



Performance and Leadership Academy Update

CITY COUNCIL MEETING – September 3, 2024

City Staff Representative:
Department:

Katheryn Mortensen Manager, Budget and Performance Manager
City Manager's Office

The Academy

- **5-week course**
- **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:**
 - \$1.1 million in projected annual savings
 - 49 completed projects





Margaret DeMarco

Media Services Coordinator
Communications & Engagement

- **Pain Point:** The former state of the KBRI-8 studio was disorganized with outdated equipment. Additionally, she was the only person who knew how to operate our public access channel programming system and the system which controls the cameras during council sessions.
- **Solution:** Created a standard operating procedure that explains how to operate both the Cablecast and Tricaster system. Additionally, she reorganized the studio by labeling all equipment and making them more accessible.





Elizabeth Barczak

Assistant Recreation Coordinator
Parks & Recreation

- **Pain Point:** The former process of on-boarding fitness staff members was characterized by frequent miscommunication and an unorganized set of forms.
- **Solution:** To improve the process, Elizabeth created a checklist of forms and established proper communication channels to eliminate wasted time during the on-boarding of fitness staff.





Emma Lane
Associate Planner
Community Development

- **Pain Point:** A certain section of the Historic Preservation code dealing with reviewing building permits was convoluted and hard to follow. There were processes in the code that resulted in much error on the staff side as well as the applicant side.
- **Solution:** Adjustments to the code have streamlined the process and removed arbitrary timeframe requirements. This has led to less confusion for both staff and applicants.





Christian Morales

Senior HR Technician
Human Resources

- **Pain Point:** The onboarding process was long and complex, requiring manual follow-up and communication waste throughout the hiring of a new employee.
- **Solution:** Utilized existing software to better a new hire's onboarding progress. This has prevented waste such as rework and streamlined communication between HR and hiring managers as well as the new hire.

