2019 TOP 10 PUBLIC WORKS LEADERS OF THE YEAR AWARD APPLICATION

DIANA CLONCH

MARCH 4, 2019
March 4, 2019

Top Ten Public Works Leader Selection Committee
American Public Works Association
1200 Main Street, Suite 1400
Kansas City, MO 64105-2100

Re: Candidate – 2019 Top 10 Public Works Leader of the Year Award

Dear Top Ten Selection Committee:

The APWA Ohio Chapter is pleased to nominate Diana Clonch, Founder of DW Clonch, LLC and retired ODOT Assistant Administrator of Maintenance, for the American Public Works Association 2019 Top Ten Public Works Leader of the Year Award.

Diana Clonch has more than 35 years of experience in public works with a diverse background in operations, management, and snow and ice control at the city, county, and state levels. Diana started her career as an engineering technician at Franklin County and worked her way up to a managerial role within ODOT. After retiring from ODOT, Diana created her own firm DW Clonch, LLC.

Filling roles never before held by females, Diana experienced many “firsts” in her career:
• Franklin County Engineer’s Office 1st female construction project inspector and project manager
• Franklin County Engineer’s Office 1st employee to exercise maternity leave
• Franklin County Engineer’s Office 1st female Department Head - the 1st in the State of Ohio
• Franklin County Engineer’s Office 1st female Highway Superintendent
• City of Columbus’s 1st female Operation Manager of Street Maintenance and Cleaning
• APWA’s 1st (and only) female Chair of the Winter Maintenance Sub-committee

Since retiring from the public works system in 2012, Diana has been providing consulting services focusing on management, operations, snow and ice control training, and innovative technologies. She is also a longstanding Director and past President for the Ohio Chapter of the American Public Works Association, original member and past Chair of the National APWA Winter Maintenance Sub-committee, an active member of SIMA and various TRB committees.

The following pages detail the long list of Diana’s achievements. We encourage the Committee to honor Diana with the Top Ten Public Works Leaders of the Year Award. She demonstrates the highest levels of professionalism, integrity and knowledge as a public works professional and continues to be of assistance through her willingness to teach others and share her knowledge and passion for snow and ice. We look forward to your decision.

Sincerely,

Shelby Ingle, PE
Ohio Chapter APWA Board Member & Awards Committee Chair
EMPLOYMENT RECORD

DIANA CLONCH is a leader in the public works field. She has over 35 years of experience in public works with a diverse background in operations and management and snow and ice control at the city, county, and state levels. As the youngest of eight children born to a coal mining family in the foothills of the Appalachian, humble beginnings, established values and a strong faith laid the foundation to a lifelong commitment to helping others and the gratitude for the opportunity to do so. The first of the family to seek higher education and attend college, her journey to higher education would prove to be an endeavor spanning nearly 30 years while working, raising a family, juggling responsibilities, and continuously seeking self-improvement. Her resilience, love of learning and humble beginnings molded the character needed to succeed in not only her own career but likewise help others along the way.

Upon completion of her first degree, an Associates in Civil Engineering in 1982, Diana, at the age of 22, began working for the Franklin County Engineer’s Office in Columbus, Ohio, her home after leaving West Virginia at the age of 17. For the next 17 years Diana had the opportunity to grow a career in public service working for a true leader and visionary, John Circle, PE, PS, who was a great supporter encouraging others to be all they could be.

Filling roles never before held by females, Diana experienced many “firsts” in her career at the Franklin County Engineer’s Office and beyond: County Engineer’s first female construction project inspector and project manager, first employee to exercise maternity leave, first female Department Head, first female County Highway Superintendent, and then at the City of Columbus she was the first female to hold the position as Operation Manager of Street Maintenance and Cleaning. Additionally, as an active APWA member, Diana became the first (and only) female Chair of the APWA Winter Maintenance Sub-committee.

Following service with Franklin County and the City of Columbus, Diana spent the last nine years of her public works career with ODOT as the Winter Maintenance Coordinator and Assistant Administrator of Maintenance during which time she sought the opportunity to complete her higher education with undergraduate and graduate degrees in Business Administration. In addition to seeing knowledge and learning as the key to many doors, this personal commitment was also strongly influenced by the belief in leading by example so as to encourage others to pursue their goals and ambitions.

Upon retirement from public service in 2012, Diana established her own business acting as a consultant specializing in operations and management and winter maintenance services. Recognized as a subject matter expert in her field, Diana works with clients across the country in public works, the private sector, industry providers and various organizations and academia promoting innovation, education and sustainability.
EMPLOYMENT POSITIONS

DW Clonch, LLC
Founder, Consulting Specialist | 3/2012–Present
- Specializes in management, operations, pavement maintenance, snow and ice control training
- Assists with review and evaluation of existing processes, procedures, and policies as related to best practices and implementation of new technology
- Provides training for managers and staff to understand all aspects of snow and ice control within winter operations
- Assists with contract review, development and administration for products and services associated with snow and ice control
- Provides contract management services for all phases of public works and winter maintenance related projects and contracts

