

## Business Session

2:00 PM – Thursday, October 2, 2025,

### 26th Floor Council Chambers

**Those in attendance:** Mayor Quinton Lucs, Mayor Pro-Tem Ryana Parks-Shaw, Councilmembers ~O’Neill, Willett, Rogers, French, Patterson-Hazley, Robinson, Duncan, Bunch, Curls, Bough & City Manager Mario Vasquez represented the City Manager’s office; Howard Rice represented the City Clerk’s Office.

- **Approval of Minutes for Business Session of August 14, 2025.** Minutes approved unanimously.

- **Resident Satisfaction Survey**

Andy Savastiino Neighborhood Services department presented the survey providing a concise overview of recent survey findings, highlighting key data trends, participant demographics, and actionable insights derived from community feedback. The presentation outlines the survey’s objectives, methodology, and results emphasizing areas of strength and opportunities for improvement across engagement, satisfaction, and performance metrics. Visual data summaries and comparison charts illustrate year-over-year progress, while the closing section proposes strategic next steps to address identified challenges, enhance transparency, and guide informed decision-making within the organization. A copy of this presentation is on file in the city clerk’s office.

- **Process Mapping of Development Approvals: Project Overview**

Kyle Elliott, planning department, presented; the presentation covered Process Mapping process outlining the scope, approach, findings, and next steps of a citywide initiative to improve the development approval process. The project mapped over 100 processes across planning, permitting, and inspection phases, identifying key pain points, inefficiencies, and opportunities for reform. Findings revealed widespread frustration among staff and customers due to inconsistency, slow approvals, and unclear communication, especially impacting on small businesses and first-time applicants. The report emphasizes building reliability, transparency, and customer service through cross-departmental collaboration, technology upgrades, and a new “Operational Excellence” team. The next phase focuses on sustaining momentum through quick wins, leadership engagement, performance tracking, and embedding a culture of continuous improvement across departments. A copy of this presentation is on file in the city clerk’s office.

- **Discussion of Ordinances, Resolutions, and Communications listed on the Council legislative docket or for Floor Introduction:** No discussion
- **Closed Session:** There was no closed session.