



Process Improvement Steering Committee

March 29, 2017 @ 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
David Browning			
Bill Brunke		Staff	
Tom Etter	X	Catheryn Whitesell, STIR	
Brad Martin	X	Sandi Thompson, Recorder	X
Preston Midgett	X		
Bob Scott	X	Guests	
Sandra Wooten		Lawrence Dotolo, President VTC	X
		Deputy City Manager Ken Chandler	X
		Deputy City Manager Steve Cover	X
		Deputy City Manager Tom Leahy	X
		Deputy City Manager Ron Williams	X

3. Meeting Notes, Decisions, Issues

Welcome and Call to Order

Minutes of the meeting of February 22, 2017 were approved.

Introduction of Guests

Mr. Bowie advised the Committee is very pleased to welcome Deputy City Managers Ken Chandler, Steve Cover, Tom Leahy, and Ron Williams. He provided a summarization of the types of projects with which PISC has assisted. He asked each Deputy to consider identifying some way the PISC can assist them.

Each identified their areas of oversight (see attachment) and gave a brief explanation of the challenges of providing citizen services.

Mr. Bowie noted the hiring process the City adheres too is so much more complicated than the private sector and removing ineffective employees is difficult. PISC would be happy to review the hiring process if that is something that can be done.

Mr. Etter referred to the SBC's attitude that the City is hard to do business with. Mr. Cover stated it is Dave Hansen's policy that the City should look at all avenues in order to get to "yes" on projects.



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Mr. Dyer noted the impact PISC has made with the FOG regulations and other projects whose initial public reactions were based on perception issues that they were just another way to collect fees. When people understand the reasons for certain regulations there is less push-back. Public education is necessary.

He reiterated that if management has a project, PISC is an excellent resource.

Mr. Williams referred to the DSC White Paper and noted as a work plan it is a great tool they are working through to improve processes there. They are also discussing the antiquated Zoning Ordinance and whether it needs a total revision which is quite expensive. It is not set up for the new types of businesses trying to start up and newer development areas. Why is City Council still having to issue Use Permits? Ways to be flexible, but still keep the public safe are all issues they are looking at right now.

Mr. Leahy advised despite the costs involved, utilities is moving to a monthly bill, effective July 1st. Perception has been that the public service fees are too high. They are hoping with a monthly bill, it will be more public friendly.

Mr. Martin would like PISC to address recruitment issues, such as police officers. The City is accused of not be diverse, but then looking at the applicant pool, there are not that many qualified diverse applicants.

Mr. Bowie ended the discussion by noting the goal of this meeting was to introduce the members, offer assistance and help provide political cover for needed improvements. He encouraged the Deputies to make use of them.

Other Business

Mr. Bowie advised that City Council has appointed Sabrina Wooten, to represent the Minority Business Council on the Committee.

Mr. Lawrence Dotolo, President of the Virginia Tidewater Consortium for Higher Education, was present and expressed an interest in serving.

Next Agenda Discussion

Mr. Martin would like to discuss revising the submittal fee procedure for the City's Planning applications to include Use Permits, Rezoning, BZA, Chesapeake Bay and Wetland applications.

Next Meeting - **April 26, 2017.**

Adjournment - **5:00**