



Process Improvement Steering Committee

September 30, 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>	
Tanya Arney – Vice Chair		COUNCIL LIAISON - Bob Dyer	
David Browning	X		
Bill Brunke	X	OTHER ATTENDEES	
Tuck Bowie, Chair	x	Doug Smith, Assistant City Manager	X
Tom Etter	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	

3. Meeting Notes, Decisions, Issues

Welcome and Call to Order by Chair Bowie. Mr. Bowie introduced Assistant City Manager, Doug Smith.

New Business

Barriers to Business Survey – Mr. Browning noted the Small Business Survey is still short of its goal of 370.

Making contacts and encouraging businesses to participate in the survey was again discussed with everyone asked to assist in the effort.

PISC Questionnaire - It was noted there has been no feedback from the City Manager on findings.

Mr. Smith noted he feels a responsibility for the disconnect between management and the PISC. As he has started to adjust to his new job, he sees an absolute need for and appreciation for the work of this group. He will see that this is remedied. As budget shortfalls are forecast the need for efficient solutions will become essential

Development Review and Building Permit Process – Chairman Bowie expressed concern to Mr. Smith about the disconnect between departments in moving the process along.



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Mr. Smith agreed and he has been working diligently with all the departments involved to improve on the process. He noted that PISC has been instrumental in driving collaboration with clients, pre-submittal meetings, that now occur every Thursday and helping to change a culture of “us” vs. “them” so that DCS can begin to look at a project from a service standpoint of helping the developer get the project done with the fewest re-submittals. This is a City Council priority and he looks for great improvement over the next year.

Mr. Smith advised some money will be spent to upgrade the offices so they will look better and be more efficient which he believes will improve morale.

Mr. Bowie thanked him for coming as his comments have been a great morale booster for the committee. He asked Mr. Smith to continue to keep them informed and let PISC help in any way possible. He also suggested Mr. Scott be included in any focus groups that may come into play.

City Manager Replacement – The PISC should be allowed to provide input to the Selection Committee for the new City Manager.

Next Meeting – October 28, 2015, 3:30 pm