



Process Improvement Steering Committee

February 29, 2012, 3:00 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

<i>Name</i>		<i>Name</i>	
Tuck Bowie - Chair	X	Dan Brockwell – Vice Chair	X
David Browning	X	Bill Brunke	
Delceno Miles	X	Brad Martin	X
Katie Gardner	X	Bob Dyer	X
Catheryn Whitesell - Staff	X	Sandi Thompson (Recorder)	X
Guests		Guests	
Kris Allen		Steve Pincus	
Mary Hancock		Tammy Owens	
Brian Kirwin			

3. Meeting Notes, Decisions, Issues

1. Welcome and Call to Order
2. Introductions –
 - Two Regent University students attended the meeting.
3. Old Business –
 - The minutes from January 25, 2012 were approved.
4. New Business/Discussion Items –
 - The replacement of Ozzy Torres was discussed and City Council will be asked to appoint Mr. Kris Allen, a member of Lean Six Sigma.
 - Hampton Roads Partnership Evaluation of the Cities of Virginia Beach, Norfolk & Chesapeake Working Together. Catheryn Whitesell noted there is an ongoing initiative to explore ways the regional cities can share services, thus saving money and enhancing services to the citizens. Right now there are 128 services that are being looked at, from bomb squad units to grass cutting. Guest presenters from the HRP were not in attendance. It is hoped to get them at the next meeting.
 - Councilman Dyer passed out “Project 2013”, (report appended) a business plan for a think tank which would help guide South Hampton Roads through economic perils when the military is forced to make aggressive spending cuts. Discussion concluded that this might be a bit broad for this group and there were urgings to keep the group focused on tasks already



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identified at this time. Discussion also centered on how communication processes can be improved so there is more trust between government and citizens.

- Steven Pincus, Battalion Chief – Staff Services, Newport News Fire Department, highlighted how his department and that of neighboring cities are working to share services, especially in border situations where one city's resources are actually closer to the emergency.
- Everyone was reminded what a great resource local college students can be to help the group move forward in its mission. Students from Regent University were present at the meeting.
- Everyone was asked to read through the Project 2013. It will be placed on the Agenda for the next meeting for further focus.
- Tuck Bowie suggested developing some sort of program to put the goals of this committee in front of the public on the City's VBTv station.
- Subcommittees Status Report –
 - ❖ Development Review and Building Permit Process –
Mr. Martin noted they have been unsuccessfully trying to put meetings together with private sector resources and trying to find a consultant willing to work with them. There seems to be some distrust in this area and overcoming that is a goal.
 - ❖ Review of City Payroll Process - .
This initiative is in the hands of Councilman Dyer.
 - ❖ Strategies to Keep Small Businesses Open and Expand Those Businesses –
Delceno Miles presented this subcommittee report. Local restaurant owners feel they are not treated fairly vs. others. (The report is appended)