Franklin County Engineer’s Office, Ohio
Maintenance Inspector | 9/2011–3/2012 (Retirement)
- Coordinated and managed field operations maintenance activities
- Coordinated, planned and administered highway maintenance projects, research, policy development and training for local agencies

Ohio Department of Transportation (ODOT)
Assistant Administrator, Maintenance Administration | 10/2007–9/2011
- Coordinated and managed statewide field operations maintenance activities
- Coordinated, planned, and administered highway maintenance projects, research, policy development, and training
- Acted as liaison to local, state, and national maintenance committees and organizations

Snow and Ice Coordinator | 2003–10/2007
- Directed statewide snow and ice activities
- Coordinated, planned and administered snow and ice related projects, research and training

City of Columbus, Ohio
Operations Manager | 1999–2003
- Supervised all activities of the Street Maintenance Operations Section including city-wide snow and ice removal, street maintenance and right-of-way maintenance
- Ensured implementation and adherence to established rules, policies, and procedures and directed work priorities and performed human resource functions including performance evaluations
- Prepared and monitored budget, material and equipment specifications and contracts

Franklin County Engineer’s Office, Ohio
Highway Maintenance Superintendent 1995-1999
- Developed, planned and administered highway maintenance program including snow and ice
JOB-RELATED TECHNICAL AND MANAGERIAL ACCOMPLISHMENTS

“Diana is a great leader, always focused and enthusiastic about sharing her knowledge and keeping all around her motivated. Without her support I probably would not be in my current leadership position.”

- Tim Baker, Street Maintenance Manager, City of Columbus

“Diana brought new knowledge and techniques to our department. She integrated new technology and procedures to improve our efficiency and was always willing to support new techniques developed by her crews and helped improve work performance by acquiring proper equipment. Diana was honest and fair and cared about her work force by standing up for what she believed was right and best for them and the department. I enjoyed working for Diana at the Franklin County Engineer’s Office as she was the best boss and leader I’ve had and she was a friend when needed.”

- Dave Watkins, Retired Assistant Highway Superintendent, Franklin County Engineer’s Office

1 Advancing the cause of the public works profession through leadership

Few people put in the level of effort with the enthusiasm that Diana brings to every activity with which she is involved. Diana has consistently dedicated herself to cost-effective public services, whether it is working on day-to-day operations or multi-million dollar capital programs and projects.

Diana can’t put her finger on exactly when she decided to become a consultant, but several factors came together to lead her to that path. One was having worked with consultants. “I began to realize there was a need for special services in the area of winter operations, the single most expensive maintenance category for agencies in the Snow Belt,” Clonch says.

Diana earned her MBA from Mount Vernon Nazarene University in 2009 and part of her coursework was an assignment on launching a business. She drew on that learning experience to put the pieces in place for her own venture as she approached retirement.

Another step Diana took was to obtain Small Business Enterprise (SBE) status with the City of Cincinnati as well as SBE and Women-Owned Small Business (WOSB) status through the federal government’s System for Award Management (SAM). This opens opportunities for working with municipalities that have incentives to contract with such firms and helped her land a contract with Cincinnati. She also has Disadvantaged Business Enterprise (DBE) certification through the State of Ohio to take advantage of additional procurement initiatives.

Diana’s genuine love for the public works realm, snow operations and the men and women of the public works arena is apparent in every contact, every discussion and interaction, and every training session. After consulting with Washington, DC on their snow program, the city attributed Diana’s professionalism, integrity and knowledge as a public works professional as THE reason they saw tremendous improvement in the areas of equipment readiness, personnel training, deployment strategies and material usage. The city’s operation was featured in the APWA Reporter October 2017.
2019 TOP 10 PUBLIC WORKS LEADER OF THE YEAR AWARD  
DIANA CLONCH

JOB-RELATED TECHNICAL AND MANAGERIAL ACCOMPLISHMENTS

**2 Innovative Operations**

Diana has always been on the cutting edge of the industry in helping to shape a whole generation of commercial snow contractors on the use of anti-icing and liquids best practices and practical applications.

20 years ago, the City of Columbus, like most cities at the time, was only using liquid Calcium on salt for winter operations. When Diana joined the city’s maintenance department, she began to introduce the city to brine as a direct application at the spinner. With her guidance and willingness to get involved, the City of Columbus designed and built their own brine making machine. The city now has three large production models and are using well over 600,000 gallons a season. They even supply some of the neighboring cities with brine.

Diana also contributed to innovation for the District of Columbia’s Department of Public Works. The District worked with Ms. Clonch over two winter seasons for snow plan review and assessment, including strategic planning, equipment recommendations, treatment selection and applications, as well as providing a variety of training sessions to complement the District’s established snow program, which is a multi-agency effort led by the Department of Public Works. Diana helped prepare more than 500 employees for deployment with the snow program. She provided training sessions for operators at all levels, special sessions for zone captains and foremen, calibration training and leadership training. Thanks to Diana’s contribution, the District was able to launch a new “Non-Motorized Trails” unit to clear bike paths, ADA ramps at intersections, bridge deck sidewalks and bus shelters.

