



# Process Improvement Steering Committee

April 25, 2012, 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	X	Dan Brockwell – Vice Chair	
Kris Allen		David Browning	
Bill Brunke	X	Brad Martin	X
Bob Dyer	X	Delceno Miles	X
Catheryn Whitesell - Staff	X	Sandi Thompson (Recorder)	X
<b>Guests</b>			
Chris Meconnahey	X		

## 3. Meeting Notes, Decisions, Issues

1. Welcome and Call to Order
2. Introductions – None
3. Old Business –
  - The minutes from March 28, 2012 were approved.
  - Project 2013 - **deferred**
  - Creation of a Process Improvement department or facilitator with the City - **deferred**
  - Consultation to a group or department to assist them with process improvement - **deferred**
4. Report of Subcommittees
  - Development Review and Building Permit Process

Brad Martin presented his report (appended). He expanded on some of the points as follows:

Point #1 – Though we have a single person who can make decisions, when that person is out of the office, the system falters. Cross Train others to help this person.

Point #3 – sometimes the comment letters contain inaccuracies or are unclear.



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Point #4 – this is great like it is

Point #6 – be able to submit downsized plans

Point #7 – who gets input and how is it given

Point #9 – There's no one to following up from DSC – there should be an active role from DSC to other departments

Point #12 – Need dedicated staff person to make sure this machine is operable

Point #13 – Streamline where public infrastructure is involved – less review time

Point #14 – want Building #2 taken over by Planning Department

Brad advised that among these points a low hanging fruit is #6

Tuck pointed out the idea of all of this is to save the City money, not, particularly, the developers.

Brad also mentioned #12 and #1 with the cross training issue.

Tuck advised that now that the list has been generated, a couple should be chosen and worked toward.

- Review of City Payroll Process

Tuck noted this initiative takes City Council action. He has been advised the payroll system is being upgraded to switch from semi-monthly to bi-weekly. The thought of this group was to have a payroll in arrears. That process will require additional discussion.

- Strategies to Keep Small Businesses Open and Expand Those Businesses

Delceno Miles presented this report (appended). She pointed out there are things that they could do themselves like email specific organizations that are involved. Also under Item di, it was pointed out that a “one stop shop” is needed to help business owners move through processes.

Dave is still working through the FOG issue.

- Publicity and Public Relations Action Items – **deferred**

Tuck advised he would like Mary Hancock to attend the next meeting to help us with the public awareness piece.



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### 5. New Business

- Budget

Tuck questioned whether or not this group really wants to get into the budget process. If it can be a resource for staff and City Council, then they are willing; if not, they should not.

- Other Comments

It was mentioned that funds for “Open space” purchases could be reduced. The City website should be more user friendly. It is easier to find things on the City’s site by searching google.

Mr. Dyer, again, pointed out the resources we have at Regent University to help with things like a Survey Monkey to get the public engaged.

Catheryn is waiting to hear about the budget tool mentioned in February. It would help with bringing the public to the table to see what they are willing to pay for and what they are willing to give up.

Tuck expressed thanks for the 20 Year Strategic Plan provided to the group. He urged everyone to read through it.

### 6. Announcements – Next Meeting May 30, 2012