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CITY COUNCIL MINUTES  
WORKSHOP

KERRVILLE, TEXAS  
MARCH 20, 2018

On Tuesday, March 20, 2018, the Kerrville City Council workshop was called to order at 10:00 a.m. by Mayor White in City Hall Council Chambers at 701 Main Street.

COUNCILMEMBERS PRESENT:

Bonnie White	Mayor
George Baroody	Mayor Pro Tem
Vincent C. Voelkel	Councilmember
C. Warren Ferguson	Councilmember

COUNCILMEMBER ABSENT:

Mary Ellen Summerlin	Councilmember
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CITY STAFF PRESENT:

Mark McDaniel	City Manager
Mike Hayes	City Attorney
EA Hoppe	Deputy City Manager
Brenda Craig	City Secretary
Kim Meisner	Director of General Operations
Drew Paxton	Director of Development Services
Sandra Yarbrough	Director of Finance
Guillermo Garcia	Executive Director of Strategic Initiatives

VISITORS PRESENT: List on file in city secretary's office for the required retention period.

**1. UPDATE REGARDING THE CITY'S DEVELOPMENT SERVICES OPERATIONS AND SERVICES**

Mr. Paxton reviewed the services provided by development services and discussed the potential for process improvement. He reviewed the results of a recent stakeholders survey (Kano Analysis) that identified and prioritized customer requirements.

Mr. Garcia discussed the plan review process flow and noted opportunity for improvement. He recommended implementing new software to assist in streamlining development services' processes.

Mr. McDaniel discussed the need to update building and development codes; a plan will be discussed in the future.

The meeting adjourned at 11:02 p.m.

APPROVED: 05/08/2018

ATTEST:

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Bonnie White, Mayor

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Brenda G. Craig, City Secretary