**3 Sustainable Practices**

Diana’s strong organizational, communication and leadership skills assisted in the early development and implementation of advanced treatments and technology within winter operations promoting efficiency and effectiveness. Areas of her focus have included: advanced liquids production and applications, GPS/AVL feasibility and integration, friction testing, routing optimization, resource allocation, training content development and delivery for state and local agencies, and subject matter expert related to maintenance activities and winter operations.

During her tenure with the Ohio Department of Transportation, Diana served as the liaison for the national pooled fund projects Clear Roads and Aurora promoting information sharing and collective research among peers in the winter maintenance community. Additionally, she provided direction and guidance for all state supported and internal winter maintenance research influencing outcomes directly related to current innovative technology, communications and resource management for Ohio’s snow and ice removal program.

“The professional snow contracting industry is constantly seeking to grow and innovate, and Diana has served as an extremely adept trainer and advocate within our industry. She is on the cutting edge of our industry in helping to shape a whole generation of commercial snow contractors on the use of anti-icing and liquids best practices and practical applications.”

- Brian Birch, COO, Snow & Ice Management Association
INITIAL AND LIFELONG EDUCATION

“Diana proved herself to be a very effective Superintendent and won the respect of her subordinates, the Engineering staff and the rest of the management staff of the Franklin County Engineer. She sought input from staff and used her knowledge of management practices, industry standard highway maintenance practices and her positive people skills which enabled her to successfully implement positive changes to existing policies and procedures. Under her leadership, the staff became more diverse and more representative of the community which we served.

- Gretchen Green, Retired Human Resources Director, Franklin County Engineer

“Diana is very passionate about her work and it shows during her presentation. Each year I work with Diana to improve our training by incorporating specific procedures or concerns we want to address. She incorporates updated research with common practices.”

- Brian Strayer, Maintenance Superintendent, City of New Albany

Higher Education

Mount Vernon Nazarene University
- Master of Business Administration, 2007-2009
- Bachelor of Business Administration, 2005-2007

Columbus State Community College
- Associates Degree, Civil Engineering, 1981-1982

Professional Training/Continuous Education

- Diana continually attends local seminars and educational sessions hosted by APWA, SIMA and other organizations
PUBLICATIONS AND PRESENTATIONS

Publications

APWA Reporter
- “ROI: A Winter Maintenance Strategy for Success”, October 2018
- Cover Story - “DC Preparation for 2017 Snow Fall”, October 2017
- “Best Value Vs Low Bid”, October 2016
- “Calibration Cruise-In”, January 2016

American City and County
- “Understanding Snow, Salt, and Sustainability”, December 2016

Federal Highway Administration (FHWA) Technology Exchange Report

No Boundaries Roadway Maintenance Practices
- “Innovations Programs: Inquiry of No Boundaries Member States” December 2018

Public Works Magazine
- Cover Story - “What it Takes to Retire into Consulting”, April 2015

Roads & Bridges
- “Extraordinary Response-Implementing and Sustaining a Winter Maintenance Improvement Plan in Washington, DC, after Record Snow Event”, September 2018
- “Snow in August-APWA subcommittee’s new chair talks about levels of service, automated anti-icing and AVL”, September 2001

Snow Business Magazine
- “A Matter of Chemistry - Key to Using Liquids Correctly and Effectively”, February 2019
- “Paving the Way”, April 2018
2019 TOP 10 PUBLIC WORKS LEADER OF THE YEAR AWARD
DIANA CLONCH

THE VOICE OF PROFESSIONALS SERVING AMERICA'S COMMUNITIES

Public Works
WWW.PWMAG.COM
APRIL 2019

PW SOLUTIONS:

RoadWorks
PAGES 38-54

Plowing ahead
What it takes to retire into consulting page 32

Former public works employees Diane Watkins (left) and Diana Clonch launch second careers.
Snow in August

APWA subcommittee’s new chair talks about levels of service, automated anti-icing and AVL.

The 2002 North American Snow Conference is scheduled for April 14-17 in the city of Columbus, Ohio, which happens to be the home city of the new chair of the American Public Works Association’s Winter Maintenance Sub-Committee. Diana Clonch will take the helm of the subcommittee this month. From that position, she will guide the group’s dissemination of information related to snow and ice control.

As operations manager for the street maintenance and street cleaning section of the Columbus division of engineering and construction, she oversees all street maintenance and cleaning operations, including winter snow and ice control, in a state capital of over 600,000 people, with an annual budget for snow and ice of about $1 million.

In early August, while the heat index here in Chicago was reaching 105°F and the asphalt underfoot felt more like the lava flowing out of Mount Etna, Clonch talked by telephone with Roads & Bridges about how to get rid of frozen water. Transporting the snow and ice six months ahead in time to let it melt in the summer heat was not an option, although other technologies are available. What follows is a summary of that conversation.

What’s your agenda for your term as chair of the subcommittee?

We have a project that we’re working on. It’s an update of a manual on snow and ice control. It’s been out there for a long time. I can’t remember the last time it was updated. That’s the big project that we will be looking at, trying to dig into and really get a hold on.

