

GOVERNMENT PERFORMANCE & FINANCIAL MANAGEMENT

Meeting Record

Meeting Date: May 7, 2018

Convened: 2:03 pm

Adjourned: 3:27 pm

Committee Members Present:

Jennifer S. Gates, Chair
Scott Griggs, Vice Chair
Sandy Greyson

Philip Kingston
Tennell Atkins
Lee Kleinman

Kevin Felder

Committee Members Absent:

Other Council Members Present:

Staff Present:

Kimberly B. Tolbert	Connie Tankersley	Renee Hayden	Joseph Kunnath	Thandee Kywe
Akilah McLaughlin	Barbara McAninch	Bill Finch	Brandon Johnson	Rory Galter
Corrine Steeger	Adelia Gonzalez	Craig Kinton	Roger Reach	Lee Chiang
Jack Ireland	Zarin Gracey	Terry Lowery	Ben Collins	Robert Rubel
Mike Frosch	Sheila Gray	William Madison	Carol Smith	Erick Thompson
Eboni Mitchell	Mark Duebner	James McGuire	Bob Smith	Kris Sweckard

Others Present:

AGENDA:

Call to Order

1. Consideration of the April 16, 2018 Minutes

Presenter(s): N/A

Information Only: _

Action Taken/Committee Recommendation(s): *Approved*

Motion was made to approve the April 16, 2018 minutes. Motion passed unanimously.

Motion made by: Kevin Felder

Motion seconded by: Philip Kingston

2. Consideration of Upcoming Agenda Items for May 9, 2018 City Council Meeting

Presenter(s): N/A

Information Only: _

Action Taken/Committee Recommendation(s):

Motion was made to approve the May 9, 2018 items. Motion passed unanimously.

Motion made by: Tennell Atkins

Motion seconded by: Sandy Greyson

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Briefings

3. **Customer Request Management System Update**

Presenter(s): Margaret Wright, Director, 311; Bill Finch, Director, *Communications & Information Services*
Information Only: X

Action Taken/Committee Recommendation(s):

Directors Margaret Wright and Bill Finch presented an update on the implementation of the City's Customer Request Management System and demonstrated some of the capabilities of the new software. The project is on track to go live in August of this year, and represents a significant step forward in the City's 311 Service Request process.

The committee had questions regarding how the new system will interact with the city council contact management system. There was also discussion on what data was going to be retained in salesforce; staff clarified that older service requests would not be in salesforce, but that data can be pulled. There was also discussion of how this new system would affect the code compliance department.

Motion made by: N/A

Motion seconded by: N/A

4. **Office of the City Auditor – FY 2018 Third Quarter Update**

Presenter(s): Craig Kinton, City Auditor

Information Only: X

Action Taken/Committee Recommendation(s):

City Auditor Craig Kinton presented his findings from the following reports issued in the third quarter: Special Audit of the Accounts of Former City Secretary, Rosa A. Rios; Special Collections Operations; Environmental Compliance – Management of Environmental Spills and Scrap Tire Disposal at City Facilities; Fiscal Year 2017 Audit Follow-Up of Prior Audit Recommendations.

There was discussion on the city management implementation of recommendations that were included in seven audit reports issued in FY 2015 and FY 2016. CM Griggs requested additional information on the incomplete recommendations. The committee went into closed session to discuss audit findings related to security.

Motion made by: N/A

Motion seconded by: N/A

5. **Lean Six Sigma**

Presenter(s): Renee Hayden, Managing Director (I), *Center for Performance Excellence*

Information Only: X

Action Taken/Committee Recommendation(s):

The Center for Performance Excellence presented a briefing on the Lean Six Sigma program, highlighting projects across the city that are increasing efficiency and lowering costs. Since its creation in 2014, the Center has trained hundreds of employees on how to use the LSS tools to tackle issues, engage in grassroots problem solving, and deliver results increasing government performance.

Motion made by: N/A

Motion seconded by: N/A

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Adjourn

Jennifer S. Gates, Chair
Government Performance & Financial Management

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