



Process Improvement Steering Committee

March 28, 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
Kris Allen	X	David Browning	X
Delceno Miles	X	Brad Martin	X
Katie Gardner	X	Bob Dyer	X
Catheryn Whitesell - Staff	X	Sandi Thompson (Recorder)	X
Guests		Guests	
Recka Holley		Steve Pincus	
Mary Hancock		Chris Meconnahey	
Chris Hedges			

3. Meeting Notes, Decisions, Issues

1. Welcome and Call to Order
2. Introductions –
 - Three Regent University students attended the meeting.
3. Old Business –
 - The minutes from February 29, 2012 were approved.
 - Hampton Roads Partnership - Tuck advised this presentation is premature and will be deferred indefinitely.
 - Project 2013 – Kris Allen presented on this. A copy of his email outlining his thoughts on the process is attached.
 - City Payroll Process – this has already been addressed through the Finance Department and only awaits future discussion with City Council.
4. New Business/Discussion Items –
 - Public Awareness – various avenues for getting the word out to the citizens was discussed. Working with the Council of Civic Organizations, utilizing VBTV, websites and actual presentations to civic leagues were suggested. Chris Hedges, Robertson School of Government, discussed the usefulness of a budget simulator which would give citizens an opportunity to see how a budget is formulated and give feedback of how they feel revenues should be allocated. Catheryn expressed interest in exploring this further with him. There will be a Open House at the Convention Center on April 5th from 6:00-8:00 p.m. as an opportunity for citizens to come and ask questions and get information.



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- Tuck, again, asked the group to focus on an initiative that can be presented to City Council and asked those making presentations to please provide paper copies that can be shared with all the members.
 - Chris Hughes provided a PowerPoint presentation on demographics. The group was reminded to access the resources already available so not a lot of time is spent working on research that has already been done by others. Catheryn offered the services of Paul Harris to assist on demographic data.
 - Katie Gardner reiterated her belief that some sort of facilitator with the City would be of great help. However, knowing budget constraints it would be beneficial if this group was asked to consult with a department to assist them with process improvement. Catheryn advised every department is tasked with identifying process improvement internally.
 - Subcommittees Status Report –
 - ❖ Development Review and Building Permit Process –

Mr. Brockwell noted they have been unsuccessfully trying to put meetings together with private sector resources. They have resorted to actually setting meetings with folks and going to the source.
 - ❖ Strategies to Keep Small Businesses Open and Expand Those Businesses –

Delceno Miles presented this subcommittee report. Dave Browning feels the focus should be on making a recommendation on the FOG program and working to see how inspections can be made more user friendly. He asked that someone in Economic Development be on the subcommittee. Councilman Dyer will check into this. (The report is appended)
 - ❖ Other Discussion

Catheryn asked for focus on one project at a time to bring credence to the group as being able to get a finished product.

City Council will be provided with the Agenda and Minutes of meetings going forward.

In response to Ms. Gardner, Catheryn advised Council has special strategic planning sessions that then filter down through the administration. Her department is tasked with moving items forward. A copy of the 20-year plan will be provided to the group.

The next meeting will be April 25, 2012.