



Process Improvement Steering Committee

August 31, 2011, 3:00 p.m.

Building 1, Conference Room 350

1. Purpose of Meeting

The committee shall serve in an advisory capacity to City Council. The function of the committee will be to work in harmony with City Council and City management to identify problems and barriers that may have negative impact on City operations, efficiency and effectiveness and facilitate solutions.

2. Attendees

<i>Name</i>		<i>Name</i>	
Tuck Bowie - Chair	<input checked="" type="checkbox"/>	Dan Brockwell – Vice Chair	<input checked="" type="checkbox"/>
David Browning	<input type="checkbox"/>	Bill Brunke	<input checked="" type="checkbox"/>
Osmay Torres	<input checked="" type="checkbox"/>	Brad Martin	<input checked="" type="checkbox"/>
Vacant Seat 2	<input type="checkbox"/>	Bob Dyer	<input checked="" type="checkbox"/>
Vacant Seat 1	<input type="checkbox"/>		
Catheryn Whitesell - Staff	<input checked="" type="checkbox"/>	Monica Dudek (Recorder)	<input checked="" type="checkbox"/>

3. Agenda from Last Meeting - August 31, 2011

- Welcome and Call to Order
- Introduction – Guests: 10+ Regent University Students
- Review of Public Input – Email from Katie Gardner re: interest in joining the committee
- Old Business – Approval of the minutes from July 27, 2011
- New Business/Discussion Items –
 - Prioritizing the idea list
 - Update from Councilman Dyer on Wanda Cooper’s position on the committee
 - Discussion on a replacement for Barry Ezell who has resigned
- Announcements – John Maher, Vice President of Mainstream GS to attend September meeting to discuss strategic alignment, Balanced Scorecard approach
- Adjournment

4. Meeting Notes, Decisions, Issues

- Mr. Dyer announced that University students from his class will be available as resources to all committee members. They are willing and excited to assist where needed.
- Mr. Dyer let the committee know that he had discussed the two vacancies with the City Attorney and the City Attorney has indicated that this committee may not go into Executive session.
- Mr. Dyer indicated that Ms. Wanda Cooper, due to personal reasons, will be unable to fulfill her role on the committee and therefore a replacement will be needed.
- The Committee discussed the ideas offered by the City Manager and his staff as well as ideas from process committee members with which they would like to look into. The Committee then ranked the items according to long term and short term focus. Short term was defined



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by the committee as a process they could review in 6 months or less. Decisions on the process for the committee to look into:

1. Value added procurement vs. current low bid requirements – could increase minority participation and quality – **Long Term Focus** (reword the statement to be “How can we change the procurement process to include more minority businesses”)
 2. An after action report on the Blue Ribbon Committee, status of recommendations, and what worked or didn’t work – **Long Term Focus** (revisit recommendations)
 3. How the City conducts public input. Are there better ways, technology, etc. Research into best practices would help. – **Short Term Goal** (how do we gauge this ie. Citizen Satisfaction Survey and Communication Survey)
 4. Review of City payroll process and possible changes such as payment in arrears – **Short Term Goal Priority #2**
 5. Change State law to truly allow City Council to eliminate a tax and its assessment work not just set a low rate as is current practice – **Remove from list**
 6. There seems to be duplication of effort in “back office” functions such as payroll, purchasing, ComIT and vehicle replacement between the City and Schools are there more efficient ways to approach these functions. - **Remove from list**
 7. Strategies to keep small businesses open and expand those businesses – **Short Term Goal Priority #3**
 8. City online payments made easier - **Remove from list**
 9. Lobby the General Assembly – give localities the ability to change tax laws
Improving mobility and investment strategies – **Remove from list**
 10. ADDED – Improving mobility & Investment Strategies – **Short and Long Term Goal**
 11. ADDED – Development of the Building Permit Process – **Short Term Goal Priority #1**
- The group ranked the above by picking their top 3 projects they would like to immediately begin working on. In order they are:
 1. Development Review and Building Permit Process – **Short Term Goal** - Brad Martin and Dan Brockwell will co-chair
 2. Review of City payroll process and possible changes such as payment in arrears – **Short Term Goal** - Bill Brunke and Tuck Bowie will co-chair
 3. Strategies to keep small businesses open and expand those businesses – **Short Term Goal** - Ozzy Torres and Councilman Dyer will co-chair
 - These Ad-Hoc Committees will be standing items on all future agendas
 - Ozzy Torres will provide a charter format for the groups to use to Charter their teams.
 - Currently there are 2 vacant seats on the committee. All committee members were asked to review the following individuals and provide their top 2 recommendations to Councilman Dyer and Tuck Bowie prior to Friday, September 2nd.
 1. Ken Sandelson
 2. Katie Gardner
 3. Delceno Miles
 - Ozzy Torres recommends that the committee consider hearing from Mr. John Maher at the September 28th meeting who would like to give a presentation on Vision linkage and the effective use of tools such as the Balanced Scorecard



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5. Agenda for Next Meeting

DATE: September 28, 2011

TIME: 3:00

LOCATION: Bldg. 1, Conference Room 350

Welcome and Call to Order

Introduction of Guests

Old Business – Approval of the minutes from August 31, 2011

New Business/Discussion Items –

- Presentation from John Maher, Vice President of Mainstream GS to discuss strategic alignment and the Balanced Scorecard approach
- Report Out of Subcommittees
 - ❖ Development Review and Building Permit Process
 - ❖ Review of City Payroll Process
 - ❖ Strategies to Keep Small Businesses Open and Expand Those Businesses

Announcements

- New Committee Members

Adjournment
