



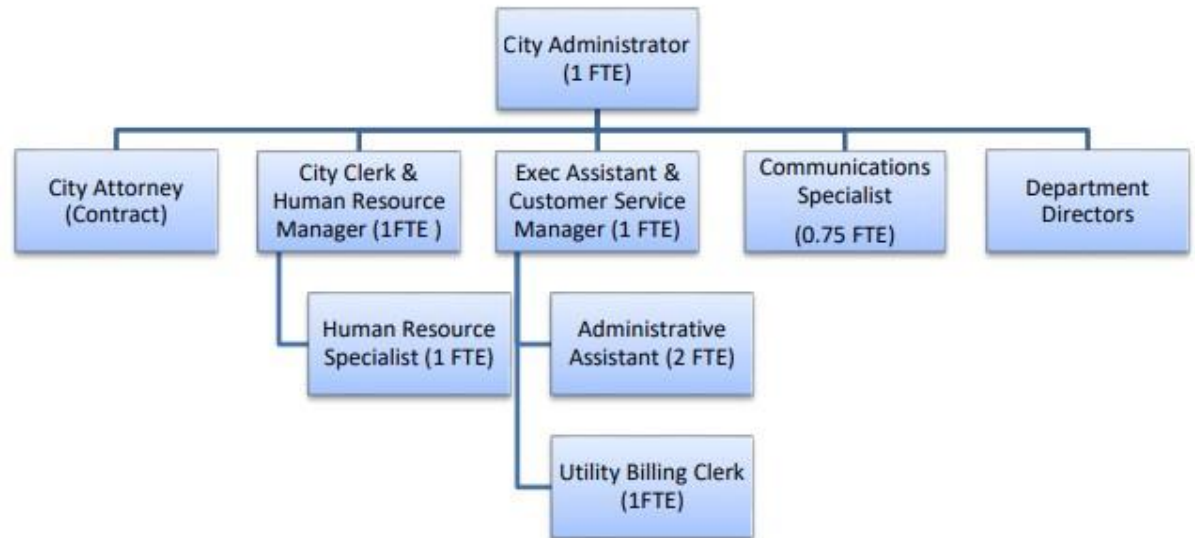
**YELM**  
WASHINGTON

**EXECUTIVE DEPARTMENT  
BUDGET PRESENTATION**

November 4, 2020

# Team Members

- Mayor JW Foster, Mayor
- City Administrator, Michael Grayum,  
City Clerk & Human Resources Manager - Lori Lucas,
- Exec. Assistant & Customer Service Manager, Kathy Linnemeyer
- City Attorney, Brent Dille
- Department Directors



## **MISSION**

To support our dedicated team of employees by ensuring the city operates in the most organized, efficient and collaborative manner.

## **VISION**

To be a high-performing organization that maintains the hometown feel of our community and continues growing responsibly and sustainably.

# “Big Rocks”

- Secure **Water Rights** for continued residential and business growth.
- Continue upgrading the **Water Reclamation Facility**.
- Sustain State funding and continue working with WSDOT to complete the **Yelm Loop** and secure additional funding consistent with the long-term regional plan to build roundabouts along the 507 corridor.
- Prepare a **Habitat Conservation Plan** to address pocket gophers, which must be protected according to federal regulations and inhibits residential and commercial development.
- Implement the next phase of our community visioning initiative for the **Education and Innovation Center** to help train our workforce, support local businesses, and enhance education opportunities in collaboration with but not limited to: South Puget Sound Community College, Yelm Chamber of Commerce, Economic Development Council, Consolidated Communications, and Timberland Regional Library.

- **Standardize operations** so we are doing routine things routinely and consistently across all city operations.
- Plan for future growth and federal regulatory requirements by becoming **National Pollutant Discharge Elimination System Phase II compliant**.

# City Organizational Framework

CITY OF YELM

## OUR MISSION

To provide essential public services and infrastructure to keep Yelm a desirable place to live, work, and learn.

## OUR VALUES

We believe in and strive for collaboration, innovation, and excellence in everything we do. These values guide our individual and collective actions across all city operations.

## OUR VISION

To make the City of Yelm a safe, healthy, happy home for all, with:

- Safe neighborhoods and schools
- Sustainable, cost effective public infrastructure
- Strong, diverse economy
- Vibrant public places with an enduring connection to our history
- Best run government

# 2019-20 Accomplishments

## SAFE NEIGHBORHOODS AND ROUTES TO SCHOOLS

- ✓ Completed the 5-year Comprehensive Emergency Management Plan.
- ✓ Constructed sidewalk along Mill Road serving Mill Pond Elementary. Reconstructed 103rd Street, including the construction of sidewalks and bike lanes serving Fort Stevens Elementary.
- ✓ Created the position of Assistant Police Chief to improve efficiencies, add accountability, and develop a succession plan for continued success.
- ✓ Created the position of Community Resource/Crime Prevention Officer to improve and expand community policing efforts.
- ✓ Added additional public defense resources to reduce case load impacts and improve customer service.
- ✓ Established and successfully completed the first Citizen's Police Academy.
- ✓ Installed technology to allow virtual court with the Nisqually Jail.
- ✓ Established an emergency traffic management plan.
- ✓ Updated police policies and protocols to reflect national standards and I-940 requirements.
- ✓ Installed metal detectors in Municipal Court.

