



Process Improvement Steering Committee

September 24, 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		COUNCIL LIAISON	
Tanya Arney – Vice Chair	X	Bob Dyer	
Carla Bailey		Councilman Brad Martin	X
David Browning	X	STAFF	
Bill Brunke	X	Catheryn Whitesell – Mgmt. Services	X
Tom Etter	X	Pattie Phillips - Finance	
David Grochmal	X	Jeff Smith – Economic Development	X
Preston Midgett			
Bob Scott		Sandi Thompson (Recorder)	X

3. Meeting Notes, Decisions, Issues

1. Welcome and Call to Order by Vice Chair Arney
2. Old Business
 - a. Approval of minutes from July 30, 2014 - **Approved**
 - b. Update on wireless internet in public places –**Ms. Whitesell advised COMIT has put a request in next year’s budget to equip priority locations.**
3. New Business
 - a. Barriers to Business – Update from Ad Hoc Committee – **Mr. Etter advised a meeting was held September 10th for more discussion on this matter. There was a tendency of members to share subjective anecdotes regarding roadblocks. However, the goal is to find the objective ones and evidence through feedback. Tony Silvestro is working on a survey through Survey Monkey. He asked PISC members to provide questions to them as soon as possible so the survey can be compiled. Mr. Browning added once the questions are gathered, the group will filter them to touch on the major issues and the goal is to have the survey up on the website long enough to garner a good sampling. He would also like city departments and City Council to add anything they think is pertinent. The goal is to have the questions gathered by the October meeting and then determine the pertinent ones to ask on the survey.**

 Subcommittee meetings will be held on the second Wednesday of the month.
 - b. Goals for 2014 – **No Discussion**



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- b. PISC Questionnaire – **Mr. Etter and Mr. Grochmal have tweaked the surveys again mentioning specific departments, however, they feel more analysis needs to be done before a complete report can be made. (See attached Preliminary Analysis)**

He asked the Committee's guidance on whether final analysis should be presented to the City Manager for his thoughts and dissemination to the departments. Ms. Arney feels they should have concise information that is both objective and relevant before presenting it to the City Manager.

Mr. Etter noted General Comment #1 should be specific to each department and will broaden the comments.

5. Report of Subcommittees
- a. Development Review and Building Permit Process – **Mr. Scott was absent, but Councilman Martin mentioned he had recently spoken with Jack Whitney and they had a very good exchange on the matter. Mr. Whitney is aware that things are not working well in this division. He is aware of the need for process improvement and customer service; however it is felt that there are specific instances of improvement and that the offices within the department are taking the improvement ideas into consideration.**
6. Publicity and Public Relations Action Items – **No report.**
7. Government Access Channels – **Mr. Grochmal asked if it was possible to get these channels in HD and make them easier to find. Ms. Whitesell advised these are the types of issues they are discussing during the franchise agreement renewal process. They are not listed on the "guide" and this, specifically, will be addressed in the process.**
8. Announcements - The next meeting will be **October 29th at 3:30 PM - Room 350.**

The meeting then adjourned.