



TOP TEN PUBLIC WORKS LEADER AWARD

Minnesota Chapter is pleased to submit this nomination for the **Top Ten Public Works Leader Award** on behalf of APWA member:



Jeannine Clancy

Minnesota Chapter



PROFESSIONAL EXPERIENCE

**Metropolitan Council Environmental Services,
St. Paul, MN**

Assistant General Manager
July 2017 to Current

Metropolitan Council Environmental Services (MCES) is the regional wastewater agency for the Twin Cities Metropolitan Area. MCES serves 110 customer communities, 2.7M people and permits over 800 industries that discharge high strength industrial wastewater.

MCES owns 9 wastewater treatment plants, 640 miles of large interceptor pipes, 61 pump stations, 200 metering stations and 40 odor control facilities. The agency has a history of near perfect compliance with environmental permitting and some of the most affordable services in the country. MCES employs 650 operators, maintenance staff, engineers, planners, scientists and construction professionals.

This nomination summarizes the dedication that Jeannine has demonstrated to the field of public works during a 36 year career. Jeannine’s commitment to staff development, customer service, collaboration along with her skills as a planner, problem solver and communicator has had a positive impact on the communities that she serves.

In Jeannine's capacity as the Assistant General Manager, she:

- Oversees the planning, design, construction and commissioning of the Environmental Services \$1.4B Six Year Capital Program. Jeannine is the delegated authority for resolving challenges associated with cooperative agreements with other governmental entities as well as design and construction conflicts.
- Supports the organization's asset management program by establishing teams, providing guidance, assigning resources, and identifying areas of organizational risk.
- Directs the calculation of the Municipal Wastewater Charge, which is the cost recovery method for the regional wastewater utility. This results in about \$236M in revenue from 110 cities.
- Is responsible for the staff development of 100 planners, engineers, scientists, communications and construction management professionals.
- Serves on the Environmental Services Executive Team and is responsible for setting the strategic vision, prioritizing and evaluating initiatives and achieving the organization's goals of protecting public health and the environment, and fostering economic growth of regional communities.

MCES 2020 – 2025 CAPITAL PROGRAM



Rogers Wastewater Treatment Plant

Approved December 2019

200 Robert Street North | St. Paul, MN 55101-2850
Phone 651.802.1000 | Fax 651.802.1650 | TTY 651.291.2964 | metrocouncil.org



Jeannine supporting her staff as they review the impacts of a \$24M wastewater system renewal project in a high profile regional park in Minneapolis.



In her first year as Assistant General Manager, Jeannine developed an event to help celebrate the accomplishments of the Wastewater Planning and Capital Project Delivery team.

Metropolitan Council Environmental Services St. Paul, MN

Manager, Community Programs 2014 to 2017

- Designed and implemented a communications and outreach program for \$150M in capital projects annually which raises awareness of the need for investment in the regional wastewater system, address concerns about the construction project, shares information about how work will be done, and provides a clear way for citizens to reach the agency for further information.
- Managed the MCES Inflow and Infiltration Reduction Program which provides information to cities about the impact of I/I on the regional wastewater system, provides incentives for cities to undertake I/I mitigation projects, and advocates on behalf of cities for State Bond funds to support municipal I/I mitigation efforts.
- Led an internal evaluation of the MCES capital program delivery procedures and practices. Developed key recommendations based on input from operations and maintenance. Created a plan for improvement of project delivery in the area of communication, commissioning, and access to digital records.
- Managed the Metropolitan Council's response to local government concerns regarding regional water supply planning activities. Developed a working group of public works officials to provide input on the regional water supply plan. The working group was so successful that it was memorialized as a permanent advisory group by Minnesota Statute.

City of Golden Valley, Golden Valley, MN

Population:
21,500

Director of Public Works
1998 to 2014

Directed an annual operating budget of \$16M and a staff of 44 FTE's including all aspects of public works engineering, environment and maintenance divisions.

- Led a public involvement strategy which resolved a longstanding controversy over the financing and scope of the Pavement Management Program. Directed an annual program of \$4M to \$15M.
- Served as the director of a project to accommodate the trunk highway improvements needed to support the expansion of the south General Mills Campus as a result of the acquisition of Pillsbury.
- City representative for the TH 100 construction project, including design-build segments. Worked frequently with MnDOT, Hennepin County, and Metro Transit to ensure minimal project impacts.
- Developed a franchise fee for electric and gas utilities which provided an additional funding source for public works projects.
- Represented the public works department at city council and other official meetings.
- Established a multi department team including representatives from the Police, Communication and Public Works to address neighborhood traffic issues in the community.
- Developed policies and ordinance in the city which had a positive service level impact: City Snow and Ice Policy; Tree Preservation Ordinance, Phosphorous Ordinance.
- As Golden Valley is adjacent to Minneapolis, worked extensively with City of Minneapolis Public Works and Minneapolis Parks and Recreation Board to address common concerns related to infrastructure renewal.

City of New Hope, New Hope, MN

Director of Public Works
1995 to 1998

Population:
21,000

Directed a Public Works Department of 22 FTE's responsible for public works maintenance and capital project management. Developed, negotiated and implemented a performance evaluation and compensation program for full time public works employees. Developed and implemented the public works capital improvement program and established a financing plan for project implementation. Represented the City at public meetings and developed citizen participation initiatives.



Capital Project Management Division City of Scottsdale, Scottsdale, AZ

Project Manager
1990 to 1995

Population:
100,000

Appointed to lead high profile, complex and challenging roadway, utility, and facility capital improvement projects ranging in budget from \$3M- \$15M each. Selected consultants, negotiated and managed design and construction contracts, was responsible for property acquisition and facilitated the integration of public art into all projects, as required by the City. Presented information to City Council, advisory commissions, local interest groups, media, and citizens. Ensured that projects were delivered on time and within budget.



Larry Kirkland's: Imagination Gives us Wings, was incorporated into the entrance of the Scottsdale Civic Center Library. This library expansion project was in Jeannine's project portfolio.

Photo Source: Scottsdale Public Art

**Management Assistant/
Community Development Coordinator**
1986 to 1990

Instructor
1988 to 1989

Reported directly to the City Manager and was responsible for the community development and planning function. Reviewed new developments and all proposals. Implemented redevelopment activities, housing, and economic development projects funded in part by tax increment financing or Federal block grant funds.

Served as a member of the adjunct faculty. Taught undergraduate course entitled "Introduction to the City" which focused on planning and management issues for urban areas.

Community Development Assistant
1984 to 1986

Procured and administered Federal community development funds. Researched and prepared documents for the City Council and commissions. Wrote environmental reviews and ensured compliance with wage standards.

JOB RELATED TECHNICAL AND MANAGERIAL ACCOMPLISHMENTS

Metropolitan Council Environmental Services

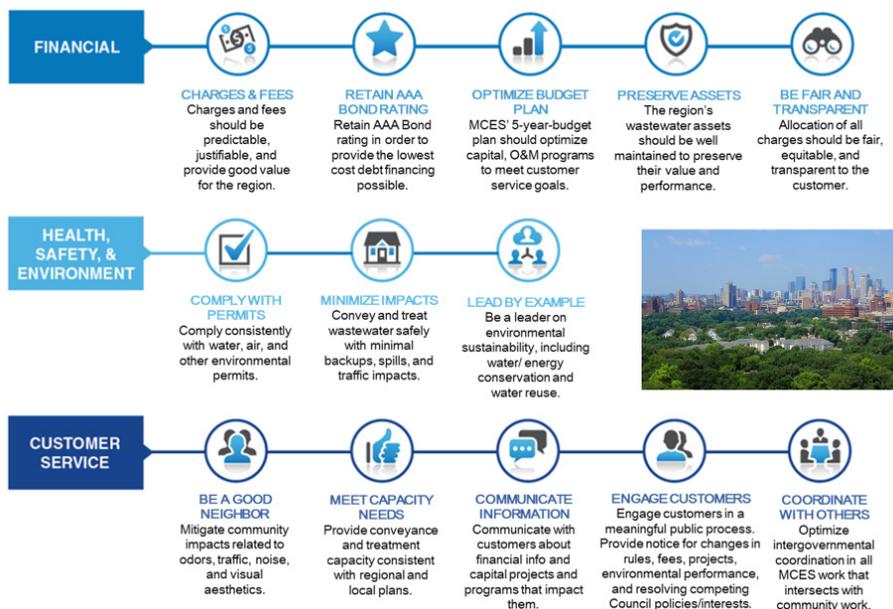
Initiative: Improve Customer Service and Relationships

Metropolitan Council Environmental Services is a regional wastewater agency that serves 110 cities in the Twin Cities Metropolitan Area. The fees to operate the system come predominately from the cities served by the agency. Other funding sources are connection charges collected by cities and paid to MCES, and high strength industrial permit fees.

