



Process Improvement Steering Committee

October 26, 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	COUNCIL LIAISON - Bob Dyer	X
Tanya Arney, Vice Chair			
Carla Bailey			
Preston Midgett			
Bob Scott	X	Staff	
David Browning		Catheryn Whitesell, STIR	
Bill Brunke		Patti Phillips, Director of Finance	
Tom Etter	X	Sandi Thompson (Recorder)	X
Brad Martin	X	Jeff Smith, Economic Development	X
		Guests	
		Barry Frankenfield, Planning Director	X
		Sabrina Wooten, Minority Bus. Council	X

3. Meeting Notes, Decisions, Issues

Welcome and Call to Order.

Councilman Dyer introduced Sabrina Wooten who is a member of the Minority Business Council. Ms. Wooten advised she is there to learn and to serve however she may.

Development Review and Building Permit Process

Barry Frankenfield, Director of Planning presented a PowerPoint outlining the Planning and Community Development offices, their rolls in the development process as well as a 30/60/90 Day Improvement Plan and Tracking Report. Several key positions are in the process of being hired. (attached)

Mr. Frankenfield noted there is a definite need for improvement in cohesion of the spectrum of their responsibilities and customer service in some areas. Also, he agreed the Zoning Code is outdated in sections and needs to be recodified. Mr. Dyer suggested getting the City Attorney involved in this effort.

Mr. Etter suggested a survey to quantify "Customer Service Satisfaction".



Process Improvement Steering Committee

October 26, 2016 @ 3:30 p.m.

Building 1, Conference Room 350

Mr. Frankfield advised he realizes it takes too many adjustment letters between DSC and developers to get a project approved. There is a definite need for improvement.

Mr. Martin noted it has been a long process from the time PISC got involved in this issue and the improvements now taking place. He is more hopeful now than ever before this can be accomplished. There are at least eight issues highlighted on the 30/60/90 Day report that PISC can assist with. They were created to help with just these sorts of issues. They just need to be asked. One would be to explore the need for two Ombudsman positions now in the hiring process.

Mr. Frankenfield expressed a willingness to delay filling these positions for further study.

Mr. Bowie suggested that all the new Deputy City Manager's be invited to the next meeting to get acquainted and ascertain how PISC might help them with some of their goals.

Councilman Dyer thanked Mr. Frankenfield for coming. He noted that City Council is very aware of this Committee and process improvement was a big part of the last City Council retreat. He's also excited about the new STIR department that Catheryn Whitesell is heading that is working to improve transparency through the internet. She will also continue to liaison with PISC.

Mr. Bowie mentioned some members are becoming discouraged both with inactive members and the lack of response from the City Manager regarding the Small Business Survey and other issues. There is a need to replace members who are inactive on the Committee with people with a real interest and commitment.

In response to Mr. Smith's comments of how Economic Development has adopted some of PISC's recommendations regarding the small business issue on their website, Mr. Bowie said it is disappointing and frustrating to just be finding out about it today. If members can't see the substance of their recommendations, he feels it will erode any sense of accomplishment.

Mr. Bowie recommended cancelling monthly meetings for the remainder of this year. **He suggested meeting again in January and inviting all the Deputy City Manager's to attend in order to ask for their input on moving forward. At that time new members will be discussed.**

Councilman Dyer said there are many issues that could be addressed. **He will personally ask the City Manager to attend the January meeting.**

Next Meeting – **JANUARY 25, 2017**

Adjournment – **4:55 PM**

improveVBprocess@vbgov.com