



Process Improvement Steering Committee

November 20, 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	GUESTS:	
		Carla Bailey	X
Catheryn Whitesell - Staff	X	David Grochmal	X
Mary Hancock - Staff	X		
		Sandi Thompson (Recorder)	X

3. Meeting Notes, Decisions, Issues

1. Welcome and Call to Order
2. Introduction of Guests – **Ms. Bailey introduced herself noting she is the Chair of the Minority Business Council. Mr. Grochmal advised he is the former Director of the Department of General Services for the City and currently serves as Chair of the Mayor’s Commission for Persons with Disabilities.**
3. Old Business
 - a. Approval of minutes from September 25, 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 – **This matter was deferred. Councilman Dyer advised as Mr. Grochmal and Ms. Bailey have indicated their interest in serving, he will arrange for them to be appointed by City Council at their next meeting.**
 - b. Converting City Payroll to Arrears – **Councilman Dyer reported after much debate by City Council and work by staff, this matter has finally passed with the help of conversion pay to hold employees harmless. He feels PISC was instrumental in getting this done.**
 - c. Civic Engagement discussion/Barrier to Business – **Deferred**
 - d. City’s digital identity – **Deferred**



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- e. Goals for 2014 – **Deferred, however everyone was encouraged to come to the next meeting with ideas.**
 - f. One Vision – **Mr. Bowie mentioned an e-mail link sent by Ms. Whitesell regarding a group called One Vision. They are a group of experts who have offered to look at processes within different cities and offer their recommendations. Mrs. Whitesell says they are exploring ways the group could be of assistance.**
 - g. Tom Etter’s Survey – **Mr. Etter advised he had sent it out by email to everyone and suggested it might be a good tool for city departments to identify critical process issues. Mrs. Whitesell said with sign off by the City Manager it could be coded into Survey Monkey and sent out to the Departments. Mr. Bowie had reservations about proceeding with something of this nature without sitting down to discuss it with Mr. Spore. He wants to make sure the right questions are asked and there should definitely be support from the Manager. Mr. Grochmal pointed out that small departments should be able to answer the questions easily, but departments, such as Public Works, with many divisions, may have a more difficult time and consideration for what a Department Head might have to pull together to respond should be given. Ms. Whitesell suggested it could be tailored to address Divisions within Departments to make it more friendly to Department Heads.**

Mr. Bowie suggested the survey be revised and sent back out to everyone. There will then be discussion with the City Manager for his input prior to distributing it.
 - h. Code for America – **Ms. Whitesell stated this is an interesting concept. There are free APPS that can be downloaded to help departments with different issues and see what is being done elsewhere that might be of use to them. Mr. Bowie asked everyone to take a look at it and see if the committee would like someone to come and give them a presentation.**
5. Report of Subcommittees
 - a. Development Review and Building Permit Process – **Mr. Martin reported he and Mr. Scott continue to meet with the Director of DSC to work through identified issues. Right now she is under tremendous pressure to meet State Storm Water Mandates. It appears they continue to have more responsibility than authority to deal with inter-office response problems. He has offered private sector consultants to assist in the internal processes. Mr. Bowie encouraged continued dialog**
 - b. Publicity and Public Relations Action Items – **Consensus was the committee would really like to see an article in *Inside Business* happen.**
 6. Announcements – **Ms. Bailey reported on a very successful Minority Business Expo.**
 7. **Next meeting January 29th – 4:00 P.M. Room 350**
 8. Adjournment