



MINUTES
CITY COUNCIL MEETING
AUGUST 12, 2025

CALL TO ORDER – Roll Call and Determination of a Quorum

The Parker City Council met in a workshop and special meeting on the above date at Parker City Hall, 5700 E. Parker Road, Parker, Texas, 75002.

Mayor Lee Pettie called the meeting to order at 6:03 p.m. Councilmembers Billy Barron, Roxanne Bogdan, Colleen Halbert, and Darrel Sharpe were present. Mayor Pro Tem Buddy Pilgrim was absent (*Note: Mayor Pro Tem "Pilgrim joined the meeting remotely at the beginning of Executive Session and was present from that point to the end of the meeting."*)

Staff Present: Asst. City Administrator/City Secretary Patti Scott Grey and Interim City Attorney Catherine Clifton

WORKSHOP

1. RECEIVE A PRESENTATION FROM DILLON MORGAN CONSULTING AND GIVE STAFF DIRECTION.

Solomon Israel, Managing Director ICT; Kishore Budde, Director – Business Transformation; and Mzee Dillon, Founder and CEO with Dillon Morgan Consulting; 5 Cowboys Way, Suite 300 Frisco, Texas, 75034, reviewed their PowerPoint Presentation, Introduction to DMC. **[See Exhibit 1- Introduction to DMC, dated Tuesday, August 12, 2025.]**

City Council discussed the information presented and planned to continue the discussion at a future City Council meeting.

EXECUTIVE SESSION START TO FINISH - Pursuant to the provisions of Chapter 551, Texas Government Code, Vernon's Texas Codes Annotated the City Council may hold a closed meeting.

RECESS TO CLOSED EXECUTIVE SESSION IN ACCORDANCE WITH THE AUTHORITY CONTAINED IN:

Government Code Section 551.074 Personnel – To deliberate the appointment, employment, or duties of a city administrator.

Government Code Section 551.071(1)—Consultation with City Attorney concerning Pending or Contemplated Litigation.

Government Code Section 551.071(2) – Consultation with Attorney on a matter in which the duty of the attorney to the governmental body under the Texas Disciplinary Rules of Professional Conduct of the State Bar of Texas clearly conflicts with this chapter (Open Meetings Act).

Mayor Lee Pettie recessed the special meeting to Executive Session at 6:36 p.m.

RECONVENE SPECIAL MEETING.

Mayor Lee Pettle reconvened the meeting at 9:00 p.m.

ANY APPROPRIATE DELIBERATION AND/OR ACTION ON ANY OF THE EXECUTIVE SESSION SUBJECTS LISTED ABOVE.

No action was taken.

ADJOURN

Mayor Pettle adjourned the meeting at 9:01 p.m.



APPROVED:


Mayor Lee Pettle

ATTESTED:


Patti Scott Grey, City Secretary

Approved on the 9th day
of September, 2025.



Introduction to DMC

Exhibit 1

Who We Are: Introduction to Dillon Morgan Consulting (DMC)



Our Mission

Our mission is to **partner with organizations to enable the successful execution of their visions and strategies, supporting those committed to making the world a better place.**



About Us

We are an enthusiastic team of consultants with diverse skill sets specializing in strategy, business transformation and organization effectiveness. Our approach not only drives sustainable results but also transforms leaders into ambassadors of continuous improvement who champion ongoing growth and excellence within their organizations.



Our Background

Founded in 2015, Dillon Morgan Consulting (DMC) is a global management consulting firm specializing in efficiency improvement, cost reduction, and profit optimization. With broad experience in company-wide transformations across various sectors and continents, our team also trains individuals to enhance business performance. Our consultants, certified in Lean Six Sigma, Project Management, Change Management and Organizational agility, deliver leading solutions

Dillon Morgan Consulting's office is located at 5 Cowboys Way, Suite 300, Frisco TX 75034

Our Services: How we partner with cities to drive operational excellence



Strategic Planning & Execution

- Facilitate Strategic planning initiatives
- Translate Strategy to Objectives and Key Results (OKRs)
- Facilitate identification and prioritization of initiatives



Leadership & Organizational Development

- Custom transformation training programs through DMC Academy, including Lean Six Sigma certifications
- Executive coaching and leadership workshops designed to foster resilient, high-performing teams



Insights & Analytics

- Identify meaningful metrics to drive key results
- Baseline performance and provide dashboard view
- Facilitate leadership to make data driven decisions



Process Improvement

- Identify opportunities for effectiveness and efficiency
- Drive opportunities to implementation
- Create a culture of continuous improvement



City of Parker Alignment on Ways of Working



Disclaimer

Notice and Clarification of Role:

Dillon Morgan Consulting (DMC) is a management consulting firm and does not operate as a law firm, nor do we employ in-house legal counsel. Accordingly, all findings, recommendations, and benchmark analyses provided by DMC are intended for strategic and operational guidance only. Legal interpretations and implications will be reviewed and vetted by the Parker City Attorney.

