



Process Improvement Steering Committee

September 25, 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		
Mary Hancock - Staff	X		

3. Meeting Notes, Decisions, Issues

1. Welcome and Call to Order
2. Introduction of Guests – **None**
3. Old Business
 - a. Approval of minutes from August 28, 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, again, deferred until a full committee is established. 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.**

Councilman Dyer also suggested a change in the start time of the meeting to 4:00 p.m. as the 3:00 p.m. time might be a deterrent to some candidates. The consensus of the Committee was to change the start time of the meeting to 4:00 p.m.



Process Improvement Steering Committee

September 25, 2013, 3:00 p.m.
Building 1, Conference Room 350

- b. Converting City Payroll to Arrears – **Councilman Dyer reported he will be meeting with Patti Phillips and Dave Hansen concerning this matter. They are exploring with different scenarios to accomplish this housekeeping problem.**
- c. Civic Engagement discussion/Barrier to Business – **Deferred**
- d. City’s digital identity – **Deferred**
- e. Goals for 2013 – **Mr. Browning asked if they could explore the status of automation for the City Treasurer and Commissioner of the Revenue in order to allow for online payment of business licenses and the like and help offer solutions.**

Ms. Whitesell noted there is an effort underway and she will get someone in to brief the Committee on the project.

Mr. Martin advised he is concerned about the Fire Marshall’s ruling that fire hydrants have to be within 500 feet of a dwelling which is causing a hardship on developers to install sprinkler systems . The Stormwater regulations are coming in July also. He fears these regulations will inhibit rehabilitation of existing homes and lots. There was a consensus this is a Code issue mandated by the State.

Councilman Dyer mentioned he is meeting with state representatives regarding unfunded mandates in an effort to get them to realize the real financial burden being passed down when they are issued. State mandates take certain issues out of City control making it impossible to work around them.

Mr. Etter suggested the Committee, itself, needs a systemic process for identifying goals. He suggested a survey be sent to city departments that would identify issues the Committee might assist with. Chairman Bowie asked him to put something together for review at the next meeting. Mr. Etter also mentioned the use of a phone APP that might help them identify issues.

Mr. Bowie noted the need for feedback from the City Manager and wondered if they should take a direct approach to contact or go through Ms. Whitesell to see where they might be of assistance to staff. He does not want to delve into issues where they should not.

- 5. Report of Subcommittees
 - a. Development Review and Building Permit Process – **Mr. Martin and Mr. Scott reported they have met with the Director of DSC several times. It appears they have more responsibility than authority to deal with inter-office response problems. How to fix that problem remains to be seen**
 - b. Publicity and Public Relations Action Items – **Ms. Hancock will work with *Inside Business* to get some coverage.**



Process Improvement Steering Committee

September 25, 2013, 3:00 p.m.

Building 1, Conference Room 350

- c. Announcements – **October 30th meeting CANCELLED – NEXT MEETING - NOVEMBER 20TH 4:00 p.m.**
- d. Adjournment