It’s a supplement to the “Snow and Ice Control Guide for Local Governments and Urban Areas.” That’s the technical name for it.

Speaking on behalf of the committee, I think updating that manual is extremely important. People are always seeking information and seeking best practices for their area.

What are some of those best practices that you’re investigating?

We did a survey of various local governments and government entities and tried to collect their input and look at resource requirements, levels of service. A big issue in urban areas would be the level of service that’s provided on residential streets. It’s pretty basic to look at the level of service that one provides on freeways, but what about the lower volume streets?

The city of Columbus is certainly in that category. We are a very mobile unit. I think there are still a lot of locations throughout the United States that do not even service residential streets, but the urban areas are being pushed toward that.

Some of the information that we were trying to collect for consideration into this update would be looking at the types of resources and levels of service that are provided across the nation in different areas. What we do in the city of Columbus is definitely different than what you do in some smaller, rural area or smaller community.

Has your budget for snow and ice removal been increasing or decreasing? Have you been hurting, because I know some states have reduced their gasoline taxes to help motorists?

In the city of Columbus, we are feeling the same squeeze and the same crisis that everyone else seems to be feeling with budget considerations. Our operating funds, basically the majority of them come from the gasoline tax and license tag fees. Snow and ice control, pothole patching, mowing, those typically are not items that are funded through federal dollars.

As far as snow and ice, what happens is we decide the level of service. We try to budget for the average, for the norm, and then we try to prepare for the extreme, so that in the event that we do experience something out of the norm we at least have a plan of action developed to address it. Our budget has been adequate. Of course, our budget could always be more, but I think we’ve done fairly well. Of course, that can just fall apart with one bad season.

Everyone was under a lot of pressure last winter in this locale, because we had a phenomenal amount of cold weather and snow through November and December. Typically, the winter that we gear up for in Columbus is January and February, and we had the majority of winter in November and December. As it turned out, we basically had a very mild January and February. But on New Year’s Day I had effectively placed an order that depleted my budget for winter materials.
Paving the Way

Growing use of permeable surface materials creates challenges, opportunities for winter operations

Permeable pavements, in a variety of types, are becoming more common among the types of surfaces requiring winter maintenance services. In particular, low volume streets, parking areas, driveways and footpaths are being constructed of permeable materials to reduce stormwater runoff and improve overall water quality. Since permeable pavements are of a different design than the typical impermeable asphalt and concrete surfaces, maintenance options, including winter operations, require treatment options that are likewise different.

Although not necessarily a new concept, permeable pavements have evolved in design, composition and popularity over the last few years. Though compacted gravel surfaces, turf and paver bricks have long been used, porous asphalt and pervious concrete have become increasingly popular due to their excellent stormwater management properties and as a best practice to help meet National Pollutant Discharge Elimination Permitting requirements and control flooding.

How permeable pavements work
Permeable pavements are designed to allow water (rain or snowmelt) to seep through voids in the surface material into the base material, which is designed for temporary storage and further filtration. This slows the runoff and removes solids and contaminants before the water eventually enters the ground and ground water supply. A typical cross-section for a permeable pavement includes the porous or pervious surface (asphalt, concrete, pavers) placed atop various levels and gradations of gravel sub-base, which may or may not include geotextile fabric and drain tile. The surface course has a high percentage of voids that allow water to filter through to the base instead of ponding or running across the surface.

In appearance and texture, the surface of pervious asphalt is somewhat coarser but still resembles a traditional asphalt surface. The surface of porous concrete is coarser, with larger sized aggregate exposed and not as smooth as traditional impervious concrete surfaces.

The Pennsylvania Stormwater BMP Manual 2006 notes that pervious asphalt and concrete surfaces provide better traction for walking paths in rain or snow conditions. Other studies likewise report higher traction values during winter for pervious surfaces compared to impervious.

Permeable pavements are reported to heat and cool differently from
“Diana was contacted to perform a snow/ice training session for the City of Dayton to prepare our 70+ operator staff. Diana’s presentation format met our expectations and delivered a very powerful training session that was well received by all attendees.”

- Fred Stovall, Director, City of Dayton Department of Public Works

---

Public Speaking and Presentations

Skilled in both development and presentation, Diana specializes in providing training for small and large groups related to operations and management within public works and for all areas of snow and ice control for winter maintenance.

Diana has performed more than 150 customized Snow and Ice Training programs designed to build skills and broaden understanding for street and highway departments, parks departments, facilities management, public works, private contractors, suppliers and manufacturers.

These customized sessions provide an overview of snow and ice training for all skill levels – operators, managers and/or administrators.

---

“Diana is a wonderful teacher and I consider her to be one of the most engaging and knowledgeable subject matter experts in snow.”

