



Process Improvement Steering Committee

June 25, 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	COUNCIL LIAISON	
Tanya Arney	X	Bob Dyer	
Carla Bailey	X		
David Browning	X	STAFF	
Bill Brunke	X	Catheryn Whitesell – Mgmt. Services	X
Tom Etter	X	Pattie Phillips - Finance	X
David Grochmal	X	Jeff Smith – Economic Development	X
Preston Midgett	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 May 28, 2014 - **Approved**
 - b. Update on wireless internet in public places –**Ms. Whitesell advised she has not yet received a report from COMIT on a cost estimate. She will send Mr. Arvay a reminder email.**
4. New Business
 - a. Barriers to Business – Update from Ad Hoc Committee – **Mr. Browning advised the first meeting was held to meet and greet and decide on the first working session.**

Mr. Etter suggested ground rules be established and a Mission Statement agreed upon. Each member could submit one or two questions regarding the issues and barriers that could be put together as a survey and then use whatever resources are available to compile them.

Ms. Whitesell advised there are several avenues for compiling responses, the easiest of which is Survey Monkey. She understands there are student volunteers from ODU and Regent who would like to help in the effort. She will be happy to have them come to her office and get them started.

Ms. Phillips noted her department has already gathered a lot of information on diversity that she could provide.



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Chairman Bowie passed out copies of an article from *Inside Business* that gives the City an “A-minus” in a Small Business Friendliness Survey. Mr. Etter noted it did mention one weakness and that was the mentoring process, so there is work to be done.

Mr. Bowie also advised some recent surveys by other entities he has heard about have not been very successful in their responses, so the Ad Hoc Committee needs to use every tool at their disposal to get the word out and get the responses they need to make their recommendation. Ms. Whitesell advised her department will help in any way possible with that endeavor.

The next Ad Hoc meeting will be held here on July 9th. Anyone is welcome to sit in.

b. Goals for 2014 – **No Discussion**

c. PISC Questionnaire – **Chairman Bowie hopes everyone had the opportunity to go through the department responses received at the end of the last meeting noting the common theme seems to be lack of funding and personnel and questioned whether there is something in them the Committee should work on.**

Mr. Etter noted most seemed to take it seriously and rated themselves between 7-10. Mr. Grochmal advised it is not necessarily about money and personnel, but how to get more done with less.

Mr. Etter and Mr. Grochmal offered to go through them and provide further analysis.

5. Report of Subcommittees

a. Development Review and Building Permit Process – Review City Manager Spore’s response dated 6/11/14 (the letter is attached and made a part of the minutes) – **Chairman Bowie is pleased by the Manager’s response to its recommendations contained in the “White Paper”. Mr. Bowie would like to have Ms. McIntire come over to meet with them about it also.**

Ms. Whitesell advised her department is working with them to compile a metric system to monitor processes that she hopes will be finished by the end of July.

In reply to Mr. Etter, Ms. Whitesell noted DSC has been compiling spreadsheets by hand to measure progress and her department is trying to put them in order to see where some of the problems lie. Some departments might need to be dropped from the process and others need to be incentivized to adhere to a deadline.

In reply to Mr. Grochmal’s assertion that the Manager’s letter agrees with the Committee that DSC should be given broader authority to solve problems with other departments, Ms. Whitesell advised they believe their compilations will identify



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where the breakdowns occur and thus determine the best way to improve the processes before any final decisions are made.

Mr. Bowie is glad the Paper was taken seriously and agreed the Committee should defer a presentation from Ms. McIntire until results are available.

6. Publicity and Public Relations Action Items – No report.
6. Announcements – Mr. Bowie feels it is important to keep meeting throughout the summer to maintain momentum and noted the next meeting will be **July 30th at 3:30 PM - Room 350**
7. The meeting then adjourned.