For decades, the agency had adopted a strategy of "below the radar" in terms of customer engagement and service. As time went on, this strategy was not acceptable to the cities served by MCES. The customer communities wanted more transparency regarding budget, capital investment and programs; they wanted to be engaged in discussions about policy; and they wanted MCES to be collaborative when advancing capital projects.

With support from her General Manager, other executives and staff, Jeannine was able to capitalize on long term relationships built in the public works community to overcome challenges related to trust and lack of coordination with public works projects.

In collaboration with other executives, Jeannine led discussions with cities which resulted in a customer level of service guidance document, which is depicted visually here:



This customer level of service has been a foundational element of the agency's asset management strategy, which Jeannine supports with staff who participate in all of the agency's eleven facility teams. Jeannine also supports asset management with training, condition assessment, as well as engagement of team members in development of the capital program.

This new culture of customer service has facilitated some major accomplishments while at MCES include:



Chair Nora Slawik and other Met Council Members thanked Rogers Mayor and city staff for their environmental stewardship.

ACQUISITION OF THE ROGERS WASTEWATER TREATMENT FACILITY:

Minnesota State law and agency policy provide direction to MCES about the acquisition of local wastewater facilities in the Twin Cities Metropolitan Area. However, Jeannine was responsible for negotiating the acquisition of the Rogers plant with the City, developing the terms of the agreement, reviewing the proposed acquisition with regional customers, and developing a transition plan for operations and maintenance of the facility by MCES. Jeannine understands that an acquisition like this can come with mixed emotions. Her guidance and vision helped ensure mutual respect between the city and

MCES. In Fall, 2019, a city hall packed with local, county, state and MCES officials celebrated the successful operation of the plant by the City of Rogers, and the promise to continue a solid record of environmental compliance and customer service by MCES.

IMPROVED CUSTOMER ENGAGEMENT ON AGENCY BUDGET:

BUDGET & MUNICIPAL WASTEWATER CHARGE

2020 REGIONAL WASTEWATER CHARGE (RWC)
\$235,629,000 +3.6% from 2019

2020 Revenue Sources \$311M

- 76% Municipal Wastewater Charges (MWC)
- 16% Sewer Availability Charge
- 5% Industrial Waste Charges
- 3% Other

2020 Uses By Category \$311M

- Debt Service: 48%
- Salaries & Benefits: 23%
- Consulting & Contractual (P&C): 6%
- Informational Services (P&C): 6%
- Fuel & Utilities (P&C): 6%
- Maintenance, Supplies & Chemicals (P&C): 5%
- PP&CC (P&C): 4%
- Other (P&C): 2%

How is your community's MWC determined?

3 PRIMARY FACTORS IMPACT A COMMUNITY'S MWC:

- Regional Flow Volume
- Community Flow Volume
- Regional MWC Budget

FLOW & CHARGES OVER TIME EXAMPLE

	2019 RWC	2020 RWC	% CHANGE (RWC)
2019 REGIONAL FLOW	89,990 MG	87,700 MG	-2.6%
2020 REGIONAL FLOW	89,990 MG	87,700 MG	-2.6%

For a RWC budget of \$235.6M, then...

CITY	2019 RWC	2020 RWC	% CHANGE (RWC)
CITY A (SAME VOLUME)	1,000 MG (1.1%)	1,000 MG (1.1%)	+6.3%
CITY B (LESSER VOLUME)	10,000 MG (11.1%)	9,800 MG (11.2%)	+4.2%
CITY C (MORE VOLUME)	1,800 MG (2.0%)	2,000 MG (2.3%)	+18.1%

Jeannine shared the agency's approach to the capital program and selected a few projects with regional impacts to share with the attendees. In the last several years, over 60 officials have attended each year.

Almost 92% of the MCES budget is derived from revenue it receives from the cities it serves. When Jeannine was Public Works Director, she noticed that there was very limited attendance at the MCES annual Budget Workshop. In general, most cities pay 50% of their annual sewer utility revenue to MCES. Jeannine thought it was important to improve transparency and build support for the value that MCES brings to the region. Jeannine worked with other executives to re-imagine MCES' approach to customer engagement on the budget. She asked Council policy makers (who are appointed by the Governor) to attend and participate in the Budget Workshops. She helped build tools which better explain how the agency's fees and charges were calculated.



TOOLS FOR LOCAL GOVERNMENT

Reduce I/I in your community

Many communities have reduced I/I in publicly owned sewer infrastructure. But up to 80% of the I/I comes from private property. Use these tools to educate home and property owners about how to reduce I/I on their property.

COMMUNICATE WITH PROPERTY OWNERS ABOUT I/I

Basics for property owners



[I/I Sources \(pdf\)](#) [About Sump Pumps \(pdf\)](#) [You Can Reduce I/I \(pdf\)](#) [Community Benefits \(pdf\)](#) [Reduce Risk \(pdf\)](#)

Newsletter Inserts: Focused topics



[Overview \(pdf\)](#) [Overview \(doc\)](#) [Rain Gutters \(pdf\)](#) [Rain Gutters \(doc\)](#) [Service Lateral \(pdf\)](#) [Service Lateral \(doc\)](#) [Sump Pump \(pdf\)](#) [Sump Pump \(doc\)](#)



IMPROVED CUSTOMER ENGAGEMENT ON POLICY ISSUES:

Jeannine's role and relationships with the public works community has also facilitated improved engagement between MCES and its customer communities on policy issues. Some policy discussions that Jeannine has led include:

- MCES Inflow and Infiltration (I/I) Mitigation Program
- Wastewater Reuse
- Review of the Master Water Supply Plan

One of the recommendations of the I/I Mitigation Task Force was development of educational tools. Jeannine helped build the scope, assigned resources and ensured timely delivery of the MCES I/I Mitigation Toolbox. Not only does this resource support the 110 communities served by MCES, cities across the country frequently utilize this material. The toolbox development was completed by a member of Jeannine's staff who is now the MCES I/I Program Manager.

Development of a customer portal

One of the initiatives that Jeannine has advanced to improve customer communications is the MCES Customer Portal. The portal is an online location for communities to obtain metered flow data, Inflow and Infiltration (I/I) program-related information, budget information, mapped data about MCES facilities in each community, and capital projects underway or planned in each community. It also provides communities the ability to submit documentation required for grants or reporting and will soon include links to water quality data and permitted wastewater industries within the community. It supports the MCES Customer Level of Service by improving communication and service to the communities MCES serves. Jeannine's role as the executive sponsor of this initiative was to establish the vision, provide resources to the implementation team, and monitor outcomes. Members of the implementation team have included representatives from several ES departments



Institutional Knowledge Capture

The predecessor agency of MCES was created in the late 1960's by the Minnesota Legislature at the request of elected officials, and environmental and public health advocates who were concerned about the water quality in lakes, rivers and streams in the Twin Cities Metropolitan Area. In the last 10 years, many staff who had served MCES for decades, were retiring. Afraid of losing institutional knowledge, along with the size and the complexity of the regional wastewater system, prompted Jeannine to envision a strategy that would capture information. Engaging GIS staff and some key staff in planning, engineering, maintenance and

operations, Jeannine helped to develop a framework called the Institutional Knowledge Capture. Many senior and soon to be retired staff graciously participated in interviews and mapping exercises with GIS staff. Mapped information is then linked to an on-line notebook that provides key information and directs where additional information can be found. The on-line notebook is searchable by key word. The tool is now available throughout the agency and provides outstanding historical perspective about opportunities for service, challenges and commitments made to the cities that MCES services. Furthermore, this exercise provided an outstanding learning opportunity for GIS staff.

Supporting a Culture of Continuous Improvement

In 2014, MCES hired a Continuous Improvement Manager who is positioned to help the organization advance strategic initiatives. Jeannine noticed that her staff of 100 seemed reluctant to engage in the CI process and had not participated in any of the offered training. Generally, staff worried that one of the CI tools, called “Lessons Learned” exercises would not be a positive experience – that there would be blame and humiliation about challenges experienced during projects being evaluated. Jeannine identified three staff to participate in Greenbelt training – one from construction, one from plant engineering and one from interceptor engineering. Once they had completed the training, this group of staff told Jeannine that they learned strategies that would help them improve project delivery.