- Brian Birch, COO, Snow & Ice Management Association
PROFESSIONAL INVOLVEMENT

American Public Works Association (APWA)
Diana has been an active and dedicated member of the APWA Ohio Chapter for more than 20 years. She has served in every role of leadership at both the branch and chapter levels, and continued to serve in an active role as Chair of the North American Snow Conference in 2002 and 2014, and involved in the PWX in 2009. The following list demonstrates just some of her major committees and roles:

- Central Ohio President/Officer
- NEO Snow and Ice Conference – Original Contributors
- Origination of SWO and NWO Branches
- Street Maintenance and Sanitation Officials (SMSO) - Board

American Association of State Highway and Transportation Officials (AASHTO)
Recognized by AASHTO in 2007 for exemplary service, Diana filled the role as Co-chair and host of the AASHTO Eastern Snow Symposium and the 1st Winter Maintenance Peer Exchange held in Columbus, Ohio, a now national recognized event spanning all areas of maintenance and operations.

Accredited Snow Contractors Association (ASCA)
- Member

Snow and Ice Management Association (SIMA)
- Member

TRB Committees - Operations and Maintenance Personnel and Winter Maintenance Committees
- Member

“We have been using the training and professional development programs that Ms. Clonch has been offering for several years. All of the student evaluations have been excellent and the students walk away with practical real-life examples that they can take back and implement. Ms. Clonch has both the educational background as well as the practical experience to relate to the students and gain instant credibility.”

- Starr Markworth, Loss Control Manager, Miami Valley Risk Management Association
COMMUNITY SERVICE

Throughout her career and personal life Diana has been a supporter of community service. Values of faith and charity were strongly emphasized in the humble beginnings of Diana’s coal mining family in the Application. Such values were equally emphasized within Diana’s own home and the upbringing of her children.

From school related organized charity, food prep for Ronald McDonald House, to involvement in Big Brothers and Big Sisters, Diana and her husband, actively supported their children’s many years of charitable involvement.

Carrying charitable participation forward to the work environment, while with the Franklin County Engineer’s Office, Diana lead numerous charity fundraising events designed to support those in need. The events were very popular among employees and often exceeded goals. Golf outings, wild game luncheons (a big hit with the maintenance team), raffles and auctions (led by a maintenance employee who was also an actual auctioneer) encouraged participation by all employees engaging individuals on a unique level.

As a motorcyclist enthusiast, she participates in rides supporting Toys for Tots and honoring armed services.

“While Ms. Clonch is considered an expert in her field, her dedication has always been in the pursuit of helping others to help themselves. She continues to be a positive force in our communities and I know there are countless people in our profession that have similar stories to share about how she has impacted them personally and professionally. It is truly an honor to know such an individual who continues to contribute so much in the pursuit of serving our citizens.”

- Diane Watkins, Owner, D Watkins LLC
OUTREACH AND BEYOND

When given the opportunity, Diana shares her belief that “we do the most to help ourselves by helping others”. As a consultant offering services related to operational evaluation, assessment and various levels of winter maintenance training, Diana believes it is critical to let others know that her primary focus is to offer them help and support. This mindset represents her life’s journey and foundation of leadership and management styles.

Colleagues and work associates from throughout Diana’s career have echoed these sentiments.

Nearly 30 years of active involvement with APWA has opened the door to numerous opportunities to serve others. From local to national involvement, Diana has participated in events, workshops, training, conferences and committees promoting outreach and the sharing of information.

As the Chair of the APWA Winter Maintenance Sub-committee in 2002, Diana participated with Federal Highway Administration and AASHTO Officials in the scan tour for the Intelligent Transportation Systems and Winter Operations in Japan.

Diana financially supports her church, the Tom Short campus ministry outreach mission, the local Faith Mission homeless shelter and the local food pantry. In addition to financial support, Diana volunteers at the local food pantry providing assistance with stocking shelves, truck driving and serving clients.
Diana provided support, contributions, review and editing during the development of the American Public Works Association’s children’s book: “Chipper’s Chilly Chase”.

The American Public Works Association wishes to thank the following individuals for their support, contributions, review and editing time during the development of Chipper’s Chilly Chase.

Mark DeVries, Superintendent, McHenry County Division of Transportation, Woodstock, IL
Diana Clonch, Assistant Administrator, ODOT Office of Maintenance, Columbus, OH
Beet Hodice, Public Works Director, City of West Des Moines, West Des Moines, IA
Kathleen M. Schaefer, CTAP Inspector, MnDOT, St. Paul, MN
Dominic Guthrie, Superintendent, Technical Operations, Transportation Services, City of Toronto, ON, Canada
Michael Lashmet, New York State Department of Transportation, Albany, NY
Katie Kemigian, 3rd Grade Teacher, Bondout Elementary School, Lake Forest, IL
Elizabeth Smith, Library Media Specialist, Westview Elementary and Highland Park Elementary, Lee’s Summit, MO

Text copyright © 2010
Illustrations copyright © 2010

For a variety of public works outreach resources, please visit us at www.apwa.net/bookstore.

All rights reserved. Published by American Public Works Association. APWA Press and associated logos are trademarks and/or registered trademarks of the American Public Works Association.

First printing, March 2010.

No part of this publication may be reproduced in whole or in part, or stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without written permission of the publisher.

