

Gloria Martinez – Strategic Services Manager, Frisco Public Works Department



Gloria Martinez is the Strategic Services Manager for Public Works, City of Frisco. She has committed more than 20+ years in government service starting with the California Highway Patrol and started her tenure with the City of Frisco in 2008. Prior to her current position, she was an Engineering Administrative Assistant and Senior Human Resources Generalist.

Gloria leads the Administrative and Customer Service Divisions of Public Works, consisting of two supervisors, four customer service representatives, three administrative specialists, and a support services coordinator. She and her team support more than 240 men and women, operating and maintaining the Frisco Public Works infrastructure including Water Utilities (water, sewer, and reuse), Storm-

water utility, Streets, Traffic Operations and the Right of Way Divisions. She is the catalyst for the Department’s many successes: maintaining APWA Accreditation, processing annual budget documents, supporting numerous disaster events, leading National Public Works Week planning, innovating many technology ideas and much more.

Last year she graduated from Class 4 of the Public Works Institute of Texas (PWITX) and afterwards was selected to join the PWITX Committee for her strong administrative and visionary leadership abilities. Gloria is actively engaged in many professional affiliations including APWA, AWWA, Society for Human Resources Management (SHRM) and the Texas Municipal Leagues’ Association of

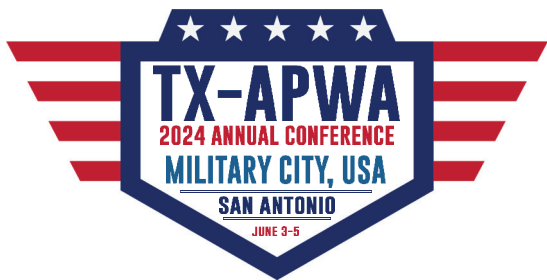
Hispanic Municipal Officials.

Her support to APWA and the Texas Chapter & Branch is considerable. For two consecutive years Gloria has been on the local and state planning committees for the Annual Chapter Conferences. This year she joins the APWA National Committee for Diversity, Equity and Inclusion. Gloria was a key member of the Frisco Public Works Department’s Committee, leading to national accreditation in 2019 and now serves as the APWA City of Frisco Public Works Accreditation Manager.

The above is just partial testimony leading to her selection as the Texas Chapter Professional Manager of the Year for Administrative Management in 2022 and this year’s APWA National Manager of the Year for Administrative Management.

Annual Conference | San Antonio, TX | June 3–5, 2024

Call for Presentation Abstracts | Open October 16, 2023
 Contact us at AnnualConference@TxPublicWorks.com
<https://texas.apwa.org/event/>



PWITX training continues in Frisco...

Class V session 2 took place at the City of Frisco Public Library from October 24-October 27. This session had the largest number of students to date: 62! The session started on Tuesday October 24 as our host city Frisco, had graciously arranged two elective field trips for the participants. One group visited the North Texas Municipal Water District waste water treatment plan. The second group visited the central fire station where the City emergency operations center was located, followed by a tour of the public works service center.

The session had a full slate of diverse topics using 14 instructors. Ms. Ines Roach, Program Administrator, exceeded expectations as usual: the facility space, food and audio visual support was excellent.

The next session is scheduled in the City of Austin from April 17-19, 2024 in the Permitting and Development Center.

If anyone has questions about the program, please email Ines Roach, Program Administrator, at publicworksinstitute_tx@outlook.com or check out the website at www.pwixtexas.apwa.org



CONTACT US

Texas Chapter of American Public Works Association (TX-APWA)
 P.O. Box 19524, Houston, Texas 77224

10505 Town and Country Way # 19524,
 Houston, Texas 77024
 (713) 364-3041 voice/text
ChapterAdmin@TxPublicWorks.com

Texas.APWA.net

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