Jeannine's staff has now embraced the concept of continuous improvement. Every staff is required to participate or lead a Lessons Learned exercise as an element of their annual performance review. Ways to improve project delivery, ways to overcome or avoid challenges, is now being consistently shared among the group. **And staff is having fun with it! Jeannine's enthusiasm for Continuous Improvement led MCES to be more intentional about participation of staff in the Minnesota Chapter's Underground Utility Construction Inspection School (UUCIS). Now, all MCES Inspections staff are required to participate in UUCIS. One MCES staff has even become a instructor in the program, which has further developed his leadership skills and has continued to build MCES' visibility in the region.**

Lessons Learned Agenda

Project: Brooklyn Park 809311 Phase 1 – Part 2															
Date and Time: Wednesday April 29, 2020 8:30 – 9:30	Place: Microsoft Teams														
Participants: Sadie Wolf, Sarah Hachey, Jeny Baroda, Adam Gordon, Tim Wedin, Alison Samption, Jacqueline Strait.															
Facilitator: Steve Vogl															
Purpose: Review Temporary Conveyance Routing Change and Utilities.															
Outcomes: Capture learning, building trust, overcoming fear of mistakes, and identify and assign action items.															
Ground Rules:															
<ul style="list-style-type: none"> Share your experience and knowledge Open and honest reflection Focus on problems/problems – not on people (no blaming) Presume positive intent 															
Agenda Items:															
1. Welcome – Introductions and review ground rules															
2. What worked well and why? – Discuss anything design, construction, communications, etc. that has gone well.															
3. What hasn't gone well and why? What are the solutions? – Discuss anything design, construction, communications, etc. that has not gone well. Define root causes for each issue before brainstorming possible solutions.															
<table border="1"> <tr> <td>Explore other temporary conveyance routes to avoid heavy utilities</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Capture all the utilities prior to bid or in design</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Design meeting with impacted utilities along the project route</td> <td></td> <td></td> <td></td> </tr> </table>				Explore other temporary conveyance routes to avoid heavy utilities				Capture all the utilities prior to bid or in design				Design meeting with impacted utilities along the project route			
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Design meeting with impacted utilities along the project route															
4. Next Steps Enter in action item steps below.															
5. Meeting Debrief How well did the meeting go? What changes should we make?															
Action Items: (Note: PM shall coordinate implementation of all action items.)															
Task	Lead	Due Date	Status												
1. Gopher state utility locate in design stage	Jeny Baroda														
2. Discuss showing a proposed route or not in the plans	Jeny Baroda														
3. Level A or B Gopher Locates completed for prior to bid - Gopher state requirements	Jeny Baroda														

Capital Program Delivery Improvements

As the MCES Community Programs Manager, MCES executive leadership appointed her to lead a team that would evaluate how capital projects were being delivered, identify improvement strategies, and oversee the implementation of the process improvements. Jeannine's specific role was to facilitate discussions among operations, maintenance, process engineering, project engineering and construction services, prioritize and recommend improvements. At times, these discussions became quite heated. Through several exercises, the following issues were identified as the most important areas for improvement:

- Most staff in the organization did not know how an idea became a project in the capital program.
- Communication and engagement during the design of projects between engineering and the operations and maintenance groups was lacking.
- Record drawings were not easily accessible by operations and maintenance staff.
- Commissioning of equipment and facilities, particularly of lift stations and odor management facilities, did not set operations and maintenance staff up for success.

When promoted in 2017 to Assistant General Manager, Jeannine had the ability to assign resources to address the issues noted. While her team continues to make improvements, the following are noteworthy examples of work that has been completed:

DEVELOPMENT OF AN ON-LINE RECORDS LIBRARY:

Jeannine assigned staff to scan and catalog Operation and Maintenance Manuals (O&Ms) and develop a library tool that helps staff easily access documents. The tool allows users to do a Google-like search through the cataloged descriptions of the documents from a browser start page. Users can search keywords and phrases and narrow their search by facility locations, document types, dates, or process criteria.

IMPROVE THE PROJECT COMMISSIONING PROCESS:

Commissioning plays a vital role achieving the vision of the designer, meeting the design requirements of the project, mitigating risk to MCES and our customers, and meeting and exceeding the economic and environmental returns that reliable equipment can provide.

Under Jeannine's direction, a new commissioning specification was prepared for inclusion in all construction documents. The updated commissioning specification has increased structure and rigor to ensure that MCES receives the right information at the right time to support proper commissioning. In addition, Jeannine directed the hiring of a commissioning program manager to help make these recommended improvements a reality. Not only has the Commissioning Program led to better project delivery, it has also developed less experienced design staff as there is a structured approach to exchanging knowledge among operations, maintenance and engineering groups.

COMMUNICATING COMPLEX PROJECT INFORMATION:

Under Jeannine's leadership, MCES had developed outstanding tools to communicate with the public. That same level of creative thinking needed to be applied to communicating with internal staff. This meant that staff needed to start talking with operations and maintenance at the beginning of the project planning phase, and not wait until the end of the design. This was a bit of a culture shift for many, and was a little bumpy at times, but has led to some great conversations and partnerships. And some of the techniques were pretty simple – like starting off with, lets talk about why this project is needed. Amazing what a young engineer can learn from a seasoned operator!

To help staff visualize projects, Jeannine's staff created 3-dimensional models or used 360-degree virtual reality to show a project's design. The 3-D models have helped spur discussion and have been used as an engagement tool. The virtual reality gives staff a more realistic view of what a completed project will look like. Staff also created a series of posters that show drawings or diagrams of new processes or equipment and had a space on the poster for staff to provide feedback.

Adding animations to some of the training and outreach materials has made it easier to show plant processes and how completed projects will operate rather than burdening people with hefty written reports or complicated written descriptions.

Termination of Combined Sewer Overflow (CSO) Permit

Shortly after being promoted to Assistant General Manager, Jeannine learned that the Minnesota Pollution Control Agency was planning to act on a long-expired Combined Sewer Overflow Permit that MCES held jointly with the City of Minneapolis. While most major metropolitan areas in the country chose to build storage in their wastewater systems to accommodate inflow and infiltration during wet weather events, the Twin Cities decided that it most advantageous from a cost and environmental perspective to separate the stormwater and wastewater systems.

While the work to separate these systems started in the 1980's, and significant progress had been made, there were still areas of the region, particularly in Minneapolis, where system response due to wet weather was a concern. The age of the system, building connections, need for additional stormwater capacity, and other complex issues made the system separation a particularly tough challenge.

After consulting with Minneapolis Public Works staff, evaluating 10 years of system performance during wet weather, committing to a joint study with Minneapolis to further optimize the performance of the wastewater system, and many conversations internal to MCES to discuss organizational risk, Jeannine submitted an application on behalf of her agency requesting that the Minnesota Pollution Control Agency (MPCA) terminate the Joint Combined Sewer Overflow Permit in partnership with the City of Minneapolis.

It is estimated that MCES and its ratepayers will save about \$1B in capital investments that would have been required had the I/I program and CSO permit negotiation had not been successful.

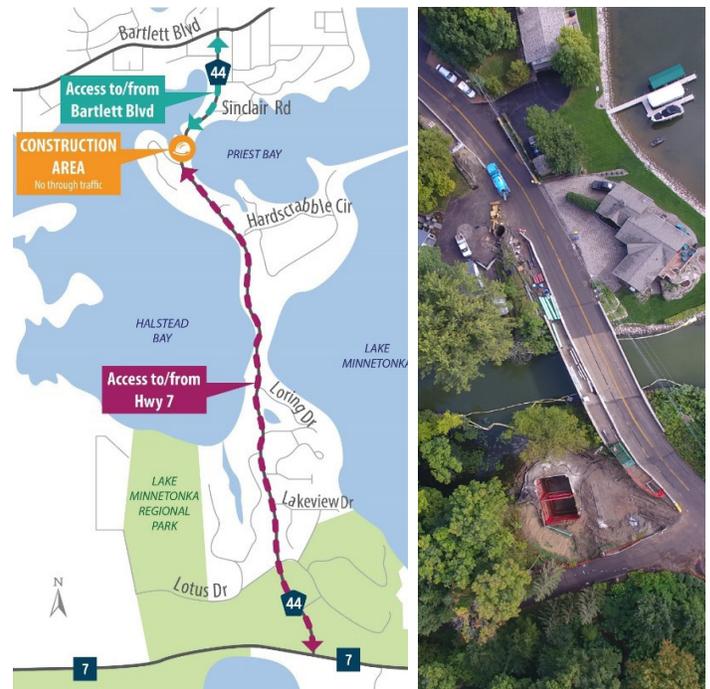
Mound Area Interceptor Improvements

This \$23M Capital Improvement Project addressed deficiencies in the MCES collection system, partnered with communities to facilitate replacement of local infrastructure, and reconstructed a county road. Constructed in 1972, MCES' 3-mile forcemain conveys wastewater from the City of Mound to a gravity interceptor at State Highway 7 in Minnesota. Replacement of this pipeline was necessary because of internal corrosion of the original 24-inch steel pipeline and to provide increased capacity for the Mound service area.

In addition to a new forcemain that will serve MCES community customers for decades into the future, this project resulted in street and utility improvements for the City of Mound, improved wastewater conveyance infrastructure for the City of Minnetrista and a reconstructed County Highway 44 for Hennepin County. Completed in June 2020, this project is an example of the success that comes from creative engineering solutions and close collaboration between the lead agency, project stakeholders - including two cities, a county, the design engineer and contractor.

Jeannine's role was Executive Sponsor. She served as the project spokesperson at City Council meetings, mentoring staff and addressing challenging problems regarding water quality and flooding concerns, emergency access during construction and other issues.