For information regarding permission, write to:

American Public Works Association
Marketing Department
2345 Grand Blvd., Suite 700
Kansas City, MO 64108-2825
ph 816-472-6160  800-848-2702
fax 816-472-1610
www.apwa.net
A LEADER AND MENTOR FOR WOMEN

It cannot be stressed enough the powerful impact Diana has made on the careers of other women - many of them working mothers - in this predominantly male-dominated public works industry.

In the workplace, not only was she the first woman (time and time again) to fulfill roles traditionally filled by men, once she was in those roles her management style created positive cultures, drove change, and set high standards.

Through mentoring she encourages women to step outside personal comfort zones, to take risks, and gives guidance on how to successfully navigate challenges in the workplace. She acts above reproach, demonstrating work ethic and morality, and believes that ordinary people can change the world.

There is no shortage of women Diana has worked with that will attest to her life-changing influence and generosity. The following are just a few examples of how they characterize their mentor and friend.

"Diana was 13 years ahead of me in her career and was already breaking through unprecedented territory. She was an inspiration to me and a great mentor. I later became the 1st female Engineer Warrant Officer in the Ohio Army National Guard. And two years ago I became the 1st female Manager of the Safety Department for the Ohio Army National Guard. I attribute my success directly to the mentorship and friendship afforded me by Diana.

Personally, when I was a single mother working full-time and attending college 50 miles from home. She opened her home to me every week for 2.5 years until I completed my degree. Diana is an exceptional lady and I am proud to call her my mentor and my friend."

- CW4 Annet Hix, Safety and Occupational Health Manager, Ohio Army National Guard

"Diana is someone that I look up to and who has helped me to believe I can better myself and achieve higher goals. In the 10 years that I have known her she has helped me come out of my comfort zone and try new things. She’s helped me learn to believe in myself and be confident in my knowledge and to stand behind what I know. She continues to tell me, ‘If you have the opportunity to better yourself, take it. Never turn down the opportunity to better yourself.’ I am truly grateful that I joined APWA and met Diana, and will cherish the time I have with her and the knowledge that she shares with me."

- Angela M. Weber, Operations Assistant, Butler County Engineers Office

"When Ms. Clonch retired, she pursued her own business to continue providing expertise and support to Public Works agencies. Her encouragement and mentorship resulted in opening my own consulting company. I now have the ability to collaborate with her to continue serving the Public Works community."

- Diane Watkins, Owner, D Watkins LLC
Ohio Chapter American Public Works Assoc. (APWA)
Certificate of Appreciation, 2009

Certificate of Appreciation

This Certificate of Appreciation is being presented on behalf of the APWA Transportation Committee to:

Diana Clonch

In recognition of the many noteworthy accomplishments of the members of the Winter Maintenance Subcommittee.

The Subcommittee’s establishment, growth, and contributions to APWA and the Public Works Profession have been nothing short of spectacular.

Such activities both expand opportunities for APWA members and friends to be engaged with the organization and focus their efforts on worthy objectives.

You are a model that we aspire to emulate in developing other technical areas of importance to the APWA and an inspiration to all who seek to advance professional practice and the quality of our service to our communities.

We commend and thank you all for your efforts. We congratulate you on the 2009 North American Snow Conference and look forward to our groups’ continued association.

Sincerely,

Andrew C. Lemer, Ph.D.
Chairman APWA Transportation Committee

April 26, 2009
City of Columbus City Council
Certificate of Honor and Recognition, 2001

COLUMBUS CITY COUNCIL
CERTIFICATE OF HONOR AND RECOGNITION

Diana Clonch, Snow Warriors
Street Operations Manager
Winter 2001-2002

Thank You for your dedicated service to the citizens of Columbus

Introduced by Council Member:
Maryellen O’Shaughnessy
Columbus City Council

December 10, 2001
American Association of State Highway and Transportation Officials (AASHTO)

Recognition of dedication to the 12th annual Eastern Snow Expo and National Peer Exchange, 2007
2019 TOP 10 PUBLIC WORKS LEADER OF THE YEAR AWARD
DIANA CLONCH

Franklin County Engineer’s Office

Employee of the Year, 1994
Franklin County Engineer’s Office

“Honorary Deputy” in recognition of superior service to the community and excellence in government
January 22, 2019

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

Re: Top Ten Public Works Leaders of the Year Award Nomination for Diana Clonch

Dear Awards Committee:

It is with great pleasure that I support the nomination of Diana Clonch for the Top Ten Public Works Leaders of the Year Award. We worked with Ms. Clonch over the past two winter seasons for snow plan review and assessment, including strategic planning, equipment recommendations, treatment selection and applications, as well as providing a variety of training sessions to complement the District’s established snow program, which is a multi-agency effort led by the Department of Public Works.

Ms. Clonch helped us prepare more than 500 employees for deployment with the snow program – employees from DPW, the District Department of Transportation, the Departments of General Services, Corrections, Homeland Security and Emergency Management Agency, and several other agencies. She provided training sessions for operators at all levels, special sessions for zone captains and foremen, calibration training and leadership training.

