



# Process Improvement Steering Committee

January 30, 2013, 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	
Dave Browning	X	Bill Brunke	X
Bob Dyer	X	Doug McLiverty	
Brad Martin	X	Delceno Miles	
Catheryn Whitesell - Staff	X	Sandi Thompson (Recorder)	X
Mary Hancock - Staff		Tanya Arney, Bob Scott (guests)	X

## 3. Meeting Notes, Decisions, Issues

- Welcome and Call to Order
- Introduction of Guests – **Tanya Arney was greeted and Bob Scott was introduced.**
- Old Business –
  - The minutes from November 28, 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**
- New Business
  - Envision Virginia Beach 2040 Committee Report – **deferred and removed from future Agendas**
  - Recommendations from Committee members for new projects (future feedback for City Manager) – **None**
- Committee Members –
  - **Mr. Bowie announced that he had officially received the resignation of Delceno Miles. He asked that Mr. Dyer contact the Minority Business Council to seek a replacement. With everyone’s approval he also asked that Council appoint Tanya Arney and Bob Scott. There was no objection. Mr. Dyer will see that their names get before Council at the next meeting.**
- Report of Subcommittees
  - Development Review and Building Permit Process – **Brad Martin reported he had sent everyone a copy of the Planning Department’s response to their White Paper. He and Mr. Brockwell feel it is not quite the response they were hoping for.**



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Discussion ensued on the matter. Mr. Scott, having been the Director of City Planning when the DSC was conceived, noted the loss of Charlie Hassen as its head is very great. He added he would like very much to review the White Paper and the response.

It was also pointed out that many long-term employees in that area are talking about retirement, thus taking years of institutional knowledge with them. Cross-training to include more decision makers is crucial.

It was noted that the new Director of DSC, Nancy McIntire, was recently hired and it would be prudent to ask her come to the next meeting to share the sub-committee's vision of what might be done to streamline the processes. Catheryn will handle inviting her and provide her a copy of the White Paper and response from Planning. Mr. Bowie reiterated this is an ongoing project that may take longer and be more labor intensive than first thought to work together to come to a solution.

- Review of City Payroll Process – **awaiting legislation**
- Publicity and Public Relations Action Items – **Mr. Bowie mentioned the Virtual Town Hall Meeting held recently and how effective he felt it was. He would like to see the Committee expand into recommendations on Civic Engagement with the assistance of Mary Hancock.**
- Upcoming City Council Goal Setting Retreat – **Mr. Bowie asked if Councilman Dyer would provide a report on this at the next meeting.**
- Other Business – **In reply to Mr. Browning, Mr. Bowie stated as projects like the FOG issue are addressed, those committees will be disbanded and members will be reassigned to others.**
- Next Meeting **February 27, 2013**
- The meeting then adjourned.