



Process Improvement Steering Committee

April 24, 2013, 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	
Tanya Arney	X	Dave Browning	
Wanda Cooper		Bill Brunke	X
Brad Martin	X	Bob Dyer	X
		Bob Scott	X
Catheryn Whitesell - Staff	X	Sandi Thompson (Recorder)	X
Mary Hancock - Staff		Josh Clark (TBA), Tom Etter (guests)	

3. Meeting Notes, Decisions, Issues

1. Welcome and Call to Order
2. Introduction of Guests – **Joshua Clark, new Executive Director of the Tidewater Builders Association, was introduced.**
3. Old Business
 - a. Approval of minutes from March 27, 2013 - **Approved**
 - b. Project 2013 - **Deferred**
 - c. Creation of a Process Improvement department or facilitator with the City - **Deferred**
 - d. Consultation to a group or department to assist them with process improvement - **Deferred**
4. New Business
 - a. Elect Chair and Vice Chair for new year –**Deferred in anticipation of attendance of full membership at the May meeting.**
 - b. Impact of Reduced Defense Spending – **Presentation from Tom Etter** (attached) **A link to the survey referenced in his presentation is [Thumbtack.com Small Business Friendliness Survey](http://Thumbtack.com/SmallBusinessFriendlinessSurvey)**
 - c. Converting City Payroll to Arrears – **Discussion resulted in recommendation of a letter of endorsement to City Council with Ms. Whitesell providing the language to the PISC for approval by Monday April 29, 2013 and then forwarding to Council by their April 30th Budget Workshop. (Approved letter attached)**
 - d. Civic Engagement discussion/Barrier to Business – **Discussion on this included the BPOL Tax, focusing on what can be accomplished in short order, and asking Ms. Cooper’s help in focusing on what the Minority Business Council might feel are**



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- barriers or perception issues. Some of these issues come from lack of knowledge of readily available resources; this might be an area of concentration. Again, Civic Engagement plays an important part in disseminating information and easing perception issues and should be a concentration.
- e. Other Discussion – Mr. Brunke answered Mr. Martin’s questions regarding the cost vs. benefit of some of the “bells and whistles” being incorporated into the building of new schools and the process of check lists involved in accreditation.
 - f. City’s digital identity - **Deferred**
5. Report of Subcommittees
- a. Development Review and Building Permit Process – Mr. Martin indicated he is encouraged by the progress that has been made. He also brought up the proposal before the Planning Commission this month regarding the City Permit Fee structure. Mr. Bowie indicated he did not feel this is something PISC should tackle; it should be an issue the TBA should address.
 - b. Publicity and Public Relations Action Items – Councilman Dyer’s discussion with *Inside Business* – Councilman Dyer will sit down with their journalist and provide details of PISC’s goals and accomplishments
 - c. Announcements – Next Meeting **May 29, 2013**
 - d. Adjournment