



# Process Improvement Steering Committee

September 28, 2016 @ 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 - Bob Dyer</b>	X
Preston Midgett	X		
Bob Scott	X		
David Browning	X		
Bill Brunke	X	<b>Staff</b>	
Tom Etter	X	Patti Phillips, Director of Finance	X
Brad Martin	X	Aislyn Hughes (Recorder)	X

## 3. Meeting Notes, Decisions, Issues

Welcome and Call to Order.

### Small Business Update

- Reached out to the City Manager regarding a meeting with him, has not been scheduled yet.
- The City Manager a month ago indicated at a City Council meeting that his office was in receipt of a copy of the small business report and a review is currently underway by leadership.
  - Anxious to hear based on the groups research and analysis, how everyone feels and what the reaction from staff/leadership is.
  - Wanted to avoid going directly to Council with the report and allowing the CM the courtesy to respond first.
- The Development Services Center came up in a lengthy conversation during City Council’s Mid-Year Retreat on September 21.
  - Strong direction was given to the City Manager that process improvement needs to be done. Council is acutely aware.
- The City Manager provided City Council notes from the discussion at the Mid-Year Retreat.



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- Bob Dyer reviewed the comments relating to DSC
- Small business development
  - As we're talking about the budget and the cuts from the state – its going to start hitting us hard
  - Facing sequestration – feel that we really need to get our ducks in a row.
  - Need to get businesses built.
  - A sense on City Council that this is an area we need to work on.
  - Can't underwrite businesses to get the business you want. Seems they're more interested in bringing in outside businesses.
  - Patti mentioned that they are putting together a briefing regarding the report that was given to the City Manager. Some of the presentation will be to help Council understand the process.
  - Need to be able to pay City taxes online.
  - Small Business Development was a heavy item discussed through the retreat
    - Perceptions and education
    - Seven major entities that aren't connecting the dots for small businesses
    - Need something done for small business startup
    - One of the biggest things is financing
  - Group was pleased that staff is taking the reports seriously and agreed that waiting until the new Deputy City Manager (DCM) arrives.
  - Need to understand the root cause of the issue with Small Business support – overall culture of the organization.
    - The City Manager stated that we need to turn a culture of no into a culture of yes
      - Barry Frankenfield will be briefing the group at a future meeting.
    - Group wants recommendations from the City Manager on what they should be involved in.
      - City Hall Relocation – would like direction from Dave
        - Building has a lot of problems.
        - Public will look at us to ask is it really necessary?
        - Cost benefit analysis to prepare for the citizens
    - Number of conversations with Ken Chandler who has bought into the process.
- Going thru a transition process with new senior leadership.
- Patti will get with Dave to ensure he knows that the group is looking for an answer.



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### PISC Questionnaire

- Present to the new DCM and provide him the questionnaire to make a part of the culture.

### Development Review

- Barry Frankenfield has taken on a big role with the Planning Department.
- Had individual meetings with Barry for feedback regarding two Ombudsman positions and suggested they go to the City of Chesapeake to talk to their person that is in that role
- Tuck is going to suggest to Barry to present at the Oct 26 meeting if he's not in the position to do so, they will consider cancelling the meeting.
  - Tuck will confirm.
- Ask the City Manager to send an official request for the Committee to review City Hall Building relocation.

Patti thanked the group for helping with the biweekly pay. Even got the City Manager to put in the budget \$1.2m for employee relief.

Dyer asked for potential new members on the committee

- Howard Kern has asked his process improvement VP
- Potential to bring in a futurist.
- Alliance for Innovation could help – Next Big Thing
- How do we get the workforce ready for what's coming down

Next Meeting – **October 26, at 3:30 PM - As needed**

Adjournment – **4:30 PM**