



Process Improvement Steering Committee

October 28, 2015, 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		
Tanya Arney – Vice Chair		COUNCIL LIAISON - Bob Dyer	X
David Browning	X		
Bill Brunke		OTHER ATTENDEES	
Tom Etter	X	Bob Miller, President, MSN	X
Brad Martin	X		
Preston Midgett	X		
Bob Scott	X		
		Staff	
		Catheryn Whitesell, Mgmt. Services	
		Sandi Thompson (Recorder)	X
		Patti Phillips, Finance	X
		Jeff Smith – Economic Development	X

3. Meeting Notes, Decisions, Issues

Welcome and Call to Order by Chair Bowie.

Barriers to Business Survey –The Small Business Survey is still short of its goal of 370 with 348 respondents so far. It was decided to move forward with it by getting the report from Survey Monkey and having a regression analysis prepared with a target date of the Small Business Committee meeting on November 18th.

Once problems are identified, low hanging fruit will be addressed first and then regulatory problems can be worked through with the help of our General Assembly delegation . It was pointed out that after the analysis, priorities should be assessed and successes that can be achieved within the City be first on the list. Mr. Dyer suggested that perhaps Mr. Smith and Marc Davis might attend the November 18th Small Business Sub-Committee meeting to hear the results.

PISC Questionnaire - The results of the Questionnaire were shared with Doug Smith. It is hoped there will be a response from him on the recommendations.

Development Review and Building Permit Process – Chairman Bowie mentioned an e-mail from Nancy McIntyre (attached) reporting on the ACCELA Program now up and running which PISC and others groups are watching and evaluating that he feels are



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positive. However, it was mentioned by others there is still a break down between how DSC feels they are improving and how the development community feels they are progressing. Review meetings are still not working well because everyone is not prepared properly, not just from the DSC but from the clients as well.

Mr. Miller noted there are just too many layers of departments to sign off to make it efficient. The process should not be viewed as adversarial. Approval is the goal and that is accomplished on a face-to-face basis with everyone at the table.

Mr. Scott noted this was outlined in the original White Paper. Everyone should know their job and get it done.

Mr. Bowie encouraged now that Mr. Smith is on board and Mr. Frankenfield is now Acting Planning Director, that they be given some time to work through the process and to react.

Mr. Martin brought up the new Disclosure Statement Form required by the City Attorney's Office that he feels could use a different point of view and suggested this committee might take a look at it. (attached)

Next Meeting – January 27, 3:30 pm