



# Process Improvement Steering Committee

September 26, 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	X
Bill Brunke	X	Bob Dyer	X
Katie Gardner		Brad Martin	X
Delceno Miles			
Catheryn Whitesell - Staff	X	Sandi Thompson (Recorder)	X
Mary Hancock - Staff	X	Tanya Arenez (guest)	X

## 3. Meeting Notes, Decisions, Issues

1. Welcome and Call to Order
2. Old Business –
  - The minutes from July 25, 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**
3. New Business
  - Envision Virginia Beach 2040 Committee Report – **Ask Gary McConnel to attend the next meeting**
  - Report results of meeting with the City Manager – **Chairman Bowie reported on the meeting with the City Manager attended also by Ms. Whitesell and Councilman Dyer. Mr. Spore was very complimentary of the work done by the sub-committees and both White Papers will be forward to the pertinent department head for comment back to him. It was decided to get feedback from them before a report is made to City Council so everything can be finalized at that time. He offered to make committee members available for discussion with Jack Whitney, Planning Director or Tom Leahy, Utilities Director.**

**At this time PISC will back away from any input in the Budget process unless specifically asked.**



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**Ms. Whitesell discussed several ways the Hampton Roads Partnership is urging cities to work together and has set several items into motion including combining City and Schools across the region into a large pool for healthcare purposes. Also merging of Human Services providers from all the cities. Consultants are working on that.**

**They are moving ahead with looking into a joint effort on elevator inspections with Norfolk heading it up.**

**Chesapeake will take on Sign Shops where street signs are made and how they might be combined.**

**Building permitting will be headed by Virginia Beach.**

**So some progress is being made to regionalize and share costs.**

#### 4. Report of Subcommittees

- a. Development Review and Building Permit Process – **White Paper finished – to City Manager**
- b. Review of City Payroll Process – **It was noted this is still an important item that needs addressing, however, no discussion was had.**
- c. Strategies to Keep Small Businesses Open and Expand Those Businesses - **White Paper finished – to City Manager**
- d. Publicity and Public Relations Action Items - **Ms. Whitesell made a presentation on a tool the City will put on vbgov.com to use in obtaining citizen feedback where questions can be asked by the City and answered by its constituents. Several cities are using it already and finding it quite effective. As this group has always been concerned about communication this may be a tool that can be used by them as well. Catheryn will share this PowerPoint with the committee.**

**Mary Hancock lamented the loss of Beach Magazine and the City Page that appeared in the newspaper as a result of budget cuts. Though City Page is available online for folks who go look for it, it is not the same as seeing it in your newspaper weekly. She reiterated the difficulty with reaching folks by mass emails or reverse 911 except in the most extreme circumstances.**

**Ms. Arenez suggested the use of a ticker at the bottom of VBTv shows and online broadcasts that might alert people to sign up for these informational opportunities. Mary will check into this with the new Director.**

- e. Announcements – **Mr. Bowie advised that as of now all the current subcommittees are dissolved and PISC will start over with new projects. He**



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**asked each member to think about what direction they would like to go in next and report back at the next meeting.**

**Also, Katie Gardner has resigned. He asked that recommendations be made for a replacement so Councilman Dyer can bring it before Council and an appointment can be made.**

5. Next Meeting October 31, 2012
6. The meeting then adjourned.