DMC will not be held liable for any legal interpretations or misapplications of the information provided.

Our Understanding – The City of Parker and the Opportunity to Partner



Our understanding of the situation:

- **The City of Parker**, home to over 6,200 residents and covering approximately 8 square miles, proudly carries a heritage that spans more than 56 years. Today, it offers a modern municipal government that blends the comforts of city convenience with the charm of country living at its best.
- Operating under a **Type-A General Law structure**, the City Council governs through ordinances and resolutions. At present, the City relies largely on informal understandings, with no standardized operating procedures (SOPs) or documented resolutions to clearly define how work is carried out. Following recent elections, the newly seated Council now faces the challenge of building a cohesive and effective governance team.
- The Mayor is committed to fostering collaboration, firmly believing that six minds working together are better than one. The Council shares this commitment and is united in its goal to make Parker a shared priority.
- To address the gaps, the City seeks to partner with **Dillon Morgan Consulting** to formalize systems and processes that align with its governmental structure. This partnership aims to strengthen shared understanding of roles, responsibilities and ways of working across all stakeholders—The Mayor, The Council and the City staff.

Proposed approach to achieve desired outcomes:

DMC recognizes the significance of this engagement and is committed to delivering meaningful and lasting outcomes. In close coordination with the City Attorney—to ensure alignment with the City's values, expectations, and policies—we will apply our proven Transformation framework, customized for the City of Parker's unique needs. Our approach consists of four structured phases with defined milestones:



Phase – 1: Discover - Conduct interviews with the Mayor, Council Members, and the 5 Department Heads to capture perspective on roles, responsibilities, and interactions. Document existing ("As-Is") workflows, processes, and coordination practices.



Phase – 2: Analyze - Evaluate findings against expectations of the City to identify areas of misalignment and root causes for lack of shared understanding and coordination challenges. Identify opportunities for improvement and probable solutions.



Milestone 1:

Prepare and submit a report summarizing key observations and recommendations for the City Council alignment workshop agenda.



Milestone 2:

Facilitate a full-day/half-a-day Workshop with the City Council during the first week of September to build consensus and foster collaborative working norms.



Phase – 3: Formalize & Adopt - Develop a draft of the standard operating procedures (SOPs) and governance protocols for the City Attorney to validate and for the Mayor and the Council to consider adoption. Further, support implementation with a tailored training and communication plan to ensure clarity and buy-in.



Phase – 4: Sustain: Transition sustainment to the City of Parker to maintain and continuously improve the adopted ways of working. DMC will step back at this point, having ensured the foundation is in place for ongoing success.

Phase – 1: Discovery

Timeline	Purpose	Activities	City of Parker involvement	Estimated Parker stakeholder Level of Effort (LoE)
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Phase 1: Discovery (Wk 1-2)

Document shared perspective of roles, responsibilities, and workflows.

Study available documentation, Conduct interviews with Mayor, Council, and Department Heads. Document As-Is workflows and coordination practices.

Mayor, Council Members, Department Heads

Moderate (interviews, process walkthroughs)

What to Expect



Interviews

- Discussion on the role & ways of working
- What you consider as Pain Points / Areas to improve
- Your recommendations
(*Inputs may also feed into Preparation for Strategic Planning in the future)



Process Mapping

- Workshops to facilitate visual representation of key process steps, roles and tools
- Decision criteria and Exceptions
- Earmark Opportunities for improvement

Outcomes



Consolidated record of key stakeholder point of view



Documented shared understanding of current process / ways of working

Phase – 2: Analyze

Timeline	Purpose	Activities	City of Parker involvement	Estimated Parker stakeholder Level of Effort (LoE)
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Phase 2: Analyze (Wk 2-3)

Identify root causes of coordination gaps and improvement opportunities.

