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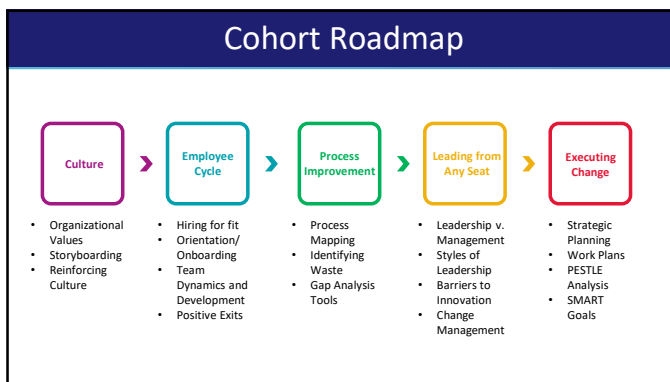
Our Graduates

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

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The Academy

Performance & Leadership Academy

Graduation Requirements:

- Attend all 5 classes
- Complete an Innovation Project within one year using at least two tools from the course

To Date:

- Completed training for **32 employees**
- **11 departments**
- **6 completed projects**
- **\$37K** in projected annual savings

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Graduates

Nicholas Ramsey
IT Specialist II
Information Technology

- **Pain Point:** Vendors have one contact when doing work in city buildings. If that person is unavailable, they often must stop work resulting in lost time and extra costs.
- **Solution:** Added QR codes to vendor badges so vendors can scan them and get in touch immediately with the service desk which can ensure rapid response to questions.

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Graduates

Justin Moore
Commander
Police Department

- **Pain Point:** Property evidence custodian must regularly travel up and down stairs to bring supplies from evidence vault to work area to evaluate and to deal with the public in the lobby.
- **Solution:** Utilized existing resources to rework underutilized package/storage room into office that connects to vault and lobby. Reduced travel time for the employee as well as created more efficient package management for the Police Department.

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Graduates



Kim Messina
Victim Services Manager
Police Department

- **Pain Point:** Victim services staff have no means of providing emergency items for sheltering and care of victims. They must call the manager to make any purchases which can delay victim response during an already stressful time.
- **Solution:** Provide victim services staff p-cards and procurement training as well as develop a checklist of approved emergency purchase items.



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Graduates




Carleen Watts
Recreation Supervisor-Sports
Parks, Recreation, and Open
Space

- **Pain Point:** Seasonal staff have multiple job titles for different work areas resulting in the need for staff to fill out multiple timesheets and for management to review and approve all these timesheets for the same person.
- **Solution:** Consolidate job titles and update descriptions so that each person has one title and one timesheet to complete and for management to review.




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Graduates



Kate Lesser
Administrative Assistant III
Community Development

- **Pain Point:** No set process for onboarding employees results in wasted resources, missed items, and poor first-impressions for new hires.
- **Solution:** Develop an onboarding checklist and new employee survey. Establish a timeline by which this must be completed after hire.




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Graduates



Marc Johns
Director of Utilities
Utilities

- **Pain Point:** Backflow inspection process lacks ownership and is difficult for businesses to navigate resulting in complaints from customers.
- **Solution:** Decouple inspection process from business licensing so it is housed in Utilities and is clearly assigned to staff. Additionally, streamlined the steps in the process to reduce wasted time communicating back-and-forth for information and status.



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