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Doug Dvorak
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Dear Doug,

On behalf of the Utah Chapter of the American Public Works Association I want to thank you for the presentation you gave as our Key Note Speaker at our Fall Conference earlier this month.

The excitement you generated in our membership and conference guests continues as the Board and myself continue to get calls and emails expressing how thought provoking you were, and on an individual level, the unique impression that was left on each of them. They felt as if you were speaking directly to each person. Of course this was a reflection on your research of our organization and the kinds of people who are members. Never have I seen such an effort to truly know your audience and what makes them tic.

Humor. You truly are a master of it, and a master of conveying its importance in our lives.

Thank you.

Michael C. Gladbach, P.E.
President