This project has been selected for an Honor Award with the American Council of Engineering Companies.



Minnehaha Park Area Sewer Improvements

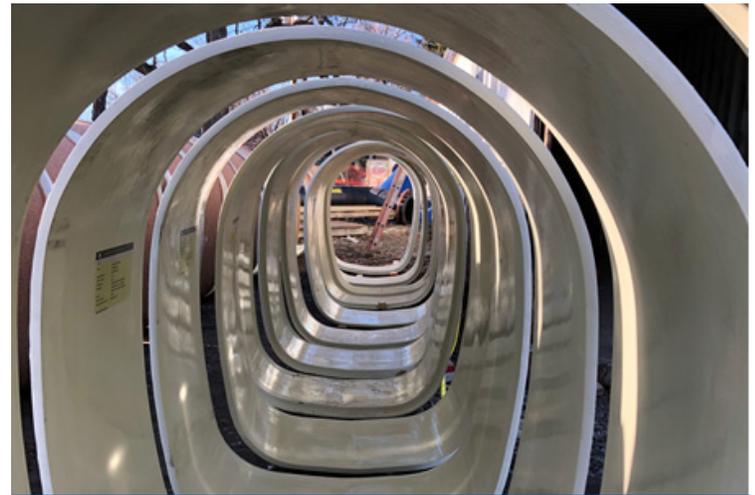
This project includes the rehabilitation of a wastewater tunnel that was constructed in 1934, upgrading emergency relief structures and electrical vaults. The project was challenging because of concern that excavation activities to access the tunnel would impact groundwater flow to Coldwater Spring, which is a sacred resource for the Native American Community and is protected by Federal Law. This \$23M project was able to proceed due to engagement with the Native American Community, a partnership with the National Park Service to monitor Coldwater Spring, and a commitment to stop construction if the National Park Service's monitoring indicated a negative impact to Coldwater Spring.



MCES chose to line, where possible, the tunnel. Fabrication of the tunnel liner itself was challenging as there are no manufacturers who produce the liner necessary for an arch pipe in the United States.

As of February, 2021, the excavation work that presented a concern to Coldwater Spring is complete and the tunnel liner is on site. It is anticipated that work on this project will be completed by end of summer, 2021.

Jeannine's role on the project as executive sponsor was to develop the engagement strategy, help the team navigate the challenges associated with working around significant cultural resources, present the project to numerous city agencies, work on procurement challenges, address conflicts between numerous transportation agencies on bike access, parking, trails and traffic, and general project monitoring.



Fiberglass Reinforced Plastic Liners



Brooklyn Park – Champlin Interceptor Renewal – Phase 1

In the Winter 2020, MCES began renewal efforts to its aging wastewater collection system in Brooklyn Park, MN. This \$20M construction project includes cured in place pipe (CIPP) of existing 60 and 66 inch pipe, reconstruction of 4000 feet 72 inch Reinforced Plastic Mortar Pipe (RPMP), construction of 8 inch PVC sanitary sewer pipe, replacement of manholes, construction of 3000 feet of local storm sewer and 4000 feet of local watermain.

Jeannine’s role in the project is Executive Sponsor which entails assigning resources, addressing risk, reviewing project impacts and looking for alternative delivery methods, and responding to concerns from elected officials.

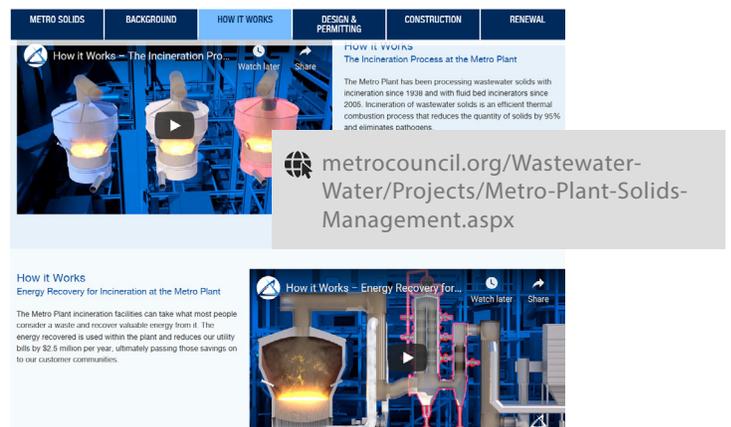


Metro Solids Facility Plan

The Metro Plant in St. Paul, MN which uses three existing fluid bed incinerators to process wastewater solids. The existing facility processes 850 wet tons of solids everyday and produces about \$2.5M in energy used to operate the Metro Plant. MCES proposes to continue sustainable incineration at the Metro Plant by adding a fourth incinerator followed by renewal of existing incineration facilities. The fourth incinerator will include supporting energy recovery and air pollution control equipment. The fourth incinerator will require a small addition to an existing building and will be constructed entirely within the Metro Plant property boundary.

As the Project Executive Sponsor, Jeannine is responsible for assigning resources, oversight of the selection of the Owner’s Agent for the design-build project and mentoring project staff. She was extensively involved in community outreach and engagement to inform and developing public support for this \$180M project. Furthermore,

Jeannine oversees the schedule and budget, ensuring that the project advances on time in order to avoid capacity concerns. Jeannine encouraged staff to research new tools to share information about the project with the public, all which are found here:



These tools include videos which break down the incineration and energy recovery process to understandable pieces.

COVID 19 Organizational Support

Jeannine serves as the Planning Chief in the Incident Command Structure for COVID 19. MCES has been able to maintain all service levels, with no permit deviations, and advance all construction projects during COVID. In 2020, estimated construction investment was \$115M. As Planning Chief, Jeannine was responsible for:

- Developing construction program risk mitigation strategies to identify strategies to lower the potential of infection of operations and maintenance staff while project work is being executed.
- Building Architectural and HVAC evaluations: Each facility owned by MCES has been evaluated to determine how the facility can be improved or managed, using short and long term strategies to provide a healthier work environment. The evaluation has led to recommendations that are being implemented by a manager that Jeannine is mentoring.
- Set up on site COVID testing for operations, maintenance and laboratory staff.
- Directed the development of a survey for on-site and teleworking staff in order to identify needs and issues.
- Advocated for wastewater staff to be reclassified in Phase 1 B (as opposed to 1C per the CDC's Advisory Committee).
- Supported on-going internal and external communication efforts with staff and customer communities.

City of Golden Valley Pavement Management Program

The City's Pavement Management Program represents the largest investment the City has ever made in its infrastructure. Prior to Jeannine's appointment as Public Works Director, pavement management had become so controversial that the City Council had placed a moratorium on consideration of any projects. Maintenance of the streets was becoming more challenging every year, and staff was forced to patch roads in a manner that was not financially prudent just to maintain somewhat of a driving surface. Moody's Investor Services became concerned about the City failure to invest in its infrastructure that it considered downgrading the City's municipal bond rating.

In Minnesota, projects funded by special assessment require approval by a super majority of the Council. Therefore, staff had to demonstrate that the project was developed to meet the needs of the city and to be sensitive to neighborhood concerns. If that wasn't done, it was clear that a project could be easily derailed. To gain approval of projects, under Jeannine's direction, staff:

- Developed public participation methods to engage residents in project design discussions
- Looked for the "win-win" solution where design standards created a change significant enough to cause objection by the residents. Typically, these issues related to pedestrian improvements. Found ways to soften the standards to be responsive to the neighborhood
- Addressed all infrastructure as a part of the project including private utilities



Beginning in 1998, the City advanced a pavement management project. In 2004, the City Engineer's Association of Minnesota (CEAM) named the **Brookview Neighborhood Project** as Project of the Year. The Brookview Project was a \$17M project which reconstructed eight miles of local streets, one mile of minor arterial, added sidewalks and trails where none existed, improved two local parks, implemented traffic management techniques into the project, improved stormwater management and addressed many other utility concerns. CEAM recognized the city for developing a strong neighborhood engagement strategy, construction strategies to overcome issues associated with unsuitable soils, coordinate the large utilities that had be relocated and floodplain issues.



Xenia Avenue, Golden Valley, MN

When Jeannine accepted the position of Public Works Director for Golden Valley, MN she was not fully aware of the community opposition to a project called Xenia Avenue. The City was proposing to build a new roadway, in the location of an abandoned railroad right of way, that would address traffic safety issues in the southern part of the city. Golden Valley, which is five minutes by car from downtown Minneapolis, often finds itself having to manage the positive and negative impacts of being so close to a major downtown area, along with the city being dissected by major highways. While Jeannine believed that the project was technically sound, it was a flashpoint for elected officials and staff. She knew that the project was not going to get built without a public process that allowed citizens to address their fears about traffic volumes, safety, noise, etc. Furthermore, the project impacted some residents personally, as acquisition of homes was required.

