



Process Improvement Steering Committee

September 27, 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	X		
Bill Brunke	X	Staff	
Larry Dotolo		Sandi Thompson, Deputy City Clerk	X
Tom Etter	X		
Brad Martin	X		
Preston Midgett	X		
Bob Scott		Guests	
Sabrina Wooten	X	Taylor Adams, Purchasing Agent	X
		Ken Chandler, Deputy City Manager	X

3. Meeting Notes

Welcome and Call to Order

The Minutes of the June 28, 2017 meeting were approved as presented.

Future Projects

Councilman Dyer suggested the formation of a Blue Ribbon Committee with a well-rounded group of people and to include the ODU Center for Entrepreneurship. The group would work to identify ways that the city can improve communications with small businesses that may have the perception that they are not important to the economy. The findings would coincide with the Disparity Study's.

Mr. Etter believes that is what has already been identified in the survey conducted by PISC.

Mr. Chandler advised that citizens are the city's shareholders and a sustainable community is key to success. The Disparity Study will provoke some change.

Mr. Adams explained the definition of "small business". His goal would be to find ways to protect them with some legislation.



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Mr. Browning said it is a matter of how the City chooses to invest its economic development funds. Large, out-of-state companies are courted, which, in turn, compete for dollars and hurt local small business.

Mr. Etter does not believe it would be productive to start anything new until feedback is provided on what has already been recommended via the Small Business survey and the White Paper.

Councilman Dyer will ask staff to provide that, in writing, by the next meeting, October 25th. He knows some progress has been made i.e. the DSC White Paper, but a full report should be provided.

Mr. Bowie reminded everyone that the mission of the group is to make recommendations on process improvement. It is important for them to receive feedback as to what may have been implemented and if not, what was the reason why. He asked that the administration give them assignments that will assist in the city's mission. He noted that Catheryn Whitesell was a very important resource for them and hopes a replacement will be found quickly who will liaise with them.

Mr. Chandler advised her position has been posted.

Mr. Martin noted several success stories PISC has been a part of, including the recent change in the dual fee procedure and the changes already made in DSC. He said exploring the city's interest in the Town Point parking garages might be worthwhile.

The meeting adjourned at 5:45 PM