



Process Improvement Steering Committee

February 27, 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	<input checked="" type="checkbox"/>	Councilman Bob Dyer	<input checked="" type="checkbox"/>
David Browning	<input checked="" type="checkbox"/>	Bob Scott	<input checked="" type="checkbox"/>
Tanya Arney	<input checked="" type="checkbox"/>	Brad Martin	<input checked="" type="checkbox"/>
Tom Editter - Guest	<input checked="" type="checkbox"/>		
Nancy McIntire - Staff	<input checked="" type="checkbox"/>	Mary Hancock - Staff	
Catheryn Whitesell - Staff	<input checked="" type="checkbox"/>	Catheryn Whitesell (Recorder)	

3. Meeting Notes, Decisions, Issues

1. Welcome and Call to Order
2. Next Meeting: March 27th, Dave Hansen on Arrears
3. New Business/Discussion Items –
 - ◆ Subcommittees Status Report –
 - Development Review and Building Permit Process –
 - Introduced Nancy McIntire as the new DSC Coordinator
 - Less than one month in this position
 - Storm Water regulations will cause time and staffing issues going forward
 - Physical constraints – conference room
 - Development workload is picking up as economy improves
 - Improved communication and cooperation with development community and other departments (2-way street)
 - Interface with other cities
 - Develop a way to get input in safe/discreet way
 - Brad Martin
 - Will have an open house on what the DSC does and why they do it
 - Was excited by the idea of getting input from customers at an open house
 - Should focus on reducing resubmittals and field changes
 - Should highlight to consulting community best practices
 - What can developers do to ensure information to help the process
 - Get input from customers to improve process where the process is breaking down.



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- Get over the fear of retaliation
- Tuck Bowie asked: how can this Committee help with changes in the DSC?
 - Nancy responded: Long-term process
- Introduced Tom Editter, Retired Navy – Process Improvement – Raytheon
 - Total Quality Leadership, Process Improvement for Vernon Clark
 - Offered to help
- Citizen Communications -
 - Mary and Catheryn provided an update on the Virtual Town Hall
 - Way to get input in safe/discreet way
 - Councilman Dyer – Communications is always a struggle – for example, NYMB with homeless shelter to get out at the beginning of the concept
 - Make Communications an expected part of the process and its outcomes before a decision is reached
 - Tanya Arney – change perception of who is in transitional housing/workforce housing
 - City needs to do a PR campaign on “faces of homelessness” to counter public perception
 - Digital Identity
 - Push information out to citizens
 - Check with ComIT on check list for information
 - Many rely on digital media solely at our peril?
 - Tanya – What is home page on library computers? Can it be vbgov.com?
 - Tablets for Council
 - Sustainability
 - Councilman Dyer to talk to individual council members
 - Call others on how it is working out for them
 - Get to press first
 - Then present
 - Retreat Update
 - Good play on Process Improvement
 - Citizen engagement, FOG, working with management of the city to help
- 4. Chair/Vice-Chair
 - ◆ Wait for full Committee (temporary hold)