Jeannine was responsible for developing a consultant team to design and provide construction management services, design a public engagement strategy which included appointment of a Citizens Task Force which gathered facts, worked with engineering consultants to respond to concerns about pedestrian and school traffic, and made recommendations for design elements that would be included in the project.



In 2001 the Xenia Avenue Project was recognized by the City Engineer's Association of Minnesota as the CEAM Project of the Year.

Golden Valley

January February 2001 CITYNEWS

Neighborhood Traffic Management Committee

Through neighborhood engagement, Jeannine learned quickly how concerned the Golden Valley community was about traffic (both volume and speed) in residential areas. All too often, the City Council was being asked to install unwarranted traffic control signs.

Jeannine approached the Police Chief and the Communications Manager and requested that their departments join Public Works in creating a Neighborhood Traffic Management Committee. This committee worked on opportunities to educate staff and residents about traffic, initiated enforcement strategies such as vehicle speed feedback signs followed up with enforcement, and integrated traffic calming into roadway design. With a unified voice, the Committee recommended against the installation of unwarranted traffic control devices to the City Council.

With only a few exceptions, the Council accepted the recommendation of the Committee. Furthermore, as the city reconstructed its roadways, Public Works was able to remove many unwarranted signs that had been previously installed. The Committee also had the benefit of building strong working relationships between Public Works, Police and Communication which helped the organization in addressing other community challenges.

New City Map
Look inside for your new Golden Valley Streets, Parks, and Trails Map.

Xenia Ave Project Receives Statewide Recognition

The City of Golden Valley was recently recognized with a statewide award for its Xenia Avenue Improvement Project. The 2000 CEAM (City Engineers Association of Minnesota) Municipal Project of the Year Award, presented January 24, 2001, is reserved for projects that benefit the public in a number of ways.

July August 2011 Golden Valley CityNews

To Yield Or Not To Yield

The following excerpts from the Minnesota Driver's Manual (www.mn.gov/mn/mv/mvmanual/mvmanual.cfm) are good reminders of right-of-way rules at intersections.

- When two vehicles reach an intersection at the same time and there is no traffic light or signal, the driver of the vehicle on the left must yield to the vehicle on the right.
- When two vehicles reach an intersection at the same time and all-way stop signs or flashing and traffic lights control the intersection, the driver on the left must yield to the driver on the right.
- A driver who wishes to make a left turn must yield to vehicles approaching from the opposite direction when those vehicles are in the intersection or are near enough to pass the side of a car.
- When a green arrow signal indicates that a vehicle may enter an intersection to make a left turn, the driver must yield to other vehicles or pedestrians already within the intersection. After yielding, the driver may continue in the direction of the arrow.
- When two vehicles approach an unsignalized "T" intersection, the driver of the vehicle that is turning must yield to all cross traffic.
- Drivers approaching a public road from a private road or driveway must stop and yield to pedestrians and traffic.
- Drivers in the right lane of traffic must yield right-of-way to transit and motorist mobility buses attempting to merge from a bus stop or decelerate.
- When a funeral procession identifies itself through use of headlights or hazard warning lights, drivers must yield to the entire procession.
- At a stop sign with a pedestrian crosswalk, motorists must stop before entering the crosswalk. Once stopped, motorists must yield the right-of-way to pedestrians, bicyclists, and traffic before proceeding. Pedestrians will often attempt to make eye contact before stepping into the street.

Rules + Courtesy + Safety = Intersection Etiquette

Have you ever approached a traffic signal that was flashing red and noticed that motorists were unsure how to proceed? Or perhaps you've been at an intersection controlled by a stop sign and noticed other motorists not "waiting their turn."

While it's clear that a red traffic signal or stop sign requires a complete stop, the practice of "taking turns" at an intersection, or more accurately, the practice of yielding the right-of-way, is not always clear to all motorists.

At best, this can result in frustration. At worst, it can result in conflicts with other roadway users.

Many roadway users already engage in behaviors that prove helpful in avoiding conflicts. We signal our turns, make eye contact, or use hand nods and hand motions to give other motorists, pedestrians, and bicyclists the confidence to proceed. Such communication is important since other people can't predict your actions any better than you can predict theirs.

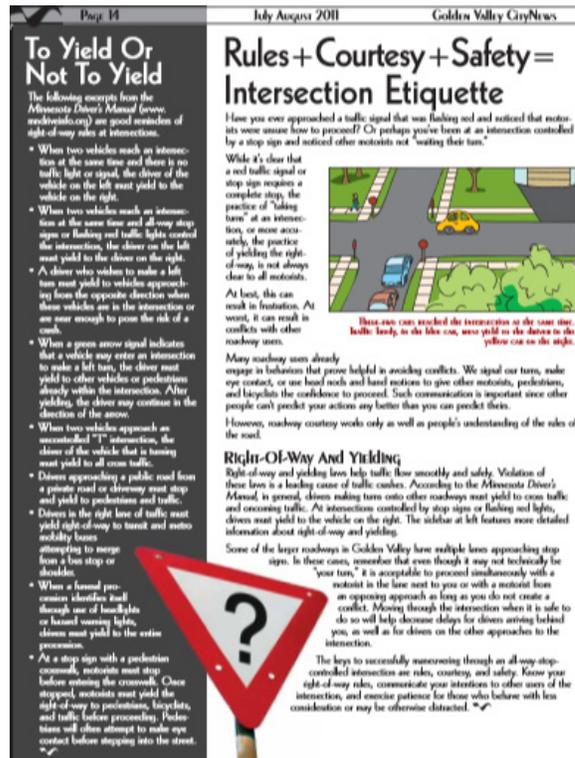
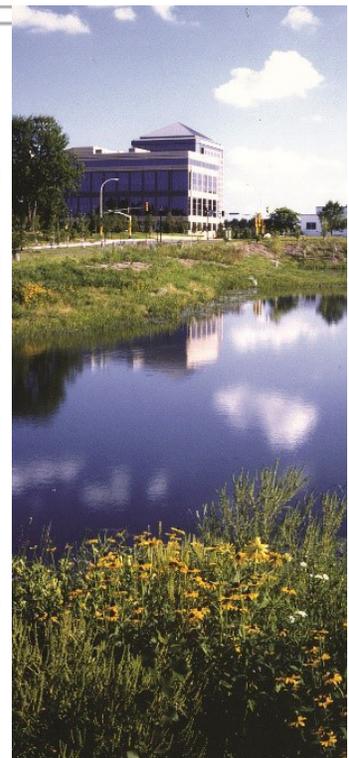
However, roadway courtesy works only as well as people's understanding of the rules of the road.

Right-Of-Way And Yielding

Right-of-way and yielding laws help traffic flow smoothly and safely. Violation of these laws is a leading cause of traffic crashes. According to the Minnesota Driver's Manual, in general, drivers making turns onto other roadways must yield to cross traffic and oncoming traffic. At intersections controlled by stop signs or flashing red lights, drivers must yield to the vehicle on the right. The sidebar at left features more detailed information about right-of-way and yielding.

Some of the larger roadways in Golden Valley have multiple lanes approaching stop signs. In these cases, remember that even though it may not technically be "your turn," it is acceptable to proceed simultaneously with a motorist in the lane next to you or with a motorist from an opposing approach as long as you do not create a conflict. Moving through the intersection when it is safe to do so will help decrease delays for drivers arriving behind you, as well as for drivers on the other approaches to the intersection.

The keys to successfully maneuvering through an all-way stop-controlled intersection are rules, courtesy, and safety. Know your right-of-way rules, communicate your intentions to other users of the intersection, and exercise patience for those who behave with less consideration or may be otherwise distracted. ☺

Golden Valley Emergency Response:

In the summer of 2011, a tornado traveled through a portion of Golden Valley and then into the City of Minneapolis (Presidential Declaration DR-1990). Under Jeannine's leadership, Public Works staff responded quickly to damage to public and private property. Moreover, she coordinated with the City of Minneapolis Public Works to address high priority areas and establish emergency routes as quickly as possible. Jeannine was able to establish a positive working relationship with Police and Fire, which led to the appointment of a Public Works Staff member to a key role in working with FEMA on incident documentation.

Because of this experience, the City was much better positioned to address future significant weather events experienced by the City, and Public Works was recognized as a significant contributor to the Incident Command Team. Furthermore, Jeannine's team was able to develop into key members of the ICT. One of the members of her team, Mark Ray, learned about the passion that he has for emergency response. Mark grew professionally, became the Chair of APWA's Emergency Management Committee, and was selected to be the Public Works Director/City Engineer of Crystal, MN.

TH 55/Boone Avenue/General Mills Boulevard Project

The City of Golden Valley is home to the General Mills Corporation's World Headquarters. When this company purchased Pillsbury, it relocated 1700 employees to Golden Valley, which required several public improvements to the city's transportation and utility system. The transportation improvements were challenging because General Mills Boulevard/Boone Avenue, which intersects a state trunk highway, is partially located within the 100 year floodplain of Bassett Creek and frequently floods.

