



*"Preserving Ventura's Vital Infrastructure and Environment"*



## **VENTURA PUBLIC WORKS RECEIVES APWA ACCREDITATION**

Ventura Public Works joins national and international standards of excellence in Public Works operations and practices by receiving the American Public Works Association (APWA) Accreditation Award. This process compared the City to national industry standards for effective use of resources to deliver public works services. The City of Ventura Public Works Department becomes the 92<sup>nd</sup> agency in North America and the 11<sup>th</sup> agency in California to receive such a prestigious award.

### **What is Accreditation?**

The APWA Accreditation program is a multi-year program for public works agencies to conduct an in-depth self-assessment of its policies, procedures and practices. It is a way for agencies to be compared to nationally established best management practices and is also a valuable tool for continuous improvement.

**Purpose of Accreditation (Why do it?):** The purpose for APWA Accreditation is to promote excellence in the operation and management of a Public Works agency, their programs and their employees. APWA accreditation increases public awareness of the critical role of public works and demonstrates the department's use of accredited national standards and most efficient use of public resources in the delivery of service to its residents.

### **Process:**

The City's Public Works Department went through a rigorous two-year self-assessment process to review, validate and improve every aspect of its management, practices and procedures. Once the self-assessment was completed, a team of public works professionals from various parts of the country conducted a detailed on-site evaluation before granting accreditation.

**Value/Benefits:** The accreditation self-assessment process was a valuable exercise for performance comparison of best practices identified by national experts in the field. As a result, the City of Ventura Public Works department had **17 Model Practices** identified by APWA. Typically, APWA only finds 3-4 model practices when they conduct their reviews. *"Other cities can now look to Ventura as an example of public works programs, training and customer service,"* said APWA Director of Accreditation Ann Daniels.

**Key Model Practices Highlighted:**

- Excellent Customer Service and Practices in *Facilities and Fleet Management and Operations*.
- Excellent Preventative Maintenance Program and Schedule
  - “Preventive Maintenance and Repair Practices clearly demonstrate an effort to enhance customer satisfaction.
- *Outstanding Safety Training*
  - “Safety and Condition Inspection reports exceed expectations.”
- “Excellent Custodial methods and contracting, and thinking outside the box!”
- Outstanding Public Works Strategic Plan
- Excellent Public Works Employee Recognition Program
- *Solid Waste Collection* : “Model practice to have on-line search by individual location for pick up days”

Other agencies accredited in California include: *Berkeley, Oakland, Encinitas, Fresno, Palmdale, San Francisco, Thousand Oaks*, Alameda County, Contra Costa County, San Francisco County, and Orange County. Worldwide, there are 95 agencies accredited - 93 in US and 2 in Canada.