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City of Lafayette

Fee Study for Community Services Department

Acted as City coordinator for wide-reaching fee study for Community Services Departments. Responsible for creation of dataset quantifying all fees and programs in Recreation and Senior Services and collaborated on analysis with consulting firm to provide data on existing city expense and cost recovery of programs and services and create benchmarks for target recovery ranges for future. Dataset additionally used for KPI analysis on high performing and underperforming programs and services.

Zero Base Budget Tool

Created budgeting tool for Community Services departments to accurately assess current budget needs vs historic in Personnel and Operations categories. This allowed for more precise funding allocation for 2026 budget year and worked as an educational exercise for department heads in fiscal responsibility of allocation of public funds.

Boards and Commissions Calendar Creation Tool and Automated Flow

Created a replicable template for mathematically date mapping hundreds of action items associated with the work cycles of the City's five boards and commissions plus an automated flow for generation of outlook invites for each distinct item. This saved hours of painstaking and likely error prone manual work and will be used in future years.

Departmental Expense and Revenue Tracking Tool

Expanded the expense reconciliation tracking tool for all departments in Community Services based on strong performance at Library. Additionally, created revenue tracking and historic performance comparison models for Golf enterprise fund for better goalsetting, especially regarding retail and promotional activities. Users have shared that the level of detail and real-time visualization of budget expenditure allows for better planning and greater control throughout the year.

Dish Network

Geographic Alternative Closure Strategy Analysis/Fleet KPI

Worked with field partners to create closure strategies for different geographic areas based on job density and resource placement analysis to improve core metrics such as drive time, job completions rate, and job booking volume capacity. This project was later used in an enterprise-wide right-sizing analysis to determine best placement of field offices following a directive to reduce offices and mid-level management by 20%.

Customer Preference Based Scheduling Campaign

Worked closely with field partners to gain compliance and adherence to scheduling tools which align resource schedules with customer preference to improve core metrics and enhance customer experience, using data to prove the efficacy of proper scheduling alignment. Improved regional adherence to main scheduling tool 14%.

Overtime and Schedule Auditing and Reporting

Completed and distributed daily reporting on overtime and scheduling during the worst of the COVID crisis to mitigate unnecessary spending. Completed ranking of technician resources based on performance metrics which was used for performance-based scheduling and later as part of cutback and right sizing efforts.

Decertification Analysis

To improve performance metrics for DishNet business line, completed analysis of work volume vs number of techs certified in work skill to determine proper number of skilled technicians by location, ranked skilled technicians by location and KPIs and recommended certification removal for under-performing techs in order to increase at bats for remaining technicians.

Multiphase Right-sizing Analysis

Created ranking system for technicians based on KPIs (weighting data by importance where necessary), then office closure/combination model to reconcile profit loss due to COVID-19.

Lafayette Public Library

Large scale materials performance and weeding project

Industry best practice suggests annual weeding of 5% of materials for best user experience. This had not historically been in practice at LPL leading to a glut of over 30,000 items from total collection. Implemented materials performance study and plan for three-part weeding project following CREW guidelines on zero dollar budget. Materials analysis on usage performance against physical footprint led to massive change in approach to selection and collection policy, including the decision to twilight most disc media collections (rare even for progressive libraries), and expand and display differently other higher performing collections. This project had many enterprise/holistic benefits, increased materials circulation, improved customer satisfaction, and strengthened community connections (through gift of weeded materials to donation partners), among others.

Digital Materials Selection Practices and Strategy

Implemented purchasing process strategy changes based on loan type and number of holds for eMaterials that led to 45% increase in circulation without reducing circulation in other areas. Reduced average wait time of patrons on hold for popular eMaterials from over 8 months to ~9 weeks.

Budget Preparation and Recommendations for City Administration and Civil Government Review

Prepared library budget requests for 2024 for distribution of public funds. Requested funding increases in the following areas: Collection, Staffing, Staff Development and Paid Leave, using the following data points: patron cko behaviors, supply chain cost increases in shipping and book production (paper), staff attrition, hiring cycle costs, substitute staff coverage costs, percentage of staff eligible for paid leave per city admin policy changes, and historic training costs. Presented budget arguments to city budget committee and provided case making data as requested by stakeholders.

Expense Reconciliation and Purchasing Model

Created expense tracking tool for leadership team to reconcile all purchases and track annual budget expenditure. Created purchasing model for both print and digital materials to make purchase recommendations from multiple data sources, including Tableau reporting, to accurately respond to customer interest, decrease wait time for materials and optimize customer experience. This model helps ensure best appropriation of public funds and max ROI on each item selected. High utilization vs DOA analysis shows strong circulation outcomes which provides proof of concept and help with case making for city budget distribution and grant proposals.

Other

Supply Chain Sales Forecasting – Uplight Boulder

Analyzed business data sets for clients to recommend sales projections for various products using historic product performance, market distribution/competition, geographic data, and consumer behavior trends based on seasonal changes and historic responses to sales and incentives. Used reporting to build tracking models to track sales performance and make mid-campaign updates to projections for client partners to adjust supply strategy.

Historic Wireless Carrier Performance Review – Comlink Data

Analysis of 2014 transition and promotional sales data of major carriers to provide BI insights on win and loss share/churn and recommendations for improving future performance.

HR Compensation Tool – Comlink Data

Created a sample dashboard for HR to view employee compensation and performance statistics compared to benchmark data, used business intelligence analysis to develop three strategies to optimize revenue.

PIKA Interface Implementation – Aurora Public Library

Acted as metadata contact for implementation of Pika Discovery Layer. Coordinated specs compliance with local and industry standards and performed QA/QC to ensure stated contract objectives were met and that result had highest level of useability by staff and patrons.