To resolve the transportation concerns, the City partnered with General Mills to build a project and to create a community asset. This \$8.6M public improvement project addressed the needed transportation improvements resolved a dangerous grade differential between TH 55 and General Mills Boulevard/Boone Avenue, addressed flooding issues at the intersection and resulted in the development of a 19 acre Nature Preserve on property donated by General Mills to the City. As the project director, Jeannine was responsible for negotiating development agreements with General Mills, obtaining consultant resources, project communication, and project oversight.



Development of a Utility Franchise Fee

Recognizing the need for a funding source to help pay for the rehabilitation of the City of Golden Valley's aging infrastructure, Jeannine recommended a concept in which the power and gas companies would pay an annual franchise fee to operate within the City. Jeannine's role was to propose the concept, analyze the financial impact, develop the outreach and engagement, and work with the City Attorney's office to advance the ordinance amendment which dedicated the revenue for public infrastructure through the City Council process. While there was some opposition, the need for funding was evident and the Council adopted the ordinance. At the time of the adoption of the ordinance, the City was generating about \$1M annually in franchise fees to support infrastructure investment.

City of Golden Valley Inflow and Infiltration Mitigation Plan

In 2012, the City of Golden Valley earned national recognition for its Inflow and Infiltration Communication Plan and Tools by the APWA. The Exceptional Performance Award – Journalism was given to the City for its effective efforts to educate the public, real estate community and contractors about the environmental and public health issues associated with excessive amounts of clear water entering the city's sanitary sewer system. Golden Valley utilized its city newsletter, educational videos and handouts, community meetings, press releases and website to communicate with residents and business owners.

Jeannine partnered with the Communications Manager to develop the scope of the outreach program, to provide technical guidance and resources to ensure the success of the program.

Development and Implementation of a Maintenance Worker Performance Program:

When Jeannine was appointed as the New Hope Public Works Director in 1995, the City Council and City Manager made it very clear to her that some of practices in the Public Works Department needed to be addressed in order to restore respect and confidence in the department. These practices included using city resources for personal benefit, consumption of alcohol on the premises, and behavior that was not respectful to co-workers. In order to address these issues, Jeannine contacted the Bureau of Mediation Services and requested assistance in developing a Labor Management Committee. Many of these conversations were uncomfortable and painful, but through this committee, Jeannine and the public works staff agreed that these behaviors needed to end. The Labor Management Committee then addressed the issue of performance. Since the maintenance workers were members of Local 49, performance standards needed to be developed and agreed upon with the union.

After much negotiation, the City and the Union agreed upon a performance program that incentivized staff to develop to their greatest potential. Additional compensation was provided to those who attended the Minnesota Chapter's Public Works Certificate Program.

Jeannine's work with her staff in New Hope resulted in the development of some strong public works leaders. Two members of her team became public works directors and one became a Utility Superintendent for a large community in Minnesota.

Jeannine carried this maintenance worker performance management program to her job in Golden Valley, where a similar performance program was developed and implemented.

INITIAL AND LIFELONG EDUCATION

Master of Arts
Urban and Regional Studies Institute
1985

Minnesota State University, Mankato, MN

Regular Attendee
APWA – MN Chapter Spring and Fall Conferences
1995 – present

Regular Attendee
AWWA Utility Management Conference
2014 – present

Regular Attendee
NACWA Conferences
(Winter, Strategic Communications and Leadership) | 2014 – present

Bachelor of Science
Political Science and Psychology
1983

Morningside College, Sioux City, IA

Annual Attendee
APWA PWX (Congress)
1995 – present

Regular Attendee
Central States Water Environment Association
2014 – present

Training on **Accessibility, Diversity, Inclusion, Engagement, Project Management, Emergency Preparedness, National Incident Management System, Confined Space Entry, Hazard Communication, Supervision, Reasonable Suspicion, Respectful Workplace, Workplace Safety** and many other topics.

PUBLICATIONS AND PRESENTATIONS

- Principles of Wastewater Management, APWA, February, 2021
- American Public Works Association, Principles of Wastewater Management, Recorded January 2021 (Developed all material and organized two additional speakers for this 60 minute webinar)
- Central States Water Environment Association, 2020, State, Regional, Local Partnerships Work to Minimize Combined Sewer Overflows
- APWA MN Chapter Leadership Academy, 2020, MCES Capital Program
- Stormwater Management Manual, APWA, October 1, 2020
- Sanitary Sewer Collection System and Maintenance Toolbox, APWA, 2020
- Wastewater Treatment Plants Toolbox, APWA, 2020
- Metropolitan WWTP Tour, numerous times, 2014 - 2020
- APWA Mn Chapter Fall Conference, 2019, Minnesota's High Salt Diet: Perspectives on Chloride in Water Resources
- National Association of Clean Water Agencies, 2019, Community Partnerships Through Redefined Customer Service
- APWA Mn Chapter Fall Conference, 2018, Flush to Fire! How Incineration Sustain-ably Treats Wastewater Solids in the Twin Cities
- APWA Mn Chapter Fall Conference, 2015, Assessing and Rehabilitating the MCES Interceptor System
- American Water Works Association Minnesota Section, Water Supply Planning, 2015
- Minnesota Welcomes You to the First-Ever PWX, APWA Reporter, December 2015
- Panelist, American Public Works Association National Congress, Minneapolis, 2005, Neighborhood Rehabilitation Practices
- City Engineer's Association of Minnesota Conference, 2005, Brookview Neighborhood Project
- Minnesota Recreation and Park Association Conference, 2004, Best Management Practices for Incorporating Storm Water Management into Community and Neighborhood Parks
- City Engineers Association of Minnesota Conference, 2004, Neighborhood Involvement that Works.

PROFESSIONAL LEADERSHIP

American Public Works Association – National Leadership and Activities

- Water Resources Committee | 2019 – present
- Professional Manager of the Year Selection Panel
2019 – present
- Excellence in Snow and Ice Control Award Panel
2020 and 2021
- Council of Chapters Delegate | 2016 – current
- National Nominating Committee, Region VI | 2017
- 2016 PWX Host Committee Co-Chair | 2016
- Snow Conference Host Committee | 2007
- Congress Host Committee | 2005

American Public Works Association – MN Chapter

- Chapter Nominating Committee | 2012 – current
- Past President | 2013
- President, MN Chapter | 2012
- Vice President, MN Chapter | 2011
- Secretary/Treasurer | 2010
- Executive Committee Director
Public Works and City Engineers | 2006-2007
- Chapter Conference Planning Committee
1998-2019

RECOGNITION

- Harry S. Swearingen Award for Leadership, APWA — 2018
- Hugo G. Erickson Award, APWA MN Chapter — 2016
- City Engineer’s Association Project of the Year — City of Golden Valley
- Member of the Anoka County’s Cedar Creek Advisory Committee — 1998
- City Manager’s Award of Excellence for Commitment to Quality, City of Scottsdale — 1994

*“Her service as the Minnesota Chapter Delegate truly exemplifies the character and enthusiasm of the Minnesota Chapter! We are all very proud to have her represent us at the national level, and know that she is bringing her talents to members beyond Minnesota. But most of all, we want to thank her for being a: **Great Leader, Great Mentor, and Great Colleague to us all!**”*



Jeannine with her husband Mark, daughter Shannon, and boss/mentor Bryce Pickart after receiving the Hugo G. Erickson Award in 2015



In her leadership roles with APWA, Jeannine has hosted APWA Executive Leadership in Minnesota at numerous events.



Jeannine was honored to receive the Harry S. Swearingen Award for Achievement and Excellence in Chapter Service from APWA President Bo Mills in Kansas City in 2018

COMMUNITY SERVICE

Current Activities

American Council of Engineering Companies (ACES)

Excellence in Engineering Award Judges Panel
2020 – 2021

Basilica of St. Mary

Lector, 1997 – present

Eucharistic Minister, 1997 – present

Basilica Block Party Volunteer, 1995 – present

APWA MN Chapter

Adopt a Highway

Feed My Starving Children

Retired Activities

Soccer, Dance and Girl Scout Mom

St. Stephen's School Parent Advisory Board

TESTIMONIALS

From the date Jeannine joined our the APWA Water Resources Management Committee, she's been engaged and contributing, and has stretched the hours of her day to support the work of the Committee, in service to APWA members. She serves as Vice Chair of our Committee and has selflessly led web training efforts, identified speakers for our Click Listen and Learn webinar programs, supported our update to the Stormwater Management Manual, and this year pressed and singlehandedly updated our Committee Charter to ensure our efforts were consistent with APWA's Strategic Goals and Activities. Jeannine leans into the tactical work we do, but also helps us think strategically, and we're fortunate to have her in public works and on our Committee. Jeannine is well deserving of recognition as a Top Ten Public Works Leader!

