



## American Public Works Association Minnesota Chapter

December 4, 2025

To Whom It May Concern,

It is my pleasure to offer this letter of recommendation for Michael Hingson, who served as the featured keynote speaker at the Minnesota Chapter of the American Public Works Association's Annual Fall Conference on November 20, 2025. Michael's presence and contributions elevated our event in remarkable ways, leaving a profound and lasting impact on our members and guests.

Michael delivered an unforgettable keynote titled "Labrador Lessons from September 11, 2001: A Story of Survival and Perseverance." In recounting his extraordinary experience as a blind professional evacuating the World Trade Center with the help of his guide dog, Michael masterfully connected his personal story to universal themes of resilience, preparedness, and trust. His message provided invaluable guidance on how to remain steady, focused, and courageous—even under the most adverse and unpredictable circumstances. The keynote was both inspirational and deeply practical, offering insights relevant to public works professionals who routinely face high-pressure situations and complex challenges.

In addition to the keynote, Michael led an afternoon breakout session titled "Thinking Outside the Box Isn't Always the Best Approach." This session further underscored his exceptional ability to translate lived experience into powerful lessons on leadership, problem-solving, and perspective. Attendees praised his clarity, warmth, and ability to challenge conventional wisdom while reinforcing the importance of discipline, preparation, and thoughtful decision-making.

Michael is a gifted storyteller, a thoughtful educator, and a consummate professional. His authenticity, humility, and depth of insight resonated strongly with our chapter. I wholeheartedly recommend Michael as a speaker for any organization seeking to inspire its members, broaden perspectives, and cultivate resilience.

Sincerely,  
Mark C. Hansen

A handwritten signature in blue ink, appearing to read 'Mark C. Hansen'.

Vice President and Conference Planning Co-Chair  
Minnesota Chapter – American Public Works Association