced public works professionals comparing Temple’s against internationally recognized management practices. Evaluators reviewed 424 practices, and the department achieved 100% full compliance.

“We started the accreditation process in 2020 during COVID, so that presented some challenges, but our staff did an amazing job overcoming and meeting all the requirements,” said Dana Gatlin, Executive Support Coordinator and Administrator of the Accreditation Program. “While rigorous, the assessment process also helped us establish policies and procedures that now help our department run smoother and deliver exceptional service to the community.”

After various self-assessments completed internally by the department, Temple hosted the APWA team for the final onsite evaluation in November 2023. Two practices were highlighted during this evaluation - the Kudos employee recognition program and the Public Works card deck, which shares staffing information via a 52-card playing deck customized with employee pictures, titles, areas of responsibility, and contact information. These practices were also identified as model practices, and they will be shared with other agencies throughout North America that are working toward accreditation.

There are close to 180 accredited agencies in the United States, and the benefits of accreditation to Temple’s Public Works Department include increased efficiency, improved processes, succession resiliency, professional recognition, and continuous improvement.

“This accreditation is the achievement of a supremely supportive Council, strong leadership from our City Manager and Assistant City Manager, tireless dedication from our accreditation manager Dana Gatlin, and the hard work of more than 200 Public Works Department

professionals. We appreciate City Manager Brynn Myers' and Council's confidence in us by challenging us with this goal," said Don Bond, Public Works Director.

The City's Public Works Department produces and delivers potable (drinking) and reclaimed water, collects and treats sanitary sewer, builds and maintains roads, maintains traffic control signals and signs and striping, maintains drainage facilities, procures and maintains City vehicles and equipment, manages capital design and construction projects, administers environmental and floodplain and safety compliance programs, collects and disposes trash, collects and processes recyclables, and supports the City's local partners in private development. Accreditation captures the value the department brings and will continue to bring to the Temple community.

For more information about the Public Works Department, please visit templetx.gov/publicworks.