I've known Jeannine for more than twenty years and she has always been a tremendous force for good in the organizations she has been part of. Whether as an employee, volunteer or friend, she leads with intelligence, empathy, kindness, courage and hard work. Jeannine always strives to do the right thing for the public and the public works profession and inspires those in her presence to do the same. APWA, our profession, and our communities have benefited significantly from Jeannine's many contributions.

Jeannine's successful career in Public Works is the result of demonstrating perseverance, working each day holding yourself to high values, and being a trusted leader that others follow. This example set by Jeannine is what all Public Works professionals should aspire to.

Barry Sheff Woodard & Curran



Chair, APWA Water Resources
Committee



Heidi Hamilton Regional Business Leader, Stantec



Former Deputy Public Works Director
City of Minneapolis



Donald J. Theisen P.E. | Public Works Director



Washington County
Public Works Department



Jeannine has exhibited strong leadership skills during her 30-year career in Public Works. She has also served APWA members in various position and currently serves as Delegate for the Minnesota Chapter. I wholeheartedly support Jeannine Clancy's nomination for the Top Ten award and truly believe that she - through her education, experience and mentoring - embodies what this award means to our members and our entire profession.

Jeannine is a consummate leader. Having the ability to enable staff and push them to their potential is what sets Jeannine apart. Everyone that has worked for her leaves as a better person, employee, and community member in society. Jeannine thrives when challenged with uniting people with different opinions and beliefs. Her ability to communicate effectively and help others get behind a common goals is the key to her success. The world needs more leaders like Jeannine!

As the Operations Manager for the City of Saint Paul Public Works Department, I have enjoyed working well with Jeannine in her role at the Metropolitan Council. I have also been blessed to have known Jeannine for many years through activities within the Minnesota Chapter of APWA. In both of these connections, I value and celebrate how Jeannine has been adept at understanding systems, history, business goals and operations, developing and fostering relationships, being insightful, innovative, communicative and able to effectively apply a healthy dose of determination and polite tenacity to get the right things done the right way. All these attributes that I have so enjoyed are exactly what makes Jeannine a leader within our profession and within our APWA chapter. I am one of the many who have benefited from Jeannine's passion, skills and leadership since she was key to my increasing involvement and enjoyment of the American Public Works Association and our Minnesota Chapter.

It is my pleasure to support Jeannine Clancy and encourage the APWA awards committee to strongly consider her for a Top Ten Public Works Leader of the Year in 2021. I have known Jeannine personally & professionally for over 15 years and am amazed by her thoughtfulness, compassion and dedication to the public works profession. Jeannine has been a leader in the public works industry for many years, serving as a Director of Public Works in a variety of communities and now serving as an Assistant General Manager for the Metropolitan Council Environmental Services (MCES). In this role, Jeannine is a collaborative leader who brings communities in the twin cities together on a variety of wastewater and environmental issues. Jeannine is an advocate for many things including sustainability, stakeholder engagement, equity and inclusion. Jeannine's leadership at MCES has fostered and improved relationships with the Metropolitan Council's member communities, truly an impressive effort! Furthermore, Jeannine's dedication to the APWA and the Minnesota Chapter is simply incredible. Jeannine has served the APWA-MN Chapter as an Executive Committee Director, Secretary/Treasurer, Vice President, President and Past President as well as a PWX planning co-chair. Most recently, Jeannine has served as the Minnesota Chapter Delegate for the last number of years. For Jeannine's exemplary service to the APWA-MN Chapter, she was recognized in 2015 with our chapter's highest award, the Hugo G. Erickson Award. Jeannine has been a mentor to me and she is the epitome of what makes APWA and our profession wonderful. I cannot think of an individual more deserving of this award.

Ronald Caulkins

P.E., PWLF



APWA Past President



Mitchell Hoefft

Principal Engineer



Bolton and Menk



Beverly Ann B. Farraher

P.E. | Operations Manager



Department of Public Works
City of Saint Paul



Chris Petree

Director of Rochester Operations
WSB



APWA-MN Past President
APWA-MN Alternate Delegate



I have the deepest respect for Jeannine and her lifetime commitment to her staff, public service and the public works profession. The intent of the Top Ten Public Works Leader Award is to recognize the career achievements of a public works professional. I am confident that as the committee performs the difficult task of reviewing all the nominations, you will recognize that Jeannine epitomizes all the attributes of a Top Ten Public Works Leader.

I've known Jeannine for over 15 years and she has always provided strong leadership to those around her. She consistently shares passionate messages about public works and serving the people in our communities to any and all audiences. She has been a leader of our Chapter for all the years I've been involved with APWA and provides unparalleled mentorship to our chapter through her experience, knowledge, and commitment to the industry. I routinely seek Jeannine's input on challenging topics, as I expect many people do. I have seen those that have worked with Jeannine professionally lean on her for guidance throughout their careers. Jeannine is a true public works leader and I support Jeannine's nomination for the Top 10 Public Works Leaders of the Year.

I have had the privilege to know and work with Jeannine Clancy for many years as a Delegate from the KC Metro Chapter and as Region VI Director. Jeannine takes great pride and is dedicated to serving not only the Minnesota Chapter but APWA at the National level. Jeannine works diligently as a Delegate serving on the Council of Chapters working to improve APWA at the Regional and National level. Jeannine's involvement includes working to improve educational opportunities for all members, improving chapter engagement with members to providing input on National's Strategic Plan. Working with Jeannine makes you want to do your best and be your best for APWA and its members. It is an honor to support Jeannine Clancy's nomination for the 2021 Top 10 Award.

Jeannine Clancy is solely responsible for hiring me in April of 2010 to work in the Engineering division of Golden Valley Public Works. From that point forward my life has had clear direction and I have been able to live out my passion for public works. From very early in my time at Golden Valley Jeannine got me involved with APWA in a variety of ways at the local level. This involvement at the local level has grown and evolved into other opportunities. I have now presented at both local and national conferences, served as the Chair of the Emergency Management Committee, represent APWA on the National Homeland Security Consortium, written numerous APWA Reporter articles, facilitated and presented on multiple Click, Listen, and Learn webinars. Outside of APWA, I am currently the Chair of the State, Local, Tribal and Territorial Government Coordinating Council for the Department of Homeland Security, Cybersecurity and Infrastructure Security Agency (CISA) and championing a public works emergency management group in Hennepin County (32nd most populated County in the United States). On the professional side, because of Jeannine's mentorship and contagious passion for public works, I have risen rapidly in my career.

At age 31, I was hired as the Director of Public Works/City Engineer for the City of Crystal. Jeannine has given a career of service to the public works profession and I am grateful to be one of the many beneficiaries of that dedicated service.

Chuck Williams



Past APWA Region VI Director



Kristin Asher

P.E. | Public Works Director



Joe C. Johnson

P.E. | Senior Business Consultant



APWA National Board
– Region VI Director
Top 10 Award Recipient (2007)
Past President KC Metro Chapter & Delegate



Mark Ray

Director of Public Works/City Engineer



Director of Public Works/City Engineer



Mike Freiberg
State Representative

District 45B



Minnesota House of Representative

February 18, 2021

APWA Awards Committee
American Public Works Association
1200 Main Street, Suite 1400
Kansas City, MO 64105-2100

Subject: American Public Works Association (APWA) Top Ten Public Works Leaders of the Year Award

I am writing to support Jeannine Clancy's nomination for the American Public Works Association's (APWA) Top Ten Public Works Leader. I met Jeannine when I served on the Golden Valley City Council. In my current role as a member of the Minnesota House of Representatives, I continue to observe Jeannine's dedication and commitment to building stronger and more resilient communities.

When Jeannine was the Golden Valley Public Works Director, she addressed significant challenges with the City's aging infrastructure. The City's Pavement Management Program was contentious at its inception, but with Jeannine's guidance, staff engaged the community, found ways to develop compromise, and was successful at advancing projects on an annual basis. By the time that Jeannine departed from the City in 2014, pavement management was accepted by the community as an investment strategy that had a positive impact on the community.

While at Golden Valley, Jeannine also tackled challenges associated with aging wastewater infrastructure. Golden Valley's Inflow and Infiltration (I/I) Mitigation Program has resulted in investments in the wastewater collection system that protects public health, protects the environment, and reserves system capacity for economic development and growth.

Jeannine's current role at Metropolitan Council Environmental Services (MCES) requires that Jeannine be able to work with a wide variety of cities including some communities with less than 1000 people, to the cities of St. Paul and Minneapolis. Jeannine is responsible for the planning, design, construction and commissioning of the MCES Six Year Capital Program. With local government experience as the foundation of her career, Jeannine is able to mentor her staff to design and build these projects with an eye toward customer service and collaboration with local officials. These capital projects help MCES operate and maintain the regional wastewater system that has outstanding record of regulatory permit compliance, is sustainable, and is economically competitive.

Jeannine is an outstanding candidate for APWA's Top Ten Public Works Leaders of the Year Award. If you have questions, please contact me at rep.mike.freiberg@house.mn.