Thanks to Diana’s contribution, we were able to launch a new “Non-Motorized Trails” unit to clear bike paths, ADA ramps at intersections, bridge deck sidewalks and bus shelters.

The city of Washington, DC, has surely benefitted from Ms. Clonch’s more than 35 years of experience in public works at the county, city and state levels. We heartily recommend Ms. Clonch for the Top Ten Public Works Leaders of the Year Award.

Sincerely,

Christopher J. Shorter
Director
December 12, 2018

RE: LETTER OF RECOMMENDATION, DIANA CLONCH, NOMINEE, 2019 APWA TOP TEN PUBLIC WORKS LEADER OF THE YEAR AWARD

Dear Mam / Sir:

To the nomination committee for the 2019 APWA Top Ten Public Works Leader of the Year Award — it is my distinct honor and pleasure to submit my letter of recommendation on behalf of Diana Clonch as a recipient of the 2019 APWA Top Ten Public Works Leader of the Year Award.

I was privileged to meet Diana and Diane as part of the Clonch, LLC group who were suggested to me as the Snow Coordinator for the Washington, DC Department of Public Works. From the outset, this team demonstrated the highest levels of professionalism, integrity and knowledge as public works professionals. Their genuine love for the public works realm, snow operations and the men and women of the public works arena was always apparent in every contact, every discussion and interaction and every training session.

It is my sincere and professional opinion that our ability to deploy and sustain the highest level of readiness of which I am aware to that point in 2017 had everything to do with the level of comfort established between my team and Diana and Diane during their initial meeting and subsequent training sessions. Our program saw such tremendous improvement in the areas of equipment readiness, personnel training, deployment strategies and material usage that our operation was featured in the APWA Reporter October 2017.

It is my distinct honor and pleasure to submit this letter of recommendation to the American Public Works Association on Diana’s behalf as a nominee for the 2019 Top Ten Public Works Leader of the Year Award!

Please feel free to contact me should you have need of any additional information or comments on her behalf.

Sincerely,

James A. Jackson, Jr., ICMA-CM*, MPA, PWE,
Interim Commissioner
City of Atlanta
Department of Public Works
Top Ten Public Works Leader of the Year Selection Committee

APWA
1200 Main Street, Suite 1400
Kansas City, MO 64105-2100
Dear Selection Committee Member:

I am contacting you to offer my support to the Ohio APWA Chapter nomination of Diana Clonch as a Top Ten Public Works Leader of the Year Award for 2019.

Diana served directly under my supervision while employed at the Ohio Department of Transportation for nearly 9 years as the Coordinator of the winter maintenance program and as Assistant Administrator of Maintenance within the Office of Maintenance and Operations. Diana’s strong organizational, communication and leadership skills assisted in the achievement of numerous goals within the agency, influencing programs and projects still found to be currently active and successful within the organization.

Diana and her team promoted early development and implementation of advanced treatments and technology within winter operations promoting efficiency and effectiveness. Areas of focus included; advanced liquids production and applications, GPS/AVL feasibility and integration, friction testing, routing optimization, resource allocation, training content development and delivery for state and local agencies, and subject matter expert related to maintenance activities and winter operations.

During her tenure with the Ohio Department of Transportation, Diana served as the liaison for the national pooled fund projects Clear Roads and Aurora promoting information sharing and collective research among peers in the winter maintenance community. Additionally she provided direction and guidance for all state supported and internal winter maintenance research influencing outcomes directly related to current innovative technology, communications and resource management for Ohio’s snow and ice removal program. Recognized by AASHTO in 2007 for exemplary service, Diana filled the role as Co-chair and host of the AASHTO Eastern Snow Symposium and the 1st Winter Maintenance Peer Exchange held in Columbus, Ohio, a now national recognized event spanning all areas of maintenance and operations.

Diana’s communication and leadership skills were evident through the quality of her relationships with those who worked for her and with her. She built bridges internally and externally within the agency and the maintenance community through a servant leadership style always striving to provide assistance and help to others.

Diana has been active in APWA throughout her career and is an excellent candidate for Public Works Leader of the Year.

Sincerely,

Keith C. Swearingen P.E. P. S.
Assistant Director/ Chief Engineer
Ohio Department of Transportation (retired)
December 21, 2018

Top Ten Public Works Leader of the Year Selection Committee
APWA
1200 Main Street, Suite 1400
Kansas City, MO  64105-2100

Dear Selection Committee Member:

I am pleased to learn that the Ohio APWA Chapter has nominated Ms. Diana Clonch as a Top Ten Public Works Leader of the Year Award for 2019. It my privilege to endorse this nomination and I encourage your selection of Diana for this honor.

