



Process Improvement Steering Committee

November 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	Dave Browning	
Bill Brunke	X	Bob Dyer	X
Brad Martin	X	Delceno Miles	
Catheryn Whitesell - Staff	X	Sandi Thompson (Recorder)	X
Mary Hancock - Staff	X	Tanya Arney, Amelia Ross-Hammond (guests)	X

3. Meeting Notes, Decisions, Issues

1. Welcome and Call to Order
2. Introduction of Guests – **Tanya Arney was welcomed. Dave Hansen, Deputy City Manager will join the group later to give a presentation. Council Lady Elect Amelia Ross-Hammond joined the group into the meeting.**
3. Old Business –
 - The minutes from October 31, 2012, were approved.
 - Project 2013 – **deferred**
 - Creation of a Process Improvement department or facilitator with the City - **deferred**
 - Consultation to a group or department to assist them with process improvement - **deferred**
4. New Business
 - Envision Virginia Beach 2040 Committee Report – **Gary McCollum, Chair of this committee, will attend a meeting after the first of the year.**
 - Recommendations from Committee members for new projects (future feedback for City Manager) – **Chairman Bowie believes civic engagement activities might be a good project for the committee to take on. He also asked that others think about the direction they should take in the next year. Kris Allen shared an email sent to Mr. Bowie with some ideas. (a copy is attached)**
 - Committee Members – **Mr. Bowie noted that he has been Chair of the committee since its inception and while not averse to continuing, he would be happy to let someone else do so if there is an interest.**



Process Improvement Steering Committee

November 28, 2012, 3:00 p.m.

Building 1, Conference Room 350

He also announced this will be Kris Allen's last meeting as he is moving to a new position and will reside in the Richmond area. He thanked him for being a great and wise asset. Doug McLiverty's appointment is official and now they will need to replace Mr. Allen. He implored Ms. Miles to consider continuing to be a part of the committee as she is a valuable resource.

5. Report of Subcommittees

- Development Review and Building Permit Process – **Brad Martin reported he and Mr. Brockwell had a productive meeting with Charlie Hassen, Jack Whitney, and Cheri Hainer of the Department of Planning and Deputy City Manager Steve Herbert regarding their recommendations on this process. Perceptions and a little defensiveness were an issue, but overall it is felt those were overcome as they talked through the report. Mr. Herbert will take a look at it and get back with them.**

Mr. Brockwell noted sometimes staff can get so caught up in their own process they become blind to how outsiders perceive it.

Mr. Bowie suggested that former Planning Director Bob Scott might be approached to be a part of the Committee and Mr. Dyer mentioned Charlie Hassen. Both could give them a city-staff perception on tackled issues. Mr. Bowie asked Mr. Martin and Mr. Brockwell to broach the subject with both of them.

- Review of City Payroll Process - **deferred**
- Publicity and Public Relations Action Items – **no discussion**

6. Other updates – **Catheryn Whitesell reported on progress for the online budget process they hope will go live soon. The shared services project that the Hampton Roads Partnership has been working on has already come to some fruition with Virginia Beach taking on the sign shop responsibilities for Norfolk and Chesapeake beginning in January. The Elevator Inspection Project has hit a bit of a snag in the privatization area because of the State. Online building permits are making progress with the IT departments working together on this. Consultants are looking at the sharing of equipment, but that is not looking like it will work. Mental Health contracts with outside Doctors is being looked at across the spectrum as some contracts are higher in some cities and lower in others. The hope is to make it uniform.**

Deputy City Manager Dave Hansen joined the meeting and gave an overview of how he handled privatization of services for Fort Eustis when he worked there and how he is taking a hard look at departments under his purview and incorporating these practices into how the City looks at the same issues.



Process Improvement Steering Committee

November 28, 2012, 3:00 p.m.

Building 1, Conference Room 350

Mr. Bowie stated as the Process Improvement Steering Committee this is just the type of thing they could have input into and offered their services. Mr. Hansen welcomed the Committee's willingness to vet some of the ideas and will be back with them on it at the appropriate time.

7. Next Meeting January 30, 2012
8. The meeting then adjourned.