



# Process Improvement Steering Committee

July 30, 2014, 3:30 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 Present Denoted by X

<i>Name</i>		<i>Name</i>	
Tuck Bowie - Chair	X	<b>COUNCIL LIAISON</b>	
Tanya Arney – Vice Chair		Bob Dyer	X
Carla Bailey		Councilman Brad Martin	X
David Browning		<b>STAFF</b>	
Bill Brunke	X	Catheryn Whitesell – Mgmt. Services	X
Tom Etter	X	Pattie Phillips - Finance	
David Grochmal	X	Jeff Smith – Economic Development	X
Preston Midgett	X	Nancy McIntyre (DSC)	X
Bob Scott	X	Sandi Thompson (Recorder)	X

## 3. Meeting Notes, Decisions, Issues

1. Welcome and Call to Order
2. Old Business
  - a. Approval of minutes from June 25, 2014 - **Approved**
  - b. Update on wireless internet in public places –**None**
3. New Business
  - a. Barriers to Business – Update from Ad Hoc Committee – **Mr. Etter advised, in the absence of Chair, David Browning, a core group had met on July 9<sup>th</sup> and much was accomplished. A Mission Statement as well as guidelines to accomplish goals and the following committees were established:**
    - **Appointed a Media Chair**
    - **Purpose Statement**
    - **Survey Committee**
    - **Identify Existing Programs Committee**
    - **Current statistical data Committee**
    - **Reports Group**

Councilman Martin suggested perhaps the contribution this Committee can make is to connect people to resources.

They will meet again on August 5<sup>th</sup>.

- b. Goals for 2014 – **No Discussion**



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- c. PISC Questionnaire – **Mr. Etter and Mr. Grochmal have reviewed the surveys in a preliminary fashion and feel more analysis needs to be done before a complete report can be made.**
5. Report of Subcommittees
- a. Development Review and Building Permit Process – **Chairman Bowie introduced head of the DSC, Nancy McIntyre. She talked at length about how they are responding not only to the Committee’s “White Paper”, but also about other needs in the department and how best to implement them. They are currently working on a new computer program known as Ascela which will be much more efficient in logging in and tracking projects. It will also allow customers to access their project and see what has been flagged or needs work. They also expect this will cut the time in getting reports back from other agencies and know what is lacking. Part of the problem has been loss of long-time employees to retirement and an inability to hire more “seasoned” ones so they are faced with hiring new employees who have to learn on the job which is, unfortunately, slowing the process somewhat. New Storm Water regulations mandated by the State are also bogging them down. She is not sure how long it will take to complete. They are working with the network engineers to move forward as quickly as possible and also make sure everything they need is incorporated into the program.**
- Councilman Martin and Mr. Bowie reminded her that the PISC has a lot of qualified people who would be glad to sit down and help her through any portion of the process or provide feedback as needed.**
- Councilman Dyer reiterated this and noted Council’s Goal Setting Workshop where priorities for the year are set is coming up in September. He advised he and Mr. Martin can be a tremendous resource for moving this initiative forward. With the projected loss of some of the Naval economy, the local business climate must be improved.**
- Mr. Scott feels it is imperative to improve the time between submittal and approval of a project.**
- Chairman Bowie noted since there seems to be some specific questions and suggestions from members that may have a stake in the issue, he will ask they be held until after adjournment.**
6. Publicity and Public Relations Action Items – **Mr. Dyer advised he is still working to get an article in *Inside Business* and that a reporter for the *Virginian Pilot* is also interested.**



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7. Announcements – Mr. Bowie feels it is appropriate to take a break in the meeting schedule in August, therefore the next meeting will be **September 24th at 3:30 PM** - Room 350. He will not be at the meeting, but Vice Chair Tanya Arney will be able to run the meeting.
8. The meeting then adjourned.