Analyze interview findings; identify misalignments and develop probable solutions

Cross Department Stakeholder Participation in Workshops

Moderate
(1-2 workshops of 1 Hr. each)

What to Expect



Root Cause Analysis

- Analysis of the information and insights gathered in Phase – 1
- Facilitated sessions to applying techniques such as Fishbone Analysis, 5 Whys etc.



Solution Ideation

- Facilitated ideation sessions applying techniques such as the Six Thinking Hats
- Facilitated Solution prioritization sessions applying techniques such as the PUGH Matrix



Solutions for identified opportunities for improvement



Prioritized set of recommendations for implementation

Outcomes

Key Milestones

Timeline	Activities	Purpose	City of Parker involvement	Estimated Parker stakeholder Level of Effort (LoE)
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Milestone 1 (Last week of Aug.)

Prepare and submit a report summarizing key observations and proposed recommendations for the City Council alignment workshop agenda.

Ready agenda and presentation for the Council Workshop in the 1st week of Sep

Low
(review report)



Milestone 2 (First week of Sept.)

Facilitate a workshop with the City Council to build alignment and foster collaboration.

Align Council on shared working model and collaborative practices.

Council Members, Mayor

High
(full-day / Half-a-day participation)

Phase – 3: Formalize & Adopt

Timeline	Purpose	Activities	City of Parker involvement	Estimated Parker stakeholder Level of Effort (LoE)
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Phase 3: Formalize & Adopt (Wk 4-5)

Formalize ways of working: agreed-upon governance structure and support adoption.

Develop SOPs and governance protocols; design and deliver training and communication plan.

Mayor, Council,
Department Heads, City
Attorney

Moderate (review SOPs, attend training)

What to Expect



Documentation of SOPs

- Facilitated sessions to train/clarify ways of working
- Agreement on governance and future improvements



Training & Handover

- Facilitated sessions to train/clarify ways of working
- Agreement on governance and future improvements

Outcomes



SOPs (Standard Operating procedures), Roles & responsibilities



Governance and Improvement framework

Phase – 4: Sustain

Timeline	Purpose	Activities	City of Parker involvement	Estimated Parker stakeholder Level of Effort (LoE)
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Phase 4: Sustain

(Ongoing – managed by the City)

Ensure continuity and ownership of new practices by City staff.

City implements and sustains new ways of working; DMC transitions out.

City of Parker leadership and staff

Low (monitor and improve internally)

What to Expect



Process Adherence

- City to identify a process champion to promote adherence
- Setup a cadence and process to address any clarifications and to make any changes



Continuous Improvement

- Identify opportunities for improvement and pivot as necessary based on broader goals and compliance needs



Process to implement and govern adopted Ways of Working



Framework to initiate Improvements in the future

Stakeholders & Steering Committee



Stakeholders & Steering Committee						Duties / Responsibilities
Sponsor	Lee Pettie Mayor					Provide strategic direction, oversight, and guidance to DMC and the project stakeholders
Stakeholder (The Council)	Roxanne Bogdan	Colleen Halbert	Buddy Pilgrim	Darrel Sharpe	Billy Barron	Ensure project supports the enterprise strategy and outcomes delivered are in line with the Goals
Stakeholder (Head of Dept)	Justin Miller Chief of Fire	Kenneth Price Chief of Police	Grant Savage Finance Manager	Grant Savage HR Manager	Gary Machado Public Works Director	Provide the knowledge and expertise in a specific subject, business area, or technical area for a project/program
Comm / Gov / Reporting	Catherine Clifton (City Attorney) Dillon Morgan Consulting					

Proposed Summarized Project Plan



Activity	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8
Project Kick-Off								
Discover								
Conduct Interviews Mayor, Council and the 5 Department heads								
Document As-Is Process flows, documentation, Data								
Analyze								
Identify mis-alignments and develop probable solutions Analyze feedback and artefacts to prepare report								
Milestone – Report observations and plan for Council Workshop Present findings and recommendations along with plan for Council facilitation								
Milestone – Council Workshop Facilitation Facilitate workshop to build alignment and foster collaboration								
Formalize & Adopt								
Develop SOPs & Protocols Create process documents and governance framework								
Deliver Training & Communication Plan Create documentation for training & communication of agreed ways of working								
Sustain								
Sustenance & Continuous Improvement The City of Parker implements the new protocols and ways of working								
Project Closure								

Project start/end



REIMAGINE TRANSFORMATION