



Process Improvement Steering Committee

June 27, 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	X
Kris Allen	X	Dave Browning	X
Bob Dyer	X	Delcino Miles	X
Brad Martin	X	Bill Brunke	X
Catheryn Whitesell - Staff	X	Kathy Cooper (Recorder)	X
Guests			
Chris Meconnahey	X	Steve Pincus	X

3. Meeting Notes, Decisions, Issues

1. Welcome and Call to Order
2. Introductions – None
3. Old Business – None
4. Today’s Meeting Notes –
 - **Building Permit Process**
 - The City Manager has not received any complaints regarding this committee infringing on city staff work.
 - Building capacity to achieve the things in Envision VB 2040: Focus – Commitment – Bravery. How can the PISM help the organization achieve the goal?
 - Is there anything that would require this group’s assistance:
 - We should invite Gary McCollum to our next meeting (Mr. Dyer will invite him).
 - We must work in harmony with city staff and others – leverage university resources.
 - Work with ODU –this would allow students to work on real projects. We have a need for civic engagement.
 - There appears to be two types of problems, real and perceived. Highlight areas that have been identified where there is a problem, whether real or imagined.
 - Use architectural certification to “guarantee” quality, not city inspect it in.
 - Reduce number of people in the process and establish some type of reward system.
 - We need to leave the system like it is or take a hard look at processes.
 - We should not place any boundaries on our action; after completion of the project, the committee will wordsmith the plan.



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- As this group establishes credibility, what we produce will be vetted through City Manager's Office before going to City Council.
 - Barry Frankenfield stated to Mr. Dyer that many of our local cities have done away with development authorities and made the process as easy as possible to obtain a permit.
 - A concern would be a "flood of permits" ahead of Chesapeake Bay and Stormwater Regulations.
 - Our suggestion for changing processes:
 - We should ask: what does the city need?
 - Put it down on paper.
 - Say this is something the city should pursue and why.
 - Get it to City Council before November...not in public session but in a Council Workshop.
 - **City Payroll Process**
 - There is no political will but need to document.
 - **Small Business**
 - There was no quorum so no paper has been prepared—do not want to act autonomously without consultation with my committee.
 - FOG (Fried Oil and Grease program) has some recommendations concerning communications or relying on the Restaurant Association to represent the industry.
 - Biggest problem is communication, but this is not the city's fault. Communication did not occur with the over 1,200 stakeholders, but is occurring the best it can under the current mandates.
 - We will recommend a better way to communicate with stakeholders.
 - To include all city and schools.
 - More cost effective to use contract inspectors rather than in-house.
 - What is the impact on the restaurants--We need to understand this?
 - Send letters announcing upcoming changes rather than advertising in newspaper.
 - Identify who in the process has to email folks to get them together.
 - Another issue will be communicating our efforts back to the public.
 - Preliminary discussion as result of City Council vote: Doug Liberty is a process improvement expert with the department of Defense. Mr. Dyer will get his resume prior to bringing him on the committee.
 - **Next Meeting**
 - July 25, 2012
 - Adjourned: 4:02 p.m.