Although I have not had the privilege of working directly with Diana professionally, I have known her for approximately twenty years and have worked with her through APWA activities and training events. I admire Diana for her conscientious and successful accomplishments which include:

- As mentioned previously, I first met Diana about twenty years ago when we both attended a vendor sponsored winter maintenance workshop in St. Louis. This workshop, which was centered around Road Weather Information Systems gave us an opportunity to get acquainted and for me to learn of her expertise and service in the winter maintenance program of Franklin County, OH where she was employed at the time.
- After founding and serving as the first Chair of the APWA Winter Maintenance Sub-committee, I asked Diana, as a current member of that group, to succeed me as chair when I became a member of the APWA National Board of Directors. She did an outstanding job in that position, helping APWA continue to develop the North American Snow Conference into the premier winter maintenance educational event in the U.S. and Canada.
  - During her time chairing this important sub-committee, Diana was one of thirteen U.S. winter maintenance professionals who traveled to the northern region of Japan where they exchanged snow and ice control technologies with Japanese counterparts. They brought back and shared innovative technologies that have helped North American snow and ice control.
- I have continued to watch Diana’s progression, primarily in winter maintenance, but also in other public works operations and leadership knowledge and achievements. Serving both in the public and private sector, she has developed a reputation as a highly skilled, knowledgeable and effective communicator of these skills both in her own performance and in the training of others in these skills.
- She has shown a commitment to lifelong learning both for herself as she has pursued and obtained an Associates, Bachelors and Masters degrees and through her attendance and participation in conferences and workshops.

In addition to her professional achievements and missions, Diana professes her commitment to serving others in her community. She does this through her church, through a locally sponsored foot pantry, a campus outreach ministry, as an officer of her homeowners’ association, as a member of her motorcycle group’s “Patriot Guards” and the “Toys for Tots” local charity.

For all of these reasons and more, I offer my support of Diana Clonch for recognition as an APWA Top Ten Public Works Leader of the Year Award in 2019. Thanks for your consideration,

Sincerely,

Larry W. Frevert, PE
Retired Public Works Engineer
January 17, 2019

American Public Works Association
Top Ten Public Works Leader of the Year Selection Committee
1200 Main Street
Kansas City, MO 64105-2100

Re: Top Ten Public Works Leaders Nomination – Ms. Diana Clonch

Dear Selection Committee Member:

Strong leadership is crucial in the continued success of our public works agencies. Therefore, I am pleased that the Ohio APWA Chapter has chosen to recognize Ms. Diana Clonch for her many career contributions in the public and private sector by nominating her for a Top Ten Public Works Leader of the Year Award for 2019.

I had the pleasure of meeting and working with Diana soon after I joined the Franklin County Engineer’s Office (FCEO) in 1983. Diana served the FCEO in an administrative, supervisory, and managerial capacity in a variety of positions for a total period of at least sixteen and 1/2 years. She oversaw the successful completion of many highway, drainage, and special construction projects. Her position of Highway Maintenance Superintendent included overseeing the daily operations of, and projects performed by, the staff of four (4) outpost headquarters as well as snow and ice removal operations.

During Diana’s tenure with the FCEO, she was able to inspire many of her co-workers and subordinates to be productive, innovative, and positive. Diana had a special way of providing consistent encouragement that helped build the confidence of the people around her. Diana believed that she could accomplish the best results by serving her staff in a supportive capacity and that her primary responsibility was to provide them with the tools and information necessary for them to succeed. Her ability to develop her staff was in large part due to her giving them the opportunity to practice decision making based on all the information available. This leadership style enabled her staff to take ownership of their projects and tasks, giving each the desire to be accountable for outcomes. In 1999 she left the FCEO to take a more challenging position with the City of Columbus and from there went on to work for the Ohio Department of Transportation.

I strongly recommend Diana Clonch for this award. I believe her many years of service to our public works agencies is deserving of such an honor. Please do not hesitate to contact me if you are in need of further information in support of her nomination.

Sincerely,

[Signature]

James Jewell, Chief Deputy of Operations for
Franklin County Engineer, Cornell Robertson
970 Dublin Road
Columbus, Ohio 43215
Office (614) 525-3900
February 19, 2019

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

Re: Top Ten Public Works Leaders of the Year Award Nomination for Diana Clonch

Dear Selection Committee Members,

It is with great pride that I am writing this letter of recommendation for Diana Clonch in her nomination for the Top Ten Public Works leader of the Year. Diana is a strong leader, committed to creating opportunity for all in the field of public works. Furthermore, she provides consistent support to those who surround her; encouraging growth, demonstrating service, and continually mentoring.

Embodying the original intention of “A rising tide lifts all boats”, Diana actively lives this principle. In the workplace, not only was she the first woman (time and time again) to fulfill roles traditionally filled by men, once she was in those roles her management style raised the tide: creating positive cultures, driving change, and setting high standards. In mentoring, she encouraged others, men and women alike, to elevate the tide: to step outside personal comfort zones, to take risks, how to successfully navigate challenges in the workplace. In the home, she showed us how to lift ships: acting above reproach, demonstrating work ethic and morality, and believing that ordinary people can change the world.

A successful leader is often seen in the spotlight, out in front of the cameras, on display. Diana Clonch’s success runs far deeper; she is a light for her friends, a beacon for her family, and a passionate individual driven to improve the lives of others.

Sincerely,

Shannon Sorrell
Director
Department of Parks and Recreation
City of Whitehall

And

Daughter of Diana Clonch