# 2019-20 Accomplishments

CITY OF YELM

## **SUSTAINABLE, COST EFFECTIVE PUBLIC INFRASTRUCTURE**

- ✓ Improved asset management through new technology.
- ✓ Completed essential improvements to the Water Reclamation Facility.
- ✓ Maintained public rights of way in historic areas.
- ✓ Repaired sidewalks and replaced damaged street trees.
- ✓ Worked with WSDOT to continue design and construction of the Yelm Loop.
- ✓ Developed and submitted a pilot water rights mitigation plan.
- ✓ Completed and opened the splash pad and new playground at City Park.  
Purchased and transitioned to a new City Hall building.
- ✓ Added hybrid vehicles to city fleet, improving sustainability of environmental resources and reducing operational costs.



# 2019-20 Accomplishments

CITY OF YELM

## **STRONG, DIVERSE ECONOMY**

- ✓ Partnered with Yelm Community Schools to create a Youth Council.
- ✓ Opened the Yelm Community Center for use by South Puget Sound Community College for extension classes.
- ✓ Established Yelm University and conducted a successful first quarter class.
- ✓ Instituted Financial Education Classes.
- ✓ Finalized the Yelm Economic Development Strategy.
- ✓ Completed the Downtown Corridor Study.
- ✓ Partnered with the Boys & Girls Club of Thurston County to open a location in Yelm at the old City Hall.

# 2019-20 Accomplishments

CITY OF YELM

## **BEST RUN GOVERNMENT**

- ✓ Deployed a new and improved website to enhance citizen's access to information and services.
- ✓ Created the front desk customer service team, a one stop shop for all essential services.
- ✓ Extended the ability to pay for city services by credit card, debit card, or EFT.
- ✓ Transitioned to virtual public meetings and promoted remote work to maintain continuity of operations and protect public and employee safety during the global COVID-19 pandemic.
- ✓ Quickly utilized and directed CARES Act funding to support local businesses and families.
- ✓ Achieved Yelm's first clean audit in recent history and produced an award winning budget consistent with national GFOA standards.

# Human Resources

Lori Lucas,  
City Clerk & Human Resources Manager

Karen Bennett,  
Human Resource Specialist



## City Clerk

The City Clerk preserves the legislative history of the City and is responsible for the management and preparation of Council meeting agendas, packets, meeting notices, and the recording of meetings and actions taken; maintains official minutes of all proceedings, records ordinances, resolutions and other City documents and public records.

## Human Resources

The Human Resource department is responsible for policies, programs, activities and functions that support the work of our dedicated team of employees. We support personnel, management, recruitment, on-boarding, training, succession planning, insurance and liability management, claim management, coordinating personnel changes and we are the primary contact for employees with benefit questions. We are connected to every department.

# 2019-2020 Accomplishments

CITY OF YELM

- Personnel files completely digital
- Replacement positions include: Wastewater Treatment Plant Operator X4, Public Works Director, Building Inspector, Communications Specialist, Accounting Assistant, Public Works Administrative Assistant, Police Administrative Assistant, Finance Director, Executive Assistant and Customer Service Manager, Custodian and Utility Billing Clerk
- Worked with the IT Department to implement new agenda process for Council packets and streamlined the on-boarding process for new hires to ensure continuity and consistency
- Created and maintain education program with employees through AWC RMSA University
- Established the Wellness Initiative and achieved “Well City” status that increased employee participation in healthy activities and resulted in a 2% savings

# 2021-2022 Goals

- Continue to enhance Wellness program and maintain budget savings as a Well City
- Update Personnel Policies - in process
- Clean and organize archives at the Public Works facility
- Negotiate 3 union contracts – FOP, ASFCME and Teamsters
- HR Specialist to start and complete the Human Resource Certification Program through South Puget Sound Community College
- HR Specialist start the Certified Municipal Clerk Program – 3 year program
- Develop standard operating procedures for all positions

# Questions?

Lori Lucas

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# Customer Service Team

- Kathy Linnemeyer, Executive Assistant/Customer Service Manager
- Jennifer Beauchamp, Utility Billing Clerk
- Michelle Christin, Administrative Assistant
- Ashlee Sund, Administrative Assistant



- The Customer Service Team provides support to the residents, businesses and other organizations seeking assistance with city services.
- We are responsible for all aspects of the utility billing process.
- We provide administrative support services to all city departments, ensuring integration and alignment in customer service support.
- We support the advisory boards and commissions.



# 2019-2020 Accomplishments

CITY OF YELM

- Established and started cross training a unified customer service team, creating a one-stop shop for all essential services.
- Continue to provide exceptional customer service during the global COVID-19 pandemic shutdown.
- Replaced and successfully transitioned Utility Billing Clerk and Executive Assistant.



# 2021-2022 Goals

- Support Council in reviewing and updating all Advisory Boards and Commissions, and launch an active recruitment process to increase citizen engagement and participation.
- Develop standard operating procedures for all positions.
- Standardize operations so we are doing routine things routinely and consistently to include cross training for all administrative assistants (including the customer service team, police department, and public works).
- Education to assist citizens in under water consumption.



# Questions?

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