Best regards,

Mike Freiberg
State Representative, District 45B

February 21, 2021

APWA Awards Committee
American Public Works Association
1200 Main Street, Suite 1400
Kansas City, MO 64105-2100

Re: **Nomination of Jeannine Clancy as APWA Top Ten Public Works Leader**

Dear Committee Members,

I am writing in support of Jeannine Clancy as a nominee to be awarded recognition as one of the Top Ten Public Works Leaders. I know and admire Jeannine's work in her position as Assistant General Manager of Met Council's Environmental Services Division. I enjoy first-hand experience of her work and the respect she has earned both internally and externally that makes her worthy of this award.

Jeannine is responsible for a \$1.4 Billion capital program that has won accolades for its role in protecting public health, the environment and fostering economic growth of the Twin Cities region. She works with local officials to advance wastewater projects that address asset preservation, capacity needs and improvements in the operations of the system. In addition, she works with transportation officials to coordinate projects in a way that optimizes public investment in infrastructure. Finally, she works with state agencies to find ways to address tough environmental problems, all in a way that fosters an environment of collaboration.

I support this nomination without reservation. Thank you for your consideration.

Sincerely,



Charles A. Zelle

Chair

390 Robert Street North | Saint Paul, MN 55101-1805
P. 651.602.1000 | F. 651.602.1550 | TTY. 651.291.0904 | metro council.org
An Equal Opportunity Employer



February 15, 2021

APWA Awards Committee
American Public Works Association
1200 Main Street, Suite 1400
Kansas City, MO 64105-2100

Re: APWA Top Ten Award Candidate – Jeannine Clancy

Dear Awards Committee:

Please consider this information as you determine the finalists. Jeannine is an exemplary public sector candidate with responsibility for a \$150 million per year capital program and \$7 billion in assets. This system is serving approximately half of Minnesota's population in conjunction with the 110 communities served by the regional wastewater system that came into existence in 1969.

Throughout her career and during the time that I have worked with Jeannine in Environmental Services she has been a strong advocate for employee development, growth and opportunity. As new challenges arise her staff are ready to take them on and she continues to mentor them during the work. Many of them have developed new skills that support our collaborative work both inside the organization and with our customers and stakeholders in the region.

During the pandemic, Jeannine is our incident command planning chief and with all of the challenges that this brings with our multi-organization Metropolitan Council, she has helped us to meet our priorities including preventing the spread of Covid in the workplace, planning for a safer workplace, and keeping our capital program work moving forward.

Seeing challenges as opportunities and finding solutions that reflect foresight is another of her strengths. Jeannine strategically considers the entire picture and the long-term implications. This is often also the most complex and challenging path and despite the difficulty she is able to build the understanding and support to succeed. I value this quality immensely as she is bringing about changes that will serve this region well beyond her tenure and will contribute to the future affordability and success of the regional wastewater treatment system to protect the public health and the environment. We are living in a time when demonstrating that we are better together is more important than ever and leaders like Jeannine will remind us not to let differences lead to division.

Sincerely,



Leisa Thompson, General Manager
Metropolitan Council Environmental Services

390 Robert Street North | Saint Paul, MN 55101-1805
P. 651.602.1000 | TTY. 651.291.0904 | metro council.org
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Minnesota Pollution Control Agency

520 Lafayette Road North | St. Paul, Minnesota 55155-4194 | 651-296-6300

800-657-3864 | 651-282-5332 TTY | www.pca.state.mn.us | Equal Opportunity Employer

February 12, 2021

APWA Awards Committee
American Public Works Association
1200 Main Street, Suite 1400
Kansas City, MO 64105-2100

To whom it may concern:

I am writing to express my support for the American Public Works Association (APWA) Minnesota Chapter's nomination of Jeannine Clancy for the APWA Top Ten Public Works Leader for 2021. I have worked with Jeannine in multiple professional capacities over the past five years. In that time I have observed her to be a thoughtful, data driven servant leader. Her dedication to maximizing the investment of public dollars to improve communities' quality of life and address historical inequities is admirable.

Jeannine's leadership of the Metropolitan Council's Environmental Services wastewater planning and capital project delivery highlights her ability to think creatively to achieve outcomes that support economic vitality, environmental quality and public health. She is able to adeptly balance the needs of an individual community with the needs of the Twin Cities Metro Area (TCMA) in a fiscally responsible manner. More than all else Jeannine exhibits authentic integrity in her communication with elected officials, wastewater operators, and customers. Her advocacy and action to protect and improve water quality and the region's critical infrastructure systems helps ensure that the TCMA maintains an excellent place to call home.

Sincerely,

A handwritten signature in black ink that reads "Katrina Kessler".

Katrina Kessler, P.E.
Assistant Commissioner for Water Policy and Agriculture
Minnesota Pollution Control Agency



Fridley Civic Campus

7071 University Ave N.E. Fridley, MN 55432
763-572-3604 | FAX: 763-502-4977 | FridleyMN.gov

APWA Awards Committee
American Public Works Association
1200 Main Street, Suite 1400
Kansas City, MO 64105-2100

February 11, 2021

To Whom it may concern:

Please accept my letter of support for Jeannine Clancy for the Top 10 Public Works Leaders of 2021. I have known Jeannine professionally for over 15 years based on my experience as City Manager and Director of the Public Works Leadership Academy.

Jeannine has made an indelible mark on the on the Twin Cities area through her leadership on infrastructure projects both big and small. While serving as Public Works Director for the City of Golden valley, MN Jeannine conducted extensive community engagement initiatives for street reconstruction projects before it became fashionable and necessary to do so. As Assistant City Manager in the neighboring city I took note on how she did this and copied some of her methods. She took direct responsibility for developing her staff through training and development programs. She became an instrumental member of the APWA-MN Chapter in the development of the Public Works Leadership Academy in conjunction with Hamline University.

In her current role with the Metropolitan Council Environmental Services, she has again developed a strong staff development program and continues her personal support of the Leadership Academy. I would like to highlight one particular project that best describes Jeannine's skills and competencies for this award. A project that is currently taking place in the very city I manage, Fridley, MN.

The project is the construction of a force main under the Mississippi River and construction of a lift station in a former campground. Further complicating things, it is located in an environmentally sensitive area with many residential homes. Prior to Jeannine's involvement the intentions of the Metropolitan Council were suspect and neighborhood sentiments were hostile toward the project and government in general. When Jeannine arrived on the scene, she took immediate steps to build trust within the community made exceptionally difficult due to Covid meeting restrictions. The project continues in the planning stages, but public opinion has done a complete turnaround. Jeannine's leadership on this issue is to credit.

In my opinion Jeannine Clancy is very deserving to be a Top 10 Public Works Leader of 2021.

Sincerely,

A handwritten signature in black ink, appearing to read 'Walter T. Wysopal', written over a white background.

Walter T. Wysopal
City Manager



City of Robbinsdale

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February 23, 2021

APWA Awards Committee
American Public Works Association
1200 Main Street, Suite 1400
KANSAS CITY MO 64105 - 2100

Support of Jeannine Clancy as APWA Top Ten Public Works Leader

Dear Awards Committee Members,

It is with great pleasure that I provide this letter in support of the nomination of Jeannine Clancy as an APWA Top Ten Public Works Leader.

I have had the pleasure of knowing Jeannine for close to 20 years in my role as a Public Works professional in a City immediately adjacent to a community for whom she previously served. Fortunately, I have retained the pleasure of collaborating with her in her current role with Metropolitan Council Environmental Services as well as in various our roles in support of the Minnesota Chapter of the Association. Throughout this time, it has become clear to me what an outstanding individual Jeannine is. Her past and continued dedication to the Public Works profession is nothing short of phenomenal.

Her dedication to the efforts of the local Chapter are self-evident. She has served the local Chapter at the highest levels, having worked through the Executive Committee, ultimately serving as President in 2012, Co-Chair of the Host Committee for the 2016 PWX, and her ongoing role as Chapter Delegate. In all of these roles she has demonstrated true commitment and represents Public Works at the highest level of professionalism.

Jeannine is extremely supportive of her staff. I have witnessed a new generation of Public Works professionals moving upward through their careers with the development and opportunity for growth Jeannine has provided them. Many communities throughout the Twin Cities are currently benefitting from Jeannine's investment and belief in these young professionals.

Jeannine works tirelessly to enhance collaboration between agencies. She shows a genuine interest in the work being conducted by others and is continually sharing information, new data and techniques that she has experienced in order to help others deal with issues they may be facing in their communities. I am pleased that our community is working with Jeannine and her staff on an innovative study to learn what impacts a new lime softening water treatment plant has on the levels of chloride discharged to the wastewater system.

Jeannine encapsulates all of the qualities representative of a Top Ten Public Works Leader and I enthusiastically support her nomination for this recognition.

Yours sincerely,

Richard McCoy, P.E.
Public Works Director / City Engineer