Slide 1

Brighton | BRIGHTON PERFORMANCE & LEADERSHIP ACADEMY

Performance and Leadership Academy
December 2023 Graduates

Slide 2

Our Graduates

Performance & Leadership Academy

The Academy:

- 5-week course
- Response to COVID, leadership turnover, and Great Resignation
- Designed to teach employees:
  - How to build strong teams
  - Continuous process improvement-Lean
  - Deliver exceptional customer service
  - Techniques for leading from any seat
- To Date:
  - **$575k** in projected annual savings
  - **35** completed projects

Slide 3

Graduates

Laura Morris
Risk Manager
Human Resources

- **Pain Point:** There was no set policy for how to calculate anniversary dates leading to confusion, missing awards, and retroactive corrections of salary adjustments.
- **Solution:** Created a standard operating procedure (SOP) for how to calculate anniversary dates in relation to promotions and reclasses that can be used by whoever is entering the data. This also provides greater transparency to employees and supervisors.

Slide 4

Graduates

Aaron Bonner
Network Administrator
Information Technology

- **Pain Point:** The City's 36 signalized traffic intersections had to be manually programmed each time new hardware was installed. This process took 30-60 minutes per intersection and was prone to human error.
- **Solution:** Wrote a script that automatically develops the programming for each intersection resulting in a 95% reduction in time to program and a 75% reduction in programming errors.

Slide 5

Graduates

Shasta Baca
Lead Victim Advocate Specialist
Brighton Police Department

- **Pain Point:** Orientation for new victim advocates was inconsistent and overwhelming. It created frustration and confusion for both new employees and their trainers.
- **Solution:** Worked with existing advocates to design a standard onboarding process. This included identifying information new employees needed, prioritizing that information, and developing training schedules and materials.

Slide 6

Graduates

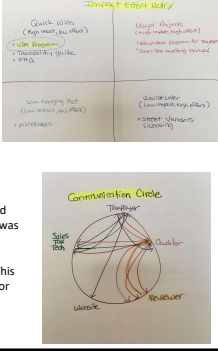**Eric Lewis**
Service Desk Specialist
Information Technology

- **Pain Point:** Deleting old users and setting up new ones was a time-consuming and manual process that regularly resulted in rework.
- **Solution:** Wrote a script to delete users from the system and copy over their permissions across various platforms for their replacement. This took the process from 30 minutes per user to seconds per user.

Margarita Ayala
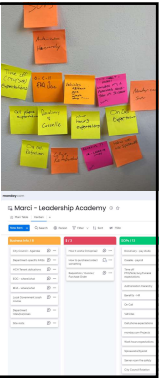Tax Auditor
Finance

Graduates

- **Pain Point:** Brighton did not have a Voluntary Disclosure Agreement (VDA) Program for companies that had not remitted taxes to the City. This was done on a case-by-case basis which was inconsistent and difficult to manage.

- **Solution:** Developed a standard VDA program and resources. This allows for better compliance by businesses, better education for businesses, and increased sales tax remittance.

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Marci Umbarger
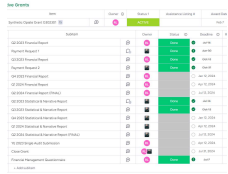IT Operations Manager
Information Technology

Graduates

- **Pain Point:** The onboarding process for IT was overwhelming, confusing, and had unclear goals. This resulted in missed information and extra work for both the new employee and trainer.

- **Solution:** Created an intranet site to walk new employees and trainers through common questions and information needed during onboarding. This created a more standardized process that welcomed employees while making sure they were introduced to key information and resources.

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Rosangela Schroder
Senior Accountant
Finance

Graduates

- **Pain Point:** Grants require extensive tracking of information and detailed reporting that is not consistent from grant to grant. If reports are incorrect or incomplete the City may forfeit funds and be disqualified from future opportunities.

- **Solution:** Created a centralized Monday.com board for grant tracking that includes automated reminders for mandatory reports.

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Yasmina Gibbons
Deputy City Attorney
City Attorney's Office

Graduates

- **Pain Point:** The City's professional services agreement template was clunky and redundant as it had been added onto by multiple people over time. This resulted in extra work and confusion for staff and vendors.

- **Solution:** Cleaned up and streamlined the professional services agreement template. The template is now logical and insurance requirements are clear. This has resulted in fewer questions and requests for revision from vendors.

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Pearce Miller
Management Analyst I
City Manager's Office

Graduates

- **Pain Point:** The filing structure for the Budget & Performance Team was clunky and confusing. It was built by multiple people across multiple platforms, with different organizational styles. This made finding files time-consuming and resulted in duplication of files.

- **Solution:** Evaluated the file structure and gathered feedback from users on how they would like the filing structure to work. Developed a file tree visual for easy understanding, and SOP for expectations, and moved all files into one location on Microsoft Teams. Removed duplicate files.

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