



# Process Improvement Steering Committee

August 28, 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	Dave Browning	X
Tanya Arney	X	Tom Etter	X
Bill Brunke	X	Bob Scott	X
Bob Dyer	X		
Brad Martin	X	Sandi Thompson (Recorder)	X
Catheryn Whitesell - Staff	X	Guests:	
Mary Hancock - Staff		Lee Hedberg	X
		Johnny Johnson	X

## 3. Meeting Notes, Decisions, Issues

1. Welcome and Call to Order
2. Introduction of Guests – **Mr. Johnny Johnson introduced himself and advised he has heard of the Committee and thought with his experience in Process Improvement, he might have something to offer and wanted to attend.**

**Ms. Whitesell introduced a member of her staff, Lee Hedberg.**

3. Old Business
  - a. Approval of minutes from May 29, 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 –**There was discussion of membership and finding an effective replacement for Dan Brockwell. Councilman Dyer will contact Wanda Cooper and see what her status is on being more active or he will try to identify someone else from the Minority Business Council. The goal is to find members who are willing to be real contributors. Suggestion was perhaps someone from the 2040 Planning Committee.**

**Mr. Bowie noted he is willing to continue as chair in the interim, but asked that everyone submit some names for consideration at the next meeting.**



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- b. Converting City Payroll to Arrears – **Deferred**
- c. Civic Engagement discussion/Barrier to Business – **Deferred**
- d. City's digital identity – **Deferred**
- e. Goals for 2013 – **Discussion ensued on prospective projects as the committee moves forward. Mr. Bowie would like the Administration to provide some areas where the Committee might be effective in assisting the process.**

He referenced an email that made its way to the PISC website regards parking issues at the Oceanfront. Since this does not appear to be an issue that is under the Committee's purview, it is being passed on to the City Manager's office for response.

Mr. Bowie asked everyone to come back to the next meeting with some ideas of projects that can be undertaken.

### 5. Report of Subcommittees

- a. Development Review and Building Permit Process – **Mr. Martin and Mr. Scott reported there is still some frustration with the processes from both DSC and the private sector that involves resistance to change. They advised there is a real need for someone who can make decisions autonomously when issues arise that are outside of normal parameters. Councilman Dyer believes designating a person/s to do that can only be accomplished by the City Manager and offered to set up a meeting with him to discuss it.**

Mr. Bowie suggested another meeting with the head of DSC for feedback on the issue and if she feels she cannot address it, a White Paper be written stating the Committee's recommendations and forwarded to the City Manager for his input. A meeting can be set to follow-up if needed.

Mr. Etter requested a copy of DSC's flow charts for reference.

- f. Publicity and Public Relations Action Items – **Ms. Hancock noted she has taken a summer sabbatical on this issue, but is ready to jump back in with whatever direction the Committee might have. She will work with *Inside Business* to get some coverage.**
- b. Announcements – Next Meeting **September 25, 2013**
- c. Adjournment