



# Process Improvement Steering Committee

April 30, 2014, 4:00 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	<b>STAFF</b>	
Tanya Arney	X	Catheryn Whitesell – Mgmt. Services	X
Dave Browning	X	Pattie Phillips - Finance	X
Bill Brunke	X	John McConnell - Purchasing	X
Bob Dyer (Council Liaison)	X	Lavera Tolentino - Purchasing	X
Tom Etter	X		
David Grochmal	X		
Preston Midgett	X		
Bob Scott	X		
<b>GUESTS:</b>			
Tony DiSilvestro	X	Sandi Thompson (Recorder)	X
Bobby Melatti	X		

## 3. Meeting Notes, Decisions, Issues

1. Welcome and Call to Order
2. Introduction of Guests
3. Old Business
  - a. Approval of minutes from March 26, 2014 - **Approved**
  - b. Minority Business Briefing/Barriers to Business Start-Ups – **Mrs. Phillips presented the Minority Business Council’s 2013 Annual Report and led a discussion on the matter. The Committee expressed disappointment in the lack of progress in attracting involvement of minority business in obtaining city contracts or sub-contracts. Mrs. Phillips noted Virginia Beach is doing better than other localities in the area, but agreed that more can be done. It is a very difficult situation with no easy answer. A Disparity Study was discussed, but Councilman Dyer feels the expense may not be warranted nor alleviate the problem. Mrs. Phillips noted that many larger businesses that act as Prime Contractors for the City have held seminars and information sessions in an effort to attract minority business as sub-contractors without much success. Mr. Browning wondered how much of this is due to lack of qualifications and feels there is a need for a pathway to encourage development of more minority startups. Mrs. Arney advised most Primes have Preferred Subs and thus awards keep being made to the same businesses. This is a definite barrier.**



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Aside from the minority business aspect, Councilman Dyer addressed the need to diversify the City's economy and stimulate new small businesses. The Committee needs to identify the barriers involved and provide more education to help entrepreneurs succeed.

Tony DiSilvestro, of Y-Knot Pizza agreed. He had a difficult time navigating through his start-up process and feels he was not encouraged by the City. He talks to many military people who choose to move out of the area because they cannot find jobs or get help with opening their own businesses. These are some of the most skilled people on Earth and more should be done to assist in stopping the outflow of talent from the area. He feels Economic Development has not developed a very good program in this regard.

Chairman Bowie feels it is appropriate to follow through with the establishment of a Subcommittee to address the matter and offer suggestions for solutions. Dave Browning offered to Chair and Tom Etter to co-chair. They were elected by consensus. Mr. Bowie advised the Subcommittee should feel free to bring in or consult with any person or group they feel will be of assistance. He will identify contacts at the Hampton Roads Chamber of Commerce. Councilman Dyer thinks representatives from the Minority Business Council and Virginia Beach Vision should also be included. He also suggested Elizabeth Dykesman, a SWaM attorney. Mrs. Phillips suggested Economic Development liaison, Jeff Smith, should be involved.

- c. Project 2013 - **Deferred**
- d. Creation of a Process Improvement department or facilitator with the City – **Deferred**
- e. Update on wireless internet in public places – **David Grochmal and Ms. Whitesell will go through the list provided by COMIT to identify sites that would most benefit.**
4. New Business
  - a. Elect Chair and Vice Chair for new year – **Tuck Bowie was reelected Chair and Tanya Arney was elected Co-Chair by consensus of the Committee.**
  - b. Meeting Time – **Mr. Bowie asked if there was any objection to moving the meeting back to 3:30 pm. There was none.**
  - c. Tom Etter's Survey – **Councilman Dyer advised the City Manager has sent this to all Department Heads and Constitutional Officers and asked that it be returned to him by May 15<sup>th</sup>. Mr. Etter said he would be more comfortable referring to it as the PISC Survey.**
  - d. Goals for 2014 – **No Discussion**
5. Report of Subcommittees



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- a. Development Review and Building Permit Process – **Mr. Dyer indicated the White Paper was well received and is waiting for it to work itself through the process.**
6. Publicity and Public Relations Action Items – **Mr. Bowie indicated he would still like to see some publicity on the Committee in *Inside Business*. Councilman Dyer will try to have their writer attend the next meeting**
6. Announcements – **Next meeting May 28, 2014 at 3:30 P.M. Room 350**
7. Adjournment