



# Process Improvement Steering Committee

October 31, 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	Todd Solomon (guest)	X

## 3. Meeting Notes, Decisions, Issues

1. Welcome and Call to Order
2. Introduction of Guests – **Todd Solomon, Hampton Roads Center for Civic Engagement, was welcomed to the meeting.**
3. Old Business –
  - The minutes from September 26, 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 – **It was again suggested that Gary McCollum, Chair of this committee, be invited to a meeting. Catheryn will try to accomplish this.**
  - Recommendations from Committee members for new projects (future feedback for City Manager) – **Kris Allen shared an email sent to Mr. Bowie with his ideas. (a copy is attached)**

**Mr. Bowie advised he had gotten some favorable feedback on the FOG white paper from the Director of Public Utilities which he shared with everyone (copy attached). He feels encouraged about this and congratulated the subcommittee for a job well done.**

**Also, after thinking about it, he believes the committee might identify ways to be involved with the Budget process and asked for Ms. Whitesell’s advice.**



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**Councilman Dyer reiterated that civic engagement is very important and noted several instances where just involving people has gone a long way to quelling misunderstanding. He noted the City is facing more monetary crises in the form of unfunded state mandates which must be dealt with. The word from Richmond is that cities are on their own this year.**

**In reply to Mr. Brunke, Ms. Whitesell, said the City does diligently scrutinize new programs to be sure they have expected outcomes; if not they can be cut from the budget.**

**Mr. Bowie is anxious to hear back from the City Manager if there is a way the committee can be of assistance and if it is something they want to be engaged in, then they can look into it.**

**Ms. Whitesell noted it is important to not be in the business of reinventing something that is already being done.**

**Councilman Dyer encouraged Mary Hancock to looking into the civic engagement process.**

**Mr. Solomon noted they are a one stop shop in this regard and have done many projects for Williamsburg, Hampton Roads Transit, TPO and have helped with Hampton's online budget process for two years. If Virginia Beach does not have a civic engagement policy, he encouraged its creation.**

**Further discussion ensued on civic engagement and the best practices for it.**

- **Replacement for Katie Gardner – Mr. Bowie noted they need to replace Katie Gardner on the committee and they may lose Delceno Miles. Mr. Dyer nominated Douglas McLiverty and Kris Allen mentioned Tanya Arney. David Williams of the Shore Drive Coalition was also mentioned. After discussion it was decided to recommend to City Council the appointment of Mr. McLiverty and invite Ms. Arney to participate ad hoc. Mr. Dyer advised he would hate to lose Ms. Miles and they would definitely benefit from a minority female if she feels she can't continue. He will talk to her about it. He will also get Mr. McLiverty's name before City Council for appointment.**

### 5. Report of Subcommittees

- **Development Review and Building Permit Process – Mr. Bowie again referred to the FOG white paper and advised it would be his hope that the group can continue to be a resource for the administration by working on projects and forwarding them through the chain of command. They are not doing this for recognition, only to improve things if possible and he prefers to go unacknowledged. He also referred to a call he got from Mr. Hassen regards concerns he had with the Development**



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**Review Process and after talking to him, it was agreed the committee is going about it in a good way.**

**Mr. Dyer would like Council to see an after-action report so they can see what the committee is doing.**

**Mr. Martin advised he and Mr. Brockwell are excited about the opportunity to meet with Jack Whitney, Steve Herbert and Charlie Hassen to, address their position on the Development Review process white paper and also to discuss the future retirement of senior staff.**

- Review of City Payroll Process - **deferred**
  - Publicity and Public Relations Action Items – **no discussion**
  - **In closing, Mr. Bowie asked everyone to think about where to go next and come back with some well thought out ideas. He would like them emailed to him well in advance of the next meeting.**
6. Next Meeting November 28, 2012
  7. The meeting then adjourned.