



# Performance and Leadership Academy Update

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CITY COUNCIL MEETING – January 7, 2025

City Staff Representative: Katheryn Mortensen, Budget and Performance Manager  
Department: 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:**
  - \$1.2 million in projected annual savings
  - 54 completed projects





## Ashleigh Wilk

### Recreation Coordinator Parks & Recreation

- **Pain Point:** Since the previous rental process for renting rooms, pool areas, and the 1886 Church required damage deposits, the rental deposit process was time-consuming and a waste of resources due to credit card processing fees per transaction and wait time for the customer.
- **Solution:** Created a standard rental agreement that was vetted by the legal team to ensure all renters were financially responsible for any damages occurred without requiring a deposit at the time of the reservation.



## Delaney Shortridge

### Stormwater & Environmental Inspector Utilities

- **Pain Point:** The former process of acquiring educational resources for kids for public outreach was timely and inconsistent.
- **Solution:** Delaney created standard workbooks for proper age groups that fit into their educational curriculum and still provided information on stormwater that was easily accessible to anyone in her department for outreach purposes at events.



## Debiee Ruiz De Lira

**Victim Advocate Specialist**  
**Police Department**

- **Pain Point:** Debiee is the sole processor of U Visas, which are designed to encourage immigrants to report crimes to law enforcement without fear of being deported. If she was ever out of office, she ran the risk of these being backlogged.
- **Solution:** Created a standard operating procedure (SOP) for how to process U Visas in case of her absence. She also created a tracking system that can be used to pull metrics for grant purposes.



## Taylor Krolopp

### Aquatics Coordinator Parks & Recreation

- **Pain Point:** Lifeguards are required to take monthly training courses to maintain their certifications. Between multiple lifeguard trainers, certification documentation was hard to keep track of, often resulting in wasted time tracking down information for reporting purposes.
- **Solution:** Utilized existing software to better track training hours and topics that occurred at the time of training for a savings of time all around. With this electronic checklist, it is much easier to see which lifeguard still requires which training.